Policy Code	Policy Name	
DAU 7-5	**IT Technical Support Policy**	
Responsible Executive	**Current Revision Date**	**Next Revision Date**
-Information Technology Department	10/2023	10/2027

1. Policy Purpose

This policy ensures that technical support is provided in a consistent and efficient manner, and that all the staff and students are treated fairly and receive the same level of support to allow easy and secure access to the university services and devices.

2. Policy Scope

This policy applies to all Faculty Members, DAU employees, Students, and any other individuals who have access to DAU technological resources.

3. Policy Statement

The IT support team is responsible for maintaining and updating DAU's IT infrastructure. This includes managing hardware, software, and network resources to ensure that they are secure and functioning optimally.

4. Policy Procedure

IT dept. Implements the following procedures to ensure effective support for IT within DAU:

- Responding to support requests in a timely and efficient manner.
- Providing support for university-owned hardware, software, and network resources.
- Prioritizing support requests based on their impact on university operations.
- Escalating support requests when necessary.
- Communicating with users regarding the status of their support requests.
- Maintaining accurate documentation of support requests and their resolutions.
- Visiting offices, classes, laboratories and student accommodation to provide any technical support and maintenance. There will be no support including maintenance for peripheral equipment (eg. Monitors, Local Printers, Storage Drive……), only will be replaced if it is available.
- On demand, IT Support Staff may provide training and education to users on how to use university technological resources. This includes providing guidance on best practices for data security, password management, and other IT-related topics.

5. Related Policies/ Documents/ Forms

DAU 7-7 Use of Technology Resources

6. Document History

Version	Issue/ Rev. Date	Updated Information/ Summary of Changes
1	10/2023	1st issue of the policy