APPROVED by
Decision of Abylkas Saginov
Karaganda Technical University NJSC
No. _____ _____ ____ 2024

REGULATION

_____

ON THE DEPARTMENT OF INFORMATION TECHNOLOGY

PR 015 -2024

Developed by: Director of the
Department of Information Technology
A.Zh. Amirov _____

Ex. No._____

Copy No. _____

Karaganda

Contents

1 Scope

This Regulation on the Department of Information Technology (hereinafter referred to as the DIT) sets forth the requirements for the administrative and legal assignment of the Department status, organizational structure, functional responsibilities, powers (rights) and responsibility.

The requirements of this Regulation are mandatory for the management of all the DIT employees in their work and are the basis for developing job descriptions for the DIT managers and employees.

The Regulation on the DIT is included in the documentation set of the quality management system of Non-profit Joint-stock Company Abylkas Saginov Karaganda Technical University (hereinafter referred to as the University).

2 Regulatory references

This documented procedure uses references to the following normative documents:

ISO 9000:2015 Quality management systems. Fundamentals and glossary.
ISO 9001:2016 Quality management systems. Requirements.
DP V-01-2022 Management of documented information.

3 Terms, definitions, and abbreviations

This documented procedure uses terms, definitions and abbreviations in accordance with ST RK ISO 9000:

Job Description is a document regulating the production powers and responsibilities of an employee.

Quality policy is the general intentions and direction of the organization activities in the field of quality, officially formulated by senior management.

Regulation on a structural unit is a local regulatory act that defines the procedure for forming a unit; the legal status of the unit in the structure of the organization; the structure of the unit; the tasks, functions, rights, duties and responsibilities of the unit; the procedure for interaction of the unit with other structural units of the organization.

Quality management system is a part of the management system applicable to quality.

JD - Job Description;
DS&I - Department of Science and Innovation;
DIT - Department of Information Technology;
ALD – Administrative-Legal Department;
IS – information system;
MOOC – massive open online courses;

RD – regulations on departments;
staff – faculty;
QMS – quality management system;
LD – Legal Division;
ITSM (IT Service Management) – information technology services management

4 General provisions

4.1 The Department of Information Technology was established pursuant to order No. 70 dated January 31, 2017 and operates on the basis of the Charter of Abylkas Saginov Karaganda Technical University and this Regulation.

4.2 In its activities, the DIT is guided by the current legislation of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan "On Informatization"; the Law of the Republic of Kazakhstan "On Communications"; the Law of the Republic of Kazakhstan "On Access to Information"; Uniform Requirements in the Field of Information and Communication Technologies and Information Security approved by the Resolution of the Government of the Republic of Kazakhstan; regulatory and methodological documents of the Ministry of Science and Higher Education of the Republic of Kazakhstan, the Charter of the University, the Internal Regulations of the University, orders and instructions of Chairman of the Board, Rector, as well as the Information Security Policy and this Regulation.

4.3 The DIT is headed by Director who has a higher (or postgraduate) education in the relevant specialty and at least 5 years of experience in management positions, or, if he has an academic degree, at least 3 years of experience in management positions/ He is appointed and dismissed from his position by Chairman of the Board, Rector of the University.

4.4 Director of the DIT is hired and dismissed by the order of Chairman of the Board, Rector.

4.5 During the absence of Director of the DIT (business trip, vacation, illness, etc.), his duties are performed by a person appointed in the established manner. This person acquires the corresponding rights and is responsible for the high-quality performance of the duties assigned to him.

5 Responsibility and authority

5.1 Responsibility for the development of the Regulation on the DIT, its coordination, approval, registration, and implementation is distributed as follows:
- responsibility for the development of the Regulation on the DIT, namely for its content, structure, design, approval, and implementation lies with the head of the developing unit;
- the ALD exercises constant control over the timely development, verification, and revision of the Regulation on the DIT, and provides methodological assistance;

- the Regulation on the DIT is coordinated with supervising Vice-rector/Chief of staff/Director of the infrastructure development, head of the LD, Chairman of the Trade Union Committee of the teaching staff and employees;

- the decision on the final version of the Regulation on the DIT is made by supervising Vice-rector/Chief of staff/Director of the infrastructure development, which is noted in the "Coordination Sheet" (Appendix A);

- the developing unit prepares the original document and a draft order for coordination and implementation of the document, collects approving signatures;

- the Regulation on the DIT is approved by Chairman of the Board, Rector of the University.

5.2 The head of the developing department is responsible for bringing the approved Regulation on the DIT to the attention of the DIT employees. A record of familiarization must be made in the "Familiarization Sheet" (Appendix B).

6 Procedure description

6.1 The following structural divisions operate within the DIT:

1. Software Center
 – Manager
 – Engineer
 – Designer
 – Technician
 – Senior software developer

2. Hardware Center
 – Manager
 – Engineer
 – System engineer
 – Senior system engineer
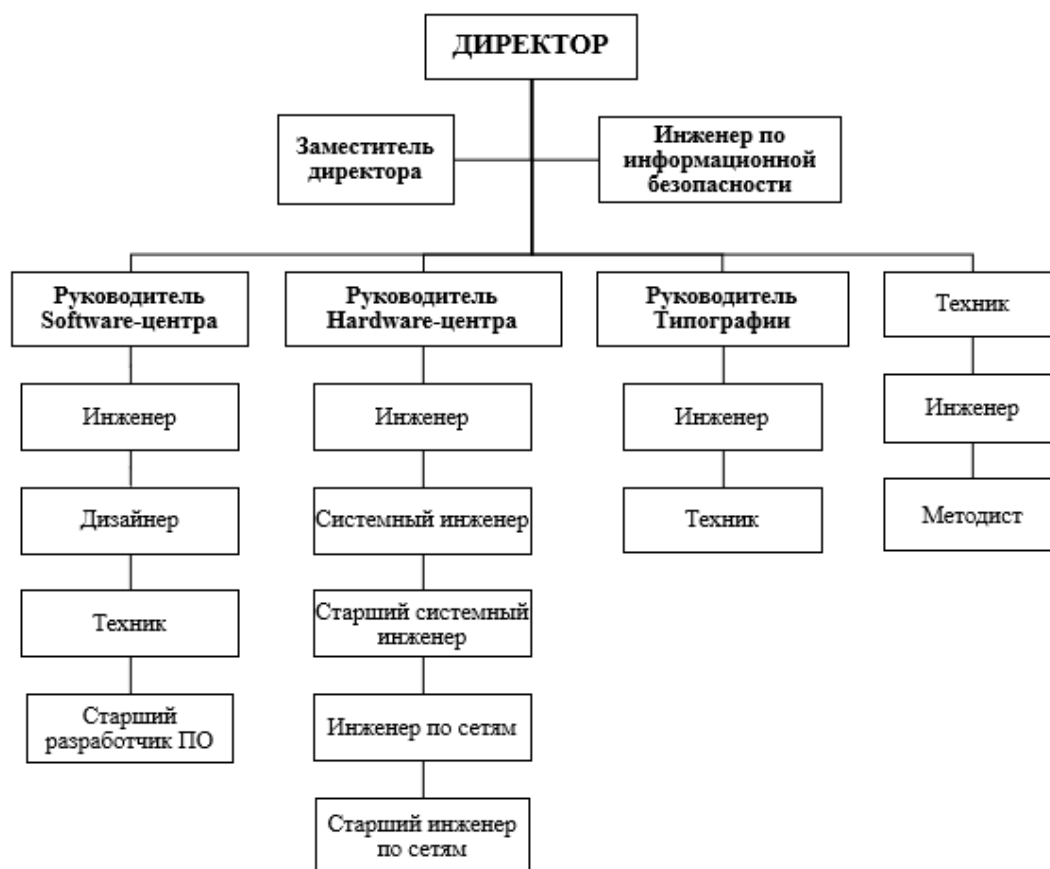 – Network engineer
 – Senior software engineer

3. Printing House
 – Manager
 – Engineer
 – Technician

4. In addition, the DIT includes:
 – Director
 – Deputy director
 – Information security engineer
 – Methodologist
 – Engineer
 – Technician

Organizational structure of the DIT

DIRECTOR			
Deputy Director		**Information security engineer**	
Head of the Software Center	**Head of the Hardware Center**	**Head of the Printing House**	**Technician**
Engineer	**Engineer**	**Engineer**	**Engineer**
Designer	**System engineer**	**Technician**	**Methodologist**
Technician	**Senior system engineer**		
Senior software developer	**Software engineer**		
	Senior software engineer		

Deputy Director's functions are as follows:

- facilitating the development and implementation of DIT development plans;

- helping to organize the work on the introduction of information technologies into the educational process and University management;

- participating in the selection and development of DIT personnel;

- facilitating the formation of safe and comfortable working conditions for the Department employees;

- monitoring compliance with the legislation of the Republic of Kazakhstan in the field of informatization;

- helping to take measures to update the technical fleet and expand the areas of the DIT activity;

- facilitating the preparation of reports for governing bodies;

- providing support in organizing the work of the electronic document management system and telecommunications support of the University;

- monitoring the compliance of electronic documents with their paper originals and the timeliness of entering information;

- facilitating the implementation of the mission and goals of the University, the development of the QMS;

- helping to organize compliance with internal regulations, labor protection and safety;

- participating in the performance of functions within the risk management system.

Information Security Engineer's functions:

- monitoring compliance with information security requirements in all the information systems and networks of the University;

- ensuring monitoring, analysis and prevention of information security incidents, including identification and elimination of vulnerabilities;

- developing and implementing measures to protect the University's information resources, including information security policies and procedures;

- conducting an audit of the current state of information security, assesses risks and prepares proposals for their minimization;

- participating in the design, implementation and operation of information security tools (access control systems, firewalls, anti-virus software, intrusion detection and prevention systems, etc.).

- advising employees of structural divisions on information security issues, including the correct use of resources and compliance with security policies;

- ensuring compliance with the requirements of legislation and regulations in the field of information security, including compliance with state standards and certification requirements;

- preparing reports on the state of information security for the university management and regulatory authorities;

- being responsible for ensuring the safety of documents containing confidential information, as well as for the correct use of electronic document management systems;

- participating in the development of technical specifications and verification of the results of projects in terms of ensuring information security;

- organizing regular training and advanced training of university employees in the field of information security;

- performing other tasks related to ensuring the protection of information resources, as assigned by the management.

Software Center head's functions:

- managing the organization of the creation of electronic educational materials in accordance with the curriculum;

- developing a plan for the implementation of new software products in the activities of the university;

- managing organization of the creation of digital video materials at the request of the university's teaching staff;

- working with incoming documentation for posting on the website;

- ensuring control over the timely posting of information;

- providing complete and reliable information on the procedure for the provision of public services to service recipients in an accessible form on the website of the University;

- ensuring the presentation of the university on the Internet and organizes information interaction with the Internet audience using modern web technologies;

Hardware Center head's functions:

- developing current and long-term plans for the work of the Hardware Center;

- organizing work to ensure the smooth operation of the equipment and takes prompt measures to eliminate malfunctions that occur during operation;

- ensuring the effective use of software in the activities of the university;

- providing guidance on the organization of the local network and the Internet;

- organizing work on monitoring the operating conditions of the equipment and, in case of their discrepancy, makes a decision on the temporary termination of operation.

Printing House head performs the following main functions:

- carrying out the printing of textbooks, teaching aids, teaching and methodological materials to ensure the educational process;

- ensuring the release of periodicals and scientific printed publications, scientific and technical journals, monographs, conference materials, bindings, a university-wide newspaper, forms for all divisions of the NAO "Karaganda Technical University named after Abylkas Saginov".

- carrying out the design of printed products in accordance with regulatory documents on publishing processes;

- ensuring quality control of the printing performance of printed products;

- working in close cooperation with the Editorial and Publishing Department of the University to improve the quality of published printed products;

- prompt submitting reports on the costs of materials used for printed products to the management of the University;

- ensuring compliance with the documentation requirements of the University;

- organizing work based on the policy and goals of the University in the field of quality.

6.2 Main functions and tasks

The main functions of the DIT are as follows:

- implementation of a unified network infrastructure of the University by introducing the latest information technologies;

- implementation of the information security policy and protection of the University information resources;

- integrability into the University education quality management system;

- decentralization, openness in the sense of ensuring the maximum opportunity for the University educational departments to integrate into the University information environment and independently form and maintain their educational resources;

- ensuring consistency and coordination in order to meet certain general university requirements, save financial and material resources;

- ensuring the university's presence on the Internet and organizing information interaction with the Internet audience using modern web technologies;

- compliance with global trends in the development of e-learning and learning management;

- distributed nature of the information environment with unified navigation tools that provide university users with quick and convenient access to all educational resources.

The main tasks of the DIT are as follows:

- supporting the electronic document management system;

- modernizing computing resources of computer classes based on modern cloud technologies;

- modernizing the computer equipment fleet, and technical and technological equipment of the classroom fund;

- developing the "Digital University" in order to improve the image representation of the website of the University in the Internet space;

- modernizing and promoting the existing website of the University;

- optimizing organization of business processes of educational activities, by switching to the provision of services in electronic format and preparation of statistical reports by;

- developing the MOOC platform;

- ensuring the implementation of information technologies in the educational process and university management processes;

- preparing and implementing software and hardware in educational and management processes;

- ensuring the functioning of the university's divisions and services based on modern information technologies, optimizing the main scientific and pedagogical processes in accordance with the realities of the 21st century;

- providing consulting and information services to the university's structural divisions on the use and development of information technologies;

- optimizing organization of business processes of educational activities by switching to the provision of services in electronic format and preparing statistical reports;

- implementing the risk management process in the area of its activities, including the implementation of measures to:

- identifying, documenting, assessing and monitoring risks based on changes in macro-environment factors;

- developing the Register and Map of Risks and Control of the DIT, including proposals for control procedures and the development of action plans to respond to risks in order to minimize them with a clear indication of the main stages of their implementation and responsible persons based on an assessment of the effectiveness of current risk minimization measures or, in the absence of current measures;

- providing reports on identified and realized risks, including the necessary accompanying information;

6.3 Rights and responsibilities

6.3.1. Director of the DIT organizes the work of the Department, acts on behalf of the Department, represents it in all the divisions and services of the University and beyond.

6.3.2. The DIT enjoys intra-University independence in matters of organizing educational, methodological and educational work, training and advanced training of scientific and pedagogical personnel.

6.3.3. The DIT represented by Director, has the right to:

- interact with external parties on issues of the information structure of the University;

- consider and analyze proposals of university employees on issues of introducing the latest information technologies;

- distribute functional responsibilities and monitor the timeliness and quality of their performance;

- provide an opportunity for DIT employees to systematically improve their qualifications;

- make decisions within the framework of the Charter and the other University-wide regulatory acts, as well as carry out actions if they are not attributed to the competence of the other University governing bodies and do not contradict current legislation;

- develop and submit for approval to Chairman of the Board, Rector, after the necessary approvals, its organizational structure and staffing schedule;

- develop and approve job descriptions of employees related to the DIT;

- submit to Chairman of the Board, Rector proposals on additional payments, allowances, bonuses and other forms of material incentives in accordance with the labor contribution of the team and each employee;

- in the manner established by the University, order, purchase at the expense of the planned share of the university's financial resources the necessary equipment, materials, etc.

6.4 Job responsibility

The DIT represented by Director, is responsible for the following:

- organizational activities across the entire range of work related to the study and implementation of the latest computer technologies in the educational process;
- the efficient use of information technologies;
- optimization of the corporate environment of the University;
- optimization of internal document flow;
- provision of electronic resources of all the disciplines;
- equipping the classroom fund with modern computer equipment and technical and technological equipment;
- modernization of computing resources of computer classes based on modern cloud technologies;
- organizing the work of the local network and the Internet;
- timely posting of information in the section "On public services";
- complete and reliable information on the procedure for the provision of public services to service recipients in an accessible form on the website of the University;
- timely posting of information in the Blog of Chairman of the Board, Rector;
- the quality, reliability and relevance of the information posted on the site;
- control over the timely posting of information;
- compliance with labor protection rules, safety precautions, fire safety, sanitary and technical standards;
- irrational use of working time, labor, financial, material, information and technical resources;
- violation of financial and staffing discipline, the Regulation on remuneration, the Charter and the other internal regulatory documents of the University.

6.5 Logistics

6.5.1 The information support is provided on the basis of DP V-01-2022 "Management of Documented Information" and through the IS "Univer".

6.5.2 Logistics support of the DIT is provided by the following sources: state budget and extra-budgetary funds of the University; funds allocated by sponsors and charitable organizations.

6.5.3 Office premises for the activities of the DIT are provided by the management of the University in accordance with the types of activities of the Department.

6.6 Interaction with the other structural divisions of the University

6.6.1 To fulfill its tasks, the DIT interacts with various structural divisions of the University:

- with deans' offices and departments within the framework of educational activities;

- with the Accounting department within the framework of financial activities;
- with the ALD for providing the DIT with personnel;
- with the DS&I for implementing scientific activities;
- with the other divisions in accordance with the activities of the DIT.

7 Amendments to the document

7.1. Amendments to the RD are made based on:
- changing the name of the organization or structural unit, changing the job title;
- redistributing functions and job responsibilities;
- reorganizing or staff reducing.

Amendments to the Regulation on the DIT are made only with the permission of Member of the Management Board, Vice-Rector for Strategic Development and Digitalization and must be documented with his signature. Sheets removed from the amended version of the Regulation on the DIT are stored with the document on permission to make amendments.

8 Coordination and implementation

The job description is coordinated with:
- Member of the Management Board, Vice-Rector for Strategic Development and Digitalization;
- Director of the ALD;
- Head of the LD;
- Chairman of the Trade Union Committee of the teaching staff and employees.

9 Safekeeping

9.1 The Regulation on the DIT is brought to the attention of the employees of the DIT against signature in the "Familiarization Sheet" (Appendix B) in the original and a copy of the Regulation on the DIT. A copy of the approved Regulation on the DIT with signatures on familiarization is transferred to the DIT, and the original is transferred for storage to the HR division of the ALD.

9.2 Director of the DIT is responsible for transferring the approved Regulation on the DIT (original) for safekeeping in the ALD.

9.3 Heads of the divisions are responsible for safekeeping a copy of the Regulation on the DIT.

Appendix A
(mandatory)

F.01-2024

Coordination Sheet

Position	Name	Date	Signature
Member of the Board, Vice-rector for Strategic Development and digitalization	T.E. Kanapyanov		
Director of the ALD	M.M. Kozhukhova		
Head of the LD	G.S. Ayazbayeva		
Chairman of the Trade Union Committee of the staff and employees	N.A. Alpysbayeva		

Appendix B
(mandatory)

F.02-2024

Familiarization Sheet

Position	Name	Date	Signature