The Catholic University of Eastern Africa

TITLE	AUTHOR
PROCEDURE FOR ICT SUPPORT REQUESTS **CUEA/DVC ACD/LIB/ 06**	**UNIVERSITY LIBRARY**
	NO. OF APPENDICES: **(NONE)**

AUTHORIZATION	
This Quality Management Procedure is issued under the authority of	
TITLE	DVC ACADEMIC
SIGNATURE	
DATE	**23 March 2011**
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NOTE:
1. Write amendments on the page provided (Clause 0.2)
2. Controlled copies of this document will be in the University Librarian office and the DVC Academic office

0. CONTENTS AND RECORD OF CHANGES

0.1 Table of Contents

Revision	00		Date	24 – Dec 2010

0.2   RECORD OF CHANGES

No.	Date	Details of Changes		Authorization
	(dd-mm-yy)	*Page*	*Clause/subclause*	*Title*

0.3   Distribution / Circulation

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

1.   Purpose:

To ensure that ICT infrastructure in the library (PCs, computer peripherals, network, etc) is in good working condition for efficient library operations.

2.   Scope:

ICT infrastructure in the library (PCs, computer peripherals, network, etc) .

3.   References:

3.1.   ISO 9000:2005, Quality Management systems –Fundamentals and vocabulary
3.2   ISO 9001:2008, Quality Management systems –Requirements
3.3   Library work instruction manual
3.4   Library Policy Document
3.5   CUEA Quality Management Manual

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4. Terms and Definitions:

The terms contained in the CUEA quality Manual shall apply in addition to the following:

4.1. **Library ICT services**: These services that ensure efficient the working of computers, computer peripherals and the network for service delivery for all library staff.

4.2. **Library ICT Services Section:** This is the functional area of the university library concerned with providing user support services to all library staff.

4.4 **Library ICT staff:** These are members of staff working in the Library ICT Section.

4.5. **ICT Department:** This refers to the University ICT department.

4.6. **CUEA Library:** Catholic University of Eastern African Library.

5. Principle Responsibility:

The University Librarian shall ensure efficient implementation of this procedure.

6 Method:

6.1 The library patron shall present a user support request directly to any member of the Library ICT staff.

6.2 The Library ICT staff assesses the request and performs a diagnosis of the problem.

6.2.1 If the problem can be solved immediately locally, the Library ICT staff shall immediately solve the problem.

6.2.2 If the problem cannot be solved locally, it is referred to the university ICT Department

6.3 For the issues referred to the University ICT department the Library ICT staff concerned shall within 2 days to ensure that it has been resolved.

7.0 Appendices

Revision	00		Date	24 – Dec 2010