



STANDARD OPERATING PROCEDURE FOR ICT SYSTEM
ADMINISTRATION

ISSUE HISTORY

Issue No:	Description of Change	Status	Originator	Effective Date
1	Initial release	Approved	ICT Teams	March 1, 2022

REFERENCE DOCUMENTS

Document Number	Document Title
ES ISO 9000:2015	Quality Management Systems - Fundamentals & Vocabulary
ES ISO 9001:2015	Quality Management System – Requirements, Clause 7.5

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Issue No. 1
Registration / Copy No. 1
Date 28/12/23
Signature [Signature]

APPROVAL:	Name: Dereje Engida	Signature: [Signature]	Date: 28/12/2023
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	STANDARD OPERATING PROCEDURE FOR ICT SYSTEM ADMINISTRATION		Issue No.: 1

1. PURPOSE

The purpose of this procedure is to define the methods of how ICT systems administration will be executed within the University.

2. SCOPE

This procedure is applicable to all ICT systems administration within the University.

3. PROCESS OWNER


ICT Executive Officer, ICT Team Leaders

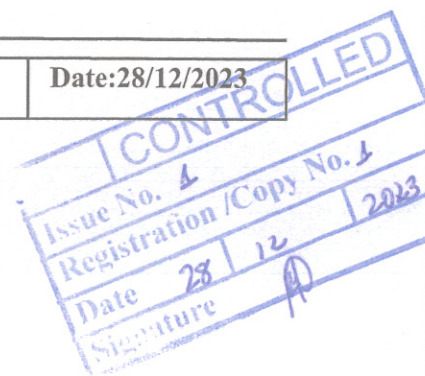
4. DEFINITIONS AND ABBREVIATIONS

4.1 DEFINITIONS

4.2 ABBREVIATIONS

UPR	University President
PO	President Office
AASTU	Addis Ababa Science and Technology University
FLW	Flow Chart
ISO	International Organization for Standardization
IQA	Institutional Quality Assurance and Enhancement
ICT	Information and Communications Technology
TL	Team Leader
WI	Working Instructions
SOP	Standard Operational Procedure
QM/MR	Quality Manager/Management Representative
QMS	Quality Management System

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5. PROCEDURE
5.1. FLOW CHART

ICT Systems Administration Procedure				
Input	Process Flow	Output	Responsibility	Timeframe
Annual plan		Identify activity	ICT Executive Officer, Team Leader	1hr
Identify activity		Identify existing/new system	Expert	30Minutes
Identify existing/new system		Execute activity	Expert	2hr
Execute activity		Perform system administration activities	Expert	2days
Perform system Administration activities		Report	Expert	1day

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5.2. DESCRIPTION OF PROCESS STEPS

FLW	Process Steps Description
1	System administration related activities will be reviewed
2	Experts will be assigned to resolve the activity
3	Activity will be viewed through different scenarios.
3a	Appropriate activities like System Backup/ update/Upgrade will be done
3b	Appropriate activities like Requirement/configuration/Test will be done
4	Delivering System Administration Activities and Documentation


6. RECORDS

- ICT Policies and Guidelines

7. RELATED DOCUMENTS

Document No.	Document Title
PO/ICT/POL/001	ICT Policies and Guidelines
PO/ICT/OF/002	Datacenter Log form
PO/ICT/OF/004	Server Configuration Change form



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