

Policy: **Equipment and Software Technical Support**

Code: **07HS05**

Reviewed/ Revised: **28/07/2022**

Policy Owner: **IT Manager**

Target audience: **EAHM Students, Staff, Faculty and guests and visitors**

#### **PURPOSE:**

The purpose of this policy is to provide guidelines in providing and maintaining equipment and software owned by IT department

#### **SCOPE:**

The policy covers the types of support and the different type of IT support services for EAHM Staff, Faculty, Students, guests and visitors

#### **DEFINITIONS:**

In this context, "**student**" includes full- and part-time degree students and exchange students, as well as participants in short courses and professional development. Access rights to computing and network facilities differ with the type of student but the guidelines for use are the same for all users.

**LMS:** an acronym for Learning Management System

#### **POLICY STATEMENT:**

EAHM provides necessary technical support for its networks (e.g., infrastructure, servers, applications on the network, and security) and hardware like desktops printers, scanners, etc. to various departments of the institute including Students, guests and visitors.

#### **RESPONSIBILITY:**

IT team is responsible to provide the day-to-day hardware and software support.

IT Manager is responsible to maintain, review, and update the policy as business evolves and whenever required.

#### **IMPLEMENTATION OF THE POLICY:**

There are 2 types of support provided:

##### 1. Onsite / Internal Support

Provided to all above mentioned audience by attending to the individual requiring support at their onsite location in EAHM, or the individual visiting the IT Department. These support services include but not limited to the following:

- Configure and support hardware
- Install desktop/laptop operating systems
- Configure and support desktop operating systems and applications
- Configure and support networks/network security
- Configure Security (e.g. anti-virus, firewall etc.)
- Allocate resources for desktop/laptop computers
- Monitor network infrastructures (safeguard from phishing and network attacks, cyberattacks and disinformation campaigns intended for radicalization/extremism/terrorism)
- Support Learning Management System (LMS) for Faculty and Students.

2. Remote Support

Provided to EAHM Students, Staff and Faculty that have laptops and remote network access regardless of their geographical location. This is accomplished via email, phone, WhatsApp and / or remote access software e.g. Team viewer and Any Desk. These remote services include only software and access support.

**MENTIONS:**

- Catalogue
- Student Handbook

**DATE OF NEXT REVIEW:**

This document should be reviewed by **February 2024.**

**POLICY APPROVALS RECORD**

Policy Name:	<b>Equipment and Software Technical Support</b>	
Policy Code:	<b>07HS05</b>	Formerly: NA
Date of first approval:	<b>28/07/2022</b>	

Reviewed/ Updated	Details of Amendment