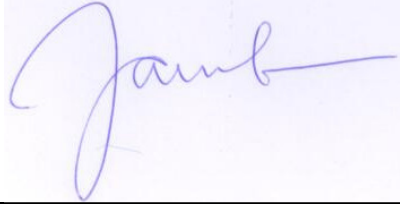



# The Catholic University of Eastern Africa

TITLE	AUTHOR
<b>PROCEDURE FOR EMAIL ADDRESS CREATION (CUEA/DVC ADM/ICT/01)</b>	<b>HEAD OF ICT</b>
	NO. OF APPENDICES:
	<b>FIVE (5) 7.1 – 7.5</b>
<b>AUTHORIZATION</b> This Standard Operating Procedure is issued under the authority of:	
TITLE	<b>DEPUTY VICE CHANCELLOR ADMINISTRATION, FINANCE AND PLANNING</b>
SIGNATURE	
DATE	<b>24 January 2019</b>
ISSUE DATE	<b>24 January 2019</b>
STAMP CONTROLLED / UNCONTROLLED	<b>CONTROLLED</b>
<b>NOTE:</b> 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	

Revision	03		Date	24 Jan 2019
----------	----	--	------	-------------

	<h2>Standard Operating Procedure</h2>	<b>CUEA/DVC ADM/ICT/01</b>
<b>Title</b>	<b>Procedure for Email Address Creation</b>	<b>Page 2 of 7</b>

### 0. CONTENTS AND RECORD OF CHANGES

#### 0.1 Table of Contents

0.	Contents And Record Of Changes .....	2
1.0	Purpose .....	2
2.0	Scope .....	3
3.0	References .....	3
4.0	Definition of Terms .....	3
5.0	Principal Responsibilities .....	3
6.0	Method .....	3
7.0	Appendices .....	4
7.1	Context .....	4
7.1.1	External / Internal Factors .....	4
7.1.2	Relevant Interested Parties.....	4
7.2	Risk Analysis And Control .....	5
7.3	Required Organizational Knowledge .....	6
7.4	Process Map .....	6
7.5	Email Address Request Form .....	7

#### 0.2 Record of Changes

No.	Date	Details of Changes		Authorization
	(dd-mm-yy)	Page	Clause/subclause	Title
1.	16-01-2019	All	Review of procedure to adhere to ISO 9001:2015	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 creating an email address in the cuea.edu domain.

Revision	03		Date	24 Jan 2019
----------	----	--	------	-------------

	<h2>Standard Operating Procedure</h2>	<b>CUEA/DVC ADM/ICT/01</b>
<b>Title</b>	<b>Procedure for Email Address Creation</b>	<b>Page 3 of 7</b>

## 2.0 SCOPE

This procedure is applicable to Email account creation for all CUEA staff

## 3.0 REFERENCES

3.1 CUEA Quality Management Manual.

## 4.0 DEFINITION OF TERMS

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

4.2 HOD – Head of Department

## 5.0 PRINCIPAL RESPONSIBILITIES

Head of ICT, together with the HR 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/fm01 ) 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

Revision	03		Date	24 Jan 2019
----------	----	--	------	-------------

	<b>Standard Operating Procedure</b>	<b>DVC ADM/CCD/05</b>
<b>Title</b>	<b>PROCEDURE FOR EMAIL ADDRESS CREATION (CUEA/DVC ADM/ICT/01)</b>	<b>Page 4 of 7</b>

## 7.0 APPENDICES

### 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)	Human Resources Department	
(ii)		
(iii)		


Revision	02		Date	24 Jan 2019
----------	----	--	------	-------------

	<b>Standard Operating Procedure</b>	<b>DVC ADM/CCD/05</b>
<b>Title</b>	<b>PROCEDURE FOR EMAIL ADDRESS CREATION (CUEA/DVC ADM/ICT/01)</b>	<b>Page 5 of 7</b>

## 7.2 RISK ANALYSIS AND CONTROL

No	Risk	Cause	Risk Assessment			Risk Level	Control / Treatment
			Likelihood	Impact	Likelihood / Impact		
1.	Staff missing out on communication via Email		1	1	1	Low	
			2	1	2	Low	
			3	3	9	High	
			2	3	6	Medium	
			2	2	4	Medium	
			1	3	3	Low	

Revision	02		Date	24 Jan 2019
----------	----	--	------	-------------

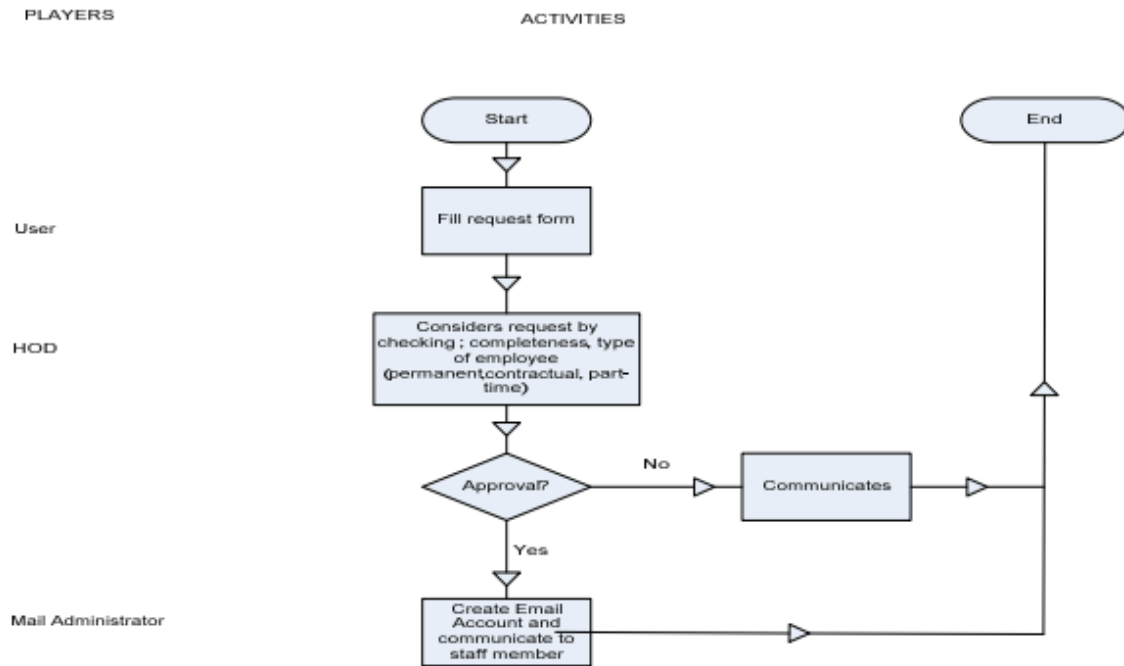
	<h2>Standard Operating Procedure</h2>	<b>DVC ADM/CCD/05</b>
<b>Title</b>	<b>PROCEDURE FOR EMAIL ADDRESS CREATION (CUEA/DVC ADM/ICT/01)</b>	<b>Page 6 of 7</b>

### 7.3 REQUIRED ORGANIZATIONAL KNOWLEDGE


System administration of the G-suite Platform

### 7.4 PROCESS MAP

#### APPENDIX A: PROCESS MAP




Revision	02		Date	24 Jan 2019
----------	----	--	------	-------------

	<h2>Standard Operating Procedure</h2>	<b>DVC ADM/CCD/05</b>
<b>Title</b>	<b>PROCEDURE FOR EMAIL ADDRESS CREATION (CUEA/DVC ADM/ICT/01)</b>	<b>Page 7 of 7</b>

### 7.5 EMAIL ADDRESS REQUEST FORM

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**

Revision	00	Date	18 – Jan 2011
----------	----	------	---------------

Revision	02	Date	24 Jan 2019
----------	----	------	-------------