



**Georgian American University, LLC**

**Information Technology Management  
Policies and Procedures**

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## 1. General Regulations

- 1.1. This document defines the Information Technology Management Policy, procedures and information of the Georgian American University LLC. (hereinafter - "University") and describes the information technology infrastructure of the University;
- 1.2. The University recognizes the importance of using modern information technologies to increase the efficiency of educational activities and processes. Accordingly, the University's policy in terms of information technology is based on the maximum involvement of modern information technologies in the educational and governance processes.
- 1.3. The goal of IT management policies and procedures at the University is to ensure:
  - 1.3.1. Existence of modern information technology infrastructure and their active use in the process of educational activities;
  - 1.3.2. Administration and access to information technologies available at the University;
  - 1.3.3. Continuous development and promotion of information technologies at the University.

## 2. Persons Responsible for Information Technology Management

- 1.4. The University Information Technology Service is established to ensure the introduction, management, administration and access to information technology at the University.
- 1.5. The authority, accountability and other issues related to the activities of the Information Technology Service are regulated by the regulations of the same service.

## 3. Information Technology Infrastructure

- 1.6. The University has a website - [www.gau.edu.ge](http://www.gau.edu.ge), which operates in Georgian-English languages and accounts in the social networks Facebook.com, Youtube.com, LinkedIn, Instagram, in order to provide fast dissemination of information and convenient channels of communication.
  - 1.6.1. Through website and social media accounts, University staff, students and other interested parties can easily access important information about the University.
- 1.7. The University building and auditoriums are equipped with personal computers and presentation equipment.
  - 1.7.1. In order to ensure high standards of central management and security of the University personal computers, a so-called Domain Controller system,

in which all the personal computers of the university are connected and consequently the control/administration of access to certain operations is carried out centrally.

- 1.8. The University building has wireless and wired computer networks, which are divided into sub-networks for efficient administration.
- 1.9. The Electronic Teaching Process Management System of the University is connected to the Google platform. Each new user is logged in with a personal Google email and password created by the University, which means that every student, lecturer and staff member at the University has a Gmail account with a gau.edu.ge account.

#### 4. Electronic Learning Process Management System

- 1.10. The University uses an electronic system for managing the teaching process, which serves the effective and quality management of the educational activities of the University. This system is designed for both lecturers and employees involved in all levels of the learning process.
- 1.11. The electronic system of teaching processes, in addition to supporting the learning process, provides the following important functions:
  - 1.11.1. Systematization of necessary information about students (personal data, orders, statements, references, etc.);
  - 1.11.2. Easy access for lecturers and students about the educational programs, its courses and each semester schedule;
  - 1.11.3. The ability to produce an electronic journal;
  - 1.11.4. Ability to record lectures, which allows academic staff to electronically record the start and end times of a lecture.
  - 1.11.5. Billing administration system, which in turn includes: debt, discount and grant accrual schemes. The student has the opportunity to view the debt on a personal portal. Upon payment, the amount is automatically transferred to the student's account in the database through the identification of a personal number (billing system - MPS program).

#### 5. Safety Standards

- 1.12. The University Information Technology Service takes care of the security of the University Information Technology. For this purpose, all non-public information available at the University is protected by passwords known only to authorized persons.
- 1.13. University staff, students and any other person is prohibited from any attempts to gain unauthorized access to information and data. For this purpose, the Information Technology Service is authorized to carry out appropriate monitoring and in case of violation, to inform the law enforcement agencies.

- 1.14. To ensure the security of information posted through the University Information Technology, the Information Technology Service provides electronic archiving and backup of existing information.
- 1.15. The University has an electronic system of admission to the building, through the special cards of which persons are allowed to enter the University.

## 6. Mechanisms for the Development and Promotion of Information Technologies

- 1.16. Development of information technologies in the University, using new technological means; achieving a higher degree of efficiency in individual processes and replacing existing technologies with new; introducing modern alternatives for the usual tasks is an important direction of the University Information Technology Policy.
- 1.17. The development and promotion of information technology at the University is an ongoing process, which is carried out to assess the quality of the existing infrastructure, its effectiveness in the educational process and to act in accordance with the results.
- 1.18. Evaluations used for IT development include the results of student and staff satisfaction assessments, as well as an assessment/analysis by the head of the University Information Technology Service, on the basis of which, specific proposals are submitted to the Senior Vice President of the University for improvement and remediation.

## 7. Conclusive Regulations

- 1.19. Approval of this document, including amendments and additions to it is carried out by order of the President of the University.