



## PROVISION OF SUPPORT FOR SEASONAL ACTIVITIES

Prepared By: -	Approved By: -
(Signature) 	(Signature) 
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1.0	<b>OBJECTIVE</b> The purpose of this procedure is to describe the management of support provided by ITD for the University seasonal activity.																								
2.0	<b>SCOPE</b> This procedure covers the support provided to the University in the following: 1. Mahallah pre-registration																								
3.0	<b>ACCOUNTABILITY</b> Application Core Enabler Section, Information Technology Division																								
4.0	<b>ABBREVIATION</b> 4.1 ITD: Information Technology Division 4.2 TL: Team Leader 4.3 PIC: Person in Charge																								
5.0	<b>REFERENCE</b> 5.1 ICT Regulations 5.2 ICT Security Policy																								
6.0	<b>RECORD RETENTION PERIOD</b> <table><tr><th>No</th><th>Quality Records</th><th>Location</th><th>Retention Period</th><th>Responsibility</th></tr><tr><td>1.</td><td>Request letter/email/fax</td><td>Online Folder</td><td>2 years</td><td>PIC</td></tr><tr><td>2.</td><td>Check list/important date/ sequence of activities</td><td>Online Folder</td><td>2 years</td><td>PIC</td></tr><tr><td>3.</td><td>Report of event</td><td>Online Folder</td><td>2 years</td><td>PIC</td></tr></table>					No	Quality Records	Location	Retention Period	Responsibility	1.	Request letter/email/fax	Online Folder	2 years	PIC	2.	Check list/important date/ sequence of activities	Online Folder	2 years	PIC	3.	Report of event	Online Folder	2 years	PIC
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7.0	<p><b>PROCESS FLOW</b></p> <table border="1"> <thead> <tr> <th data-bbox="300 544 592 607">RESPONSIBILITY</th><th data-bbox="592 544 1434 607">DETAILED PROCEDURE</th></tr> </thead> <tbody> <tr> <td data-bbox="300 607 592 719">TL</td><td data-bbox="592 607 1434 719">7.1 TL received notification of upcoming seasonal activities and update from K/C/D/I/O or PIC.</td></tr> <tr> <td data-bbox="300 719 592 831">TL</td><td data-bbox="592 719 1434 831">7.2 For seasonal events, the respective TL should be aware of the upcoming events for proper coordination between end-users and the respective ITD PIC of the support.</td></tr> <tr> <td data-bbox="300 831 592 898">PIC</td><td data-bbox="592 831 1434 898">7.3 The PIC should ensure stand-by staff during the event.</td></tr> <tr> <td data-bbox="300 898 592 987">TL/PIC</td><td data-bbox="592 898 1434 987">7.4 If the support involves external parties, the TL/PIC should notify them at least one week before the event.</td></tr> <tr> <td data-bbox="300 987 592 1077">PIC/TL</td><td data-bbox="592 987 1434 1077">7.5 The TL/PIC for providing the support needs to ensure the availability of basic services during the event.</td></tr> <tr> <td data-bbox="300 1077 592 1189">PIC</td><td data-bbox="592 1077 1434 1189">7.6 PIC of providing the support for the event should refer to a checklist/important date or sequence of activities prepared for that kind of event.</td></tr> <tr> <td data-bbox="300 1189 592 1301">PIC/TL</td><td data-bbox="592 1189 1434 1301">7.7 Before the date of the event, the checklist (if any) must be signed by the staff in charge and verified by the Deputy Directors.</td></tr> <tr> <td data-bbox="300 1301 592 1413">TL</td><td data-bbox="592 1301 1434 1413">7.8 A report on the support to the event should be submitted to the ITD Management</td></tr> </tbody> </table>	RESPONSIBILITY	DETAILED PROCEDURE	TL	7.1 TL received notification of upcoming seasonal activities and update from K/C/D/I/O or PIC.	TL	7.2 For seasonal events, the respective TL should be aware of the upcoming events for proper coordination between end-users and the respective ITD PIC of the support.	PIC	7.3 The PIC should ensure stand-by staff during the event.	TL/PIC	7.4 If the support involves external parties, the TL/PIC should notify them at least one week before the event.	PIC/TL	7.5 The TL/PIC for providing the support needs to ensure the availability of basic services during the event.	PIC	7.6 PIC of providing the support for the event should refer to a checklist/important date or sequence of activities prepared for that kind of event.	PIC/TL	7.7 Before the date of the event, the checklist (if any) must be signed by the staff in charge and verified by the Deputy Directors.	TL	7.8 A report on the support to the event should be submitted to the ITD Management
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