



IPP

KING SAUD BIN ABDULAZIZ UNIVERSITY FOR HEALTH SCIENCES INTERNAL POLICY AND PROCEDURE

NUMBER : **COD-IT - 001**
TITLE : **College of Dentistry – IT Assets Usage and Transfer/ Re-Assignment Policy**
ORIGINATING DEPT : **College of Dentistry – Information Technology**
ORIGINAL DATE : **30 Dec 2019**

1. PURPOSE

This policy is established to provide guidelines in requesting, use and deploying IT Assets for the COD employee in line with the standards set by ITS KSAU-HS.

2. APPLICABILITY

This policy applies to all COD staff, faculty, residents, interns and student those who are using IT Assets in the College of Dentistry.

3. DEFINITIONS

KSAU-HS	King Saud bin Abdulaziz University for Health Sciences
COD	College of Dentistry
EDUTECH	Corporate Educational Technology Services
ITS	KSAU-HS - Information Technology Services
COD- IT	COD - Information Technology
USERS	Students, faculty, staff, residents, interns
IT Asset	Projectors, computers, printers, scanners, document reader, e-podiums, Laptops, iPads, Smart boards, Pointers, Control systems.

4. REFERENCES:

ITS 001:	IT Resources Acceptable Use
ITS 002:	Information Security - Access Control Policy
ITS 004:	Password Policy
ITS 013:	IT Assets Management Policy
ITS 010:	Information Security Audit Policy
ITS 003:	IT Operations Management Policy

5. POLICY

- 5.1. COD is the owner of the IT Assets available in the College of Dentistry building.
- 5.2. COD-IT department is the custodian, responsible for deployment and first-level of maintenance.
- 5.3. To access any asset that require the use of credential, user must use their KSAU-HS username and password for login. Sharing of username or password to another user is strictly prohibited.
- 5.4. Use of any IT Assets allowed only for Clinical, Educational or evidence based practice.
- 5.5. COD-IT department recommending user not saving any data on computer available in the Auditorium, Classroom, PBL Room, Clinic, Simulation Lab, and Pre-Dental Lab. All the saved data will be automatically deleted on end of the same day. COD-IT is not responsible for any lost, stolen or deleted files.
- 5.6. Attempt to vandalize or to hack any computer is strictly prohibited and will be subject to disciplinary action and legal consequences.
- 5.7. COD-IT has the right to check, delete or report any saved files on any of the computer, which contains harmful materials and breach level of security.
- 5.8. Installation of any unauthorized software is strictly prohibited. COD-IT authorized staffs can install any needed software, only after getting an approval from IT Department Head.
- 5.9. Users are not allowed to modify or delete any software on any of the computer.
- 5.10. User who use the IT Assets are responsible for any damage and immediately report to COD-IT.
- 5.11. In case of malfunctions of IT Assets, users should not attempt to repair it. All malfunctions must be reported to the COD-IT.
- 5.12. Movement or relocation of IT Assets by non-authorized individuals is strictly prohibited.
- 5.13. New IT Assets request must be submitted one week prior to the actual required date to COD-IT department.
- 5.14. COD-IT department is not responsible for any loss of data and do not guarantee full recovery of lost data. In case of PC is not functioning properly for any reasons.
- 5.15. IT Assets must be returned to COD-IT department from the assigned user at the termination of employment, at the end of a contract or assignment before clearance form can be signed by COD-IT department.
- 5.16. Before requesting any service for IT Assets to COD-IT department, user must backup their data, before COD-IT department proceed with formatting, hard drive replacement, OS upgrade and/or replacement.
- 5.17. Users should not delete any work related files prior to COD-IT department taking a full backup.
- 5.18. Transfer custody of IT Assets must be approved by COD-IT department prior to transfer to another user.
- 5.19. At the time of clearance, user must sign “Letter of Agreement” given in APPENDIX – A and all official files of individual employee/administrative assistant in the PC will be backed-up and stored in a department secured shared folder, refer to “COD-IT - 008 - Shared Folder” policy and procedure.
- 5.20. The COD-IT department is maintained an up-to-date inventory of all tagged IT Assets and must have been available upon requested by the higher management.
- 5.21. The employer must not compromise the cyber security of the institution by downloading unauthorized files or links.
- 5.22. COD-IT is not responsible for any delay in the delivery of IT Assets, COD-IT will deploy IT Assets as soon as it receives from ITS.


6. PROCEDURE

- 6.1. Any User or Department can request for any new IT Assets through “Request for Equipment Form” as given in **APPENDIX – B**. After that COD-IT will raise the request to ITS.
- 6.2. COD-IT will tag every IT Assets by own generated a tag before deployment.
- 6.3. All IT Assets will be configured and installed following the standard set by ITS prior deployment.
- 6.4. The COD-IT technician with ITS representative will deploy and install the IT Assets in the presence of the requester.
- 6.5. The employee needs to fill IT Equipment Installation form as given **APPENDIX – C**. The form must be signed by the employee after deployment and will be tracked within the COD-IT and be submitted to the ITS.
- 6.6. If user needs to install any educational, clinical, research application / software, the form is given in **APPENDIX - D**, need to be filled out and submitted to COD-IT department, after department Head approval.
- 6.7. In case of IT Assets damage, theft or loss, the user must report it immediately to COD-IT by filling the form that given in **APPENDIX – E**.
- 6.8. COD employee who needs to format his/her PC or do the clearance must sign “Letter of Agreement” given in **APPENDIX – A**.
- 6.9. The form must be filled out with complete information and duly approved, otherwise form will be sent back to the department.

Note: Upon the implementation of COD-IT automated helpdesk system, all hard copy forms will be replaced by digital forms and all the request should come through a helpdesk system.




APPENDIX – A

<p>KING SAUD bin ABDULAZIZ UNIVERSITY for HEALTH SCIENCES College of Dentistry</p>		<p>جامعة الملك سعود بن عبدالعزيز للعلوم الصحية كلية طب الأسنان</p>
<p>Letter of Agreement (LOA) Between COD-IT and COD Computer End-User</p>		
<p>Part I - To be completed by the Requester</p>		
<p>Terms and conditions of formatting PCs, laptops, replacement of defective hard drives, upgrading operating systems and/or PC replacement.</p> <p>The provision of this service agreement is subject to the following terms and conditions:</p> <ul style="list-style-type: none"> - Signing this document indicates that you agree to formatting, replacing the defective hard drive, upgrading OS and MS-Office of the PC/ laptop and will be responsible for the new PC (for asset replacement) and all data that will be copied into this unit from the old CPU or HDD. - You must back-up/copy all your important data and documents in one folder only before we proceed with formatting, hard drive replacement, OS upgrade and/or replacement of the old CPU. - IT Engineer/Technician will then copy the folder you created to where you copied all your important data/documents. Random checks for non-work related files and data will not be copied by the IT Engineer/Technician and will not be held responsible for any missing/ lost files which are not backed-up inside your folder. - If the PC/laptop is out of order or there is a possibility of losing your files and folders due to damaged hardware, the IT Engineer/ Technician will not be held responsible for any loss of data/documents and cannot guarantee a full recovery of all your data/documents. - IT Engineer/Technician is not responsible for loss of all non-COD standard applications which were previously installed on the PC/ laptop due to formatting, OS upgrading or PC replacements. - IT Engineer/Technician will ensure that all Users' Outlook Personal Folders (PST File) are included on a backup to be copied, as well as the Browser's Favorites folder. - For a shared PC/laptop, you must identify all other accounts which share the same unit. - IT Engineer/Technician must take note of all current profile settings such as tracking links/settings, shared folders, printers, scanners and other devices, Outlook settings and other necessary configurations. - We require your presence during the copying of your data/documents to ensure we copy the correct data folder and documents. <p>I, (Staff name), with (Badge No.) of (Department), agree on all the terms and conditions stated above. I also understand that I only have ten (10) working days from receiving the unit from IT to log a request or complaint to IT Helpdesk if there is any data which was not included in the backup folder which I created. After the allowed ten (10) working days period has lapsed, IT has the right to re-format and re-use my old hard disk drive.</p> <p>Backup Folder Current Size :</p> <p>IT Name (OLD) : IT Name (NEW) (if applicable) :</p> <p>Ext. No. : Pager No.: E-mail :</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">Requester Signature Date</p>		
<p>Part II - To be completed by IT</p>		
<p>PC status (running/out of order) : Request No. :</p> <p>Backup Copied Folder Content Size :</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">IT Engineer/Technician Badge No. Date (Name & Signature)</p>		
<p>Non-Clinical Form</p>		

APPENDIX – B

Download link: <https://cod.ksau-hs.edu.sa/e-forms/>

KING SAUD bin ABDULAZIZ UNIVERSITY for HEALTH SCIENCES College of Dentistry		جامعة الملك سعود بن عبد العزيز للعلوم الصحية كلية طب الأسنان			
REQUEST FORM FOR EQUIPMENT College of Dentistry - Information Technology					
Admin Asss. ☎ 4299999 x 95742 Fax ☎ 8011111 x 14010 Mail Code ☎ 1243 E-mail ☎ cod-help@ksau-hs.edu.sa P.O. Box ☎ 22490, Riyadh 11426					
EMPLOYEE INFORMATION					
REQUESTED BY:		BADGE NO.:			
POSITION / JOB TITLE:		DATE:			
DEPARTMENT:		TEL. NO.:			
ITEM NO.	DESCRIPTION OF ITEMS	JUSTIFICATION	NO. OF EXISTING ITEMS	NO. OF NEEDED ITEMS	ROOM NO.
REQUESTOR NAME: _____			SIGNATURE: _____		
DEPARTMENT LEVEL APPROVAL (DEPARTMENT HEAD)					
_____		_____		_____	_____
NAME & SIGNATURE		POSITION / JOB TITLE		BADGE NO.	DATE
FOR COD - INFORMATION TECHNOLOGY USE ONLY					
COD - IT SERVICES APPROVAL					
_____		SENIOR PC TECHNICIAN		_____	_____
NAME & SIGNATURE		POSITION / JOB TITLE		BADGE NO.	DATE
<input type="checkbox"/> APPROVED <input type="checkbox"/> DISAPPROVED					
ENGR. AMIN AL AWAD		IT MANAGER		18372	_____
NAME & SIGNATURE		POSITION / JOB TITLE		BADGE NO.	DATE
COMMENTS:					

[REV # : 1.6 / 18JAN2018]

APPENDIX – C

FORM – IT – Asset Installation Form

King Saud bin Abdulaziz University
for Health Sciences



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IT Asset Installation Form

[Asset Information]	Asset Name	Asset Class	Manufacturer	Model
	URP-	Printer		
[User's Info]	IP			
	Connection Type	KN Number	Serial No	
[User's Info]	Assigned to			
	Dpt. Name			
	Badge No.	Ext. No.	Room No	

Signing this document, verifies that you are aware of and will abide by the guidelines and instructions in the Administrative Policy And Procedure (APP) 1421-001 NGH A COMPUTER EQUIPMENT USER'S POLICY AND PROCEDURE (Found in the NGH A Intranet "<http://kamc-r.ngha.med>" under Policy Network). Once this equipment is signed over, you are responsible for both data and equipment, while it remains under your name.

[Note: In any case we are not responsible for loss of data caused by Viruses, OS or Hardware failure]

Received By:

Name:		Badge:	
Signature:		Date:	

Installed By:

Name:		Badge:	
Signature:		Date:	

FORM – IT – Asset Movement Form (CPU and Monitor)

King Saud bin Abdulaziz University
for Health Sciences



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IT Asset Movement Form

[Asset Information]

Asset Name	Asset Class	Manufacturer	Model
URC-	CPU	HP	HP 8300 compaq elite

KN Number	Serial No

Released from:

Assigned to		Signature	
Dpt. Name			
Badge No.		Ext. No.	Room No

Assigned to:

Assigned to		Signature	
Dpt. Name			
Badge No.		Ext. No.	Room No

Signing this document, verifies that you are aware of and will abide by the guidelines and instructions in the Administrative Policy And Procedure (APP) 1421-001 NGHA COMPUTER EQUIPMENT USER'S POLICY AND PROCEDURE (Found in the NGHA Intranet "<http://kamc-r.ngha.med>" under Policy Network). Once this equipment is signed over, you are responsible for both data and equipment, while it remains under your name.

Note: In any case we are not responsible for loss of data caused by Viruses, OS or Hardware failure

Re-allocated By:

Name:		Badge:	
Signature:		Date:	

FORM – IT – Asset Movement Form (Scanner)

King Saud bin Abdulaziz University
for Health Sciences



جامعة الملك سعود
للعلوم الصحية

IT Asset Movement Form

[Asset Information]

Asset Name	Asset Class	Manufacturer	Model
	SCANNER		

KN Number	Serial No

Released from:

Assigned to		Signature	
Dpt. Name			
Badge No.	Ext. No.	Room No	

Assigned to:

Assigned to		Signature	
Dpt. Name			
Badge No.	Ext. No.	Room No	

Signing this document, verifies that you are aware of and will abide by the guidelines and instructions in the Administrative Policy And Procedure (APP) 1421-001 NGH A COMPUTER EQUIPMENT USER'S POLICY AND PROCEDURE (Found in the NGH A Intranet "http://kamc-r.ngha.med" under Policy Network). Once this equipment is signed over, you are responsible for both data and equipment, while it remains under your name.


Note: In any case we are not responsible for loss of data caused by Viruses, OS or Hardware failure

Re-allocated By:

Name:		Badge:	
Signature:		Date:	


APPENDIX – D

Download link: <https://cod.ksau-hs.edu.sa/e-forms/>

KING SAUD bin ABDULAZIZ UNIVERSITY for HEALTH SCIENCES College of Dentistry			جامعة الملك سعود بن عبدالعزيز للعلوم الصحية كلية طب الأسنان
REQUEST FORM FOR SERVICES College of Dentistry - Information Technology			
Admin Asssts. ☎ 4299999 x 95772 Fax ☎ 8011111 x 14010 Mail Code ☎ 1243 E-mail ☎ cod-help@ksau-hs.edu.sa P.O. Box ☎ 22490, Riyadh 11426			
EMPLOYEE INFORMATION			
REQUESTED BY:		BADGE NO.:	
POSITION / JOB TITLE:		DATE:	
DEPARTMENT:		TEL. NO:	
DESCRIPTION OF SERVICE(S)		JUSTIFICATION	DATE NEEDED
REQUESTOR NAME: _____		SIGNATURE: _____	
DEPARTMENT LEVEL APPROVAL (IMMEDIATE SUPERVISOR)			
_____	_____	_____	_____
NAME & SIGNATURE	POSITION / JOB TITLE	BADGE NO.	DATE
FOR COD - INFORMATION TECHNOLOGY USE ONLY			
COD - IT SERVICES APPROVAL			
<input type="checkbox"/> APPROVED <input type="checkbox"/> DISAPPROVED			
COMMENTS:			
_____	_____	_____	_____
ENGR. AMIN AL AWAD	IT MANAGER	18372	
NAME & SIGNATURE	POSITION / JOB TITLE	BADGE NO.	DATE
REQUEST STATUS			
COMPLETED BY: _____	SIGNATURE: _____	BN: _____	DATE: _____
COMMENTS:			

APPENDIX – E

Download link: <https://cod.ksau-hs.edu.sa/e-forms/>

KING SAUD bin ABDULAZIZ UNIVERSITY for HEALTH SCIENCES College of Dentistry		جامعة الملك سعود بن عبد العزيز للعلوم الصحية كلية طب الأسنان
IT EQUIPMENT INCIDENT REPORT College of Dentistry - Information Technology		
Admin Assts. ☎ 4299999 x 95772 Fax ☎ 8011111 x 14010 Mail Code ☎ 1243 E-mail ✉ cod-help@ksau-hs.edu.sa P.O. Box 📮 22490, Riyadh 11426		
SUBJECT		
INCIDENT REPORTED BY		
NAME:		BADGE NO.:
POSITION / JOB TITLE:		DATE OF INCIDENT:
DEPARTMENT:	TEL. NO:	LOCATION:
DESCRIBE THE INCIDENT IN DETALIS		
RECOMMENDATION		
PREPARED BY		REVIEWED BY

[REV # : 1.1 / 15AUG2016]