



## Draft ICT Infrastructure and Maintenance Manual

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## **1.0 OVERVIEW**

Mbarara University of Science and Technology continues to invest and rely heavily on ICT hardware, software and systems. There is need for this infrastructure to be sustainably used and maintained.

## **2.0 PURPOSE**

The purpose of this manual is to provide a standard for the maintenance of ICT infrastructure at Mbarara University of Science and Technology.

## **3.0 SCOPE**

This manual applies to all users of ICT infrastructure at MUST including hardware, software and related systems.

## **4.0 MANUAL PRINCIPLES**

### ***4.1 ICT Asset Register***

The Computing Services Unit shall maintain an updated register of the university's entire range of ICT infrastructure equipment.

The register shall be updated on quarterly basis in collaboration with the Finance Department.

## **4.2 Student Facilities**

### **4.1.1 Provision**

1. Students Computer Labs/Rooms in all faculties/institutes/departments and the university library
2. Computers including appropriate hardware and software installed

### **4.1.2 Responsibilities**

#### **Lab Attendants**

1. Custodianship and safety of all equipment in the computer room.
2. Switching on/starting computers and switching off/shutting down computers.
3. Ensure rightful use of computers by students as per the university computer lab rules and regulations.
4. Perform software installations meant for student learning purposes as required by lecturers and students.
5. Perform regular virus scans on computer
6. Perform minor hardware checks, fixes and repairs under supervision of computer technicians
7. Forward/refer persistent problem cases to computer technicians
8. Ensure appropriate air-conditioning standards are maintained in the room
9. Ensure routing computer service is done in the room on quarterly basis.
10. Plans for and notifies faculty/institute/department administration on software and hardware components that may be required.
11. Maintain asset register for equipment in the room
12. Prepare and submit monthly lab reports.

#### **Computer Technicians**

1. Perform monthly hardware and software maintenance to do the following;
  - a. Ensure good mechanical condition of the computers
  - b. Ensure that software running on computers is up to date
2. Ensure good mechanical condition of computers
3. Facilitate the lab attendant to ensure that computer service routines are performed on quarterly basis
4. Handle computer problem cases referred from the labs.
5. Refer problem cases to suppliers if warranty on those cases applies and source for replacement parts where no warranty applies.
6. Ensure that air-conditioners in labs are serviced on quarterly basis.
7. Prepare quarterly maintenance plans and reports.

**Faculties/Institute Administration**

1. Ensure procurement of equipment and services for service routines to be performed on all equipment in the labs.
2. Ensure the proper planning and acquisition of replacement parts for defective equipment in the labs.

**Students**

1. Use computers and equipment in the lab in conformity with the university computer lab rules and regulations.
2. Report any faults or anomalies with the equipment to lab attendants.

## **4.2 Staff Facilities**

### **4.2.1 Provision**

1. Staff Computers
2. Peripheral devices and accessories like printers, scanners, photocopiers, UPSs

### **4.2.2 Responsibilities**

#### **Users**

1. Custodianship and safety of all computers and accessories.
2. Switching on/starting computers and switching off/shutting down computers.
3. Ensure rightful use of computers for official duties only
4. Perform daily virus scans on computer
5. Perform virus scans on all removable media like flash disks to be attached to the computer.
6. Forward/refer problem cases to computer technicians
7. Plan for and notify faculty/institute/department administration on software and hardware components that may be required.

#### **Computer Technicians**

1. Perform monthly hardware and software maintenance to do the following;
  - a. Ensure good mechanical condition of the computers
  - b. Ensure that software running on computers is up to date
2. Ensure good mechanical condition of computers
3. Perform computer service routines on bi-annual basis
4. Handle computer problem cases referred from users.
5. Refer problem cases to suppliers if warranty on those cases applies and source for replacement parts where no warranty applies.
6. Prepare quarterly maintenance plans and reports.
7. Ensure procurement of equipment and services for service routines to be performed on all equipment in the offices.

#### **Faculties/Institute/Department Administration**

1. Ensure the proper planning and acquisition of replacement parts for defective equipment in the labs.

### *4.3 Network Facilities*

#### **4.3.1 Provision**

1. Computer servers used to host university services and platforms
2. Network switches and accessories

#### **4.3.2 Responsibilities**

##### **Network/System Administrators**

1. Custodianship and safety of all computer network equipment.
2. Switching on/starting network equipment and switching off/shutting down network equipment.
3. Ensure suitable working conditions of equipment
4. Perform computer service routines on bi-annual basis
5. Forward/refer hardware problem cases to computer technicians
6. Plan for and initiate software and hardware component replacement process
7. Ensure procurement of equipment and services for service routines to be performed on all equipment in the offices.
8. Prepare quarterly maintenance plans and reports for equipment

##### **Computer Technicians**

1. Handle computer problem cases referred from users.
2. Refer problem cases to suppliers if warranty on those cases applies and source for replacement parts where no warranty applies.