

we make **IT** work...

process warranty reliability  
system standard  
tool **Quality** service  
Management  
guarantee certificate  
assurance efficiency  
method customer product

**Zeta-Web**

**QUALITY**

**MANAGEMENT**

**PHILOSOPHIES**

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## EXECUTIVE SUMMARY

Information Resources and Quality Management are strategic assets of the Zeta-Web Nigeria Limited (ZNL) and must be treated and managed as valuable resources.

Zeta-Web provides various quality management philosophies to its employees for the purpose of assisting them in the performance of their job-related duties while meeting missions, goals, and initiatives and must manage them responsibly to maintain the confidentiality, integrity, and availability of its information assets.

For her customers, ZNL also offers high level quality management at every level of contact - initial sale (professionalism), documentations (uniformity), products (high quality), equipment-indoor and outdoor units (without defect and with warranty), services (availability and reliable) and solutions (useful) to ensure service provisioned at customers' premises are without faulty and with high quality of service.

This policy requires the users of information assets to comply with company policies and protects the company against damaging legal issues.

Our philosophy fosters a culture focused on keeping systems/services up and running at all times.

## INTRODUCTION

This Policy for **QUALITY MANAGEMENT** is designed to protect Zeta-Web, our employees, customers and other partners from harm caused by the misuse of our IT systems, products & services and our data. Misuse includes both deliberate and inadvertent actions.

The repercussions of misuse of our systems can be severe. Potential damage includes, but is not limited to, malware infection (e.g. computer viruses), legal and financial penalties for data leakage, and lost productivity resulting from network downtime.

### 1. QUALITY

The goal is to minimize downtime and maximize business continuity and comprises of activities and mechanisms at all levels of service.

This includes state-of-the-art platforms, clearly defined, consistent processes with rapid time-to-recovery, and specially trained staff to ensure stable, secure ICT.

- We have a culture dedicated to maximum service availability.
- State-of-the-art IT Infrastructures for maximum availability.
- Proven methodology for proactive management of approximately 100 known risks.
- More than 20 dedicated quality assurance managers and 15 certified professionals.

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- Global 24/7 Manager-on-Duty (MoD) service, with direct involvement of senior managers.
- End-to-end dependability through supplier certification (10 top suppliers, 4 access providers)

## End-to-End Quality

At the heart of quality assurance is prevention. With this in mind, Zeta-Web employs more than 10 security experts, operates cyber emergency response teams (CERTs) for the identification and assessment of potential threats, and deploys state-of-the-art technologies. Together, these elements help realize the High-Quality vision by avoiding downtime and thwarting cyber-attacks. Our services are reinforced by redundant network connections and encrypted data transmission via VPN.

Further security mechanisms include - identity and access management, intrusion detection and prevention, firewalls, anti-malware and secure point-to-point connections within an MPLS network. Moreover, there are robust physical safeguards - such as strict access control and surveillance equipment. In other words, ZNL customers can be sure of excellent, truly end-to-end security.

## Supplier Certification

To safeguard quality and reliability at all levels, ZNL collaborates with carefully selected suppliers and partners who share the same high-quality standards - as they are key elements of the value chain in terms of service and solution delivery, and incident resolution.

The direct involvement of the corresponding supplier or vendor is vital to rapid remediation, effective root cause analysis, and permanent eradication of the underlying problem. For this reason, ZNL extended High Quality Standard to partners and suppliers. Every year, more than Five (5) unannounced fire drills take place - to verify compliance with the agreed quality of service at ZNL and at partner organizations, under real-world conditions.

## 2. SERVICE OFFERING

Flexible contracts and High quality: attractive conditions for cloud-based services.

- **Exceptional flexible arrangements** with contractual terms.
- **Run-on Satisfaction for new customers:** includes right to terminate the contract if service is not working optimally after the stability-boosting phase to rectify all challenges.
- **Quit time for existing customers:** includes right to terminate the contract with notice, after persistent and noticeable service degradation.
- **The High-Quality program:** quality judged in terms of success and customer satisfaction.

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## Design

Our core team of technology consultants in concert with customer's internal Business and IT SMEs conduct design sessions covering the core decisions that need to be made for the design to be validated.

## Implementation

The project is delivered, along with any required customizations. This is followed by a thorough testing of the project to ensure all business requirements are met.

Deliverables as part of this phase include test results, user acceptance testing and sign off.

## Training and Deployment - Customer

After implementation, a customized user and technical training is provided to empower the client to manage and effectively utilize the new solution. The deliverable from this phase will be the final solution and training material.

## Solution Support

After deployment of the solution, as part of an on-going maintenance agreement, Zeta-Web Nigeria can continue to work with customer to address any support issues arising during the use of the solution to ensure an excellent customer experience.

### 3. ELIMINATING HUMAN ERRORS

The human factor is crucial to IT quality.

Human error ranks alongside technical defects as a chief cause of IT downtime - what can be done to mitigate the risk that emanates from people?

- Increase awareness of quality issues
- Develop staff expertise and skills
- Establish four-eye-principle
- Ensure active involvement of senior management

IT environments at many businesses are becoming increasingly complex and difficult to manage. Mitigating these risks are therefore key to ensuring high IT availability.

IT professionals can inadvertently jeopardize business continuity in many ways.

Most-times, it simply comes down to a lack of resources there are too few people to manage and maintain the IT landscape. In other cases, responsiveness is weak, allowing minor problems to escalate into major incidents that can only be resolved at great effort and expense. With this in

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mind, it is not just a question of having the right resources; it is also vital to establish a shared understanding of quality and proactive risk management at all organizational levels.

At Zeta-Web, we have both preventive and corrective measures put in place to ensure human error factor is reduced to the barest minimum.

### **Training - Staff**

There are other aspects to consider, too. Gaps in the IT team's skill-set are a further cause of IT downtime. In many instances, individuals do not possess the knowledge needed to master the latest IT solutions, or to respond appropriately to technical issues.

At ZNL, our IT professionals are trained regularly to ensure they remain up to speed with the latest developments, market and industry trends in the fast-paced world of software and hardware. We also employ dual control mechanisms where all data, service etc are backed up. There is always a back-up to the back-up with different security layers and encryptions infused into the system. No singular staff has access to all security levels but it is distributed between the IT Staff with the highest level known to the IT Manager and Head of Business.

### **Management**

Management involvement is essential. But it is not just about operational staff. The role of senior managers is also quality-critical. In many cases, they are not fully aware of the challenges faced at lower levels. And if a crisis occurs, IT professionals are often left to their own devices. But the rapid resolution of major issues, and elimination of their root causes, takes more than just IT expertise; around-the-clock support by the top management is important, too.

At Zeta-Web, all senior managers are actively involved in incident management to ensure swift decision making and to give IT staff the authority needed to take effective action.

This means, when it comes to safeguarding ICT service quality, the human factor is often neglected. People make mistakes but the onus is on CIOs to minimize the risks and to ensure the IT professionals are fully prepared for any eventuality; and this is what every staff at Zeta-Web is trained on.

## **4. INFRASTRUCTURE**

A harmonized IT architecture minimizes downtime.

A segmented IT landscape jeopardizes system reliability and availability. Essential best practices and features include:

- Regular updates
- Full solution scalability to avoid bottlenecks

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- End-to-end platform monitoring
- Redundant cloud technologies
- Platform consolidation and standardization

The vast majority of businesses operate multiple platforms. As IT environments evolve, combining multiple point solutions with new, emerging technologies becomes increasingly complex and cumbersome. This jeopardizes the reliability and availability of the infrastructure. As a result, system failures are not just the result of human error or poor-quality processes, they are often attributable to the fundamental technological vulnerability of the underlying ICT platforms.

The causes are sometimes remarkably minor: outdated hardware and software are not only more likely to malfunction, they are also an easier target for hackers and the number of attacks continues to increase.

For this reason, Zeta-Web's IT architecture is kept up to date, and the latest software releases and patches are regularly installed. There is a 24/7 monitoring of the overall network with constant updates.

### **Avoid bottlenecks with Scalable solutions**

Perhaps less obvious, but equally critical, is the issue of undersized platforms. This leads to bottlenecks in terms of capacity and resources; that can, in turn, rapidly mutate into sluggish performance or crashes.

We have put business-enabling strategic planning of the IT architecture where required, supported by our partners in conjunction with fully scalable solutions, to ensure that customers' databases, services, financial accounting systems continue to operate smoothly, even as data volumes and workloads rise. We also offer end-to-end monitoring to identify and eradicate system faults before they lead to major failure and downtime, imperiling business productivity.

### **Redundancy for Reliability**

A key method of preventing downtime incidents is to deploy Redundant Technology.

For example, it is possible to save all sensitive data twice - in two identically designed provider-operated data centers at separate physical locations. That way, the business can always access all key bits and bytes, even if one facility should go offline. Redundancy of this kind comes at a price, but delivers a huge return in the longer term: there is far less likelihood of an IT outage that can affect both locations and damage customers' data.

At Zeta-Web, we create a stable, resilient IT architecture by overhauling complex IT environments comprising of multiple diverse technologies. We deliver reliable IT services on a daily basis to all parts of the business with standardized platforms that combine high performance with high availability.

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Our IT architecture has been planned with care and foresight, and regularly updated within the scope of an effective change management process. Though it requires an investment of time and money; but it is a key investment to ensuring an IT environment of lasting quality and dependability.

## 5. PROCESSES

Process quality is key to high-availability IT.

- Clearly defined and applied rules and structures form the basis for high-quality processes.
- Simple process descriptions
- Clearly defined responsibilities and actions
- Regular fire drills
- Effective incident documentation and analysis
- Following processes correctly and consistently improves quality

To achieve maximum ICT reliability, high-quality processes are essential. Unfortunately, many businesses neglect this issue. As an enterprise grows, its processes multiply and they become increasingly difficult to coordinate and manage. Where ICT processes are poorly defined and implemented, there can be far-reaching and expensive consequences. A single weakness can result in the failure of mission-critical IT systems.

A typical failing is the lack of a comprehensive and clear process description. It may be overly complex, impractical and scientific to a point where IT professionals simply do not know how to act when an incident occurs. Unclear instructions are counterproductive, leading to mistakes and conflicts. In contrast, we use simple, easily understood descriptions that contributes to the smooth day-to-day operations of any business, and help prevent unplanned/avoidable downtimes.

### Clearly defined roles and processes

Efficient crisis management is vital during a major incident. However, the reality often falls short: notification and escalation procedures are often patchy, with the buck being passed back and forth. Time-to-resolution is drawn out unnecessarily thereby increasing the danger to business operations.

To mitigate this, we have clearly defined roles and processes to address these issues that are robustly implemented.

This entails regular training; such that when the individual steps within a process that is familiar and well-rehearsed, they can easily swing into action with speed and confidence, even in high-pressure scenarios.

High-quality ICT requires not only clarity, but end-to-end responsibility and harmonized thinking. Fragmented processes are a potential source of errors. Moreover, they make it difficult to see the

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bigger picture - solo mentalities and stand-alone processes create barriers to a coherent, enterprise-wide strategy.

Against this background, we have established complete, seamless processes, tailored to the specific challenges of ICT as a whole.

## Comprehensive documentation

Despite all efforts, it is only a matter of time until the next disruption. To ensure robust **Quality Management**, built around process standardization and continuous improvement, incidents should be fully documented and analyzed. What has proven successful, and what didn't? This is essential to enhancing processes over time, and to targeting and eliminating root causes.

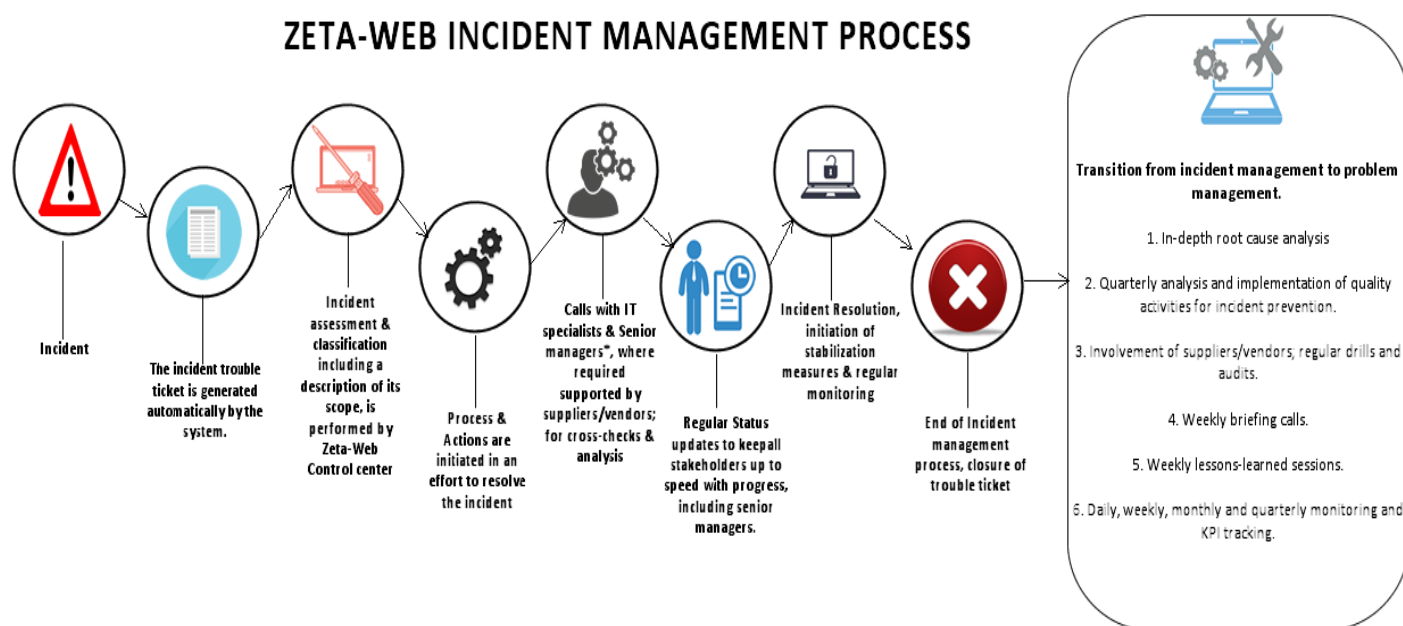
In summary, excellent process quality is crucial for stable, high-availability ICT services. Clearly defined and effectively implemented rules and structures contribute to processes that run like clockwork and allow IT to focus on its role as a business enabler.

To ensure quality delivery and consistent results, Zeta-Web Nigeria consultants follow a predefined, tested methodology in delivering each customer solution.

Zeta-Web Nigeria limited adheres stringently to contracted SLAs with our customers and resolution timelines range from 1 to 48 hours depending on the customer's preference and nature of the incident.

We have clear escalation and call flow processes and our key differentiators are our **Technical Support**, **Customer Care** and **Service Delivery**.

## ZETA-WEB INCIDENT MANAGEMENT PROCESS



*\*Manager-on-duty (MoD): In the event of major, business-critical incidents, senior decision-makers are actively involved every week; with systems executives around the world on standby.*

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## QUALITY POLICY STATEMENT

The Top Management of ZETA - WEB pledges its commitment to the provision of Internet Services, Business Solutions, Contact Center Solutions and other none Technology related products and services of the highest quality that meet, and where possible, exceed the expectations of our clients and stakeholders.

We understand that our ability to deliver on this commitment to quality is totally dependent on our understanding of the clients' preferences, budget and needs, deploying the most advanced technical solutions with high performance at optimum cost and within schedule to our client. To this end, we have engineered a suitable Quality Management System founded on the accumulated experience of our key workforce, lessons learnt during execution of our projects and services, and industry best practices.

ZETA-WEB is fully committed to the implementation of the Quality Management System documented in our Quality Manual which embodies our understanding of the appropriate way to execute our work and represents the way we deliver on our commitments.

The quality management system satisfies the requirements of the ISO 9001:2015 standards and shall be continually improved as learning curves are encountered and more advancements are made in our field of services. The same level of quality assurance shall be extended to all our processes.

ZETA-WEB Management is dedicated to:

- 1) Maintaining and Improving the Quality Management System in line with the latest edition of the ISO 9001 standard, and regular review of this policy statement for continuous suitability
- 2) Ensuring that client needs, and expectations are determined, agreed with the client, documented and communicated to the project delivery team with a view to achieving 100% and exceeding client satisfaction while still seeking, evaluating and implementing customer feedback where applicable.
- 3) Identifying all risks and opportunities involved in the execution of each project/service delivery, with necessary mitigations and resource allocation to ensure quality commitments are met as well as continuously improving products and services.
- 4) Monitoring and Measurement of all our processes for effectiveness by setting Quality Objectives and key performance indices which shall be measured, checked through audits, and improved upon by the management assigned authority for each process.

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It is therefore essential, that all our stakeholders understand the requirements of this Quality Policy as it forms the basis of our service delivery promise. In addition to this policy, all stakeholders and subcontractors shall comply with all applicable statutory and regulatory laws, specifically related to our business activities wherever we operate.

*ccobasi*

Chris Obasi  
Managing Director  
January 1, 2019

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