

UNIVERSITY OF NAIROBI

Document: INFORMATION AND COMMUNICATION TECHNOLOGY PROCESS

College: CORPORATE	Doc. No: UON/RM/ICT
Date of Issue: APRIL 30, 2019	Rev No: 02
Issued By: VICE-CHANCELLOR	Authorized By: UNIVERSITY EXECUTIVE BOARD

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REVISION HISTORY AND APPROVAL

Revision	Change	Approval	Date Issued
No			
01	First issue of the QMS Process Definition Specification	UMB	August 31, 2016
02	Second issue of the QMS aligned to the University Strategic	UEB	April 30, 2019
	Plan 2018 - 2023		
	Updated copyright statement		
	Revised process objectives		
	Changed UMB to UEB		
	Aligned Inputs to Sources of Input		
	Aligned Outputs to Receivers of Outputs		
	Changed Process Metrics to KPIs		
	Aligned KPIs with Performance Targets		
	Revised Risks and Opportunities		
	Aligned Risks to Opportunities		

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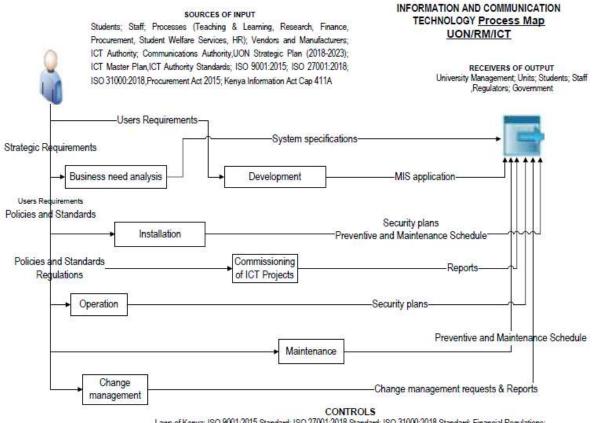
Sub Process	INFORMATION AND CO	MMUNICATION TEC	HNOLOGY
Process Identifier	UON/RM/ICT		
Process Owner	Deputy Vice-Chancellor	(FPD)	
Approving authority	Vice-Chancellor		
Inputs	Input	Sources of Input	
	Users Requirements		ocesses (Teaching & Learning, Research, Finance, udent Welfare Services, HR); Vendors and
			T Authority; Communications Authority
	Strategic Requirements	UON Strategic Pla	n (2018-2023); ICT Master Plan
		ICT Authority Sta 31000:2018	indards; ISO 9001:2015; ISO 27001:2018; ISO
	Regulations	Procurement Act 2	015; Kenya Information Act Cap 411A
Process Activities,	Business need analy	sis; Development	; Installation; Commissioning of ICT Projects;
including sub	o-Operation; Maintenance	e; Change manage	ment
processes			
Process Scope	The process covers but	siness need analys	is, ICT infrastructure / applications development or
	acquisition, deployment	t and operation, Sys	stem administration, Training, ICT support services,
	ICT Security manageme	ent, Internet service	es and control of virus attacks, security vulnerability,
	unauthorized access an	nd implementation	of appropriate safety measures, ICT infrastructure
	and systems preventive	e and maintenance	services
Objective	a) To improve system	acceptance and u	sage
	b) To secure ICT syst	ems and information	n
	c) To guarantee effect	tive performance o	f ICT equipment
	d) To effectively use a	and exploit ICT serv	vices and resources
	e) To control changes	on the ICT infrastr	ucture, systems, and services
Outputs an	d Output		Receiver
Receivers	System specifications		University Management; Units; Students; Staff
	Security plans		Liniversity Menagement
	Decurity plans		University Management

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	Schedule		
	Change management requests &	University N	Management
	Reports		
	MIS application	University N	Management; Staff; Students
	Reports	University	Management; Regulators;
		Governmer	nt
Possible control	Laws of Kenya; ISO 9001:2015 Standar	rd; ISO 27001	1:2018 Standard; ISO 31000:2018
sources	Standard; Financial Regulations; Unive	ersities Stand	ards and Guidelines(CUE) 2014;
	University Service Delivery Charter; U	niversity of N	Nairobi Strategic Plan; University
	Policies; ICT Authority; Professional As	sociations	
	KPI		Performance Target
	Conformance to specifications; User a	cceptance	100% Conformance to
	tests		specifications
	Vulnerability tests		0 unauthorized access
	Conformance to regulations and standar	ds	100% automation
	Timeliness		100% Conformance to Service
			Charter
	Level of automation		
Applicable	University Council; VC; DVC(FPD); Direc	ctor ICTC	
responsibilities			
and authorities			
Documented	User requirement specifications; Maint	enance sche	dule; Access logs; User training
Information	records; Needs assessment; ICT policies	s and procedu	ures; System documentation;
	UON/OP/45 – Procedure for installati	on, configura	ation and commissioning of ICT
	infrastructure;		
	UON/OP/46 – Procedure for ICT applicat	ion and acqui	sition/development of applications;
	UON/OP/47 – Procedure for ICT support	t services;	
	UON/OP/48 – Procedure for ICT server	administration	1
Risks and	Risk	Opportunit	ty
Opportunities	Rapidly changing technology leading	toEmergence	of new technologies with improved
	pre-mature obsolescence	capabilities	č 1
	High cost of ICT equipment and		

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Prioritization of ICT by the Government Creation of a digital identity Restructure ICT and implement the ICT Masterplan
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<i>l</i> asterplan
lata online
Creation of a digital identity
Emergence of specialized applications and
ools for persons with disability a



Laws of Kenya; ISO 9001:2015 Standard; ISO 27001:2018 Standard; ISO 31000:2018 Standard; Financial Regulations; Universities Standards and Guidelines(CUE) 2014; University Service Delivery Charter; University of Nairobi Strategic Plan; University Policies; ICT Authority; Professional Associations