

## YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want;
- We promise to consider your views when setting our service standards;
- Inform us if you are not satisfied and are unhappy with our service delivery; and
- Give us your comments so that we can improve our service.

## WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various issues including input and co-operation we receive. We therefore request you to:

- Be honest, polite and patient;
- Be timely in providing required and accurate information to the Division;
- Comply with existing Legislations, Regulations, and Procedures; and
- Treat our staff members with the necessary respect.

### When you communicate with us, please provide the following information:

- Your full name
- Postal address/ email address/ telephone number/fax number
- Provide a clear description of your particular concern/s or need/s
- Keep a record of the issue at stake and the person in our Division whom you dealt with as well as the date and the time of the communication to improve our services.

## FEEDBACK, COMMENTS AND COMPLAINTS

***If you have any comment, suggestion, or request about the activities or services of the Division: Information Technology, you should contact:***

Deputy Director: Information Technology  
Ministry of Education, Arts and Culture  
Government Office Park  
Private Bag 13186  
Windhoek  
Namibia

Phone: +264 61 293 3125

E-mail: [it@moe.gov.na](mailto:it@moe.gov.na)

- If you are not satisfied with the response from the *Division* you may take the matter up with the *Director: General Services*
- If still not satisfied with the response or action taken, you may approach the Deputy Executive Director: Finance and Administration
- Should you still not be satisfied with the response or action taken you may approach the office of the Executive Director
- Should you still not satisfied you may approach the Office of the Prime Minister.
- If still not yet satisfied you may approach the Office of the Ombudsman.



Ministry of Education, Arts and Culture

## CUSTOMER SERVICE CHARTER

**Department: Finance and Administration  
Directorate: General Services  
Division: Information Technology**

The Division is responsible for providing information technology services to the Ministry.



## THIS CHARTER

- Outlines the services we provide (What we do)
- Defines who are our Customers
- Reflects our commitments
- Sets standard of services that you can expect from us at all times
- State what we will do if you contact us
- States that your views count
- Indicates what we ask of you
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service

## WHAT WE DO

- Provide adequate IT hardware/software and network infrastructure.
- Provide IT support, Backup and Maintenance
- Prepare all IT equipment for end users' usage;
- Manage and monitor network performance;
- Manage, administer and monitor all systems within the Ministry
- Manage licenses and, planning for software acquisitions;
- Create IT awareness and training to end users
- Provide technical support services

## OUR CUSTOMERS

- Staff members
- Learners
- General public

## OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of accurate and timely IT support services; and
- We strive to execute our duties within the following guiding **VALUES**
  - **Integrity** - We will demonstrate adherence to ethical principles while carrying out professional duties. Perform duties with integrity. Ensuring systems and procedures are rules compliant.
  - **Accountability** - We shall be accountable for carrying out responsibilities efficiently, timely and with integrity.
  - **Professionalism** - We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive.
  - **Commitment** - We shall be committed to the Ministry's objectives of providing accessible, equitable and quality education for all.
  - **Respect & Empathy** - We shall treat all stakeholders with dignity and politeness at all times. Embracing cultural diversity and tolerance.
  - **Transparency** - We shall carry out our activities in an open and most acceptable manner that bears scrutiny to the stakeholders we serve.
  - **Teamwork** - We shall exercise teamwork as the modus operandi for achieving strategic objectives. Ensuring Team building.

## OUR SERVICE PROMISE/STANDARDS

We will:

- provide adequate IT hardware/software and network infrastructure on the date of assumption of duty;
- handle all requests and enquiries within a day;
- carry out anti-virus health check daily;
- monitor network infrastructure daily;

- Substitute hardware (components) within 5 working days;
- Create IT usage awareness to staff members when need arises;
- Provide day-to-day helpdesk support.
- Backup all servers daily;
- Manage all licenses on a yearly basis and renew upon expiration;
- Train staff members on new applications within a month from the date of implementation.

## WHEN YOU CONTACT US

### **If you phone us**

- We will answer to your call within 3 rings;
- We will return your call within 2 days if we can't provide an answer immediately.

### **If you write to us**

- We will acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

### **If you visit us**

- We will attend to you within 5 Minutes if you have an appointment with us;
- We will respond to your questions while you are with us, if we cannot we will let you know why, and when you can expect an answer;
- If you need referral, we will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.

