The Catholic University of Eastern Africa

TITLE	AUTHOR
PROCEDURE USER SUPPORT SERVICES (CUEA/DVC ADM/ICT/02)	**HEAD OF ICT**
	NO. OF APPENDICES: **FOUR (4)** **7.1 – 7.4**

AUTHORIZATION	
This Standard Operating Procedure is issued under the authority of:	
TITLE	**DEPUTY VICE CHANCELLOR ADMINISTRATION, FINANCE AND PLANNING**
SIGNATURE	
DATE	**24 January 2019**
ISSUEDATE	**24 January 2019**
STAMP CONTROLLED / UNCONTROLLED	CONTROLLED

NOTE:
1. Write amendments on the page provided (Clause 0.2)
2. Controlled copies of this document will be in the Head of ICT and the DVC Administration, Finance and Planning Office

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0. CONTENTS AND RECORD OF CHANGES

0.1 Table of Contents

0.2 Record of Changes

No.	Date	Details of Changes		Authorization
	(dd-mm-yy)	*Page*	*Clause/subclause*	*Title*
1.	24-01-2019	All	Complete Review of Procedure	Head, ICT

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 user ICT support services request.

2.0 SCOPE

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This procedure is applicable to all CUEA employees.

3.0   REFERENCES

3.1 CUEA Quality Management Manual.

4.0   DEFINITION OF TERMS

4.1   Helpdesk – ICT support staff responsible for the provision of first level support to users in relation to ICT support.

4.2   HOD – Head of Department

5.0   PRINCIPAL RESPONSIBILITIES

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

6.0   METHOD

6.1   The user places a request to the helpdesk via email, phone call of walk-in.

6.2   The ICT Helpdesk officer receives and evaluates the request, resolves the problem or escalates the issue within the department.

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 relevant ICT staff.

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

7.1   CONTEXT

7.1.1   External / Internal Factors

(a)	External Factors	Identified Risk / Opportunity
(i)		
(ii)		
(iii)		
(b)	**Internal Factors**	**Identified Risk / Opportunity**
(i)	N/A	
(ii)		
(iii)		

7.1.2   Relevant Interested Parties

Party	Needs and Expectations
(i)	
(ii)	
(iii)	

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7.2 RISK ANALYSIS AND CONTROL

No	Risk	Cause	Risk Assessment			Risk Level	Control / Treatment
			Likelihood	Impact	Likelihood / Impact		
	Lack of proper ICT support		1	1	1	Low	
			2	1	2	Low	

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7.3 REQUIRED ORGANIZATIONAL KNOWLEDGE

ICT Helpdesk Skills Understanding of CUEA Systems

7.4 PROCESS MAP

7.1 Appendix A: PROCESS MAP

Request For Support Process

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