INFORMATION SECURITY

QUALITY

The Management of the IT Services Department is committed to protecting the confidentiality and integrity of all the information assets under its custody, ensuring availability in accordance to business objectives and conducting business in compliance with all statutory, regulatory and legal requirements.

The Information Technology Services Department shall establish an Information Security Management System (ISMS) that is compliant with local and International standards and that clearly addresses continual improvements to the information security management posture at the University.

The **OBJECTIVES** of the Information Security Management System (ISMS) at ITS are:

1. Confidentiality and Integrity of information shall be maintained.

2. Business requirements for the availability of information shall be met.

3. Information security education, awareness and training shall be provided to QU members and relevant external parties.

4. All applicable regulatory and legislative requirements shall always be met.

We, the management and employees of the Information Technology Services department, are committed to providing high quality services consistently to enhance teaching and learning through the consistent and innovative use of information technology, with the goal of achieving and monitoring the following quality **OBJECTIVES**:

1. Increase customer satisfaction and reduce complaints.
2. Deliver products, services and solutions as per requirements, on time, and within budget.
3. Increase operational efficiency.
4. Identify and address risks and take advantage of opportunities.
5. Ensure compliance with applicable legal, regulatory and contractual requirements.
6. Measure quality objectives and present them in a transparent, accurate and complete manner.
7. Monitor service providers to ensure high quality service delivery.
8. Build an environment where trust, fairness and integrity flourish, and employees focus on delivery excellence.
9. Ensure continual improvement.

ITS shall ensure that this policy is communicated, understood, implemented and maintained at all levels of the organization. The policy shall be annually reviewed and monitored for compliance and will be amended, if necessary.

These statements have been approved by the IT Director on 4th September 2022.

Reem A. Al-Ansari

Director, Information Technology Services