



Client Service Charter

Chitsidzo cheZCHPC kuvatengi vayo chinobva pachinangwa chedu chikuru chokupa unyanzvi hwemberi pakushandisa makombiyuta nemumabasa eICT, tsigiro mutsvakurudzo uye kupa dzidziso inosimudzira tsvakurudzo munyika, kuvamba zvitsva, kufambirana nenguva nokusimudzira budiro yeindasitiri. Chitsidzo chedu kuvatengi chinotsogirwa nezvikuru zvatnokoshesa (P.E.A.C.E.), zvichireva Professionalism (Unyanzvi), Ethics (Unhu), Agility (Uchenjeri), Collaboration (Kubatana), Excellence (Ushasha).

Vimbiso Yedu Yakakosha

ZCHPC inozvipira kuita zvinotevera:

1. Kubata vatengi nevamwe vose vatinobata navo zvine ruenzaniso, ruremekedzo, chiremera neunhu hwebasa nguva dzose.
2. Kupa nzvimbo yakachengeteka pakushandisa unyanzvi hwemakombiyuta uye kusimudzira Kuchengetedzwa kwetsvakurudzo isati yaongororwa, kusaburitsa zvakananga nokukoshesa kudzivirirwa kwezvose zvine chokuita nokushandiswa kwemakombiyuta.
3. Kupa rubatsiro rwune chivimbo nokukurumidza munguva dzebasa (Muvhuro kusvika Chishanu, 0800hrs–1630hrs), nokuendera mberi nokubatsira kunyange nguva dzebasa dzapfuura kuburikidza netsamba dzekunyora nekombiyuta, nhare, nedzimwe nzira dzokutaurirana pamhepo pose pakakodzera.
4. Kudavira nhare dzose zvine ruremekedzo, nhare yarira kasingadariki katatu panguva dzebasa.
5. Kubatsira vaenzi vose vasvika pahofisi yokugamuchira vanhu zvine ruremekedzo mumaninetsi maviri munhu asvika.
6. Kukurumidza kuzivisa vatinyorera kuti tagamuchira tsamba dzavo kusanganisira kupa mhinduro dzepadandemutande kumashoko anenge atumirwawo padandemutande.
7. Kugamuchira zvichemo zverubatsiro nokuita zviri patiketi rokukumbira rubatsiro maawa makumi mana (24) asati apera.
8. Kuramba tichipa mashoko mushure munguva shomanana yoga yoga maererano nezvitiko zvikuru kusvika dambudziko riri kugadziriswa rapera.
9. Kuona kuti pane mukana mukuru wekuvapo kwemakombiyuta huru, kushanda kwemakombiyuta padandemutande nezvivakwa zvokuchengetera tichisanganisira nekuvapo kwezvakakosha zveMaHPC zuva nezva uye nguva dzose.
10. Kukwanisa kugadzira mabasa angaita zvidimbu makumi mashanu kubva muzana (50%) kana kupfuura maawa makumi maviri nemana asati apfuura zvichienderana nokuoma nokura kwemabasa acho.
11. Kubatsira pamabasa aitika pedyo maawa makumi maviri nemana (24) asati apfuura, ari kure pasina kupera maawa makumi mana nemasere (48) uye mabasa akanangana nezvivakwa zvokuchengetera, maawa makumi manomwe nemaviri (72) asati kupfuura.
12. Kuzivisa vatinoitira basa nezvekutanga kwehurongwa hwebasa rinoda kuitwa mazuva matatu asati apfuura.
13. Kupa tsamba yemubhadharo unodiwa pabasa risingadi kuongororwa panzvimbo yaro maawa makumi maviri nemana asati adarika, uye kupa tsamba imwe chete maawa makumi manomwe nemaviri asati apera kana basa richida kutanga raongororwa panzvimbo.
14. Kuita basa tichitevedzera Service Level Agreements (SLAs) dzaabvumiranwa, chibvumirano chiripo nehurongwa hwekuitwa kwebasa.
15. Kuita kuti udzamu hwebasa huenderane nemari kuburikidza nekushanda zvakanaka, zvinobudirira uye kushandisa zvombo zwebasa zvine chivimbo.
16. Kupa unyanzvi hunotendeseka, kuchengeteka uye kusimudzirwa pakushandisa makombiyuta anokurumidza uye kuunza mhinduro dzeICT.
17. Kupa ruzivo rwechokwadi, rwakakwana uye rwunoenderana nemamiriro ezvinhu panguva iyoyo maererano nezvigadzirwa, mabasa nezvirongwa zveZCHPC.
18. Kugara tichipa mhinduro dzinobatsira, kudzimura nyunyuto nomazvo nokuva nenzira dzakanaka pakugadzira kusanzwisana.

Nzira Dzokupa Maonero

ZCHPC inokoshesa maonero evatengi navose vainoshanda navo panyaya yemanakiro ebasa rainoita. Zvinetso zvose, nyunyuto, maonero kana rumbidzo zvine chokuita neClient Service Charter zvinofanira kuunzwa kuZCHPC Executive Management nenzira dzinotevera:

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