



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 No	Change	Approval	Date Issued
01	First issue of the QMS Process Definition Specification	UMB	August 31, 2016
02	Second issue of the QMS aligned to the University Strategic 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	UEB	April 30, 2019

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Sub Process	INFORMATION AND COMMUNICATION TECHNOLOGY	
Process Identifier	UON/RM/ICT	
Process Owner	Deputy Vice-Chancellor (FPD)	
Approving authority	Vice-Chancellor	
Inputs	Input	Sources of Input
	Users Requirements	Students; Staff; Processes (Teaching & Learning, Research, Finance, Procurement, Student Welfare Services, HR); Vendors and Manufacturers; ICT Authority; Communications Authority
	Strategic Requirements	UON Strategic Plan (2018-2023); ICT Master Plan
	Policies and Standards	ICT Authority Standards; ISO 9001:2015; ISO 27001:2018; ISO 31000:2018
	Regulations	Procurement Act 2015; Kenya Information Act Cap 411A
Process Activities, including sub-processes	Business need analysis; Development; Installation; Commissioning of ICT Projects; Operation; Maintenance; Change management	
Process Scope	The process covers business need analysis, ICT infrastructure / applications development or acquisition, deployment and operation, System administration, Training, ICT support services, ICT Security management, Internet services and control of virus attacks, security vulnerability, unauthorized access and implementation of appropriate safety measures, ICT infrastructure and systems preventive and maintenance services	
Objective	<ul style="list-style-type: none"> a) To improve system acceptance and usage b) To secure ICT systems and information c) To guarantee effective performance of ICT equipment d) To effectively use and exploit ICT services and resources e) To control changes on the ICT infrastructure, systems, and services 	
Outputs and Receivers	Output	Receiver
	System specifications	University Management; Units; Students; Staff
	Security plans	University Management
	Preventive and Maintenance	Units

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	Schedule	
	Change management requests & Reports	University Management
	MIS application	University Management; Staff; Students
	Reports	University Management; Regulators; Government
Possible control sources	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	
	KPI	Performance Target
	Conformance to specifications; User acceptance tests	100% Conformance to specifications
	Vulnerability tests	0 unauthorized access
	Conformance to regulations and standards	100% automation
	Timeliness	100% Conformance to Service Charter
	Level of automation	
Applicable responsibilities and authorities	University Council; VC; DVC(FPD); Director ICTC	
Documented Information	User requirement specifications; Maintenance schedule; Access logs; User training records; Needs assessment; ICT policies and procedures; System documentation; UON/OP/45 – Procedure for installation, configuration and commissioning of ICT infrastructure; UON/OP/46 – Procedure for ICT application and acquisition/development of applications; UON/OP/47 – Procedure for ICT support services; UON/OP/48 – Procedure for ICT server administration	
Risks and Opportunities	Risk	Opportunity
	Rapidly changing technology leading to pre-mature obsolescence	Emergence of new technologies with improved capabilities
	High cost of ICT equipment and	

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	software	
	Fragmented ICT industry	Prioritization of ICT by the Government
	Increasing sophistication of cybercrime	Creation of a digital identity
	High staff turnover of trained ICT staff	Restructure ICT and implement the ICT Masterplan
	Increasing need for high capacity storage devices and equipment	data online Creation of a digital identity Emergence of specialized applications and tools for persons with disability a
Process Map		

