

Regulations of the Department of Information Technology

Approved by the joint resolution of the Academic Council and
the Representative Council (Senate) dated June 30, 2021 #01-05-17/06

Georgia, Tbilisi

Georgian Technical University

2021

Regulations of the Department of Information Technology of LEPL Georgian Technical University

Article 1. General Provisions

1. These regulations determine the legal status, structure, authority, accountability of the Department of Information Technologies (hereinafter the Department) of the Georgian Technical University and regulates other issues related to the Department's activities.
2. The goals of the Department are technical support of the academic, scientific and administrative activities of the Georgian Technical University with safe, reliable and integrated technological solutions. Ensuring continuous access and availability for students and staff to computer systems, within the scope of competence.
3. The Department is a structural unit of the administration of Georgian Technical University (hereinafter - the University), which conducts its activities in accordance with the Constitution of Georgia, the laws of Georgia "On Higher Education", "On Personal Data Protection", the Charter of Georgian Technical University, the present regulations, the job descriptions of the Department's staff and the current legislation of Georgia.
4. The Department is accountable to the rector, who supervises it according to the law.

Article 2. Functions of the Department

1. The main functions and tasks of the Department are defined according to the units included in the Department.
- 2. Functions of computer network management and information security unit are:**
 - 2.1. Implementation and further administration of server and network infrastructure throughout the University;
 - 2.2. Implementation and system administration of the server part of the University's information and communication systems;
 - 2.3. System administration of the University's online learning platforms, educational process management systems and environment;
 - 2.4. Technical provision and administration of the server part of the management of the main administrative business processes of the University;
 - 2.5. Technical support, development and management of University databases;
 - 2.6. Ensuring the security of the server and network infrastructure included in the information infrastructure;
 - 2.7. Development and implementation of the University's information security policy;
 - 2.8. Ensuring the security of the data in the electronic information infrastructure of the University;

2.9. Development, updating and administration of the University website;

2.10. Identification and management of information technology risks.

3. The functions of the technical support unit are:

3.1. Ensuring the smooth operation of the computer equipment on the balance sheet of the University, repairing and maintaining the equipment;

3.2. Ensuring proper operation and periodic updating of University computer hardware software;

3.3. To provide appropriate consultations for University staff and students in order to effectively use computer equipment and modern software tools, and if necessary, plan and conduct appropriate trainings for them;

3.4. Facilitating the management of the University's business processes within its competence;

3.5. Support of the procurement Department in the process of purchasing computer equipment and communication services (high-speed Internet, telephone services, etc.);

3.6. Technical support of the scientific-research processes of the University, within the competence;

3.7. Development of policy documents, procedures and guidelines for University staff and students regarding the use of information technologies;

3.8. Exercising other powers defined by the University's legal acts.

4. The functions of the Unit of Telecommunications and Multimedia Systems are:

4.1. Technical services of conferences planned in the conference halls of administrative and educational buildings and in institutes under the control of GTU (if necessary);

4.2. Providing services for various types of events planned by the University, which means proper operation of audio and stage lighting equipment and provision of services;

4.3. Ensuring operation of the audio-video equipment installed in the administrative and educational buildings of the University, storage/archiving of audio-video material of master's and doctoral theses defenses, preliminary defenses, meetings of the academic council, representative council and other important events;

4.4. Preparing/providing the inclusion of students and professors abroad via tele-bridge;

4.5. Technical operation of admission systems installed in the educational buildings of the University;

4.6. Technical operation of simultaneous translation equipment;

4.7. Technical operation of multimedia equipment installed in auditoriums (projectors, "smart boards", audio systems, video cameras and others);

4.8. Organizational management of the call center, which means: supervision of call center employees; providing call center employees with necessary operational information; the constant control of the

technical efficiency of the call center infrastructure and the organization of the communication channel between the call center operators and the organizational units of the GTU;

4.9. Monitoring incoming calls to the call center, if necessary, analyzing the record and taking appropriate measures to improve quality;

4.10. Development and management of the policy for making calls of telephone subscribers;

4.11. Development and management of the tariff plan of telephone subscribers (billing);

4.12. Informing users about various services related to IP telephony, consulting and organizing periodic trainings.

Article 3. Department Management and Employees

1. The Department is headed by the head of the Department, who is appointed and dismissed by the rector of the University.

2. The head of the Department is accountable to the rector of the University.

3. Head of the Department:

a) presents long-term and short-term tasks to the Department, directs and controls work plans to achieve the set tasks, is responsible for their implementation;

b) states the position of the Department on the issues on which decisions are taken by the heads of the University;

c) is responsible for the evaluation, encouragement, development, motivation, initiation of disciplinary measures of the employees of the Department under his/her authority, agrees and/or determines the deadlines for the work to be performed by the Department;

d) organizes and controls the activities of the Department, regulates and solves professional and organizational problems that are of particular importance for the effective work of the Department;

e) agrees and is responsible for the functions, procedures, conclusions, reports and various acts by the Department;

f) signs and stamps the documents prepared in the Department;

g) submits proposals to the University management in order to optimize the Department's structure and staffing schedule;

h) petitions for the allocation of funds, equipment and inventory, which are required to fulfill the tasks of the Department;

i) controls the observance of internal regulations by the employees of the Department;

j) is responsible for the performance of tasks and functions assigned to the Department;

k) exercises other powers defined by the legal acts of the University.

4. The deputy head of the Department, within the scope of his/her competence:

- a) participates in determining the priority of the tasks to be performed by the Department;
- b) controls and facilitates the process of achieving the tasks set for the Department;
- c) as necessary, conducts high-level communication, preparatory meetings, negotiations with various organizations on the instructions of the immediate superior and/or within the scope of the authority granted to him/her by the relevant legal act;
- d) gives advice and recommendations to the employees of the Department in order to improve and develop the quality of work;
- e) participates or himself/herself organizes and controls the activities of the Department and relevant Departments, regulates and solves professional and organizational problems that are of particular importance for the effective work of the Department;
- f) assists the head of the Department in the process of carrying out the functions and duties defined for him/her, fulfills the duties of the head of the Department in case of his/her absence or impossibility to perform his/her duty;
- g) performs other functions related to the competence of the Department on the instructions of the head of the Department.

5. Information security officer, within the scope of his/her competence:

- a) sets tasks related to information security, organizes and manages activities throughout the University;
- b) creates information security documents (policy, procedure, regulations, instruction);
- c) ensures awareness raising of employees in information security issues;
- d) determines risks related to information security;
- e) establishes rules necessary for network security for switches, routers, firewalls, intrusion detection and prevention systems;
- f) establishes rules necessary for the security of hosts (servers, personal computers, portable devices), operating systems and software;
- g) performs host-based security monitoring using various programs;
- h) performs management of logs and warning messages created by security systems;
- i) along with other Departments, makes a timely response to recorded information security incidents;
- j) manages business continuity and disaster recovery processes throughout the University;
- k) using various tools, detects the weaknesses of the network and systems, monitors their elimination;
- l) issues recommendations for effective solutions to problems related to cyber threats.

6. The head of the relevant unit, within his/her competence:

- a) sets tasks of the unit, organizes and manages activities, supervises task performance, controls priorities and deadlines;
 - c) based on the functions and competencies of the unit, is responsible for the preparation and/or coordination of the preparation of conclusions, various recommendations;
 - d) agrees and is responsible for the functions, procedures, reports, conclusions and various acts performed by the unit;
 - e) prepares and presents initiatives within the unit's competence;
 - f) communicates with external organizations on the instructions of the head of the Department;
 - g) is responsible for the evaluation, encouragement, development, motivation, and initiation of disciplinary measures of the employees under his/her authority;
 - h) performs other functions related to the unit's activities on the instructions of the head of the Department.
7. In the absence of the head of the Department, his/her duties are performed by the deputy head of the Department and/or an authorized person determined by the order of the rector, with compensation of the appropriate salary difference.
8. The number of staff and ranking of the Department is determined in accordance with the structure approved by the Representative Council (Senate) of the University.
9. The University rector appoints and dismisses employees of the Department.
10. The rights and duties of the employees of the Department are determined by these regulations, job descriptions, internal legal acts of the University and the current legislation of Georgia.

Article 4. Final Provisions

1. The regulations enter into force from the moment of their approval by the Representative Council (Senate) of the University.
2. The regulations become invalid in case of approval of new regulations and/or liquidation of the Department.