

INFORMATION TECHNOLOGY (IT) COMMITTEE

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Al Tareeqah Management Studies FZE

Branch University Campus: SBS Swiss Business School | Al Jazeerah Al Hamra | RAKEZ Academic Zone | RAK, UAE

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Introduction:

The SBS Swiss Business School Branch Campus, RAK IT Committee is essential to the university's successful and efficient use of information technology. The committee, which is made up of committed professionals and specialists in various IT fields, acts as an advisory and decision-making body, collaborating closely with the university administration and stakeholders to improve the technological infrastructure and support the needs of the institution's academic and administrative needs. For the benefit of the entire university community, the IT Committee is dedicated to supporting innovation, fostering collaboration, and advocating the strategic use of IT resources.

Committee Structure:

The SBS Swiss Business School Sports Committee comprises professionals who operates with the following structure:

Chair	Mr. Tony Noble
Secretary	Ms. Shafa Aijaz
IT Staff	Mr. Riskan Rafeek
Student Representatives	Murtuza Khan Gulnara Tavsultanova

The committee members are chosen for each academic year based on factors like their competence to lead and direct the committee, plan meetings, and set agendas, communicate with the university administration and other key stakeholders, and supervise the execution of committee initiatives.

Roles and Responsibilities:

The committee's roles and responsibilities cover a wide range of activities, including the following:

1. **Technology Planning and Strategy:** The IT Committee actively contributes to the creation of the university's IT strategic plan, coordinating technological activities with the general aims and objectives of the organization. In order to improve the university's technological capabilities, it analyzes new trends, examines technological solutions, and makes suggestions for the adoption of new infrastructure, applications, and systems.
2. **Policy Development:** The committee helps to draft IT policies, rules, and procedures while assuring adherence to all applicable rules, laws, and industry best practices. It works with several committees and departments to create policies that cover important aspects of IT governance, including data security, privacy, permissible use of IT resources, accessibility, and others.
3. **Resource Allocation:** The IT Committee is in charge of allocating and prioritizing IT resources, taking financial factors into account. In order to make the best use of the funding that is available while still meeting the technological needs of the university community, it assesses funding requests, examines planned IT initiatives, and makes resource allocation recommendations.
4. **Project Oversight:** The committee keeps track of the development of significant IT projects while offering direction and assistance to project teams. It evaluates project milestones, spending plans, and delivery dates to make ensuring that projects are completed on time, on budget, and in keeping with the university's strategic goals.
5. **Infrastructure:** The committee assesses the university's technical setup, which includes its networks, servers, storage facilities, and software platforms. It offers guidance on infrastructure upgrades, maintenance, and upgrades while taking scalability, security, and dependability into account to suit the changing needs of students, professors, and staff.
6. **User Support and Training:** The IT Committee is committed to improving user support services, such as helpdesk support, training initiatives, and self-help tools. In order to enhance responsiveness, handle user complaints, and advance digital literacy across the university, it works with IT service providers.

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Reporting:

To ensure accountability and transparency in its operations, the IT Committee adheres to a standardized reporting process. With the use of this reporting system, the committee may monitor developments, assess the success of projects, and pinpoint areas for development. The following reporting guidelines are followed by the committee:

1. Annual IT Report: The IT Committee compiles an annual IT report at the conclusion of each academic year that offers a thorough review of the committee's actions and accomplishments throughout the year. This report covers significant accomplishments, successfully completed significant initiatives, noteworthy results, and any noteworthy problems. The committee's performance in relation to the aims and objectives outlined in the IT strategic plan is also evaluated.
2. Budget Report: The IT Committee creates a budget report that describes how IT resources are allocated and used, including money set aside for certain projects, upkeep, training, and other IT-related costs. This report includes an explanation for any substantial discrepancies and provides a full breakdown of expenditures, highlighting any variances from the approved budget.
3. Action Plans and Recommendations: The IT Committee's reports contain recommendations and action plans in addition to information on previous actions. These suggestions are based on the committee's evaluation of the state of IT, new technologies, and the changing requirements of the university community. Action plans lay out the measures to be taken to address problems that have been discovered, put changes into place, and match IT activities with the strategic goals of the university.

Summary of activities:

1. 2019

Activity	Period	Feedback Tool	Good Practices	Areas of Improvement
Network Infrastructure	2019	Observation and Questionnaire	Regular maintenance tasks like laptop repairs, password resets, and desktop hard drive replacements assure peak performance and increase the longevity of IT equipment.	Cost savings and better service can result from enhancing vendor management procedures by building long-term relationships with reliable
Hardware Replacement				
Software Servicing and Installation				

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Antivirus Installation and Purchase			
Internet Services			
Computer Accessories Purchase			
Microsoft Office Installation and Software			
Laptop Formatting and Servicing			
Password Resetting			
Computer Servicing and Accounts			
HDMI Cable Purchase			
Multiple Computer Formatting and Software Installation			
Oracle Software Payment			

Purchasing computer accessories, antivirus software, and other IT-related products from reputable vendors guarantees high-quality and functional solutions for the institution's demands.

vendors, negotiating advantageous contracts, and frequently monitoring vendor performance..

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2. 2020

Activity	Period	Feedback Tool	Good Practices	Areas of Improvement
Software Purchase and Licensing	2020	Observation and Questionnaire	Expenses include purchases of software licenses for widely-used applications like Microsoft Office, indicating a focus on equipping employees with essential tools for their work.	Implementing a clear and standardized expense approval process can help ensure that all expenses are reviewed and approved by relevant stakeholders, promoting transparency and accountability. User guides to be provided to all the stakeholders for usage of Microsoft Office, Teams and LMS.
LMS Development			Expenses include investments in internet security and biometric time attendance systems, suggesting a focus on protecting sensitive data and ensuring secure access to resources.	
Computer Equipment Purchase			The expenses are clearly documented with Voucher Numbers, Dates, and Details, providing a transparent record of the transactions.	
Computer Accessories Purchase				

3. 2021

Activity	Period	Feedback Tool	Good Practices	Areas of Improvement
Software Purchase and Licensing	2021	Observation and Questionnaire	Develop a process for evaluating new software solutions, including conducting pilot tests and	Conducting periodic technology assessments to identify obsolete or underutilized software and
AWS Cloud Servers				

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Computer Equipment Purchase			soliciting feedback from users (Implementation of CRM, LMS).	hardware, enabling timely upgrades and replacements.
Computer Expenses				

4. 2022

Activity	Period	Feedback Tool	Good Practices	Areas of Improvement
Purchase of new laptops	2022	Observation and Questionnaire	<p>Making regular payments for software licenses to stay compliant and up-to-date. Allocating budget for maintenance charges and yearly service contracts to ensure proper functioning of equipment.</p> <p>Organizing debates for students on innovational topics promotes critical thinking, communication skills, and a culture of innovation.</p>	<p>Based on the assessment findings, create a technology roadmap that outlines the necessary upgrades, replacements, and investment priorities. This roadmap should align with the organization's strategic goals and budget constraints.</p>
Purchase of photocopier machine				
Purchase of computer accessories				
Purchase of antivirus software				
Payment for AWS Cloud Servers				
LMS Upgrades				
Payment for CRM software				
Debates organized for students on innovational topics				
Payment for software maintenance				
Payment for annual maintenance of Oracle				
Purchase of printer ink				

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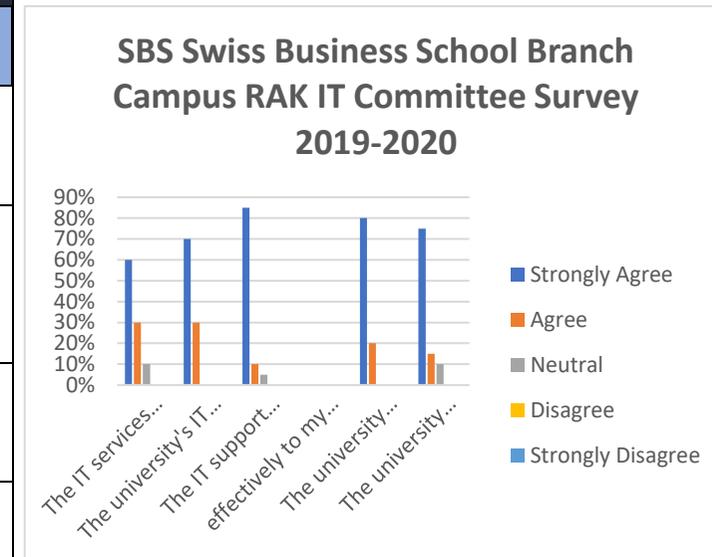
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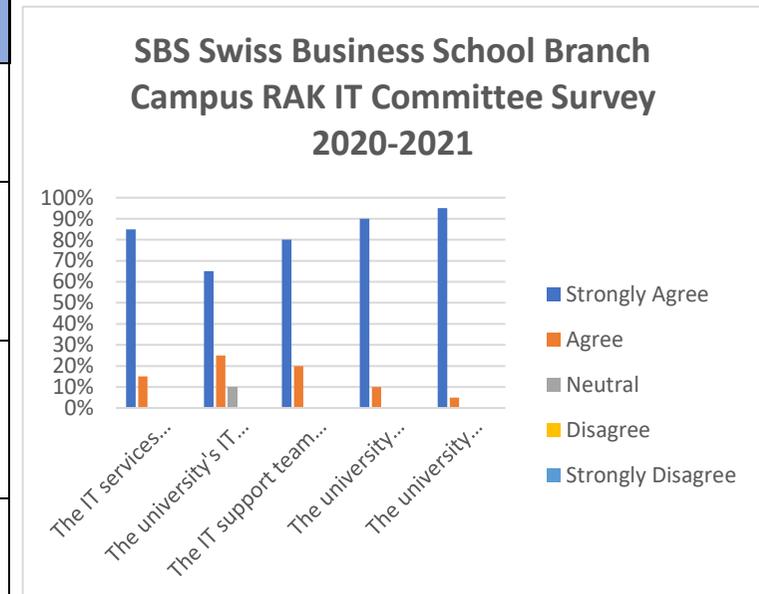
Feedback:

Following is a percentage summation on students' feedback on IT Infrastructure over the period under consideration which is also given a graphical representation for 2019-2020, 2020-2021 and 2021-2022 academic years respectively.

SBS Swiss Business School Branch Campus RAK IT Committee Survey 2019-2020					
Indicators	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The IT services provided by the university meet my needs and expectations.	60%	30%	10%	-	-
The university's IT infrastructure is reliable and provides uninterrupted access to resources.	70%	30%	-	-	-
The IT support team responds promptly and effectively to my queries and issues.	85%	10%	5%	-	-
The university provides sufficient training and resources to help me effectively utilize IT services and tools.	80%	20%	--	-	-
The university ensures the security and privacy of my data and information while using IT services.	75%	15%	10%	-	-
Total	74%	21%	8%		



SBS Swiss Business School Branch Campus RAK IT Committee Survey 2020-2021 Number of Respondents: 16					
Indicators	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The IT services provided by the university meet my needs and expectations.	85%	15%	-	-	-
The university's IT infrastructure is reliable and provides uninterrupted access to resources.	65%	25%	10%	-	-
The IT support team responds promptly and effectively to my queries and issues.	80%	20%	-	-	-
The university provides sufficient training and resources to help me effectively utilize IT services and tools.	90%	10%	-	-	-
The university ensures the security and privacy of my data and information while using IT services.	95%	5%	-	-	-
Total	83%	15%	10%		

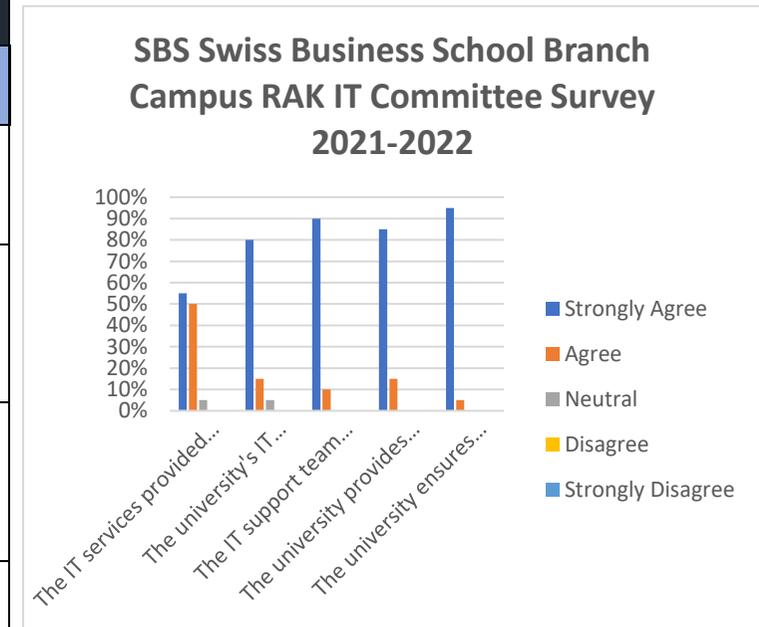


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SBS Swiss Business School Branch Campus RAK IT Committee Survey 2021-2022					
Number of Respondents: 16					
Indicators	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The IT services provided by the university meet my needs and expectations.	55%	50%	5%	-	-
The university's IT infrastructure is reliable and provides uninterrupted access to resources.	80%	15%	5%	-	-
The IT support team responds promptly and effectively to my queries and issues.	90%	10%	-	-	-
The university provides sufficient training and resources to help me effectively utilize IT services and tools.	85%	15%	-	-	-
The university ensures the security and privacy of my data and information while using IT services.	95%	5%	-	-	-
Total	81%	19%	5%		



Action Plan:

After taking into account feedback from prior activities, the committee plans to take the following actions to enhance IT activities for the institution in the upcoming academic year.

Action Plan	Responsible	Status
Build enduring partnerships with vendors who regularly deliver high-quality goods and services. Better pricing, special treatment, and enhanced assistance may result from this.	Mr. Tony Noble	Implemented Primary Vendor: Al Thawra Computers
Comprehensive set of rules and criteria for expense approval, along with a clearly defined process for expense approval	Mr. Tony Noble	Implemented the policy by involving the finance team.
Create a cross-functional technology evaluation team with representation from departments, stakeholders, and IT professionals.	Ms. Shafa Aijaz and Student Representatives	On going, more surveys to be developed.
Establish a project management strategy to carry out the technology roadmap efficiently. To keep stakeholders informed and involved, implement regular project status reporting and communication tools.	Mr. Riskan Rafeek	In progress

The IT Committee intends to strengthen expense approval procedures, carry out extensive technology reviews, and ensure effective project management by putting these action measures into practice. These initiatives will optimize resource allocation, coordinate IT activities with the institution's strategic goals, and eventually enhance the university community's access to technology.

Recognition:

Ms. Shafa Aijaz was awarded cash bonuses several times throughout the year 2022 in appreciation for the superior IT services rendered. This honor acknowledges her remarkable accomplishments and dedication to providing the university community with first-rate IT assistance and services. The award encourages continuing performance and commitment in the field of information technology.

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Acknowledgements:

We would like to extend our sincere gratitude and appreciation to all the people and departments who helped the IT Committee succeed and this paper grow.

The IT Committee members, including Mr. Tony Noble, Ms. Shafa Aijaz, Mr. Murtuza Khan, and Ms. Gulnara Tavsultanova, are first and foremost to be thanked. Their commitment, knowledge, and teamwork have been crucial in directing the institution's IT endeavors.

We also want to thank the administration, faculty, and employees of the university for their support and collaboration. They actively participated in providing comments, attending meetings, and advancing the continued development of IT services and infrastructure.

Additionally, we want to express our gratitude to the students who took part in the surveys and offered insightful commentary on their IT experiences. Our grasp of the requirements and objectives of the university community has been shaped by their suggestions.

Finally, we would like to express our gratitude to the vendors, partners, and IT service providers who have continuously provided high-quality goods and services. Their dedication and professionalism have helped IT projects and initiatives to be implemented successfully.

All those mentioned above worked together to create this document because of their combined efforts. At the SBS Swiss Business School Branch Campus, RAK, we sincerely thank everyone for their contributions and look forward to our continued cooperation and advancement in the field of information technology.

Thank you,

Shafa Aijaz
Secretary
IT Committee

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