



# THE ZCHPC CLIENT CHARTER

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## **1.0 PREAMBLE**

Zimbabwe Centre for High Performance Computing is a wholly owned government research institute established by the Statutory Instrument SI 168 of 2019 as read with section 69 of the Manpower Planning and Development act (chapter 28:02) and is under the Ministry of Higher and Tertiary Education, Innovation, Science and Technology Development. The research institute is mandated to provide training and supercomputing services to the nation as well as supporting national research, development and innovation for Modernisation and Industrialisation.

The ZCHPC programmes were strategically designed to address what the nation wants, guided by the National Priority Programmes. In order to meet its objectives, the research institute is conveniently divided into two (2) Divisions namely Systems Support Division and Applications Division. The Systems Support Division is the one that looks after the health of the machine and the technology. The Applications Division is the one that specialises in different applications for modernisation and industrialisation of Zimbabwe. This Division is organised into four (4) sections; (1) Geospatial, Space and Earth Sciences Section, (2) Artificial Intelligence and Big Data Section, (3) Life Sciences Section and (4) Engineering Section. The administrative matters of the Centre are catered through the following sections (1) Finance and administration, (2) Human Resources and (3) Procurement Management Unit.

ZCHPC programmes and activities are derived from the Second Science, Technology and Innovation Policy of Zimbabwe (2012), Cabinet approved Government of Zimbabwe Priority Programmes on Innovation, Science and Technology Development, Ministry of Higher and Tertiary Education, Innovation Science and Technology Development (MoHTEISTD) Minister's five year plan, MoHTEISTD strategic plan, National Development Strategy 1 (NDS1) as well as Vision 2030.

ZCHPC programmes and activities are also anchored on Heritage base Education 5.0, the underlying principle being education, science and technology system that produces goods and services for modernisation and industrialisation of Zimbabwe.

## **2.0 VISION**

The vision for ZCHPC is "World class supercomputing solutions for research, development, innovation and industrialisation by 2030".

## **3.0 MISSION**

To provide high performance computing infrastructure and integrated services that promote research, development and innovation.

## 4.0 CORE VALUES

As ZCHPC we strive by our core values. Our core values are represented by the acronym **AIICE**:

- **Agility:** Swift response to the HPC community
- **Innovation:** Better high performance computing solutions that meet new requirements in a changing world.
- **Integrity:** Ethical, moral, honest and honourable way of delivering HPC services.
- **Collaboration:** Working together with HPC stakeholders to achieve common goals.
- **Excellence:** Provision of outstanding and quality supercomputing services.

## 5.0 MANDATE

HPC was established in terms of S.I 168 of 2019 to provide the following

- i. supercomputing services for processing of complex data to individuals or organisations that require such services;
- ii. support national research, development and innovation for national socio-economic development;
- iii. establish facility for advanced scientific, business, engineering and computing systems, meant to solve
- iv. complex computing problems, including provision of technical support for users of such systems;
- v. increase the number of researchers, educators and students with specialised skills through accessing the High-Performance Computing resources;
- vi. promote greater collaboration with and within government, parastatals, agencies, departments, institutions, organisations, laboratories, industry,
- vii. business and institutions of higher and tertiary education;
- viii. create an incubation hub for high end computational research.

## 6.0 TERMS OF REFERENCE

The terms of reference for ZCHPC are:

- i. Statutory Instrument 168 of 2019
- ii. Manpower Planning and Development (Zimbabwe Centre for High Performance Computing) Regulations 2019.

## **7.0 OVERALL FUNCTIONS**

**The functions of ZCHPC shall be to—**

1. Be the custodian of the national supercomputer and its system;
2. Provide high performance computing services, resources and expertise to solve any computationally-intense research problems in science, policy, business and engineering disciplines;
3. Provide advanced user support and human resource development in all aspects of high-performance computing;
4. Provide training to HPC users for the educational and business purposes;
5. Provide system security, reliability and resilience of computing and networking systems;
6. Provide incubation hub facilities for national computational research;
7. Develop national scientific programs in collaboration with other agencies, departments and institutions as appropriate, to improve the usage of cutting-edge technology at all levels of government, business and institutions of higher and tertiary education through;
  - i) provision of short, mid to long-term basic applied research projects and programmes in line with high performance computing application;
  - ii) provision of research and development on, and demonstration of, technologies to advance the capacity and capabilities of high-end computing, storage, networking and related software programmes;
  - iii) provision of sustainable HPC access by the research community throughout Zimbabwe and beyond.
8. Perform such other functions as may be assigned by the Committee from time to time for the achievement of the given mandate.

## **8.0 DEPARTMENTS AND THEIR CORE FUNCTION**

### **8.1 Applications Division**

**The functions of the applications divisions are to;**

- a. Be responsible for business development, customer relations, marketing, consultancy and research;
- b. Facilitate specialised research and development projects and activities on ZCHPC application areas including geospatial and earth observation science, engineering, life sciences, artificial intelligence and big data analytics;
- c. Carry out strategic planning, implementing monitoring and evaluation of operational functions specifically developing future plans for Centre systems, facilities and personnel;
- d. Ensure effective communication between ZCHPC and HPC users and stakeholders;
- e. Coordinate quality management systems;
- f. Collaborate with HPC users to determine their needs, and translate them into business requirements to drive sales and improvements;

- g. Direct the development of project strategy and budget in line with the ZCHPC constitution;
- h. Facilitate HPC user training, workshops and conferences;
- i. Be responsible for generating revenue;
- j. Negotiate all agreements;
- k. Identification future business needs and make recommendations;
- l. Develop and promote human and institutional capacity strengthening in the field of High-Performance Computing in Zimbabwe.

## **8.2 Systems Support**

**The functions of the Systems Support division are to;**

- a. Be responsible for directing and overseeing the ZCHPC functions including security, design, development installation and maintenance of hardware and software according to stakeholder needs and the strategic vision;
- b. Lead, manage, mentor, and build an engineering team to deliver innovative advances in High-Performance Computing;
- c. Identify and incorporate new technologies to High Performance as the new technology become available; carry out strategic planning of technical functions specifically developing future plans for Centre systems, facilities and personnel;
- d. Be responsible for the acquisition of infrastructure equipment and software.

## **8.3 Finance and Administration**

**The functions of the Finance and administration division are to;**

- a. Developing business plans, timelines and budgets to perform financial projects;
- b. Developing and maintaining standard financial and administrative procedures;
- c. Monitoring and managing expenditures within allotted budget;
- d. Ensure the preparation and maintenance of all financial records; and
- e. Identify and resolve financial and administrative issues.

## **8.4 Procurement Management Unit**

**The functions of a procurement management unit are to;**

- a. Planning the procurement activities; and
- b. Securing the adoption of the appropriate method of procurement; and
- c. Preparing bidding documents for the design of contract specifications and the evaluation criteria; and
- d. Preparing bid notices and short-lists; and

- e. Managing bidding processes, including pre-bid meetings, clarifications and the receipt and opening of bids; and
- f. Managing the evaluation of bids and any post- qualification negotiations required; and
- g. Supervising its procurement evaluation committee and—
- h. Ensuring that the committee has carried out its duties; and
- i. Receiving evaluation reports from the committee and ensuring that they are correct and have been
- j. Prepared in accordance with the Public Procurement and Disposal of Public Assets Act [Chapter 22:23];and
- k. Preparing evaluation reports, including contract award recommendations, where the value of the procurement is less than the prescribed threshold; and
- l. Submitting all evaluations to its procuring ZCHPC's accounting officer; and
- m. Preparing contract documents and amendments; and
- n. managing procurement contracts or overseeing their management; and
- o. preparing such procurement reports.

## **8.5 Internal Audit**

### **The functions of the Internal Audit Department are:**

- a. Evaluate the Centre's governance procedures
- b. Conduct an effective amendment of the effectiveness of risk management process and the internal control framework.
- c. Systematically analyse and evaluate business process and associate controls.
- d. Assess and report on compliance with statutes laws, regulations and he Centre policies and procedures.

## **8.6 Legal Department**

### **The functions of the Legal Department are:**

- a. Arranges meetings for the Board and Executive Committee as well as coordinate to ensure that all resolutions have been implemented and complied with the Manpower Planning and Development (Zimbabwe Centre for High Performance Computing) Regulations, 2019. Ensures the effective administration and minute-keeping of these meetings.
- b. Assists in the evaluation of the performance of the Board.
- c. Prepares and keeps important documents of the Centre.
- d. Represents the Centre in all legal matters.
- e. Researches on legal matters and works in liaison with external lawyers where necessary
- f. Provides appropriate legal advice to the Executive and the Board, and ensures regulatory compliance as necessary

- g. Stays abreast with corporate law, regulations and compliance measures and updates the Centre of any changes.
- h. Drafts and review contracts.
- i. Advises the Centre and the Board on regulatory Compliance matters in accordance with the applicable legislation.
- j. Analyses and identifies legal risks and implications.
- k. Gives legal advice to internal departments.
- l. Ensures that the Centre complies with relevant statutory and regulatory requirements.
- m. Ensures that all the licenses, agreements and permits of the Centre are valid and ensures the renewal of all legal contracts before lapsing.
- n. Ensures the development of service level agreements for service support and delivery with third parties.
- o. Investigates and ensures corrective action on issues of non-compliance as may be required.
- p. Oversees all the legal implications of new projects and advises on intellectual property rights.

## **9.0 OUR CLIENTS**

**ZCHPC was created to serve the following:**

### **9.1 INTERNAL**

- ZCHPC Staff

### **9.2 EXTERNAL**

- Researchers and Students
- Industry and commerce
- MDAs
- Financial Institutions
- Health Service Providers

### **9.3 STAKE HOLDERS**

- MoHTEISTD
- Parliament of Zimbabwe
- Office of the President and Cabinet
- Office of the Auditor General
- Ministry of Finance and Economic Development
- Suppliers of goods and services

## **10.0 SERVICE DELIVERY STANDARDS AND COMMITMENTS**



- **GENERAL**

- 10.1** We pledge to have a client charter that will be reviewed annually.
- 10.2** We are available to our clients during business hours from Monday to Friday from 0800hrs to 1630hrs. However we are also accessible after normal working hours, weekends and public holidays through the following mediums; mobile communications, email and social media platforms.
- 10.3** We pledge to exercise professionalism when dealing with all our clients and stakeholders either physically or virtually.
- 10.4** Attend to all visitors at the reception courteously within two minutes of arrival.
- 10.5** We courteously answer telephone calls within three rings.
- 10.6** Acknowledge receipt of all physical correspondence immediately.
- 10.7** Immediate response for all correspondence and enquiries by email via auto-response.
- 10.8** We undertake to timeously process all payments to suppliers and service providers as well as honouring our statutory obligations.
- 10.9** To regularly review and update information on our website and social media platforms.
- 10.10** We undertake to ensure value for money, (economy, efficiency, effectiveness and equity) from every resource that we deploy.
- 10.11** We undertake to comply with tenets of good corporate governance to ensure good service delivery to our clients (Integrity, professionalism, honesty, accountability, transparency, responsibility, commitment).
- 10.12** We undertake to comply with internationally accepted best practices when dealing with our clients and stakeholders.

- **KEY SERVICE AREA AND COMMITTEMENTS/STANDARDS**

Item	Key Service Area	Service Delivery Commitment We pledge to:
1	HPC User training	<ul style="list-style-type: none"> <li>• Offer internationally credible HPC training to all clients upon request and need               <ul style="list-style-type: none"> <li>➤ General HPC Training within 48 hours upon request</li> <li>➤ Specific HPC training within 2 weeks upon request</li> </ul> </li> </ul>
2	HPC Remote access	<ul style="list-style-type: none"> <li>• Ensure that the connectivity is available all the time from anywhere</li> </ul>
3	HPC Physical access	<ul style="list-style-type: none"> <li>• Provide HPC system availability 24/7</li> <li>• Provide onsite assistance all the time</li> </ul>
4	Data security	<ul style="list-style-type: none"> <li>• Provide 100% data security</li> </ul>
5	Faulty Flagging System	<ul style="list-style-type: none"> <li>• Ensure timeous communication of system faults, in the form of emails, SMS, and telephone calls where appropriate</li> </ul>
6	Data processing	<ul style="list-style-type: none"> <li>• Ensure the availability of the HPC system at optimum levels all the time</li> </ul>
7	HPC User Account Creation	<ul style="list-style-type: none"> <li>• Create within 24 hours after approval</li> </ul>

8	HPC software installation	<ul style="list-style-type: none"> <li>• Ensure installation and availability of compatible software within 7 days of approval. However, licensed software will require funding as agreed</li> </ul>
9	HPC usage support	<ul style="list-style-type: none"> <li>• Ensure timeous client user support</li> <li>• Have 24/7 telephone support</li> <li>• Provide up to date response to frequently asked questions on the website</li> <li>• Provide updated hardware that matches international standards</li> </ul>
10	Consultancy	<ul style="list-style-type: none"> <li>• Offer internationally competitive HPC-related and research-domain-specific consultancy upon request</li> </ul>
11	Software and systems development	<ul style="list-style-type: none"> <li>• Provide software development as per need</li> </ul>
12	Hardware development	<ul style="list-style-type: none"> <li>• Design and develop hardware products as per need while complying with international standards</li> </ul>
13	Human capital development	<ul style="list-style-type: none"> <li>• Provide certified HPC training that is internationally recognised</li> </ul>

## **11.0 OBLIGATIONS AND RIGHTS IN RELATION TO SERVICE PROVISION**

### **11.1 CLIENT RIGHTS**

- Right to correct information
- Right to complain
- Right to good quality service
- Right to be treated fairly, honestly, impartially and with respect
- Right to privacy and confidentiality
- Right to give feedback

### **11.2 CLIENT OBLIGATION**

- To timeously and religiously pay for goods and services rendered
- To provide feedback as requested
- To treat ZCHPC staff with courtesy and respect
- To adhere to ZCHPC relevant statutes and procedures
- To honour contractual agreements
- To report problems and faults timeously
- To report any form of corruption and any form of unethical behaviour

### **11.3 ORGANISATIONAL OBLIGATIONS**

- To render quality service
- Timeous response to request for information
- To maintain professional relationship with clients
- Responsiveness to clients' needs, suggestions and complaints
- To be polite and courteous to clients

## **12.0 REVIEW OF THE CHARTER**

ZCHPC Client Charter will be reviewed annually incorporating complaints, suggestions, recommendations and compliments from clients and stakeholders while aligning it with the Strategic Plan and Performance Contracts.

## **13.0 FEEDBACK MECHANISMS**

Comments, suggestions complaints and compliments related to service delivery can be lodged through the following platforms;

**13.1** Suggestion boxes located strategic places within the premises.

**13.2** Electronic feedback platforms

**13.3** Telephone lines website and emails (to include these)

## **14.0 CONTACT DETAILS**

- Zimbabwe Centre for High Performance Computing, Zimbabwe Science Park 1 University of Zimbabwe, 630 Churchill Avenue, Mt Pleasant, Harare, Zimbabwe
- Telephone Number: +263(242)334420 or +263(242)334895.
- Website : [www.zchpc.ac.zw](http://www.zchpc.ac.zw)
- Email : [marketing@zchpc.ac.zw](mailto:marketing@zchpc.ac.zw); [helpdesk@zchpc.ac.zw](mailto:helpdesk@zchpc.ac.zw)
- WhatsApp : 0773296072,
- Facebook page : Zimbabwe Centre For High performance
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## **CONTRIBUTORS**

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