

Classification: Information Management and Technology

Approving Authority: President

Responsible Authority: Vice President of Administration and Finance

Implementing Authority: Information and Support Center

Effective Date: May 2025

Review: April 2028

Information and Support Center Operations - Policy & Procedures

1.0 Purpose

- 1.1 The purpose of this policy is to define the policies and procedures for the efficient management of the Information and Support Center (ISC). ISC is responsible for the dissemination of information through telephone contact and social media. ISC also disseminates information internally within the University community through email. In addition, ISC provides technical assistance, troubleshooting, and general guidance to users.

2.0 Scope

- 2.1 This policy applies to all AUIB employees in all colleges and departments.

3.0 Definitions

- 3.1 Information and Support Center (ISC) - the designated unit responsible for handling both external and internal inquiries efficiently, providing comprehensive information, technical support, and managing administrative tasks within the University environment.
- 3.2 External communications - all calls and messages originating from prospective students, parents, job seekers, or any external parties seeking information or assistance from the University.
- 3.3 Internal inquiries - inquiries and concerns raised by students, faculty, or staff within the University community seeking information, technical support, or administrative assistance.
- 3.4 Technical support - assistance provided to users experiencing technical issues or challenges with University systems, equipment, or services, including diagnosis, resolution, and escalation procedures as necessary.
- 3.5 Ticketing system – a centralized system used by the ISC to log, track, and manage all incoming inquiries, issues, and requests for assistance, ensuring timely resolution and effective documentation.
- 3.6 Service level agreements (SLAs) - agreed-upon standards or benchmarks defining the expected response and resolution times for various types of inquiries, issues, or requests handled by the ISC.
- 3.7 Escalation procedure - a predefined process outlining the steps to be followed when issues or inquiries cannot be resolved at the initial support level, involving the referral of cases to higher tiers of support or specialized departments for further assistance or intervention.

- 3.8 Confidentiality protocols - policies and procedures governing the handling and safeguarding of sensitive or confidential information pertaining to students, faculty, staff, or the University, ensuring compliance with applicable laws, regulations, and ethical standards.
- 3.9 Professionalism - the adherence to established standards of conduct, courtesy, and ethical behavior in all interactions with students, members of the public, or other stakeholders, reflecting positively on the reputation and image of the University.

4.0 Policy

- 4.1 ISC is open from 8 AM to 9 PM, 7 days a week (including official holidays). During registration and for urgent tasks, hours are extended as needed.
- 4.2 During regular business hours, ISC responds to emails within 15 minutes of receipt and answers phone calls and social media inquiries promptly.
- 4.3 ISC may not disclose any information about a student or the University that is confidential.
- 4.4 In dealing with students or members of the public, the ISC Supervisor and ISC agents must always conduct themselves professionally and with impeccable courtesy and helpfulness, even in situations where the student or member of the public uses aggressive or abusive language. If the student or member of the public is abusive (for example, using foul language), the ISC agent says that they must end the call and then do so. The ISC Supervisor is then required to immediately report the incident to the Vice President of Administration and Finance (VPAF).
- 4.5 The ISC Supervisor and ISC Agents are never to argue with a student or member of the public and never engage in aggressive or abusive behavior.

5.0 Procedures

Disseminating Information

- 5.1 Any college or department that has information that would be of interest to students, the public, or others seeking information from the University must provide the ISC Supervisor with that information at least 24 hours in advance. If information relates to an emergency, then it should be provided to the ISC Supervisor in writing as soon as feasible.
- 5.2 The college or department must also provide information on the escalation procedure – who to talk with if the student or member of the public needs more detailed information.
- 5.3 The ISC Supervisor is responsible for immediately providing any information that an ISC agent needs to respond to a student or member of the public.
- 5.4 ISC agents are responsible for knowing all information about university programs, events, and other matters that might be of interest to students or members of the public who contact the University.

- 5.5 The ISC Supervisor shall immediately inform the VPAF of any situations where a college or department has not provided Information that was needed to respond promptly to a student or member of the public seeking that information.

Monitoring Social Media

- 5.6 The ISC Supervisor or their designee monitors Facebook and Instagram. Any inquiry is assigned to an agent who responds.

Ticket Handling

- 5.7 Tickets are submitted by the requester through the University Power Apps portal.
- 5.8 As soon as a ticket is received, the assigned ISC agent will evaluate the ticket to determine the nature and severity of the issue based on the urgency of the request (1 = most urgent, 2 = urgent, 3 = less urgent, and 4 = not urgent). The ticket will be routed to the responsible party who can address it.
- 5.9 Requestors will receive an immediate acknowledgement providing a reference number and expected time for resolution. ISC then arranges any necessary appointments.
- 5.10 Afterwards, the service provider sends notice that the ticket has been completed. ISC then sends an email to the end user confirming that the ticket was completed. If completed, then the ticket is closed in the portal. If not, then ISC notifies the service provider. If the end user does not respond to confirm that the ticket issue has been resolved, the ticket will be closed 48 hours later.

Related Policies and Documents

Data Protection and Privacy Policy
Code of Conduct Policy
Social Media Policy