

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 establish 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.



KING SAUD bin ABDULAZIZ UNIVERSITY for HEALTH SCIENCES College of Dentistry





Letter of Agreement (LOA) Between COD-IT and COD Computer End-User

Part I - To be completed by the Requester

Terms and conditions of formatting PCs, laptops, replacement of defective hard drives, upgrading operating systems and/or PC replacement.

The provision of this service agreement is subject to the following terms and conditions:

- 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.

l,		(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 d	ata which was not included in the	e backup folder which I created. After the allowed	ten (10) working		
days period has lapsed, I'	T has the right to re-format and r	e-use my old hard disk drive.			
Backup Folder Current Si	ze :				
IT Name (OLD)	:	IT Name (NICAN) (formation to)			
Ext. No. :					
	Requester Signature	e Date	•		
		Date To be completed by IT			
PC status (running/out of	Part II -	To be completed by IT			
	Part II -	To be completed by IT			
	Part II -	To be completed by IT			
	Part II -	To be completed by IT			
	Part II -	To be completed by IT			
Backup Copied Folder Co	Part II -	To be completed by IT Request No. :			
Backup Copied Folder Co	Part II -	To be completed by IT			
Backup Copied Folder Co	Part II - order): ontent Size: Engineer/Technician	To be completed by IT Request No. :			
Backup Copied Folder Co	Part II - order): ontent Size: Engineer/Technician	To be completed by IT Request No. :			

APPENDIX – B

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

King Saud bin Abdulaziz Univers for Health Sciences College of Dentistry	SITY	ۉڰٷۿڒڵۿ <u>ڬڎڗ۬</u> ڝؙڿؾٞػ ڵٳڛٺٳڹ	جَرِّلْعِبِّ الْ <u>لِلْكِرِّيُّ جُ</u> للِعِسٌ وحَ الْكِ كليـة طب ا		
	QUEST FORM FOR EQUIP of Dentistry - Information To				
Admin Assts. ≅ 4299999 x 95742 Fax ≅ 801111	1 x 14010 Mail Code ⊡ 1243 E-mail ☐ cod-h	elp@ksau-hs.edu.sa P.O. B	Sox 🗗 22490, Riyadh 11426		
EMPLOYEE INFORMATION					
REQUESTED BY:		BADGE NO.:			
POSITION / JOB TITLE:		DATE: TEL. NO:			
DEPARTMENT:	7 - 31 - 4-4-	TEL. NO:			
ITEM DESCRIPTION OF ITEMS	JUSTIFICATION	NO. OF NO EXISTING ITEMS	O. OF NEEDED ROOM NO.		
REQUESTOR NAME:	S	IGNATURE:	· Y		
DEPARTMENT LEVEL APPROVAL (DEPARTMENT LEVEL (DEPARTMENT	RTMENT HEAD)				
			Ŷ.		
NAME & SIGNATURE	POSITION / JOB TITLE	BADGE NO. DATE			
	D - INFORMATION TECHNOLOGY	USE ONLY			
COD - IT SERVICES APPROVAL		0.00			
NAME & SIGNATURE	SENIOR PC TECHNICIAN POSITION / JOB TITLE	BADGE NO	DATE		
□ APPROVED □ DISAPPROVED					
ENGR. AMIN AL AWAD	IT MANAGER	18372			
NAME & SIGNATURE	POSITION / JOB TITLE	BADGE NO.	DATE		
COMMENTS:					

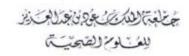
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APPENDIX – C

FORM – IT – Asset Installation Form

King Saud bin Abdulaziz University
for Health Sciences



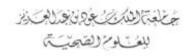


IT Asset Installation Form

Asset Name	Asset Class	Manufacture	er	Model
URP-	Printer			
IP				
Connec	tion Type	KN Number		Serial No
	-			
Assigned to				
Dpt. Name				
Badge No.		Ext. No.	Room No	
the Administrative AND PROCEDURE this equipment is	Policy And Procedu (Found in the NGH	ire (APP) 1421-001 NG IA Intranet "http://kan	GHA COMPUTER EQ nc-r.ngha.med" und	UIPMENT USER'S POLIC ler Policy Network). Onc
the Administrative AND PROCEDURE this equipment is your name. [Note: In any Hardware fai	Policy And Procedu (Found in the NGH signed over, you ar case we are no lure]	ire (APP) 1421-001 NG IA Intranet "http://kan re responsible for both	SHA COMPUTER EQ nc-r.ngha.med" und data and equipmer	UIPMENT USER'S POLIC ler Policy Network). Ond nt, while it remains und
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the Administrative AND PROCEDURE this equipment is your name. [Note: In any Hardware fai Received By	Policy And Procedu (Found in the NGH signed over, you ar case we are no lure]	ire (APP) 1421-001 NG IA Intranet "http://kan re responsible for both	SHA COMPUTER EQ nc-r.ngha.med" und data and equipmen oss of data caus	UIPMENT USER'S POLIC ler Policy Network). Ond nt, while it remains und
the Administrative AND PROCEDURE this equipment is your name. [Note: In any Hardware fail Received By Name: Signature:	Policy And Procedu (Found in the NGH signed over, you ar case we are no lure]	ire (APP) 1421-001 NG IA Intranet "http://kan re responsible for both	SHA COMPUTER EQ nc-r.ngha.med" und data and equipmen oss of data caus Badge:	UIPMENT USER'S POLIC ler Policy Network). Ond nt, while it remains und
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King Saud bin Abdulazie University for Health Sciences



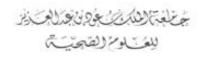


Asset Name	Asset Class	cet Class Manufacturer HP		Model HP 8300 compaq elite		
URC-	CPU					
KN Number			Serial No			
Released fro	m:					
Assigned to			Signature			
Dpt. Name						
Badge No.		Ext. No.		Room No		
Assigned to: Assigned to Dpt. Name			Signature			
Badge No.		Ext. No.		Room No		
					nes and instructions in MENT USER'S POLICY	
the Administrative AND PROCEDURE (this equipment is s your name. Note: In any case of	Found in the NGH igned over, you ar	e responsible fo	p://kamc-r.ngha or both data and	d equipment, v	while it remains under	
the Administrative AND PROCEDURE (this equipment is solution to the solution of the solution	Found in the NGH igned over, you ar	e responsible fo	p://kamc-r.ngha or both data and data caused by \	d equipment, v	Policy Network). Once while it remains under Hardware failure	
he Administrative AND PROCEDURE (his equipment is s your name.	Found in the NGH igned over, you ar	e responsible fo	p://kamc-r.ngha or both data and data caused by \	d equipment, v	while it remains under	

FORM – IT – Asset Movement Form (Scanner)

King Saud bin Abdulaziz University for Health Sciences





Asset Name	Asset Class	: Class Manufacturer		Model	
	SCANNER				
KN Number				Serial N	0
Released fro	m:				
Assigned to			Signature		
Dpt. Name					
Badge No.		Ext. No.		Room No	
Assigned to			Signature		
Dpt. Name					
		Ext. No.		Room No	
Badge No. igning this document the Administrative and PROCEDURE this equipment is soour name.	nent, verifies that you Policy And Procedu (Found in the NGH signed over, you are we are not respons	ou are aware o ire (APP) 1421- A Intranet "htt e responsible f	001 NGHA COMI p://kamc-r.ngha. or both data and	by the guideling PUTER EQUIP Imed" under le equipment, v	MENT USER'S POL Policy Network). O while it remains un
signing this document the Administrative ND PROCEDURE this equipment is soon name.	Policy And Procedu (Found in the NGH signed over, you ar we are not respons	ou are aware o ire (APP) 1421- A Intranet "htt e responsible f	001 NGHA COMI p://kamc-r.ngha or both data and data caused by V	by the guideling PUTER EQUIP Imed" under le equipment, v	MENT USER'S POL Policy Network). O while it remains un

APPENDIX – D

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King Saud bin Abdulaziz Univer for Health Sciences College of Dentistry	SITY	<u>﴾ ﴿ كَالْمِنْ ﴿ زَرَ</u> سُيْتَ نسان	<i>جَرِّلْغِ</i> جَّ الْكِلْ <i>لُمُزَكِّبُ</i> عِوْلَاثِ للغن وح الله كليـة طب الأس
	EQUEST FORM FOR SERV e of Dentistry - Information T	echnology	O Box 60 22490 Rivadh 11426
EMPLOYEE INFORMATION			
REQUESTED BY:		BADGE NO.:	
POSITION / JOB TITLE:	DATE:		
DEPARTMENT:		TEL. NO:	
DESCRIPTION OF SERVICE(S)	JU	ISTIFICATION	DATE NEEDED
REQUESTOR NAME:		IGNATURE:	
DEPARTMENT LEVEL APPROVAL (IMME	POSITION / JOB TITLE	BADGE NO.	DATE
FOR CO	OD - INFORMATION TECHNOLOGY	USE ONLY	
APPROVED DISAPPROVED COMMENTS:			
ENGR. AMIN AL AWAD NAME & SIGNATURE	IT MANAGER POSITION / JOB TITLE	18372 BADGE NO.	DATE
REQUEST STATUS			
COMPLETED BY:	SIGNATURE:	BN:	DATE:

[REV#: 1.1 / 15AUG2016]

APPENDIX – E

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

KING SAUD bin ABDULAZIZ UNIVERSITY for HEALTH SCIENCES College of Dentistry		جَرِّكُ مِ الْمُلْكِرِيُ جُولِ فَيْ هِرِّ لَالْهِرِ كَالْمِلْكِرُ وَيَرْ لِلْعُنْ لُومِ لَ لِصَّحِيِّيْتِ كلية طب الأسنسان
	ENT INCIDENT REPO	
Admin Assts. 🕾 4299999 x 95772 Fax 🏯 8011111 x 14010 Mai		
SUBJECT		
INCIDENT REPORTED BY		
NAME:		BADGE NO.:
POSITION / JOB TITLE:		DATE OF INCIDENT:
DEPARTMENT:	TEL. NO:	LOCATION:
DESCRIBE THE INCIDENT IN DETALIS		
RECOMMENDATION	University ^{fr}	
PREPARED BY	REVIEWED BY	

[REV #: 1.1 / 15AUG2016]