

جامعة قطر  
QATAR UNIVERSITY



## ADMINISTRATIVE NEWSLETTER

ISSUE No. 3



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# VP WELCOME MESSAGE

*Welcome from the Vice President and Chief Financial Officer*

Dear Colleagues,

In following our mission to raise communications awareness and foster interaction between administrative departments and staff, I am pleased to welcome you to this issue of QU's quarterly Administrative newsletter. The Newsletter serves as a platform for presenting administrative developments such as appointments and events, as well as current information on a number of QU's ongoing projects.

In this issue, the Newsletter will bring you our latest news and events from February through May 2013. Topics of focus include Admin community activities, important considerations before making international travel arrangements, the new recruitment section, preparations for the end of the semester, and summer projects on campus.

## **VP's Address**

With the end of the spring semester, the QU community is busily preparing for a change of focus as we begin our summer plans. Even with the end of courses, this can be an exceptionally active time for employees, as they seek to make travel preparations, adjust for summer sessions, or resume important annual campus maintenance. In addition, the University prepares to welcome its latest round of employee applicants, as we recruit for the coming year.

In this issue of the Newsletter, we will spend a large amount of focus on the needs of faculty and staff. After a great deal of planning, QU will be launching several new services, which we feel confident will be of great help to both current employees and those seeking positions at QU. Furthermore, we will highlight some of the University's pending summer projects. To those QU faculty and staff who do plan to travel, an important checklist has been made available, to ensure your exit and re-entry into the country goes smoothly.

As always, we will also be providing relevant and up-to-date information on administrative activities (both on- and off-campus) the latest additions to our community in personnel, and a deeper look at a compelling person and department of interest in our featured sections.

On behalf of QU, we thank you all for your efforts in the 2012 - 2013 academic year, and wish you an excellent and fulfilling summer.



■ Dr. Homaid Abdulla Al-Madfa  
VP & CFO

A handwritten signature in black ink, appearing to read 'H. Al-Madfa'.

Dr. Homaid Abdulla Al-Madfa

# APPOINTMENTS

*Meet QU's newest members and most recent appointees, and discover what they do.*

## THE HUMAN RESOURCES DEPARTMENT HAS ANNOUNCED THE FOLLOWING APPOINTMENT:



**Nouf Al-Kubaisi**- HR Head Section Advisory Admin, effective April 1st,2013

Ms. Al-Kubaisi has been recently promoted to the position of Advisory Admin Section head. She will be responsible of managing the Administrative employees' relations and various issues such as promotions, leaves, Compensation and Benefits, resignations and end of service.

Her role is essential to ensure QU employees' work-related needs are being well managed.

Ms. Al-Kubaisi got her bachelor degree from Qatar University majoring in English and Literature on 2009 and start working for QU November 2010. She has started her career in Human Resources Department as a recruitment specialist then joined the advisory team where she has shown a marvelous team work and customer service skills.

Ms. Al-Kubaisi has grown up in a diplomatic family where she had spent most of her life in various countries all over the world and had the privilege to meet different people and expose to different cultures. This enriching background will contribute greatly to her roll in Qatar University and hence leading the team in dealing with QU diversified backgrounds, cultures and nationalities of QU staff.

Ms. Al-Kubaisi can be reached at:  
Phone: [4403 3279](tel:44033279)  
Email: [n.alkubaisi@qu.edu.qa](mailto:n.alkubaisi@qu.edu.qa).



**Mrs. Fatima Al-Saidi**- Recruitment Head, effective December 1st ,2012

Ms. Al-Saidi's duties will extent several capacities, in dealing with all new hiring different types such as full time, temporary, visitors, academic non-teaching, and other issues such as contracts, and credential. Moreover, she is responsible for the Qatar Career Fair and the orientation week for the new faculty members.

Ms. Al-Saidi has a vast 8 years of experience in HR as she worked with Hamad Medical Corporation. She started working at QU in HR department since 2008.

Ms. Al-Saidi can be reached at:  
Phone: [4403 3252](tel:44033252)  
Email: [falsaidi@qu.edu.qa](mailto:falsaidi@qu.edu.qa)

■ **Mrs. Fatima Al-Saidi**  
Recruitment Head,

## THE INFORMATION TECHNOLOGY SERVICES HAS ANNOUNCED THE FOLLOWING APPOINTMENTS :



**Mohamed Yousry** – HR Head Section Information System Support, effective March 1st, 2013

Mr. Yousry is responsible for development, implementation, maintenance and support of HR business systems, including administrative and academic applications ranging from small departmental applications to comprehensive Oracle e-Business Suite.

Mr. Yousry has over 8 years of solid Enterprise Resource Planning experience combining and has been involved in both business and IT practices, including projects implementation, support and integration with third party applications while performing main different roles like project management, team/track leading, and consultancy.

■ **Mr. Mohamed Yousry**  
HR Head Section  
Information System  
Support

Mr. Yousry can be reached at:  
Phone: [4403 5873](tel:44035873)  
Mobile: [3338 6741](tel:33386741)  
Email: [m.yousri@qu.edu.qa](mailto:m.yousri@qu.edu.qa)



**Mutaz Oshi** – PMO/Project Manager, effective May 5th , 2013

Mr. Oshi responsibilities will extent several capacities, in dealing with key role as part of the PMO office in monitoring the execution of programs/ projects on a regular basis and to different levels of detail according to audience, provide proactive direction and guidance to Project Managers in the Change Governance Framework, Responsible for the Change Framework and Project Lifecycle training of project managers, Provide advice and guidance to programs and projects on processes and controls, building an improved understanding and capability in conformance to defined governance and practices, Stakeholder management across organization Directorates and Departments, Ensuring governance model/principles are actively documented, promoted and implemented effectively, and ensure program and project planning and reporting meets prescribed format and such reporting is produced accurately and timely.

Mr. Oshi has a vast experience in Strategic Enterprise Management Professional with 12 years of strong and extensive experience in project management, planning, scheduling, prioritization, contingency and risk planning.

Mr. Oshi can be reached at:  
Phone: [4403 3445](tel:44033445)  
Email: [moshi@qu.edu.qa](mailto:moshi@qu.edu.qa)

■ **Mr. Mutaz Oshi**  
PMO/Project Manager

# NEWS & EVENTS:

*The latest administrative developments and events for the QU community*

## Projects in Glance

QU has recently been involved in a number of innovative and compelling new projects, which will have significant impact for QU employees in the coming terms. Several of these projects are currently underway, utilizing the summer months to ensure implementation for the new academic year. Others, such as the newly integrated Oracle applications, Digital Signage System, and Food Services Marketplace have been recently launched and are available to help staff.

### **Integrated Oracle Applications to Support Research Activity:**

The Office of the Associate Vice President for Facilities and IT has announced the go-live of two integrated Oracle applications to support research activity, which started Sunday, February 3, 2013. These two applications have been successfully launched with the collaboration efforts of ITS, Finance and research office. Oracle Grants Accounting (OGA) manages research administration from award to close-out for all grants managed by the Office of Academic Research (OAR). Oracle Labor Distribution (OLD) is a labor costing solution that allows the university to flexibly distribute the payroll expenses to one or more grants. These applications can now benefit people who conduct or support research and those who monitor spending.

### **Data Cleanup Project:**

In ceaseless efforts of the Human Resources department to ensure quality of Data is highly maintained and managed, the department has started measured steps to ensure all QU employees' data are up-to-date and contained in a centralized repository after the migration from Oracle R11 to Oracle R12.

The First phase of the project has been successfully accomplished. During which, activities of Data review, mapping of current data resources process and implementing solutions to ensure the accuracy of available data have all been conducted.

The second phase of the project is scheduled to be finished by the

beginning of the New Year, Jan.2014.

### **BB - Black Board 9.1 upgrade:**

The ITS is upgrading the existing BB to a newer version 9.1 in addition to upgrading the infrastructure and database which will enhance the overall performance

### **Digital Screen System:**

In April, ITS launched the Digital Screen System to provide information to activities and events related to colleges, departments, and programs. It is also used for live streaming for national events, emergency alerts when necessary, and to connect to satellite channels when appropriately needed.

### **Launching the Food Services Marketplace:**

ITS will launch the Food Services Marketplace, an online ordering system for the university community through the "tried and tested" service provided by Touch Net. The Marketplace will reduce load during peak hours for faculty on a tight schedule. The Services will be ready during the Summer time.

### **Transportation System:**

In Jan 2013, ITS has successfully launched a unified online system to allow students to manage their transportation needs

### **Student Employment:**

ITS launched a new Student Employment system to replace the old manual paper procedures – the new Student Employment system provides students the ability to apply online for QU available jobs. The system provides the supervisors/directors to select new application and follow up with the attendance/performance

### **IT Services introduces EXTENDED Help Desk & Support working hours including "SATURDAYS"**

Extended working hours for Help Desk and support were announced in May, 2013, this service will be available during classes as well as end of semester final exams next academic year and beyond.

## AVP Facilities & ITS office Movement to the Foundation Building in the Men's Campus

In February 2013, The Associate Vice President for Facilities & IT and staff have moved from the Administration Building to their new offices in the first floor of the Men's Foundation Building. The move was preceded by a requirement for more operational space and parking availability. The new offices are as follows:

*Dr. Khalid Naji, Associate Vice President for Facilities & IT*  
Room 215

*Nasser Al-Jurf (Head of Enterprise Project Management Office)*  
Room 219

*Rasha Bader (Administrative Assistant)*

Room 206

## Project Management In-House Training



In an initiative to empower QU staff skills in project managements, The Information Technology Services - Project Management Office (PMO) at Qatar University has started conducting the Project Management in-house training sessions started November 2012, and Feb, March, April and May 2013.

The objective of the training is to provide participants with the required skills, concepts, techniques and tools that will help participants to successfully manage their projects.

The training sessions are based on standards of the Project Management Institute (PMI), and sponsored by the Official PMI-Arabian Gulf Chapter.

## HR Activities

### HR Recruitment team participates on the Career Fair



Qatar 6th annual Career Fair was held from April 1st to April 6th 2013. During which, HR Recruitment team have been presented in Qatar University's booth at the fair in cooperation with QU Career Centre office as well as other representatives from different sections in QU such as Continuing Education Office. Head of HR Recruitment Section Mrs. Fatima Al Saidi said "Qatar University's presence in Qatar Career Fair 2013 is a true representation of its role as a national University contributing to Qatar's development and a main partner in Qatar's national Vision 2030.

Each year, QU takes part in the said event deploying its potentials to serve the goals for which Qatar Career Fair was initiated (education, training, development, employment).

QU's Department of Human Resource was there in QU's booth to recruit fresh graduates and other well qualified and experienced nationals to join QU workforce and explore the very bright opportunities and privileges that the Institution provides to its staff for improvement and professional development.



Our corner attracted a lot of graduates and competences during the Fair. More than 300 preliminary interviews have taken place so far."

As an outcome of the career fair, the Recruitment team received around 310 resumes, all of Qatari applicants, with different education levels (high school, high school with practical experience, bachelor level, and Master's degree).

Participating in the career fair has empowered the HR Recruitment team with new techniques on improving their work as they have been exposed to different people, backgrounds and conducted several one to one interviews.

## Launching The HR Recruitment Section

HR department is taking the accountability to continuously contribute to QU mission by attracting and retaining high-quality staff. And as the management strongly believes on the importance of recruiting and maintaining the quality human resources in supporting the university in achieving its goals, the HR Recruitment Section has been launched on March 2013

The Section is managed by Mrs. Fatima Al Saidi who will be leading a team of qualified recruitment specialists who are willing to receive any hiring enquiries and provide their assistance.

The responsibilities of the section will be varied from Internal and external job advertisements process, coordinating and conducting interviews and supervising as well as organizing HR committee.

*The recruitment team can be reached at:*

*Phone: 44033366 – 44035871*

*Email: Hrrecruitment@qu.edu.qa*

## The Talent & Training Unit Activities

The Talent & Training Unit at Human Resources Department are committed to provide QU staff with training and courses that will develop interpersonal skills, quality management and team building skills as well as empower staff technical mastery. Recently the following courses have been conducted

### **1-Professional Communication in International Business Etiquette Training course:**



The Talent and Training Unit of the Human Resources Department organized and implemented a Professional Communication in International Business Etiquette training program, provided by Qatar Leaders Group for the HR employees, Finance Department, Administrative Services Department and Procurement Department, which was held on January 7th and 8th in the Library building's training room. The trainer has demonstrated and explained performance with proper business etiquette.

### **2-Basic Skills of The Efficient Employee workshop to the College of Arts & Science:**

The Training Unit at HR Department conducted a training course to CAS under the theme" Basic Skills of the Efficient Employee" during the period March 31 – April 4. The course was conducted at the New Library Building and was delivered by Dr. Suhail Awwad form Major Training Center. The course addressed many issues including communication skills, time management, and work pressures.

## Empowering QU National Staff Activities by the Career Resources Centre

As part of Qatar University management's commitment to implement national strategies to build a progressive society, the Career Resources Center ( CRC ) has been established at Human resources department two years back.

The Centre offers various courses that aim to enhance the performance of Qatari staff based on actual work needs.

In an interview by the External Relation department with the Center's Head Mr. Abdulaziz Abdullah said that 75% of the staff who registered in our courses have been sent back to work for QU's departments and units. Their performance reports confirm that this Section has successfully rehabilitated them to assume new positions and they are very welcome by respective Departments and units. The Centre offers English and computer skills courses that do not require the employee to be off-duty.

Many of the Centers' trained personnel were interviewed who all praised the center's efforts. Senior Hospitality Specialist Mr. Ibrahim Al Insha'ee said the courses were quite beneficial and helpful towards improvement of work performance and this will be definitely in the interest of both the Institution and the employee as well.



In another interview, Head of Treasury and Receivables Mr. Aref Mohammed Haji stated that the center ensures the concept of life- long learning that does not end at the completion of university education. As the University supplies the market with competent graduates, the section also provides the university with competent well- qualified staff.

The following training courses and workshops have been conducted recently.

1-Career and Leaders Development in collaboration with International Center for Leadership Development

2- Email Etiquette

3- English language in collaboration with QU Continued Education Office

## QU Administrative Staff at the HEUG-Alliance Conference March 2013

As part of Qatar University management's commitment toward staff development and providing a better work environment, a group of administrative staff were nominated to attend the Higher Education User Group-Alliance conference that took place in Indianapolis, USA from the 17th to 20th of March 2013.

The HEUG is a well-recognized conference that has several exciting webinars on E-business suite products, people soft, CRM, User productivity kits (UPK) and on the latest updates on these products.

QU Staff had the opportunity to mingle with participants from all over the world, sharing their experience with online services, project management, achievements, and best practices, as well as lessons learned helping colleges and universities to select an integration model, develop a project plan and execute their projects.



## Finance ongoing activities toward increasing QU community awareness

### First Consultancy Project between Finance Department and College Of Business & Economics



As a step forward to increase the collaboration between the Finance department and the College of Business & Economics at Qatar University, Dr. Helmmi Al Hammami-Head of Department of Accounting and Information Systems, and Mr. Manhal Bou Karroum-Director of Finance, have worked together to initiate the first consultancy project for the graduate student in Master of Accounting. The Masters of Accounting is an academic degree heavily practice oriented. The students, in their last semester, are instructed to act as consultants for a company/organization (Private, public, non-profitable, etc.) to solve an accounting/business-related problem. The experience with QU Finance Department is a fruitful one as it gives the students an insight on how QU Finance works... This synergy between QU various departments is very beneficial to QU, as the experience capitalizes on the capabilities the university has to get the maximum potential.

Dr. Helmmi states that "Excellent initiative that clearly highlights the high synergy we can have at Qatar University. Opening Academic and non-Academic Departments on each other's will unveil incredible potential. Our Masters students and instructors/researchers will closely work with QU Finance Department to better the quality of the projects and the solutions QU experts can provide to their QU peers." The project has also been chosen pertains to define a new Facility and Administrative rate and fringe benefit rate for Qatar University. The focus is extremely substantial for the University since this rate will be used for the research contract and grant. The Accounting Department will pursue partnership with QU Finance Department. Batches of students to graduate in the coming years, in which they will collaborate on more projects. These projects will be a challenge for the MAC student and if they succeed to find a base for the topics it will be a win-win situation for both parties.



### Strategic Planning Session by Finance Director

On occasion of the University's new strategic planning cycle, the Finance Department and College of Arts and Sciences were invited by QU's Office of Institutional Planning and Development (OIPD) to share their planning experiences with the university stakeholders.

Mr. Manhal Bou Karroum, Director of the Finance Department, provided a presentation on the topic, under the title "Looking back, leading forward."

During this session, Mr. Bou Karroum has explained how the strategic plan has positively shaped a better work environment. He emphasized that, having set a strategic plan, the Finance Department was able to clearly define its ultimate objective, and develop actions plans to reach it.

The strategic plan has also provided a basis for measuring progress, through assessment of the current situation in contrast to any previous state. It has established a podium for sharing ideas and introspections about the future of the organization, which allowed management to suggest and apply changes, as well as reallocate resources based on priority.

Additionally, Mr. Bou Karroum has shared with the attendees several positive outcomes resulting from the strategic plan exercise. These included restructuring of the Finance Department by adding new sections to deal with specific needs of the university (e.g. the grants and contract accounting section to deal with all types of grants and research contract matters) and by more precisely designating duties of department employees.

Finally, Mr. Bou Karroum emphasized the importance of linking planning, budgeting, and assessment, in order to maintain the success of the strategic planning exercise and thereby the overall success of the institution. He left the audience to consider that "Integrating planning assessment and budgeting in one single project has become one of the major challenges for institutions of higher education."

### Hyperion Project Roadmap Presentation:

In line with the University's vision of enhancing the budgeting, planning and reporting and as the university is planning to move forward with the implementation of the budget Hyperion tool,

As a step ahead, the University has already contracted Huron consulting Group to propose a roadmap aiming to provide a

framework for understanding how the implementation of Hyperion, along with business process and policy changes, can help achieve Qatar University's multi-year vision for budgeting, planning, and reporting.

The session roadmap took place on May 19th 2013 at Qatar University in the main Admin Building Reception hall. The presentation was conducted by Huron to explain the potential stages of the Hyperion implementation.

The event was attended by Top management of QU, deans and directors. It indicated that the University is planning to implement the Hyperion tool that will enable users to prepare and monitor their efforts. The Hyperion will help enhance the university vision and plans. It aims to reduce the processes cycle time of Administrative departments especially Finance department, in which it will link expenditures to the strategic objectives. Moreover, it plans to reduce and monitor total cost of operations, by forecasting the institutional planning process. Some potential stages to state the implementation include planning, designing, production, and testing and verification.

### Accounts Payable Awareness session:

In line with the Finance strategic plan, and in response to Finance Departmental KPIs, the Finance Department has launched awareness sessions to QU community; an Accounts Payable (AP) session was one of those recently conducted.

The AP awareness session was conducted on March 14th by the Section Head of Disbursements, Mr. Osama Fetyan. The session aimed to enhance synergy between the Finance Department and other colleges and departments; maintain good relationships between the finance team and other departments' teams; and help clarify on any questions or uncertainties which may involve the Department.

An introduction to Accounts Payable was made, followed by a clarification on the main function of the section by highlighting that "AP is responsible to process all non-payroll transactions".

The session highlighted the invoices and purchasing cycles, as well as other departments' responsibilities. Brief descriptions about penalties and retentions were introduced to the attendees; both the processes for each, in addition to the role of every department in each process.

Day-to-day functions were also touched upon, such as Petty cash and P-Card cycles, as well as some emphasis regarding the procedure for requirements and unauthorized transactions.

## BOD ongoing initiatives to maintain safety and security of QU employees

The Business Operations Department has taken initiatives to prepare and release a number of broadcasts, training sessions, and other announcements regarding emergency safety information. Topics covered have included fire safety, earthquake preparedness, laboratory equipment use and safety, and a number of other helpful reminders. Through these messages, BOD hopes for both overall



preparedness, as well as promotion of a culture of awareness of health and safety considerations on campus.

As part of these series, the Department conducted Fire Safety Awareness and Evacuation Plan training for 21 HR staff members on January 21, 2013. The objective of the training is to teach participants proper fire safety and evacuation procedures in case of a fire.

## Housing Activities

The QU Housing Section continually takes efforts to assert its dedication to both the academic success and quality of life for the many students under its care. Recently, several social and cultural exciting trips were arranged for students, to provide them the best possible university experience.

### Meeting with Representative of Embassy of Bahrain

On Sunday, April 14th, QU Housing Department Director Mr. Yousef Al Saada met with Mr. Abdullah Al Kaabi - Cultural Attaché from the Embassy of the Kingdom of Bahrain. Also present was Head of Women's Student Housing, Mrs. Fatema Al Thani and Mrs. Rula from the Embassy of Bahrain. This is one of a series of meetings which brings together QU's Housing Department with various embassies within Qatar. The meeting addressed different issues of concern, and services rendered to students by Housing sections. Further cooperation between the Embassy and the Housing Department will take place in the future for better collaboration and liaison in a fashion that serves and maintains the interest of students. In the end, the Cultural Attaché invited the Housing Director and Head of Women's Student Housing Section to visit the Embassy of Bahrain in Qatar.

### Picnics at Sealine Beach



Both the Men's and Women's Housing Sections went separately on trips to the Sealine Beach Resort on Tuesday, April 2nd. The Men's Student Housing Section organized a special trip, in which students took the lead in the preparation and the program. The Students anticipate such annual events with great enthusiasm, as it enables a large number of them to meet and strengthen social bonds. The trip usually takes place during the mid-term break; the section assigns a student to prepare a program, incorporating sporting events, cultural activities, competitions, services, dinner preparation, and cleaning. Students enjoyed swimming, football, cultural competitions and other sports. There was also great deal of fun and entertainment as the students prepared a barbecue dinner by themselves.

The Women's Student Housing Section also organized its picnic to Sealine Resort on April 2nd; a large number of female students joined and enjoyed the many activities, including cultural and religious competitions, sporting activities, Henna drawing, and food preparation and cooking. Student feedback was very positive: Bedoor Al Swai, said

that "the picnic had been a very wonderful experience, and timely". Saeda Abdul Rahman said that she "felt happy and had benefited socially from the trip". Fatema Ali thanked the Department and wished such an event to be repeated in the future. The trip was supervised by Ms. Nawal Al Allaq and Ms. Aisha Al Ali.

### Umrah Trip



A trip was organized for 10 distinguished students in QU housing to perform Umrah and visit the holy places in Madina and Mecca. While In Madina, students visited the Prophet's Mosque, where they paid tribute to Prophet Mohammad (SAAW), Al Baqi Graveyard, Uhud Mountain, Quba Mosque, Martyrs' Cemetery, and the Media Museum. Then, in Mecca, students performed Umrah and later visited Al Noor mountain, Hira Cave, the Cave of Thor, and undertook other Haj practices. They were accompanied by Head of Student Housing, Mr. Ibraheem Hashem Al Sada, in addition to several other supervisors; Mr. Hassan Ali, Mr. Abdul Atheem Abdul Al Baqi, and Mr. Abdullah Ali Al Kaabi

The visit aimed to acquaint students with the glorious history of Islam, and to learn from the deeds and practices of the Prophet and his companions. Students expressed their great appreciation to the QU VP & CFO, as well as the Housing Director, for this invaluable program, and having the opportunity to perform Umrah and visit these places for the first time.

# Administrative Services Activities

## Females Staff Open Day



In an initiative to enhance the synergy among the administrative departments staff, the Administrative Services Department team has organized an Open Day for the Admin female staff, which was held on Saturday, May 18th. The five-hour program took place in the Women's College of Arts and Sciences building, and included lunch and various team-building activities and competitions, with prizes awarded to respective winners. The employees' children enjoyed their own corner prepared specially for them. The event was attended by Associate Vice President Mrs. Sara Al Merri, who commented "I have really enjoyed the event and would like to thank the organizing team



and the participants who have been more than wonderful".

The event was concluded with a discussion with Dr. Basyooni Nhailah from the College of Sharia and Islamic Studies, addressing an important topic titled "Achieving Success In life" followed by a round of Q&As.

Ms. Aisha al Noaimi from the ITS Department said "It is a good gesture that allowed us to get to know other colleagues from different departments in a social context away from business formalities.

## Administrative Staff Trip to Sealine Beach Resort:



The Administrative Services Department team has taken a further step towards building the team spirit and staff engagements and loyalty across the administrative departments staff by organizing a trip for the admin male staff to Sealine Beach Resort, which took place on Saturday, Feb22nd. The journey kicked off from campus at 9am, and headed directly to the resort, where breakfast was served. Attendees enjoyed a number of open recreational sports and activities, including water cycling, swimming, Arab horse-riding, camel-riding, and volleyball. Several competitive

events were also held, such as archery, a hammer throw, Tug-of-War, and the Arrows game, followed by gifts and awards which were distributed in a brotherly and friendly setting. Throughout the festivities, a public tent was open as well, which contained Qatari traditional dishes and food such as "Riqaq" bread, pies, and 'Saj'. Also present was a Falconer, with whom group pictures were taken. This added a spirit of genuine Arab heritage to the overall atmosphere.



# NEW SERVICES

*Keep track of all QU can do for you*

## NEW IT SERVICES:

### *ITS SMS Service "MYSMS" to all QU Colleges / Departments & Section*

ITS is pleased to inform that in first quarter of this year, with new SMS service i.e., MYSMS, few colleges and depts. sent more than 27,000 SMS messages to their students, staff and faculty members. After comprehensive UAT testing, ITS has extended this Short Message Service i.e., MYSMS to all remaining QU Colleges, Departments and Sections in campus through which they can send short text messages in English (160 Characters) or Arabic (70 Characters) in bulk, from their PC / laptop to students, faculty and staff mobile phones.

With MYSMS service, Colleges and departments are able to send immediate and fast short text messages that alert students, faculty, staff and external customers / partners of basic useful information such as current course grade, class schedule, assignments / project due date, class cancellations, informing vendors of payments.

### *400% Internet Bandwidth Increase At Qatar University*

On Thursday (Jan 31, 2013), ITS increased internet bandwidth capacity from 100 Megabits per second (Mbps) to 500 Mbps, to keep up with increasing availability requirements and demand for online content. This increased capacity benefits everyone at Qatar University and improves access to large files and high-quality video frequently needed for research, teaching and various other academic activities. "Information Technology Services is dedicated to providing the highest level of Internet access to the students, faculty and staff possible and we will continue our commitment to advance the network infrastructure and bandwidth at Qatar University" said Trevor Moore, the Chief Information Officer. This increase in Internet bandwidth places Qatar University among the leaders at our peer institutions in providing high-speed connectivity for its members.

### *New Wireless Service for QU Visitors And Guests*

Qatar University is amongst the largest institutions in Qatar and our campus has frequently been host to international events with guests from all over the world. In response to the growing number of visitors to our campus, IT Services is excited to offer the Qatar University Guest Wireless Service. The "QU Guest" Wi-Fi Service allows visitors & guests to join QU's wireless network without having to engage with anyone from QU.

The "QU Guest" service is provided for visitors and short-term guests such as conference attendees, visiting lecturers, etc. and is NOT intended for individual's long-term use. It provides general internet connectivity (web browsing, web email, VPN, etc.) in a manner similar to the public Wi-Fi hotspots, but with limited and controlled upload and download bandwidth. By connecting to the "QU Guest" wireless network, visitors and guests simply need to provide their email address in their internet browser, and accept the QU guest wireless policy, terms and condition to connect to internet instantly.

*Introducing Self Service Password Reset: MyID Service!*  
Qatar University Information Technology Services announces the release of an online self-service password reset service: "MyID".

Students, faculty and staff who register to use the secure "MyID" service can reset forgotten or expired passwords online at any time, using a PC, or smartphones and tablets.

## **FINANCE** *Opens new two cashier points for students in the Admission & Registration building during the peak time periods*

In continuous efforts of Finance department to facilitate the university community and support their payments needs with ease and convenience, the Finance Department has provided a cashier point in the Registration building at the registration window to facilitate and make the process of student's registrations and payments much easier to make the registration process more effective. This will highly impact the traffic of student's registrations during the fall and spring times.

### *Launching of HR Certificates Online Request*

In line with Human Resources Department mission in automation of new services to foster the effectiveness of work environment QU community, HR department has launched the online request of HR official certificate and letters request via "Talabati Oracle Self Service on Monday, May 27th 2013. The letter types are Salary Certificates, Employment Certificates, Bank Letter, Embassy Letter, Immigration Letter, New Driving License Letter and Others. The Request gets processed through the HR Helpdesk Unit and collection of the requested certificate/letter will be in the same day or the next business day if it's being received after 12:00 noon.

# UNDER THE SPOTLIGHT BEYOND THE TITLE

*Insightful thoughts and personal experiences as we interview one of QU's administrative staff:*

## **Layla Naja, Section Head, Projects Grants & Contracts Accounting Section**

Mrs. Naja joined Qatar University on 17th Jan.2010 in the finance department. She is being recognized for her superior work, commitment and dedication towards the launching of Integrated Oracle Applications to Support Research Activity on Feb 2013. This is a new service that the QU research community will benefit greatly from.

Having completed this milestone, we spoke with Mrs. Naja for the following interview:

### **1. Why did you choose to work for Qatar University?**

Being one of the leading academic institutions in the region, it is a true privilege having the chance to work for Qatar University, where employees have room for growth and receive acknowledgment for their hard work.

### **2. What do you like best about your job?**

What I really like most about my work is the great environment I am in, and the constant learning opportunities.

### **3. Who are the employees which stand as inspiring models for you?**

Mr. Manhal Bou-Karroun, the Finance Director, who has offered me his support, trust and his willingness to improve the department in order to attain the highest financial standards.

Dr. Moumen Hasnah, Director of Academic research, has inspired me through his eagerness to reach the ultimate level of the research management field.

### **4. How did you assess or recognize the need for this new service?**

As you may know, the Project and Grant Section under the Finance Department bears the responsibility of managing the financial administration of the awarded contracts and grants with the objective of fulfilling the contractual and regulatory financial terms and conditions of the award. Since 2008, the financial administration and budget control process pertaining to those awarded grants were essentially carried out and monitored manually through the use of spreadsheets. Moreover, the reliance on spreadsheets may result in an inefficient financial administration of funds. Therefore, an application was essential to aid in the specific financial control and reporting process for those sponsored projects and provides the users with access to their budget on a real time basis.

### **5. Do you feel the demand and scope of online services has changed the Department's focus or approach?**

Sure. The demand for online services has changed the Department's approach. IT systems are key enablers for control, compliance and process efficiency improvement. In addition, the Finance Department can now meet the SACS standard (CS) 3.10.5 : "The Institution maintains financial control over externally funded or sponsored research and programs."



■ Layla Naja  
Section Head, Projects Grants  
& Contracts Accounting Section

### **6. In your opinion, what are the key points to consider when developing important services?**

I believe that considering the efficiency of the service for the different stakeholders and the flexibility of the new service with any future change at the university is important to the continuous success of developing services.

### **7. What are the outstanding achievements that you have so far accomplished during your service at Qatar University?**

Financially managing the research grants through Excel sheets was the main challenge that I had to face during the past three years working at Qatar University. However, this challenge has become an achievement since I fortunately have overcome the obstacle.

### **8. What are you trying to achieve at Qatar University in general?**

To maintain the success of Oracle Grants Accounting and Oracle Labor Distributions, and to try to accomplish the highest standard of the financial management of the grants; and develop a better research environment at the campus. In addition, we need to develop advanced procedures and guidelines that could help researchers and user performing their duties in a smoother and efficient manner.

# UNDER THE SPOTLIGHT A STORY OF A DEPARTMENT:

*This edition's close-up of the fascinating gears which keep QU running*

## ITS Information Security



Information security, as a recognized business activity, has come a long way in the past decade. Information is the engine of any organization and so it is for our university. Having a team to fit-for-purpose information security has become fundamental to protect the university's information. Hence was the formal establishment of the ITS Information Security team in the summer of 2012.

The team's primary responsibility is to protect Qatar University's information from unauthorized disclosure, manipulation, or loss.

### Vision:

Protect Qatar University institutional information from unauthorized access, manipulation, or loss and enhance the University Community's awareness and appreciation of information security principles.

### Mission:

Establish a standards-compliant, risk-management focused security infrastructure that combines sensible policies and controls with continual user awareness in order to ensure the confidentiality, integrity, and availability of Qatar University's information assets.

### Services offered by the ITS Information Security team:

At this time, the majority of our services are not immediately visible to end users. They include:

- Security policies documentation and review
  - Information risk assessment
  - Information security awareness
  - Scanning systems and services for vulnerabilities and providing remediation plans through periodic and on-demand vulnerability assessment/penetration testing (VA/PT) exercises
  - Security consulting services
  - Digital certificate management
  - Security incident response
- The ITS Information Security team also works very closely with other ITS teams to:
- Install and manage anti-virus/anti-malware software on faculty and staff computers.
  - Review and audit network-based security tools such as firewalls, Intrusion Prevention Systems (IPS), URL/Web Filtering, VPN for accessing restricted QU resources from off-campus.
  - Review and validate system and service components from a security standpoint.
  - Interface with vendors and suppliers to ensure that QU's security policy is considered and integrated into their offerings.

### Definition of Information Security:

Title 44 of the US Code of Law defines Information Security as the **"practice of defending information from unauthorized access, use, disclosure, disruption, modification, perusal, inspection, recording, or destruction"**.

Many people assume that information is only what is stored in computer systems or available electronically. This is a subset of information, which could also be in printed form, spoken, or communicated by other means.

### Importance of Information Security:

We all have information that we want to keep private, accurate, and available. This applies to individuals, organizations of all sizes, and governments. This information is at risk at all levels:

- At the individual level: risks include theft of private information, financial losses, and identity theft. At the organization level, the damage could be far more devastating. Unauthorized access to information or simply the disruption of access to information can have huge impact on an organization's reputation, financial stability, or competitive advantage. At the government level, the leakage of information can lead to serious consequences and potentially wars.

### A Holistic Approach to Information Security

To protect QU information, the team is following the ISO 27000 suite of standards to build an Information Security Management System (ISMS). The system focuses on enhancing three key areas that touch information: people, processes, and technology.

The team will inform people, work with various departments and units on enhancing processes with security in mind, and at the same time use technology to assist in the protection efforts.

### How can the ITS Information Security Team Help YOU?

In addition to the services provided by the various ITS support and infrastructure teams, the security team is available to help the QU community in assessing security risks and recommending appropriate measures to mitigate them. The team are also available to provide group sessions on information security, whether it is in your department or a classroom.

### How can YOU help?

Statistics show that the "people" are the most critical factor in any attempt at protecting information. Even with the latest and greatest technologies in place, one person's incorrect or inappropriate action may render them useless (remember the example of door lock above).

Therefore, ITS Information Security team truly depends on you to doing the right thing when you handle information. You can help a great deal by taking preventive measures and reporting suspicious events or activities. Here are some pointers that may help you along the way:

*-Respect the terms of the confidentiality agreement that you signed with the University. If you knowingly break them, you may be subject to disciplinary action. All QU employees must have a signed confidentiality agreement on file.*

*-Make sure your computer's operating system and anti-malware software are up to date. If you need assistance, contact the ITS Help Desk.*

*-Don't leave important documents with sensitive information lying around for others to see. Lock them in a safe place or shred them if you don't need them anymore.*

*-Use strong passwords, typically a minimum of 8 alphanumeric letters (upper and lowercase), some numbers and special characters.*

*-More importantly, don't share your passwords with anyone, even your supervisor or best friend, and definitely do not use the same password for work and personal accounts.*

*-Be extremely careful when responding to emails. Don't trust web links or requests for personal information. Always verify with the senders and question their need for personal information. If they truly need it, provide it in an encrypted format, via the phone, or in person.*

*If you hold a position that requires you to handle sensitive information on a regular basis or you manage systems that contain sensitive information, it is extremely important that you be very cautious, particularly when dealing with digital information. Your passwords should be more complex and you should change them frequently.*

It is crucial that you report any suspicious activities or attempts by others to get your personal information.

### To reach the ITS Information Security team:

Contact the ITS Help Desk at 44033456-,  
or send email to [helpdesk@qu.edu.qa](mailto:helpdesk@qu.edu.qa)

# APPRECIATION

*“Happiness is not in the mere possession of money; it lies in the joy of achievement, in the thrill of creative effort.” - Franklin D. Roosevelt*

## **Successful Career Fair 2013**

Appreciation expressed to the Recruitment team for the spectacular efforts in organizing and managing QU booth at the latest National Annual Career Fair and conducting over 300 interviews.

Thanks to:

Recruitment team:

*Fatema Al Saadi  
Mashail Al-Thani  
Samar Hassan  
Noor Al Decci.*

HR Helpdesk team:

*Reza Kangani  
Bashar Ashwah.*

## **Fiscal Year Audit Report by QU Team**

Appreciation goes to Finance team on their tremendous efforts on the Fiscal Year 201213- Audit Review being conducted in one month only by QU staff.

Efforts are exerted by the following team members:

*Ahmad Abuwahab  
Mohamad Dahmani  
Ali Sepiddast  
Layla Naja  
Satya Innamuri  
Alaa Ghaith  
Nada Kamal  
Abdallah Seko  
Fatimah Oukaili  
Hussam Al Qassas  
Anas Al Khamis  
Hani Al Hussaini  
Miram Khalaf  
Kunhabdulla Tacharout*

## **Launching the ORACLE Grant Application (OGA)**

Acknowledgment on the successful implementation of the ORACLE Grant Application (OGA), that will facilitate and support Research office in managing research administrations, goes to:

*Layla Naja  
Satish Vemuri  
Mohamad Dahmani  
Satya Innamuri  
Alaa Gaith  
Rabih Raydan  
Mohamed Doualah  
Rosa Reachi  
Houda Khayrallah  
Natasha Houssein  
Rasha El-Attar*

## **iSupplier goes live finally**

Acknowledgment of Appreciation goes for the team hard work and dedication on successfully launching the iSupplier Application, which will manage QU dealings with Suppliers electronically and eliminate paperwork.

Thanks go to:

Procurement team:  
*Tamer Ibrahim  
Mohamed AbdElkarim  
Nesar Safi*

ITS Team:  
*Aamir Shaikh*

## **CPA accomplishment within 1 year**

Congratulations to *Ms. Fatma Alaqayli*, in her great accomplishments in achieving the CPA certificate with less than one year. The knowledge gained from this certificate will make contribution to her work, community while leading a good life.

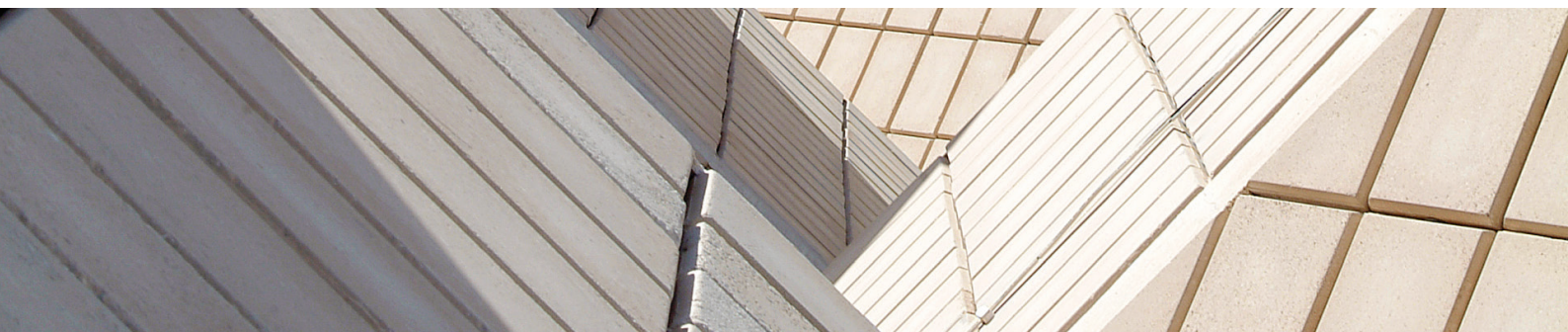
## **MY SMS service extended to all QU Community**

ITS team has shown marvelous efforts in accomplishing MY SMS project to be used by QU colleges, offices and departments to send short text messages in English or Arabic from PC / laptop to students, faculty and staff mobile phones.

Special thanks go to:

*Godly James  
Alanoud Saif Al-Hajri  
Shuja Ashfaq*

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