



Approved by the Rector's Board by Protocol N163 of 2023

Information Technology Management Policy and Procedures

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Introduction

Purpose of the Document

The purpose of the Information Technology Management Policy and Procedures document is to define the rules for management of information technology at Petre Shotadze Tbilisi Medical Academy (hereinafter referred to as TMA), which are applied to educational, administrative and research activities. The document defines the rights and responsibilities of IT users.

Article 1. IT Infrastructure

1.1 The Information Technology Service provides support for TMA-owned computer infrastructure, which is in line with modern standards and accessible to students, teaching and administrative personnel and is consistent with TMA's business processes and ensures their effective implementation.

1.2 TMA-owned computer infrastructure includes the following:

- Computers
- Network devices
- Video surveillance systems
- Printers and scanners
- Educational material and technical resource (Anatomage Table, Virtual Reality Headset)
- Conference system
- Interpretation System
- Smart boards
- Audio PA system (mixer, wireless microphones etc.)

1.3 The computers in the TMA are equipped with Internet access and necessary software facilitating the seamless educational process.

1.4 Computers designated for classrooms and seminar rooms are accessible to only educators, whereas those in the library are accessible for both students and teaching/administrative staff.

1.5 If a technical issue arises, an individual contacts the Information Technology Service. The computer infrastructure is under continuous monitoring to address technical problems promptly and ensure its seamless operation.

1.6 Management of computer equipment

- An inventory is conducted annually at the end of each year to record and account for all items
- An inventory results in documenting of the items significance, value and current level of security.
- Information about each item is stored in a database
- Information storage is provided by the IT Office
- The database stores the following information about the inventory:
 1. Inventory code

2. Item
3. Producer
4. Price
5. Date of purchase
6. Supplier

Article 2. Network infrastructure and policy

The TMA's existing network infrastructure is connected to the Internet through a fiber optic cable provided by a service provider. The primary Mikrotik CCR1016 Router, is located on the administration floor in the server room's communication cabinet. Additionally, there are a UniFi Switch 16 PoE, a Unifi Cloud Key for wireless Internet management, and video surveillance system recorders. The equipment in the main communication rack is powered through UPS ensuring the equipment operation for some time (ranging from 30 minutes to 2 hours dependent on the load) in the event of a power failure.

WiFi access in TMA is provided through Ubiquiti Access Points connected to the switch of the same brand. The institution has two primary SSIDs: STAFF – accessible only to the administrative personnel, and STUDENT - accessible to both administrative and academic, adjunct personnel and students. Both SSIDs are secured by the WPA2 standard and firewall protects the router from unwanted packages, viruses and various cyber-attacks.

Article 3. Hardware and software procurement procedures

- 3.1 Requests for the purchase of hardware or software resources should be submitted at least 10 (ten) working days before the anticipated need for use.
- 3.2. Prior to making a purchase, the party initiating the purchase is required to complete a relevant form, accessible in the Office of Proceedings. The completed form should be sent to the Office of Proceedings specialist via email tma@tma.edu.ge. Subsequently, the specialist will forward the request to the Information Technology Service via email it@tma.edu.ge.
- 3.3 The IT Office personnel will analyze the need for the requested hardware and software resources and notify accordingly the Office of Proceedings and Finance Office via email.
- 3.4 Upon confirmation from the Finance Office, the IT Office personnel will identify suppliers, conduct a relevant cost and quality analysis, and submit an invoice to the Finance Office. After the transfer of funds, the Finance Office will return the payment card confirming the transfer and providing information to the supplier.
- 3.5 The equipment is delivered by the Logistics Office or supplying company.

Article 4. Non-material technical resources

4.1 Software and the rules of use

Per request, the Information Technology Office provides additional software. Software at TMA is provided after submission of a request via e-mail: it@tma.edu.ge

4.2 Website and its management

The TMA website is developed using the following computer programming languages, frameworks and APIs:

Languages:

- PHP
- JavaScript
- CSS
- SQL

Frameworks

- Bootstrap 5
- jQuery (Javascript library)
- Codeignite4

API

- Google Analytics GA4
- Facebook Chat Plugin

Other services

- Cloudflare
- CDNjs

4.3 The TMA website features an admin panel, with user passwords encrypted and all user actions recorded in logs.

4.4 The admin panel has various user types, each with specific restrictions and rights. Any information posted, edited, or deleted by these users on the website will be forwarded to the Marketing and PR Office within the same platform and after confirmation, the information will be posted, modified, or deleted on the website.

4.5 The IT Office personnel is responsible for ensuring the proper functioning of the TMA website from both technical and visual perspectives. Static pages can be modified, added, or removed based on requests from the Marketing and PR Office via email.

4.6 Library resources

- KOHA - Electronic system of library management
- TURNITIN - Plagiarism detection system
- AMBOSS - Medical knowledge platform

4.7 Case Management and learning process management systems

TMA has an electronic learning management system (ini.ge) and an electronic management system for document processing - eDocument in collaboration with outsourced companies.

Article 5. Electronic teaching platform

- 5.1 TMA has implemented the Learning Management System (LMS) Moodle, an open-source web platform tailored by the IT Office to TMA's educational processes. This platform serves both teaching and examination processes.
- 5.2 In the Moodle system, users can create courses and groups, assign user rights, conduct analyses, upload various types of assignments, and grant specific user permissions, upload non-material resources, etc. Moodle offers a mobile application compatible with Android, iOS and Windows OS. Instructions on how to use the application and video tutorials on navigating the platform are periodically shared with students, academic and invited personnel via TMA corporate email.
- 5.3 Moodle is also utilized for the e-portfolio and examination processes at TMA.

Article 6. Examination system and infrastructure

- 6.1 At TMA, examinations take place in an exam room equipped for 64 users. The room equipment includes 64 desks, chairs and laptops connected to an access point with a distinct SSID secured by the WPA2 standard.
- 6.2 Exams at TMA are conducted through the Moodle platform. The exam can be taken only on the laptops in the examination center.
- 6.3 If a user disconnects from the test and attempts to reconnect, automatic blocking will be triggered, and the user's activity time and IP address will be logged.

Article 7. E-mail and other services

- 7.1 TMA uses the following Google services: Gmail, Meet, Drive, Chat, Docs, Sheets, YouTube, Contacts, as well as Google Analytics for website statistics.
- 7.2 To create a Google account for administrative, academic and invited personnel, a request should be submitted by a representative of the Human Resources Management Office via email. For students, the request should be made by a representative of the Department of Academic Process Management .
- 7.3 If a staff member resigns, their account will be restricted after 2 business days.
- 7.4 Storage of personal information on a corporate account is prohibited. TMA reserves the right to access information on personnel accounts if it is necessary for the institution. Requests must be made directly from the Rector the institution or other relevant service, with the consent of the Rector.
- 7.5 The request to reset the passwords of TMA online platforms should be sent by academic personnel and students to the e-mail of the Department of Academic Process Management at dean@tma.edu.ge and by administration personnel to the e-mail of the Human Resources Management Office at: hr@tma.edu.ge

Article 8. Data storage policy

8.1 Personal information storage:

Personal information is stored on different platforms.

8.1.1 Security of the student information stored in the **learning** process management system is the responsibility of the contractor company.

8.1.2 Personal information of the personnel is stored on Google Drive with an academic domain protected by 2-step authorization.

8.1.3 Contracts and documentation that may contain personal information of the personnel and students is stored in the contractor company's automated electronic management system eDocument and digital signature platform Signify database.

Article 9. Risk Management and Data Protection

9.1 TMA's IT Offices data is protected and risks are managed by utilizing certain software tools and methods including:

Data Protection

- Password encryption
- Data on the server is protected by using a RAID system (effectively reducing the likelihood of data loss on the storage device).

Risk management and reporting

- Daily monitoring of main router Logs
- Daily monitoring of wireless Internet and blocking suspicious users in case of suspicious or excessive internet usage activity
- Monthly inspection and updating of computers in the library and classrooms
- Monthly antivirus scanning of files on the server
- Monitoring of IT Offices Logs, if needed.

Article 10. Training

10.1 The Information Technology Office organizes and conducts training for personnel, creating video instructions on the software and/or hardware usage, as needed.

10.2 The TMA personnel and students have access to video tutorials on the usage of Moodle, Google Meet and the learning management process e-log.

Article 11. Final provisions

11.1 This document is approved by the Rector's Board.

11.2 Each member of the TMA teaching and administrative staff, as well as all students shall comply with the provisions of this document.

11.3 Amendments to this document shall be made in accordance with the procedure for its approval.