ZCHPC

Accelerating innovation through Supercomputing

ZCHPC's commitment to our clients stems from our history of providing national high performance computing services, high-level ICT services, research support and training aimed at advancing national research, innovation, modernisation and business development. Our commitment to our clients is anchored on our core values, summarised as P.E.A.C.E: Professionalism, Ethics, Agility, Collaboration, and Excellence.

CORE VALUES: **P** PROFESSIONALISM | **E** ETHICS | **A** AGILITY | **C** COLLABORATION | **E** EXCELLENCE

Our Key Pledge

ZCHPC commits to:

1. Treating all our clients and everyone we engage with equality, respect, dignity and professionalism at all times.
2. Providing a secure computing environment and maintaining data protection, confidentiality of information, and safeguarding of ICT security.
3. Providing reliable and readily available help desk support during working hours (Monday to Friday, from 8am to 4:30pm) and continuing to provide after-hours support via email, telephone and other technology platforms where necessary.
4. Answering all calls courteously before the third ring during working hours.
5. Welcoming and attending to all visitors who arrive at reception with courtesy within two minutes of arrival.
6. Promptly acknowledging receipt of all correspondence, including automated responses to messages sent electronically.
7. Acknowledging service requests or providing feedback on support tickets within twenty-four (24) hours.
8. Providing continuous updates on reported major incidents until they are resolved.
9. Ensuring the continuous operation of major supercomputing, cloud and hosting systems, including the availability of critical HPC systems twenty-four (24) hours a day, seven (7) days a week.
10. Resolving at least fifty percent (50%) of reported incidents within twenty-four (24) hours, depending on the severity and complexity of the issue.
11. Responding to on-site incidents within twenty-four (24) hours, minor incidents within forty-eight (48) hours, and those affecting critical systems and equipment within seventy-two (72) hours.
12. Notifying clients three (3) days in advance before commencing scheduled maintenance work.
13. Providing quotations that do not require a site inspection within twenty-four (24) hours, and quotations that require a site inspection within seventy-two (72) hours.
14. Delivering services to our clients in accordance with Service Level Agreements, contracts, and agreed project timelines.
15. Ensuring value for money through the efficient, effective and transparent use of available resources.
16. Providing reliable, secure and scalable high performance computing and ICT solutions.
17. Providing accurate, adequate and timely information about ZCHPC, its services and its programmes.
18. Maintaining effective channels for receiving feedback, handling complaints, and resolving disputes.

Channels for Receiving Client Feedback

ZCHPC values feedback from our clients and stakeholders regarding the quality of the services we provide. Any concerns, complaints, queries, feedback or commendations relating to this Client Service Charter may be directed to ZCHPC Senior Management using the contact details below:

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

Telephone:
+263 (24) 2 334420
+263 (24) 2 334895

WhatsApp:
+263 712 053 221
+263 785 005 163

Email:
business@hpc.ac.zw
support@hpc.ac.zw

Website:
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