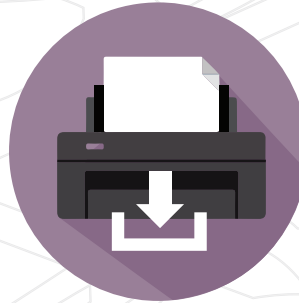


ICTS Service Catalog



Accounts and Passwords



**Hardwares,
Printers and Software**



Emails and Collaboration



**Phones, Network
and Internet Connections**



Educational Technologies



Support and Training



Media and Event

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - Helpdesk Portal

Main Services Index



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- 1.2 Create new account(s) for student(s) - Enable/Disable/Delete
- 1.3 Create new account(s) for other users - Enable/Disable/Delete
- 1.4 Update user account information
- 1.5 Reset user account password or SSB PIN



Hardware, Printers and Software

- 2.1 Hardware and Software Request for staff/faculty
- 2.2 Hardware and Software Request for classrooms/labs
- 2.3 Hardware and software support
- 2.4 Hardware loans (Laptop/Projector/Access Point)



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Educational Technologies

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Media and Events

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Support and Training

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- 7.3 ICTS Knowledge Base
- 7.4 Knowledge session
- 7.5 Technical consolatory and advisor services

New Account (staff)

Service Name: Create New Staff Account - Enable/Disable/Delete Account

Description:	Create, and manage, an access account to access the Polytechnic's campus domain and other services.
Responsible Manager:	Manager: ICT System Engineering / Escalation: Manager: ICT Operations
Users:	Human Resources Directorate

Detailed Specifications

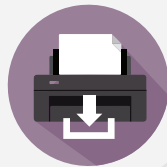
Inputs:	Joining or leaving staff information (e.g. Staff ID, department, title, preferred username, and copy of CPR)
Outputs:	New account with email (250MB) , Personal share(H:\), SharePoint, Internet (wired/wireless)
Performance Standards:	1-2 Working Days
Default, Optional & Excluded Items:	Default

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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New Account (student)

Service Name: Create New Student(s) Account(s) - Enable/Disable/Delete Account

Description:	Create, and manage, an access account to access the Polytechnic's campus domain and other services.
Responsible Manager:	Manager: ICT System Engineering / Escalation: Manager: ICT Operations
Users:	Student Information Center (SIC)

Detailed Specifications

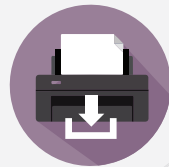
Inputs:	Active or nonactive student(s) information (e.g. excel sheet, student ID, student full name, program)
Outputs:	New account with email (50GB) , office365 access, OneDrive(1TB), and other cloud services
Performance Standards:	At least 1 Working Week
Default, Optional & Excluded Items:	Optional (as per SIC request)

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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Media and Events



New Account (others)

Service Name: Create Other Account - Enable/Disable/Delete Account

Description:	Create a temporary account with limited access to the Polytechnic's campus domain and other services
Responsible Manager:	Manager: ICT System Engineering / Escalation: Manager: ICT Operations
Users:	Directors, Deans, Managers, Committee Chairs, Services and Projects

Detailed Specifications

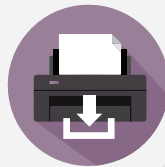
Inputs:	Preferred username(s), justification, period of need, access required, ICT director approval, HR approval
Outputs:	New account with limited access as requested
Performance Standards:	At least 1 Working Week
Default, Optional & Excluded Items:	Excluding Exam accounts for students which is requested by EDICT Faculty

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Update account info.

Service Name: Update User Account Information

Description:	Update user account information (office number, phone extension, department, job title, etc.).
Responsible Manager:	Manager: ICT System Engineering / Escalation: Manager: ICT Operations
Users:	Human Resources Directorate

Detailed Specifications

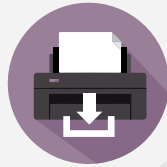
Inputs:	Account username, field to be updated, new information to be updated to
Outputs:	Update user account with provided information (minimum 48hrs and maximum is 72hrs)
Performance Standards:	1-2 Working Days
Default, Optional & Excluded Items:	Exclude office and phone numbers which can be changed as per user request

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Reset User Account Password or SSB PIN

Service Name: Reset password for active directory/domain account or Banner (SSB)

Description:	ICT Helpdesk provides 'reset password' service for active directory/domain account or Banner(SSB).
Responsible Manager:	Head of ICTS Helpdesk/ ICTS Operations manager
Users:	All Bahrain Polytechnic Users.

Detailed Specifications

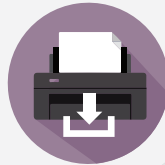
Inputs:	Personal Attendance
Outputs:	Password reset and user to change it after first login.
Performance Standards:	At the same time via personal attendance
Default, Optional & Excluded Items:	ICT Helpdesk should not provide this service through phone for students.

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Media and Events



Hardware/Software Requests (Staff)

Service Name: Hardware/Software Requests (Staff)

Description:	Provide hardware and software for Polytechnic's staff
Responsible Manager:	Assistant Manager: ICTS Technicians / Escalation: Manager: ICT Operations
Users:	All Bahrain Polytechnic Staff

Detailed Specifications

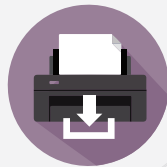
Inputs:	Requested Items, Justifications and location
Outputs:	Providing hardware & software setup (desktops, laptops ,printers ,computer accessories, software)
Performance Standards:	1-2 Working Weeks Guided by the distribution list and availability of items.
Default, Optional & Excluded Items:	"Accepting the request is subject to availability of items and technicians, location must be ready before starting the setup, Request forms to be filled with the required approval. Requests that need purchasing is to be directed to the purchasing process"

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Hardware/Software Requests (Labs)

Service Name: Hardware/Software Requests (Labs)

Description:	Provide hardware and software for Polytechnic's labs and classrooms
Responsible Manager:	Assistant Manager: ICTS Technicians / Escalation: Manager: ICT Operations
Users:	All Bahrain Polytechnic Faculties

Detailed Specifications

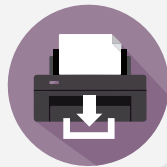
Inputs:	Requested Items, Justifications and location
Outputs:	Providing hardware and software (desktops, laptops, printers, computer accessories and software) to the labs and classrooms.
Performance Standards:	Setup to be done during academic breaks (summer or spring)
Default, Optional & Excluded Items:	Guided by the distribution list and availability of items. "Accepting the request is subject to availability of items and technicians, location must be ready before starting the setup, Request forms to be filled with the required approval. Requests that need purchasing is to be directed to the purchasing process"

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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Hardware & Software Support

Service Name: Hardware and Software Support

Description:	Provide hardware and software technical support for all staff, classrooms and computer labs.
Responsible Manager:	Assistant Manager: ICTS Technicians / Escalation: Manager: ICT Operations
Users:	All BP Users

Detailed Specifications

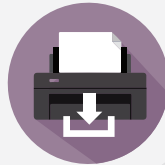
Inputs:	Issue type, error message (if any), location, urgency
Outputs:	Resolve the issue, advice, redirection, create Problem report and assign to the right team
Performance Standards:	Calls are attended according to their priority
Default, Optional & Excluded Items:	All Hardware and Software items provided by ICTS (personal item are not supported)

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Email Services

Service Name: Email Services

Description:	E-mail services provided for all Polytechnic users, students, and business purposes
Responsible Manager:	Manager: ICT System Engineering / Escalation: Manager: ICT Operations
Users:	All BP Users

Detailed Specifications

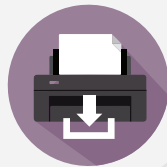
Inputs:	User and email account Information
Outputs:	Email address (default size: 250MB) provided to the user
Performance Standards:	1-2 Working Days
Default, Optional & Excluded Items:	Email Quota

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Media and Events



Create New Email (Mailbox)

Service Name: Create New Email (Mailbox)

Description:	Create mailbox with special permission
Responsible Manager:	ICT Manager: System Engineering / Escalation: Manager: ICT Operations
Users:	Directors, Deans, Managers, Committee Chairs, Services and Projects

Detailed Specifications

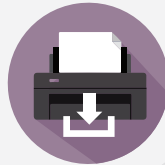
Inputs:	Mailbox name, internal/external use, users and their access permissions
Outputs:	Mailbox with requested rights is created
Performance Standards:	1-2 Working Days
Default, Optional & Excluded Items:	Email Quota, Email rules

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Change Email Quota Size

Service Name: Change Email Quota Size

Description: Mailbox quota is increased to more than 250MB in case required by the user
Responsible Manager: ICT Manager: System Engineering / Escalation: Manager: ICT Operations
Users: All BP Users

Detailed Specifications

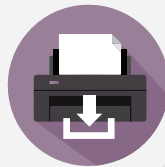
Inputs: User and email account Information
Outputs: Increased quota size
Performance Standards: 1-2 Working Days
Default, Optional & Excluded Items: Email Quota will be updated in 48-72 hours.

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Create Dynamic List (DLs)

Service Name: Create Dynamic List (DLs)

Description:	Create Dynamic List
Responsible Manager:	ICT Manager: System Engineering / Escalation: Manager: ICT Operations
Users:	HR and Student Services

Detailed Specifications

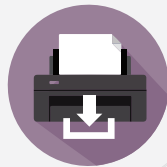
Inputs:	List of rules
Outputs:	DL Created in Address Book
Performance Standards:	1-2 Working Days
Default, Optional & Excluded Items:	The DL will to be published on the Address Book in 48-72 hours.

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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Create New Shared Folder

Service Name: Create New Shared Folder (under M:\ drive)

Description:	Create folders, and assign permission as per users request
Responsible Manager:	ICT Manager: System Engineering / Escalation: Manager: ICT Operations
Users:	Directors, Deans, Managers, Committee Chairs, Services and Projects

Detailed Specifications

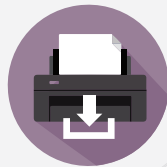
Inputs:	Folder name, path, users and permissions, List of rules
Outputs:	Folder is created with requested permission
Performance Standards:	1-2 Working Days
Default, Optional & Excluded Items:	Default

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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Modify (Change) Shared Folder Permission

Service Name: Modify (Change) Shared Folder Permission (under M:\ drive)

Description: Modify shared folder assigned permission as per users request
Responsible Manager: ICT Manager: System Engineering / Escalation: Manager: ICT Operations
Users: Folder Owner, Directors, Deans, Managers, Committee Chairs, Services and Projects

Detailed Specifications

Inputs: Folder name, path, users and permissions, List of rules
Outputs: Folder access permissions is modified as requested
Performance Standards: 1-2 Working Days
Default, Optional & Excluded Items: Default

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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Restore Deleted Share Files/Folders

Service Name: Restore Deleted Share Files/Folders (under M:\ drive)

Description:	Restore accidentally deleted share files or folders from backup
Responsible Manager:	ICT Manager: System Engineering / Escalation: Manager: ICT Operations
Users:	All BP Users

Detailed Specifications

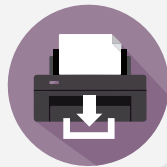
Inputs:	What to restore, file/folder name, location of data, date/time of disappear, who deleted it
Outputs:	Restore requested data if possible
Performance Standards:	At least 1 Working week
Default, Optional & Excluded Items:	Only if possible data will be restored (no guarantee)

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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New Network Point

Service Name: New Network Point

Description:	ICT provides wired network for Bahrain Polytechnic users
Responsible Manager:	Manager: ICT Network Services
Users:	Bahrain Polytechnic staff

Detailed Specifications

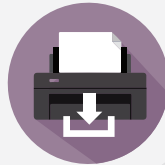
Inputs:	Telephone, Problem report including location.
Outputs:	New wired network point available for Polytechnic users
Performance Standards:	If contract available, point created after 3-7 working days.
Default, Optional & Excluded Items:	Business Justification and Director/ Dean approval.

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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Move Network Point

Service Name: Move Network Point

Description:	ICT provides wired network for Bahrain Polytechnic users
Responsible Manager:	Network Services Manager
Users:	Bahrain Polytechnic users

Detailed Specifications

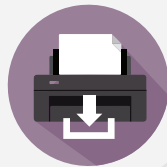
Inputs:	Telephone, Problem report including location.
Outputs:	Shift network point to new location
Performance Standards:	If contract available, point shifted after 3-7 working days.
Default, Optional & Excluded Items:	Business Justification and Director/ Dean approval.

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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Guest Wireless Access

Service Name: Guest Wireless Access

Description:	ICT provides network wireless access for Bahrain Polytechnic guests
Responsible Manager:	Network Services Manager
Users:	Bahrain Polytechnic managerial level staff

Detailed Specifications

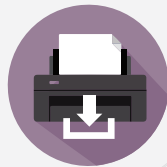
Inputs:	Telephone, Problem report including location
Outputs:	Grant Bahrain Polytechnic guests with wireless access
Performance Standards:	After 2 working days
Default, Optional & Excluded Items:	Business Justification and Director/ Dean approval.

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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VPN Access

Service Name: VPN Access

Description:	ICT provides VPN access for Bahrain Polytechnic staff, CEO's approval is required.
Responsible Manager:	Network Services Manager
Users:	Approved Bahrain Polytechnic staff

Detailed Specifications

Inputs:	Telephone or a request report with username.
Outputs:	Grant Bahrain Polytechnic staff VPN access
Performance Standards:	Access is granted after 4-7 working days.
Default, Optional & Excluded Items:	CEO's approval

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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Network for office renovation

Service Name: Network for office renovation

Description:	ICT provides wired and wireless network for renovated sites(Buildings, labs. offices).
Responsible Manager:	Network Services Manager
Users:	Facilities Department

Detailed Specifications

Inputs:	Problem report including location
Outputs:	Wired and wireless network available in renovated sites
Performance Standards:	
Default, Optional & Excluded Items:	new site map and layout.

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Phone Setup

Service Name: Phone Setup

Description:	ICT Provides setup for Bahrain Polytechnic staff phone
Responsible Manager:	Network Services Manager
Users:	HR and Admin Department

Detailed Specifications

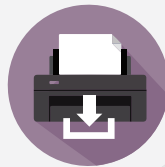
Inputs:	Configuration request: Staff information, Phone extension, device MAC address
Outputs:	New phone setup available for Bahrain Polytechnic staff
Performance Standards:	After 5 working days.
Default, Optional & Excluded Items:	None

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Change Phone Display Name

Service Name: Change Phone Display Name

Description:	ICT Provides setup for Bahrain Polytechnic staff phone
Responsible Manager:	Network Services Manager
Users:	HR and Admin Department

Detailed Specifications

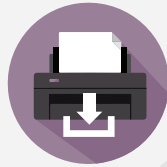
Inputs:	ICT Provides setup for Bahrain Polytechnic staff phone
Outputs:	Name displayed on phone changed as requested
Performance Standards:	After 5 working days.
Default, Optional & Excluded Items:	None

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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New Semester preparation

Service Name: New Semester Preparation

Description:	Provide full technical checkup for classrooms and computer labs.
Responsible Manager:	ICTS Assistant Manager:Technicians / Escalation: ICTS Operation Manager
Users:	All Bahrain Polytechnic Faculties

Detailed Specifications

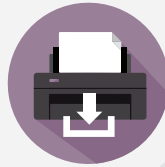
Inputs:	Classrooms or lab location, type of checkup
Outputs:	Technical checkup including physical and software checkup, new images for computers.
Performance Standards:	1-2 Working Weeks for each labs/classroom Checkup to be performed during breaks (summer, spring or mid semester)
Default, Optional & Excluded Items:	Computer labs and Classrooms

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



Accounts and Passwords



Hardwares,
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Emails and Collaboration



Phones, Network
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Educational Technologies



Support and Training



Media and Events



Active Board Pens

Service Name: ActiveBoards Pens and ActiveExpressions Loans

Description:	ICT provides Active Board pens and ActiveExpressions
Responsible Manager:	Head of ICTS Helpdesk/ ICTS Operations manager
Users:	All Bahrain Polytechnic Academic Members

Detailed Specifications

Inputs:	Personal attendance
Outputs:	Provide Active Board pen and ActiveExpressions
Performance Standards:	At the same time via personal attendance
Default, Optional & Excluded Items:	Depending on availability

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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Support and Training



Media and Events



Azure (Subscription provide or remove)

Service Name: Azure (Subscription provide or remove)

Description:	Virtual Server Environment for Polytechnic Students
Responsible Manager:	ICT Manager: System Engineering / Escalation: Manager: ICT Operations
Users:	Program Manager

Detailed Specifications

Inputs:	BP Email ID subscription with Microsoft passport
Outputs:	Subscription with MS Azure
Performance Standards:	2-3 Working Days
Default, Optional & Excluded Items:	Default

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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Media and Events



Learning Management System (Moodle)

Service Name: Learning Management System (Moodle) Support

Description: ICTS provides support for the Learning Management System (Moodle)
Responsible Manager: Chief: ICTS Application
Users: All Bahrain Polytechnic Academic Users

Detailed Specifications

Default, Optional & Excluded Items: Excluded items: Functional Support

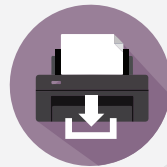
Service	Inputs	Outputs	Performance Standards
Creating new accounts	Active Directory (AD) account details or in case of manual account: first name, last name, email, staff id and image	Username and password as in AD or separate password for manual accounts	1-3 working days
Modifying access	User details and Level of access	Amended access	1-2 working days
Creating new course	Course code, Course long name, Course Descriptor, Course Category, list of course coordinators	New course added to Moodle as a separate page	1-3 working days
Modifying course	Course code and the change details	Amended course	1-3 working days
Deleting course	Course code	Course page is removed from moodle with all the contents	1-2 working days
Restoring course	Course code and the semester	Course restored	1-4 working days

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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Media and Events



Learning Management System (Moodle)

Service Name: Learning Management System (Moodle) support

Description: ICTS provides enhancement and adds ons for the Learning Management System (Moodle)
Responsible Manager: Chief: ICTS Application
Users: All Bahrain Polytechnic Academic Users

Detailed Specifications

Default, Optional & Excluded Items: Excluded items: Functional Support

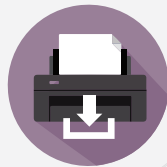
Service	Inputs	Outputs	Performance Standards
Installing Plug-in Name	Plug-in Name, Semester, Details of the plugin and the url (if available)	Plugin installed	Executed during summer break. Request- Two Semesters notice.
Upgrading Plug-in Name	Plug-in Name and Semester	Plugin upgraded	Executed during summer break. Request- Two Semesters notice.
Deleting Plug-in Name	Plug-in Name and Semester	Removal of plugin after validation	Request - One semester and done during semester break unless otherwise needed
Tasks that are part of moodle beginning of semester and end of semester tasks <<Predefined>>	Agreed upon tasks dates with the business owners along with agreed change request form	Agreed output	<<Predefined and agreed with Business owner>>
Upgrading Moodle	Request for a version upgrade	Upgraded Moodle	Executed during summer break. Request- Two Semesters notice.

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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Media and Events



e-Portfolio System Mahara

Service Name: e-Portfolio System Mahara Support

Description: ICTS provides support for the e-Portfolio System Mahara
Responsible Manager: Chief: ICTS Application
Users: All Bahrain Polytechnic Academic Users.

Detailed Specifications

Default, Optional & Excluded Items: Excluded items: Any functional support

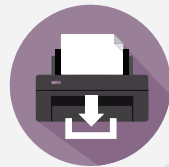
Service	Inputs	Outputs	Performance Standards
Upgrades	Request for upgrade to required version	Upgraded Mahara	Executed during summer break. Request- Two Semesters notice.
Patches/ Changes	Request for change	Patch or change completed	Preferably executed during summer break. Depends on the complexity of the change

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Banner (Students Information System)

Service Name: Banner Support (Students Information System)

Description:	ICTS provide support for the Student Information System (SIS) Banner
Responsible Manager:	Chief: ICTS Application
Users:	Bahrain Polytechnic Student Registry, All Bahrain Polytechnic Student, Tutors, and other users as assigned by the Student Registry

Detailed Specifications

Default, Optional & Excluded Items: Excluded items: Functional support

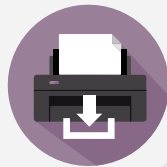
Service	Inputs	Outputs	Performance Standards
Creating accounts	Policy /A/AB/020	Username and password in the requested environment	1-3 working days
Modifying access on existing Banner accounts	ICTS Request form or Policy /A/AB/020	Amended access	1-2 working days
Cloning of Banner environments	Service request raised with agreed Change request form	Cloned environment	14 working days
Copying Gradebook	Service request raised with agreed Change request form attached	Copied gradebook	10 working days
Banner result reports	Details of requested changes (case-by-case basis)	Varies based on the request	10 working days or severity of requests
Tasks that are part of term cycle and predefined	Service request raised with agreed Change request form attached	Agreed output part of term cycle	10 working days
Job submission and pipes restart	Environment on which it needs restart	Job submission and Pipe restarted	1 working day

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Support and Training



Media and Events



ICTS Helpdesk support

Service Name: ICTS Helpdesk support

Description:

Helpdesk support for the Polytechnic user for all ICTS hardware and standard software in coordination with all ICTS sections.

Responsible Manager:

Head of ICTS Helpdesk/ ICTS Operations manager

Users:

All Bahrain Polytechnic Users.

Detailed Specifications

Inputs:

Incident or request

Outputs:

Ticket solve or assign it to the responsible team.

Performance Standards:

Tickets resolve on the first time or escalate it to the responsible team.

Default, Optional & Excluded Items:

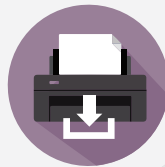
Depending on the service escalated to the responsible team

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Support and Training



Media and Events



Knowledge Base

Service Name: Knowledge Base

Description:

ICT provides knowledge base articles (Tips and Tricks). These provide step by step guidelines and procedures which answer many of users queries.

Responsible Manager:

Head of ICTS Helpdesk/ ICTS Operations manager

Users:

All Bahrain Polytechnic Users.

Detailed Specifications

Inputs:

Telephone, and email.

Outputs:

Provide the knowledge base article link/document

Performance Standards:

Tickets resolve at the same time by using the provided article

Default, Optional & Excluded Items:

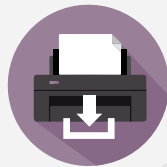
Depending on the availability of the knowledge base articles.

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Support and Training



Media and Events



Knowledge Session (ICT) for students

Service Name: Knowledge Session (ICT) for students

Description:	Deliver knowledge sessions as per academic needs, with approval from Director
Responsible Manager:	ICT Director
Users:	Polytechnic Events, Bahrain Polytechnic Training, and EDICT Faculty

Detailed Specifications

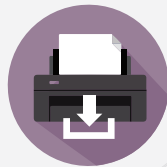
Inputs:	Subject, time, location, audience, ICT Director approval
Outputs:	Knowledge session
Performance Standards:	2 Working Weeks preparation
Default, Optional & Excluded Items:	Upon availability of resources and approval of ICT director, with proper plan

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Support and Training



Media and Events



Technical consolatory and advisory services

Service Name: Technical consolatory and advisory services

Description:	Deliver knowledge sessions as per academic needs, with approval from Dean/Director
Responsible Manager:	ICT Director
Users:	All Bahrain Polytechnic Departments

Detailed Specifications

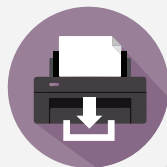
Inputs:	Subject, time, location, audience, ICT Director approval
Outputs:	Technical consolatory and advices
Performance Standards:	2 Working Weeks
Default, Optional & Excluded Items:	Upon availability of resources and approval of ICT director, with proper plan

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Application Development

Service Name: Application Development

Description:	ICTS application team provides initial business analysis, design and development of small scale software applications with the available resources and technology, and to ensure required accepted standards and agreed service levels are met.
Responsible Manager:	Chief: ICT Applications
Users:	All Bahrain Polytechnic Directorates

Detailed Specifications

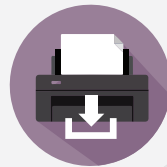
Inputs:	Clearly documented functional requirements or processes related to the business
Outputs:	Automated business process and solutions, or assessment reports.
Performance Standards:	SLA: Based on evaluation and assessment of each application.
Default, Optional & Excluded Items:	Excluded Items: Development on technologies not available at polytechnic and large scale applications
Customer Procedures for starting, changing, or ending service:	Requests received with requirements and relevant approval Signed off Requirments document

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Media and Events



Timetabling, Scheduling and Room booking System CELCAT

Service Name: Timetabling, Scheduling and Room booking System CELCAT support

Description: ICTS provides support for Timetabling, Scheduling and Room booking System CELCAT
Responsible Manager: Chief: ICTS Application
Users: Student Registry

Detailed Specifications

Default, Optional & Excluded Items: Excluded items: Creating accounts, Beginning of semester tasks and functional tasks

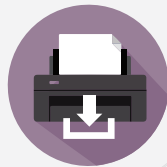
Service	Inputs	Outputs	Performance Standards
Upgrades	Request for upgrade to required version	Upgraded CELCAT	Executed during summer break. Request- Two Semesters notice.
Installing CELCAT Clients	User to whom the installation has to be done	The user can access the CELCAT client from their desktop	1-3 working days

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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Support and Training



Media and Events



Argos Reporting System

Service Name: Argos Reporting System Support

Description: ICTS provides support for reporting system Argos
Responsible Manager: Chief: ICTS Application
Users: Student Registry

Detailed Specifications

Default, Optional & Excluded Items: Excluded items: Functional tasks

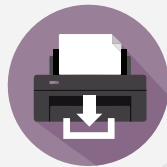
Service	Inputs	Outputs	Performance Standards
Creating new accounts	Policy /A/AB/020	Username and password	1-3 working days
Modifying access	Username, module, level of access or Policy /A/AB/020	Amended access	1-2 working days
Technical assistnace	Queries	Assistance / forward call to customer support	Varies based on the complexity of the query

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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Banner (Finance Module)

Service Name: Banner (Finance Module) Support

Description: ICTS provides support for the Banner (Finance Module).
Responsible Manager: Chief: ICTS Application
Users: Finance Directorate

Detailed Specifications

Default, Optional & Excluded Items: Excluded items: functional support and Business Reports

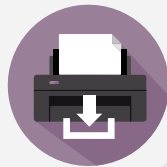
Service	Inputs	Outputs	Performance Standards
Creating accounts	Service request form raised	Username and password in the requested environment	1-3 working days
Modifying access on existing Banner accounts	Service request form raised	Amended access	1-2 working days
Cloning of Banner Live to another instance	Service request raised with agreed change request form	Cloned environment	14 working days
Job submission and pipes restart	Environment on which it needs restart	Job submission and Pipe restarted	1 working day

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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Biometric Attendance System (HR - IFMS)

Service Name: Biometric Attendance System (HR-IFMS) Support

Description: ICTS provides support for Biometric Attendance System
Responsible Manager: Chief: ICTS Application
Users: Human Resources Directorate

Detailed Specifications

Default, Optional & Excluded Items: Default items: Only covering issues and installation of clients, or forwarding calls to vendor

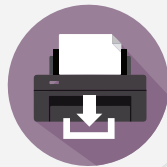
Service	Inputs	Outputs	Performance Standards
Installing IFMS Clients	User to whom the installation has to be done	The user can access IFMS client from their desktop	1-3 working days

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

Support Channel via: phone: 1789-7111 - email: Help.desk@polytechnic.bh - [Helpdesk Portal](#)



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WASP (Fixed Asset Tag Printing System)

Service Name: WASP (Fixed Asset Tag printing System) Support

Description: ICTS provides support for WASP (Fixed Asset Tag printing System and Inventory Control System)
Support Contact: ICTS HelpDesk Portal, ICT Helpdesk (1789-7111)
Responsible Manager: Chief: ICTS Application
Users: Fixed Assets Team and Administration Team

Detailed Specifications

Default, Optional & Excluded Items: Default items: Only covering issues and installation of clients

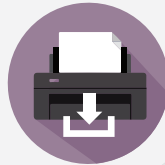
Service	Inputs	Outputs	Performance Standards
Installing WASP Clients	User to whom the installation has to be done	The user can access WASP client from their desktop	1-3 working days

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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Events Support

Service Name: Event Support

Description:	Video & Audio setup and technical support for Events held by Bahrain Polytechnic
Responsible Manager:	ICTS Assistant Manager:Technicians / Escalation: ICTS Operation Manager
Users:	All Bahrain Polytechnic staff

Detailed Specifications

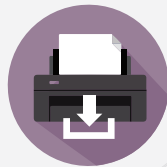
Inputs:	Event type, requirement, location, time and date, contact person
Outputs:	Provide the required setup or the technical support for the events
Performance Standards:	1 Hour - 1 Day (before the event)
Default, Optional & Excluded Items:	Only events held by Bahrain Polytechnics (meetings,exams, school visits,Polytechnic's gatherings, etc..)
Customer Procedures for starting, changing, or ending service:	Request is subject to availability of items and technicians, Request forms to be filled with the required approval, minimum of one week notice.

9 Support Hours (7:30am-4:30pm) x 5 Working Days (Sun-Thu)

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