



# UNIVERSITY OF EASTERN AFRICA, BARATON

## Information Technology Services Procedures



**QUALITY MANAGEMENT SYSTEM DOCUMENTATION  
BASED ON ISO 9001:2015**



University of Eastern Africa, Baraton

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## Quality Management System based on ISO 9001:2015

### User Support

**Document No:** PR-ITS-001

**Version No:** 1.0

**Revision Date:** 2<sup>nd</sup> April, 2025

**Last Review Date:** 2<sup>nd</sup> April, 2025



## User Support

Doc No: PR-ITS-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025



UNIVERSITY OF EASTERN AFRICA, BARATON

### QUALITY MANAGEMENT SYSTEM

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## User Support

Doc No: PR-ITS-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## Document Version Control Sheet

[illegible]



## User Support

Doc No: PR-ITS-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

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# User Support

Doc No: PR-ITS-001

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## 1.0 GENERAL

### 1.1 Purpose

To ensure timeliness and effectiveness in handling user support requests.

### 1.2 Scope

This procedure applies to the provision of IT Support Services to UEAB Staff, Faculty and Students.

### 1.3 References

Document Category	Document Title
Policy	IT Services Policy

### 1.4 Terms and Definitions

Abbreviation/Term	Description
ITS	Information Technology Services
UEAB	The University of Eastern Africa Baraton
User	Staff, Faculty or Students

### 1.5 Principal Responsibility

The ITS Manager shall ensure adherence to this procedure.

### 1.6 Inputs

Requests for User Support

### 1.7 Resources

- a) Personnel
- b) Hardware
- c) Software

## 2.0 PROCESS DESCRIPTION

### 2.1 Predecessor Processes

No predecessor process.



## User Support

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Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

### 2.2 Process Steps

Step	Activity	Record	Responsibility
2.2.1	This shall start with an ITS Technician receiving a request for support from a User.	Evidence of communication	ITS Technician
2.2.2	On receipt, the ITS Technician shall, within the same day: a) create a Ticket on the Ticket System attend to the issue	Ticket Record	ITS Technician
2.2.3	In the event an accessory/component is required to undertake any repairs, the procedure on Repairs and Maintenance shall apply.	Ticket Record	ITS Technician
2.2.4	In the event the issue is beyond the capacity of the ITS department, the Procedure on Procurement shall apply in procuring an external expert to resolve the issue.	Requisition Ticket Record	ITS Technician
2.2.5	Once the issue is resolved, the ITS Technician shall close the ticket by updating its status on the Ticket System as closed and send an E-mail notification to the User.	Ticket Record E-mail	ITS Technician
2.2.6	The User shall, within 1 day, confirm through e-mail that the issue was resolved.	E-mail	User





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Step	Activity	Record	Responsibility
2.2.7	In the event the issue was not resolved the process shall re-start from clause 2.2.2.	Ticket Record	ITS Technician

### 2.3 Process Output

Resolution of User requests

### 2.4 Subsequent Processes

No subsequent process

### 3.0 PROCESS PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Measurement
Timeliness in resolving User requests	Were the User requests addressed within the timelines stipulated in the procedure?

University of Eastern Africa, Baraton

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Quality Management System based on ISO 9001:2015

## **Repair and Maintenance of ICT equipment**

**Document No:** PR-ITS-002

**Version No:** 1.0

**Revision Date:** 2<sup>nd</sup> April, 2025

**Last Review Date:** 2<sup>nd</sup> April, 2025



## Repair and Maintenance of ICT Equipment

Doc No: PR-ITS-002

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025



UNIVERSITY OF EASTERN AFRICA, BARATON

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# Repair and Maintenance of ICT Equipment

Doc No: PR-ITS-002

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

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# Repair and Maintenance of ICT Equipment

Doc No: PR-ITS-002

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## 1.0 GENERAL

### 1.1 Purpose

To ensure timeliness in the repair and maintenance of ICT equipment, network, and intercom.

### 1.2 Scope

The procedure applies to the repair and maintenance of ICT equipment, network, and intercom in the University of Eastern Africa, Baraton.

### 1.3 References

Document category	Document title
Policy	IT Services Policy

### 1.4 Terms and Definitions

Abbreviation/Term	Description
ITS	Information Technology Services
DVC F&A	Deputy Vice Chancellor Finance and Administration

### 1.5 Principal Responsibility

The ITS Manager shall ensure adherence to this procedure.

### 1.6 Inputs

- a) User request
- b) Maintenance Schedule

### 1.7 Resources

- a) Personnel
- b) Hardware and software
- c) Stationery
- d) Funds
- e) Tools and toolkit

## 2.0 PROCESS DESCRIPTION

### 2.1 Predecessor Processes

- a) User support (PR-ITS-001).
- b) Data Backup (PR-ITS-003).



## Repair and Maintenance of ICT Equipment

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Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

### 2.2 Process Steps

#### 2.2.1 Repair of ICT equipment

Step	Activity	Record	Responsibility
2.2.1.1	This procedure shall start with an ITS Technician identifying the need for repair of ICT equipment while offering user support to a member of staff or identifying the need for a repair of the network or intercom.	User request	ITS Technician
2.2.1.2	After identifying the need for repair, the ITS Technician shall, within the same day, assess the issue and create a ticket on the Ticket system.	Ticket Records	ITS Technician
2.2.1.3	The ITS Manager shall, within the same day, access the ticket on the system and approve for the repair to be undertaken.	Ticket Record	ITS Manager
2.2.1.4	In the event ITS Manager raises an issue on the ticket, he/she shall, within the same day, make recommendations to the ITS Technician.	Ticket Record	ITS Manager
2.2.1.5	Upon approval, the ITS Technician shall request for the ICT components from the store.	Requisition	ITS Technician
2.2.1.6	Upon receipt of the components for undertaking repair, the ITS Technician shall undertake the repairs of the equipment, network or intercom.		ITS Technician



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Step	Activity	Record	Responsibility
2.2.1.7	In the event the ICT components are not in the store, the purchase requisition procedure shall apply.	Filled Purchase Requisition	ITS Manager
2.2.1.8	In the event the ITS Technician is not in a position to undertake the repair, the ITS Manager shall ensure procurement of services by an external expert and communication to the User on the repairs being undertaken by an external expert.	Requisition E-mail	ITS Manager
2.2.1.9	After the repairs, the ITS Technician shall update the Ticket Record on the Ticket system.	Ticket Record	ITS Technician
2.2.1.10	The ITS Manager shall access and approve the Ticket Record on the Ticket System after the repairs have been undertaken	Report	ITS Manager
2.2.1.11	The ITS Technician shall through the system notify the User on the completion of the repairs.	E-mail	ITS Technician

### 2.2.2 Maintenance of ICT equipment

Step	Activity	Record	Responsibility
2.2.2.1	This shall start with the ITS Manager preparing a Maintenance Schedule in the month of December every year. In preparing the schedule, the following shall be put into consideration:	Maintenance Schedule	ITS Manager





## Repair and Maintenance of ICT Equipment

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Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

Step	Activity	Record	Responsibility
	a) Type of equipment and maintenance activities b) Time for the maintenance c) Personnel to undertake the maintenance Tools, materials and equipment to be used during maintenance		
2.2.2.2	The ITS Manager shall forward the Maintenance Schedule to the DVC F&A for approval.	E-mail	ITS Manager
2.2.2.3	On receipt, the DVC F&A shall, within 1 week, review the Maintenance Schedule and revert it to the ITS Manager for implementation.	Approved Maintenance Schedule	DVC F&A
2.2.2.4	After approval of Schedule, the ITS Manager shall prepare a requisition for the procurement of spare parts, tools, equipment or outsourced personnel and this shall be done as per the Procurement Procedure.	Requisition for spare parts, tools and equipment	ITS Manager
2.2.2.5	The ITS Manager shall, within 2 weeks to the maintenance date(s) communicate to the respective Staff and Faculty.	Evidence of communication	ITS Manager
2.2.2.6	On the scheduled date of maintenance, the respective ITS Technicians shall:	Maintenance Report	ITS Technician



## Repair and Maintenance of ICT Equipment

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Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

Step	Activity	Record	Responsibility
	a) ensure maintenance is undertaken as per the Maintenance Schedule b) update the Ticket Record in the Ticketing System within 5 days prepare and submit a Maintenance Report to the ITS Manager		
2.2.2.7	Within 1 month after the maintenance, the ITS Manager shall forward a report to the DVC F&A for information.	Maintenance Report	ITS Manager

### 2.3 Process Outputs

- a) Repaired ICT equipment
- b) Maintained ICT equipment

### 2.4 Subsequent Processes

Data Backup (PR-ITS-003).

### 3.0 PROCESS KEY PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Evaluation
100% maintenance of ICT equipment approved for maintenance	Percentage of equipment maintained vs planned

University of Eastern Africa, Baraton

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## Quality Management System based on ISO 9001:2015

### **Data Backup**

**Document No:** PR-ITS-003

**Version No:** 1.0

**Revision Date:** 2<sup>nd</sup> April, 2025

**Last Review Date:** 2<sup>nd</sup> April, 2025



## Data Backup

Doc No: PR-ITS-003

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025



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## Data Backup

Doc No: PR-ITS-003

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## Document Version Control Sheet

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# Data Backup

Doc No: PR-ITS-003

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

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# Data Backup

Doc No: PR-ITS-003

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## 1.0 GENERAL

### 1.1 Purpose

To ensure timely backup of data and recovery in the event of data loss, a disaster or corruption of data.

### 1.2 Scope

This procedure applies to all data managed by UEAB, including but not limited to employee records, financial records, students data, operational data, software applications and system configurations and settings

It covers all systems where critical data is stored, including physical and virtual servers, databases, workstations, and cloud storage platforms.

### 1.3 References

Document category	Document title
Policy	IT Services Policy

### 1.4 Terms and Definitions

Abbreviation/Term	Description
ITS	Information Technology Services
UEAB	The University of Eastern Africa Baraton
KENET	The Kenya Education Network Trust

### 1.5 Principal Responsibility

The ITS Manager shall ensure adherence to this procedure.

### 1.6 Inputs

- a) Information to be backed up
- b) Incident report

### 1.7 Resources

- a) Personnel
- b) Hardware e.g. Servers, Storage drives, desktop computers and laptops
- c) Software
- d) Server room
- e) Cloud Storage



## Data Backup

Doc No: PR-ITS-003

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

### 2.0 PROCESS DESCRIPTION

#### 2.1 Predecessor Processes

No predecessor process.

#### 2.2 Process Steps

##### 2.2.1 Data Backup Process

Step	Activity	Record	Responsibility
2.2.1.1	This shall start with the ITS Technician identifying the need for backup: a) during maintenance of IT equipment or receiving a request to backup data from either the ITS Manager or Faculty and Staff	Request for backup	ITS Technician
2.2.1.2	Upon identifying data to be backed up or receiving a request, the ITS Technician shall: a) create a Ticket on the Ticket System b) back up the data in the cloud as prescribed in the ITS Policy c) test the backup and update the record on the Ticket System update the Ticket Record	Ticket Record	ITS Technician
2.2.1.3	In the event the ITS Technician establishes during backup testing that not all data was backed up, he/she shall re-do the backup and retest.	Ticket Record	ITS Technician





## Data Backup

Doc No: PR-ITS-003

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

### 2.2.2 System Data Backup

Step	Activity	Record	Responsibility
2.2.2.1	This shall start with the ITS Manager: a) identifying data to be backed up, or b) receiving a request to backup data from the ITS Technicians when a need for backup has been identified.	Ticket Record	ITS Manager
2.2.2.2	With guidance from the ITS Manager and the ITS Policy, the ITS Technician shall select and document the Backup type preferred in the backup scenario at hand, and update the report on the Ticket Record.	Ticket Record	ITS Technician
2.2.2.3	The ITS Manager shall advice on the Backup most preferred location; whether local, on network or on cloud. The backup location details shall be updated on the ticket record.	Ticket Record	ITS Manager
2.2.2.4	The ITS Manager and Technician(s) shall: a) decide on the Backup cycle schedule as per the ITS Policy, and b) ensure the schedule is updated on the Ticket record.	Ticket Record	ITS Manager



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Rev date: 2<sup>nd</sup> April, 2025

Step	Activity	Record	Responsibility
2.2.2.5	The ITS Manager shall work on the encryption of the Backups taken for integrity purposes and report it on the Ticket report.	Ticket Record Report	ITS Manager
2.2.2.6	The ITS Manager and Technician shall test that the backup was done correctly, and update the record on the Ticket System.	Ticket Record Report	ITS Manager
2.2.2.7	In the event the Team establishes during backup testing that not all data was backed up, they shall re-do the backup and retest.	Ticket Record	ITS Manager
2.2.2.8	The ITS Manager shall ensure the following: a) Backup Retention Period is determined guided by the ITS Policy The Backup Retention Period is recorded on the Ticket record.	Ticket Record	ITS Manager
2.2.2.9	The ITS Manager shall ensure data that the Backup Retention Period has lapsed is deleted.	Ticket Record	ITS Manager

### 2.2.3 Data Recovery

Step	Activity	Record	Responsibility
2.2.3.1	This shall start with the ITS Manager receiving an incident report from the ITS Technicians, staff or departments when data loss or corruption occurs or is	Incident Report	ITS Manager



## Data Backup

Doc No: PR-ITS-003

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

Step	Activity	Record	Responsibility
	suspected. Incidents should be reported through provided channels, including email, walk-in, Office Intercom system etc.		
2.2.3.2	Upon receipt of the incident report, the ITS Manager shall, within the same day, ensure it is recorded in the Ticketing System and initiate investigation into the incident.	Ticket Record	ITS Manager
2.2.3.3	The ITS Manager shall ascertain the scope of the data loss or corruption and will take note of the systems affected based on reports by the technicians/staff and/or his/her own assessment.	Incident Report	ITS Manager
2.2.3.4	The ITS Manager, shall within the same day of receiving the report: a) create a ticket on the Support system for the data recovery ticket b) identify the most recent valid backup copy to be used in the restoration process c) identify the type of backup. The types include mirror backups, full backups or even incremental backups	Ticket Record	ITS Manager



## Data Backup

Doc No: PR-ITS-003

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

Step	Activity	Record	Responsibility
	d) based on the type of backup available, proceed to do the backup restoration and update the report on the ticket system		
2.2.3.5	The ITS Manager shall, within 1 day after doing the data restoration process, ensure the affected applications and systems are restored.	Ticket Record	ITS Manager
2.2.3.6	The ITS Manager shall ensure the Technicians and relevant respective personnel (recommended by the ITS Manager) test the Applications and Systems that were affected for consistency purposes after the data restoration process. <b>Note 1:</b> Testing shall be undertaken with 1 day of restoration of the applications and systems affected.	Ticket Record	ITS Manager
2.2.3.7	After restoration, the ITS Technician shall, within the same day, update the ITS Manager through a report on the Ticket System.	Ticket Record	ITS Technician
2.2.3.8	After receiving the update, the ITS Manager shall, within the same day, communicate to the relevant stakeholders	E-mail	ITS Manager



## Data Backup

Doc No: PR-ITS-003

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

Step	Activity	Record	Responsibility
2.2.3.9	The ITS Manager and Technicians shall review the process and refine the steps taken thereby improving the cycle each time the process is undertaken.  A report about this output review shall be posted on the Knowledge Base section on the Ticket System for future reference.	Ticket System Article	ITS Manager

### 2.3 Process Outputs

- a) Backed-up institutional data
- b) Restored data
- c) Business continuity after a data-related anomaly

### 2.4 Subsequent Processes

No subsequent process

### 3.0 PROCESS KEY PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Evaluation
Successful backup of data	Analysis of the Backup test results
Recovery Time Objective (RTO)	Analysis of time taken for data restoration and system recovery after an outage

University of Eastern Africa, Baraton

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Quality Management System based on ISO 9001:2015

## **Website Management**

**Document No:** PR-ITS-004

**Version No:** 1.0

**Revision Date:** 2<sup>nd</sup> April, 2025

**Last Review Date:** 2<sup>nd</sup> April, 2025



## Website Management

Doc No: PR-ITS-004

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025



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## Website Management

Doc No: PR-ITS-004

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## Document Version Control Sheet

[illegible]





# Website Management

Doc No: PR-ITS-004

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

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# Website Management

Doc No: PR-ITS-004

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

## 1.0 GENERAL

### 1.1 Purpose

To ensure effectiveness and timeliness in the management of website content.

### 1.2 Scope

This procedure applies to the management of website content in UEAB.

### 1.3 References

Document Category	Document Title
Policy	IT Services Policy
Act	Data Protection Act, 2019

### 1.4 Terms and Definitions

Abbreviation/Term	Description
ITS	Information Technology Services
UEAB	The University of Eastern Africa Baraton

### 1.5 Principal Responsibility

The ITS Manager shall ensure adherence to this procedure.

### 1.6 Inputs

Approved content from the Officer In charge of Content Creation

### 1.7 Resources

- a) Personnel
- b) Hardware
- c) Software
- d) Website

## 2.0 PROCESS DESCRIPTION

### 2.1 Predecessor Processes

No predecessor processes



## Website Management

Doc No: PR-ITS-004

Ver. No: 1.0

Rev date: 2<sup>nd</sup> April, 2025

### 2.2 Process Steps

Step	Activity	Record	Responsibility
2.2.1	This procedure shall with the ITS Manager receiving from the Officer In charge of content creation approved written requests with the specific information describing what needs to uploaded to the website.	Approved written requests	ITS Manager
2.2.2	Upon receipt, the ITS Manager shall assign the task to the Webmaster to update the web content as per the description.	E-mail communication to the Webmaster	ITS Manager
2.2.3	The webmaster shall within 24 hours: - a) update the web content on the website, and b) notify the ITS Manager on completion of the task.	Up-to-date Website	Webmaster
2.2.4	The Webmaster together with the Head of Media, shall ensure all the information on the website is current and archive any information when need arises.	Up-to-date Website	Webmaster Head of Media

### 2.3 Process Output

Updated Website

### 2.4 Subsequent Processes

No subsequent process

### 3.0 PROCESS PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Measurement
Uploading of accurate online content	Number of incidents of inaccurate information observed/reported