

**KYAMBOGO**



**UNIVERSITY**

**INFORMATION COMMUNICATION TECHNOLOGY POLICY**

**DATE OF APPROVAL BY COUNCIL:.....**

*7<sup>th</sup> - Nov - 2014*

**COUNCIL CHAIRPERSONS SIGNATURE:.....**

A handwritten signature in black ink, appearing to read 'John Okedi', is written over a dotted line. The signature is stylized and cursive.

**Prof. John Okedi**

*19/03/2015*

## **CITATION**

This policy will be cited as the **Kyambogo University Information and Communication Technology Policy**.

## **FOREWORD**

Using Information Communication Technology as a key enabler to realize Kyambogo University vision of being a centre of academic and professional excellence is obligatory. It is a key driver to building a culture of effective and efficient service delivery. In light of the above, the University formulated this policy on Information, Communication and Technology that provides an agenda, and the framework/guidelines for mainstreaming and integrating ICT services at every sector of the University. It further provides for the implementation plan with the hope of creating an enabling environment for establishing strategic ICT infrastructure and its utilization for both academic and administrative business process improvement.

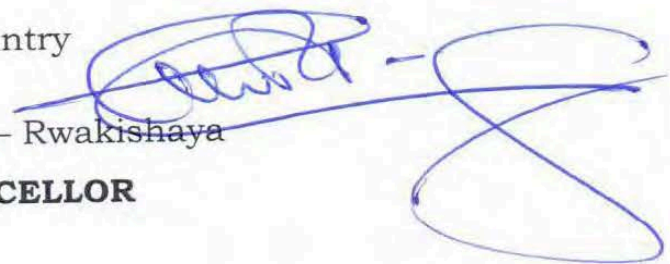
The overall expectation is that Information Communication Technology (ICT) Services at Kyambogo University shall enable the university achieve its vision and mission. This is in tandem with the universities strategic plans (KyU, 2012/13 – 2022/23), National Development Plan (NDP, 2010/11 – 2014/15), and National Vision-2040 aimed at promoting utilization of ICTs for sustainable development. In the effort to achieve this, the university shall provide ICT services for the university community to be used to improve the quality of teaching and learning, research activities, consultancy, business development, and administration as well as enhancing the competitive advantage of the university. It is anticipated that the implementation of this policy will add value to the services, products and partnerships of Kyambogo University and enhance the University's competitiveness.

“Knowledge and Skills for Service”

For God and my Country

Prof. Eli Katunguka – Rwakishaya

**ACTING VICE CHANCELLOR**

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## **LIST OF ACRONYMS**

(1) AIIS	Asset and Inventory Information System
(2) CD	Compact Disks
(3) DICTS	Directorate of Information Communication Technology Services
(4) DRP	Disaster Recovery Plan
(5) ICT	Information Communication Technology
(6) HRIS	Human Resource Information Systems
(7) IARMS	Integrated Academic Records Information Management System
(8) ILMS	Integrated Learning Management System
(9) IOLIS	Integrated On-line Library Information System
(10) IUMIS	Integrated University Medical Information System
(11) KyU	Kyambogo University
(12) LAN	Local Area Network
(13) MIS	Management Information System
(14) MISAR:	Management Information Services and Applied Research
(15) SLA	Service Level Agreement
(16) TSS:	Technical Support Services
(17) WAN	Wide Area Network

## DEFINITION OF TERMS

- Application:** refers to software programs developed to execute certain specific tasks such as Academic Records Information System, Financial Information System and the like
- Appropriate use:** refers to use that is consistent with the teaching, learning, research, University-based consultancy, and administrative objectives of the University and with the University's Guiding Ethical Principles; it includes incidental use by persons authorized to use University ICT facilities and services
- Authorized User:** refers to any member of the University community allowed to use University ICT facilities and services
- Back up:** refers to procedures to replicate data such that the data can be used for recovery in the event of a disaster
- Bandwidth:** refers to the rate of data transfer in an electronic communication system
- Communication:** refers to exchange of information and data between individuals and group through electronic media
- e-Kampus System:** refers to an integrated University Information Management System developed in-house at the University
- Electronic Information:** refers to any information or recorded, either mechanically, magnetically, or electronically, within the University ICT facilities and services, including data, messages, music, computer software, films, video, etc.
- Hardware** refers to equipment and ICT component such as computer, printer and the like
- ICT:** refers to all information and communications technology hardware and software, data and associated methodologies, infrastructure and devices that are owned, controlled or operated by the University

**ICT facilities and services:** refers to any information resources provided by the University to assist or support teaching, learning, research and administrative activities. This includes, but is not limited to, physical spaces designated for teaching, study or research, all digital and electronic information storage, software and communication media devices, including, but not limited to, telephone, mobile phones, wireless or computer networks, computer workstation equipment including laptops, personal digital assistants, electronic email systems, internet, intranet and extranet. ICT facilities and services covers all types of ICT facilities owned or leased by the University, ICT services provided by the University and computer equipment owned or leased by users which are used to connect to the University networks and/or the Internet

**Software:** refers to computer programs used to execute specific tasks such as office automation software, graphics software and the like

**University** refers to Kyambogo University

**User:** refers to anyone who operates or interfaces with ICT facilities and services. It includes University staff, students or any other member of the University community

**Virus** refers to a program or code inserted in a computer without the knowledge of the computer owner and executing operations without the knowledge of the computer owner

**Website** refers to a location connected to the Internet that maintains one or more World Wide Web (www) pages for an entity such as University to enable users to access and store information about the entity

## **1.0 PREAMBLE**

Kyambogo University (KyU), established in 2003 as one of the Public Universities in Uganda is in the process of transformation to ensure efficient and effective service delivery to her clients. The University has positioned itself as one of the leading Universities in Uganda offering a number of academic and skilling programmes that are in line with National and International development needs. The University's Strategic Plan of 2012/13 – 2022/23 defines the systematic direction of the growth of Kyambogo University which is premised in its motto of advancing “knowledge and skills for service” in all areas of research, engineering, teacher education, special needs, technical science, vocational education and outreach activities. In order to realize this strategic direction (strategic focus area ii and iii), the university is steadily expanding its ICT resources and services. This has been supported by university's in-house developed software referred to as the e-Kampus System that streamline fees payment, admissions and registration of students, dissemination of results to students among others.

However, these activities have been reactive responses to challenges the university faced over time rather than pro-active responses guided by policy. This policy framework is aimed at providing guidelines to streamline strategic plan to improve the ICT infrastructure and to provide effective management and optimum utilization of ICT resources. Many systems in the University will use ICT as an integral part of its management and administrative functions using the central storage of data for all staff, students and other business functions. This requires a strong central management with emphasis on effective and efficient service delivery. Therefore, ICT policy is a necessity in addressing administration, education, research, innovation and cyber security issues to ensure availability and proper use and utilization of ICT services in the University.

## 2.0 POLICY STATEMENT

The University recognizes ICT is a powerful enabler to achieve the university mission and vision. This policy reaffirms the universities commitment to embrace ICTs to empower the university community to use it so as to improve the quality of teaching, learning, research and community service. The policy provides the necessary enabling environment to facilitate the deployment, utilization and exploitation of ICTs in all business processes of the university.

The following statements provide the guidelines to implement this policy. It is therefore a university policy to ensure that:-

- 2.1 **ICT Service Management and Governance Structures** are established to define the detailed ICT functions of the University;
- 2.2 **ICT Equipment Use Guidelines** are established for the conditions of acceptance and the appropriate use of the computing and networking resources at the University;
- 2.3 **Change Management Procedures are developed** to guide the university business process re-engineering, modification, changes, or additions to the network services (LAN/WAN), server hardware and software, and support facilities (such as electricity) for the ICT infrastructure upon which the University users conduct normal business operations;
- 2.4 **ICT Resource Acquisition and Disposal Guidelines** are in place to be followed whenever ICT equipment and services are being acquired or disposed;
- 2.5 **Anti-Virus Guidelines** are developed to define measures to be taken by the University employees to help achieve effective virus detection and prevention;

- 2.7 **E-Mail Acceptable Use Procedures and Guidelines** are developed for the appropriate and inappropriate use of the University's e-mail systems and services in order to minimize disruptions to services and activities and comply with the applicable policies and laws;
- 2.8 **Help Desk Triage Procedures** are defined so as to establish service expectations and inform employees at the University of the methods by which help desk requests shall be prioritized;
- 2.9 **System Controls and Security Guidelines** are developed to ensure comprehensive protections are in place to safeguard all the information technology resources;
- 2.10 **University Website Management Guidelines** are developed to define the procedures for the conditions of use, and management requirements for the University websites;
- 2.11 **Internet Bandwidth Management and Optimization Guidelines** and methods are established for the optimal use of available Internet Bandwidth;
- 2.12 **Management Information Systems Guidelines** are developed for the use of the Kyambogo University e-Kampus Systems or acquisition or integration with other Management information Systems;
- 2.13 **Disaster Recovery Guidelines** are established for planned mitigation in the event of un-anticipated disaster and to ensure business continuity;
- 2.14 **Information and Communication Access Procedures** established to provide guidelines to access the university electronic information for effective planning and management decision making at the university;
- 2.15 **Ethical Guidelines** are established for the ethical use, access to, storage and retrieval of Service Systems;

- 2.16 **Service Level Agreements Guidelines** are established to define the level of service expected from a service provider or user as the case may arise;
- 2.17 **Audit Trail Functions** and **Procedures** are established to maintain integrity of both University systems as well as application process by user activities and applications;
- 2.18 **Risk Management Procedures** are established to mitigate against any risk that can arise out of use of ICT systems in the university

### 3.0 KyU VISION, MISSION AND MOTTO

The University Strategic Plan 2012/13-2022/23 provides for the University's Vision, Mission, Motto and Core Values as indicated below:

- 3.1 Vision:** To be a Centre of Academic and Professional Excellence.
- 3.2 Mission:** To advance and promote knowledge and development of skills in science, technology and education and such other fields having regard to quality, equity, progress and transformation of society.
- 3.3 Motto:** Knowledge and Skills for Service

### 3.4 CORE VALUES

- 3.4.1 **Quality:** Ensuring high quality of output and service delivery.
- 3.4.2 **Equity:** Ensuring equal opportunity for all in all its programmes.
- 3.4.3 **Integrity:** Promotion of a high sense of moral and ethical standards in all its dealings with stakeholders and the public.
- 3.4.4 **Professionalism:** Professionalism is to be observed in all dealings and execution of the University's mandate.

### **3.5 LEGAL FRAMEWORK**

In pursuit of implementing the above policy framework, the University ICT policy shall be in line with the following;

- 3.5.1 The Constitution of the Republic of Uganda (1995).
- 3.5.2 The Universities and Other Tertiary Institutions Act, 2001 as amended.
- 3.5.3 National ICT Policy, 2013
- 3.5.4 The Communications Act 2013.
- 3.5.5 The Phonographic Act, 2014
- 3.5.6 The Employment Act 2006 and regulations
- 3.5.7 Electronic Media Act, 2012
- 3.5.8 The National Council for Science Technology Act, 2009
- 3.5.9 The Computer Misuse Act, 2011
- 3.5.10 Uganda Human Rights Act, Cap.24
- 3.5.11 National Information Technology Authority Act, 2009
- 3.5.12 Uganda Communication Regulatory Authority Act, 2012

### **3.6 PHILOSOPHY**

**Transformation and marketing of the University through deployment, use and production of sustainable, innovative and competitive ICT solutions.**

In line with the above philosophy, the University epitomizes the view that Information and Communication Technology and Innovations are critical for sustainable utilization of material and human resources for the posterity of the country and the universe. The University therefore recognizes that:

- 3.6.1 accessibility, generation, and utilization of ICT Knowledge are fundamental to the development of the Country's citizen.

- 3.6.2 in light of the growing impact of Information and Communication Technologies (ICTs) on the economy of the Country each member of the University should be provided with access to computer-based tools so as to make a valid contribution to society.
- 3.6.3 integration of ICTs in all the University business processes will provide the engine to full automation, quick flow of information for decision-making and transformation of university to deliver effective and efficient services to her clients.
- 3.6.4 valorization of knowledge through utilization of ICTs provides competitive advantage to the university as a knowledge producer other than knowledge consumer.

### **3.7 RELATION TO THE UNIVERSITY STRATEGIC PLAN 2012/13 – 2022/23**

This policy is in line with strategic focus area (iii) of the University's Strategic Plan on Physical Infrastructure, Facilities and ICT Development, which recognizes that, the use of ICT is a necessity to improve the nature and quality of teaching, learning, research and administrative operations of the University. The policy will enable the University to attain its strategic focus area (ii) on Research, Innovations, Knowledge and Generation. This will position the University as the preferred solution provider in applied research and consultancy to meet the needs of the different sectors of the economy. A number of focus areas are identified to facilitate the implementation of the strategic plan.

## **4.0 POLICY FOCUS AREAS**

The following policy focus areas provide a foundation for the development of the specific guidelines and manual inline with the ICT policy statements outlined in section 2.0.

- 4.1 ICT services are vital resources to KyU and must be carefully planned, deployed and maintained. Structures to plan, organize and coordinate such services and policies to govern them must therefore, be put in place;
- 4.2 Kyambogo University encourages the deployment and exploitation of ICT equipment for business process re-engineering and business process improvement. Access to the Kyambogo University's ICT resources will be made available for teaching, research and administrative proposes, and other specifically authorized activities;
- 4.3 ICT infrastructure is critical to the automation and effective operation of KyU. The Kyambogo University strives to continually maintain and improve this vital resource. However, as the infrastructure continues to grow, there will be interdependencies between systems and people, and vice versa which calls for change management. It is prudent that the most well-intentioned change can cause unexpected hardship to technology users if the implications of the change are not mapped out in advance;
- 4.4 ICT resources are capital intensive, thus their acquisition and disposal needs to be well planned, controlled and coordinated. Clears policy guidelines need to be drawn to guide acquisition of such resources;
- 4.5 A virus is a piece of potentially malicious software that will cause some unexpected or undesirable event. Viruses can be transmitted via e-mail or instant messaging attachments, downloadable Internet files, diskettes, and Compact Disks (CDs). Viruses are usually disguised as something else, and so their presence is not always obvious to the computer user. A virus infection can be very costly to Kyambogo University in terms of lost data, lost staff productivity, and/or lost reputation (e-mail attachments).
- 4.6 Data is one of KYU Kyambogo University most important assets. In order to protect this asset from loss or destruction, it is imperative that it be

safely and securely captured, copied, and stored. It is therefore a university policy to define guidelines and procedures for **Backup** that shall govern how and when data residing on University servers shall be backed up, stored and retrieved for the purpose of providing restoration capability;

4.7 E-mail is a critical mechanism for business communications at KYU Kyambogo University. However, use of KYU's electronic mail systems and services are a privilege, not a right, and therefore must be used with respect and in accordance with the goals of KyU.

4.8 It is important to support end users in completing business tasks of the university using ICT facilities. In order to ensure this role is carried out in a timely and high quality manner, a policy has been established to help assign priority levels to problems or issues reported by end users to be addressed timely.

4.9 The Kyambogo University is investing substantially in ICT resources. These resources are vital in realizing the Kyambogo University's business objectives and are integral to the ability of the Kyambogo University to operate effectively. Guidelines shall be put in place to ensure that protections are in place to protect against accidental or deliberate, unauthorized alteration, destruction, delay, theft, access, use or damage to systems, data, applications, equipment, and telecommunications. This regulation shall also defines University's' ICT security missions, goals, scope, and responsibilities;

4.10 The KyU website is the electronic representation of Kyambogo University and its most visible recruiting tool and, as such, should reflect the Kyambogo University's purpose and standards with a consistent look, user-friendly navigation and factual information that work together to present a positive, uniform image. Content must be presented in tone,

style and manner specifically for delivery on the web. The University community should be guided to communicate information freely and openly on the World Wide Web within the constraints of existing laws and policies. These requirements shall be necessary to ensure the University maintains a professional, up-to-date web presence;

- 4.11 Bandwidth management is the process of measuring and controlling the communications (traffic, packets) on a network link, to avoid filling the link to capacity or overfilling the link, which would result in network congestion and poor performance of the network. The university has large number of users over the LAN and WiFi internets with the risk of encountering traffic and accessibility problems because of over utilization. Internet Bandwidth is like a public resource which must be regulated and utilized optimally.
- 4.12 Information systems are business critical management systems for automation and timely information processing for decision making at the university.
- 4.13 A **disaster recovery plan** (DRP) is a documented process or set of procedures to recover and protect a business ICT infrastructure in the event of a disaster. The disaster could be natural, environmental or man-made. Man-made disasters could be intentional (for example, an act of a terrorist) or unintentional (that is, accidental, such as the high power surges causing destruction of servers). Given Universities' increasing dependency on ICT to run their operations, a disaster recovery plan, for business continuity, is critical for the recovery of information technology data, assets, and facilities.
- 4.14 There are several fundamental issues that comprise information access and communication. Most prominent are issues concerned with the use of information after access and need for the information for university

business tasks. These issues include, inter alia, digital environment, such as intellectual property, economic regulations, freedom of expression, confidentiality or privacy of information, information security, access management, and regulating the internal and external electronic communication of the university information.

- 4.15 Information technology will impact in all university business processes. ICT developments will make it possible a transition in information storage, processing, and dissemination, from paper to electronic storage, setting new standards of speed, efficiency, and accuracy in university activities. Computerized systems are extensively used to publish and store all sorts of confidential data of academic, administrative or personal nature to support university activities and bringing various benefits to the university. Unethical use of such information can damage the reputation of the university and persons working in the university.
- 4.16 A service-level agreement (SLA) is an agreement between the university and one or more parties, where the university maybe a customer and the other parties are service providers or vice versa. The agreement may involve separate organizations, or different teams or individual within the university. The existence of a quality service level agreement is of fundamental significance for any ICT service or product delivery of any importance. Due the legal implication of SLA, it is therefore a university policy to provide guidelines to ensure that any ICT service provider (either internal or external) and also in some circumstances users, have a **Service Level Agreements** with the university with definition of the level of service expected from the service provider or user as the case may arise; and
- 4.17 An audit trail is a series of records of computer events about the operating systems, applications and the user activities. The different audit trails are required to be maintained and to provide information about computer

systems and helps to audit the computer system. The audit trails is used to establish individual accountability which helps the user to establish proper behavior and ethics. The audit trails mitigates against events to circumvent security policy and institutes appropriate actions immediately in case of a breach.

- 4.18 Reliance on ICT Systems for business process management of the university comes along with risks associated with their use. It is therefore important to provide for guidelines to ensure that such risks are analyzed and detected in advance or mitigated to avoid major setbacks to the university's operations.

## **5.0 GUIDING PRINCIPLES**

### **5.1 Accessible and easy to use ICT services**

Accessible and easy to use ICT services are an important opportunity for improving the productivity of both staff and students in learning, teaching and undertaking research activities.

### **5.2 Focus on persons with special needs:**

Providing ICT services and infrastructure that is responsive to the needs of persons with disabilities to enhances their ability to contribute to the attainment of the University's vision and mission

### **5.3 Secure and reliable ICT environment**

Provision of secure and reliable ICT services shall be a cornerstone of this policy in order to build confidence among users and enable business-engineering process improvement for effective and efficient service delivery.

### **5.5 Protected ICT Assets and equipment**

Protection of ICT assets and equipment shall be applied to provide both physical and intellectual protection of all University ICT resources.

## **5.6 Sustained training and technical support**

Providing sustained training and technical support to users is an important principle to enable users to adopt and adapt to new and constant changes in the field of ICT.

## **5.7 Continuous Systems and Business Process Improvements**

Identifying, understanding and managing a system of interrelated business processes to keep the University up-to-date and in tandem with the ever changing ICT environment;

## **5.8 Mainstreamed and integrated ICT services**

Mainstreaming and integrating ICT services in the university business processes are important in automating, transforming and providing accurate, timely and quality formation for decision making.

## **5.9 Adhere to best practices and ethics**

All users of ICT resources of the university shall adhere to best practices and with ethics for all ICT related activities at all times.

## **6.0 PURPOSE OF THE POLICY**

The purpose of this policy is to provide a framework for the deployment, usage and exploitation of ICT resources to automate and transform all university business processes.

### **6.1 SPECIFIC OBJECTIVES**

- 6.1.1 to define management roles and governance structures to guide ICT functions at the University
- 6.1.2 to provide guidelines for planning, design, procurement, installation, usage, maintenance and support to all user units.
- 6.1.3 to provide guidelines to enhance access to ICT services and support

- 6.1.4 to put in place guidelines for security for ICT facilities and the security of usage of ICT services
- 6.1.5 to encourage innovations in ICT development, use of the technology and general work flows
- 6.1.6 support for ICT consultancy services, innovations, applied research and business developments

## 7.0 STRATEGIES TO ACHIEVE OBJECTIVES

7.1	To define management roles and governance structures to guide ICT functions at the University	<ul style="list-style-type: none"> <li>i. establish and support the Directorate of ICT Services (DICTS) to implement this policy;</li> <li>ii. develop a charter to effectively and efficiently operate the functions of the Directorate of ICT services;</li> <li>iii. provide a paradigm shift for the established ICT Directorate to function as an income generating service center;</li> <li>iv. guide the handling of organizational information within the University by ensuring compliance with applicable statutes, regulations, and mandates for the management of information resources; and thereby establish prudent practices on management of ICT resources</li> <li>v. ensure management plays a leading role in the development of ICT infrastructure in all areas of teaching and learning, research and extension by creating technical, organizational and management structures;</li> <li>vi. provide guidelines to manage changes brought about by ICT utilization in a rational and predictable manner so that staff can plan accordingly;</li> <li>vii. promote office computing in all offices. This applies to lecturers, researchers, administrators, managers, as well as to secretarial and clerical workers;</li> <li>viii. provide equal ICT usage opportunity for all</li> </ul>
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		<p>staff and students in the University including persons with special needs;</p> <ul style="list-style-type: none"> <li>ix. ensure recruitment, motivation and retention of qualified, talented and competent ICT human resources that suit the needs of the University;</li> <li>x. Align this ICT policy with other university policies, regulations, rules and guidelines.</li> </ul>
7.2	to provide guidelines for planning, design, procurement, installation, usage, maintenance, disposal of ICT resources and support to all user units	<ul style="list-style-type: none"> <li>i. provide a framework that shall guide the establishment of a pervasive, reliable and ease to use ICT facilities;</li> <li>ii. reserve ICT fees charged per students for ICT infrastructure and service development;</li> <li>iii. provide a framework and procedures that shall guide the development and implementation of Software Information System projects at the University ;</li> <li>iv. inform all Units intending to acquire ICT equipment or services financed in whole or in part by the University, of the arrangements to be made in procuring the equipment and services;</li> <li>v. outline the rules and guidelines that ensure users' computers and other hardware are in serviceable order, specifying best practices and approaches for preventing failure;</li> <li>vi. establish an ICT Help Desk at the Directorate to respond to user needs and to support users by empowering them towards making</li> </ul>

		<p>maximum use of ICT services and resources;</p> <p>vii. provide guidelines for the process of updating and enhancing user skills in order keep to abreast with rapid changes in ICTs through continuous training; and</p> <p>viii. ensure ICT equipment and e-waste are dispose in an environmental friendly manner and in accordance with established laws</p>
7.3	to provide guidelines to enhance access to ICT services and support	<p>i. establish ICT infrastructure and services accessible to the university community</p> <p>ii. ensure that persons with disabilities can access ICT resources with ease</p> <p>iii. establish guidelines for access to ICT resources at the university</p>
7.4	to put in place guidelines for security for ICT facilities and the security of usage of ICT services	<p>iv. establish regulations to ensure comprehensive protections are in place to safeguard all information technology resources;</p> <p>v. establish information access procedures and implement security requirements across the University's ICT infrastructure;</p> <p>vi. establishes conditions for use of, and requirements for the University websites;</p> <p>vii. provide guidelines for appropriate use of the University e-mail systems and services in order to minimize disruptions of routine activities, as well as comply with quality and ethical standards;</p> <p>viii. uphold the integrity and image of the University through defined standards and guidelines for ensuring that the content of the</p>

		<p>University's websites is accurate, consistent and up-to-date;</p> <ul style="list-style-type: none"> <li>ix. provide procedures and measures that must be taken into consideration by staff, students and other ICT users to help detection and prevention of viruses;</li> <li>x. provide guidelines to regulate the backing up of data that resides on the University servers;</li> <li>xi. ensure that the ICT infrastructure for student and staff sufficiently support the core functions of the university;</li> <li>xii. enhance student learning through constant adoption of the latest ICT innovations;</li> <li>xiii. increase ICT resources in the University</li> <li>xiv. evaluate and monitor the quality of ICT services offered to the students and staff in the university</li> <li>xv. protect the university ICT related intellectual property</li> </ul>
7.5	to strengthen capacity of innovations in ICT development, use of the technology and general work flows	<ul style="list-style-type: none"> <li>i. provide guidelines for the University's Management Information System (MIS) development and services that will support groups working on systems development, production and any other groups;</li> <li>ii. provide a framework for development and management of ICT network services that shall ensure the availability, enhanced performance, security, and reduce the cost of running the ICT infrastructure;</li> </ul>

		<ul style="list-style-type: none"><li>iii. provide a framework and procedures that shall guide the development and implementation of Software Information System projects at the University;</li><li>iv. enhance and streamline education related administrative and managerial processes and to improve academic reporting at both central and faculty level through the implementation of an Integrated Academic Records Information Management System (IARMS);</li><li>v. improve both the efficiency and effectiveness of Learning operations and services through the implementation of an Integrated Learning Management System (ILMS);</li><li>vi. improve both the efficiency and effectiveness of library operations and services through the implementation of an Integrated On-line Library Information System (IOLIS);</li><li>vii. harness ICT potential in enhancing online and distant learning in order to maximize flexibility in education and reach out to a wider coverage of prospective learners;</li><li>viii. enhance and streamline the property and asset management and administrative processes through the implementation of an Asset and Inventory Information System (AIIS);</li><li>ix. enhance and streamline the human resource management and administrative processes through the implementation of a Human</li></ul>
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		<p>Resource Information Systems (HRIS);</p> <ul style="list-style-type: none"> <li>x. improve both the efficiency and effectiveness of Healthcare operations and services through the implementation of an Integrated University Medical Information System (IUMIS)</li> <li>xi. Ensure that all University staff are regularly updated on new ICT innovations and developments.</li> </ul>
7.6	To strengthen institutional capacity for ICT consultancy, applied research services and business development.	<ul style="list-style-type: none"> <li>i. identify, source and reserve ICT funds to support ICT services;</li> <li>ii. support inter-departmental/Faculty/School/Institute teams to undertake applied interdisciplinary research and innovations using the established ICT Directorate as coordinating center ;</li> <li>iii. integrate ICT research outputs into usable services to the university community;</li> <li>iv. develop mechanisms for university technology transfers through establishment of software and hardware incubations center at the directorate;</li> <li>v. conduct applied research and innovations to provide ICT solutions to the wider national and international markets that generate income to the University;</li> <li>vi. market the University through the use and production of innovative and sustainable ICT solutions to societal challenges;</li> <li>vii. develop a business framework to establish</li> </ul>

		<p>linkages with firms, industry and government with a view of addressing their ICT needs through consultancy works and services</p> <p>viii. strengthen coordination and partnerships between public and private sectors through development of strategies for commercialization of the university developed ICT solutions;</p> <p>ix. Ensure the establishment of mechanisms to tap and train students of the University who excel in their ICT programmes and incorporate them into the University human resources structure for research and ; and</p>
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**8.0 SCOPE**

This policy applies to any person accessing/developing/implementing and/or using ICT-based information and ICT resources owned, managed, supported or operated by, or on behalf of, the University. Adherence to this policy applies to all University staff and students; any other organizations accessing services over University ICT resources; persons contracted to develop, repair or maintain University's ICT resources; and suppliers of outsourced ICT services.

**9.0 IMPLEMENTATION OF THE POLICY**

The policy will be implemented by development and approval of manuals in the areas identified in the policy statement and others that maybe relevant in operationalizing this policy.

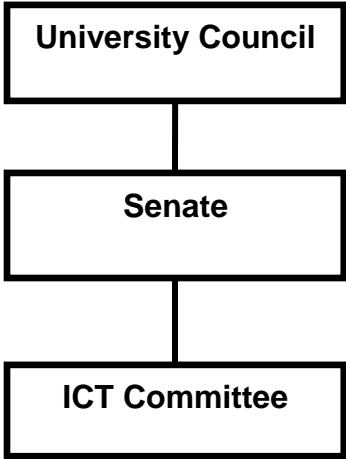
**10.0 GOVERNANCE AND MANAGEMENT**

The governance and management of resources, development process, innovation, research and implementation of ICT policies, strategies and services are provided here under.

**10.1 GOVERNANCE**

ICT resources remain central to University functions, activities and roles. Therefore, their control and monitoring has to be coordinated for the whole University. The governance structures of ICT services and strategies is provided below:

- i. University Council
- ii. Senate
- iii. ICT Committee



**Figure 1: Governance Structure**

**10.1.1 Role of the University Council**

The University Council is the supreme and governing body that controls and manages the ICT operation, affairs, concerns and property of the University in accordance with the University’s vision, mission and core values. The

University Council shall be responsible for approval of ICT policies, regulations, guidelines, manuals and provide oversight role and ensure that the University achieves its ICT development goals.

### **10.1.2 The Role of Senate**

The University Senate shall ensure that ICT policy decisions are driven by real ICT needs and the desire to improve the University's performance in administration, teaching and learning, science and research competencies. It shall foster a climate in which ICT innovations can be developed and nurtured.

### **10.1.3 The Role of ICT Committee**

The ICT Committee shall be responsible to Senate in its operations. The ICT Committee shall be instituted by Senate composed of representatives from each Faculty/School, Academic Registrar, University Secretary, University Librarian, University Bursar, Directorate of Planning and Development, one student representing under graduate students and one student representing graduate students. The Director, ICT shall be the Secretary to the ICT Committee. The primary role of ICT Committee shall be but not limited to the following:

- 10.1.3.1 Develop ICT strategies and plans that ensure the cost effective application and management of ICT systems and resources throughout the University;
- 10.1.3.2 Review current and future technologies to identify opportunities to increase the efficiency of ICT resources;
- 10.1.3.3 Monitor and evaluate ICT projects and achievements against the University's Strategic Plan;
- 10.1.3.4 Provide advice and recommendations to the Directorate and Management Team on significant.

## **10.2.0 MANAGEMENT**

ICT resources shall be managed and supervised under the office of the Vice Chancellor with Directorate to coordinate the technical aspects.

### **10.2.1 The Role of the Vice Chancellor:**

For purposes of this policy, the Vice Chancellor shall be the overall supervisor of all matters concerning ICT policy in the University and the affiliated Institutions. In the execution of this mandate, s/he will be required to regularly report to Committee of University Council on the status of ICT strategic developments and policy implementation in the University.

### **10.2.2 The Role of the Directorate**

The University shall establish a centrally organized, service-oriented Directorate with the primary responsibility of ICT research and development, management and maintenance of common ICT systems and end-user support. The Directorate shall have two units namely; Technical Support Service (TSS) Unit and Management Information Services and Applied Research (MISAR) Unit. It will actively offer professional training to the University and the surrounding communities, conduct applied research, software incubation, business development, and offer consultancy services in the area of ICT. Owing to the shortage of sufficient expertise in the region and the country, the Directorate may draw expertise from within and form synergies with the teaching departments in the area of computing. The specific functions of the Directorate will be but not limited to the following:

10.2.2.1 provide computing services (automate, informate and transformate) to the University through sustainable automation of all information generation, processing and communication operations.

10.2.2.2 design, develop and implement viable state-of the art systems in the University that ensure a well maintained and up-to-date ICT

infrastructure in order to continuously support the University in accomplishing its teaching and learning and research functions.

10.2.2.3 be a centre for professional training and technology transfer in ICT.

10.2.2.4 undertake research, development, innovations and technology transfer.

10.2.2.5 provide consultancy services on ICT to organizations both at the regional, national and global levels that are commercially viable.

10.2.2.6 establish and maintain sustainable linkages and collaborations with ICT industry players in order to foster research, innovations and extension.

10.2.2.7 provide technical support to the ICT Committee in formulation of ICT policy guidelines and regulations.

### **10.2.3 Role of the Faculty/School**

The Faculty/School shall provide leadership and coordinate the identification, planning of ICT needs, monitor and evaluate the implementation of ICT activities.

### **10.2.4 Role of the Department (Academic and Administrative)**

The Department shall be responsible for the identification, planning of ICT needs and also participate in the implementation of ICT activities.

## **11.0 MONITORING AND EVALUATION**

11.1 All ICT systems, as with all other assets, are the property of the University. The University therefore reserves the right to monitor these systems to ensure compliance with this policy. The monitoring of the ICT system activities shall be carried out in a manner that respects the rights and legitimate interests of those concerned.

11.2 Users of the University ICT systems should be aware that their activities can be monitored and they should not have any expectation of privacy. In

order to maintain their privacy, users of the University' CT resources should avoid storing information on these systems that they consider private. By using the University's ICT systems, users expressly consent to the monitoring of all their activities within the University ICT systems.

- 11.3 During the implementation of this policy, the University College will ensure that there is continuous monitoring and evaluation for efficiency, accountability and transparency. The Monitoring and Evaluation will be carried out by the ICT Directorate and Quality Assurance Unit.

The Director ICT Services shall:

- 11.4 Develop appropriate strategies for monitoring and evaluation of the policy;
- 11.5 carry out annual evaluation on the implementation of the policy; and
- 11.6 define short, medium and long term interventions based on the outcomes of the monitoring and evaluation reports.

## **12.0 POLICY REVIEW**

This policy will be regularly reviewed and amended as required to ensure it remains relevant and effective in meeting the Policy objectives. The responsibility for the ongoing review resides with the ICT director in conjunction with the University ICT Committee. Any proposals during intervening period should be submitted to the ICT director. Any changes to this policy shall be communicated to all users of the University's ICT systems.

## **13.0 START DATE**

After approval by the University Council.