International Black Sea University

Information and Communication Technologies Management Provision

Tbilisi

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Content

Article 1. Subject matter and scope

1.1. The previous provision regulates the management of informational and communication technologies related issues with LLC International Black Sea University (hereinafter referred to as " University").

Article 2. Definition of terms

2.1. Information technology - information technology infrastructure, electronic services and electronic management systems.

2.2. Information technology infrastructure - computer hardware, software development, internet, server.

2.3. Electronic services - Student Information System (SIS), Moodle-based system - Simple way to learn (SMART), University website.

2.4. Electronic management system - electronic documentation platform, e-mail, registry of Educational Standards.

2.5. Communication Technologies - Email, Website, University Social Media, Integrated Communication Technologies in Electronic Systems.

2.6. Data - Information processed by Information and Communication Technologies.

2.7. Electronic Platform - A system necessary for the functioning of electronic services and electronic management systems.

Article 3. Information Technology Management Policy

3.1. With the aim of facilitating current educational and administrative processes, the university is oriented towards effectively utilizing electronic information and communication systems in its operational processes.

Article 4. Student Information System (SIS)

4.1. The Student Information System (SIS) represents the electronic portal where information about all educational programs of the university is stored, in accordance with the regulations defined by the legislation of Georgia, regarding enrolled students.

4.2. All individuals registered in the university are provided access to SIS (Student Information System) where they are allocated a login ID and password by the Student Service and Registrar's Office. Through this system, students can manage their personal profiles, view assessments, submit electronic applications for student notices, grades, transcripts, and other documents, as well as evaluate the program, component, and its implementers.

4.3. In SIS, the following information is recorded about university students: date of enrollment, school, educational program, language of program implementation, subjects covered in the curriculum of the student's educational program, corresponding evaluations, assigned credits, and other information related to the educational processes of the respective program.

4.4. Orders related to the status of students, including orders issued in connection with student exchange programs, are reflected in the relevant student's profile on the SIS within 5 days of issuance, in parallel with the register of higher education institutions.

4.5. The service and registration office must ensure that the information corresponding to the registered students' profiles on SIS accurately matches the data in the registry of the highest education institutions' curricula.

4.6. Through SIS, the university sends short text messages of an educational and financial nature to students.

4.7. University employees have access to the system with an individual username and password. However, depending on the needs of the employee's position, the access levels are different.

4.8. Due to the high value of the information stored in the student information system, for security purposes, the actions performed by the user (student/employee) in the system are recorded. The user is informed about this and can receive the "log" file upon request. The file is stored in the system for 30 days.

4.9. The lecturer is obliged to use the system to record the attendance based on the educational goals, as well as to confirm the start of the lecture using the "start session" button. When using the mentioned button, depending on the goals of monitoring the learning process, the system records the time and location of entering and exiting the system. The user is informed about this and can receive the "log" file upon request. The file is stored in the system for one semester.

4.10. For the full functioning of the system, mandatory (essential) "ready files" are used. The user is informed about this.

Article 5. Simple Way of Learning (SMART)

5.1. A simple way of learning - SMART (https//:smart.ibsu.edu.ge) is an electronic portal of the university, which reflects the educational components of educational programs, their syllabi, lecture materials used by lecturers and weekly assignments to be completed by students.

5.2. If the study courses on SMART are closed with the initial function, registration for them is carried out with the consent of the lecturer.

5.3. Information stored on SMART is considered of high value, and for security purposes, actions performed by the user (student/employee) within the system are logged. The user is informed about the logging, and in case of a request, can receive a "log" file. These files are stored within the system for a period of 30 days.

5.4. The full functionality of the system relies on essential "core files". Users are informed about them.

Article 6. University Web site

6.1.   The university's website (https://ibsu.edu.ge) serves as a bilingual (Georgian and English) platform with communication and informational functionalities, where contact details and other information about the university are provided.

6.2.   The university's website consists of the main page (domain - https//.edu.ge) and additional pages (subdomains). The main page contains information about the university, its structural units, education, research, university activities, and news, as well as other information regulated by Georgian legislation for higher education institutions. Additional pages provide information about scientific journals and other topics.

6.3.   Marketing and Communications Manager is responsible for the content management of the website in coordination with the Marketing and Public Relations Department, the Web Developer is responsible for technical maintenance in coordination with the Marketing and Public Relations Department, and the administration of additional pages falls under the competence of respective structural units.

6.4.   Responsibility for the administration of communications manager/web developer/additional pages lies with the individual designated in the respective work agreements and corresponding organizational units, as defined by their roles and responsibilities outlined in the organizational structure.

6.5.   Information updates on the website occur regularly to ensure that the information remains relevant and of interest within the reasonable period of its validity.

6.6.   For the purpose of ensuring the accuracy of the information updated on the university's website about personnel, systematic information will be provided to the website administrator.

6.7. According to the law of Georgia "On Personal Data Protection", the information posted on the website, which contains personal data, is deleted after the goal of posting the data has been achieved.6.8. "Essential" ready files are used for the full functioning of the website. The user is informed about this.

Article 7. University social media channels

7.1. The university's social media channels (Facebook, Instagram, Linkedin, Twitter, Tiktok, Youtube) are bilingual (Georgian and English) platforms with communication and information functions, where information about the university is posted.

7.2. Through social media channels of the university, the public is provided with information about the university, teaching, research, university activities and news, as well as other information determined by the legislation of Georgia for higher educational institutions.

7.3. Responsible for the administration of main and additional channels of social media, the Communications Manager of the Marketing and Public Relations Department collaborates with the Department of Communications, while additional page administration involves competency-specific structural units.

7.4. The job description of the person responsible for administering social media channels is determined by the work agreements and the responsibilities assigned to the respective structural unit.

7.5. The update of information on social media channels occurs regularly to ensure that the received information is relevant within the specified time frame.

7.6. Information posted on social media channels, including personal data, is governed by the Law of Georgia on Personal Data Protection and is deleted after achieving the purpose of data dissemination.

Article 8. Electronic documentation platform

8.1. In order to ensure effective management of administrative and academic affairs at the university, and to facilitate access to documents for employees and students in accordance with unified regulations for documentation management and business processes, the university operates an electronic documentation platform (https//.ibsu.edu.ge).

8.2. This platform contains all consolidated forms of regulations developed by the university, as well as samples of documents to be used in the course of business processes.

8.3. Access to the platform is granted to university employees and students for the use of official/student electronic mail.

Article 9. Email

9.1. The university's email (info@ibsu.edu.ge) is a communication tool hosted on Google servers, serving as the official electronic correspondence channel for university staff and students.

9.2. The Information Technology Service creates a new email account for new employees/students.

9.3. Any information received via email is considered official if it is received from the student's/employee's official university email account.

9.4. After the termination of a student's status, the email user will retain access to the university's electronic mail with the status of personal email. Following the termination of a student's status, the university email will be revoked.

9.5. Following the termination of employment-related collaboration, access to work-related email is revoked.

9.6. The university is not responsible for correspondence sent via university email by an employee or a current/former student.

9.6. In cases where the university's legitimate interest coincides with the interests of an employee or a current/former student, the university is entitled to open communication established on Google servers. The employee or current/former student will be informed in advance about the opening of the system, the purpose of the opening, and the individuals involved in the process. Personal files cannot be opened/viewed when the system is accessed.

9.7. The university's email is secured with two-factor authentication. The use of two-factor authentication is based on the user's preference.

Article 10.
Automated workspace

10.1. Alongside the initiation of work collaboration, the employee will be provided access to an automated workspace, generating a new account and granting access to necessary platforms/databases for their position. Access will be granted with corresponding usernames and passwords, ensuring their confidentiality

10.2. In cases where the university's legitimate interests align with those of the employee, the university is entitled to access the automated workspace (excluding personal files and "viewing history"). The employee will be informed in advance about the opening of the system, the purpose of the opening, and the individuals involved in the process. Personal files cannot be opened/viewed when the system is accessed.

10.3. After termination of employment collaboration, the employee is obligated to delete all personal files/viewing history from the automated workspace.

Article 11. Registry of Educational Regulations

11.1. The registry of the highest educational regulations represents the registry produced by the Management Information System of Higher Education (MISHE), hereinafter referred to as the "Registry", where information about the university is recorded, including relevant educational programs, among which the program's implementers, as well as the right holders to access and participate in the program, are indicated in accordance with the regulations."

11.2. The university has a designated responsible person for the production of the registry of the highest educational regulations, who is obliged to ensure the entry of information into the registry in accordance with the regulations determined by law.

11.3. The information provided by the responsible person for the registry is recorded in the registry through cooperation with the registry, for the purpose of processing and recording the information necessary for its management and storage, as well as for obtaining the necessary technical assistance.

11.4. The responsible person for the registry is obliged to:

11.4.1. The university, as the authority responsible for higher education regulations, is obligated to ensure the accuracy of the information recorded in the registry according to the regulations determined by law. In the event of changes to the information provided, it is obliged to ensure the recording of these changes in the registry within the timeframe determined by law.

11.4.2. It is responsible for recording information in the registry of the highest educational regulations regarding the implementers of the university's educational programs according to the regulations determined by law.

11.4.3. Ensure the accuracy of the information recorded in the registry, as determined by the regulations, regarding the university's educational programs.

11.4.4. Ensure the recording of instructions related to student statuses, including changes in participation in programs, in the registry of the highest educational institutions within 5 days from issuance, as determined by the regulations.

11.4.4. Oversee the administration of information related to the mobility process for eligible individuals.

11.4.5. For university graduates, the scanned version of documents confirming higher education issued in accordance with the law must be in the register of higher educational institutions. The delivery of the scanned versions of the mentioned documents is provided by the Student Services and Registry Office, which carries out the accounting, registration and issuance of educational documents in accordance with the rules established by the relevant regulations of the University.

Article 12. Data Processed Through Information Technology

12.1. The security of data processed through the university's information technology is ensured by implementing preventive measures outlined in the university's business continuity plan for information technology processes.

12.2. Responsibility for the security of data processed through the university's information technology is determined as follows:

12.2.1. The Information Technology Service is responsible for preventing unauthorized access to information on the employee's computer equipment and for ensuring continuous software updates.

12.2.2. The Information Technology Service is responsible for the security of data processed through electronic services.

12.2.3. The relevant system administrator is responsible for the security of data processed

12.3. The person responsible for data security must keep the username, password/key of the electronic platform confidential, to which they have been granted access due to their employment relationship with the university. Upon termination of the employment relationship, they must transfer this information to the relevant authorized person.

12.4. Upon the termination of the employment relationship of the person defined by clause 12.2 of this regulation, the Human Resources Management and Development Service will notify the Information Technology Service, which must change the username, password/key. To ensure the security of the former employee's personal files (if any), the new employee will be provided with a new account.

12.5. In case of violation of the obligations defined in clauses 12.2 - 12.3 of the regulations regarding designated responsibilities, disciplinary action shall be taken in accordance with the "Personnel Management Policy" of the university, as stipulated by the relevant regulations.

Article 13. Accountability Procedure

13.1. The Information Technology Service is accountable to the Vice-Rector for administration.

Article 14. Mechanisms for the Development of Electronic Services and Management Electronic Systems

14.1. Electronic services and management electronic systems are focused on the automation of processes occurring within the university. Consequently, with changes in university processes, it is necessary to update them in a timely manner.

14.2. The development of electronic services/management electronic systems is oriented towards the needs of students and staff and is implemented in the following forms:

14.3. By the initiative of service/system administrators;

14.4. By the initiative of students and staff members;

14.5. Due to the need for the automation of a new process/service.

Article 15.   Final Provisions

15.1. Issues not regulated by this provision are governed in accordance with the legislation of Georgia.

15.2. This provision comes into force immediately upon approval by the governing board.

15.3. Any changes to this provision can be made in the manner established for its adoption.