

<b>PROTOCOL – INFORMATION TECHNOLOGIES</b>	
<b>Quality area</b>	<i>Information Technologies</i>
Contributes to the realization of the ENQA requirements and review of the ANQA processes and procedures by the ECA	<i>ESG standard: 3.4, 1.6, 3.8</i>
Approved on	25.12.2012
Approved by	<i>ANQA management</i>
Valid until	December 2015
Version	0.2
Responsible for the Quality area	Lusine Hovsepyan
Document number in the Quality Handbook	
<b>Goals</b>	
<p><b><u>Strategic goals</u></b></p> <ol style="list-style-type: none"> <li>1. To provide a broad range of information technology services in support of the ANQA Office.</li> <li>2. To ensure ANQA capacity building on the use of Information Technologies.</li> </ol> <p><b><u>Targets</u></b></p> <ol style="list-style-type: none"> <li>1. Developing and implementing, when appropriate, additional IT policies, guidelines or procedures specific to ANQA units.</li> <li>2. Maintaining the functionality of the IT systems within their area.</li> <li>3. Facilitating training and the dissemination of information.</li> <li>4. Maintaining the security of the IT systems and the network to which they are connected.</li> <li>5. Preventing unauthorized access to university information, personal files and e-mails.</li> <li>6. Promoting IT policy adherence.</li> <li>7. Creating and maintaining a plan for recovery of mission critical data and systems if loss is sustained.</li> </ol> <p><b><u>Indicators for evaluating targets</u></b></p> <ol style="list-style-type: none"> <li>1. The internal and external stakeholders are satisfied with IT services and products.</li> <li>2. Communication channels between IT and its users are effective.</li> <li>3. Equipment and services are reliable.</li> <li>4. User needs as measured by objective means are met.</li> </ol>	
<b><u>Description of main activities</u></b>	
<ol style="list-style-type: none"> <li>1. Manage information technology and computer systems <ul style="list-style-type: none"> <li>• Plan, organize, control and evaluate the operations of information systems and electronic data processing</li> <li>• Develop and implement policies and procedures for electronic data processing and computer systems operations and development</li> </ul> </li> <li>2. Ensure technology is accessible and equipped with current hardware and software <ul style="list-style-type: none"> <li>• Provide orientation to new users of existing technology</li> <li>• Train staff on potential uses of existing technology</li> <li>• Train staff on new and potential use</li> <li>• Provide individual training and support on request</li> <li>• Provide recommendations about accessing information and support</li> </ul> </li> </ol>	

<b>Evaluation</b>
Stakeholder satisfaction surveys. Surveys evaluation the quality of IT services.
<b>Accountability/Responsibilities</b>
Overall: Lusine Hovsepyan
<b>Reporting</b>
Yearly reports
<b>Improvements</b>
On the basis of the set targets and evaluation of feedback of all stakeholders improvement measures are defined. The results and the improvement targets are part of the yearly quality report.
<b>Documents</b>
<ul style="list-style-type: none"> <li>• ANQA Strategic Plan for 2010-2015</li> </ul>