



**Egerton University
Citizens Service Charter**

Information and Communication Technology Department

This department and its staff are committed to professionally provide timely, high quality and relevant IT services to all our clients.

Service	Requirements	Cost	Time Line
Customer Care (ICT Helpdesk)	- Must be a University Staff or Student or prospective student	- Free	- Acknowledgement 1 minute after receipt of request.
Preparations of Specifications for ICT Resources	- Request letter to ICT Manager - Must relate to University equipment	- Free	- One working day upon receipt of request.
User Accounts Management	- Egerton university staff & students. - Written application.	- Free	- One working day upon receipt of application letter.
Repair & Maintenance of ICT Resources	- University ICT equipment	- Free	- Variable
Website Management	- Written request to ICT Manager - Must be information relevant to university	- Free	- One working day upon receipt of request.
Bulk Sms	- Written request to ICT Manager	- Sending: KSh. 3 per Sms. - Enquiries: KSh. 10 per Sms.	- 3 hours after receipt of request.
Installation of Hardware & Software	- University ICT resources & buildings.	- Free	- Variable
Computer Training - Literacy	- Minimum KCSE certificate - University staff	- Non Egerton University Students: KShs. 5,500. - Egerton University Students: KSh. 5,000.	- 1 Month.
- In-house	- University staff.	- Variable	- Variable

For any questions concerning the quality of service, contact:

The Manager

ICT Department, Egerton University

Email: ictmanager@egerton.ac.ke

Huduma Bora ni Haki yako