

WHAT WE ASK FROM YOU

The quality of service we provide to you depends on the input and co-operation we receive from you.

We therefore request you to:

- Be timely and concise in providing required information to us.
- Co-operate with our team when conducting your ICT needs
- Promote, respect and understand of our common goal as we work together as a team.
- Timely provide adequate resources.
- Take our views into account.

All feedback or requests for information about the activities of the DPSITM should be directed to:

Deputy Permanent Secretary: DPSITM
Office of the Prime Minister
Brendan Simbwaye Square
Ground Floor, Room 025
Tel: +264-61-205 6203
Fax: +264-61-257 529

or

use one of the following e-mail addresses:
enquiries@opm.gov.na; info@opm.gov.na;
suggestions@opm.gov.na

or

If you are not satisfied with any response received, please write to the Permanent Secretary at:

Office of the Prime Minister
Private Bag 13338, Windhoek

The Permanent Secretary will channel the complaints to the DPSITM. If you are not satisfied with the response from the DPSITM, you need to take the matter up with the Permanent Secretary.

YOUR VIEWS COUNT

We strive to render a service that will meet your needs and we therefore need to know your views on the quality of the service we provide in comparison to what you expect from us.

If you are not satisfied with our services, we will appreciate it if you could inform us about your concerns.

We are continuously trying to improve our service standards and will consider your views when reviewing the quality of our service.

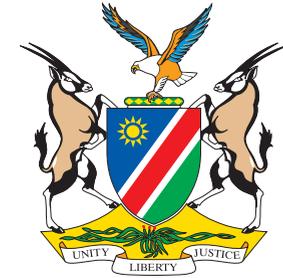
FEEDBACK/COMMENTS

In giving us feedback, we ask that you

- Provide us with your full name, Unit / Directorate, O/M/A, telephone, email address and / or fax number
- Provide a clear description of your particular concern or requirements
- Indicate what kind of response you would expect
- Keep a record of your request and the person who deals with the issue, as well as the date and the time of the communication

We will:

- Handle your concerns as soon as possible
- Give an explanation telephonically or in writing
- Admit our mistake, rectify where applicable and offer an apology when applicable



Republic of Namibia

Office of the Prime Minister

DEPARTMENT OF PUBLIC SERVICE INFORMATION TECHNOLOGY MANAGEMENT (DPSITM)

CUSTOMER SERVICE CHARTER



THIS CHARTER

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

WHAT WE DO

- Promote and coordinated the implementation of the e-Government initiatives.
- Oversee and monitor the acquisition of hardware and software and entry into Service Level Agreements (SLAs)
- Promote and coordinate the development of sectoral and integrated information systems
- Provide technical support to OMAs in the development, implementation, operation and maintenance of ICT infrastructure in the public service
- Facilitate specialized ICT training in the public service.

OUR CUSTOMERS

- Offices, Ministries and Agencies (OMAs)
- Regional Councils (RCs)

OUR COMMITMENT TO YOU

We strive toward.

Becoming the Centre for Valuable and Sustainable ICT Innovation in the Namibian Public Service.

Our core values are founded on six principles, namely;

Accountability

We shall be accountable for carrying out responsibilities efficiently, timely and with integrity

Integrity

We will be honest and truthful in our dealings with our customers.

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

Responsiveness

We will be act flexibly, timely and accurate in realizing our customers' expectations.

Accessibility

We will avail ourselves in order to provide our customers with service they need.

Diversity and equality

We are different but equal and united in purpose to produce excellent services to our customers.

Our core activities includes:

- Provision of service concerning the development and maintenance of up-to-date and viable computer Information Systems based on both political and administration matters.
- Rendering of technical advice , policy guidance and standards concerning the planning, development, implementation and maintenance of computerization programs in the Public Service.
- Provide operational network and data services; investigate Offices, Ministries and Agencies (OMAs) computer related needs; recommend appropriate systems and coordinate acquisition of hardware, software and IT training in the entire Public Service.
- Promotion of the rational development of Information Technology and the application of computer related equipment in the Public Service.
- Ensuring the efficient and effective use of ICT resources in the Public Service.

OUR SERVICE PROMISE/STANDARDS

We will comply to the following applicable ICT standards:

- Provide you with hardware and software specifications within 1-5 working days
- Develop information and application systems within 3-24 months
- Develop OMAs websites within 1- 3 months
- Provide technical support and network services within the following service levels.
 - ◇ Mission critical: 2-4 hours
 - ◇ Very important systems: 4-8 hours
 - ◇ Important but not urgent: 8-16 hours

WHEN YOU CONTACT US

By telephone, we will:

- Answer the telephone within three (3) rings
- Identify ourselves by name
- Inform you when you can expect a full response if we cannot answer your enquiry immediately

In writing, we will

- Acknowledge receipt of all e-mails within the same day.
- Reply to all correspondence within four (4) working days.
- Provide solutions within minimum interruption time (1 hour) depending on the complexity of the incident.

We will treat faxes and e-mail as letters

Personally, we will:

- See you within the agreed time if you have made an appointment.
- Answer your questions immediately, but if we can- not we will let you know why and when you can expect an answer from us.