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	STANDARD OPERATING PROCEDURE FOR IT SUPPORT AND MAINTENANCE		Issue No.: 1


ISSUE HISTORY				
Issue No:	Description of Change	Status	Originator	Effective Date
1	Initial release	Approved	ICT Team	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. 3	Registration / Copy No. 1	
Date 28/12/2023	Signature <i>[Signature]</i>	

APPROVAL:	Name: Dereje Engida	Signature: <i>[Signature]</i>	Date: 28/12/2023
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1. PURPOSE

The purpose of this procedure is to define the methods of how IT Support and Maintenance services will be delivered to the university community and beyond.

2. SCOPE

This procedure is applicable to all ICT related support and maintenance service provision to all the university community and beyond.

3. PROCESS OWNER

ICT Executive Officer, ICT Team Leaders


4. ABBREVIATIONS AND DEFINITIONS

4.1 DEFINITIONS

4.2 ABBREVIATIONS

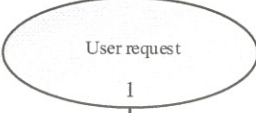
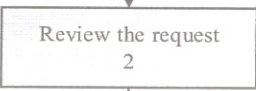


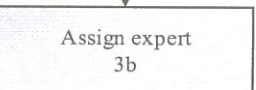
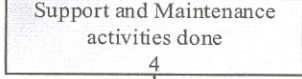
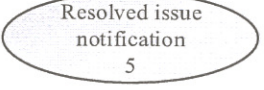
UPR	University President
PO	President Office
AASTU	Addis Ababa Science and Technology University
FLW	Flow Chart
ISO	International Organization for Standardization
IQA	Institutional Quality Assurance and Enhancement
ICT	Information and Communications Technology
TL	Team Leader
WI	Working Instructions
SOP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




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5. PROCEDURE


5.1. FLOW CHART

ICT Support and Maintenance Service Procedure				
Input	Process Flow	Output	Responsibility	Time frame
User request	 <p>1</p>	Request form	AASTU Community	5 min
Request form (PO/ICT/OF/001)	 <p>2</p>	Notification request	ICT executive Officer, Team Leader	15 min
Notification request	 <p>3</p>	Approved user request	Team leader	15 min
Approved user request	 <p>3a</p>			
Approved user request	 <p>3b</p>	User request assigned to expert	Team leader	20 min
User request assigned to expert	 <p>4</p>	Delivered support and/or maintenance service	Assigned expert	2-3 days
Delivered support and/or maintenance service	 <p>5</p>	Report	Assigned expert	1hr

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5.2. DESCRIPTION OF PROCESS STEPS

FLW	Process Steps Description
1	ICT related support and maintenance request may be raised by AASTU's employee.
2	ICT support and or maintenance request shall be reviewed against the requester responsibility status.
3a	The main reasons for rejection of ICT support or maintenance request may be the following. a) If the device for which support or maintenance requested is not the University's property b) Especially, for maintenance request, if the device is under warranty period
3b	An expert shall be assigned to give the requested support and/or maintenance
4	Support and maintenance service will be delivered to the user depending on the user request
5	The service report and notification shall be provided to the requester and Team Leader, respectively.

6. RECORDS


The Quality Management Representative has the responsibility to record and retain the following records.

- Service Request Form filled by the requester

7. RELATED DOCUMENTS

Document No.	Document Title
PO/ICT/OF/001	IT Support and Maintenance Form



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