

# Client Service Charter

ZCHPC's promise to its clients stems from our mandate to provide sovereign high-performance computing, advanced ICT services, research support, and training to drive national research, innovation, modernisation, and industrialisation. Our promise to clients is anchored on our Core Values (P.E.A.C.E) of Professionalism, Ethics, Agility, Collaboration, and Excellence.

## **Our Valued Promise**

ZCHPC commits to:

1. Consistently treat all clients and stakeholders with equity, respect, dignity, and professionalism at all times.
2. Provide secure computing environments and uphold data protection, confidentiality, and cybersecurity standards.
3. Provide reliable and responsive support services during business hours (Monday to Friday, 0800hrs–1630hrs), with continued support after hours through email, telephone, and digital platforms where necessary.
4. Answer all telephone calls courteously within three (3) rings during operating hours.
5. Attend to all visitors at reception courteously within two (2) minutes of arrival.
6. Acknowledge receipt of all correspondence promptly, including automated acknowledgement of electronic communications.
7. Acknowledge service requests or support tickets within 24 hours.
8. Provide regular updates for major incidents until resolution.
9. Ensure high availability of supercomputing, cloud, and hosting infrastructure, including 24/7 availability of critical HPC systems.
10. Resolve at least 50% of reported service incidents within 24 hours, subject to complexity and scope.
11. Respond to localised incidents within 24 hours, remote incidents within 48 hours, and critical infrastructure incidents within 72 hours.
12. Notify clients at least five (3) days before commencement of planned maintenance activities.
13. Provide quotations not requiring site surveys within 24 hours, and those requiring site surveys within 72 hours.
14. Deliver services in accordance with agreed Service Level Agreements (SLAs), contracts, and implementation schedules.
15. Ensure value for money through efficient, effective, and transparent use of resources.
16. Provide reliable, secure, and scalable high-performance computing and ICT solutions.
17. Provide accurate, adequate, and up-to-date information on ZCHPC products, services, and programmes.
18. Maintain effective feedback, complaints-handling, and dispute-resolution mechanisms.

## **Feedback Mechanisms**

ZCHPC values feedback from its clients and stakeholders regarding the quality of service offered. Any concerns, complaints, queries, comments, or compliments relating to this Client Service Charter should be directed to ZCHPC Executive Management through the contact details below:

### **Physical Address:**

Zimbabwe Science Park 1, University of Zimbabwe  
630 Churchill Avenue  
Mount Pleasant, Harare, Zimbabwe

### **Telephone:**

+263 (242) 334420 / +263 (242) 334895  
Email: [helpdesk@zchpc.ac.zw](mailto:helpdesk@zchpc.ac.zw)  
Website: [www.zchpc.ac.zw](http://www.zchpc.ac.zw)