

Policy: Information and Communication Technology Services

Policy Reference: C/IT/007

Version: 1

Person Responsible: Information and Communication Technology Services Director

1. Policy Statement

Information Communication and Technology Services (ICTS) is committed to providing high quality and sustainable services to support the Bahrain Polytechnic community. These services are in line with international standards and ensure reliable, effective, efficient, safe and secure processes that will enable staff and students to fulfil Bahrain Polytechnic's vision and mission and enhance the teaching and learning opportunities.

2. Application

People:

- Staff
- Students
- Other authorised individuals

Processes:

- ICT assets and services provision
- Maintenance and support
- Backup and restore
- Data protection
- Network infrastructure management

3. External Requirements

This policy helps Bahrain Polytechnic meet the external requirements of the following bodies where applicable:

- Cabinet Affairs
- Central Informatics Organisation (CIO)
- E-Government
- Civil Service Bureau (CSB)
- Higher Education Council (HEC)
- Information Technology Infrastructure Library (ITIL)
- Ministry of Finance (MOF)

4. What is Expected:

- Enhancement of teaching and learning opportunities by effective use of ICT services.
- Maintenance and planning for effective ICT management systems and reporting mechanisms to ensure overall Bahrain Polytechnic efficiency.
- Maintenance of an effective communication process across Bahrain Polytechnic.
- Maintenance of ICT security, risk management and data protection in a controlled environment.
- Maintain and Maintenance all software applications
- solve any Technical issues under the global standards with full documentation
- Maintain all hardware and network
- recommend the hardware/software need for the other departments based on business requirements

5. Key Dates

First Approved: 21 December 2014 by SMT

This Version Approved: 21 December 2014 by SMT , 14 December 2015 by BoT

Next Review Date: 4 years from this version approval date or as required

6. Links and Related Documents

- Managing ICT Incidents Procedure
- Managing Corporate ICT Services Requests Procedure
- Managing Academic ICT Services Requests Procedure

