



UNIVERSITY OF BAHRAIN

INFORMATION TECHNOLOGY PROCEDURES

Authority / Information and Technology Center

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PROCEDURES INFORMATION

Title: Information Technology Procedures



Procedures Description:	The Procedures outline step-by-step processes for IT tasks—from account management to equipment maintenance and website development—clearly defining roles and documentation requirements to ensure efficient, secure service delivery.	
Procedures Scope:	☐ Academic ☒ Administrative ☐ Research ☐ Student ☐ general	
Procedures Status:	☒ New Procedures procedures	☐ Revision of existing
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Authority/ Owner of Procedure:	Information Technology Center	
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Related Documents:	Bahrain Tender Board Law, Unified Financial Guide, Information & eGovernment Authority Project Management Manual, Information & eGovernment Authority Cloud First Policy, IT Project Management Policy.	

Procedures Stakeholders

- | | |
|---|---|
| ☒ President | ☒ Faculty members |
| ☒ Vice Presidents | ☐ Students |
| ☒ Legal Advisor | ☒ Admin Staff |
| ☒ Deans | ☐ All University Affiliates |
| ☒ Directors | |



1 Definitions

Account:	The account consists of Credentials for access to the university's electronic systems.
Shared Spaces for SharePoint:	Secure storage and collaboration areas for faculty and administrative staff.
Network Access Point:	A wired or wireless connection points to the university network.
Website Development:	Designing, developing, and maintaining websites.
IT Equipment:	Hardware devices and peripherals used in information technology, such as computers, servers, and networking devices.
Repair and Maintenance:	Actions ensure proper IT equipment functioning, including hardware fixes and software updates.
Software:	Programs necessary for computer operation, including operating systems, standard software, and application software for courses and research.
License:	A legal agreement granting permission to use a software product.
VPN (Virtual Private Network):	Internet traffic encryption service to protect a user's identity and data, enabling secure access to business apps and websites from anywhere.
Disposal Report:	A report detailing the type, condition, and reason for excluding IT equipment from active use.

2 Procedures



2.1 Create and Update User Accounts

Procedure Information		
Procedure Purpose	To establish a consistent process for creating and updating faculty and administrative staff user accounts, ensuring secure and efficient access to the university's electronic systems.	
Procedure Scope	Apply to all faculty and administrative staff requiring access to UOB electronic systems.	
Roles and Responsibilities	Requesting Department	Submit requests and ensure they meet the requirements.
	Helpdesk Unit	Examine and forward requests.
	Network Division	Execute the required tasks and grant permissions for Active Directory, Microsoft 365.
	Development Division	Execute the required tasks and grant permissions for used information systems.

Procedure Steps:

1- Initiating a request (Requesting Manager)

- The requesting manager submits the "UOB System Account" request via the helpdesk system.

2- Request review (Helpdesk Coordinator)

- The helpdesk coordinator reviews the request, ensuring the completeness of the required information.
- If the request is missing the required information or needs clarification, the requester is informed and asked to resubmit the request.
- If the request is complete, the helpdesk coordinator forwards the request to the head of the network section.



3- Request approval (Head of Network)

- The Head of Network reviews the request for policy compliance and security standards.
- The request is approved or rejected (with clear justification for any rejection).

4- Task Completion (Network and Development Staff)

- The assigned staff member performs the required tasks to create/update the account as per the requirements in the request.
- Test the account to ensure it functions as intended.

5- Notification & Closure (Network staff)

- The Network Staff notifies the requesting manager and account owner, providing login credentials and access instructions.
- The account owner verifies functionality.
- The Network staff documents all actions and feedback in the help desk system and closes the ticket.

2.2 Create Shared Spaces for SharePoint Users

Procedure Information		
Procedure Purpose	To define a clear process for obtaining and configuring SharePoint shared spaces for faculty and administrative staff.	
Procedure Scope	Applies to all faculty and administrative staff who require secure, collaborative storage areas.	
Roles and Responsibilities	Requesting Department	Submit the "SharePoint Space Request" via the helpdesk system.
	Helpdesk Unit	Examine and forward requests.
	Network Division	Execute the required tasks and give SharePoint space.

Procedure Steps:



1- Initiating a request (Requesting Manager)

- a. The requesting manager submits the "SharePoint Space Request" via the helpdesk system.

2- Request review (Helpdesk Coordinator)

- a. The Helpdesk Coordinator examines the submission to ensure all required information is provided.
- b. Incomplete requests are returned for revision.

3- Request approval (Head of Network)

- a. The Head of Network evaluates the request's validity and security compliance.
- b. Approval or rejection is issued with appropriate justification.

4- Execution (Network Staff)

- a. A designated Network Staff member creates and configures the SharePoint space, including setting permissions and enabling requested features.

5- Notification and Closure (Network staff)

- a. The Network Staff notifies the requesting manager with access instructions and collects access confirmation.
- b. The executing staff documents all actions and feedback in the helpdesk system and closes the request.

2.3 Network Access Points Creation and Maintenance

Procedure Information	
Procedure Purpose	To establish a standard process for creating and maintaining wired or wireless network access points across the university.
Procedure Scope	Applies to all university departments, labs, classrooms, and meeting rooms.



Roles and Responsibilities	Requesting Department	Submits the “Network Access Point Creation and Maintenance” request.
	Helpdesk Unit	Examine and forward requests.
	Network Division	Execute the required tasks and create and maintain wire or wireless network access points.

Procedure Steps:

1- Initiating a request (Requesting manager)

- Fill out and submit the “Network access point creation and maintenance” request via the helpdesk system.

2- Request review (Helpdesk coordinator)

- Review the request, ensuring the completeness of the required information.
- If the request is missing or needs clarification, inform the requester and ask them to resubmit it after adding all required information.
- If the request is complete, forward the request to the head of the Network section.

3- Request Approval (Head of Network)

- Reviews the request’s compliance with UOB policies and standards and the necessity and validity of the request.
- If the request is not justified or in alignment with UOB policies and standards, reject and justify rejection.
- If the request is deemed justified, approve the request and assign the task to a network staff member.

4- Task completion (Network staff & Maintenance staff)

- Coordinate with the requester to confirm the location of the required service, determine if access to secured areas is needed, ensure proper authorization is arranged, and schedule a suitable time for the on-site visit.
- Confirm the technical feasibility of the new access point(s) (cable paths, switch ports, wall outlets, etc.)
- If installations (cabling, extensions, etc.) are required, coordinate with maintenance staff to perform what is needed.
- Proceed with the necessary tasks to create an access point.
- Test to check if the new access point is operational and functions as intended.



5- Notification and Closure (Network staff)

- a. The executing staff notifies the requester of the completion, demonstrates proper operation, and then documents all actions and feedback in the helpdesk system before closing the request.

2.4 Developing and Maintaining University Websites

Procedure Information		
Procedure Purpose	To provide a consistent framework for designing, developing, and maintaining university websites in collaboration with internal units.	
Procedure Scope	Applies to all units within the university requiring website development.	
Roles and Responsibilities	Requesting Department	Submits a “Website Design and Development Request” with detailed requirements
	Helpdesk Coordinator	Review and forward requests to Head of Internet Services.
	Head of Internet Services	Approve requests and assign them to staff.
	Internet Services Staff	Design, develop, deploy, and maintain websites.
	Network Section Staff	Conduct security reviews prior to publishing websites.

Procedure Steps:

1- Initiating a request (Requesting Unit)

- a. The requesting unit submits the website design and development request via the helpdesk system.

2- Request review (Helpdesk Coordinator)



- a. The helpdesk coordinator reviews the request, ensuring the completeness of the required information.
- b. If the request is missing the required information or needs clarification, the requester is informed and asked to resubmit the request.
- c. If the request is complete, the helpdesk coordinator forwards the request to the head of the internet services section.

3- Request approval (Head of Internet Services)

- a. The head of the internet section reviews the request's compliance with UOB policies and security standards and the validity of the justification for the requested website.
- b. Schedule a meeting with the requester to discuss the requirements, technical dependencies, timelines, and responsibilities.
- c. If the request is not approved, the head of the internet services section rejects the requests and justifies rejection.
- d. If the request is approved, the head of the internet services section assigns the task to staff members.

4- Website development and maintenance (Internet services staff)

- a. The assigned staff member(s) create a draft design to be approved by the requesting unit.
- b. If required, make the necessary changes and resubmit to the requesting unit for approval.

5- Testing and Deployment (Network staff and Internet services staff)

- a. Network Section Staff performs a comprehensive security review.
- b. The website is deployed in production and monitored for performance and security.

6- Notification and Closure (Internet services staff)

- a. The executing staff notify the requesting unit with access details, and the unit confirms functionality.
- b. The Internet Services Staff document all actions and feedback in the helpdesk system and close the request.



2.5 IT Systems Troubleshooting and Resolution

Procedure Information		
Procedure Purpose	To resolve technical issues affecting university IT systems promptly, minimizing disruption to operations.	
Procedure Scope	Applies to all IT systems managed by the IT Center at UOB.	
Roles and Responsibilities	Requester	Submits a “Technical Support request” detailing the issue.
	Helpdesk Coordinator	Review and forward requests to head of systems development.
	Head of Systems Development	Approve and assign requests to staff.
	Systems Development Staff	Analyze and resolve issues.
	Database Administrator (DBA)	Deploy solutions.

Procedure Steps:

1- Initiating a request (Requester)

- The requester fills out and submits a “Technical support request” via the helpdesk system.

2- Request review (Helpdesk coordinator)

- The helpdesk coordinator reviews the request, ensuring the completeness of the required information.
- If the request is missing the required information or needs clarification, the requester is informed and asked to resubmit the request.
- If the request is complete, the helpdesk coordinator forwards the request to the head of the systems development section.

3- Request approval (Head of system development /Head of internet services)

- The head of the section reviews the request for relevance.
- If the request is not approved, reject the request and justify rejection.
- If the request is approved, assign the task to a system analyst.



4- Issue examination (System analyst)

- a. Review the request (Analyze logs, error reports/codes, and other relevant system data to identify the root cause of the issue).
- b. If the issue requires development intervention, assign the task to a Systems Developer.
- c. If the issue is unrelated to systems development (e.g., user error, configuration issue), guide the requester in resolving the issue.

5- Issue resolution (Systems developer)

- a. Analyze the assigned issue and implement required fixes.
- b. Document details of the root cause, steps taken to resolve the issue, and any code or configuration changes applied.

6- Testing the fix (System analyst)

- a. The system analyst and the requester test the applied fix on a testing environment to verify that the issue is fully resolved and that the fix does not introduce new issues.
- b. If testing fails, the issue is reassigned to the system developer for further revision.
- c. If testing succeeds, assign to DBA.

7- Deployment to production environment (DBA)

- a. Obtain approval from the head of systems development to implement the fix in the production environment.
- b. If approved, implement the fix and notify the analyst and the requester.

8- Notification and Closure

- a. The executing staff notifies the requester of the resolution and collects feedback.
- b. The assigned staff documents all actions and feedback in the helpdesk system and closes the request

2.6 IT Equipment Exclusion and Reporting

Procedure Information	
Procedure Purpose	Ensuring the asset management system remains current to manage the exclusion of outdated or non-functional IT equipment.



Procedure Scope	Applies to all IT equipment used by faculty, administrative staff, labs, classrooms, and meeting rooms.	
Roles and Responsibilities	Requester	Submits an “IT Equipment Exclusion” request.
	Helpdesk Coordinator	Review and forward the request to the head of technical support.
	Technical Support Specialist	Evaluate, process, and complete technical exclusion tasks.
	Head of Technical Support	Review and approve the exclusion.
	Director of IT Center	Finalizes and submits the exclusion report

Procedure Steps:

1- Initiating a request (Requesting manager)

- The requester fills out and submits the “IT Equipment Exclusion” request via the helpdesk system.

2- Request review (Helpdesk coordinator)

- Reviews the request, ensuring the completeness of the required information.
- If the request is missing the required information or needs clarification, the requester is informed and asked to resubmit the request.
- If the request is complete, forward the request to the head of the technical support section.

3- Request Approval (Head of Technical Support)

- Reviews the request’s compliance with UOB policies and standards and the necessity and validity of the request.
- If the request is not justified or in alignment with UOB policies and standards, reject and justify rejection.
- If the request is deemed justified, approve the request and assign the task to a technical support staff member.



4- Task completion (Technical support staff)

- Coordinate with the requester to confirm the location of the equipment, determine if access to secured areas is required, ensure proper authorization is arranged, and schedule a suitable time for the on-site visit.
- Verify that the equipment matches the requested details (Serial number, type, etc.)
- Examine the equipment's physical condition, noting any physical damage, wear and tear, or missing parts.
- Check if the equipment is functional by performing basic tests (e.g., powering on and connecting peripherals).

5- Report Preparation and Approval (Technical support staff)

- Prepare an exclusion report detailing the equipment type, condition, and reasons for exclusion.
- Obtain approvals from the Head of the Technical Support Section and the IT Center Director.
- Instruct the system owner to remove any data they need from the system before submitting the exclusion report.

6- Data wiping (Technical support staff)

- Confirm with the user that the system is ready for data wiping.
- Wipe all data from the system drives.

7- Exclusion report submission (Director of IT center)

- Submit the exclusion report to the requester's unit.

8- Closure

- The executing staff documents all actions and feedback in the helpdesk system and closes the request.

2.7 IT Equipment Provision

Procedure Information	
Procedure Purpose	To provide appropriate IT equipment to faculty, administrative staff, and labs based on specified work requirements.



Procedure Scope	Managed by the IT Center in coordination with the Purchasing, Finance, and Assets Departments.	
Roles and Responsibilities	Requester	Submits an “Equipment Request” with detailed specifications
	Helpdesk Coordinator	Review and forward the request to the head of technical support.
	Head of Technical Support	Approve and assign requests to staff.
	Technical Support Staff	Evaluate and process equipment needs.
	Purchasing and Finance Departments	Facilitate procurement and budget approval.

Procedure Steps:

1- Initiating a request (Requester)

- The requester fills out and submits an “Equipment Request” via the helpdesk system.

2- Request review (Helpdesk Coordinator)

- The helpdesk coordinator reviews the request, ensuring the completeness of the required information.
- If the request is missing the required information or needs clarification, the requester is informed and asked to resubmit the request.
- If the request is complete, the helpdesk coordinator forwards the request to the head of the technical support section.

3- Request approval (Head of Technical Support)

- The head of the technical support section reviews the request’s compliance with UOB policies and security standards and the validity of the justification for the requested equipment.
- If the request is not approved, reject the request and justify rejection.
- If the request is approved, assign the task to staff members.



4- Request examination (Technical support staff)

- a. Review the request and categorize it as a new or replacement equipment request.
- b. If the request is for replacement equipment, assess current equipment for possible upgrades
- c. Based on the assessment, the request is either:
 1. Approved and forwarded to the purchasing department for procurement.
 2. Modified to upgrade instead of replacement.

5- Procurement (Purchasing and finance departments)

- a. Source vendors and procure equipment
- b. Ensure the equipment meets the requirements.

6- Equipment receipt and distribution (Technical support staff)

- a. Upon delivery, verify the equipment's specifications, condition, and functionality.
- b. The assets department distributes the equipment to the requesters.

7- Closure

- a. The executing staff closes the request.

2.8 IT Equipment Repair and Maintenance

Procedure Information		
Procedure Purpose	Ensure that IT equipment is maintained correctly and repaired promptly to sustain functionality and prolong asset lifespan.	
Procedure Scope	Applies to all IT equipment owned by the university and used by faculty, staff, and facilities.	
Roles and Responsibilities	Requester	Submits a "Repair or Maintenance Request" detailing the issue



	Helpdesk Coordinator	Review the request for completeness and forward it.
	Head of Technical Support	Evaluate and approve the repair or maintenance request.
	Technical Support Staff	Diagnose and resolve reported issues.

Procedure Steps:

1- Initiating a request (Requester)

- The requester submits the “Repair or Maintenance Request” via the helpdesk system.

2- Request review (Helpdesk Coordinator)

- The helpdesk coordinator reviews the request, ensuring the completeness of the required information.
- If the request is missing the required information or needs clarification, the requester is informed and asked to resubmit the request.
- If the request is complete, the helpdesk coordinator forwards the request to the head of the technical support section.

3- Request approval (Head of Technical Support)

- The head of the technical support section reviews the request and categorizes it as software or hardware-related.
- Assign the task to staff members.

4- Perform repairs (Technical support staff)

- The assigned technician examines the hardware/software.
- Perform the necessary repair or maintenance actions as required.
- If the issue is unresolved, escalate to external vendors or specialists if required.

5- Verification and testing (Requester)

- Once the repair or maintenance is completed, the requester tests the equipment to verify that the original issue is resolved and that no new issues arise due to the fix.



- b. If the issue is unresolved, inform the technician to reevaluate and complete the fix.
- c. If the issue is resolved, confirm with the technician.

6- Documentation and Closure:

- a. The executing staff (Technical Support Staff) documents all repair actions, test results, and feedback in the helpdesk system and closes the request.



2.9 IT Software and Licensing Provision

Procedure Information		
Procedure Purpose	Ensure that required software licenses are correctly procured, activated, and managed for academic, research, and administrative purposes.	
Procedure Scope	Managed by the IT Center, Purchasing Department, and Finance Department for all university entities.	
Roles and Responsibilities	Requester	Submits a “Software License Request” with detailed software needs
	Helpdesk Coordinator	Review the request for completeness and forward it to the Head of Technical Support.
	Head of Technical Support	Evaluates the request, verifying if existing licenses are available.
	Technical Support Staff	Activates licenses and installs software where applicable.
	Purchasing department	Procures additional licenses if required.

Procedure Steps:

1- Initiating a request (Requester)

- The requester submits a “Software license request” via the helpdesk system.

2- Request review (Helpdesk Coordinator)

- The helpdesk coordinator reviews the request, ensuring the completeness of the required information.
- If the request is missing the required information or needs clarification, the requester is informed and asked to resubmit the request.
- If the request is complete, the helpdesk coordinator forwards the request to the head of the technical support section.



3- Request approval (Head of Technical Support)

- The head of the technical support section reviews the request to verify if existing licenses are available.
- If the request is not approved, reject the request and justify rejection.
- If the request is approved, forward the request to the purchasing department to procure the required licenses.

4- Procurement and Activation:

- If additional licenses are needed, the request is forwarded to the Purchasing Department for procurement.
- Technical Support Staff verify license details and activate/install the software accordingly.

5- Notification and Closure:

- The executing staff notify the requester when the software is ready to use and confirm functionality.
- They document all actions and feedback in the helpdesk system and close the request.

2.10 VPN Access Creation and Control

Procedure Information		
Procedure Purpose	To provide secure VPN access for remote connectivity to university resources, ensuring compliance with security guidelines.	
Procedure Scope	Applies to faculty members and administrative staff requiring secure remote access via VPN.	
Roles and Responsibilities	Requester	Submits a “VPN Access Request” detailing the need for remote access.
	Helpdesk Coordinator	Review and forward requests to Head of Network.
	Head of Network Division	Evaluate and approve the request based on UOB security policies.



	Networks Division Staff	Configures and implements the VPN access per the approved request and documents the process.
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Procedure Steps:

1- Initiating a request (Requester)

- a. The requester submits a “VPN Access Request” via the helpdesk system.

2- Request review (Helpdesk Coordinator)

- a. The helpdesk coordinator reviews the request, ensuring the completeness of the required information.
- b. If the request is missing the required information or needs clarification, the requester is informed and asked to resubmit the request.
- c. If the request is complete, the helpdesk coordinator forwards the request to the head of the network section.

3- Request approval (Head of Network Section)

- a. The head of the network section reviews the request to verify the necessity of VPN access and ensure compliance with UOB security requirements and access control guidelines.
- b. If the request is not approved, reject the request and justify rejection.
- c. If the request is approved, assign the request to a network staff member.

4- Execution (Network staff)

- a. Network Staff configure and set up the VPN access according to the approved parameters and test its functionality.

5- Notification and Closure:

- a. The executing staff notifies the requester with detailed setup instructions and confirms that access works as intended.
- b. They document all actions and feedback in the helpdesk system and close the request.

2.11 Hosting IT Applications

Procedure Information



Procedure Purpose	To define a standardized process for hosting IT applications or services, ensuring reliable performance and adherence to security and operational guidelines.	
Procedure Scope	Applies to internal requests from IT Center Divisions (e.g., Application Development Division) for hosting applications or services.	
Roles and Responsibilities	Requester	Submits an “Application Hosting Request” with detailed specifications.
	Helpdesk Coordinator	Review and forward requests to Head of Network Division.
	Head of Network Division	Reviews and approves the request based on feasibility and policy compliance.
	Networks Division Staff	Develop and implement the hosting environment, including initial assessments and configuration, and document the process.
	IT Director/Head of Divisions	Provides final approvals as necessary

Procedure Steps:

1- Initiating a request (Requester)

- The requester submits the “Application hosting request” via the helpdesk system.

2- Request review (Helpdesk coordinator)

- The helpdesk coordinator reviews the request, ensuring the completeness of the required information.
- The helpdesk coordinator forwards the request to the head of the network division.

3- Request approval (Head of network division)



- a. Review the request to assess feasibility, resource availability, and alignment with university policies.
- b. If the request is not approved, reject the request and justify rejection.
- c. If the request is approved, assign the request to a network staff member.

4- Initial assessment and proposal (Network staff)

- a. Schedule a meeting with the requester to finalize requirements and specifications.
- b. Prepare a proposal including hosting recommendations, estimated costs, configurations, security measures, and disaster recovery plans.
- c. Obtain approvals from the Head of Network Division and IT Center Director.

5- Request completion (Network staff)

- a. Provision resources and configure hosting environments (cloud or on-premises).
- b. Perform initial and application-specific testing to ensure compliance and performance.
- c. Schedule go-live, provide access details, and document the setup.
- d. Confirm with the requester that the application is working as expected.
- e. Monitor performance, manage costs, and coordinate updates or scaling.

6- Documentation and Closure

- a. The executing staff document all steps, proposals, approvals, test reports, and user feedback in the helpdesk system and close the request.

3 Contact Information

To provide further assistance in implementing this procedures manual, any related questions can be directed to the Information Technology Center:

Email: itdirector@uob.edu.bh

Contact #: 17438855, 17838164

