



Institute of Business Management (IoBM) IT Department SOPs

1. Introduction

This document outlines the Standard Operating Procedures (SOPs) for the IT Helpdesk, Information Systems and Network Operations teams. These SOPs support the institutional requirements for Support Services and ensure consistent, transparent, and effective IT support.

2. IT Helpdesk SOPs

2.1 Scope

The IT Helpdesk provides first-line technical support for software, hardware, network connectivity, classroom multimedia, and institutional academic systems.

2.2 Responsibilities

- Provide timely and effective IT support to faculty, staff, and students.
- Ensure service requests and incidents are properly recorded and tracked.
- Escalate unresolved or critical issues to relevant technical teams.
- Minimize disruption to academic and administrative activities.
- Log, categorize, and escalate system-related issues to the IS Unit

2.3 Service Request & Incident Logging Procedure

1. IT service requests and incidents are received through phone calls, email, WhatsApp, or in-person visits.
2. All requests are recorded manually using appropriate record-keeping methods (such as registers, departmental logs, or spreadsheets), depending on operational needs.
3. Each record contains essential details including requester name, department, nature of issue, date/time, and assigned IT personnel.
4. Requests are prioritized based on impact and urgency:
 - High Priority: Academic activities, examinations, labs, or network outages
 - Medium Priority: Faculty or staff work disruption
 - Low Priority: General queries or non-critical requests
5. The issue is assigned to the relevant IT staff for resolution.
6. Upon resolution, completion details are updated in the service record.

7. User confirmation is obtained where applicable, and the request is marked as resolved.

2.4 Response & Resolution Time

- High Priority: Immediate to within 30 minutes
- Medium Priority: Same working day
- Low Priority: 1–2 working days

3. Network Operations SOPs

3.1 Scope

Covers network availability, performance monitoring, security, backups, and maintenance of IT infrastructure.

3.2 Responsibilities

- Ensure stable and secure network operations.
- Maintain switches, routers, firewalls, wireless infrastructure, and cabling.
- Monitor network performance and respond to incidents.
- Maintain configuration and system backups.
- Coordinate with ISPs and vendors as required.

3.3 Network Monitoring Procedure

- Daily monitoring of core, distribution, and access network devices.
- Review system logs and alerts for potential issues.
- Maintain an outage and incident log for reference and improvement.

3.4 Planned Maintenance

- Planned maintenance is scheduled outside peak academic hours.
- Relevant stakeholders are informed in advance.

4. Information Systems Unit – IT Department

4.1. Purpose

The purpose of this SOP is to define the roles, responsibilities, and operational procedures of the **Information Systems (IS) Unit** within the IT Department. The IS Unit is responsible for ensuring the **stable, secure, and uninterrupted operation** of the institution's core digital platforms, with particular focus on the **in-house developed Campus Management System (CMS)** and **institutional email services** for students, faculty, and staff.

4.2. Scope

This SOP applies to all activities related to:

- Design, development, deployment, and maintenance of the Campus Management System
- Administration and operation of institutional email services
- Application-level support, monitoring, and incident resolution
- Coordination with IT Helpdesk, Network, and other IT units
- Data integrity, availability, and access control within managed systems

4.3. Responsibilities

4.3.1 Information Systems Unit

The Information Systems Unit shall be responsible for:

- Ensuring high availability and performance of the Campus Management System
- Managing application releases, updates, and enhancements
- Maintaining system configurations, business rules, and workflows
- Administering institutional email accounts and related services
- Ensuring data accuracy, consistency, and system integrity
- Implementing access controls, roles, and permissions
- Providing second- and third-level application support

4.3.2 Head of IT / Director IT

- Provide strategic direction and oversight for Information Systems
- Approve major system changes, upgrades, and deployments
- Ensure alignment of systems with institutional policies and objectives

4.3.3 IT Helpdesk (Interface Role)

- Act as the first point of contact for end users
- Log, categorize, and escalate system-related issues to the IS Unit
- Communicate resolution status to users

5. Campus Management System (CMS)

5.1 System Ownership

- The CMS is developed and maintained in-house and owned by the institution
- The Information Systems Unit is the custodian of the CMS source code, database schema, and functional documentation

5.2 Operational Responsibilities

- Monitor system availability and performance on a daily basis

- Ensure smooth execution of academic, admissions, finance, HR, and student lifecycle processes
- Apply approved configuration changes in a controlled manner
- Perform routine health checks and preventive maintenance

5.3 Change and Release Management

- All changes shall follow a documented change management process
- Changes shall be tested in a non-production environment prior to deployment
- Production deployments shall be scheduled during approved maintenance windows
- Rollback procedures shall be defined for all major releases

6. Data Backup & Disaster Recovery SOPs

- Regular backups of critical academic and administrative systems.
- Backups stored using secure on-site or offline storage mechanisms.
- Periodic verification of backup integrity.

7. IT Security SOPs

- Firewall and endpoint security controls.
- Controlled access to institutional systems.
- Periodic updates and patching.
- User awareness on basic cybersecurity practices.

8. Institutional Email Services

8.1 Account Management

- Provision and de-provision email accounts for students, faculty, and staff based on official records
- Ensure timely activation and deactivation aligned with admissions, HR, and separation processes

8.2 Operations and Availability

- Ensure reliable delivery of email services
- Coordinate with Network and Security teams for spam filtering, malware protection, and uptime
- Monitor usage and storage limits as per institutional policy

8.3 Access and Security

- Enforce authentication and password policies
- Support multi-factor authentication where applicable
- Investigate and resolve email-related security incidents in coordination with relevant units

9. Incident and Problem Management

- Incidents reported through the IT Helpdesk shall be assessed and prioritized by the IS Unit
- Critical incidents affecting CMS or email services shall be addressed on a priority basis
- Root cause analysis shall be conducted for recurring or major incidents
- Preventive actions shall be documented and implemented

10. Data Management and Security

- Ensure data confidentiality, integrity, and availability
- Implement role-based access controls within systems
- Ensure backups are taken regularly and tested periodically
- Support audits, compliance reviews, and data requests as per policy

11. Coordination and Communication

- Coordinate with Network, Helpdesk, and Security units for integrated service delivery
- Communicate planned outages, upgrades, or major changes to stakeholders in advance
- Maintain system documentation and user guides

12. Review and Updates

- This SOP shall be reviewed annually or as required due to system or policy changes
- Updates shall be approved by the Head of IT / Competent Authority

13. Effective Date

This SOP shall be effective from the date of approval by the competent authority.

14. Service Availability

- Standard Support Hours: 8:15 AM – 5:00 PM
- Extended support during exams, admissions, and events.
- Emergency support coordinated through NOC or designated contacts.

15. Escalation Matrix

Helpdesk Staff → IT Officer → Network Officer / Development Team → HOD Network and Customer Support / HOD of Development → Senior Management (CDO)

16. Documentation & Records

IT inventory and classroom equipment.

17. Review & Continuous Improvement

These SOPs are reviewed periodically to ensure alignment with institutional needs and accreditation requirements.

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IT Helpdesk, Network Operations and Information System Unit.