Category	IT Infrastructure and Services	Policy Number	SUP-ITS-302	
Classification	Public	Version	1.0	
Responsible Office	CAFO	Policy Owner	ITD Director	
Date Approved	26 March 2025	Effective Date	1 May 2025	
Date Last Reviewed	New Policy	Due Date for Next Review	26 March 2028	

POLICY
Unified Communications

1. Purpose

The purpose of this policy is to ensure the Internet Protocol Telephony and Unified Communication and Collaboration Services at Zayed University are in accordance with the University's requirements, and to provide directives and guidelines towards usage of assets, services, and systems.

2. Scope of Application

This policy is applicable to all Zayed University employees, temporary users, and common service locations in all University campuses.

3. Definitions

CAFO	Chief Administration and Finance Officer
Collaboration Tools	Software tools and applications that enable two (2) or more users to meet together to achieve voice calling, data sharing, and video conferencing in a single platform.
Common Service Locations	Public areas such as security gates, classroom support, print rooms, and meeting rooms.
CPDS	Campus Physical Development and Services Department
HRD	Human Resources Department
Internet Protocol ("IP") Telephony	Internet Protocol Telephony is a general term for technologies, products, and services that support voice calling, and voicemail.
ITD	Information Technology Department
Softphone	Software that allows users to make telephone calls from a computer or smartphone.
Temporary Users	Hourly-paid employment in which the employee works the full number of hours throughout the workdays for a period not exceeding three (3) months, renewable for a similar term.

Unified Communications and Collaboration	Products, equipment, software, and services which provide and combine multiple enterprise communications channels, such as voice, video, personal and team messaging, voicemail, and content sharing.
University	Zayed University

4. **Policy**

   4.1 The Internet Protocol ("**IP**") telephony systems and associated services at Zayed University ("**University**") are designed for University business purposes only.

   4.2 The provision of phone services to users is authorized by the Human Resources Department ("**HRD**").

   4.3 The Information Technology Department ("**ITD**") will ensure the required network availability and performance of the communication devices.

   4.4 Users are required to always use discretion and to ensure the appropriate level of security is maintained when discussing confidential information over the phone.

   4.6 ITD is responsible for ensuring that the call logging reports are available in order to review and audit the communication activities.

   4.7 ITD is responsible for sharing the communication tools operational guidelines with the business users.

   4.8 ITD is responsible for ensuring that a disaster recovery and business continuity plan is available for the communication services.

5. **Desk Phone Services**

   5.1 University employees are provided with one (1) desk phone with a direct number in their office on their primary campus. Employees can use the phone to dial outside the campus within the UAE (national calls), and to receive incoming calls from outside the campus through the direct line, or the University toll-free/board number.

   5.2 Employees who have permanent offices on both campuses must obtain approval from their Dean/Director to be allocated a desk phone in their office on the secondary campus.

   5.3 The dialing privileges for common service location phones are limited to internal calls. Any exception to these dialing privileges requires approval from the respective Dean/Director.

   5.4 Employees should not use the telephone's loudspeaker or other method of hands-free operation in a public office.

   5.5 For cases of intercampus transfer of employees, HRD is responsible for notifying ITD to take care of the asset management.

5.6 For cases of office reallocation on the same campus, the Campus Physical Development and Services Department ("**CPDS**") is responsible for notifying ITD of the change.

5.7 Employees should consult the University's Telephones policy for information related to making international phone calls.

5.8 When employees leave the University, ITD will delete the IP Telephony and Unified Communications and Collaboration Services of the user after the Employee Clearance Notification has been received by ITD from HRD.

6. Voice Mail Service

6.1 All employees will have voice mail service enabled on their desk phones.

6.2 Voice mail access is protected by an access password.

6.3 Unanswered calls will be terminated on the voice mail box.

6.4 Each user is provided with 14MB of Voice Mail storage space. The user is responsible for deleting messages to ensure that storage space is available.

7. Call Detail Record

All incoming and outgoing calls are recorded in the call recording system. ITD is responsible for preparing the call billing reports.

8. Telephone Operator

8.1 All incoming calls to the University will be answered by an automated attendant system during normal office hours. The automated attendant system will provide an option to reach the telephone operator by dialing "0".

8.2 All incoming calls received by the telephone operator through the University's main board number will be transferred to the appropriate office.

8.3 If there is no answer on a transferred call, the caller will be given the option to leave a message on the phone voice mail before the call is terminated.

8.4 If an operator is not available on one campus, all incoming calls must be handled by the operator on the other campus.

8.5 ITD will provide the telephone operator supervisor with call reporting access for traffic analysis.

8.6 All calls to the University after normal office hours will be answered by the automated attendant system with an option to be transferred to campus security.

9. **Contact Center (Call Center)**

   9.1 The department with a dedicated number for handling business users' calls will be part of the Contact Center.

   9.2 The Contact Center agents will be provided with appropriate software/application to handle the calls.

   9.3 The departments onboarded on the Contact Center platform will have a dedicated calling number for internal and external calls.

   9.4 The supervisor will be provided with the call reporting access for the agent status review and traffic analysis.

   9.5 Calls made to the department after normal working hours will be transferred to the voice mail service.

10. **Softphone**

    10.1 Employees can request ITD to install University-approved software on their desktop/laptop/mobile devices. Each request must be supported with adequate justification based on the employee's business requirements and must be approved by the employee's Dean/Director.

    10.2 Softphone users have the same dialing privileges as desk phone users.

    10.3 Line managers are responsible for reviewing and monitoring the call utilization.

    10.4 Usage of the University-enabled softphone is governed by the University Acceptable Usage, Access Control, and Internet Usage policies.

11. **Collaboration Tools**

    11.1 ITD will enable University-approved collaboration tools for employees after a New Employee Notification has been received from HRD.

    11.2 Students will be onboarded to the collaboration tool through the Learning Management System.

    11.3 The collaboration tools are to be used for meetings, events, and training sessions.

    11.4 Recordings of meetings, events, and training sessions will be stored on the cloud platform for user access.

    11.5 The recordings stored on the cloud will be cleared at the end of each semester, or when the storage capacity has been exceeded. ITD is responsible for sending appropriate notification through a Campus Announcement before recordings are cleared.

    11.6 Meeting reports will be made available for users to check participants' details.

11.7 When an employee leaves the University, ITD is responsible for deleting collaboration tool access and user data after the Employee Clearance Notification has been received from HRD.

11.8 When a student leaves the University, ITD is responsible for deleting collaboration tool access and user data after appropriate notification has been received from the respective unit.

11.9 ITD is responsible for ensuring the implementation of appropriate encryption techniques to safeguard sensitive communications.

12. Related Policies and Laws
- SUP-CAM-201 Telephones – Direct Line and Mobile
- SUP-ITS-203 Information Security
- SUP-ITS-204 Data Security

13. Administration
This policy is administered by the Infrastructure and Network unit, ITD.

14. Revision History

Date	Revision	Ver.
1 May 2025	Chair of the Board's Decision issued (CBD#10 of 2025).	1.0
26 March 2025	Approved by FAIAC.	
11 March 2025	Endorsed by UPSC subject to an edit to Article 5.6. *(Action completed)*	
7 November 2024	In response to FAIAC feedback: • Added Articles 4.6, 4.7, 4.8 and 11.9.	
22 June 2023	Endorsed by the Executive Committee.	
22 August 2021	Reformatted and edited based on feedback received from the VPO.	
28 April 2021	New policy reviewed by CAFO Management Council and endorsed for further approval.	