

YOUR VIEWS COUNT

- IT 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 unhappy with our service delivery; and
- Give us your comments so that IT can improve our service.

WHAT IT Division ASK OF YOU

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

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

When you communicate with IT, please provide the following information:

- Your username
- Postal address/ email address/ telephone 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 IT Division whom you dealt with as well as the date and the time of the communication for better services delivery

FEEDBACK, COMMENTS AND COMPLAINTS

If you have any comment, suggestion or a request about the activities or services of the MOF-IT Division you should contact:

The Deputy Director: IT Division
Ministry of Finance
Moltke Street
Private Bag 13295
Windhoek
Namibia

Phone: +264 61 209 2407

E-mail: information.technology@mof.gov.na

- If you are not satisfied with the response from the IT Division's Service Desk, you may take the matter up with the Deputy Director: IT Division.
- Should you still not be satisfied with the response or action taken you may approach the Executive Director of the Ministry of Finance
- Should you still not satisfied you may approach the Minister of Finance
- 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 Finance

**CUSTOMER SERVICE
CHARTER**

DIVISION: INFORMATION TECHNOLOGY

The division is responsible for providing access to IT services, systems and networking administration to the Ministry of Finance



THIS CHARTER

- Outlines the service we provide (What we do)
- Defines who are our Customers
- Reflects our commitment
- Sets standard of service that you can expect from us at all times
- State what we will do if you contact us
- Your view count
- 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

- Ensure provision of 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 for the end-users
- Manage licenses and plan for software acquisitions;
- Provide on-site and remote technical support
- Create IT awareness to end-users;
- Update IT inventory
- Provide service desk support.

OUR CUSTOMERS

- Mof staff members
- MoF systems end-users (e.g. OMA,s; Traders, etc.)

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of accurate and timely office support service; and
- ✓ We strive to execute our duties within the following guiding **VALUES**

Integrity

We shall be honest, fair, respectful, transparent and consistent

Loyalty

We shall be committed to hard work and ensure that our actions are dedicated to the priorities and objectives of the Ministry

Competency

We will continuously improve on knowledge, skills and attitude and ensure quality service delivery

Accountability

We shall be answerable for our actions and responsive to our stakeholders

Transparency

We will carry out activities in an openly manner to the clients and Information on activities will be shared and readily available.

OUR SERVICE PROMISE/STANDARDS

We will:

- Ensure provision of 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;
- attend to hardware failures/needs within 2 hours;
- Replace damaged hardware components within 5 working days;
- Create IT usage awareness to staff members when need arises;
- Provide day to day servicedesk support;
- Backup all servers daily;
- Manage all licenses on a yearly basis and renew within a month of expiration;
- Continuously maintain and enhance IT systems.
- Update IT inventory annually;

WHEN YOU CONTACT IT DIVISION

If you phone us

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

If you write to us

- IT 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

- IT will attend to you within 5 Minutes if you have an appointment with us;
- IT 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.