



## CASP028 - Services and Systems Management Policy

STATUS  New Policy  
 Continuation of Existing Policy  
 Revised Policy

SCOPE  All CAS  
 Some CAS (.....)  
 One CAS (.....)

TARGET AUDIENCE  Staff:  All  Academic staff  Non-academic staff  
 Students:  All levels  JG  PG  
 All specialisations  Some (.....)

### 1. Foundations & Objectives:

The Center for Academic Electronic Systems is keen to ensure the continuity of providing services and electronic systems to users effectively and with high quality, taking into consideration the policies and circulars of information technology issued by the Information Technology Authority and the Telecommunications Regulatory Authority.

This policy aims to establish a framework to enable specialists in the Systems Center to provide electronic services to the beneficiaries in accordance with organized foundations and rules.

### 2. Definitions:

For the purposes of this Policy, these definitions apply, unless otherwise stated.

1. Center: Center for Academic Electronic Systems
2. Technical Support System (helpdesk): A system that enables beneficiaries to communicate with the Center to request technical support regarding systems and services
3. Server: Networked computer systems used to host services and systems provided to beneficiaries
4. Licenses: A legal document governing the use of the software







5. Shared file: Multiple files that are allowed to be shared between a group of users.
6. Domain address: The digital ID of any device
7. Subdomain: Site subdomain
8. Firewall port: Protection Firewall

### 3. Content and policy principles

In applying this policy, ACS (Center for Academic Electronic Systems) adheres to the following principles:

- 3.1. Provide electronic services and systems through the Admission Centre website of the General Directorate of Colleges of Applied Sciences, Colleges of Applied Sciences and College of Education in Rustaq
- 3.2. The beneficiary has to request an electronic service by following the procedures of requesting the addition of a new service
- 3.3. Ensure the provision of technical support to the beneficiary in the Colleges of Applied Sciences or departments and centers of the Directorate
- 3.4. The commitment of Colleges' specialists to apply and follow all circulars and policies approved by the Information Technology Authority and the Telecommunications Regulatory Authority.
- 3.5. Ensure the upgrading of IT security in the General Directorate and the colleges of Applied Sciences
- 3.6. Beneficiaries have to follow the policy document of the Center for Academic Electronic Systems and the policy and circulars of the Information Technology Authority and the Telecommunications Regulatory Authority.

### 4. Legislations:

- Bylaws
- Academic system of Colleges of Applied Sciences







## 5. Materials supporting this policy

- Information technology policies for Colleges of Applied Sciences
- Circulars and policies issued by the Information Technology Authority and the Telecommunications Regulatory Authority

## 6. Appendices: None

## 7. Accreditation Body:

Board of Trustees of Applied Science Colleges

## 8. Policy approval dates:

- This policy was approved on December 6<sup>th</sup>. 2018
- This policy was approved on December 6<sup>th</sup>. 2018
- This policy was approved on December 6<sup>th</sup>. 2018

This policy will be reviewed on December 5<sup>th</sup>. 2020

## 9. Supporter of this policy:

Director General of Colleges of Applied Sciences

## 10. Contact:

- Assistant Director General of Colleges of Applied Sciences
- Center for Academic Electronic Systems at the Directorate General of Colleges of Applied Sciences



نحو تعليم عال ذي جودة عالية يلبي متطلبات التنمية المستدامة

سلطنة عُمان ص.ب: ٨٢ روي - الرمز البريدي: ١١٢ - هاتف ٢٤٣٤٠٥٨٠ / فاكس ٢٤٣٤٠٥٧٨

Sultanate of Oman, P.O.Box: 82 Ruwi, PC 112, Tel:24340580 / Fax 24340578 www.mohe.gov.om