

CHINHOYI UNIVERSITY OF TECHNOLOGY



**ICT DEPARTMENT**

# CLIENT SERVICE CHARTER

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## 1. Introduction

As part of Chinhoyi University of Technology ICT department's continued effort to improve service provision to its clients with consistent and high quality, the department has launched the Client Service Charter. The primary goal of this charter is to enhance the importance of providing improved and monitored level of service. To achieve this, the Charter has been developed and is being managed according to the guidelines provided by the COBIT framework, and according to the best international practices in this field. In addition, the design takes into consideration feedback provided by management, employees, clients and the partners through the process of designing, reviewing, evaluating, and amending the charter.

## 2. Scope and Objectives

### Scope

- This Charter aims to set service quality standards to the services provided by Chinhoyi University of Technology, including all the enquiries and complaints related to these services.
- This charter also sets service time delivery standards for selected services aiming at extending it gradually to include all the main services provided by Chinhoyi University of Technology ICT.
- This charter excludes complaints and disputes subject to legal action.

Limitations on the promises included in this charter include the case of designated unusual circumstances usually emanating from the Chinhoyi University external environment (i.e: the war and act of war, environmental crisis, uncontrolled breakdown, permits required by other parties, power cuts, ISP service disruption).

### Objectives

The objectives of this Code are:

- To enhance fair service practices and client confidence.
- To improve client understanding of what to expect from Chinhoyi University of Technology ICT department in terms of its services and relations with clients, thereby reducing the likelihood of misunderstandings and complaints.
- To recognize, promote, and protect clients' rights, interests and obligations.
- To provide clients with an understanding of Chinhoyi University of Technology ICT service standards.
- To inform clients of complaint channels when any dissatisfaction has occurred against the agreed service standards or the charter itself.

- To ensure clients are aware of how a complaint or an enquiry can be made, and in what format they can expect to receive a response.
- To clarify the expected requirements provided by the clients to help provide better services to them.
- To continually improve Chinhoyi University of Technology ICT services, systems and staff skills to achieve high level services.

### 3. Definitions

For the purpose of this charter, the following acronyms may apply:

**Charter / Client Satisfaction Code of Conduct** - Promises, made to clients by Chinhoyi University of Technology ICT department concerning behaviour aimed at enhancing Customer Satisfaction and related provisions.

**Note:** the term Charter (or Client Service Charter) and Code (or Client Satisfaction Code of Conduct) will be used to relate to each other simultaneously.

**Service Quality Standards** - Promises, made to clients by Chinhoyi University of Technology ICT concerning behaviour expressed qualitatively.

**Service Time Delivery Standards** - Promises, made to clients by Chinhoyi University of Technology ICT concerning behaviour expressed quantitatively.

**The Client** - Any individual or organisation that contact or deal directly with Chinhoyi University of Technology ICT to receive one of its services. This includes the Tenants, Staff and general Public who receive service from Chinhoyi University of Technology ICT.

**Complaint** - A verbal or written expression submitted to the department by one of its clients expressing dissatisfaction about the processes or the procedures followed to get the intended service or the way that it has been provided.

**Enquiry** - A verbal or written expression submitted to the department by one of its clients expressing desire or need to get or clarify information about the department's processes or the procedures to facilitate his/her dealing with the department's procedures.

## **4. Our Vision, Mission**

### **Our Vision**

To develop digitally vigilant robust infrastructure and corresponding quality services to facilitate effective administration, teaching, learning, research, and innovation for industrialization of the country.

### **Our Mission**

To provide a modern, integrated, resilient and secure technological environment, which sustains and strengthens the University's ability to deliver its strategic objectives of facilitating collaboration, world-class teaching, research, learning, innovation, and efficient administration processes across dispersed campuses.

## **5. What is this Charter for?**

We are strongly committed to improving the quality of service we provide to our clients. As such, we are pleased to present our Client Service Charter to allow an open and transparent approach.

Our Charter lets you know what you can expect from us, including our service standards and outlines on how you can help us continue to meet your expectations in our service delivery approach.

## **6. Our Core Functions**

- Formulation, dissemination, implementation of ICT policies, strategic plans and guidelines
- Designing, installing, maintaining and managing of the University ICT infrastructure.
- Managing the procurement processes for ICT equipment.
- Planning and budgeting of ICT department projects.
- Repair and maintenance of ICT hardware equipment
- Designing, development and maintenance of University information systems
- Managing the University website and email system
- Managing ICT projects
- University-wide capacity building in ICT skills and development

## **7. Our Obligations**

- We deal with all clients in a welcoming, polite and professional way.
- We focus on our clients' needs in everything we do.
- We deal with clients in an honest, impartial, equitable and unbiased manner.
- We ensure availability and suitability of the environment and facilities required to enhance the high level of provided services.
- We provide services according to approved procedures and commitments.
- We ensure information security for the organisation
- We translate complex technological issues and concepts into simple language
- We treat client information confidentially.
- We respond to client enquiries and complaints in an accurate and timely manner.
- We give you the right to access services, facilities, and information in a manner which meets your needs.

## **8. Client Obligations**

To be able to offer quality services to our clients in the most effective manner, our clients have an obligation to:

- Relate to staff with courtesy, respect and professionalism.
- Be conversant with policies, regulations and guidelines in regard to services rendered
- Utilize ICT equipment procedural and with care
- Make timely requests for services required
- Provide full, sincere and accurate information on services required
- Be honest always.
- Provide your feedback both positive and negative to improve our service through complaints, compliments and suggestions.
- Attend scheduled ICT trainings and workshops.

## **9. Rights of our clients**

Our clients have a right to:

- Receive quality and timely services
- Be served with courtesy and respect
- Confidentiality of sensitive information
- Lodge complaints when dissatisfied with services rendered

## 10. Monitoring and Reviewing the Charter

To ensure this charter remains relevant, up-to-date and reflects your expectations, we welcome your feedback via any of our contact information at the end of this charter.

We have developed a procedure to continually monitor the application of the commitments made in this charter.

## 11. Our Service Delivery Matrix

NO.	SERVICE	REQUIREMENTS	TIMELINE
1	ICT equipment service and maintenance	Preparation of equipment maintenance schedule	As per approved planned maintenance schedule
2	Update an item on the University website	Written approved request through head of department; A soft copy of the information;	Within 2 hours
3	ICT equipment Repair	Written Request; Log on the help desk;	Within 2 working days.
4	Facilitation towards procuring ICT equipment	Written approved request; Budget provision; Availability in the market;	Within 7 working days
5	Provision of new network point	Written approved request;	Depends on affected site. Within 7 working days
6	Repair internet access point	Call from user; Detection on the network monitoring and trending system	Within a day
6	Diagnosis and response to ICT Security breaches	Detection on the network monitoring and trending system; System logs; Written request or call from user;	Within a day and update continuous
7	Request for new e-mail, Wi-Fi, Eagle accounts;	Approved request from user;	Within 1 hour

8	New software request	Written request from head of department Software requirement engineering process Testing	Depends with the complexity of the system. To be treated as a long term project
9	Systems Change	Written request for Change Change Management Committee (CMC) approval	Depends with the complexity of the change. To be treated as a short term project
10	User support and training	Written request Training schedule Carry out a Training Needs Analysis	Within four (4) weeks from time of receipt of request or identification of need to train
11	Escalation of ICT equipment faults	Diagnose the equipment fault Identify spares required Deliver equipment to vendor where necessary User collects equipment after service/repair	Within two (2) weeks after equipment is delivered to the ICT workshop
12	Help Desk	Visiting the help desk On call log at the help desk;	Instant on call support Escalation
13	Technical Project Implementation	Determine project requirements Develop project proposal Tender Award /Create bill of quantity	A minimum of 2 weeks after equipment is delivered to the ICT workshop

Chinhoyi University of Technology ICT is committed to client service and values feedback from you, including your views on how to improve this Charter.

Chinhoyi University of Technology ICT will continuously monitor your satisfaction about its services, including complaints handling system, and will investigate how to improve these services.

We would like to hear from you if you are happy with services as this allows us to recognize and reward excellent staff members



## 12. Our Contact Information



8:00am to 4:30 pm Monday to Friday (Weekends and Public Holidays Excluded) + 263 067 2127433 + Ext: 1224	We will answer calls promptly and try to resolve enquiries immediately. When your enquiry needs specialist attention, we will endeavour not to transfer your call more than once. When we are unable to answer your enquiry immediately, we will advise you on when you can expect a comprehensive reply.
The ICT help desk is located at the ICT block, opposite the CUT Tuck-shop	We aim to resolve face-to-face enquiries immediately. When this is not possible, we may phone or respond to you in writing.
The ICT Director Chinhoyi University of Technology ICT, PO Box 7724 Chinhoyi	For general enquiries, we will acknowledge or resolve your enquiry within 3 working days. We will reply to your correspondence within 10 working days. If we are unable to respond within 10 working days, we will inform you on the 11th day about the progress and when you can expect a comprehensive reply.
<a href="mailto:schinofunga@cut.ac.zw">schinofunga@cut.ac.zw</a> <a href="mailto:tmanhotoma@cut.ac.zw">tmanhotoma@cut.ac.zw</a> <a href="mailto:maguvue@cut.ac.zw">maguvue@cut.ac.zw</a> <a href="mailto:rmuchovo@cut.ac.zw">rmuchovo@cut.ac.zw</a>	Within 24 Hrs weekdays (Monday to Friday). For general enquiries, we will acknowledge or resolve your enquiry within two (2) working days. If an inquiry cannot be resolved within two working days, we will send you an email to inform you about the department handling your inquiry and when we expect to resolve it.
<a href="http://www.cut.ac.zw/home/cut/ict/index.php">http://www.cut.ac.zw/home/cut/ict/index.php</a>	The department website will provide comprehensive, accurate, relevant and timely information to our stakeholders.
<b><i>If we cannot resolve your complaints within 30 working days, you will be informed of the progress.</i></b>	