



KAIMOSI FRIENDS UNIVERSITY COLLEGE

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

ICT POLICY

JULY 2017

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PREAMBLE

In Today's world, Information and Communication Technology (ICT) plays an increasingly important role in facilitating the attaining of institution's mission and vision. Consequently, the formulation of Kaimosi Friends University College ICT policy is absolutely imperative. This policy provides guidelines for the identification, promotion and appropriate utilization of Information and Communication Technology (ICT) at the Kaimosi Friends University College (KAFUCO). In accordance with the University College Strategic Plan, and a timely step to coordinate and develop the ICT infrastructural and human resource capability already in place, KAFUCO must have a more focused and deliberate course of action in harnessing ICT as a tool in this knowledge-based millennium. This policy has a unique goal to ensure that ICT is fully integrated into planning and implementation of the University College mission in order to improve quality of activities at Kaimosi Friends University College.

It is expected that the University College community will observe the policy provisions for enhanced application and management of ICT infrastructure and facilities and ensure appropriate and optimal ICT applications in the University College core functions. The Policy shall guide establishment of sustainable, efficient, user-friendly, secure operations and the deployment of anticipated ICT services and resources

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1.1 Statement of Purpose

This document defines the Information and Communication Technology (ICT) Policy of Kaimosi Friends University College (KAFUCO). The purpose of the KAFUCO ICT Policy is to:

- i. Provide guidelines and standards to guide users and decision makers in the development and use of ICT Resources.
- ii. Ensure that ICT resources are used efficiently and appropriately in support of teaching, learning, research and administrative functions of the University College.
- iii. Ensure that ICT resources are secured and protected against abuse, damage, loss or theft.

1.2 The Vision, Mission and Core Values of University College

1.2.1 Vision

To be a University of Excellence in Teaching, Learning, Research, Innovation and Holistic Development.

1.2.2 Mission

To provide quality training, research and innovation in order to meet the needs of a dynamic society.

1.2.3 Core Values

The following are the core values that define Kaimosi Friends University College:

- a) Academic excellence
- b) Teamwork
- c) Equity
- d) Innovation
- e) Integrity
- f) Social responsibility
- g) Quality
- h) Professionalism
- i) Dynamism

1.2.4 The Philosophy

KAFUCO endeavours to be ranked amongst the world class universities based on academic excellence and research that impacts on societal needs.

1.3 Rationale

The Council of Kaimosi Friends University College approved the Strategic Plan document for the period 2017-2022. The strategic plan identifies ICT as indispensable for the delivery of the new strategic plan, recognizing in particular the role that ICT plays in the University College drive towards internationalization, in providing a staff and student experience that is second to none and in delivering cutting edge capabilities to support world class teaching and research.

The University College has made tangible advances in the application of ICT by establishing substantial infrastructure and information flow within and outside the University College. In that way the University College has slowly but significantly made ICT the central tool for its operations.

KAFUCO needs to harness the available and potential capacities in human and material resources in ICT to provide high standard services to students, staff and to the wider community.

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. Understanding this dependency at an early stage is critical to the success of an ICT policy.

1.4 Scope

This policy shall apply to the conduct of staff, students, visitors and all other stakeholders. This ICT Policy provides the policy framework for:

- a) Managing ICT services and facilities
- b) Secured and acceptable use of ICT facilities
- c) Use of Internet and Email
- d) Managing the website
- e) Acquisition of ICT Products and Services
- f) ICT Project Management
- g) End user training and capacity development

1.5 Objectives

The objectives of this policy are:

- a) To ensure that the KAFUCO ICT resources are managed and maintained efficiently for support of its goals.

- b) To ensure that ICT is given its due attention as a core resource for service provision at the University College.
- c) To ensure sustainable management of the University College's ICT resources through the creation of appropriate institutional framework.
- d) To provide procedures and guidelines on the use of ICT in the University College.

2.0 POLICY CONTENT

2.1 Policy Statement

The University College shall strive to:

- i. Develop, operate and maintain a functional and reliable ICT infrastructure and services for its administration, teaching, research, and learning functions.
- ii. Establish a vibrant KAFUCO directorate responsible for management, control and maintenance of ICT resources.
- iii. Provide for the growth and sustainability of its ICT resources in its development plans and budgets.
- iv. Develop procedures and guidelines for implementation of this policy for sustainable management ICT resources

2.2 Policy Framework

Any modern institution of higher learning is critically dependent on the smooth functioning of Information and Communication Technology (ICT) and ICT services. Smooth functioning and running can be assured only if establishment, operation and extension of ICT and ICT enabled functions is effected within a clear policy framework that takes full cognisance of the institution's overall strategic goals. Where there is no separate ICT standards document for the University College, this policy document will serve, alongside other related published documents, as the reference document on ICT standards.

This policy framework is a set of principles and goals intended to govern the development, implementation, adoption, monitoring, evaluation and application of ICTs in the Institution. This Policy shall be publicised through a number of channels. These include:

- i. ICT training of staff and students.
- ii. Orientation programmes for new staff and students.
- iii. KAFUCO staff and student mailing lists.
- iv. The University College website.
- v. New users subscribing to KAFUCO Email facility.

2.3 Policy Instruments

The ICT policy shall be implemented through the following instruments:

- a) Establishment of Management Information Systems
- b) Promotion of ICT Standards.
- c) ICT Infrastructure Development.
- d) Development of competent ICT personnel.
- e) Training of University College Students and Staff.
- f) Development and/or acquisition of specialized software.
- g) Establishment of links with stakeholders.
- h) Promotion of partnership with other ICT Companies.
- i) Financing Mechanism for sustainability of ICT and
- j) Regulations on electronic communication.

2.4 ICT Infrastructure and Standards

2.4.1 ICT Infrastructure

The key elements of the ICT infrastructure include fibre-optic backbone, campus-wide connectivity, wireless connectivity, servers, computer labs, office and personal computing devices. The University College shall acquire and lay ICT infrastructure as follows:

- a) Extension of the fibre-optic back-borne from the Network Operation Centre to the major administrative, academic and research buildings (both existing and upcoming), halls of residence, health, students and staff recreational facilities.
- b) Expand and improve Local Area Network (LAN) to reach all University College locations.
- c) Extend wireless Internet hotspots within the main campus and upcoming campuses for common staff and students facilities including the library(ies), recreational facilities and common rooms.
- d) Develop ICT laboratories and lab infrastructure to support high-end ICT innovations and products.
- e) Systematically acquire server facilities to support institutional information database systems, mail systems, application systems, Internet proxies and routing facilities.
- f) Implement IP telephony in the University College.
- g) Acquire, configure and install office and personal computing facilities including personal computers, laptops, printing, photocopying, scanning, cameras, projectors, power backups and storage media to ensure effective execution of duties.
- h) Maintain and improve the institutional Website.
- i) Increase Internet bandwidth from time to time to meet ever-growing demand
- j) Install and maintain electronic security control systems into critical facilities.
- k) Implement infrastructure to facilitate business continuity and disaster recovery processes.
- l) Implement CCTV infrastructure for movement tracking and recording .

2.4.2 Standards

The University College acknowledges that acceptable standards and benchmarks are considered critical to facilitate establishment of state-of-the-art ICT environment in the University College. To this end, the following shall be pursued:

- i. Implementation of systems and management of ICT processes within the guidelines of the KAFUCO Quality Management System and ISO 9001: 2008
- ii. Systematic adoption of best practices in the management of Security of ICT systems and processes leading to certification under ISO 27001 on Information Security Management Systems.
- iii. Systematic adoption of best practices in the management of ICT Service delivery system and processes in line with ISO 20000 on ICT Service Management.
- iv. Systematic adoption of best practices in the disaster recovery and business continuity management systems and processes in line with ISO 25999 on Business Continuity Management.
- v. Adoption and reinforcement of skills in specialised areas including ITIL, COBIT, CISA among others.

2.5 ICT Hardware

The University College shall promote growth of ICT hardware and other related facilities by supporting identification of sources and specifications of ICT requirement that will yield quality outputs in the University College operations. The University College shall promote acquisition of hardware that complies with institutional, national or international standards on ICT with a view to get products and services with best quality at reasonable cost. The University College shall adopt ICT standards and specifications as published by the Kenya ICT Authority from time to time (Guidelines on Annex 1).

2.6 ICT Software

The University College takes seriously breaches of software licence agreements and piracy with respect to software packages. The University College shall only use a genuine copy of legally acquired software that is configured and used in accordance with the licence terms and conditions as set out by the copyright holder. Software purchased (including operating system and application software) shall be licensed to and owned by the University College.

The University College shall strive to improve efficiency and effectiveness of its operations and services through enhancement of existing systems including the implementation of an integrated Enterprise Resource Planning (ERP) System for the whole University College. The College shall also strive to integrate relevant Information Systems. The ICT Directorate shall maintain a library of centrally-licensed software, licenses, and software documentation (Guidelines on Annex 2).

2.7 Network Infrastructure

The University College shall make available a network infrastructure for administration, teaching, learning and research for students and staff. The University College network shall comprise optical, wired and wireless connections through-out the various college sites. Only contractors engaged by the University College and the members of the ICT directorate shall have direct access to any hardware and software component of the network, and interfering with any part of the wiring, optical fibre and hardware by any University College member will be deemed to be a serious matter (Guidelines on Annex 3).

2.8 ICT Security

The University College is committed to the management of risks associated with Information and Communication Technology (ICT) assets and the reduction of ICT security incidents. The University College shall develop policy guidelines that reflects this commitment and addresses security issues related to the confidentiality, integrity and availability of information housed in ICT systems.

The University College shall put in place control mechanisms based on business requirements, assessed/accepted risks, Information classification and legislative obligations for controlling access to all Information Assets and ICT Assets. All users shall be authenticated, either by using User IDs and passwords or by stronger authentication such as smartcards or biometric devices (e.g. fingerprint recognition) before they can gain access to any information or systems within the installation (Guidelines on Annex 4).

2.9 Internet Service

The University College shall provide for an Internet facility primarily to enhance its learning, teaching, research and administrative functions. All staff, students and associate members of the University College who have been granted authorized access to the University network, shall abide by the University rules and regulations regarding internet use and the terms and conditions set out in the service provider's acceptable use policy.

The University College is aware of the growing use of mobile equipment and is expanding its Wi-Fi provision accordingly for all members of the University College. Wi-Fi access points for connection to the University College's intranet and the Internet shall be provided at designated places (Guidelines on Annex 5).

2.10 Email

University staff and student e-mail systems are key communications systems in the institution. The University College shall provide an email facility to enhance its business through easier, faster communications and interaction among the user community. Official communication shall be done through the official University College email address (Guidelines on Annex 6).

2.11 Website

The University College shall develop and maintain a comprehensive Web presence. This presence will be represented by University College Web initiatives in instruction, library, research and research administration, staff and student services, school and department administration and a variety of other university-related activities. Roles and appropriate usage of Web-enabled technology will be developed (Guidelines on Annex 7).

2.12 Acceptable Use of Information Technology Resources

The University College Information Technology Resources are provided to support learning, teaching, research and administrative activities in the institution. All users of University College information technology resources, whether or not affiliated with the University College, must follow the University College rules and regulations; national laws and contractual obligations. These include but are not limited to information security, data privacy, commercial use, and those that prohibit harassment, theft, copyright and licensing infringement, and unlawful intrusion and unethical conduct.

Permission to access and use University ICT Systems shall be given on the understanding that it is used only for approved purposes and only by the person or persons authorized to use them. The University College shall provide guidelines on Acceptable Use of Information Technology Resources (Guidelines on Annex 8).

2.13 Business Continuity Management

The University College shall ensure that a managed process including documented plans is in place to enable Information and ICT Assets to be restored or recovered in the event of a disaster or major security failure. Backups shall be created and maintained using industry standard data backup software that support “enterprise level” data assurance. The product, defined by the data backup standard, must support scheduled backups, full or differential or incremental backups, and centralized management (Guidelines on Annex 9).

2.14 Social Media

The University College encourages its members and staff to contribute to University College's online social media presence and social network communities. The University College shall manage and maintain social media sites and platforms as part of its ongoing commitment to engage with previous, current and future students, staff and partners about University College activities and interests.

All University College related social media accounts (facebook, twitter etc) shall have a key administrator who takes responsibility for the account and who is responsible for granting write (administrator) access to the account. The College Webmaster shall be the key administrator on all such University College accounts and should hold account details and any necessary passwords (Guidelines on Annex 9).

2.15 IT Project Management

Experience, best practice and review of past projects have shown that ICT projects best deliver best results when project management standards and practices are employed. All ICT projects shall be managed according to best practices in project management. All completed, significant ICT-led projects shall have post implementation reviews (Guidelines on Annex 12).

2.16 ICT Change Management

The University College shall regularly update ICT hardware and software to keep up with the changing technology. All changes to IT services must follow a standard process to ensure appropriate planning and execution. Any change to an information technology resource shall be performed in accordance with the University College's ICT Infrastructure and Systems Change Management Procedures (Guidelines on Annex 13).

2.17 ICT Skills Development

The University College shall strive to recruit and maintain well trained and competent ICT staff who are well versed with current state of the art technology in ICT and the University College requirements for efficient policy-implementation, regulation and management of information resources and services.

The University College shall continuously review technical and end-user competence necessary for development, management, control, maintenance and usage of the continuously evolving ICT infrastructure at the University College and support training and re-training of ICT staff, professionals and other operational functions personnel (Guidelines on Annex 14).

2.18 ICT Help Desk

The University College shall establish an ICT Help Desk in the ICT Directorate for managing ICT related problems and changes. Help Desk procedures shall be established for receiving user problems and requests, trouble ticketing and tracking, as well as problem resolution and escalation (Guidelines on Annex 16).

2.19 Telephone and Mobile Devices

The University College shall provide a telephone system for use by staff and shall be managed by the ICT Directorate. Maintenance and leased line costs shall be managed and funded centrally through the ICT Directorate. The University College reserves the right to monitor the destination, volume and duration of all incoming and outgoing calls to University College phones in support of its business interests and to investigate complaints. Staff should be aware that their voicemail messages may need to be checked if they are absent, particularly if the absence is unexpected. Written approval for access must be given by a member of the Senior Management Team before any action takes place.

2.20 ICT Inventory and Equipment Use

The University College shall maintain an up to-date inventory of the hardware and software that is in use by the University College. The ICT directorate shall maintain an inventory of assets under two categories: ICT Hardware and Software. This inventory is in addition to asset records maintained under the University College Financial regulations.

2.21 E-Waste Management

The University College shall establish and define standards, procedures, and restrictions for the disposal of ICT equipment in a legal, cost-effective manner. The University College shall ensure obsolete ICT assets and resources (i.e. desktop computers, servers, databases, etc.) are discarded according to legal requirements, environmental regulations and adhere to the University College approved methods. The University College shall endeavour to raise stakeholders' awareness on the sustainable management of e-waste and establish clear guidelines on e-waste management.

3.0 SUSTAINABILITY OF ICTs

The University College shall endeavour to:

- a) Develop and institutionalize relevant strategies for funding ICT development
- b) Adopt and institutionalize cost-effective strategies for acquiring and managing ICTs
- c) Acquire and maintain ICT hardware and software to catch up with the dynamic ICT environment
- d) Facilitate mutually beneficial partnerships and collaborations for continual improvement of ICT capacity and service delivery
- e) Employ best practices in the management of ICT projects to ensures users realise the intended outputs
- f) Ensure recruitment, development and retention of adequate ICT personnel

4.0 CONDUCT OF ICT STAFF

Staff who maintain the University College ICT facilities are authorised to look at any information or files necessary to deal with any problems that may arise and to protect the systems and the information they contain. Such staff are required to treat any information they might see during the execution of their duties as strictly confidential, save where the information is such that it may constitute a breach of this policy.

5.0 STATEMENT OF RESPONSIBILITY

The ICT Director in conjunction with the University College Management shall be responsible for the implementation, monitoring and evaluation of the Policy

6.0 MONITORING AND EVALUATION

ICT is a dynamic and rapidly changing industry. Agile ICT systems are being developed to keep pace with the rapidly changing technology. The University College shall monitor the implementation of the ICT policy and update it. Appropriate systems shall be put in place to assess the extent to which the policy objectives are realized. Such systems shall also assess the effectiveness of the policy guidelines. Relevant indicators shall be developed and be made available to enable stakeholders at all levels monitor and assess ICT development activities on a regular basis.

7.0 POLICY REVIEW

An evaluation of the outcomes of this policy will provide information on the extent to which the policy is being implemented and the progress being made in achieving Policy objectives. However, a comprehensive policy review shall be undertaken at least once every three years.