



Information and Communication Technology Services (ICTS)

Service Delivery Charter

No.	Service Rendered	Client requirements	Time Line	Cost
1.	Malfunctioning computer hardware, software and network	Official request through <ul style="list-style-type: none"> • Online helpdesk • ICT Job card • Memo • Email 	Within one (1) working day	Nil
	Install/update software		Within TWO (2) working days subject to availability of the given software	Nil
	Internet and domain services breakdown		Within one (1) working day of the breakdown, subject to the nature of the fault	Nil
	New Network infrastructure installation.		One (1) month Subject to the magnitude of the installation and availability of materials	Nil
	New equipment installation telephony, computer, printers, scanners		One (1) working day, subject to availability of materials	Nil
	Trainings		Within one week from the date of request	Nil
	Preventive maintenance of user and networking equipment		Annually	Nil
2.	Restoration of systems operations	Official request/ notification through <ul style="list-style-type: none"> • Online helpdesk • ICT Job card • Memo • Email 	Within one (1) working day subject to the extent of the fault	Nil
	Response to requests for system and domain access issues.		Within one (1) working day subject to the nature of the request	Nil
	System data back-up		Daily, weekly and monthly	Nil
3.	Regular website updates	<ul style="list-style-type: none"> • ICT Job card • Memo • Email 	Within one (1) working day upon request or receiving of content to be uploaded.	Nil
4.	Response to complaints/complements/suggestions		Within 2weeks	Nil

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

Manager ICTS
 Technical University of Mombasa
 Mobile: (254) 0733 955 377/0724 955377
 Email: directoricts@tum.ac.ke

The Vice Chancellor,
 Technical University of Mombasa,
 Mobile: (254) 0733 955 377/0724 955377
 Email: info@tum.ac.ke or vc@tum.ac.ke
 website: www.tum.ac.ke

The Commission Secretary/ Chief Executive Officer,
 Commission on Administration Justice,
 2nd Floor, West End Towers,
 Waiyaki way, Nairobi,
 P. O. Box 20414 – 00200, NAIROBI.
 Tel. +254 (0)20 – 2270000/2303000
 Email: complain@ombudsman.go.ke

