

UNIVERSITY OF NAIROBI

SCHOOL OF COMPUTING & INFORMATICS

ICT TECHNICAL SUPPORT:  
CASE OF KENYAN UNIVERSITIES

By

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Submitted in partial fulfillment of the requirements for the Master of Science in Information  
Systems of the University of Nairobi

# DECLARATION

This project, as presented in this report, is my original work and has not been published or presented for the award of any degree in any University.

Signed:



Date:

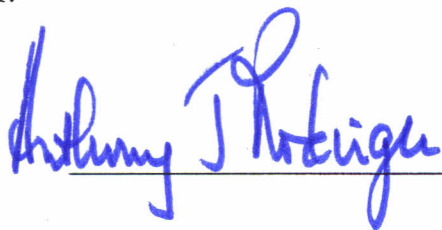
18<sup>th</sup> May 2010

JULIUS GICHANE

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This project has been submitted as part fulfillment of the requirements for the Masters of Science in Information Systems of the University of Nairobi with my approval as the University supervisor.

Signed:



Date:

19<sup>th</sup> May 2010.

PROF. ANTHONY J. RODRIGUES

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The purpose of this study was to design a framework for ICT technical support (ITS) management appropriate for Kenyan Universities, both public and private. The framework was designed through document review of published frameworks for IT service and management.

The designed framework was used to evaluate compliance levels of the universities in implementing best practice in ITS. The research collected data from 14 Kenyan Universities within Nairobi, and its environs, which had been chartered or had letters of interim authority (LIA) by 24<sup>th</sup> April 2009. The data was collected between June 15<sup>th</sup> to August 14<sup>th</sup> 2009.

This research established that most universities have frameworks of ICT technical support which have been developed internally. However, most were made without reference to internationally published best practice for ICT service and management. Only two private universities stated that they had referred to such frameworks. The research also established that most of the universities do not strictly implement best practice in the provision of ICT technical support. 70% of the universities evaluated scored less than 50% of the points that would be expected of an institution that strictly implemented best practice.

The analysis was done using Microsoft Excel and SSPS. In some cases, mathematical calculations were done using suitable formulae.