Guidelines on Announcements through IIUM Email, Staff & Student Portals

IIUM ICT GUIDELINES

PREPARED FOR:
International Islamic University Malaysia

PREPARED BY:
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Document Change Log

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Responsibility and Activity Log

Requestor	Description	Submission Date	Approval Date
Khairani Che Ibrahim	Submitted to ITD Management for approval	11.03.2021	11.03.2021
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1. OBJECTIVE

This document aims to provide guidelines for making announcements through the IIUM email, staff, and student portals.

2. TERMS AND DEFINITIONS

Term	Definition
UNIVERSITY	International Islamic University Malaysia
ICT	Information and Communication Technology
ITD	Information Technology Division
ITD Management	Chief Digital Officer, ITD Director, Senior Deputy Directors, Deputy Directors and Team Leaders of ITD
Announcement channels	IIUM email, staff portal and student portal
SLA	Service Level Agreement
IIUM email	announce@iium.edu.my
Staff portal	my.iium.edu.my/staff
Student portal	imaluum.iium.edu.my
KCDIOM	Kulliyyah, Centre, Division, Institute, Office, Mahallah

3. GUIDELINES

The following guidelines are as follows:

3.1 General guidelines:

3.1.1 All announcements must be made through the proper announcement channels.

3.1.2 Only announcements that require all University staff and students' attention are allowed to be announced through the proper announcement channels.

3.1.3 No advertisements or personal matters will be allowed.

3.1.4 Any dissemination of the announcement message outside the University with the intent to discredit the University is liable for disciplinary measures.

3.1.5 The announcers/requestors are responsible for making sure that the announcements are grammatically correct and understandable for their intended audience. The University will not be liable for any misinterpretation or misunderstanding of the message.

3.1.6 The announcers/requestors are responsible for all replies, responses, and complaints regarding the announcement.

3.1.7 All announcements shall be in text format only and its size should not exceed 1000 KB.

3.1.8 The following announcements should be announced through the staff portal and NOT through email announcement:

- Webinar, training, courses, talks, lectures, workshops, programs, competitions, etc (except for major University events, compulsory academic staff training by CPD and compulsory admin staff training by MSD);
- Message of Condolences

- Congratulatory Messages (except for research related);
- Retirement Messages;
- Khutbah for Friday prayers;
- Office closures and notices of minimum strength for KCDIOM (except for ISC);
- Vacancy for part-time staff;
- Vacancy for posts from other universities;
- Seasonal greetings such as Hari Raya greetings.

3.1.9 Announcements related to students and student activities should be announced in the student portal.

3.1.10 This guideline shall be implemented in accordance with IIUM's ICT Security Policy in compliance with ISO/IEC 27001:2022 requirements to ensure confidentiality, availability and integrity in all processes. All processes, decisions, and activities under this guideline must uphold the principles of confidentiality, availability and integrity as to protect the information data and assets

3.2 Email Announcements

3.2.1 Email announcements must be requested through the official IIUM announcement email (announce@iium.edu.my).

3.2.2 The use of email announcements should directly support the academic, teaching, learning, research and administrative services of the University, including all matters related to research, knowledge management, and customer satisfaction / feedback surveys.

3.2.3 Email announcements should follow the terms and conditions set forth in the recently approved SLA.

3.2.4 Email announcements should include the name of the requestor, the department, the designation, email address and telephone extension.

3.2.5 Email announcements should only have one image. If there is more than one image, it will be inserted using a link to Google Drive.

3.2.6 Any file attachments should be shared using Google Drive links and the sharing permission should be set to be viewed by IIUM staff only.

3.3 Staff Portal Announcements

3.3.1 Each KCDIOM shall have a representative that is assigned to make announcements through the staff portal.

3.3.2 The representatives are responsible to make announcements from the respective KCDIOM through the staff portal.

3.4 Student Portal Announcements

3.4.1 Each KCDIOM shall have a representative that is assigned to make announcements through the student portal.

3.4.2 The representatives are responsible to make announcements from the respective KCDIOM through the student portal.

4. IMPLEMENTATION AND NON-COMPLIANCE

4.1 The Director of Information Technology Division holds the responsibility for the implementation of these guidelines.

4.2 Non-compliance to these guidelines may be subjected to disciplinary actions and any other actions deemed necessary.

5. ENTITIES AFFECTED BY THIS GUIDELINES

5.1 All staff and students of the University.

6. MAINTENANCE OF GUIDELINES

6.1 The Information Technology Division is responsible for the formulation and maintenance of these guidelines.

7. RELATED POLICIES/STANDARDS/PROCEDURES/GUIDELINES

7.1 These guidelines shall be read together with the following or any documents which have been recently approved:

7.1.1. IIUM ICT Policy

7.1.2. ICT Regulations

7.1.3. IIUM ICT Security Policy

7.1.4. ITD Service Level Agreement for Staff & Students