



**Georgian American University, LLC**

**Information Technologies Office  
Regulation**

## Contents

1. General Regulations	3
2. Aim of Office	3
3. Office Functions	3
4. Office structure	4
5. Head of Office	4
6. Office Manager	5
7. Conclusive Regulations	6

## 1. General Regulations

- 1.1. This Regulation defines the authority, accountability and regulatory issues of the Information Technologies Office (hereinafter referred to as the “Office”) of the Georgian American University LLC. (hereinafter referred to as the “University”).
- 1.2. The Office is an auxiliary structural unit of the University.
- 1.3. The Office is guided in its activities by the Constitution of Georgia, international treaties, Georgian legislation, the Statute of the University, this regulation, the acts of the President and Senior Vice President of the University.
- 1.4. The Office is accountable to the President and Senior Vice President of the University.

## 2. Aim of Office

- 1.5. The purpose of the Information Technologies Office is to ensure the proper functioning of information technology and communication resources in the teaching, research and administrative activities of the University.

## 3. Office Functions

The functions of the Information Technologies Office are:

- 1.6. Forming a unified information and communication technology vision and strategy of the University and taking care of the introduction and development of modern information and communication technologies;
- 1.7. Equipping the University with modern media and communication, taking care of and supporting their constant updating;
- 1.8. Ensuring the smooth and efficient functioning of the teaching process management systems at the University;
- 1.9. Ensuring the proper functioning of information technologies and means of communication on the territory of the University;
- 1.10. Ensure proper operation of electronic databases and various software tools in accordance with national and international standards;
- 1.11. Administration of information databases and portals at the University, systematic updating.
- 1.12. Establishment of a unified computer network of the University, ensuring its proper functioning and technical support;
- 1.13. Diagnosis, replacement, upgrade of servers, network equipment, computers and peripherals at the University;
- 1.14. Installation, updating of operating systems, consumer and other special training programs on computers, protection of information on them;
- 1.15. Ensuring stable operation of university servers;
- 1.16. Monitoring the university computer networks, diagnosing the problem in case of system malfunctions and eliminating it promptly;

- 1.17. Provide connection to the ISP and regulate the user's access to Internet resources;
- 1.18. Ensuring the proper functioning of the University website;
- 1.19. Provide maintenance of computer equipment and devices of the University;
- 1.20. Maintenance of video surveillance cameras installed on the inner and outer perimeter of the University;
- 1.21. University Admission System Administration;
- 1.22. Periodic archiving and backup of electronic materials available at the University;
- 1.23. Carrying out other activities provided by the University regulations and internal acts for the purposes of the Office.

#### 4. Office structure

- 1.24. The office consists of the head of the office - the head and the manager/managers;
- 1.25. The head of the office and the manager are appointed by the president of the university upon the nomination of the Senior Vice President.

#### 5. Head of Office

- 1.26. The Head of the Information Technologies Office directs and supervises the activities of the Office. He/she is responsible for the full and proper implementation of the functions of the Office.
- 1.27. Head of Information Technologies Office:
  - 1.27.1. Coordinates and controls the proper functioning of information technologies and communication resources;
  - 1.27.2. Develops the University Information Technology Management Policy, submits it to the University Senior Vice President for approval, oversees and monitors its implementation;
  - 1.27.3. Defines methods for managing and storing databases;
  - 1.27.4. Establishes necessary communication with Internet, telephone and other technology office providers;
  - 1.27.5. Responsible for the proper functioning of computer equipment and devices in different areas of the University;
  - 1.27.6. Ensures the smooth operation of the university admission system;
  - 1.27.7. Evaluates/analyzes the information technology and communication resources of the University and prepares proposals for submission to the management;
  - 1.27.8. Gives assignments and instructions to the employee/employees of the office, if necessary divides the duties among them;
  - 1.27.9. Exercises control over the proper performance of official duties and observance of discipline by the employee/employees of the Office;
  - 1.27.10. Signs and endorses the documents prepared in the office, as well as being responsible for the quality and accuracy of their execution;

- 1.27.11. Prepares responses to incoming correspondence;
  - 1.27.12. Participates in the discussion of the candidatures of the persons to be appointed within the scope of his/her competence;
  - 1.27.13. Petitions to the Senior Vice President of the University for the allocation of material and technical means necessary for the functioning of the Office;
  - 1.27.14. Coordinates the office relationship with other structural units of the University;
  - 1.27.15. Submits proposals to the Senior Vice President of the University on the structure of the office, the staff, the organization of work, the encouragement of employees, the imposition of disciplinary responsibilities and their professional development;
  - 1.27.16. Presents the annual report on the activities of the office to the Senior Vice President of the university.
  - 1.27.17. Within the scope of his/her competence, he/she performs the duties of the University President and the Senior Vice President.
- 1.28. In case of absence of the Head of the Office and/or temporary inability to perform his/her duties, one of the employees of the Office shall perform his/her duties on the basis of the order of the Senior Vice President of the University.

## 6. Office Manager

1.29. The office manager provides:

- 1.29.1. Assembling and maintaining university computers;
- 1.29.2. Prophylactic maintenance of equipment available at the University in order to increase functional capabilities;
- 1.29.3. Adding, maintaining and supplying peripherals with consumables;
- 1.29.4. Installing, updating and maintaining the operating system, consumer and training programs;
- 1.29.5. Hardware, network and software diagnostics, to determine the cause of the problems and to eliminate it;
- 1.29.6. Configure and monitor wired and wireless networks;
- 1.29.7. Maintenance and upgrading of computer equipment and peripherals in university auditoriums, laboratories, conference rooms, libraries and other areas of the University;
- 1.29.8. Proper operation and maintenance of video surveillance cameras installed on the inner and outer perimeter of the University;
- 1.29.9. Support employees in solving current problems in a timely manner, consulting them if necessary;
- 1.29.10. Teaching university staff and invited specialists about the work of computer programs available at the university and getting acquainted with the innovations introduced in the program;
- 1.29.11. Adding users to the university's electronic platforms and systems and editing data;

- 1.29.12. Providing workspaces for employees, visitors, exchange program participants and others with communication and computer technologies;
  - 1.29.13. Maintenance, diagnostics, installation, configuration of university servers;
  - 1.29.14. Creates and maintains backups of university servers and databases;
  - 1.29.15. Determining the information technology outlets to be written off and submitting relevant proposals to the head of the office;
  - 1.29.16. Carries out the tasks and instructions of the head of the office according to the goals of the office.
- 1.30. By order of the President of the University or by employment contract on the appointment of staff, it is possible, if necessary, to provide for functions or obligations different from the functions specified in this Article.
- 1.31. The manager is accountable to the head of the office.

## 7. Conclusive Regulations

- 1.32. Approval of the regulations of the office, as well as any changes and additions are carried out by the order of the President of the University.