Category	IT Infrastructure and Services	Policy Number	SUP-ITS-601	
Classification	Public	Version	1.2	
Responsible Office	CAFO	Policy Owner	ITD Director	
Date Approved	22 April 2025	Effective Date	22 April 2025	
Date Last Reviewed	15 November 2024	Due Date for Next Review	22 April 2028	

PROCEDURES
Equipment and Software Technical Support

1. Introduction

1.1 All Zayed University ("**ZU**") resources will be provided support for any Information Technology ("**IT**") or Audio-Visual ("**AV**") issues during regular office hours.

1.2 All ZU-purchased laptops and desktops will be provided with pre-loaded images built to the specification of units and colleges and approved by the Information Technology Department ("**ITD**").

1.3 Owners of computer, network, and applications systems, and users of these systems, have the responsibility to report any apparent incidents related to loss or theft of these items. These should be recorded in the Incident Report form and forwarded to ITD by email to the ITD Service Desk for further steps (see Section 7 for contact details).

2. IT/AV Incidents

2.1 All incidents related to IT/AV must be logged either on the ITD Service Desk portal or by sending an email to the ITD Service Desk (see Section 7 for contact details).

2.2 Incidents related to mobile or personally owned devices must be reported to the ITD Service Desk on the respective campuses for support.

3. Equipment/Software Purchase

3.1 Any major equipment or software to be purchased is to be included during the Budget Planning cycle.

3.2 Any Equipment/Software Purchase Requests raised during the operational year period must be forwarded and submitted with the respective Unit/College Supervisor's approval.

3.3 ITD will forward the requirements to Purchasing through a Purchase Requisition.

3.4 ITD will evaluate the tenders in consultation with the Unit/College requirements.

3.5 Procured items will be delivered to ITD for enrolling into the ITD inventory.

3.6 ITD will update Units/Colleges concerned regarding the equipment and update the inventory.

4. New Employee IT Equipment Allocation

4.1 All faculty will be provided with a laptop and any other relevant devices, as applicable, for the period they are employed at ZU.

4.2 All staff will be provided with a desktop or laptop.

4.3 A telephone extension will be set up for all employees in their offices as allocated by the Campus Physical Development and Services Department.

5. Temporary IT/AV Item Issuance

5.1 All IT/AV items for temporary issuance will be issued through the ITD Inventory system for three workdays.

5.2 Any items needed for longer than three workdays must be requested using the IT Equipment Request form and will require approval from the relevant Unit/College supervisor.

6. IT Support Operational Hours

6.1 Regular Office Hours
Monday to Thursday: 8:00am to 4:00pm
Friday: 8:00am to 12:30pm

6.2 After-Hours Support
All after-hours support requests must be sent to the respective Service Desk Coordinators through the Service Desk portal (see Section 7) at least one week prior to the date of support needed.
6.2.1 ITD will confirm the support details.

7. Communication Channels for ITD Support

Users must report issues or request support through the following official communication channels:

a) Intranet: use the Service Desk link
b) Web: https://sanad.zu.ac.ae
c) Email: IT.ServiceDesk@zu.ac.ae
   Sanad@zu.ac.ae
d) Phone (only to be used by users who do not have access to the web or email):
   Abu Dhabi: 02-599-3666
   Dubai: 04-402-1777

Communications by phone will not be recorded in the IT Service Management System unless the issue is also raised by the end user through the web portal or by email.

8. Revision History

Date	Revision	Ver.
22 April 2025	Approved by the CAFO.	1.2
15 November 2024	Non-substantive changes: • Reformatted. • Added Article 6.1 and Section 7 to reflect the current reality and aid clarification.	
19 February 2023	Administrative change: Updated the information header and policy numbers to be in line with the new format. Updated the policy number from SUP-ITS-12 to SUP-ITS-601.	
4 October 2020	Non-substantive changes approved by CAFO.	1.1
6 January 2020	Updated the policy number to SUP-ITS-601 from ACA-INF-08.	
26 October 2017	New procedures approved by the Vice-President.	1.0