



## **ICT RESOURCE OUTSOURCING AND COLLABORATION POLICY**

### **5.1 Introduction**

KIBU has a fully-fledged data center that provide technology services, with inbuilt infrastructure requirements such as reliable power supplies, precision cooling system, fire suppression system, CCTV surveillance system and centralized monitoring equipment. The data center is designed to support IT business continuity and are therefore managed by teams of specialist ICT staff. The services available at the data center can be utilized by other external entities, partners and collaborators either for commercial or research collaboration purposes.

### **5.2 Purpose**

This policy will put in place guidelines to procedures and processes to be followed whenever data center services are being provided to other entities.

### **5.3 Scope**

This policy will cover outsourcing of ICT services at the data center and other collaborative ICT services between the University and other institutions. The scope of services that will be offered to external entities include and not limited to cloud services which include Infrastructure as a service, software as a service, co-location services and virtual machines. These services may also be offered as collaboration tools with other Universities and research institutions. In addition, the specialized ICT staff can be used to offer ICT capacity development to other entities such as county government, schools and any other interested institution.

### **5.4 Procedure for Outsourcing of ICT services from the University**

The procedure below will be followed in Outsourcing of ICT services and collaboration engagements with the University

5.4.1 The University will receive the service request from the entity requesting for the service. The request shall be made to the Office of the Vice Chancellor.

5.4.2 Upon receipt of the request, the Directorate of ICT will assess viability of provisioning the service to the external entity.

5.4.3 The directorate will prepare a report be presented to the University management board for consideration and decision making.

5.4.4 The outcome of the UMB recommendation shall be communicated to the interested party in writing.