



**KIBABI UNIVERSITY COLLEGE**  
*(A Constituent College of Masinde Muliro University of Science and Technology)*  
**DIRECTORATE OF ICT**

## CLIENTS SERVICE CHARTER

### Who are we

We are a Directorate of Information Communication Technology (ICT) at Kibabii University College. Our Mandate is to provide efficient and effective ICT services to ensure that Kibabii University College achieves its Vision and Mission

### Mission Statement

To cost effectively enhance the quality of teaching, learning, research and administration through the infusion integrated ICT tools.

### Vision Statement

To achieve excellence in generation, transmission and enhancement of new knowledge in Science, Technology and Innovation through the use of ICT

| Severity | Description  | Response time     | Resolution Time   |
|----------|--|-------------------|-------------------|
| Level 1  | Critical system is down.<br>Functions not usable.<br>No workaround or alternative is available.<br>Data is corrupted.<br>Many end users are affected.<br>Regulatory/legal deadlines will be missed | 15 Minutes        | 1 Hour            |
| Level 2  | Some functions are usable with severe restrictions.<br>No workaround or alternative is available.<br>Several end users affected.   | 1 Hour            | 4 Hours           |
| Level 3  | Basic functions are usable with minor restrictions.<br>Workaround or alternative is available.<br>One or more users affected   | 4 Hours           | Next Business Day |
| Level 4  | Minor problem.<br>Functions are usable.<br>Defect is cosmetic or simply a nuisance.  | Next Business Day | 3 Days            |

### Customer Feedback

We promise to handle clients request effectively and efficiently. If you to provide feedback about our services. Please do so either in writing, via email, or in person to any of the contacts below.

[icthelpdesk@kibabiiuniversity.ac.ke](mailto:icthelpdesk@kibabiiuniversity.ac.ke), Tel: 020-2028660 Extension 2123/2145,

The Directorate of ICT  
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