Policy for Maintaining and Upgrading the IT tools, IT equipment, computing resources, and IT laboratories

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Policy Author	University Council and IT Department & Computer Engineering Department - CoEA
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Al Yamamah University

جامعة اليمامة

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Introduction

Information Technology (IT) Department at YU oversees all tasks related to acquiring, maintaining, and upgrading the IT tools, IT equipment, computing resources, and IT laboratories. IT department staff is responsible for the maintenance of IT tools, IT equipment, and computing resources to support teaching and research at YU for the best development of academic and non-academic activities. This staff is also involved for the upgradation of the IT tools, IT equipment, computing resources, and IT laboratories at YU.

Purpose

This policy describes the procedures implemented by the IT department to make sure that all IT tools, IT equipment, computing resources and IT apparatus in different IT labs at YU correspond to the needs of students and instructors to ensure the seamless delivery of all courses. Through this policy, YU adheres to high quality standards for IT tools, IT equipment, computing resources, and IT laboratories.

Responsibilities

The IT department is held responsible for carrying out the following tasks to meet the expectations of the colleges, departments and programs as well as the various services of the university.

- Establishing new IT Labs. Requests for IT labs establishment come from course instructors and go through the approval of the department, the college and the YU president. The YU Lab committee is in charge of defining the IT labs specifications to meet the needs of the programs.

- Acquiring equipment on need basis. Requests to acquire a new equipment are initiated by faculty and first go through the approval of the department, the college and YU president.

- Periodically reviewing and upgrading the HW equipment. IT Equipment replacement and upgrades are accomplished via a cyclic schedule (every 2 years) to meet ever-changing technical requirements. The IT department should ensure that the existing equipment is able to cope with the adopted versions of Operating Systems. This is also based on the feedback for the colleges regarding the adequacy of the existing equipment to run the software needed faculty and students in their curricular activities. The IT department eventually schedules the phasing-out of old equipment and requests the budget necessary for their replacement.

- Installing and upgrading SW in the IT labs on need basis. This is based on the requirements issued by faculty and approved by the departments.

- Maintenance of HW (repairing, fixing problems) Installing & maintaining Projectors and smart boards. Before the start of every semester, the IT department should check all the computer labs and classrooms equipment (projectors and smartboards) to ensure they are well functioning and fix any issues that may arise before the classes start. These operations are also launched following the request of any faculty during the semester.

- Support for faculty and staff (install SW, antivirus, access to Network, resource sharing...). Provided in response to requests from faculty and staff.

- Managing and follow-up of university SW licenses, Cloud, Email, website, LMS, registration system. Provided to ensure the smooth operation and the best performance of all the services offered to all the university stakeholders (Students, Faculty and Staff).

- University network quality to fulfill the needs of students, faculty and staff. Respond to the constantly expanding needs of end-users by pushing minimum technical requirements for network resources ever higher. IT department re-evaluates network resource capacity planning needs periodically.

IT department gives support to all faculty members (permanent, visiting), students, and other staff at YU to have continuous and perfect access to the IT tools, IT equipment, computing resources, and IT apparatus in the IT laboratories.

Security of all IT assets, system and network security at YU are among the major concerns of IT department. This falls under several categories: physical infrastructure security, directory structure, malware protection, spam filtering, password security, network traffic management and network firewalls. Through this policy, it is made sure that network security is upgraded and in-line with the standards given by Saudi National Cyber Security Authority, thus mitigating the institutional risk.

Through this policy, a centralized budget for annual maintenance and upgradation of the IT tools, IT equipment, computing resources and IT laboratories is prepared by collecting the requirements of all departments at YU at the end of each academic year.

Scope
This policy applies to all IT tools, IT equipment, computing resources and IT apparatus used by all programs in different departments of different colleges and present in different administrative and services units of YU.

Statement

YU will provide state of the art IT tools, IT equipment, computing resources, and IT apparatus in different IT laboratories and maintain and upgrade those while maintaining accurate and secure infrastructures, systems, and network resources in the university.

Responsibility

IT department of YU is responsible for overseeing/ implementation of this policy for the fulfillment of its purpose.
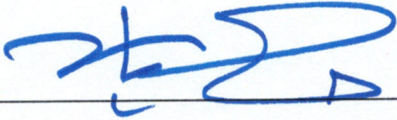
The Dean of each college will be responsible for the verification and approval of the requirements (early or periodic) of replacement/ upgradation of IT tools, IT equipment, computing resources, and IT apparatus in the IT laboratories. Vice-President for Academic Affairs and the President will be responsible for reviewing and approving the requests.

Exception

The University-Council reserves the right to decide any situation/ circumstances outside the conditions stated in this policy

Authorization

The policy was authorized by:

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University President

25 - 12 - 2024

Date