



COUNTY GOVERNMENT OF NYERI
DEPARTMENT OF FINANCE, ECONOMIC PLANNING AND ICT
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DIRECTORATE OF ICT

S/No	Services Provided	Requirements from the Client/Customer	Charges	Timelines
1	Handling clients at ICT support desk.	Nil	Free	Within three (3) minutes of arrival
2	Receiving telephone Calls.	Nil	Free	Call to be picked by the 3 rd ring
3	Carrying out routine Correspondence.	Nil	Free	Replied within seven (7) days from the date of receipt
4	Carrying out technical correspondence for support.	Routine checks and user request	Free	Acknowledged immediately upon receipt. Replied to within Five (5) days from the date of receipt or enquiry.
5	Updating of existing software.	Routine plan and user request	Free	Within two (2) days.
6	Carrying out both hardware and software maintenance.	Routine and Formal request	Free	A maximum of 3 days for diagnosis and 7 days for feedback on progress
7	Conducting user Trainings.	Routine and Formal request	Free	Within one (1) month after request

8	Providing attachment/ internship and apprenticeship.	Formal request	Free	One month from application date
9	Developing policy legislations, guidelines for implementation of ICT sector.	On demand	Free	As need arises
10	Managing Internet down time.	As need arises	Free	Report to the ISP immediately and do follow up. Aim to restore service within maximum of 2 hours.
11	Managing LAN and WLAN downtime.	As need arises	Free	Start the troubleshooting immediately the LANs go down and restore Hours
12	Updating Content on Departmental Webpage	As need arises, through written communication	Free	Within 2 working days
13	Uploading of Content to county Website	As need arises through written communication	Free	Immediately request is received.
14	Issuance of Specifications for acquisition of new Hardware and Software	As need arises	Free	Hardware: immediately upon receiving request. Software: 1 day