

***University of Zambia***

***Centre for Information & Communication Technologies***

***(CICT)***

**POSITION PAPER ON ESTABLISHMENT**

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The Center for Information Communication Technologies (CICT) is the hub of ICTs in the University of Zambia. Since inception, the CICT has been providing ICT services to Zambia’s highest learning institution ranging from software development to networking and support. The list of the services that CICT provides to the University can be grouped as follows:-

1. Networking and support: This involves design of the Core UNZA Computer and telephone network and provision of support.
2. Computer maintenance: This service involves hardware/system software support. Repair of all University Computer Devices is done here.
3. Quality Assurance and Security: This involves among other things ensuring that the services being delivered conformed to established international standards as well as detection of security breaches and fixation.
4. The Software Development: This involves developing application software while maintaining the existing systems to keep up with changes in requirements in the environment.
5. Consultancy and Training Unit: This deal with provision of short computer courses to students, lecturers and the general public, it is also a vehicle through which consultancy services are provided to the outside companies and organizations for revenue generation.

The above high level listed functions are very critical to the smooth operation of the University. The challenge at hand is the low staffing levels relation to the work output required. In order for the mandate given to the CICT to be successfully carried out, it is important to look at the establishment for the directorate and then focus on departments which urgently staffing.

Table 1: CICT Establishment Analysis

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| CICT ESTABLISHMENT POSITION | | | | |
| Department | Establishment | in Post | Vacant | Comment |
| Software Development SD | 13 | 6 | 7 | Manager is on Study Leave |
| Network and Software Support | 33 | 21 | 12 |  |
| Quality Assurance and Security | 4 | 2 | 2 |  |
| Consultancy and Training Unit | 5 | 3 | 2 |  |
| Total | 55 | 32 | 23 |  |
| Percentage | 100% | 58% | 42% |  |
| Director’s office | 5 | 5 | 0 | Director is on Leave |

Table 1 show the CICT staff establishment, number in post and vacant positions. The operation staff are currently less than 60% which is a cause for concern considering the amount of work expected of the Unit. **This paper will further focus on the two departments where we need six members of staff to be employed**.

**SYSTEM DEVELOPMENT**

System Development (SD) the department that deals with the development and maintenance of the main UNZA Management Information Systems (MIS). This Department has undergone a serious staff exodus of staff, from the official establishment of 13 members of staff only five are in post and from the six (6) two (2) have recently joined and they are still on apprenticeship. Table 2 shows SD staff the position, establishment and in post.

Table 2: SD Establishment

|  |  |  |  |
| --- | --- | --- | --- |
| Position Name | Establishment | In Post | Request |
| Manager Systems Development | 1 | 1 (On Study Leave) |  |
| Senior Systems Analyst | 1 | 1 |  |
| Senior Software Developer | 1 | 0 | 1 |
| Senior Data Base Administrator | 1 | 0 |  |
| Webmaster | 1 | 1 |  |
| Assistant Webmaster | 1 | 0 | 1 |
| Developers | 3 | 2 | 1 |
| Analyst Programmer | 3 | 1 |  |
| Data Base Administrator | 1 | 0 | 1 |
| TOTAL | 13 | 6 (below 50%) | 4 |

Based on table 2, it is clear that the Software Development Department, a very critical Department, is operating below the required established capacity required for optimum work output. Currently, the position of Senior Database Administrator and Database Administrator are vacant. This situation possess a very serious challenge looking at the fact that University’s critical data has no one managing it in a professional way. In addition, the substantive manager in this Department is also on a five years’ study leave, a situation which has contributed to staff shortage and low work output. In summary, the staff shortage in comparison with work output is not balancing. This department actually needs more staffing levels than what is seen on the establishment of 13 because of the high demand for system to be developed in the University.

The systems being maintained by the skeleton staff currently are as follows: -

|  |  |  |
| --- | --- | --- |
| System Name /Activity | Status | Work |
| Student Information System | Fully Implemented but requires regular modifications usually made to suit the ever changing business rules and policies of the University on academic yearly basis. | Technical Support services and System Enhancements to facilitate e Learning comprehensively  Training due to the dynamic labour turnover and staff movements within the institution |
| Online Application System | Full Implemented but requires modifications on some of the functionality based on user input feedback. | Technical Support / Training |
| Data Base Administration | Up and Running with a lot of challenges due to Hardware and Software Constraints | Regular Back-ups and Tedious Housekeeping procedures.  Restoration of Data Bases  Extraction of Customizable Reports, which the systems cannot produce for the end Users |
| UNZA – Web-Site | Fully Implemented but requires maintenance works /Training | Support Services / Website Updates /System Upgrades and  Training due to the dynamic labour turnover and staff movements within the institution |
| ACCSYS – Human Resource and Payroll System | Fully Implements but requires regular Data Base Administration Services | System Upgrades  Extraction of Customizable Reports, which the systems cannot produce for the end Users  System Restorations for facilitating the production of back log costing payroll figures |
| ARCHIVE - Systems | **Still live** (Payroll and Personnel system (PPSYS), Student Records System (SRS) | Tracer work, verification, audit |

Due to the low staffing levels most systems development works are pending, some of which include the following: -

1. Human Resource and Payroll System Development
2. Student Information System (SIS) Enhancements:
   1. Development and Implementation of Grade Point Average (GPA)
   2. Enhancements on the Card Payment System
   3. Enhancements on SIS/Moodle e learning reporting tools
   4. Further Customizable Reports
3. Online Application System Enhancements:
   1. Card Payments
   2. Introducing another form payments
   3. Post Implementation Enhancements mainly based on User input Feed Back
4. Resource Management System to embrace,
5. Lecture Theaters, Labs, Examination Halls - optimization
6. Student Time Tabling
7. Human Resource Optimization
8. Data Migration to MYSQL Data Base for the following archive system
   1. Payroll and Personnel System (PPSYS)
   2. Senior Management Payroll and Personnel System (SMSYS)
   3. Student Records System (SRS)

Furthermore, the University seriously needs to integrate all Management Information System (MIS) into a robust Enterprise Resource Planning (ERP). This exercise to migrate systems existing in silos, into a full-fledged ERP will require SD Department to function with 100**% of all positions filled up. In view of the constraining financial position, we request that six**

**QUALITY ASSURANCE AND SECURITY**

The Department of Quality Assurance and Security is very important to the University of Zambia because of the role it plays of ensuring that our systems meeting acceptable international standards and ensure that there is security in all our systems and network.

Table 3: QAS Establishment

|  |  |  |  |
| --- | --- | --- | --- |
| Position Name | Establishment | In Post | Request |
| Manager Quality Assurance | 1 | 0 | 1 |
| Senior ICT Security Officer | 1 | 0 | 1 |
| Quality Assurance & Compliance Officer | 1 | 1 |  |
| ICT security Officer | 1 | 1 |  |
| TOTAL | 4 | 2 (50%) | 2 |

Table 3 give a summary of the position name, establishment and the filled in positions. The table shows two critical vacancies in the position of Manager QAS and Senior ICT Security Officer. These two positions require immediate filling due to the works that the department is carrying out to protect systems, develop policies and ensure that all ICT works are conforming to standards.

**MANAGER QUALITY ASSURANCE AND SECURITY**

In recent months, there has been a number of challenges in implementing adequate and appropriate IT security policies and guidelines as there is no substantive designated person responsible for being the final gatekeeper (Quality Assurance and Security Manager). This has resulted in the department delaying in decision making for critical tasks it is expected to carry out. The delay pauses a huge IT security risk to the institution.

The position of Manager Quality Assurance and Security has been vacant for the past seven years. Efforts to recruit have not yielded anything and this has resulted in the position being filled by a person in acting capacity for six (6) years now. It is important, therefore, that this sensitive position be filled by either by confirming the person who is currently acting or by trying once more to advertise the position with the hope of finding a suitable candidate from the (outside UNZA) labour market.

**Senior ICT Security Officer**

The Position of Senior ICT Security Office has been vacant for a long time. This positon is important to the University because of escalating numbers of cybercrime incidences. The position will assist with early detection of intrusions in the systems and networks. It will also be accountable for patching up loopholes in our systems to ensure high standards of security for all our networks and systems.

Leaving this position vacant is detrimental to the university’s operations. **We request that two positions, Manager Quality Assurance and Security and Seniour ICT Security Officer be filled up**

**CONCLUSION**

In the era of automaton, CICT remains the University’s nerve center which will help keep the university up and running for a long time to come. It is therefore imperative that consideration to unfreeze recruitment for this unit is made and filling up of the six position of staff is requested as soon as possible.