


SEKU/MR/OP/008: PROCEDURE FOR RECRUITMENT

AUTHORIZATION: This procedure has been issued under the authority of the MR	
TITLE/ POSITION:	DVC – CS / ISO MR
SIGNATURE:	
DATE OF ISSUE:	AUGUST, 2023
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Controlled issue of this procedure will be final in case of dispute	
SEKU	DVC - CS / ISO MR

1.0 PURPOSE

The purpose of this procedure is to ensure effective recruitment of qualified staff.

2.0 SCOPE

The procedure covers all aspects of the recruitment of staff

3.0 REFERENCES

- i. The Strategic Plan (SEKU/VC/SP/002)
- ii. HRM booklet (SEKU/HRM/001)
- iii. The Kenya Constitution 2010
- iv. The Kenya Employment Act
- v. SEKU Human Resource Policy
- vi. SEKU Scheme of Service

4.0 TERMS, DEFINITIONS AND ABBREVIATIONS

- | | | |
|-------|-------------------|---|
| i. | VC | -Vice Chancellor |
| ii. | DVC- CS | - Deputy Vice Chancellor – Corporate Services |
| iii. | HRD | - Human Resource Department |
| iv. | SEKU | - South Eastern Kenya University |
| v. | MR | - Management Representative |
| vi. | UMB | -University Management Board |
| vii. | APAC
Committee | -Appointments, Promotions and Appraisal |
| viii. | HR Policy | - Human resource policy |

5.0 RESPONSIBILITIES

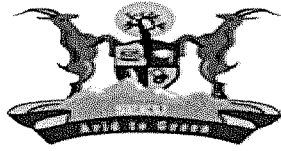
The DVC- CS shall have the primary responsibility of ensuring that the procedure is fully implemented.

6.0 PROCEDURE DETAILS

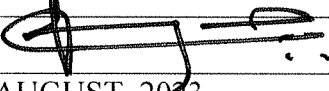
6.1 The DVC- CS shall receive human resource request from the departments and establish existence of position within the department.

6.2 The DVC- CS shall make recommendations to the UMB for approval

On approval, the DVC- CS shall recruit as per the HR Policy.



SEKU/MR/OP/002: PROCEDURE FOR INDUCTION OF STAFF

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SEKU	DVC –CS / ISO MR

1.0 PURPOSE

The purpose of this procedure is to ensure effective induction of new staff.

2.0 SCOPE

The procedure covers the induction process of all new staff.

3.0 REFERENCES

- HR Handbook (SEKU/CS/HR/001)
- SEKU Training and Development Policy

4.0 TERMS, DEFINITIONS AND ABBREVIATIONS

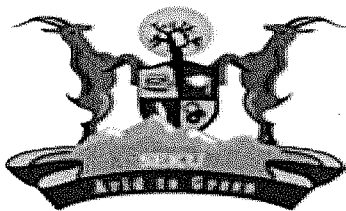
- SEKU - South Eastern Kenya University
- VC - Vice Chancellor
- DVC – CS - Deputy Vice Chancellor - Corporate Services
- MR - Management Representative
- H-HRM - Head Human Resource Management
- HRD - Human Resource Department
- HR Manual - Human Resource Manual

5.0 RESPONSIBILITIES

The DVC – CS shall ensure that the procedure is fully implemented.

6.0 PROCEDURE DETAILS

- 6.1 The new staff shall report to the HRD & submit the relevant documents (**Medical form (SEKU/CS/HR/F - 02)**, **Personal details form (SEKU/CS/HR/F – 03)**, **Bank details form (SEKU/CS/HR/F – 04)**).
- 6.2 The officer in charge shall fill a **Staff movement form (SEKU/CS/HR/F – 05)** and issue an **HR handbook (SEKU/CS/HR/001)** to the new staff
- 6.3 The new staff shall be orientated as per the induction form (SEKU/ CS/HR/F – 13)
- 6.4 Upon completion of the induction process the new staff returns the induction form to HRD for filing and retains a copy.



SEKU/MR/OP/011: PROCEDURE FOR STAFF TRAINING AND DEVELOPMENT

AUTHORIZATION: This procedure has been issued under the authority of the MR	
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SEKU	DVC – CS / ISO MR

1.0 PURPOSE

The procedure is to ensure effectiveness and efficiency in staff training.

2.0 SCOPE

The procedure covers the training and development issues for all cadres of staff.

3.0 REFERENCES

- i. Strategic plan SEKU/VC/SP/ 02
- ii. SEKU Training policy
- iii. Employment Act
- iv. Industrial training Act
- v. SEKU Quality Manual
- vi. SEKU Terms of Service

4.0 TERMS, DEFINATIONS AND ABBREVIATIONS

- i. HRM - Human Resource Management
- ii. SEKU - South Eastern Kenya University
- iii. MR - Management Representative
- iv. DVC-CS - Deputy Vice Chancellor – Corporate Services
- v. REG- HRM - Registrar Human Resource Management
- vi. T.O.S - Terms of Service
- vii. U.M.B - University Management Board
- viii. HOD – Head of Department
- ix. TNA - Training Needs Assessment

5.0 RESPONSIBILITES

The DVC – CS shall be responsible for the implementation of this procedure..

6.0 PROCEDURE DETAILS

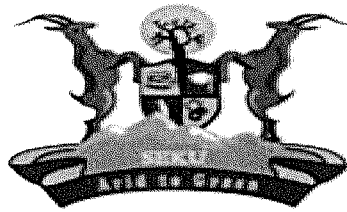
6.1 The staff shall apply to the DVC-CS for relevant training or the HRD shall request for implementation of a recommendation in the TNA.

6.2 The application shall be tabled for review and recommendation by staff development committee.

6.3 The DVC-CS shall table the recommendations of the staff development committee to the UMB for approval.

6.4 On approval the relevant staff(s) will invite the facilitators and prepare the training programme or staff(s) will proceed for the training.

6.5 On completion of the training the staff(s) should prepare a report and submit to the DVC
- CS



SEKU/MR/OP/040: PROCEDURE FOR STAFF LEAVE ADMINISTRATION

AUTHORIZATION: This procedure has been issued under the authority the MR	
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SEKU	DVC – CS / ISO MR

1.0 PURPOSE

This purpose of this procedure is to ensure effective administration of leave.

2.0 SCOPE

This procedure covers all forms of leave for teaching and non-teaching staff.

3.0 REFERENCES

- i. HR Handbook (SEKU/CS/HR/01)
- ii. Employment Act 2007
- iii. Letter of Appointment
- iv. Code of Conduct and Regulations

4.0 TERMS, DEFINITIONS AND ABBREVIATIONS

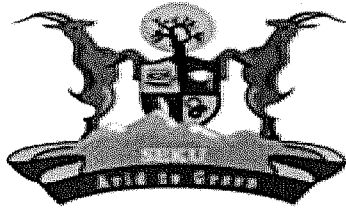
- i. DVC-CS - Deputy Vice Chancellor - Corporate Services
- ii. D-HRM - Director Human Resource Management
- iii. HOD - Head of Department
- iv. HRD - Human Resource Department

5.0 RESPONSIBILITIES

The Registrar CS shall be responsible for the implementation of this procedure.

6.0 PROCEDURE DETAILS

- 6.1 The applicant shall fill and submit his/her leave application form (SEKU/CS/HR/F – 07) seven (7) days before date of commencement.
- 6.2 The HRD shall process the leave application considering the following;
 - a) Leave entitlement.
 - b) Number of days requested
 - c) Job group
 - d) Approval by supervisors.
- 6.3 The Director HRM shall approve/not approve the leave and communicate appropriately.



SOUTH EASTERN KENYA UNIVERSITY

LEAVE APPLICATION FORM

NOTES: Leave application forms must be submitted in triplicate and should reach the Personnel section at least 7 days prior to date of commencement of leave.

PART 1 (A) (TO BE COMPLETED BY APPLICANT)

NAMEPF

NO.....

DESIGNATION

.....DEPARTMENT.....

NATURE OF LEAVE APPLIED FOR (Tick Appropriately)

Annual/Contract/Maternity/ Paternity/Study/Sick/Sabbatical/Special-Leave

Number of days requested..... From.....To.....

Signature of Applicant Date.....

Leave Address.....Phone Contact.....

PART II (B) {TO BE COMPLETED BY THE SECTIONAL HEAD}

Necessary arrangements have been made to cover the officer for the days S/ He shall be away.

NAME.....SIGNATURE..... DATE.....

PART III (C) TO BE COMPLETED BY HEAD OF DEPARTMENT

I recommend/do not recommend the leave as requested.

DEPARTMENT.....SIGNATURE.....DATE.....

PART IV: (FOR OFFICIAL USE ONLY)

Annual Leave EntitlementDays

Leave Taken so far During the Year/Contract PeriodDays

Leave Accumulated with Prior PermissionDays

Total Leave Due.....Days

Leave Now Granted.....Days

Balance DueDays

Entered/Checked By:

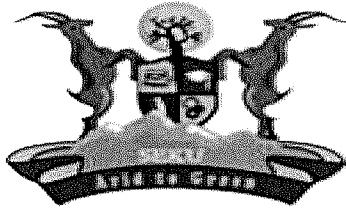
Name.....

Signature.....


Date.....

Leave Approved/Not Approved

REGISTRAR (ADMINISTRATION)



SEKU/MR/OP/041: STAFF DISCIPLINARY PROCEDURE

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SEKU	DVC – CS / ISO MR

1.0 PURPOSE

To outline the process to be followed in dealing with staff disciplinary matters

2.0 SCOPE

The procedure covers all categories of staff disciplinary issues.

3.0 REFERENCES

1. C.B.A
2. SEKU Service Charter(SEKU/VC/SC/01)
3. SEKU Code of conduct and Professional Ethics Policy
4. HRM Manual SEKU/CS/HR/01
5. Code of Conduct for Public Universities
6. Public Officers Ethics Act

4.0 TERMS, DEFINITIONS AND ABBREVIATIONS

1. SEKU - South Eastern Kenya University
2. VC – Vice Chancellor
3. DVC – CS – Deputy vice Chancellor - Corporate Services
4. MR - Management Representative
5. UMB –University Management Board
6. HRM – Human Resource Department
7. D.C - Disciplinary Committee
8. C.B.A - Collective Bargaining Agreement
9. HR Manual - Human Resource Manual
10. UCAC –University Council Appeal Committee

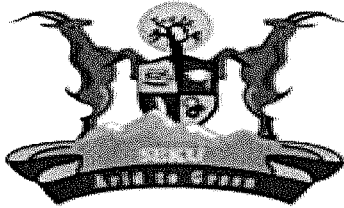
5.0 RESPONSIBILITIES

The DVC - CS shall have the primary responsibility of ensuring that the procedure is fully implemented.

6.0 PROCEDURE DETAILS

- 6.1 The DVC – CS shall receive a report on any misconduct and investigate the case.
- 6.2 The DVC – CS shall refer the findings to the Legal office for analysis, get Recommendations then finalize the case or refer it to the UMB
- 6.3 The UMB shall finalize the case or refer it to the relevant Disciplinary Committee

- 6.4 The respective Disciplinary Committee shall consider, determine and make recommendations to the VC.
- 6.5 The VC shall approve the recommendations and forward to the DVC – CS for implementation.
- 6.6 The VC shall receive appeals against the decision and forward to the UCAC for consideration and determination of the case then forward to the VC for implementation



SEKU/MR/OP/043: PROCEDURE FOR FILING AND RECORDS CONTROL

AUTHORIZATION: This procedure has been issued under the authority of the MR	
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PROCEDURE FOR FILING AND RECORDS CONTROL	
ISSUE NO	03
REVISION NO	03
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SEKU	DVC – CS / ISO MR

1.0 PURPOSE

This procedure is to ensure controlled movement of files and records.

2.0 SCOPE

The procedure applies to all files and records held in the University registry.

3.0 REFERENCES

- SEKU ISO QMS Manual (SEKU/MR/QM/001)

4.0 TERMS DEFINITIONS AND ABBREVIATIONS.

- DVC – CS - Deputy vice Chancellor - Corporate Services
- MR - Management Representative

5.0 RESPONSIBILITIES

The Officer in Charge of Registry has the principal responsibility of ensuring effective implementation of this procedure.

6.0 PROCEDURE DETAILS

6.1 Procedure for handling outgoing and incoming files

6.1.1 Incoming files are recorded in the incoming files received book and then kept in the right cabinets for storage

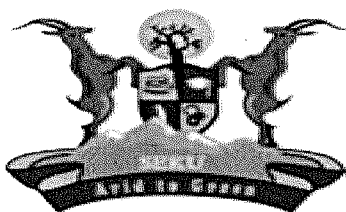
6.2 Outgoing files

6.2.1 The request for the file(s) is sent to the registry by the user department


6.2.2 The Registry Supervisor shall confirm whether the files are available in the registry

6.2.3 On confirmation of the availability of the file(s) the officer in charge shall retrieve the file(s) and records it in the files movement book.

6.2.4 The officer taking the file from the registry shall sign for the file and take it to the appropriate office for action



SEKU/MR/OP/044: PROCEDURE FOR HANDLING MAIL

AUTHORIZATION: This procedure has been issued under the authority of the MR	
TITLE/POSITION:	DVC – CS, ISO MR
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DATE OF ISSUE:	AUGUST, 2023
PROCEDURE FOR HANDLING MAILS	
ISSUE NO	03
REVISION NO	03
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SEKU	DVC – CS / ISO MR

1.0 PURPOSE

To establish procedures of handling incoming and outgoing mail

2.0 SCOPE

The procedure will cover all mail received and sent outside the University.

3.0 REFERENCE

- i. Service Charter (SEKU/VC/SC/01)
- ii. Code of Conduct and Professional Ethics
- iii. HRM Booklet (SEKU/CS/HR/01)

4.0 TERMS DEFINITIONS

- i. MR - Management Representative
- ii. SC - Service Charter
- iii. DVC-CS - Deputy Vice Chancellor - Corporate Services
- iv. HOD - Head of Department
- v. CS - Central Services

5.0 RESPONSIBILITIES

Registry Supervisor shall have the overall responsibility to ensure that the procedure is implemented

6.0 PROCEDURE DETAILS

6.1. Incoming mails

6.1.1. The mail is received by mail clerk from the post office or courier service provider.

6.1.2. The mail is sorted and recorded in the mail register - **SEKU/CS/ REG - 2**

6.1.3. The mail is then dispatched to the relevant office and individuals acknowledge receipt of the mail by signing by signing the mail Register.


6.2. Outgoing mails

6.2.1. The Mail clerk receives correctly addressed mails with postage stamps

6.2.2. The stamped letters are recorded in the mail Register and delivered at the post office or Courier.



SEKU/MR/OP/045: PROCEDURE HANDLING COUNCIL MATTERS

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SEKU	DVC – CS / ISO MR

1.0 PURPOSE

To ensure effective and efficient handling of Council matters

2.0 SCOPE

The procedure applies to all Council activities

3.0 REFERENCES

- i. Legal Notice No 102 of 2008
- ii. South Eastern Kenya University Charter 2013
- iii. SEKU Statutes 2015

4.0 TERM, DEFINITIONS ABBREVIATIONS

- | | | |
|-------|----------------|--|
| iv. | Almanac | - Annual Timetable for Council Meetings |
| v. | Council Member | - Member of Council as defined by SEKU Charter |
| vi. | CS | - Council Secretariat |
| vii. | MR | - Management Representative |
| viii. | SCAC | - State Corporations Advisory Committee |
| ix. | UMB | - University Management Board |

5.0 RESPONSIBILITIES

The Council Secretary shall have the responsibility for effective implementation of this procedure

6.0 PROCEDURE DETAILS

6.1 Preparation of Council Almanac

- 6.1.1 The Council Secretary shall prepare a proposed Almanac for Council and its committees at the beginning of each financial year.
- 6.1.2 The draft Almanac is tabled in a Council meeting for approval in the fourth quarter of the preceding year.
- 6.1.3 The approved Almanac is distributed to all Council members.

Preparation for a Council Meeting

- 6.1.4 Prior to a scheduled meeting, the Council Secretary issues notices to Council Members and members in attendance one month to the meeting.
- 6.1.5 Upon receipt of notice for a meeting, Members invited to be in attendance prepare Council agenda documents and forward them to the Council Secretariat 20 calendar days to the meeting.
- 6.1.6 On receipt of the agenda documents, the Council Secretariat shall proof read, arrange and prepare agenda documents for all members.
- 6.1.7 The Council Secretary shall send the agenda documents to the Council members ten calendar days prior to the date of the meeting and book the relevant venue.
- 6.1.8 The Council Secretariat in liaison with the University Officers shall make arrangements for facilitation of Council members.

6.2 Council Meetings

- 6.2.1 The Council Secretariat shall take record of discussions during the meetings.
- 6.2.2 The Council Secretariat shall prepare the minutes for recommendation of the Council Secretary.
- 6.2.3 The Council Secretary dispatches the recommended minutes to the Chairperson for signature.
- 6.2.4 The Council Secretariat shall distribute copies of the signed minutes to all members.
- 6.2.5 The Council Secretary shall communicate Council decisions to the relevant officers for action.

6.3 Approval of Documents by Council

- 6.3.1 University Management Board considers for recommendation to Council draft documents from functional sections.
- 6.3.2 On receipt of draft policies from UMB, the Council Secretary shall include the document in the Council agenda document.
- 6.3.3 Council Secretary tables the documents for discussion

Upon approval of the policy documents, the Council Secretary shall inform the Public Relations officer for communication



SEKU/MR/OP/47: PROCEDURE FOR HANDLING TELEPHONE CALLS

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SEKU	DVC – CS / ISO MR

1.0 PURPOSE:

The purpose of this procedure is to ensure efficiency in responding to callers.

2.0 SCOPE:

This procedure applies to all internal and external calls.

3.0 TERMS, DEFINITIONS AND ABBREVIATIONS

SEKU	- The South Eastern Kenya University
VC	- Vice Chancellor
DVC – CS	- Deputy Vice Chancellor - Corporate Services

RESPONSIBILITIES:

All front office staff shall ensure that this procedure is fully implemented.


4.0 PROCEDURE DETAILS

4.1 The front office staff shall respond to the call by introducing themselves.

4.2 The front office staff collects details and purpose of the call for further guidance.



SEKU/MR/OP/048: PROCEDURE FOR HANDLING VISITORS IN THE UNIVERSITY.

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SEKU	DVC – CS / ISO MR

1.0 PURPOSE:

The purpose of this procedure is to promptly receive and assist visitors in the University.

2.0 SCOPE:

This procedure applies to all internal and external visitors

3.0 RESPONSIBILITIES:

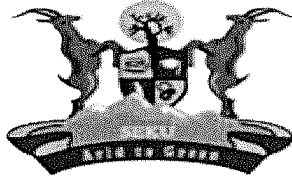
The front office staff shall ensure effective implementation of this procedure.

4.0 PROCEDURE DETAILS

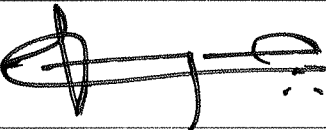
4.1 The front office staff shall

4.1.1 Receive the visitor/s politely and seeks to assist them.

4.1.2 Refer the visitor to the appropriate office for assistance.



SEKU/MR/OP/053: PROCEDURE FOR OUTPATIENT TREATMENT

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SEKU	DVC – CS / ISO MR

1.0 PURPOSE

The purpose of this procedure is to ensure efficient and effective provision of services at University Health Unit

2.0 SCOPE

The procedure covers outpatient treatment of students and staff in the University Health Unit

3.0 REFERENCES

- i. SEKU Quality manual (**SEKU/MR/QM/001**)
- ii. SEKU Service Charter (**SEKU/VC/SC/001**)
- iii. HRM Booklet (**SEKU/CS/hr/001**)
- iv. Students Handbook

4.0 TERMS, DEFINITIONS AND ABBREVIATIONS.

SEKU -South Eastern Kenya University

DVC - CS - Deputy Vice Chancellor Corporate Service

Head, Health Unit- An officer appointed as the administrative and Clinical head at the University health unit

P.F - Personal File

B.P -Blood Pressure

P.R -Pulse Rate

R.R - Respiration Rate

SOP -Standard Operating Procedure

DDAR - Daily Drug Activity Register

5.0 RESPONSIBILITIES

The Head, health unit shall be responsible for the effective implementation of this Procedure.

6.0 PROCEDURE DETAILS

6.1. REGISTRATION AT THE HEALTH UNIT

- 6.1.1. The records staff shall receive the patients University identification card for verification

- 6.1.2. The patient shall enter his/her name and Registration/P.F number in the Outpatient register MOH204A
- 6.1.3. The records staff shall retrieve the Patient's folder and take it to the consultation office
- 6.1.4. The records staff shall collect all records from the consultation office and file them back to the registry

6.2. **CONSULTATION**

- 6.2.1. The Clinician shall take the patients vital signs i.e. B.P, P.R, R.R and temperature and interpret the readings to the patient
- 6.2.2. S/He shall then proceed to diagnose the patients' medical condition and if a patient requires to undergo laboratory examination s/he will be issued with a laboratory request form SEKU/CS/HU/ F – 10 to the laboratory
- 6.2.3. Patients who require specialized treatment or further medical treatment shall be issued with a referral form SEKU/CS/HU/F - 13.
- 6.2.4. The patient shall be issued with a prescription form SEKU/CS/HU/F - 11 to collect drugs from the pharmacy.
- 6.2.5. Patients requiring observation shall be admitted in the sickbay
- 6.2.6. If a patient requires a procedure e.g. Injections, Dressing, suturing, s/he shall be referred to the procedure room.
- 6.2.7. The Staff shall be issued with a sick off where necessary by the Head of the Health Unit by filling the sick off form SEKU/CS/HU/F - 12
- 6.2.8. Dependents for staff shall be treated at designated hospitals approved by the University Management

6.3. **LABORATORY INVESTIGATIONS**

- 6.3.1. The Laboratory technologist shall receive the patient at the laboratory and explain investigation to the patient
- 6.3.2. The Laboratory Technologist shall receive, collect, verify and label specimens to match particulars on the request form
- 6.3.3. The laboratory technologist shall enter patient's particulars i.e. Name, PF/REG. No, gender, age, specimen received, requested investigation into the laboratory specimen register book

6.3.4. The technologist shall process Specimens/Samples according to SOPs, fill in the results in the request form and record in the Laboratory report book

6.3.5. The technologist shall dispatch the results to the consultation office or sickbay and then to the records section for filing.

6.4. **DISPENSING OF DRUGS**

6.4.1. The patient shall present the prescription to the pharmaceutical technologist and asked to sit

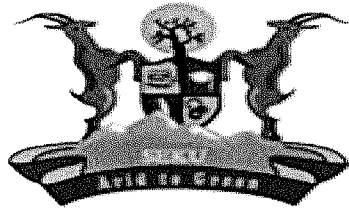
6.4.2. The pharmaceutical technologist shall verify and confirm if the prescription is correct, prepare the drugs, and record in the DDAR

6.4.3. The technologist shall collect the drugs from the shelves, label as per the prescription (Name of the drug and instructions for usage), and call the patient to give instructions on how to use the drugs

6.4.4. The technologist shall file the copy of the prescription for reference.

5.0 APPENDICES

APPENDIX 1	Laboratory request form	SEKU/CS/HU/F - 10
APPENDIX 2	Prescription form	SEKU/CS/HU/F - 11
APPENDIX 3	Referral form	SEKU/CS/HU/F - 13
APPENDIX 4	Sick off form	SEKU/CS/HU/F - 12



SOUTH EASTERN KENYA UNIVERSITY

LABORATORY REQUEST

PF No/ Reg No _____ lab No. _____

Name of patient.....

Age.....sex.....

Date

Specimen/s.....

Examination required.....

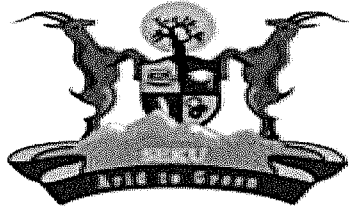
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.....
.....

Clinical summary.....

.....
.....

Name of Clinician..... Signature.....

(laboratory analysis at the back page)



SOUTH EASTERN KENYA UNIVERSITY

PRESCRIPTION FORM

PF No/ Reg No

Medicare card No

Date

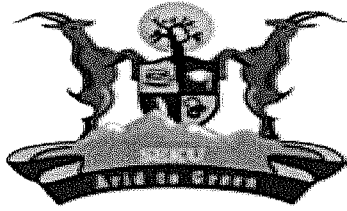
Name.....Age.....years

Quantity

Signature

Name of Clinician

SEKU/CS/HU/F - 13



SOUTH EASTERN KENYA UNIVERSITY

HEALTH UNIT

REFERRAL FORM

VERY URGENT

URGENT

PATIENT NAME PF. / REG. NO. AGE

GENDER

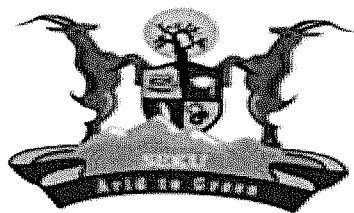
DATE

CLINICAL HISTORY

REASON FOR REFERRAL

REFERRED BY: DESIGNATION SIGN

SEKU/CS/HU/F – 12



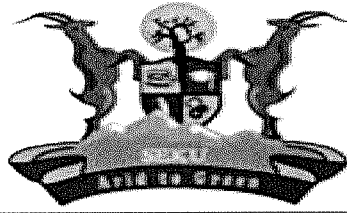
SOUTH EASTERN KENYA UNIVERSITY.

HEALTH UNIT SICK OFF SHEET

DATE:

This is to confirm that PF/NO.
Of.....Department, Has been attended to in the Health Unit and sick off duty
for () days recommended with effect from

Head, Health Unit



SEKU/MR/OP/054: PROCEDURE FOR DATABASE AND INFORMATION SYSTEMS DEVELOPMENT

AUTHORIZATION: This procedure has been issued under the authority of the MR	
TITLE/POSITION:	DVC – CS, ISO MR
SIGNATURE:	
DATE OF ISSUE:	AUGUST, 2023

DOCUMENT CONTROL	
ISSUE NO	03
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Controlled issue of this procedure will be final in case of dispute	
SEKU	DVC – CS / ISO MR

1.0 PURPOSE

The purpose of this procedure is to ensure consistency in development and maintenance of the University data base and information system.

2.0 SCOPE

The procedure applies to all features of developing database and information system for the University

3.0 REFERENCES

- i. University Strategic Plan **SEKU/VC/SP/02**
- ii. SEKU ICT Policy 2011
- iii. Code of Conduct & Professional Ethics

4.0 TERMS AND DEFINITIONS

- End-User – refers to an individual (staff or student), department, section or a school using university ICT services.

5.0 RESPONSIBILITIES

The Director of ICT shall assume the overall responsibility of ensuring the full implementation of this procedure

6.0 PROCEDURE DETAILS

6.1 Development of Databases and Information Systems

- 6.1.1** The end-user shall, in consultation with the Director of ICT or any other ICT Officer designated by the Director submit a formal request and user requirements to the Director of ICT for the development of a database and an information system.
- 6.1.2** The Director of ICT shall then constitute a database and information system development team comprising of the Director of ICT, Database Administrator, Information Systems Manager, Snr ICT officer, Systems Administrator, Programmers, Head of end-user department and University Management Representative(s) to carry out a feasibility study and system analysis.
- 6.1.3** The database and information system development team shall decide whether to develop the system in-house, outsource consultants or procure the same commercially (off the shelf).

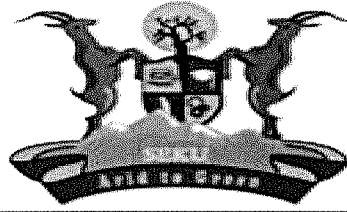
- 6.1.4** The database and information system development team shall come up with a database and information system development report and forward the same to senior university management for discussion, amendment and approval.
- 6.1.5** The Database Administrator and the Information Systems Support officer shall then come up with the database and information system design respectively for discussion with the database and information system development team.
- 6.1.6** The Database Administrator and Information Systems Support officer shall develop the database and information system respectively in consultation with the database development team if in-house developed.
- 6.1.7** If the system is procured off the shelf, the purchasing and procurement unit shall facilitate procurement of the database and information system as per procurement rules, in consultation with the database development team.
- 6.1.8** The procured/developed database and information system shall then tested by the database and information system development team and users.
- 6.1.9** Implementation of the database and information system shall then proceed if accepted.
- 6.1.10** Review and regular maintenance (backups, security, fine-tuning, upgrading etc) of the database and information system by the database administrator and information system support officer in consultation with the user-department

6.2 Maintenance of South Eastern Kenya University website

- 6.2.1** The Director of ICT shall from time to time, where necessary send a reminder in form of internal memo or email to the deans of school or heads of departments/sections to submit their units' information in the prescribed format for web update.
- 6.2.2** The deans of school or heads of departments/sections shall submit approved information in soft copy (Microsoft word or web format) to the ICT Webmaster for editing and subsequent posting to the University website (i.e their respective web pages). The dean of school or head of

department/section shall be responsible for content related to their school or department/section respectively.

- 6.2.3** The webmaster upon receiving the content, shall format in the correct web format and upload within the shortest time possible to the web server.
- 6.2.4** The ICT webmaster shall send a notification in form of memo, email or SMS message to the dean of school or head of department/section to the effect that their information has been updated.



SEKU/MR/OP/055: PROCEDURE FOR CONDUCTING ICT END-USER TRAINING

AUTHORIZATION: This procedure has been issued under the authority of the MR	
TITLE/POSITION:	DVC – CS, ISO MR
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DATE OF ISSUE:	AUGUST, 2023

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SEKU	DVC – CS / ISO MR

1.0 PURPOSE

The purpose of this procedure is to ensure effective end user training for utilization of ICT resources

2.0 SCOPE

This procedure applies to all trainings of University ICT end-users.

3.0 REFERENCES

- i. SEKU ICT Policy (2011)
- ii. ICT Training Manuals (2012)
- iii. SEKU Code of Conduct

4.0 TERMS AND DEFINITIONS

- i. End-user – refers to an individual (staff or student), department, section or a school using university ICT services.
- ii. ICT-Information & Communications Technology department

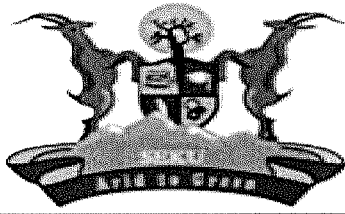
5.0 RESPONSIBILITIES

The Director of ICT shall have the overall responsibility of conducting ICT training for all the end-users.

6.0 PROCEDURE DETAILS

- 6.1 The end-user shall make a formal request to the Director of ICT for ICT training. In some special cases, where need arises, the Director of ICT shall initiate the process of training a particular end-user group on some ICT modules.
- 6.2 The Director of ICT and the end-user shall come up with a training proposal.
- 6.3 The Director of ICT shall liaise with the Human Resource Training Officer and forward the ICT training proposal to the Senior University Management for discussion, amendment and approval.
- 6.4 If not approved the training shall be terminated and the feedback communicated to the end-user through a report stating why training could not take place. If approved a decision shall then be made on whether the training should be carried out in-house or externally.
- 6.5 The Senior ICT officer, ICT Trainer and the Director of ICT shall then make the necessary logistics for the training (venue, transport, dates, budget, training materials etc).
- 6.6 The ICT Trainer in liaison with the Director of ICT and other ICT Administrators shall prepare the relevant ICT training manuals.
- 6.7 The Director of ICT with the training officer shall:
- 6.8 Nominate the training facilitators.
- 6.9 Invite the participants for the training through different channels example a memo.

6.10 The training shall then be conducted and course evaluation done at the end of the course or module and the findings recorded through reports.



**SEKU/MR/OP/056: PROCEDURE FOR OPERATING THE ICT CUSTOMER CARE
DESK**

AUTHORIZATION: This procedure has been issued under the authority of the MR	
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SEKU	DVC – CS / ISO MR

1.0 PURPOSE

The purpose of this procedure is to ensure effective operation of the ICT customer care desk.

2.0 SCOPE

The procedure applies to the entire University ICT customer care desk.

3.0 REFERENCES

- i. SEKU ICT Policy (2011)

4.0 TERMS AND DEFINITIONS

- i. End-User – refers to an individual (staff or student), department, section or a school.

5.0 RESPONSIBILITIES

The Director of ICT shall have the overall responsibility of overseeing the full implementation of this procedure.

6.0 PROCEDURE DETAILS

- 6.1 The end-user shall report any ICT technical/operational problem or queries to ICT Help Desk officer either physically, via e-mail or help-desk module in the university website.
- 6.2 The ICT Help Desk officer shall note/record the incident and categorize it on whether it requires a technical or managerial solution.
- 6.3 If the problem requires a technical solution, the Help Desk officer shall direct the problem to the relevant ICT staff for action.
- 6.4 If the problem requires a managerial solution, the Help Desk officer shall direct the issue to the Director of ICT or any other relevant senior ICT staff for necessary action.
- 6.5 Once the problem is solved, the Help Desk officer shall notify the end-user of the corrective measures taken.

3.0 APPENDICES

APPENDIX 1: ONLINE ICT HELP-DESK FORM.

ICT DEPARTMENT
HELP DESK FORM
To be filled by the person reporting the problem

NAME(in full):

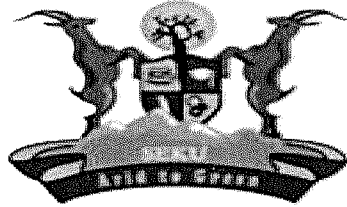
DEPARTMENT

LOCATION:
(e.g admin block
etc)

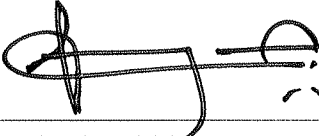
OFFICE
NUMBER:

ISSUE
REPORTED:

DATE
REPORTED:



SEKU/ MR/OP/ 057: PROCEDURE FOR ICT END-USER SUPPORT

AUTHORIZATION: This procedure has been issued under the authority of the MR	
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ISSUE NO	03
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SEKU	DVC – CS / ISO MR

1.0 PURPOSE

The purpose of this procedure is to ensure provision of effective and efficient end-users support.

2.0 SCOPE

The procedure applies to all aspects of providing support to ICT end-users.

3.0 REFERENCES

1. SEKU Strategic Plan (2012-2018) (SEKU/VC/SP/002)
2. SEKU ICT policy 2011
3. SEKU Code of Conduct and Professional Ethics
4. GOK e-Government Policy

4.0 TERMS AND DEFINITIONS

- i. End-User – refers to an individual (staff or student), department, section or a school using university College ICT services.
- ii. GOK - Government of Kenya
- iii. e-Government – Application of ICT in the Government

5.0 RESPONSIBILITIES

The Director of ICT shall have the overall responsibility of this procedure.

6.0 PROCEDURE DETAILS

6.1 Common end-user operational problems.

- 6.1.1 The end-user shall report any ICT operational problem to ICT customer care Desk officer either physically or by logging the query on the helpdesk module in the University website.
- 6.1.2 The ICT Help Desk officer shall the record/take note of the incident and liaise with the ICT end-user support officer.
- 6.1.3 The ICT end-user support officer shall visit the end-user unit to diagnose the problem and where necessary train the user on how to solve such operational problems whenever they occur.
- 6.1.4 In the event that the problem is highly technical, the end-user support officer shall refer the issue to the appropriate software/hardware maintenance section.

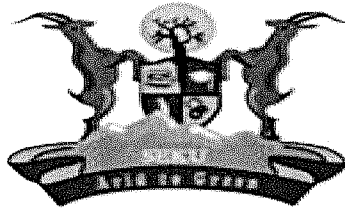
6.2 Application and use of university College e-mail service

- 6.2.1 The end-user shall make a formal request to the Director of ICT for allocation of an e-mail account by filling in the university e-mail application form.

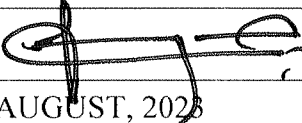
- 6.2.2 The Director shall then forward the e-mail application form to the Systems administrator or Database administrator.
- 6.2.3 The Systems administrator or Database administrator will create the e-mail account for the concerned end-user upon receiving the application form.
- 6.2.4 The end-user shall be notified of through SMS and his/her e-mail account.

6.3 Connectivity to the internet

- 6.3.1 The end-user shall make a formal request to the Director of ICT for connectivity to the internet.
- 6.3.2 The Director shall analyze the request putting into consideration the available internet bandwidth, the current existing connections in the end-user unit and refer the request to the Systems administrator or any other relevant ICT technical staff.
- 6.3.3 If the request for internet connectivity is approved by the Director or any other designated ICT staff, then the Systems administrator or any other ICT technical staff shall visit the end-user unit to carry out a survey to ascertain the presence of necessary infrastructure (i.e. data points) in the end-user unit.
- 6.3.4 Upon verification of the existence of necessary infrastructure, the systems administrator or ICT technical staff shall then proceed to connect the end-user to the internet (the end-user may be required to purchase the UTP data patch cables and any other accessories where necessary).



SEKU/MR/OP/058: PROCEDURE FOR SYSTEMS ADMINISTRATION

AUTHORIZATION: This procedure has been issued under the authority of the MR	
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SEKU	DVC – CS / ISO MR

1.0 PURPOSE

The purpose of this procedure is to provide guidelines for the efficient administration of ICT Systems

2.0 SCOPE

The procedure applies to the management of University ICT Systems.

3.0 REFERENCES

- University Strategic Plan (2012-2018) (SEKU/VC/SP/002)
- SEKU ICT policy 2011
- SEKU Code of Conduct and Professional Ethics
- GOK e-Government Policy

4.0 TERMS AND DEFINITIONS

- i. End-User – refers to an individual (staff or student), department, section or a school using University College ICT services.
- ii. LAN – refers to interconnection of two or more computers within an organization for purposes of sharing resources and communication.
- iii. GOK – Government of Kenya

5.0 RESPONSIBILITIES

The Director of ICT shall have the overall responsibility of overseeing the implementation of this procedure.

6.0 PROCEDURE DETAILS

6.1 Installation and Maintenance of LANs

- 6.1.1 The end-user (individual, department or school) shall, in consultation with the Director of ICT or any other ICT Officer designated by the Director make a formal request to the Director of ICT regarding the installation of a LAN in their unit(s).
- 6.1.2 The Systems administrator, Senior ICT Officer and a team of technical staff shall be mandated to carry out a site visit at the end-user unit to do feasibility study/survey.
- 6.1.3 The Senior ICT Officer and Systems administrator shall come up with a report of the survey containing the requirements and estimated cost of installing the LAN.
- 6.1.4 The report shall then be presented to the Director of ICT who will then forward the same to the head of the respective end-user unit.
- 6.1.5 The head of end-user section will then make the necessary arrangements in liaison with the Systems administrator to procure the LAN installation equipment and avail any necessary funds to the directorate (ICT) required for LAN installation.
- 6.1.6 Upon delivery of LAN equipment and funds for installation, the Systems administrator and a team of technical staff shall commence the installation and testing of the LAN.

6.1.7 After installation, a report comprising of a narrative and technical drawings of the LAN shall be developed in duplicate, one copy to remain at the end-user unit and another copy at ICT.

6.1.8 The LAN shall then be commissioned in the presence of the Director of ICT, the head of end-user unit, Network administrator, the systems administrator and any other relevant University personnel.

6.2 Installation and Maintenance of Servers

6.2.1 The Director of ICT and Senior ICT Officer shall on an annual basis, prepare a procurement plan and schedule the installation of servers when the need arises in the course of the financial year.

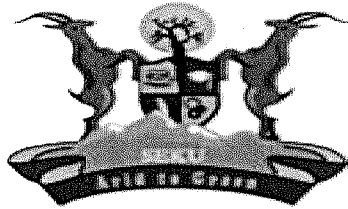
6.2.2 The Systems administrator and Database administrator shall carry out the actual installation of new servers and maintenance of existing servers by fine-tuning, analyzing & cleaning the logs and upgrading to ensure they are in their best running state at any given time.

6.2.3 In case of a technical problem, the systems administrator and database administrator shall carry out corrective, preventive and/or routine data recovery procedures within the shortest time possible to avoid interruption of service to the end-users.

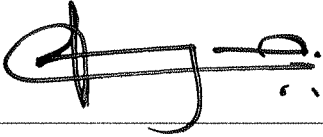
6.2.4 A log book shall be kept in the server room to keep logs/records of regular technical problems and their corrective and preventive procedures performed.

6.2.5 The Systems administrator and Database administrator shall schedule for periodic backups of the servers.

6.2.6 The Systems administrator and Database administrator shall come up with periodic reports to the Director of ICT on the current state and performance of the various servers.



SEKU/MR/OP/059: PROCEDURE FOR ICT SECURITY

AUTHORIZATION: This procedure has been issued under the authority of the MR	
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SEKU	DVC – CS / ISO MR

1.0 PURPOSE

The purpose of this procedure is to ensure effective provision of ICT security for the University ICT Systems.

2.0 SCOPE

The procedure applies to all aspects in relation to the provision of ICT security services in the University.

3.0 REFERENCES

- i. SEKU ICT policy
- ii. SEKU Code of Conduct and Professional Ethics
- iii. GOK e-Government Policy

4.0 TERMS AND DEFINITIONS

- i. End-User – refers to an individual (staff or student), department, section or a school using University College ICT services.

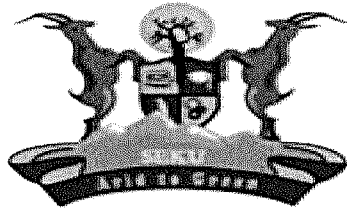
5.0 RESPONSIBILITIES

The Director of ICT shall have the overall responsibility of overseeing the implementation of this procedure

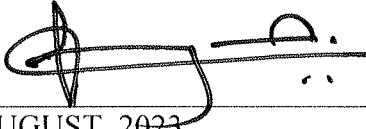
6.0 PROCEDURE DETAILS

- 6.1 The end-user shall report any incidences relating to data or network security to the Director of ICT. The Database Administrator, Network administrator and Systems Administrator may also identify cases of data and network security respectively.
- 6.2 If the incident is on data security e.g. viruses, the Director shall refer the incident to an ICT technician who will take the necessary corrective and preventive measures.
- 6.3 If the incident is on database security, the Director shall refer the incident to the database administrator.
- 6.4 If the incident is a network security issue, the Director shall refer the same to the systems administrator for action.
- 6.5 The incident shall be recorded in the respective ICT security log book.
- 6.6 The Database or Systems administrator shall take the corrective measures and notify the Director of ICT.

6.7 The Director or any other senior ICT staff shall notify the end-user of the corrective and preventive measures taken by ICT.



SEKU/MR/OP/ 069: PROCEDURE FOR STAFF CLEARANCE

AUTHORIZATION: This procedure has been issued under the authority of the MR	
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SIGNATURE:	
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ISSUE NO:	03
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Controlled issue of this procedure will be final in case of dispute	
SEKU	DVC – CS / ISO MR

1.0 PURPOSE

The purpose of this procedure is to ensure effective clearance process of staff.

2.0 SCOPE

The procedure shall apply to teaching and non- teaching staff.

3.0 REFERENCES

1. HR Handbook SEKU/CS/HR/01
2. SEKU terms of Service
3. SEKU Code of Conduct and Regulations
4. Employment Act 2007.

4.0 TERMS, DEFINITIONS AND ABBREVIATIONS

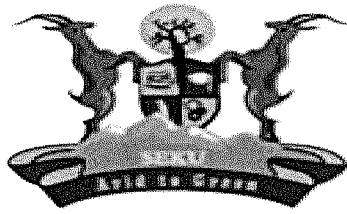
1. SEKU - South Eastern Kenya University
2. DVC – CS – Deputy vice Chancellor Corporate Services
3. HRM – Human Resource Department
4. HR Manual - Human Resource Manual

5.0 RESPONSIBILITES

The Registrar - CS shall be responsible for the effective implementation of this procedure.

6.0 PROCEDURE DETAILS

- 6.1 Upon termination of employment the staff member shall obtain the clearance form, fill and submit to the HRD.
- 6.2 Upon receipt of a dully filled clearance form, the HRD shall process the clearance considering the following:
 - a) Leave days.
 - b) Final dues
 - c) Pending payments to University.
- 6.3 The HRD shall make appropriate recommendations to the Director HRM who shall then communicate to the staff and the finance department appropriately.
- 6.4 The DVC – CS shall then issue a release letter.



SEKU/MR/OP/ 069: PROCEDURE FOR STAFF CLEARANCE

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SEKU	DVC – CS / ISO MR

7.0 PURPOSE

The purpose of this procedure is to ensure effective clearance process of staff.

8.0 SCOPE

The procedure shall apply to teaching and non- teaching staff.

9.0 REFERENCES

5. HR Handbook SEKU/CS/HR/01
6. SEKU terms of Service
7. SEKU Code of Conduct and Regulations
8. Employment Act 2007.

10.0 TERMS, DEFINITIONS AND ABBREVIATIONS

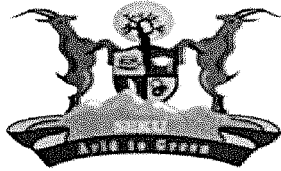
5. SEKU - South Eastern Kenya University
6. DVC – CS – Deputy vice Chancellor Corporate Services
7. HRM – Human Resource Department
8. HR Manual - Human Resource Manual

11.0 RESPONSIBILITES

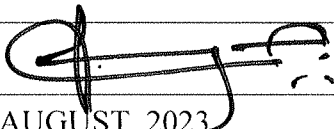
The Registrar - CS shall be responsible for the effective implementation of this procedure.

12.0 PROCEDURE DETAILS

- 12.1 Upon termination of employment the staff member shall obtain the clearance form, fill and submit to the HRD.
- 12.2 Upon receipt of a dully filled clearance form, the HRD shall process the clearance considering the following:
 - d) Leave days.
 - e) Final dues
 - f) Pending payments to University.
- 12.3 The HRD shall make appropriate recommendations to the Reg – CS. The Reg – CS shall then communicate to the staff and the finance department appropriately.
- 12.4 The DVC – CS shall then issue a release letter.



SEKU/MR/OP/ 072: PROCEDURE FOR PERFORMANCE APPRAISAL OF STAFF

AUTHORIZATION: This procedure has been issued under the authority of– the MR	
TITLE/POSITION:	DVC – CS, ISO MANAGEMENT REPRESENTATIVE
SIGNATURE:	
DATE OF ISSUE:	AUGUST, 2023
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Controlled issue of this procedure will be final in case of dispute	
SEKU	DVC – CS / ISO MR

1.0 PURPOSE

The purpose of this procedure is to ensure effective clearance process of staff.

2.0 SCOPE

The procedure shall apply to teaching and non- teaching staff.

3.0 REFERENCES

9. HR Handbook SEKU/CS/HR/01
10. SEKU terms of Service
11. SEKU Code of Conduct and Regulations
12. Employment Act 2007.

4.0 TERMS, DEFINITIONS AND ABBREVIATIONS

1. SEKU - South Eastern Kenya University
2. DVC – CS – Deputy vice Chancellor - A Corporate Services
3. HRM – Human Resource Department
4. HR Manual - Human Resource Manual

5.0 RESPONSIBILITIES

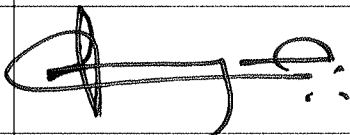
The Registrar - CS shall be responsible for the effective implementation of this procedure.

6.0 PROCEDURE DETAILS

- 6.1 The HRD shall write to the section heads/ unit heads / HODs to set the individual annual targets with their subordinates by end of June.
- 6.2 Upon receipt of this communication the Heads of sections/ departments/ units shall set the targets on the appraisal form (SEKU/CS/HR/F – 12) and submit a copy to the HRD by end of July.
- 6.3 The HRD shall communicate to the Heads of Departments/ sections/ units to carry out appraisal by the end of June of the following year.
- 6.4 Upon appraisal the Heads of sections/ departments/ units shall submit the forms to the HRD for analysis.
- 6.5 The HRD shall give a feedback to the individual employee.



SEKU/MR/OP/062: PROCEDURE FOR DEVELOPMENT OF THE UNIVERSITY PERFORMANCE CONTRACT

AUTHORIZATION: This procedure has been issued under the authority of– the MR	
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SIGNATURE:	
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SEKU	DVC – CS / ISO MR

1.0 PURPOSE

The purpose of this procedure is to ensure effective development of University performance contract.

2.0 SCOPE

This procedure covers development of the University contract.

3.0 REFERENCES

- i. University strategic plan
- ii. Medium Term Plan II (Vision 2030)
- iii. Sector performance standards
- iv. The National Performance Contract Guidelines
- v. The Constitution of Kenya 2010

4.0 TERMS , ABBREVIATIONS & DEFINITIONS

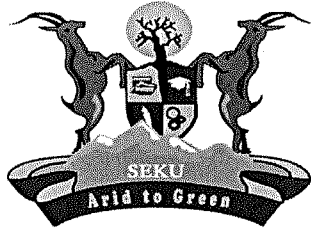
- i. Performance Contract: A freely negotiated agreement.
- ii. Agency: Refers to State Corporation, Government Ministry and Department.
- iii. Director SQ&PM – Director, Strategy, Quality and Performance Management
- iv. PC - Performance Contract
- v. Head, PC – Head, Performance Contracting Department
- vi. MB – Management Board

5.0 RESPONSIBILITIES

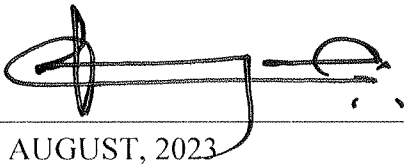
The Director SQ&PM is responsible for effective implementation of this procedure.

6.0 METHOD

- 6.1** The Director PC&QMS requests for targets from DVC's, Heads of sections, Deans and Directors, by the end of the third quarter of the financial year.
- 6.2** On receipt of the targets the PC Secretariat prepares the draft contract by the end of May.
- 6.3** The Director SQ&PM tables the draft PC in The University management board.
- 6.4** The PC Secretariat inputs the amendments proposed in the University Management Board meeting to prepare the final draft of the Contract.
- 6.5** The final draft is negotiated with the parent ministry and vetted by the Ministry of Devolution and Planning as per the provided schedules.
- 6.6** The vetted PC is then signed appropriately.



SEKU/MR/OP/073: PROCEDURE FOR CASCADING THE UNIVERSITY PERFORMANCE CONTRACT

AUTHORIZATION: This procedure has been issued under the authority of- the MR	
TITLE/POSITION:	DVC – CS, ISO MANAGEMENT REPRESENTATIVE
SIGNATURE:	
DATE OF ISSUE:	AUGUST, 2023
DOCUMENT CONTROL	
ISSUE NO	03
REVISION NO	03
Controlled issue of this procedure will be final in case of dispute	
SEKU	DVC – CS / ISO MR

1.0 PURPOSE

The purpose of this procedure is to ensure effective implementation of the signed University Contract.

2.0 SCOPE

This procedure will covers cascading of the University contract.

3.0 REFERENCES

- i. University Strategic Plan
- ii. Medium Term Plan II (Vision 2030)
- iii. Sector performance standards
- iv. The National Performance Contract Guidelines
- v. The Constitution of Kenya 2010

4.0 TERMS , ABBREVIATIONS & DEFINITIONS

- i. Performance Contract: A freely negotiated agreement.
- ii. Agency: Refers to State Corporation, Government Ministry and Department.
- iii. Director SQ&PM – Director, Strategy, Quality and Performance Management
- iv. PC - Performance Contract
- v. MB – Management Board

5.0 RESPONSIBILITIES

The Director SQ&PM is responsible for effective implementation of this procedure.

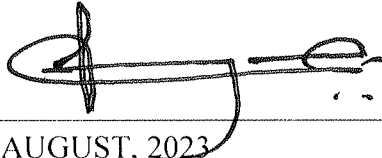
6.0 METHOD

6.1 On receipt of the signed University PC the directorate maps the targets to the relevant sections/ units to produce customized PCs.

6.2 Director, SQ&PM liaises with the Vice Chancellor for signing of the customized PC.



SEKU/MR/OP/074: PROCEDURE FOR MONITORING AND REPORTING OF PERFORMANCE

AUTHORIZATION: This procedure has been issued under the authority of– the MR	
TITLE/POSITION:	DVC – CS, ISO MANAGEMENT REPRESENTATIVE
SIGNATURE:	
DATE OF ISSUE:	AUGUST, 2023
DOCUMENT CONTROL	
ISSUE NO	03
REVISION NO	03
Controlled issue of this procedure will be final in case of dispute	
SEKU	DVC – CS / ISO MR

1.0 PURPOSE

The purpose of this procedure is to ensure effective implementation of the PC.

2.0 SCOPE

This applies to the targets of the signed University PC.

3.0 REFERENCES

- i. University Strategic Plan
- ii. Medium Term Plan II (Vision 2030)
- iii. Sector performance standards
- iv. The National Performance Contract Guidelines
- v. The Constitution of Kenya 2010
- vi. Work plan
- vii. Signed University Contract

4.0 ABBREVIATIONS, TERMS & DEFINITIONS

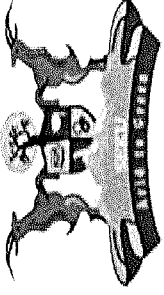
- i. Performance Contract: A freely negotiated agreement.
- ii. Agency: Refers to State Corporation, Government Ministry and Department.
- iii. Director SQ&PM – Director, Strategy, Quality and Performance Management
- iv. PC - Performance Contract
- v. Head, PC – Head, Performance Contracting Department
- vi. MB – Management Board

5.0 RESPONSIBILITIES

The Director SQ&PM is responsible for effective implementation of this procedure.

6.0 METHOD

- 6.1 The Director SQ&PM issues a reminder by the end of the quarter to the contract implementers to submit quarterly PC reports using the prescribed form - **SEKU/CS/PCQMS/F - 002**.
- 6.2 On receipt of the reports the PCQMS Directorate analyses the reports and gives appropriate feedback to the relevant sections/units; reports for Lead Agencies are forwarded accordingly.
- 6.3 The Performance contract secretariat shall generate quarterly report using the prescribed formats and forwards to the Vice Chancellor for tabling in the University Council.



SOUTH EASTERN KENYA UNIVERSITY

SEKU/CS/PCQMS/F - 002

FY _____ QUARTERLY PERFORMANCE REPORT

AND

CONTRACT BETWEEN: _____
FOR THE _____ QUARTER

	CRITERIA/TARGETS	SCHEDULED ACTIVITIES/OUTCOMES	ACHIEVEMENT	EVIDENCE ATTACHED
1				
2				
3				

CHALLENGES:

