KIBABII UNIVERSITY COLLEGE

(A Constituent College of Masinde Muliro University of Science and Technology)

Information and Communication Technology (ICT) Policy

JUNE, 2014

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FOREWORD

In today's rapidly changing technological world, nanotechnology era and networked organizations are the order of the day, and developing institution-wide network systems requires policy framework. The National ICT policy recognizes that the world is now a Knowledge economy. The importance of ICT in innovation for knowledge generation and technology transfer geared at enhancing national development as a component of Education for life has been embraced in the strategic plan of Kibabii University College. This realization has re-enforced need for investment in ICT, to contribute to the economic development geared towards realization of the vision 2030 in Kenya and the Constitution of Kenya 2010.

Kibabii University College is composed of a number of faculties and schools that are engaged in research, invention, innovations and generation of new knowledge in line with its motto "Education for development". The purpose of developing the ICT Policy is to assist researchers, research managers and Kibabii University College, in ensuring that they have access to best practices for the identification, protection and management of ICT and, therefore, to maximize the benefits and returns from public investment in ICT. Furthermore, the implementation of this policy is expected to enhance the visibility of Kibabii University College and hence a better Webometric ranking.

Kibabii University College, therefore, affirms its commitment to: Adopt and operationalize eGovernment standards; Ensure availability of internet bandwidth within the institution ICT infrastructure; Ensure that anti-virus updates, data back-up are in place; Increase the percentage of staff who have access to broadband and Internet in the work place.

The University College further acknowledges the importance of and shall support ICT utilization in service provision, research and innovation for the benefit of society and the institution.

Professor Isaac Ipara Odeo
Principal, Kibabii University College

Abbreviations and Acronyms

ANSI	-	American National Standards Institute
CMG	-	Change Management Group*
CD	-	Compact Disk
DVD	-	Digital Video Disk
ICT	-	Information & Communication Technology
ICTCC	-	ICT Council Committee
IICTIC	-	ICT Implementation Committee
ICTSC	-	ICT Steering Committee
IRM	-	Information Resource Management
ISP	-	Internet Service Provider
KENET	-	Kenya Education Network
LAN	-	Local Area Network
Mbps	-	Mega bits per second
MIS	-	Management Information System
SMTP	-	Simple Mail Transfer Protocol
STEP	-	Skills Training for End-users Project
TCP/IP	-	Transport Control Protocol/Internet Protocol
UPS	-	Uninterrupted Power Supply
VSAT	-	Very Small Aperture SATellite
WAN	-	Wide Area Network

Definitions

"ICT" in this policy 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 College.

"User" means anyone who operates or interfaces with ICT. It includes University College staff, officers and students or any other member of the University College.

"Authorized User" means a member of the University College staff or student allowed to use ICT resources.

Philosophy

Kibabii University College embodies the view that Science, Technology and Innovation are critical for sustainable utilization of material and human resources for the posterity of the universe.

Vision

To be a global and dynamic University of excellence in Science, Technology and Innovation.

Mission

To achieve excellence in generation, transmission and enhancement of new knowledge in Science, Technology and Innovation through quality Teaching, Research, Training, Scholarship, Consultancy and Outreach programmes.

Motto

Knowledge for Development

Core Values

i. Productivity
ii. Professionalism
iii. Excellence
iv. Accountability
v. Transparency
vi. Equity
vii. Integrity
viii. Academic freedom
ix. Social responsibility
x. Innovation

1.0 Introduction

The University College has steadily expanded ICT resources and services since its inception. The number of computers in the University College has grown to over 200 desktops most of which are networked. The ICT network comprises a fiber optic backbone and several Ethernet LANs that cover the academic and administrative blocks. The LANs are managed from a central server room which hosts various servers, switches, routers and other data terminal equipment. The University College subscribes to a bandwidth of 15 Mbps internet connectivity via a leased line from Kenya Education network (KENET). Additionally, the University College has acquired licensed software and support staff.

The policy framework adopted will aid the University College in sustaining the expansion, effective management and optimum utilization of ICT resources. It will also guide acquisition, further development, administration, maintenance and usage of the ICT facilities. With adequate investments in ICT, this policy document can be implemented to the advantage of the University College customers.

2.0 Rationale

Some major reasons for formulating this ICT policy are:
  (i) Due to rapidly changing technologies,   planning becomes increasingly important in order to avoid incompatibility and inaccessibility.
  (ii) To address the severe scarcity of adequately trained and experienced analysts, software engineers, systems and network managers, coupled with their long training cycles constrains ICT developments.
  (iii) To tackle the scarcity of financial and managerial resources.
  (iv) The development of academic programs, courses, services, research programs, educational technological activities, policies and methods as well as the growth of the number of students and faculty will depend on the availability of ICT services and systems.
  (v) To Integrate the University college ICT policy to be inline with the National ICT Policy.

3.0 Aim of the ICT Policy

To support the strategic vision of University College by improving operational efficiency and exchange of information so as to maintain   a competitive edge.

3.1 Specific Objectives
The specific objectives of University College ICT policy are to:

  (i) Provide cost effectively information and communication technology facilities, services and automation.

(ii) Improve on customer satisfaction

(iii) Identify priority areas for ICT development.

(iv) Encouraging innovations in technology development, use of technology and general work flows

(v) Help people to adapt to new circumstances and provide tools and models to respond rationally to challenges posed by ICT

(vi) Promoting information sharing, transparency and accountability and reduced bureaucracy in operations

4.0   Applicability and Compliance

All staff, students, part time staff, persons and sections shall be required to comply with the provisions of this Policy.

5.0   Principles

This policy shall be guided by the following key principles:
a) Mainstreaming of ICT in the University College;
b) Seamless integration of ICT;
c) Inclusion, flexibility and support of other quality
d) management systems;
e) Adherence to best practices & policies;
f) Economies of scale and customer value propositions

6.0 Policy Statements

In order to ensure focused implementation of ICT policy the following articles of policy statements are hereby declared; it is the University College Policy to:

i) Assure availability of all anticipated ICT services/systems at any workplace in the University College, and for selected services, to locations outside the University College through Common Network Services. Common Network Services (Network Infrastructure), mainly comprising physical network infrastructure (wiring, switches, routers, servers, etc) and communication protocols (TCP/IP), from the collective/systems, and in conformity with The National ICT policy and International standards.

ii) Assure availability and controlled usage and changes of basic User-level Data Communication and telecommunication Services such as e-mail, Access-to-Internet/Extranet/Intranet services and telecommunication terminal equipment which actually are major 'elements' of the low-level network & communication services.

iii) Promote office computing in all offices. This applies to lecturers, researchers, administrators, managers, as well as to secretarial and clerical workers. Major office computing applications are: word processing, electronic e-mail, spreadsheet

processing, data and document storage and retrieval desktop publishing, access-to-internet and intranet.

iv) Continuously improve both the efficiency and effectiveness of library operations and services through the implementation of an integrated on-line library information system.

v) Enhance and streamline education related administrative and managerial processes and to improve academic reporting through the implementation of an integrated academic records information management system.

vi) Enhance and streamline financial management processes and reporting through the implementation of an integrated financial information management system. Given the decentralized nature of budgetary management, it is the University College Policy to make these functions also available to faculties and other cost centers.

vii) Enhance and streamline the human resource management and administrative processes through the implementation of a human resource information system.

viii) Enhance and streamline the property and asset management and administrative processes through the implementation of an asset and inventory information system.

ix) Enhance and improve medical management systems.

x) Enhance and streamline procurement management systems.

xi) 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.

xii) Ensure that all students and staff are trained on a continuing basis to equip them with the requisite skills to fully exploit the ICT potential in their different functions, in order to make the entire University College fraternity "IT – Complaint".

xiii) Ensure sustainable management of the institution's ICT resources through the creation of appropriate policy guidelines and regulations, advisory and operational organs that will cater for the broad interests of all users. Such policy guidelines and regulations herein referred to as Appendices will consequently be part and parcel of the ICT policy.

xiv) Harness the power of information mass communication media including TV, Radio and Print media to enhance its image and broadcast programmes that augment its academic, research and extension pursuits. Towards this end the University College may establish a media house that will produce all air such programmes.

xv) Provide for the growth of its ICT resources and their financial sustainability through adequate funding and appropriate operational mechanisms.

6.1 The Policy Framework

The following policies   including but not limited shall be developed:

(i) ICT Services Management Policy

(ii) ICT Equipment Use Policy

(iii)   Change Management Policy
(iv)   ICT Resource Acquisition Policy
(v)   Anti-Virus Policy
(vi)   Backup Policy
(vii)   E-Mail Acceptable Use Policy
(viii)   Help Desk Triage Policy
(ix)   System Controls and Security Policy
(x)   ICT Asset Disposal Policy.
(xi)   Website Management Policy.
(xii)   Internet Bandwidth Management and Optimization Policy.
(xiii)   Information Systems Policy.
(xiv)   Disaster Recovery Policy.

These policies shall be formulated, approved by the management and incorporated in operationalization of the ICT policy.

7.0   Policy Review

(i) This policy will be reviewed after every two years. The process of review shall involve the notices of such review to Head of Departments of the University College requiring them to forward their suggestions or concerns in the policy document that members of their departments may have. After receiving the suggestions the ICT Committee shall convene and critically look at the sections and clauses that have been suggested for review.

(ii) The ICT Committee shall then make its recommendations to the Academic Board for consideration.

(iii) The Academic Board shall then make consideration of the recommendations from the ICT Committee and make recommendations to the University College Council

(iv) Any changes shall only become effective from the date they are approved by the University College Council.

8.0   Implementation

i) Establish an ICT Committee of Academic board as an advisory management organ which will constitute the necessary subcommittee and task forces to develop the policy guidelines and regulations maintain and implement the ICT Policy. The committee will be chaired by the Deputy Principal Academic Affairs and will comprise members appointed by the University College Principal.

ii) Establish a directorate of ICT services under the office of Deputy Principal Academic Affairs. The primary function will be to offer User-support, network and communication services to the academic and administrative functions. It will also offer professional and skilled based training to students and staff. The functions and structure of the directorate are herein outlined in the ICT Services management Policy Appendix.

9.0 Notification

The Academic Board shall inform all persons subject to this Policy of its terms as soon as efficiently possible after its adoption and at regular intervals thereafter.

Date of commencement DD/MM/YYYY

References

- National Information and Communication technology ICT Policy 2006
- Masinde Muliro University of Science and Technology ICT policy 2012
- The University College of Cape Coast ICT Policy, 2004
- University College of New South Whales (UNSW) Website policy 2004
- Vision 2030, 2007
- Millennium Development Goals (MIDGs)