

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 Sub-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 a request about the activities or services of the Sub-Division you should contact:

Chief Systems Administrator
Sub-Division: IT Management (ITM)
Division: General Administration, ITM and Maintenance
Office of the Prime Minister
Parliament Building, 55 Love Street
Private Bag 13338
Windhoek
NAMIBIA

Phone: +264 61 287 2666
Fax: +264 61 232 585
E-mail: daitm.it@opm.gov.na

- If you are not satisfied with the response from the Sub-Division, you may take the matter up with the Director of Human Resources, Administration and Finance.
- If still not satisfied you may approach the Deputy Executive Director of the Department of Administration and Information Technology Management.
- If still not satisfied you may approach the Executive Director in the Office of the Prime Minister.
- Should you still not be satisfied you may approach the Prime Minister.
- If you still not yet satisfied you may approach the Office of the Ombudsman.



REPUBLIC OF NAMIBIA

Office of the Prime Minister

CUSTOMER SERVICE CHARTER

**DEPARTMENT: ADMINISTRATION AND INFORMATION
TECHNOLOGY MANAGEMENT**

**DIRECTORATE: HUMAN RESOURCES, ADMINISTRATION
AND FINANCE**

SUB-DIVISION: INFORMATION TECHNOLOGY

The Sub-Division is responsible for providing ICT services, systems administration and networking to the Office of the Prime Minister.



THIS CHARTER

- Outlines the service we provide (What we do);
- Defines who our Customers are;
- Reflects our commitment;
- Sets standard of service that you can expect from us at all times;
- States 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

- Facilitate provision of adequate IT hardware/software and Network infrastructure to staff members;
- Inspect network equipment and data backup;
- Prepare IT equipment for end users usage;
- Manage and monitor network performance;
- Acquire, customize, implement and maintain application systems;
- Manage IT licenses;
- Provide IT training to staff members;
- Provide help desk support;

OUR CUSTOMERS

- OPM Staff members

OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of ICT support services; and
- We strive to execute our duties within the following guiding VALUES:

CORE VALUES

Accountability

We will take responsibility for our actions.

Integrity

We shall be honest and ensuring systems and procedures are rules compliant.

Responsiveness

We will provide services when they are needed.

Accessibility

We will avail ourselves at all times to meet customer expectations.

Diversity and equality

We shall treat others with respect and in a manner that we would want to be treated.

Transparency

Our decisions shall be overt and open to criticism.

Innovative thinking

We will always look for innovative solutions to our challenges.

OUR SERVICE PROMISE/STANDARDS

We will;

- Provide adequate IT hardware/software and network infrastructure on the date of assumption of duty.
- Inspect network equipment and server data backup daily.
- Continuously monitor system failure logs.

- Handle all IT related requests and enquiries within a day.
- Substitute hardware components within 5 working days.
- Train Staff members on new application quarterly.
- Provide day-to-day help desk support.
- Manage licenses on a yearly basis.
- Avail IT equipment for end users usage when need arises.

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 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; and
- 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.

