

INSTITUT CATHOLIQUE DE KABGAYI

(ICK)



ICK ICT POLICY

Revised and Approved by Academic Senate on October, 25 2023



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ABBREVIATIONS

ICK: Institut Catholique de Kabgayi

ICT: Information and Communication Technology

DLL: Dynamically Linked Library

PDA: Personal Digital Assistant

WWW: World Wide Web

RSS: Really Simple Syndication

NAS: network-attached storage

GENERAL PRESENTATION OF INSTITUT CATHOLIQUE DE KABGAYI

This section includes an overview of Institut catholique de Kabgayi and focuses on the its background, vision, mission, moto, values and objectives.

Background of ICK

The “Institut Catholique de Kabgayi” (ICK) is a private Higher Learning Institution founded in 2002 by the Catholic Diocese of Kabgayi, under the name *Université Catholique de Kabgayi* (UCK). The idea to create a university came as a continuation of Kabgayi Diocese’s apostolic mission to contribute to the socio-economic development of Rwanda through education. More specifically, UCK was created with a goal to produce well trained and competent professionals who are able to take on various socio-economic challenges facing the country. To maintain its Catholic stamp, UCK was meant to produce graduates who are endowed with a critical mind but who are also morally conscious.

UCK was given recognition by the Ministry of Education by Convention of Allocation N°001/03/2003 concluded between the Government of Rwanda via the Ministry of Education and the Catholic Diocese of Kabgayi. It got the legal personality on 15/03/2006 by the Minister order n° 51/11 of 15/05/2006 as published in the Official Gazette of the Republic of Rwanda n°10 of 15/05/2006. What started as *Université Catholique de Kabgayi* (UCK) became *Institut Catholique de Kabgayi* (ICK) by the Ministerial Order N° 03/08.11 of 04/02/2010 promulgated in *Official Gazette of the Republic of Rwanda* N° 08 of 22/02/2010. The institute obtained accreditation or Definitive Operating License by the decision of the Cabinet, on March 24th, 2010.

Vision

ICK has the following vision: To be a Centre of Academic and Professional Excellence at national, regional and international level.

Mission

The mission of ICK is to advance and promote knowledge and development of skills in professionalism and innovativeness through quality education, research and community services for the transformation of society and sustainable development.

Motto

The motto of ICK is: Science – Conscience - Development.

Values

In all its teaching and research-related activities, ICK strives to instill the values of truth, justice and solidarity for the integral development of mankind.

Thus, in the implementation of its programs, the ICK will highlight the following values:

- a) The respect of the human rights: promoting social justice and respect of the human dignity; denying discrimination, favouritism and exclusion;
- b) Integrity: Transparency and accountability, privileging truth and honesty;
- c) Serving the community: Commitment to achieve our mission in developing synergy and solidarity with the community;
- d) Unity in diversity: Supporting the “unity in diversity” principle in promoting the spirit of tolerance, dialogue, participation and national unity and reconciliation;
- e) Gender equity: notion of complementing each other in the country development.

ICK objectives

The ICK objectives in the realization of its mission are:

- To provide a scientific and technological higher education, by taking into account the population's needs for development;
- To provide the student with skills, technology and education that enables him or her to assert himself or herself so as to create employment for his or her personal fulfillment and advancement as well as national development;
- To promote a formal framework of continuous learning and research in the curricular areas provided by the institution;
- To contribute to cultural, civic, moral and Christian education of the population;
- To promote, through learning and research, the values of truth, justice and solidarity for the integral promotion of the human being;

- To contribute to the search for solutions to other issues related to national development

I. ICK ICT POLICY STATEMENT

The ICK's ICT Policy is committed to build the capacity of ICK's ICT stakeholders (academic and administrative staff, students, visitors) to effective and efficient use of ICK's ICT facilities.

Information and Communication Technologies facilities are simply electronically and mechanical tools that facilitate the storage, manipulation, analysis and transfer of information.

II. VISION STATEMENT

Developing and sustaining ICK Information & Communication Technologies environment and usage to improve quality of teaching, learning, research, and administrative activities.

III. GUIDING PRINCIPLES FOR THE IMPLEMENTATION OF THE POLICY

ICT Department, demonstrates an on-going commitment to mainstreaming ICT use by ensuring that the relevant policies, practices, metrics are in place. Ongoing commitment is also demonstrated through frequent and consistent communication, internally and externally, about the organization's achievements against its published Vision and Mission in the area of ICT.

IV.1 INSTITUTION'S POLICIES TO MAINSTREAM DIVERSITY

Overall diversity policy is supported by changes to other organizational policies including but not limited to admission and registration, blended, teaching, learning and examination, human resources research and consultancy policies as well as internal regulation and the procedure manual.

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IV.2 EDUCATION, TRAINING AND KNOWLEDGE BUILDING

Ongoing commitment to education and training for all employees and lecturers, in order to change behaviors and develop institutional practices.

IV.3 SUPPORTIVE WORK PRACTICES AND INSTITUTIONAL CULTURE

A workplace that is open and welcoming of people from diverse backgrounds and which can demonstrate good examples of implementing different forms of flexible work arrangements.

IV.4 TRANSPARENT RECRUITMENT AND CAREER DEVELOPMENT PRACTICES

Commitment to changing the recruitment and promotion practices so that women and others from diverse backgrounds are able to develop satisfying careers.

IV .5 PARTNERING WITH EXTERNAL BODIES

Relationships are developed with a range of partnering institutions to advance the diversity agenda, using this as a way of further developing internal knowledge and capabilities.

IV .6 MANAGEMENT OF SUPPLIERS

Current and future suppliers understand the Institution diversity agenda and the organization ensures that suppliers adapt their practices appropriately.

IV .7 MONITORING IMPROVEMENT

Demonstrate a commitment to gathering quantitative and qualitative data to monitor progress on the diversity journey, using this as a way of further refining policies and procedures.

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IV.8 ACCEPTABLE USE ICK ICT FACILITIES

The purpose of this policy is to ensure the proper use of ICK's ICT facilities, software, services and systems by its employees (academic and administrative), guests and students in an appropriate, responsible, and ethical manner. This policy also applies to the use of privately owned computers or notebooks connected to the Institute network.

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V. ICT PROCEDURES, GUIDELINES & STANDARDS

V.1 SECURITY

V.1.1 USER PASSWORD POLICY

The policy ensures that the user has the minimum standard applied to their user password to support the confidentiality, integrity and security of the ICK ICT resources.

OBJECTIVES

The objectives are to ensure access control to the ICT resources, to communicate the needs to have protection against unauthorized access and to establish an ICT environment that will encourage data sharing and exchange without sacrificing security.

STRATEGIES

All users have the following responsibilities:

- a) All user passwords are to be seriously treated as private and confidential and must not be divulging, shown or given to any party other than the user.
- b) User passwords must be changed on regular basis or at least every six months.
- c) It is recommended to create a password based on combinations of numeric and alphabetic with a minimum length of 8 characters.
- d) It is not recommended to have password that is the same as the username, recycled or previous passwords or name which is associated with the user (i.e. DOB, company name or horoscope etc.)

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Users issued with a username and password for the first time has the responsibility to change the password immediately after he/she has been issued the initial default password.

Users must not share the password with others and must not write or keep the password in an unsecure location. Password must be protected and kept in a secure place.

V.1.2 ANTI-VIRUS & ANTI-SPAMMING POLICY

OBJECTIVE

To ensure that the Institute will provide its community adequate protection from computer virus, unsolicited and unwanted emails from internal or external sources by investing and deploying anti-virus and anti-spamming software where appropriate on ICT facilities owned or leased by the Institute and ICT services provided by the Institute.

STRATEGIES

The ICK Computer department will install anti-virus software to ensure that all networked computer servers, computers and notebooks owned by the Institute are protected against virus infection.

The Institute:

- a) Ensures its community is protected from virus, spy ware, malicious attacks, phishing and not inconvenienced through the receipt of unsolicited emails.
- b) Ensures its community do not use the ICT resources in the manner that is illegal against others
- c) Seeks to minimize any misuse or illegal use of email communications.

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V.1.3 USE OF COMPUTING LAB & GUIDELINES

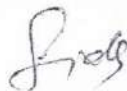
OBJECTIVE

The main objective is to manage the use of computing lab and to maintain its security.

STRATEGIES

Students are to adhere to the following guidelines while using the computing labs:

- Do not bring food or drink into the computer lab.
- Smoking is not allowed in the computer lab.
- Report problems promptly to Computer Services Department.
- Do not alter the configuration of hardware or software. This has been set up to cater for a wide range of users.
- Leave each piece of equipment set up as you found it. Do not remove any items from the computer lab.
- Follow any directions posted in the venue by Computer Services Dept. staff.
- Labs are available for use only by Institute staff and students and authorized external users.
- Unofficial work of a personal, non-profit nature is permitted, provided official work is not affected.
- Non-Institute related commercial activities are not allowed.
- Do not waste computer resources (e.g. unnecessary printing) or disadvantage other users by monopolizing equipment, network traffic, etc.
- Keep the computer lab clean and free of hazards.
- Do not place software or other files on Institute computers where these may lead to damage or legal charges (destructive programs such as viruses, pirated software, etc.).
- Do not use the facilities to make unauthorized copies of copyright, licensed or patented material.
- Do not use the facilities to defraud or to create false or misleading information.
- Do not act as though you intend to break the law. Do not attempt to guess an access key or password to gain unauthorized access to local or remote computers.
- Do not attempt to access any areas of any systems for which authority has not been granted.



- Do not attempt to monitor or read another user's files or communications.
- Report unethical activity to Institute staff promptly.

V.2 NETWORK

V.2.1 USE OF INTERNET BANDWIDTH WITHIN THE INSTITUTE

OBJECTIVES

To manage a bandwidth usage in order to avoid degradation and to ensure network efficacy. The management of bandwidth resources shall be entrusted to the ICT Department.

STRATEGIES

Bandwidth usage shall be subject to the following:

- a) Internet Bandwidth will not be over utilized as to prevent access to critical information, research and online educational material.

Bandwidth allocation shall be made in the following order:

- i. ICK web-based applications
 - ii. E-mail application
 - iii. Internet research and E-resources
 - iv. Numbers of computers to be connected
- b) Unauthorized persons/users are not allowed to access internet facilities within the campus network
 - c) ICT resources shall be monitored from time to time by the Computer Department for efficiency and optimal usage by all the users.

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V.3 SOFTWARE

V.3.1 USE OF SOFTWARE ON THE COMPUTERS & NOTEBOOKS

OBJECTIVES

To manage and monitor the computing software used on the computers and notebooks by administrators (Deans, Directors, Head of Department and Managers) and Students.

STRATEGIES

To ensure against copyright infringements on software, the ICK Computer department shall:

- a) Identify the person who will be responsible for software on account or departmental machines.
- b) Encourage staff to request the assistance of Computer Department to install any software on computers or notebooks.
- c) Where staff installs copies of personally owned software on Institute machines, regardless of how the software was distributed, require them to identify such software for departmental inventory.

Mismanagement of this ICT resource may bring a considerable liability to the Institute.

V.3.2 STANDARD OPERATING ENVIRONMENT FOR SOFTWARE AND COMPUTERS

OBJECTIVES

Due to the variety and nature of work performed by staff and students across the entire Institute, it is not practical and easy to define a standard operating environment for all areas and users. It is however, in the desire of this section that the computer department provides standardized software and computers with the intention of encouraging consistency wherever possible and practical.

The Institute is also aware of the individual needs of the Department but at the same time stress the importance of compliance with as many components of the standards as is practical in the short term, with a longer term view of meeting the full compliance in order to have good support from the Computer Department.

STRATEGIES

The computer department provides standardized software to install or to be installed.

The computer department also provides standardized properties of computers and accessories (printer, scan...)

Standards for Personal Computer Hardware – Desktop

Operating System: Windows 7, above.

CPU: Genuine Intel® Pentium™ CPU – 2GHz, Intel® Core™ i3+

Memory: 1GB+

Hard disk drive: 250GB+

1 Parallel Port

1 Serial Port

64MB Graphics (not incorporated in the main RAM)

PCI Bus Architecture, USB connectivity

Plug & Play BIOS

15" Colour Monitor (1024 x 768 Mhz @ 76hz)

4MB Video card PCI or (preferably) AGP

Keyboard (101 extended key boards)

PS/2 Microsoft Mouse

Network card PCI 10/100, RJ45, Wake-on-LAN facility on card and PC Motherboard (if network connectivity required)

Warranty: 3 years, Parts and Labour.

No other software installed (including no antivirus, networking, Internet, or ISP software)

Bootable Recovery CD for each PC supplied. Recovery CD to be produced 'after' PC is configured to ICK standards, not simply Recovery CD from manufacturer

** 600Va UPS with 'User Replaceable' battery



Standards for Personal Computers – Notebooks

Genuine Intel® Pentium CPU – 1GHz+

Memory: 2MB SDRAM

Hard disk drive: 320GB+

PCI Bus Architecture, USB connectivity

Plug & Play BIOS

12.1" Colour screen

4MB Video card PCI or (preferably) AGP

Two Type II PCMCIA Card slots

10/100 NIC

Built-in 56K Modem

Availability of "Docking Station". To allow machine to be docked when working in the office.

Built in pointing device and external port

Warranty: 3 years, Parts and Labour

No other software installed (including no antivirus, networking, Internet, or ISP software

Bootable Recovery CD for each computer (desktop/notebook) supplied. Recovery CD to be produced 'after' laptop is configured to ICK standards, not simply Recovery CD from manufacturer.

Personal Computer Software

The following software products represent the minimum requirement:

Operating System: Windows NT Workstation 4.0+ with latest Service Pack (please refer to ICT SECTION and ITC for operating system on notebooks)

Windows 2000 and latest service pack when applicable

Bootable Recovery CD for each computer (desktop/notebook) supplied. Recovery CD to be produced 'after' each computer is configured to ICK standards, not simply Recovery CD from manufacturer.

Additional software products and licenses may be required depending on the planned configuration of the PC.

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Printers

Hewlett Packard (HP) printers, DELL, EPSON, plotters and scanners are the standard. The model purchased will depend on the requirement, either for portable computing, desktop printing or group printing.

Standards for Software

Operating Systems

Microsoft Windows XP, Windows7 Professional or plus
Windows Server (File Server, Application Server)
UBUNTU Open Source

Office Suite

MS Office 2007/2010 Professional+
Open Office

Applications for students

Adobe master collection CS3, CS4+; SPSS 20, Sage Pastel, Adobe audition 1.5+,

Databases

MS SQL Server, Filemaker sever, Filemaker Pro advanced, MS Access, Oracle, Sage saari, Resource mate.

E-mail Server

MS Exchange Server.

E-mail Client

MS Outlook 2003/2007/2010

Browser

MS Internet Explorer ver.6 or greater with latest Service Pack
Firefox Web Browser with latest updates, Google chrome Browser with latest updates.

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Compression utility

WinZip, File zila, Winrar

Anti-virus (Desktop, Fileserver)

Norton's AntiVirus, Avast, MacAfee, E-scan

Backups (Desktop, Fileserver)

Veritas BackupExec (Enterprise)

Internet bandwidth

Bandwidth minimum is 40-70 Mbps.

V.4 WORD WIDE WEB

ICK recognizes that the World Wide Web (WWW) offers many opportunities for promoting the University, both locally and internationally, as well as for information sharing and collaboration.

Information about ICK that is made available via the WWW should be well integrated and of high quality, accuracy and appearance. The website must promote the image of ICK as a place of quality and a place to grow'. Contents of all web pages must be consistent with all ICK policies and all relevant laws. ICK web pages may not provide links to pages outside ICK that are in violation of relevant laws or policies.

V.4 .1 Policy Statement

The aim of this section of the policy is to ensure that:

- a) Publishing University information on the Web
- b) Consistency in the use of the University's logo and title is maintained
- c) The image presented on the Web portrays ICK as an institution that can present itself effectively through the effective use of the Web as a medium
- d) The image presented of ICK is a positive one, and that the pages are not misused by the display of

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inappropriate or illegal material

- e) The image is consistent with these guidelines and easily recognizable to the wider higher education community locally and internationally
- f) Obligatory items are included and relevant laws and University rules and regulations are obeyed, including copyright laws
- g) All content on the website is managed effectively, is accurate, and up to date

V.4.2 University Logo and Titles

University Logo

The title Institut Catholique de Kabgayi, its logo, and its crest are the property of the University and they, together with the University's address or departmental addresses, should be used in official pages. The University logo enhances the feeling that we all belong to the same organization rather than a collection of separate Colleges, schools, departments or units each going its own way. The University logo shall not be used on personal home pages.

Other Logos

Certain sectors within ICK have their own logo(s), which may be used together with the ICK logo on official pages emanating from those sectors. However, it should not displace the ICK logo.

V.4 .3 Definition and Responsibility for ICK Website (<http://www.uck.ac.rw>)

To obviate misunderstandings, the role and responsibilities of persons involved in Web publishing at ICK are explained.

These definitions and responsibilities do not apply to course material, which is made available only via the ICK learning management system, but only to information and marketing material about the University as displayed on an information or marketing website such as <http://www.uck.ac.rw/>.

The responsibility of Information and Communication Technology Centre

The ICT Centre shall provide the Internet connectivity needed for the ICK Website to be accessible, shall provide and maintain the web server including regular backups and shall manage authoring permissions on

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said web server via a suitable content management tool.

The ICT Centre has no responsibility with regard to the sourcing, creation, design or maintenance of content, although the ICT Centre help desk unit may be contracted, in preference to any other contractor, for this purpose.

Content Management

The ICK website shall be based on the principle of devolved content management.

The content management system shall provide a simple means for owners of content to maintain their own content and reduce dependency on a central authority for allocation of rights.

Content management involves the separate roles of Webmaster and content author.

It is important to understand that these are roles, not people, and that one person may provide both roles under some circumstances.

These roles are outlined below.

The Webmaster

The Webmaster has overall coordinating responsibility for the ICK website, and holds root content manager status.

The Webmaster:

Assists departments to design and publish their pages, but does not provide any finance for this purpose

- Assists departments to identify someone within the department who shall be responsible for maintaining accurate and up-to-date content (content manager, content author)
- Assists departments to identify contractors if they wish to have more than the basic website setup, but does not provide any finance for this purpose
- Shall be proactive in helping to ensure that all departments and sections of ICK are represented by a Web presence
- Is responsible for creating and maintaining the access rights to second level of content managers.

V.5 ELECTRONIC MAIL

As the institution tends always to promote, create, acquire, share and disseminate knowledge, ICK provides for members of the ICK community an electronic communication infrastructure that includes computing resources, network connectivity, and software tools for electronic communication (e-mail). The ICK's

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community is reminded that use of e-mail is a privilege, not a right and should be treated as such by all users.

OBJECTIVES

- To ensure the proper use of ICK's electronic communication infrastructure system by its employees (academic and non-academic), guests and students
- To support academic (teaching and learning), research, administrative functions of ICK

STRATEGIES

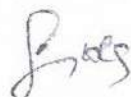
All e-mail communications (and associated attachments, objects, graphics, videos) transmitted or received by ICK network are subject to the provision of this policy, regardless of whether the communication was sent or received on a private or ICK owned computers.

Most e-mail users may intend their message to be private communications between themselves and another party, the privacy and confidentiality of e-mail cannot be guaranteed by ICK for many reasons. For example:

- E-mail messages may be saved indefinitely on the receiving computer.
- Copies of e-mails can be forwarded electronically or printed on paper.
- E-mails can be intentionally or accidentally forwarded to others.
- E-mail messages may be sent to incorrect e-mail addresses or be improperly delivered by an e-mail system or Internet Service Provider (ISP).
- It may be possible for other people to read or change messages that you send by forwarding it to others.

ICK expects members of its community to exhibit acceptable ethical conduct in the use of computing resources. Users are expected to exercise good judgment to ensure that their electronic communications reflect the high ethical standards of the academic community and display mutual respect.

The ICT Department and Communication Department are to monitor the electronic mail management usage by its users in a regular or systematic manner; however, it does reserve the right to monitor such usage from time to time and without prior notice. Such monitoring may include tracking addresses of e-



mail sent and received, accessing in-box messages, accessing messages in folders, and accessing archived messages.

Each user is given an e-mail account with prior login and password to access into the network.

Passwords should not be given to other people should be kept confidential and be changed frequently. Passwords must not be written down, or used in any other processes that facilitate automatic log-on. The mailbox owners are responsible and are liable for all messages sent from their e-mail accounts. E-mail accounts are to be used only by the authorized owner of the account for the authorized purpose. Users may not share their account name or password with another person. Account owners are ultimately responsible for all activity performed under their account.

There are certain activities that users should carry out regularly to manage email accounts and documents:

- Read all the new e-mail messages at least once in every 1 or 2 days and reply as soon as you can
- Do not let messages build up in your Inbox and delete messages as soon as you no longer need them.
- New e-mail will be prevented from coming in to the mailbox once the mailbox has reached the maximum allowable storage space.
- Any messages, which users want to keep, should be saved onto the hard disk or removable disk.
- Open your 'Sent messages' folder at least once a week and delete old messages that you no longer need.

V.6 DATA BACKUP & RESTORATION POLICY

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To define the backup and restoration of data and information associated with the Institute operations. This policy applies to only staff of the Institute who create, process and store data and information using the ICT resources. With this policy in place, we can ensure copies of critical data are retained and available in case of disaster, software or hardware failures.

STRATEGIES



The Computer Department is responsible to backup the entire critical corporate database for the entire Institute which is located at the servers. Individual users and staff will be responsible to backup their own data which is on their own desktop and notebook computers.

The Institution provides the necessary storage and backup media to staff who request for it in order for them to perform the backup process.

The corporate database is backup on disk media and it is kept in a different location which away from the servers. The backup disks are periodically tested to ensure they are recoverable.

All backup disks are clearly marked for ease of identification with name and creation date. The current policy is to back up the corporate database on a daily basis after office hours. All the backup disks are kept in an offsite locked placed only known to Head of the Computer

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V.7 IT SUPPORT DESK POLICY

7.1 CONTEXT

In order to help the most effective and efficient usage of IT facilities available in ICK, ICK IT Support Desk (ICKSD) have been established by IT department.

The principal mission of this support Desk is to assist all users across ICK departments, that is to say, Administration, lectures, researchers and students by answering queries and solving any problems that may arise when using the IT equipment. As such, the support desk provides a comprehensive service and should always be the first point of contact if any technical problems are encountered. ICT support Desk is equipped with qualified and trained staffs who work from Monday to Friday from 08.00Am to 10.00PM. On both options using a configured machine and employee contacts, the answer will be given in a short time, not later than 15 minutes, then receive full and satisfactory resolution of the situation within 1 working day. This will improve our day to day activities as ICT facilities are available in each and every domain of ICK's activities.

Everyone in ICK should ensure that any critical IT resources (including software, if applicable) are covered by appropriate maintenance and solution, specifying new items that can cause a problem or does not have its answer.

So, this document is intended to outline the policy used by ICK IT support desk to achieve the goal mentioned above and to prioritize requests for support within a given limited time and resources.

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7.2. OBJECTIVES AND GOALS

The goal of ICK IT Support Desk is to be the central point of contact between ICK staff, students and the ICT Department.

The ICK IT Support Desk will becoming an asset to the ICT department and provides efficient academic service. However, in order for that to happen, there are important strategies to take places:

1. Necessary executive support has to be obtained for the ICK IT Support Desk. This involves the financial, managerial and technology support needed to facilitate ICK IT Support Desk in providing high levels of academic service.
2. ICK IT Support Desk responsibilities have to be clearly communicated to IT department staff as well as to end-users (students, ICK employee etc). This clarifies user expectations of the level of academic service the ICK IT Support Desk can provide on issues.
3. Clear end-user expectations have to be defined in alignment with ICK ICT policy goals as an all.
4. Aligning ICK IT Support Desk functions with ICK's operational and management goals.
5. Providing the strategy, tactical steps and tools for process automation and enhanced self-service. In utilizing telephone, email, portal and other related mechanisms.
6. Developing FAQs for different problems and posting them in a central, easily accessed location (portal, SharePoint site etc.). This can improve self-service, help in determining root causes for common incidents and build an advanced knowledge base for continuous learning.

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7. 3 POLICY STATEMENT

The ICK IT Support Desk is committed to provide excellent IT support and related activities across all departments of ICK

7.4 VISION STATEMENT

ICK IT Support Desk hopes to be the first point of contact for IT user services and support by influencing teamwork, technology, professionalism and commitment to Excellency.

7.5 POLICY AND STRATEGY LINKAGES

ICK has developed its "ICT Policy Manual" within a structure of whole-of-government policies and strategies that guide national ICT Policy. At the same time, ICK has had regard to its obligations to ensure that ICT Policy act as a road map for ICK to support the Government of Rwanda and its citizens. It's upon these strategies that ICK IT Support Desk has built its IT Policy Manual.

7.6. GUIDING PRINCIPLES OF THE IMPLEMENTATION OF THE POLICY

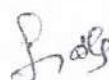
a. Purpose

The purpose of this policy is to ensure that:

- ICK community is informed about the applicability of policies with regard to the ICK IT Support, and that support is used in compliance with the policy and regulations.
- Users of the ICK IT services are informed about confidentiality, privacy, and security applicable to these services.
- Computer equipment is properly maintained and performing reliably.

b. Scope

This policy applies to all ICK university staff, faculty, administrators, officers and students (collectively, "users"), including those on the regional campuses and Extended Learning sites.



c. Official Use

- ICK SD Services are the University's resources and are intended to be used for teaching, research, service, and administration in support of the Institute's mission.
- Faculty, staff, and other authorized persons who are affiliated with Institute may use Help Desk services when engaging in activities related to their roles in ICK.
- Help Desk services are provided to students who require assistance in using or accessing ICK resources as well as those who require assistance with network connectivity.
- Access to ICKSD is a valuable tool and is a privilege with certain accompanying responsibilities. The same standards of conduct that are expected of students, faculty, and staff regarding the use of other ICK facilities, services, and resources apply to the use of ICK Help Desk services.

d. Personal Use

ICK Help Desk services may not be used for personal purposes.

e. Network configuration

Users are not allowed to add or modify network connections without permission. Contact IT support staff for all queries or requests concerning the network.

f. Network Infrastructure

IT support will ensure the provision of a fast secure network infrastructure. Specific tasks include:

- Monitoring of all network devices in order to detect and respond to faults
- Monitoring of all network traffic using a firewall for network security
- Modifying and extending the network infrastructure. Most work can be carried out in-house. Large rewiring changes use outside contractors.
- Upgrading the existing network infrastructure where necessary.
- Adding or modifying the configuration of all devices attached to the network. Users are reminded of the IT rules stating that they must not make or modify network connections without permission from IT support staff.

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g. Confidentiality and Security

ICKSD Services protect the security of all information. Any electronic information gathered in the attempt to meet customer support needs is protected by security practices.

h. Help Desk Services Provided

- Desk-Side PC Support
- Telephone-based PC Support
- Telecommunications
- ICK Network Support
- Classroom and Office Connectivity
- Hardware Repair
- ICK Related Software Application Support

i. Purchasing advice

Individual or group computing resources for personal or research use must, in general, be funded from research grants. Since ICK SD staff attempt to provide support for any computer (subject to prioritization), all purchase orders for IT equipment are vetted by IT support staff before financial authorization by the financial administrator. Contact IT support staff to discuss your requirements for new hardware and software and for selection advice taking into account our ability to support the purchase. Guidance will also be provided, such that the best use is made of existing Departmental and Institution's infrastructure.

j. Obsolete Equipment

As computers age, components begin to fail and it becomes increasingly difficult to find compatible parts for repairs or upgrades. Once they no longer have the ability to run currently supported software it becomes increasingly impractical to invest time and money into their maintenance. For this reason, equipment beyond a certain age should not be used for any critical function or relied upon to perform acceptably. These machines should be retired and taken out of service; however, if asked to fix equipment that is beyond a certain age, the ICK SD staff will evaluate the problem and, if easily repaired, will do so. (Refer to the accounting department for the depreciation value).

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k. Supported Operating Systems

- Windows XP, Vista, Windows 7 & Macintosh OS X are fully supported by ICK IT support staff.
- UNIX, Linux, all other operating systems, and previous versions of Windows and Macintosh operating systems will be considered a “best effort” support situation and are not fully supported.

l. PDA's, Handhelds and Mobile Devices

- All PDA's, Handhelds and Mobile Devices must comply with ICK IT Standards for Encryption and Password Requirements on wireless networks.
- This policy defines appropriate security measures that must be implemented on Mobile Devices that are used to access the data and resources residing at ICK.
- Unauthorized access to confidential information such as passwords or other confidential information could have significant legal consequences.
- This Mobile Devices policy applies to all personnel of ICK who use a Mobile Devices including, but not limited to, full/part-time faculty and staff, students, consultants, business associates, and volunteers. All individuals using Mobile Devices for ICK purposes must comply with this policy.
- PDA's and Handheld devices are supported by our staff to the best of our abilities. With the wide variety of Handhelds and synchronization software on the market we will provide “best effort” support for these devices.

m. Personally Owned Computers and Equipment

- ICKSD staff cannot take possession of any personally owned equipment. If the equipment is not owned by ICK it will be considered “Personally owned”.
- ICKSD staff will work on personally owned equipment if it is used for ICK business, and attended by the user at ICKSD.
- ICKSD will not be responsible for loss of data or damage to “Personally owned” equipment.

n. Backing up Data

- It is the user's responsibility to backup any data on equipment before our staff works on it.

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- ICKSD will advise users in the best way to backup their data and will not assist in the backup of MP3's / Music Files, Movies, etc. Again, ICKSD staff is not responsible for any lost data on equipment.

o. Antivirus / Spyware protection and disinfection

- IT support staff are responsible for updating antivirus software on all ICK machines. Contact IT support staff if you discover that your computer is infected and you will get help.
- Only the procured antivirus will be supported by our staff and will be installed on any ICK computer that does not currently have it installed.

p. Computer Lab Policies

To help ensure the smooth operation of the labs, the following policies and procedures have to be observed.

- Eating, drinking and the use of tobacco are not allowed at any time in the lab.
- Removal of documentation, software, or equipment from the labs is prohibited.
- Software in the labs is subject to copyright licensing agreements. Copying or removing software from the labs is considered theft.
- Abuse of computing resources is considered a serious offense that may result in disciplinary action by ICK Administration and loss of computing privileges. Responsible use of computing resources includes:

q. Using hardware and software properly

- Respecting the privacy of other users; do not try to access any files that belong to another user.
- Respecting other users who want to be in a quiet environment that is free of interruptions. (i.e.: no cell phone use in the labs)
- Backing up your own data and protecting your own information.
- Provide a favorable environment in the lab (Lab free of dust and water, equipped with fire extinguisher, good air conditioning system,).

Fig

r. Contacting the ICK IT Support Help Desk

- An end user's first point of contact should be the departmental Computer Support Contact. If the Computer Support Contact cannot resolve the issue they should then contact the Help Desk.
- The IT Support including the Help Desk can be reached by telephone through the provided contacts within the memo.
- Additionally, you may mail the Help Desk at: (email)

7.6 CONCLUSION

This policy has been developed based upon ICK ICT Policy which acts as a road map for ICK to support the Government of Rwanda to achieve Vision.

The ICK IT support policy is subject to change according to the technological changes in order to suit the needs of ICK community.

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V.8 E-LEARNING POLICY

V.8.1 CONTEXT

E-learning comprises all forms of electronically supported learning and teaching. The information and communication systems, whether networked learning or not, serve as specific media to implement the learning process. E-learning is essentially the computer and network-enabled transfer of skills and knowledge. E-learning applications and processes include Web-based learning, computer-based learning, virtual education opportunities and digital collaboration. Content is delivered via the Internet, intranet/extranet, audio or video tape, satellite TV, and CD-ROM. It can be self-paced or instructor-led and includes media in the form of text, image, animation, streaming video and audio.

In regard to the above context, the Institute established a policy on e-learning that implements of e-learning resources to enable the students to achieve the expected course outcomes. The Institute is committed to enhancing quality flexible learning which has to be in consistent with its strategic priorities, such as increased use of information and communication technologies in teaching and learning, flexible modes of learning and cost-effectiveness of courses. As part of this commitment, the Director of e-learning has responsibility for pedagogical leadership, coordination and alignment of the pedagogical and technical dimensions of e-learning and stakeholders' liaison.

V. 8.2 POLICY STATEMENT

The ICK will use E-Learning where appropriate to support the achievement of its goals which are in-line with the national ICT policy in providing E-learning experiences that are flexible, responsive and effective and meet the needs of all its learners and partners.

Policy aspects pertaining to E-Learning will, where relevant, be embedded in all Institute policies and procedures to ensure a consistent and corporate approach to associated systems, processes and responsibilities.

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For the E-learning to be effective and efficient, a student is expected to have an access to all required materials/resources so that she/he is able to meet the learning outcomes of the course and this includes the expertise.

Here, the word course is intended to cover both awards formal and informal courses at any level of granularity. Where an offering provides E-Learning components or content on which the achievement of the learning outcomes is NOT dependent, it does not fall within the scope of this policy but nevertheless, such provision is subject to the requirements of the Institute relating to electronic learning content, including its provenance, quality, and management.

V.8.3 VISION STATEMENT

E-Learning may be referred to as the use of electronic information and communication technologies to effectively enhance teaching and learning. In due respect to the Institution strategies on the provision of quality education for all; ICK envisages an e-learning vision that can be attained in collaboration with different stakeholders (students, academic staff, management and government). There are key activities that will need to be realized by ICK on implementation of the policy. These include:

Fostering students from all sectors, communities by enabling them attain their learning goals through a flexible, effective and ubiquitous teaching and learning community, equip students with relevant ICT skills necessary for the industry through practical delivery methods and also to respond to students' and market drivers.

Therefore, the policy for E-learning strives to realize the following vision:

To effectively enhance the teacher to student teaching and learning experience, through the improvement of management and support of e-learning, by providing the opportunity to utilize the flexibility, accessibility and ubiquitous nature of educational environment that focuses on the needs of both the teacher and learner.

ICK will undertake the role of making sure that all its programs are effectively enhanced through teaching approaches that utilize e-learning. These approaches used by academic staff will be critically reviewed to conform to utilization of technologies for teaching and learning. Irrespective of the embedded technologies



teachers and learners should be able to attain educational objectives that suit innovations, employability and increase maturity in self paced learning.

V.8.4 GUIDING PRINCIPLES FOR THE IMPLEMENTATION OF THE POLICY

Principle 1: ICK ensures that its E-Learning courses match to the curriculum. The pedagogy is matched with and aligned to the appropriate Rwanda National Council of Higher Education guidelines through, clear objectives (at an appropriate level and form of specification), the relevance of content covered, the appropriateness of student activities, the nature of the assessment.

Principle 2: ICK ensures that the pedagogy engages and motivates learners. This engagement is evident in an ethos of being, motivating, such that it is both enjoyable for learners and makes them want to continue using ICT or want to carry on with learning the topic, such that it does not produce adverse emotional reactions that are likely to cause reduced motivation to learn in general, or to use ICT in particular;

Principle 3: ICK ensures that students taking E-Learning courses have a formative assessment. The Institute provides formative assessment, i.e. assessment that is primarily aimed at improving learning. This may be achieved in a number of ways:

- by providing rapid feedback that helps learners to see how they can improve and what they must do to improve,
- by providing opportunities for peer assessment, with appropriate understanding of the criteria or standards of performance required,
- By providing opportunities for self-assessment, with appropriate understanding of the criteria or standards of performance required.

Principle 4: ICK ensures that E-Learning courses have coherence, consistency and transparency.

The courses are internally coherent and consistent in the way the objectives, content, student activity and assessment, match to each other. It is open and accessible in its design.

Principle 5: ICK ensures that its E-Learning provision can meet the needs of a full range of flexible and independent learning experiences. This includes on and off campus learners in local, regional, national and international settings and cover both blended and fully E-Learning courses ranging from full awards to informal and individual learning.

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Principle 6 : ICK ensures that students taking E-Learning courses have equity of opportunity with those taking courses delivered in more traditional ways, and that its marketing, recruitment, administrative and support procedures and provision are fully aligned to the needs of the e-Learner.

Principle 7: ICK continually works towards ensuring that all systems, both manual and electronic, used in the E-Learning context interoperate in the most effective way to provide learners with a effective and increasingly individualized learning environment encompassing all aspects of their experience as a student of the Institute, as part of a holistic Managed Environment for Learners.

Principle 8: ICK exploits the range of technologies used in the E-Learning context to work with partner organizations, employers and individuals to assist it in meeting its goals of supporting the independent and lifelong learner and continuing professional development.

Principle 9: ICK, through its quality processes, ensures that E-Learning provision meets the standards expected by the Institute, funding bodies and relevant legislation, and that it is accessible, educationally sound, engaging and appropriate to its target populations, whilst ensuring that course developers and those facilitating learning have the scope to innovate and fully employ their professional skills and judgments.

Principle 10: ICK ensures that, by using effective costing models and market research, the pricing of E-Learning offerings is both competitive and appropriate to the target populations.

V.8.5 OBJECTIVES OF THE POLICY

The main objective of this policy is to facilitate and support E-learning through the use of information and communication technologies by guiding and coordinating all the stakeholders within and outside the Institute.

Described below are the specific objectives of the policy.

5.1 To use current and emerging flexible technologies to enrich e-learning experiences that can demonstrate added value for students and cost effectiveness.

To achieve this, the Institute desires to adopt the new emerging technologies, to upkeep with the ongoing technological advancement in its operational areas which includes e learning.

Fig

5.2 To develop courses and units that is consistent with strategic planning, and is pedagogically appropriate and cost-effective.

The Institute has experienced skilled teaching staffs that are capable of developing courses and units. They do these in collaboration with other stakeholders, but also they follow the strategic planning of the Institute.

5.3 To adopt institution-wide quality assurance processes to ensure the appropriate use of current and emerging technologies for teaching and learning, including planning, design and development, implementation, evaluation and feedback and revision.

The Institute will achieve this objective through the unit of quality assurance where by the set standards will be used as the base to assess the quality of the resources used in e-learning.

5.4 To support the professional learning of staff in the use of current and emerging flexible technologies; and support students to develop the abilities to use current and emerging flexible technologies to enhance their learning experiences.

Technical supporting and teaching staff are enabled (conducive environment) such that they efficiently and effectively support students in their needs so that they are able to use the available technologies to make their studies smooth.

5.5 To take a national lead in offering learning opportunities to all those who can benefit, at a range of levels and in a variety of modes to suit individual needs.

The Institute achieves this objective by observing gender balance and marginalized groups to make sure that students from all communities around have got an equal chance of studying at ICK.

5.6 To play a leadership role in the cultural, social, economic and intellectual life of the local, regional and wider communities we serve and are known for our expertise in supporting economic and social regeneration.

The Institute has been doing this; it's only going to extend the same to e-learning as one of its new services.



V.8.6 RELATIONSHIP WITH OTHER POLICIES/DOCUMENTS

E-Learning demands closer working relationships between academic units and the institution's administrative and operational divisions. Faculty and departmental plans indicate the demands that they place on services provided by other departments. Discussions on variations that may be needed to standard institutional services should be identified in departmental planning, and plans should allow appropriate time scales for the resolution of difficulties.

The implementation of this policy will be along with the following policies:

6.1 Policy on Infrastructure

The introduction of an e-learning program imposes new requirements for the institution to provide on-line administrative services and a technical infrastructure designed to provide secure services accessed by users operating outside an institutional firewall. A new infrastructure should be put in place and only designed persons will be authorized to have access and provide support as described below.

6.2 Technical Assistance

The following personnel will provide technical assistance for e-learning staff and users at the three main stages i.e. production, delivery and access.

Production: Media Specialists consisting of specialist, Graphic Designers, Web Designers and Editors

Delivery: IT Specialists

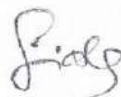
Access: IT Helpdesk Officers

See Appendix A for description of the above-named technical personnel.

6.3 Software/Hardware

ICK will provide software and hardware options that are suitable for e-learning users where possible.

See Appendix B explores various schemes of procurement.



6.4 IT Network Management and Infrastructure

The ICK provides good internet bandwidth (at least 5 Mbps) and this facilitates an improved and efficient access throughout the Institute campus.

In addition, ICK works towards providing a more efficient intranet system with wider coverage within the Institute territory including the non-residential student areas to cut down on bandwidth usage using wireless technology. The local intranet will provide a platform for distribution of e-learning materials to any students or faculty members who wish to use them. The IT network will support the e-learning website that shares selected materials on the World Wide Web. The effective implementation of the Institute's ICT policy will also augment this e-learning policy.

6.5 Role of Communication Design, ICT Directorate and Library

The Institute encourages a teamwork approach to curriculum and materials development to bring together different kinds of expertise available across the Institute e.g. disciplinary, pedagogic, design, systems, ICT, etc.

6.6 Sharing

ICK fosters open sharing of educational materials with other institutions if needed. This sharing policy mandates the placement of e-learning materials produced at the Institute on the ICK intranet, and the complementary placement of ICK - developed materials on a similar site. This policy helps avoid duplicative efforts and expand the base of materials for all involved parties.

6.7 Policy on Virtual Mobility

Delivery of programs via e-learning offers new opportunities for achieving the objectives of student mobility programs through virtual mechanisms.

V.8.7 IMPLEMENTATION AND EVALUATION OF THE POLICY

8.1 E-LEARNING POLICY IMPLEMENTATION

E-learning policy is not the only factor necessary for successful e-learning institutional adoption; “bottom up” change driven by e-learning champions or innovators and early adopters is shown to be important and pedagogical strategies which create a climate of collaboration can also drive organizational change.

As the expression of senior leadership commitment, policy statements articulate the top management commitment and strategic ownership needed at the highest level for the uptake and rapid diffusion of e-learning in institutions.

In some ways staff may consider themselves explicitly constrained in their ICT use by lack of institutional support and vision, this policy is not necessarily the driving force for change and ICT take-up, but it is also a response to on the ground activities which scale up across ICK departments.

For a smooth implementation the following guidelines have to be reinforced:

A. Faculty

Faculty that originates materials reserves the right to decide the conditions under which the material will be shared except in the following cases:

- The material is specifically paid for or commissioned by the Institution or the Institution provides an unusual contribution either financial or material. In this case, the Institution will determine the conditions under which the material will be shared.
- The material is developed as a result of a specific collaboration, in which case the guidelines governing that collaboration will prevail.

Materials produced which do not indicate any specific conditions for sharing will automatically be considered to have been shared according to ICK regulations.

B. Non-Faculty Staff

Materials created by staff as part of their job responsibilities will be owned by the ICK unless they are the creative force behind the work and/or have made a substantial intellectual contribution. In that case the same guidelines that pertain to faculty shall apply.

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C. Students

This policy presumes that students will not be creators of e-learning material. Students who assist with creating or producing e-learning shall be acknowledged as collaborators. In the event that students are involved in developing e-learning as part of their Institution education, the authorship rights should fall to the Institute but the students will be appropriately attributed.

D. A Policy Implementation Group

This group will oversee the implementation of the e-Learning policy and will report to Education Committee and other relevant Institution groups. The Group will oversee the development of an evaluation plan to assess the impact of the policy. Central to this will be a commitment to include feedback from students and staff on all aspects of e-learning.

E. E-learning policy implementation advisory group

Terms of Reference

1. Represent Faculties' strategies and priorities in relation to the implementation of E-Learning Policy
2. Advise on the priority and nature of E-Learning Policy implementation activities
3. Promote and disseminate E-Learning Policy implementation
4. Advise on the ongoing development of Institute E-Learning Policy

Membership

Representatives from the following areas of the Institute and its partner

- 2 members of each Faculty who can represent the activities relating to the strategic focus of the Faculty including: course design and delivery; administration; quality and the student experience.
- Student Office
- IT office

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F. E-Learning Policy Implementation Acceptance Group

Terms of Reference

1. Consider the recommendations of the E-Learning Policy Implementation Advisory group with respect to approval.
2. Make recommendations on the prioritization and implementation of approved developments.
3. Consider and assess Institute Plans and make recommendations for the consideration of the E-Learning Policy Implementation Advisory Group with respect to the E-Learning Policy development or implementation.
4. Consider and assess innovations in E-Learning and make recommendations for the consideration of the E-Learning Policy Implementation Advisory Group with respect to the E-Learning Policy development or implementation.
5. Consider E-Learning Policy developments on progression for ratification by Learning and Teaching Enhancement Committee.

8.2 E-LEARNING POLICY EVALUATION

In order to facilitate innovation and motivation, the Institute organizes periodic exhibition of e-learning materials. This enhances the reputation of those that excel in e-learning implementation and make their accomplishments more visible to the Institute at large. In addition, the Institute can promote the e-learning culture by organizing certificate-awarding advocacy seminars, hands-on workshops, etc for faculty and staff.

Institute E-Learning Policy and its implementation plan overtly address Quality, including Quality processes and their enhancement.

TABLE 1: E-LEARNING EVALUATION CRITERIA:

Evaluation criteria	
Technical support to academic staff	Call centre statistics and Feedback from staff
Quality and excellence	a) QAA reports b) Professional body reports c) Subject review reports d) Publications c) Strategy and policy documents
ICT reliability	a) Statistics of uptime b) Statistics of unscheduled downtime c) Student survey comments

As the research can inform future policy directives and help guide practice. The teacher and student voices can help shape policy and steer e-learning activities. Following are some of research questions that can help in that:

- How can technologies support new forms of pedagogy?
- What is the relationship between technologies, physical and virtual spaces and pedagogy?
- How do we take account of a digital divide that is ever narrower but deeper?
- What new digital literacy skills will learners and teachers need?
- E-learning innovation will require a radical rethinking of the curriculum,
- E-learning challenges existing norms about assessment

Appendix A: DESCRIPTION OF TECHNICAL ASSISTANCE

a. PRODUCTION STAGE

Graphic Designer

The graphic designer (artist) will be a professional within the graphic design and graphic arts industry who assembles together images, typography or motion graphics to create a piece of design. The graphic designer will create the graphics primarily to be published for the purposes of the ICK – e-learning project. They may also be responsible for typesetting, illustration and web design. The core responsibility of the designer will be to present information in a way that is both accessible and aesthetic.

Editor

The Editor is responsible for digital production of the content with regard to checking copyright issues and other digital publishing related matters.

Web Designer

The Web designer designs presentation of content (usually hypertext or hypermedia) that is delivered to an end-user through the World Wide Web, by way of a Web browser or other Web-enabled software like Internet television clients, micro blogging clients and RSS readers.

b. DELIVERY STAGE

IT Specialist

The IT specialist is a multifaceted IT person who has knowledge of information systems and is able to apply several IT technologies including software and web programming to deliver e-learning content as appropriate.

c. ACCESS STAGE

IT Helpdesk Officers

The IT Helpdesk Officers provide support for hardware and software issues related to the e-learning. They also handle phone support for the campus and help out with general support of the other staff in relation to the e-learning. The primary requirements for Helpdesk workers are to be good in interpersonal skills and a broad base of knowledge on computing.

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Appendix B: SCHEME FOR HARDWARE AND SOFTWARE PROCUREMENT

The success of E-learning is largely dependent on the ability to disseminate and access the e-learning materials. This means the availability of computers as well as an efficient and reliable network. With the current student numbers at the Institute, it recommends the following:

- Although ICK follows through with its usual plans for continuously improving the number of computers for students use, it is not saddled with the burden of acquiring extra computers solely for e-learning access. This also eliminates the need to maintain such machines so acquired.
- ICK negotiates with Computer or Software manufacturing Companies – not their agents – to supply laptops and PC computers or software with basic specifications to students and staff at much reduced prices for educational purposes (most of the manufacturing companies have special prices for educational institutions and ICK takes advantage of such arrangements).

ICK petitions the Ministry of Education to allow such computers to come into the country as duty free educational materials, to further reduce the cost for students and staffs of ICK who wish to acquire a computer or software to be able to pursue their education using e-learning.

VI. IMPLEMENTATION OF THE ICK ICT POLICY

The ICT Department is composed by ICT Department Manager, System administrator, Support desk manager, Support desk technician, E-learning Coordinator and Web master.

➤ ICT Department Manager

Responsible for the overall activities of the ICT Unit and the coordination point for all external support escalation services; liaise with ICK and service delivery management regarding annual planning of ICT activities; Database administration, improvements to hardware and software functionalities; any ICT related acquisitions; all ICT budget decisions; coordination of ICT Strategy and ICT Policy; daily, weekly and other, tasking of all ICT staff; coordination with trainers for, and some delivery of, training regarding ICT Policy related training components.

➤ ICT System Administrator

For

Answering directly to the ICT Department Manager, responsible for all Server activities including Users, data security (access rights, backups, antivirus, disaster recovery actioning); LAN configuration; Internet usage; Email accounts and usage; direction to Support Desk Manager with ICT Department Manager approval for system additions and changes at User and non-Server locations; maintenance of the Server based components of any computerized information systems; coordination with external support escalation including remote access to Servers by external support escalation entity; requests to ICT Section Manager for Help Desk staff activities relating to non-Server Systems Administration activities; keep Users informed of ICT Policy issues and system usage changes; acquisition requests to ICT Department Manager.

➤ **Support Desk Manager**

Answering directly to the ICT Department Manager, responsible for coordinating all Help/Support Desk activities and ensuring all Users are kept informed of status of Help Desk inquiries; task and coordinate other Help Desk staff; ensure all ICT support Desk activities are recorded and updated in the Help Desk Job Register; ensure all Help Desk problems causing support resolution delays are documented and reported to ICT Section Manager; coordinate with external support escalation entities relating to User hardware and locally installed software both on-site and externally-based support; coordinate with external support escalation entity, in conjunction with ICT System Administrator and under direction from the ICT Department Manager, in relation to on-site system administration activities; maintain ICT Help Desk software and literature libraries; maintain all ICT asset registers; document all requests for acquisition; coordinate acquisition of quotations as directed the ICT Department Manager; coordination with trainers for, and some delivery of, training regarding training components relating to operating system, locally installed software, and hardware usage; receiving, recording and if necessary actioning Help Desk inquiries when Help Desk Technicians unavailable to do so to ensure prompt response to inquiries (Mon. - Fri. 8:00 - 21:00 including lunchtimes).

➤ **Support Desk Technicians**

Reporting on a day-to-day basis to the ICT Support Desk Manager with higher level direction from the ICT Department Manager, responsible for the delivery of User support for computer hardware and locally installed software; other non-Server system hardware support as directed by the ICT Support Desk



Manager under ICT Department Manager approved direction from the ICT System Administrator, ensure receiving, recording and actioning of Help Desk inquiries to ensure prompt response to inquiries (Mon. - Fri. 8:00 – 17:00 including lunchtimes); maintain Help Desk Job Register; deliver User training as directed by Support Desk Manager.

VI.1 DEVELOPMENT OF THE ICK'S ICT POLICY

The development of the ICK's ICT policy is done by the team of IT specialists working within ICK.

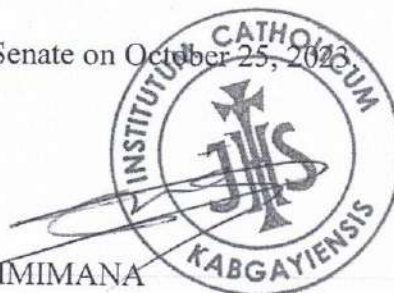
VI.2 IMPLEMENTATION OF THE ICK'S ICT POLICY

The Implementation and evaluation of the of the ICK's ICT policy is done by ICT Direction together with the Direction of Administration.

VI.3 MONITORING AND REVIEW PROGRESS OF THE ICK'S ICT POLICY

The monitoring and review of the of the ICK's ICT policy is done by ICT Direction together with the Direction of Administration to improve the effectiveness of its operation.

Revised and approved by ICK Academic Senate on October 25, 2023



Father Prof. Fidèle DUSHIMIMANA
Vice Chancellor of ICK