



UNIVERSITY OF NAIROBI

University of Nairobi System of Websites Policy

Document

i) Definition of Terms

Domain Name: An identification string that defines or identifies a personal computer used to access the Internet, a server computer hosting a website or the website itself or any other service

Intellectual Property: Any new original or useful process, machine, composition of matter, life form article of manufacture, software, literary, artistic, musical work, or tangible property including new or improved devices, circuits, chemical compounds, drugs, genetically engineered biological organisms, data sets, software, musical processes, or unique or innovative uses of existing inventions that may or may not be patentable, copyrightable, trade markable or protectable under any other form of intellectual property;

University Community: Students and members of staff of the University or any other person formally admitted into association with the University;

University of Nairobi System of Websites” : refers to all University information published by University of Nairobi community on the World Wide Web at all addresses containing “*uonbi.ac.ke*”, and any other addresses adopted by the University. This includes pages published by academic departments as well as those managed by central administrative or service departments. It does not include personal pages published by members of staff.

ii) Acronyms

DVC (AA): Deputy Vice-Chancellor (Academic Affairs)

DVC (A&F): Deputy Vice-Chancellor (Administration & Finance)

ICT: Information & Communication Technology

ICTC: Information & Communication Technology Centre

SCI: School of Computing & Informatics

SONU: Students Organization of Nairobi University

URL: Uniform Resource

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UNIVERSITY OF NAIROBI

System of Websites Policy Document

1. *Preamble*

The University of Nairobi System of Websites is currently available on the World Wide Web and can be accessed using the URL: www.uonbi.ac.ke. This System of Websites hosts relevant information from the University's Colleges/Faculties/Schools/Centers/ Departments and Units. We host a mirror site of the University System of Websites abroad and can now boast of faster access from remote locations outside our intranet. Moreover, content update on both the local and mirror sites are done concurrently to synchronize both the local and mirror sites.

We are living in the information age and it is common knowledge that information is power. The University being an academic institution has a great need for knowledge consumption and dissemination. Consequently, the University System of Websites is an important strategic tool for carrying out the University's mission of teaching, research, consultancy and other operations. The Website facilitates dissemination of information on the World Wide Web and creates an open environment for the pursuit of knowledge to the extent consistent with the Constitution of Kenya 2010, University policies and all laws passed and applicable in the Republic of Kenya.

We note that the blue print document used to implement the System of Websites was discussed and passed by the Deans Committee on its 353rd meeting of 9th May 2006. The University System of Websites was revamped and re-launched on 29th January 2007 by the Vice-Chancellor. The major challenge that we have had with the System of Websites is managing the content and persistently keeping the information up to date. The System of Websites Policy document seeks to address these challenges. The Deans Committee on its 367th congregation of 24th July 2007 was mandated with the task of discussing and ratifying the System of Websites draft policy. The draft policy was passed albeit with minor adjustments which have since been incorporated.

1.1 Policy Objectives

- The main objective of the Website is to ensure accuracy, consistency, integrity of the content and protection of the identity and image of the University.
- To improve the University's visibility regionally and internationally and create a strong brand in line with our Strategic Plan.
- To provide a set of mandatory guidelines for the University of Nairobi System of Websites
- To guide the maintenance of the web content and evolution of the System of Websites to ensure continued reflection of the true status of the University within its web space.

1.2 Scope

The policy applies to all Websites developed in the University of Nairobi, the University community and all users and developers of the University System of Websites.

2. Policy Statements

2.1 Provisions

The University reserves the right to determine what information shall and shall not be placed on the Website. The Website is a public information resource that gives a high level overview of the organizational mission, structure, and operations.

2.2 University of Nairobi System of Websites Blueprint

- a) All the units of the University of Nairobi desiring to have their Websites hosted on the University server shall follow guidelines provided in the System of Websites Blueprint document.
- b) This policy may be revised in accordance with strategic management decisions involving the University System of Websites
- c) Failure to adhere to blueprint document guidelines may lead to denial of hosting on the University servers.

2.3 Accuracy

The University strives to present current and accurate information on the Website, but does not guarantee either the accuracy or currency of information posted on it. In the event of a conflict between the information on the Website and official information available at University offices, the official information shall prevail.

2.4 Notices of Public Hearings

When the University places notices of items on this Website, schedule for upcoming public meeting or hearing, it does so only to facilitate public access to such information, as a supplement to the legally required methods of posting notices.

2.5 Email and other forms of submissions

Persons submitting email, web and social media comments or questions to the University or to University officials or employees should be aware that the University cannot guarantee, nor does it entrust that such communications will remain private or confidential. Similar to mailed or delivered comments, comments received via email may become subject to public

disclosure. Persons making such submissions should exercise due diligence and be mindful of their language and expressions to the extent that they don't infringe on other people's rights.

2.6 Links to Other Websites

Links from the University System of Websites to any other Website shall be established on mutual agreement in conformance with the University of Nairobi regulations.

The University of Nairobi shall not be liable for the content, quality, or accuracy for the information referenced or linked to any other Website.

Any linkage to any other Website does not constitute an endorsement by the University.

2.7 Ownership

The University owns the central web pages, departmental web pages, and other web pages residing on any web server owned by the University, with the following exceptions:

- a) Course pages that include patent-able or copyrightable materials created by faculty members solely on their own initiative.
- b) Copyrightable works prepared by students as part of the requirements for a University degree program, as described in the Intellectual Property Policy.

2.8 Appropriate use of web space

The University's information and Communication resources are limited, thus official web pages may only contain current web content that supports University functions or programs. University Web developers may not store personal web pages or non-web files, such as backups, in any space designated for official web pages.

2.9 Domain names

Official Websites must be in the University's recognized domain name (*uonbi.ac.ke*) or any other adopted domain names. The University of Nairobi shall not host outside domains, without an approval by the relevant authorities. This service is only available to official websites.

Sub-domains within the *uonbi.ac.ke* domain may be given to the following categories of units in the University of Nairobi: -

- a) Colleges
- b) Academic Faculties/Schools/Institutes/Centers
- c) University wide service providers
- d) University wide staff and students Organizations
- e) And any other entity that the Vice-Chancellor may approve.

Registered domain names, whether or not actually used for the University Website, are to be protected and secured in a similar manner to any other valuable assets of the organization.

2.10 Commercial Activity

It is not acceptable to use University Websites for commercial activities except where the Vice-Chancellor approves. This will also apply to all personal websites hosted on the University Web Servers.

2.11 Website Content Management

- a) The University of Nairobi shall have administrative structures to ensure content management of all the University System of Websites. These shall include the Website Steering Committee, College Website Committee, Web Executive Officer, Web Communications Officer, College Web Communications Officer, Web Administration Officers and Web Support Officers.
- b) The Web Executive Officer and Web Communications Officer shall ensure that the privacy and confidentiality of information and content on the University System of Websites is not compromised.
- c) The heads of various units of the University (Colleges, Faculties/Schools/Institute/Centers, Departments and non-academic units) shall be responsible for the setting up, supervision, maintenance, review and authorization of website content.
- d) All Website updates shall be submitted in soft copy and accompanied by hard copy where necessary.
- e) All content shall adhere to the outlined content authoring standards.

2.12 Intranet

- a) Information that is classified as private and confidential but necessary for the University of Nairobi community shall be put in the University Systems of Intranets.
- b) The administration of intranets shall be at the discretion of the unit Web and ICT Officers.
- c) Where applicable, course materials and timetables, meetings notices and minutes, examination schedules shall be put in the intranets.

2.13 User Privacy

This policy establishes how UoN will use information we gather about you from your visit to our Website. The privacy of our users is of utmost importance to University.

- a) *To read or download information:* we may collect and store information for statistical purposes. For example, we may count the number of visitors to the different sections of our site to help us make decisions on how to improve service delivery. Similar information is gathered for anonymous ftp, remote account login, or for other comparable types of connections.
- b) *To send us an E-mail:* by sending us an electronic mail message, you may be sending us personal information (e.g., name, address, e-mail address), as an Information request. We may store the name and address of the requester as well as any information in the message in order to respond to the request or to otherwise resolve the subject matter of your email.

2.14 Security

The Director ICTC shall ensure that all content available on the University System of Websites and the mirror sites is secure and appropriate mechanisms are put in place to ensure data recovery in case of breach of security.

2.15 Accessibility

The Director ICTC shall ensure that the University System of Websites is accessible by use of appropriate technologies to achieve a high quality of service.

2.16 Prohibitions

Attempts to upload information to or change information on the University System of Websites are strictly prohibited unless authorized by relevant authorities. This prohibition does not apply to a user's submission of information via on-line content management system created by the University for that purpose.

2.17 Copyright, Trademarks, and Use of Images

Copyright laws that apply to printed material also apply to online publishing. Photographs, graphics, video, audio, or text created by another person may not be placed on a page without permission of the artist or author.

Any violation of copyright, trademark or any other law is the responsibility of the Web page author and not the University.

Permission is granted to download information from this Website, so long as such information is not used for commercial purposes.

All material posted to an official University of Nairobi Website is copyrighted by virtue of its posting.

3. Enforcement

By using the University's Systems of Websites, the user agrees to defend, indemnify, and hold harmless, the University of Nairobi, its agencies, officers, employees, representatives, and agents from and against all claims and expenses, arising out of the user's use of the University site or materials and information contained on it.

Any apparent violation of this policy should be reported to the appropriate administrative authority (Dean, Director, Department, or Program Chair) or to webmaster@uonbi.ac.ke.

To ensure compliance with these expectations, the University requires its authorized users of the information technology web resources to follow the web policies outlined above.

The University reserves the right to delete the account of a web account holder if a website posted on its server violates this or other University policies or practices. This action includes removing the Website from University Web server. In addition, disciplinary action may be applicable under other University policies, guidelines, implementing procedures, or collective bargaining agreements.

If you do not agree to or understand any or all of these terms, please do not use the University's Website.

If you accept all the policies stipulated above, then sign below

Name:.....

Signature:.....**Date**.....

4. Policy Implementation Strategy

The Web-Steering Committee & University of Nairobi College Website Committees

i) The Web-Steering Committee

a) Objectives

The purpose of the Web Steering Committee is to assist the Vice-Chancellor in setting priorities and determining the direction for the University System of Websites as a critical tool for enhancing the University image and furtherance of the University's vision and mission in the teaching, learning, research, and administrative functions. The Committee shall assist in setting long-term strategic priorities, overseeing related policies, and supporting the use of University Websites as vital means of communication for audience within and outside the University. The Committee shall report to the Vice-Chancellor and coordinate with the University Management Board on resource issues.

b) Membership

Members of the committee shall include the following:

- a) DVC – AA (**Chairperson**)
- b) College Representatives (from the College Website Steering Committees)
- c) The Director ICT Centre
- d) The Director SCI
- e) The University Web Executive Officer (Secretary)
- f) University Public Relations Officer
- g) Registrar Administration
- h) Academic Registrar
- i) Registrar Planning
- j) Registrar Student Affairs
- k) Registrar Research, Production & Extension (RPE)
- l) University Librarian
- m) Deputy University Librarian (Planning)
- n) Deputy University Librarian (Technical)
- o) Dean of Students
- p) SONU Vice-Chair (Academic Affairs)

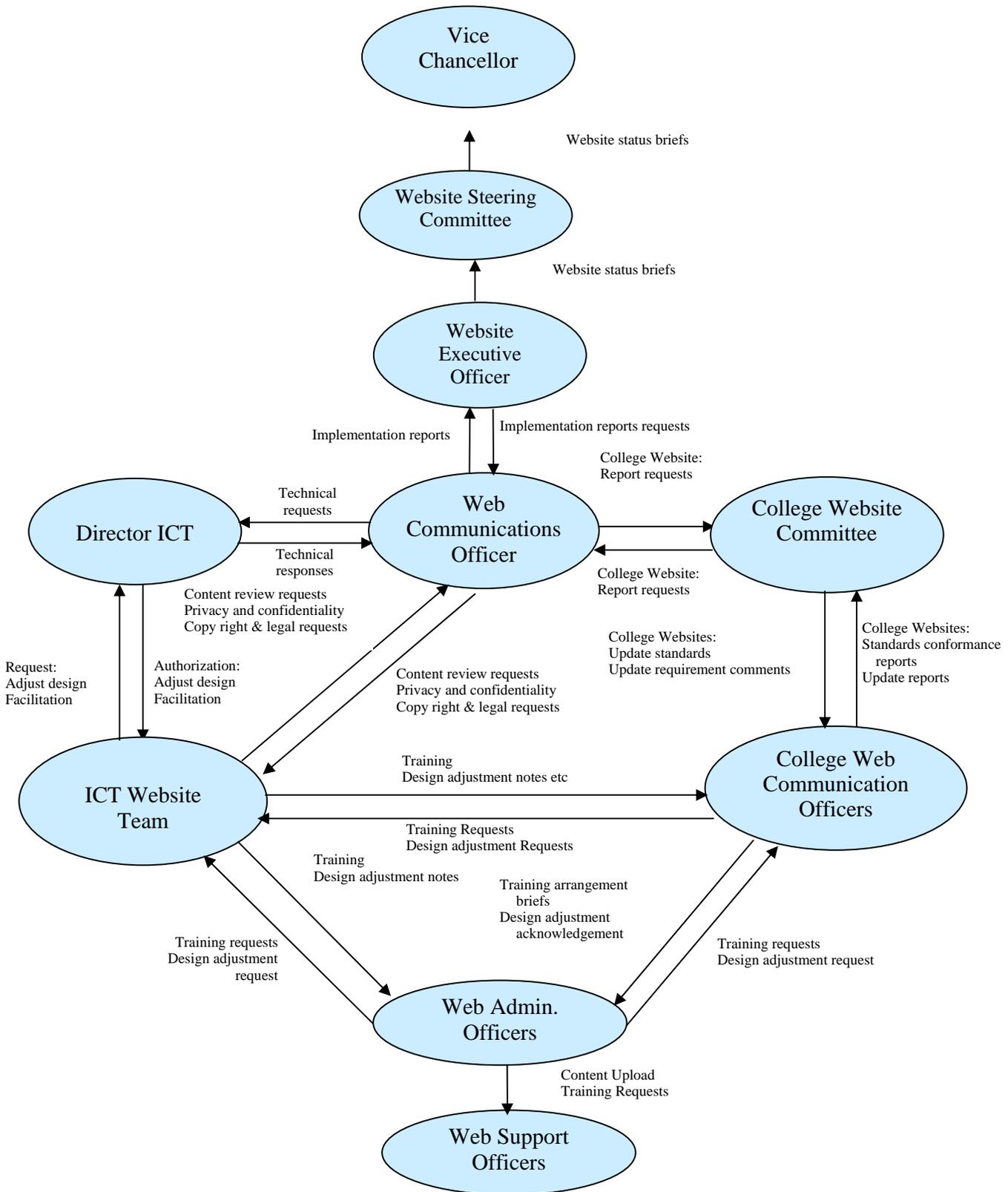
Other representatives of key offices of the may be asked to attend web steering committee meetings according to issues at hand.

c) Functions

The Website Steering Committee shall:-

- a) Make proposals to the Vice-Chancellor on executive level strategic management decisions involving University System of Websites
- b) In liaison with relevant stakeholders, be responsible for creating and clarifying appropriate website development policies and procedures, as part of the University's commitment to develop "best practices" for Web development
- c) Determine website usage guidelines for University System of Websites, and shall encourage departmental ownership of information.
- d) Ensure that the University System of Websites strategic objectives on content management are embedded in the overall University-wide strategic plan
- e) Provide leadership, set directions and identify priorities for University System of Websites in a timely manner, making sure that the University remains at the forefront of innovative web utilization for higher education
- f) Review and approve appropriate recommendations touching on University Websites made by the College Website Committees, stakeholders and from feedback from the general audience
- g) Be responsible for designing and developing innovative marketing and publicity strategies to improve audience understanding and enhance the institutional image of the University of Nairobi through its websites
- h) Ensure that annual evaluations are carried out on the effectiveness of University System of Websites
- i) Provide guidance to the office of the University Web Executive Officer, Web Communications Officer, and the College Website Committees, on the implementation of its decisions

Administrative Structure



ii) College Website Committees

a) Objectives

The purpose of the College Website committee is to oversee the implementation of University's strategic priorities and set policies with regard to University System of Websites at the college level.

In this policy, Central Administration and SWA will be treated as colleges.

b) Membership

Members shall include the following:

- a) The College Principal/Administration Registrar/ Director SWA (**Chairman**)
- b) The College Registrar (**Secretary**)
- c) Deans and Directors at the College
- d) Web Officers/Champions within the College
- e) The College Bursar
- f) The College ICT Officer in Charge
- g) Assistant Dean of Students
- h) College Librarian
- i) SONU College Representative

Other faculty representatives and representatives of key offices of the College may be asked to attend committee meetings according to issues at hand.

c) Functions

The College Web committee shall:

- a) Oversee the implementation of policy, guidelines and recommendations of the Web Steering Committee at College level
- b) Recommend to the University Website steering committee any relevant issue, policy, or feed-back from audience concerning the University System of Websites
- c) Use the in-depth knowledge of their colleges, vis-à-vis the University System of Websites information requirements, to identify appropriate information sources
- d) Provide guidance to Web Officers and Website Champions with respect to the implementation of the committee's decisions

iii) Web Executive Officer

a) Objectives

In order to ensure continued management of the content of the University System of Websites, there is need for a Web Executive Officer who will ensure that the image of the University as presented in its System of Websites is accurate, current and complete. The University Web Executive Officer shall be appointed by and report to the Vice- Chancellor

The Web Executive Officer shall:

- Work in liaison with the offices of the Vice-Chancellor, DVC(AA), DVC(A&F), Public Relations Officer, Legal Officer, the Director, ICT Centre, the Director, Centre for International Programs and Links and College Website Committees, headed by the respective College Principals
- Be a member of the University Website Steering Committee, where the officer shall play the key role of informing the committee so as to facilitate decision making

b) Functions

The University Web Executive Officer shall:

- a) Oversee the University of Nairobi's online corporate identity and work with departments to ensure that the identity is correctly implemented
- b) Have the custody of the University Website policy and therefore ensure its' implementation
- c) Liaise extensively with various key University offices to encourage broad ownership of the online content by the members of the University of Nairobi community
- d) Spearhead and coordinate content review process by ensuring creation, supply and update of fresh website content.
- e) Liaise with the various offices that are the source of website content to ensure that the website content is updated
- f) Liaise with the appropriate offices to ensure that the online content does not breach the privacy and confidentiality of or cause any damage to the University collectively or to the individual members of the University
- g) Carry out the checks to ensure that copyright clearances and other legal requirements are satisfied

- h) Provide support to the University administration as well as the teaching units on the development of online communication strategies and the University business, which can be done online.
- i) Periodically audit/review of the University of Nairobi's web content, including currency, broken links and display as well as analyze web usage
- j) Attend various University of Nairobi meetings where information is generated/synthesized
- k) Be secretary to the University Website Steering Committee

c) Skills and Competences

The Web Executive Officer shall be expected to have the following skills and competences:

- a) Excellent writing and editorial skills, especially writing for the Web
- b) Project management skills to assess appropriate priorities and organize workload on multiple assignments
- c) Knowledge of the Internet/Web technologies
- d) Strong interpersonal skills
- e) Content evaluation, review, forecasting and management
- f) Ability to create and edit short videos

iv) ICT Website Team

a) Objectives

To provide technical guidance and solutions on issues pertaining to design, development and implementation of the University System of Websites.

b) Functions

- a) Analysis of the Information requirements received from different stakeholders, propose and design the necessary structures
- b) Analysis and advice on the various website training needs of the University community.
- c) Conduct web-related trainings.
- d) Prepare website technical reports
- e) Recommend re-design of University System of Websites in line with technological advancements.
- f) Put in place the necessary security measures to ensure information safety, privacy and confidentiality

- g) To advise the University management on the hardware and software resources required for website development and hosting.
- h) Ensure that the website is accessible at good speeds both locally and internationally

v) College Web Communications Officer

a) Objectives

The Officers shall be responsible for the sourcing for content from authentic sources and ensuring its placement into their College Websites. To review the information on the respective websites, indicate gaps and suggest further information that may be necessary.

b) Functions

The College Web Communication Officer shall play the following roles:

- a) Meeting regularly with Web Administration and Support Officers
- b) In liaison with the College Website Committee, approve and publish general information, announcement and publications, as necessary, guide, direct, or help Web Administration and Support Officers and Web Champions.
- c) Responding to requests concerning appropriateness, timeliness, accuracy, or completeness of information in the College
- d) Recommending web-related enhancements to the College Website Committee
- e) Advising on web training requirements in the College
- f) Liaising with ICT Centre on technical issues

c) Skills and Competencies

The Website Communications Officers is expected to have to following skills:

- a) Knowledge of internet and Web technologies
- b) Excellent writing, editing and communication skills.
- c) Project management skills to assess appropriate priorities and organize workload on multiple assignments
- d) Good interpersonal skills and the ability to work effectively with varying levels of management; team player with ability to prioritize multiple projects but also work independently once given direction;
- e) Ability to create and edit short videos
- f) Strong interpersonal skills
- g) Content evaluation, review, forecasting and management

vi) Web Administration Officer

a) Objective

This officer shall work under the guidance of the College Web Communications Officer or Project Leader, Website. The role of this officer will be to provide technical guidance and solutions on issues pertaining to design, development and implementation of unit websites. The officer will upload/place website content for the unit originating and owning that content.

b) Functions

The Web Administration Officers are expected to have to perform the following functions:

- a) Responding to requests concerning appropriateness, timeliness, accuracy, or completeness of information in the unit
- b) Advising on web training requirements in a unit
- c) Participating in website-related training
- d) Receiving and reviewing content intended for update
- e) Placement and update of content in line with the guiding standard
- f) Implementing the recommendations of the College Website Committee.

c) Skills and competencies

The Web Administration Officers are expected to have to have the following skills:

- a) Knowledge of internet and website technologies
- b) Graphic design skills and particularly in layout and typography
- c) Excellent organizational, analytical and writing skills.
- d) Good interpersonal skills and the ability to work effectively with varying levels of management; team player with ability to prioritize multiple projects but also work independently once given direction;
- e) Reasonable knowledge of the organizational structure of the University
- f) Appreciable knowledge of the academic, research and administrative functions of the University

vii) Website Support Officers

a) Objective

This officer shall work under the guidance of the College Web Communications Officer and Web Administration Officer. The role of this Officer will be to input/upload/place website content for the unit originating and owning that content and support the website.

b) Functions

- a) Receiving content intended for update.
- b) Placement and update of content in line with the guiding standard.
- c) Implementing the recommendations of the College Website Committee.
- d) Participating in website-related training

c) Skills and competencies

- a) Knowledge of internet and website technologies
- b) Ability to use common office automation software applications including standard word processing and simple text editors
- c) Reasonable knowledge of the organizational structure of the University
- d) Appreciable knowledge of the academic, research and administrative functions of the University
- e) Appreciation of the duties, responsibilities and roles of the various categories of personnel in the University