

## Guidelines for Requesting Technical Support for Events and Workshops Held at the University

1. The "Technical Request for Events" form should be filled out and e-mailed to the "Events" group, taking care to specify all the technical tools expected to be used.
2. Submitting any audio or visual resources that will be used in the event beforehand for testing.
3. The application should be sent prior to the event date by at least:
  - a. Three days for simple events or meetings.
  - b. One week for internal meetings that require audio and visual teleconferencing or events taking place after work hours.
  - c. Two weeks for large events that require advance preparation and provision of specialty devices.
  - d. Two weeks for workshops held in labs if they require specific preparations or downloading of special software.
4. If audio-visual conferencing is required, the following should be taken into consideration:
  - a. The event should be scheduled in the rooms between which audio-visual communication can be established (clarified in the technical request form).
  - b. The IT Center should be provided with the contact information for the responsible person in charge of the event in the male section.
  - c. It should be ensured that the responsible person in charge of the event in the male section is coordinating with the IT Center in the male section.
  - d. It should be specified if presentations (such as videos or PowerPoint slides) will be displayed. If presentations from the Women's College are to be displayed in the male section, the material should be sent to the responsible person in charge of the event in the male section or submitted to the IT Center in the female section at least two hours before teleconferencing. It should be noted that the content of such presentations cannot be changed after submission.
5. For events scheduled after working hours, the following should be taken into consideration:
  - a. An official IT support request should be submitted to the Vice Dean for Financial and Administrative Affairs requesting the appointment of an IT member and it must be ensured that the IT Center has received a copy of the Vice-Dean's commissioning letter as well as the original "Technical Request for Events" form.
  - b. A supervisor should be assigned to coordinate all non-technical matters relating to the event, including the interaction with the attendees, as the IT Center's role is limited to processing, testing and monitoring of technical tools.
  - c. The scheduled time for the beginning and end of the event, as stated in the request form, should be strictly adhered to, as the IT Center's policy requires the advance presence of the IT Center staff assigned to cover the event, based on the Center's assessment of time required.



6. If any of the devices registered to the IT Center need to be used for the event, the necessary Borrower's Forms should be filled out and signed. The IT Center must decline issuing any devices in the absence of a signed Borrower's Form.
7. In the case of events that take place over a period of more than one day, the signatory to the Borrower's Form should coordinate with the IT Center to guarantee the safety of such borrowed devices, either by ensuring the return of the devices to the center at the end of each day (without relying on students or janitorial staff for the task), or by keeping them until the end of the event and assuming full responsibility in the event of damage or loss of these devices or any of their parts.
8. In the event of cancellation of any event, the IT Center should be notified well in advance of the start time.

**The Information Technology Center is not responsible for:**

- 1- Scheduling or booking of event locations.
- 2- Provision of any type of furniture or electrical outlets or connections.
- 3- Performance of any non-technical tasks without the formal commissioning by senior management.
- 4- Provision of any additional tools during the event without prior request.
- 5- Any technical failures which may result due to changes made without prior notice given to the IT Center regarding the site of the event or the tools required.
- 6- Any delay or disruption resulting from:
  - a. Failure to submit the necessary request forms.
  - b. Delays in submitting the necessary request forms.
  - c. Incomplete request forms.
- 7- Technical support throughout the duration of events taking place after working hours if a formal commissioning letter from the Vice Dean for Financial and Administrative Affairs is not issued.
- 8- Downloading of any unlicensed software on any of the University devices for any event.
- 9- Evening events that only require turning on computers and projectors (such tasks may be undertaken at the end of the official work day).