



# The Catholic University of Eastern Africa

TITLE	AUTHOR
<b>PROCEDURE FOR EMAIL ADDRESS CREATION (CUEA/DVC ADM/ICT/01)</b>	<b>ICT Manager</b>
	NO. OF APPENDICES:
	<b>2 (TWO) (A-B)</b>
<b>AUTHORIZATION</b> This Standard operating Procedure is issued under the authority of:	
TITLE	<b>DVC ADMINISTRATION</b>
SIGNATURE	
DATE	<b>23 February 2011</b>
ISSUE DATE	<b>23 March 2011</b>
STAMP CONTROLLED / UNCONTROLLED	<b>CONTROLLED</b>
<b>NOTE:</b> <ol style="list-style-type: none"> <li>Write amendments on the page provided (Clause 0.2)</li> <li>Controlled copies of this document will be in the DVC Administration and the ICT Manager's office.</li> </ol>	

## 0. CONTENTS AND RECORD OF CHANGES

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## 0.2 RECORD OF CHANGES

No.	Date	Details of Changes		Authorization
	(dd-mm-yy)	Page	Clause/subclause	Title
1	19-May 2011	3	6.1(numbering of form)	ICT Manager
2	19 May 2011	4	7.0 Appendix B:(Numbering of Email Request Form)	ICT Manager
3	26 January 2012	5	7.0 Reformatting appendix B	ICT Manager

## 0.3 Distribution / Circulation

This Standard Operating Procedure is available at relevant functions for authorized users.

### 1.0 PURPOSE

The purpose of this procedure is to outline the process of creating an email address in the cuea.edu domain.

### 2.0 SCOPE

This procedure is applicable to Email account creation for all permanent and those on one year and above contract CUEA employees.

### 3.0 TERMS AND DEFINITIONS

**3.1 Email Creation** – Allocating a CUEA employee an email according to Email Policy.

**3.2 HOD** – Head of Department

### 4.0 REFERENCES

4.1 CUEA Quality Management Manual.

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## **5.0 PRINCIPAL RESPONSIBILITIES**

ICT manager shall be responsible for the adequacy and effective implementation of this procedure.

## **6.0 METHOD**

6.1 The user shall fill the email request form (CUEA/DVC ADM/ICT/01/fm 01 ) provided and take it to the HOD for approval.

6.2 The HOD shall consider the request and ascertain completeness and if user is a permanent / contract / part-time employee within two days.

6.2.1 If the request is not approved then the HOD informs the user.

6.2.2 If the request is approved the form is forwarded to the email administrator.

6.3 The email administrator creates the email account within a day and communicates.

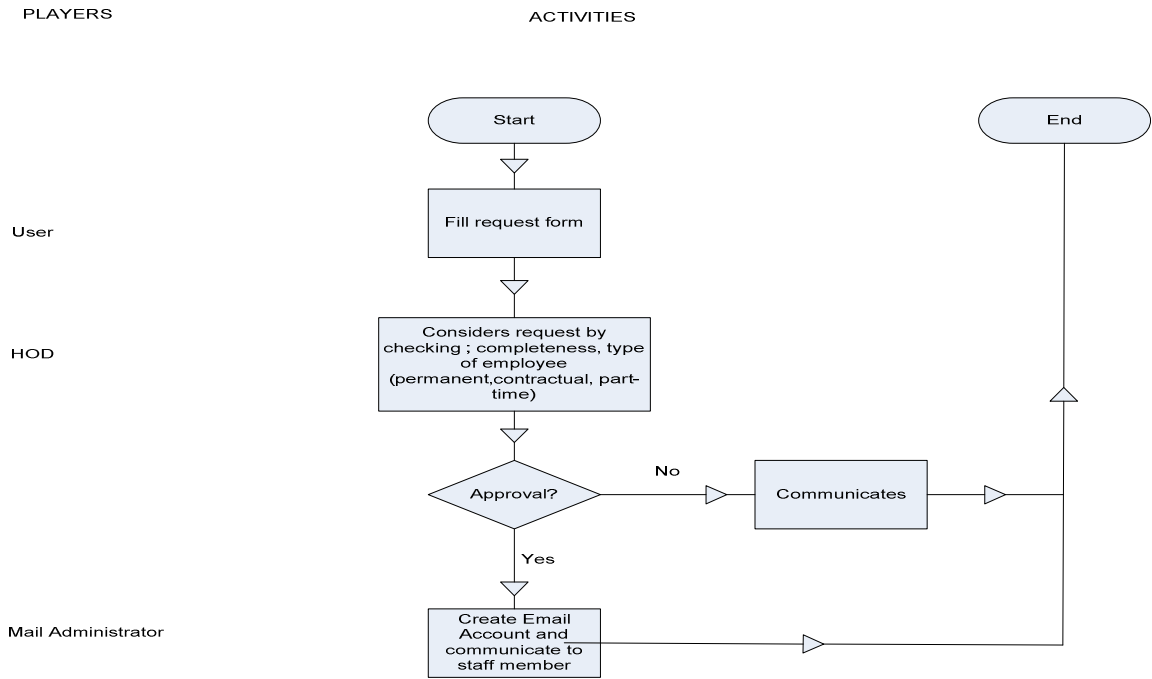
## **7.0 APPENDICES**

7.1 Appendix A: Process Map

7.2 Appendix B: Email Address Request Form

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# APPENDIX A: PROCESS MAP



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APPENDIX B: EMAIL ADDRESS REQUEST FORM



**THE CATHOLIC UNIVERSITY OF EASTERN AFRICA**

**A. M. E. C. E. A.**

ICT DEPARTMENT

**Email Address Request Form**

**Applicant's Information**

**Applicant**

**Names:** \_\_\_\_\_  
*Last* *First* *M.I*

Department: \_\_\_\_\_

Mobile No: \_\_\_\_\_ Alternate Email Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Head of Department Names:** \_\_\_\_\_  
*Last* *First* *M.I*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Official Stamp: \_\_\_\_\_

*Only approve if member of staff is on permanent or one year and above contract employment in CUEA.*

**Official Use Only**

Request form Received on: Date: \_\_\_\_\_

Applicant's new CUEA.EDU Email Address: \_\_\_\_\_

Email Address created by : \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**CUEA/DVC ADM/ICT/01/fm01**

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