



# UNIVERSITY OF EMBU

## DEPARTMENTAL SERVICE CHARTER

### Department of ICT Services

S/N	SERVICES OFFERED	PROCESS REQUIREMENT	COST	TIMELINE
1.	Responding to formal correspondence	Request submitted to ICT Office	NIL	7 working days
2.	User Support	Ticket created by the client on the OS ticket platform for Software & Hardware Support	NIL	2 working days
		Ticket created by the client on the OS ticket platform Hardware Repairs / Replacement	To be Valued	Depends on availability of materials
3.	Maintenance of Equipment	Approval of Maintenance Request and Report after Maintenance	NIL	4 weeks



ISO 27001:2013 Certified

*Knowledge Transforms*



ISO 9001:2015 Certified