





# The Catholic University of Eastern Africa

TITLE	AUTHOR
PROCEDURE FOR USER SUPPORT SERVICES (CUEA/DVC ADM/ICT/02)	ICT MANAGER
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<b>AUTHORIZATION</b> This Standard Operating Procedure is issued under the authority of:	
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## 0. CONTENTS AND RECORD OF CHANGES

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### 0.2 Record of Changes

No.	Date (dd-mm-yy)	Details of Changes		Authorization
		Page	Clause/sub clause	Title
1.	20-04-2015	3	3.2 and 3.3 Review of clauses	ICT Manager
2.	20-04-2015	3	6.3 review of clauses	ICT Manager

### 0.3 Distribution / Circulation

This standard operating procedure is available at relevant function for authorized users.

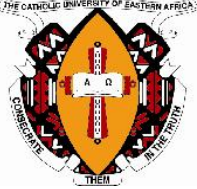
### 1.0 PURPOSE

The purpose of this procedure is to outline the process of user ICT support services request.

### 2.0 SCOPE

This procedure is applicable to all CUEA employees including Gaba and Kisumu Campus.

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### **3.0 TERMS AND DEFINITIONS**

3.1 **HOD** – Head of Department

3.2 **Helpdesk**– a person responsible for the provision of first level support to users in relation to Information and Communication incidents.

3.3 **User** – A member of the CUEA Community.

### **4.0 REFERENCES**

This procedure has been made in reference to:

4.1 The CUEA Quality Management Manual

### **5.0 PRINCIPAL RESPONSIBILITIES**

The ICT Manager shall be responsible for the adequate and effective implementation of this procedure.

### **6.0 METHOD**

6.1 The User places a request to the helpdesk using online user support software, E-mail, phone call or his/her physical presence.

6.2 The helpdesk receives and evaluates the request to decide whether he/she can solve the problem or escalate it to the ICT Support Staff.

6.3. The User’s request is resolved and call closed.

6.3.1 If the request is not resolved the call is escalated to the ICT Support Staff for further consideration.

6.3.2 If the request cannot be resolved the user is advised the next course of action and the call is closed.

### **7.0 APPENDICES**

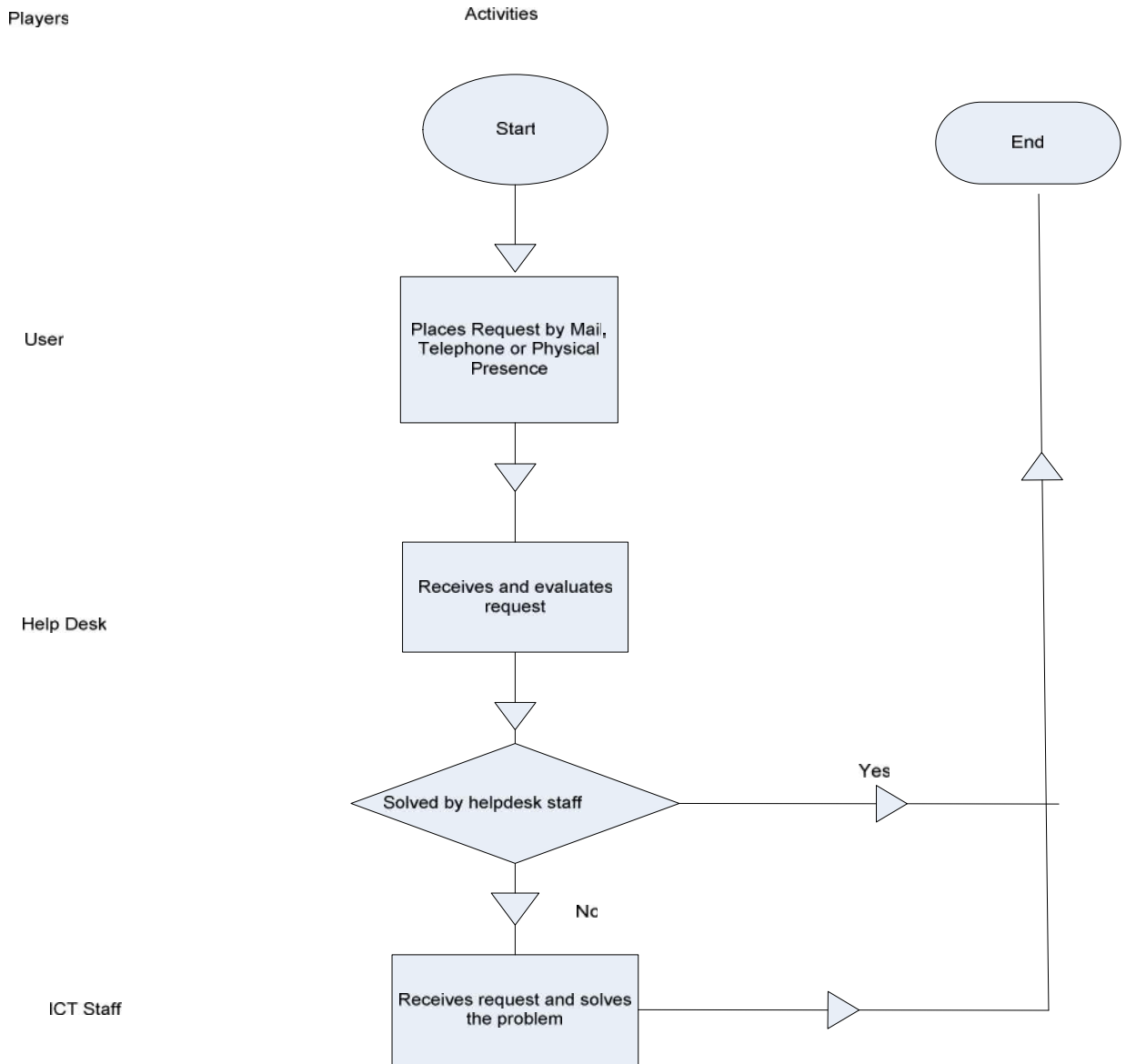
**7.1 Appendix A: Process Map**

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## 7.1 Appendix A: PROCESS MAP

### Request For Support Process



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