



Egerton University

Citizens Service Charter

Department of Information and Communication Technology

This department and its staff are committed to professionally provide timely, high quality and relevant IT services to all our clients.

Service	Requirements	Cost	Timeline
User Accounts <i>(Email, ERP, Portals, E-learning)</i>	Email, memo, letter or service desk request	Free	Within one (1) working day upon receipt of request
Network and Connectivity <i>(WiFi, LAN)</i>	Email, memo, letter or service desk request	Free	<ul style="list-style-type: none"> • Simple configuration/support requests: Within one (1) working day • Standard maintenance and troubleshooting: Within one (1) to three (3) working days. • Complex incidents / infrastructure faults: Variable (depends on diagnosis, equipment, and escalation) • New installations: Variable
Preparations of Specifications	<ul style="list-style-type: none"> • Email, memo, letter or service desk request • Requests related to the University's business 	Free	Five (5) working days upon receipt of the request
Hardware Repair and Maintenance	<ul style="list-style-type: none"> • Email, memo, letter or service desk request • University hardware 	Free	Variable (depending on availability of parts)
Software Installation <i>(Operating systems, Application software, Antivirus)</i>	<ul style="list-style-type: none"> • Email, memo, letter or service desk request • Valid licenses for proprietary software 	Free	Variable

Service	Requirements	Cost	Timeline
Website Services <i>(Updates, New websites/subsites)</i>	<ul style="list-style-type: none"> Email, memo, letter or service desk request Content must be relevant to the university. Content must be approved by the relevant department/unit. 	Free	<ul style="list-style-type: none"> Content updates: Within three (3) working days. New websites / subsites: Within three (3) weeks.
Cyber Security Services <i>(Audit, Incident response, Data backups)</i>	<ul style="list-style-type: none"> Email, memo, letter or service desk request Report of a security incident or request for an audit. Adherence to University ICT Policy. 	Free	<ul style="list-style-type: none"> Incidents: Immediate response. Audit: Variable dependent on scope and complexity. Data backups: Within three (3) working days.
Multimedia and Communication <i>(Web Conferencing, Projector)</i>	<ul style="list-style-type: none"> Email, memo, letter or service desk request Availability of infrastructure Requests related to the University's core business 	Free	Within one (1) to three (3) working days.
Digital Literacy Training	Application and fee payment	Variable	Within one (1) to twelve (12) weeks.
In-house End User Training <i>(ERP, Portals, Cybersecurity, Data Protection, AI)</i>	Email, memo, letter or service desk request	Free	Variable
Complaints / Compliments	Report on the Complaints and Compliments portal	Free	Within fifteen (15) working days

For any questions concerning the quality of service, contact:

The Director

ICT Department, Egerton University

Email: director.ict@egerton.ac.ke