


ICT Services Process

Process Definition



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QMS COORDINATOR

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			Issue Date	01/11/2017
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1. SUMMERY

- 1.1. This document defines the Information & Computer Technology (ICT) Services process in details.
- 1.2. The relationship between this process and the other processes within the Tishk International University management system is illustrated in the process flow map included in the [Quality Manual Doc IU.QM].

2. REVISION AND APPROVAL

This procedure is prepared, reviewed and approved as follows.


Prepared by	Reviewed by	Approved by
Rasha Alkabbanie	Dr. Wasfi Kahwachi	Dr. Idris Hadi Salih

#	Date of Issuance	Ver.	Validity	Description of Change	Prepared by	Reviewed by	Approved by
1	15/05/2015	0	3 years	Original Release	Rasha Alkabbanie	Dr. Mehmet Ozdemir	Dr. Mehmet Ozdemir
2	01/11/2017	1	3 years	The format has been changed, other items has been added to the content	Rasha Alkabbanie	Dr. Wasfi Kahwachi	Dr. Idris Hadi Salih

3. PROCESS DEFINITION

- 3.1. The purpose of this process is to provide the ICT services to the staff and students and to maintain the ICT facilities within the classrooms, labs, halls, and offices.

4. PROCESS OBJECTIVES AND METRICS

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- 4.1. Process objectives for this process are defined in the “Quality Objectives of Tishk International University” document.
- 4.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in the “Quality Objectives of Tishk International University” document.
- 4.3. The targets of each objective are determined in October of every academic year.
- 4.4. The achievement of the quality objectives are discussed in the Management Review Meeting.

Quality Objective	Key Performance Criteria (KPI)	Other process contributes to the final target
H10-Maintain good performance of the IT infrastructure at the university	1- Number of maintenance requests solved 2- Average time spent in responding to requests 3- Number of Unsatisfactory fulfillment	None
H12-Improving the IT Skills of the staff at Tishk International University	Number of IT-related courses carried out per a year	None

5. PROCESS OWNERS AND RESPONSIBLE PARTIES


- 5.1. The owner of this process is the **Director of IT Services**.
- 5.2. The **Staff of IT Services Unit** will ensure proper fulfillment of the requirements of this process.
- 5.3. The **Vice-President of Administrative Affairs** will ensure proper resources are provided for this process.

6. TYPICAL PROCESS INPUTS AND RESOURCES

- 6.1. Technical Information Needed:
 - ICT Maintenance requests.
 - Practical parts of the course Requirements
- 6.2. Resources/Facilities and Techniques needed:
 - Servers, networks, domains.
 - Intranet.
 - “TISHK INTERNATIONAL INET SYSTEM”
- 6.3. Resources/Personnel needed:
 - IT Services unit staff.
- 6.4. Special training needed
 - CISCO Training.
 - Maintaining “INET”.

7. SUP-PROCESSES WITHIN THIS PROCESS:

- Responding to ICT Requests.

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- Opening accounts for new staff
- Providing ID Cards to fresh enrolled students
- Making a regular overall checking.

8. TYPICAL PROCESS OUTPUTS

8.1. Service produced:

- ICT Request fulfilled
- New staff got their accounts and ID.
- ICT related devices and tools are well maintained and have good performance.

8.2. Documents produces :

- INET monthly report.

8.3. Records produced:

- None.


9. RELATED RISKS AND OPPORTUNITIES

Risk	Likelihood	Severity	Assessment Method	Mitigation
Not fulfilling the requests needs	Low	Moderate	Internal auditing	Daily follow up for the requests processing
Not responding to the requests on time (delay)	Low	Moderate	Internal auditing	Asking for hiring more staff

10. STEPS

10.1 For sub-process: Responding to ICT Requests.

1. Any staff submits his/her ICT Request via "TISHK INTERNATIONAL INET", he/she shall fill-up the electronic form which includes (the number of office/classroom where the problem exist in, type of ICT problem, name of submitter).
2. The problem will be posted on the INET board, highlighted with red.
3. The IT Services Unit staff receives the request through their customized account.
4. According to the place where the problem exists, the assigned member of staff goes to solve the problem. The priority is for the older requests and for classrooms.

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5. When the IT staff solves the problem, he marks it as “solved” through his account in INET, then the problem posted on the board will be highlighted in green.
6. The staff who is the owner of the request shall submit a confirmation that his/her problem was solved through the INET System.
7. Director of IT Services daily observes the workflow through his customized account.

10.2 For sub-process: Opening accounts for new staff

1. When the “requirement step is finished” (see process IU.QM.PR.092), the Director of Human resources advises the new staff to contact the IT Service Unit for opening the new account.
2. The Director of Human resources informs the IT Services Unit about the new staff.
3. Staff of IT Services opens new account for the staff with a primer password (the new staff is able to change it whenever he/she wants), the accounts include (PC Log In account , Tishk International Email Log in account , INET User account).

10.3 For sub-process: Providing ID Cards to fresh enrolled students

1. When registration step is finished (see process IU.QM.PR.081), the student is advised by the Students Affairs Staff to contact the IT Service Unit.
2. Student affairs unit submits a list of new enrolled students to IT Service unit.
3. The student contacts the IT Service unit , IT staff enters the personal information of the student and produces the ID Card.