



National Open University of Nigeria

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| SOP Title | Directorate of Information Communication Technology (DICT) |
| SOP No: | NQSA/SOP/IGM/003 |
| Owner: | National Open University of Nigeria (NOUN) |
| Approved By: | The University Senate |
| Manager/Driver: | Directorate of Information Communication Technology (DICT) |
| Date of Approval: | |
| Date of Next Review: | The date will be 3 years from the date of approval (to be inserted after approval) |

Purpose

The Directorate of Information and Communications Technology of the National Open University of Nigeria is a dynamic Directorate and is responsible for the day-to-day ICT Technical Support to the university community as well as all Study Centres in the country. The Directorate presently houses four (4) different units namely: - Hardware / Multi-Media Unit, Network / Telecom Unit, Web and Application Development Unit, ID Card Unit, and Administrative Unit. Their functions are stated below.

Activities

1. Hardware / Multi-media Unit
2. Network / Telecom unit
3. ID Card Unit
4. Administrative Officer

Activities and Actions

| S/N | Activity (Assigned Task) | Steps (Task Description) | Maximum Days to complete each step | Action by (Name and ID number) | Evidence of completed Activity (Task) |
|-----|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | Hardware/Multi-media Unit. | 1. Notification of faulty systems from the concerned Directorate, Faculty and Units/Dept. | 90 Days | | List of notifications received on faulty systems by the directorate/faculty/centre/unit/dept, Type of Fault, Date received, Action Taken, Date of completed action. |
| | | 2. Fill in the Hardware maintenance record book. | | | |
| 2. | Multimedia /ICT Technical Support Services. | 1. Technical Support memo from the concerned director's office. | 90 Days | | List of call for support from faculty/directorate/centre/unit/depts, dated received, and technical support rendered with dates. |
| | | 2. Arrive at the venue thirty (30min) before the time scheduled for the meeting with the following equipment a projector, a projector remote/pointer, a projection screen, a laptop and the laptop power cord, HDMI | | | |

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| | | cable or VGA cable, a small table or projector stand. The following processes are done step by step. | | | |
| 3. | Verification and Certification of supplied computers. | 1. Receive a supply Voucher from the store for the verification and certification of newly purchased systems. | 90 Days | | List of received computers from the store with specifications and date received. |
| | | 2. Verify/certify system based on the voucher configuration received from the store. | 90 Days | | List of received computers from the store with specifications, date received, verification status and date |
| | | 3. Fill in the device configuration in the ICT Verification and Certification form noting down the following: i. Operating System check. ii. Processor type and speed of processing. iii. Hard drive size verification. | 90 Days | | List of received computers from the store with specifications, date received, verification status with date, and configuration status. |

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| | | iv. Memory size verification. v. Warranty period II. Software Licensing. | | | |
| 4. | Systems Maintenance. | Notification of faulty systems from Directorate Faculty or Unit/Dept. Send an ICT staff to the requested office with a Maintenance Form Run a check to ascertain the fault. Fill in the maintenance form with a remark of okay or need for replacement of system from the store. | 90 Days | | List of faculty systems by faculty/depts/directorates/centres/unit, date received, description of maintenance made and certification for use with dates, remarks, |
| 5. | Software Installation. | 1. Notification from Directorate, Faculty or Unit/Dept. or office for new systems setup. 2. Send an ICT staff with the required software. Fill in the maintenance form with a remark of | 90 Days | | List of offices that made request. State the type of software installation requested with date of request, software installed, status of software installed (licensed or not licensed), date of installation, lifespan of the software. |

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| | | completion. | | | |
| | | 3. Fill in the maintenance form with a remark of completion. | | | |
| 6. | Network/Telecom. | 1. Notification/request from Directorate, Faculty, Unit, and or Study Centres for network deployment to the director's office. | 90 Days | | List of request from faculty/depts/directorates/centres/unit with date, description of network installed with date, remarks. |
| | | 2. The Director's minute request to the Network /Telecom unit. | | | |
| 7. | Setup, Installation, and Configurations of Local Area Network (LAN). | 1. Notification/request from Directorate, Faculty, and or Unit for network deployment to the director's office. | 90 Days | | List of request for the installation of LAN by faculty/depts/directorates/centres/unit with dates, installation made and performance level with dates. |
| | | 2. The Director's minute request to the Network /Telecom unit. | | | |
| 8. | Setup, Installations, and Configurations of Wide Area Network (WAN). | 1. Notification/request from the Directorate, Faculty, and Units for network deployment to the director's office. | 90 Days | | List of request for the installation of WAN by faculty/depts/directorates/centres/unit with dates, installation made and performance level with dates. |

| S/N | Activity (Assigned Task) | Steps (Task Description) | Maximum Days to complete each step | Action by (Name and ID number) | Evidence of completed Activity (Task) |
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| | | 2. The Director minutes request the Network /Telecom unit Setup and Install Wide Area Network by contacting a service provider. | | | |
| | | 3. Acquiring a router and connecting the WAN link to it. | | | |
| 9. | ID Card Unit. | 1. Staff requesting ID Card, submit a request letter to the Director's office for endorsement and approval for the printing of ID Card. | 90 Days | | List of ID cards requested by name, staff ID, Office, Date of request, Request type (New or Re-issue), Reason for request, Issuance Date, Remarks if any |
| 2. Staff submit approval letter to the ID. Unit. | | | | | |
| 3. The recipient is issued his/her staff ID card. | | | | | |
| 4. The recipient acknowledges the receipt of the printed staff ID card on his approved letter of request for a new ID card. | | | | | |

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| | | <p>For new employees: An official letter from the Registry, instructing the Directorate to issue ID Cards for the new employee is mandatory. The staff also has to come along with his or her passport photograph and signature.</p> <p>For old employees on promotion: A copy of the promotion letter, the old ID Card, and a passport photograph are required.</p> <p>For staff whose ID Cards are missing or lost: A police report and a sworn court affidavit are required.</p> <p>For staff whose ID Cards are broken or damaged: The old ID cards are required for sighting and a letter from the Head of Unit of the employee in question.</p> | | | |
| 10. | Administrative Unit. | 1. Liaising with the Director to plan meetings. | 90 Days | | 1. list of documents received with dates |

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| | | 2. Writing minutes of a meeting. | | | 2. list of minutes of meetings and extract of meetings prepared, approved and signed within the period under review. |
| | | 3. Drafting of letters, reports, and memos for the Director. | | | 3. List of letters drafted or written with dates. 4. List of equipment in the directorate with status of usage and date. 5. List of computers received and issued to staff with dates. |

Team of Developers

1. Mr. IKechukwu Odogwu - Director
2. Mrs. Iwuanyanwu Uzoamaka - Hardware / Multi-media Unit
3. Mrs Egenti Grace Ebere - Web and Application Development Unit
4. Mr Tijani T. Vappa - Network / Telecom Unit
5. Mr. Oworu Gbeyikomi Gbenga - ID Card Unit
6. Mr. Mohammed Isa Aygose - Administrative Unit
7. Mr Okolo Ozoemene - Quality Assurance Officer