جامعة قطر
QATAR UNIVERSITY
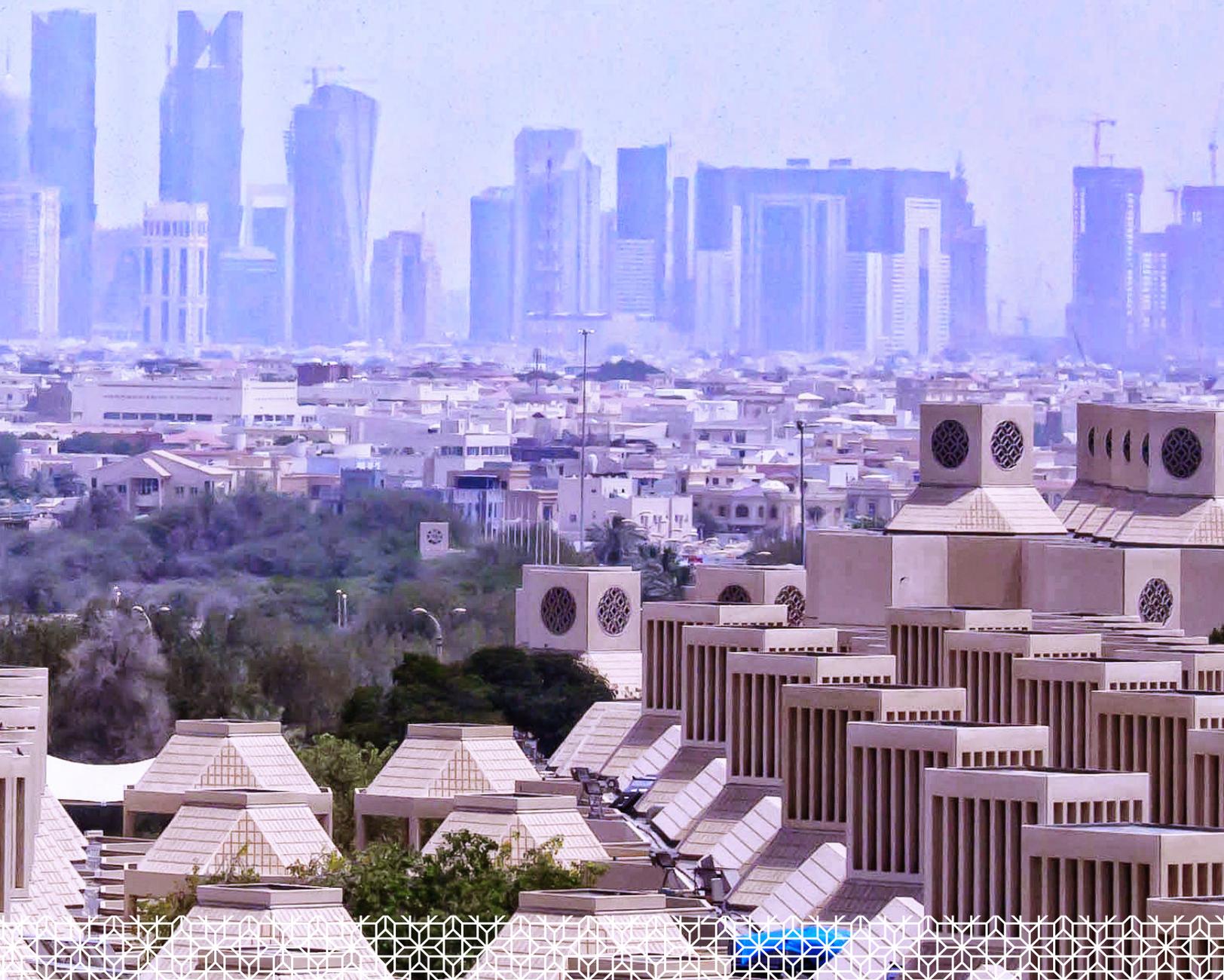
ADMINISTRATIVE NEWSLETTER

ISSUE No. 2

NEWSLETTER
CONTENT

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 September through December 2012. Topics of focus include the Orientation event, enrollment impact on admin departments, and key issues of interest.

VP's Address
   "Impact of Enrollment on Administrative Departments"

Since its inception, QU has proudly enjoyed a steadily growing body of faculty and students. As the community population has expanded, administrative policy and response have similarly scaled to meet the university's operational demands. This year, as QU prepared to welcome over 8000 students for enrollment, the VP for Administration has taken a closer look at the impact of such a process on administrative departments, in regards to impact on material and personnel resources.

The material impact of enrollment has proven to be significant, though more clearly reserved to several key expenses, particularly in IT. In order to properly supply faculty and prepare facilities for the larger student population, QU's ITS Department has procured a large number of new supplies. This included 150 laptops ordered for faculty members, and computer labs were outfitted with over 250 new desktop computers, in anticipation of unprecedented demand for online resources. Accordingly, more than 40 new printers were also supplied to faculty, in conjunction with 20 new installments of classroom technology resources. To ensure adequate user support for so many new students and equipment, a second shift of IT personnel has been arranged in the afternoon.

The enrollment window proved to show an even greater impact on personnel requirements, reflecting the university-wide significance of campus population expansion: As the student body has grown, so have the offerings and diversity of the academic demands. Given this, 115 new faculty members have been hired; these new members are in turn serviced with a large number of accommodations and administrative considerations, including financial and vehicle loans. The university administration has met and tended to many needs of new faculty, helping them and their families upon their arrival at the airport, sending staff to assist with visa and immigration documentation, and filing various other critical documents that aid in completing their residency permits.

As faculty arrived, the administration itself has shown substantial growth of resources as well, with 82 apartments and 57 villas

■ **Dr. Homaid Abdulla Al-Madfa**
VP & CFO

being rented at the university compound. As opposed to workload impact, the expanding community has provided more opportunities for social connection and teamwork among administrative members.

Furthermore, in response to the impact of such large enrollment numbers, attention has been paid to the need to provide additional personnel for security points on campus, to guarantee student safety. From the original number of security guards (101) first hired in Dec. 2010, the number has now increased as of Sept. 2012 by over 30%, with 13 female guards and 31 male guards. These security team members are stationed to provide assistance and campus safety at the new university buildings, new parking lots, main gates, and commonly used event grounds and buildings.

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:

Mrs. Kholoud Al-Hamadi as HR Services Manager, effective Sep. 27, 2012.

She will be providing her experience and expertise in managing the following units under the HR department: Immigration, the HR helpdesk, the HR System Support Unit, and the Archive.

Mrs. Al-Hamadi started her career in 2005 and has worked in progressive key posts, up to her previous role as an HR Service Manager in Aspetar.

Mrs. Al-Hamadi looks forward to working with everyone for a supportive and productive term, and can be reached at:
Tel: 4403- 5852
Email: k.alhamadi@qu.edu.qa

■ **Mrs. Kholoud Al-Hamadi**
HR Services Manager

Ms. Huda Al-Abid as Head of the Talent and Training Unit, effective November 4th, 2012.

Ms. Al-Abid's duties will span several areas, including organization and implementation of training courses within and outside of QU, conducting any needed analysis per department and staff, and researching staff training requirements. She will also coordinate with other departments and section to facilitate the conduct and implementation of the new training programs.

Ms. AL-Abid has experience in both HR and finance, through her work with the Ministry of Civil Service Affairs and Housing, where she worked from 2003-2012. Furthermore, she has experience in the establishment and management of two-year training centers.

Ms. Al-Abid can be reached at:
Tel: 4403- 5864
Email: huda.alabid@qu.edu.qa

■ **Ms. Huda Al-Abid**
Head of the Talent and Training Unit

THE ADMINISTRATIVE SERVICES DEPARTMENT HAS ANNOUNCED THE APPOINTMENT OF :

Ms. Amani Othman - Section Head of Admin Information Communication & Technology Support, effective Sep.01, 2012.

Ms. Othman's responsibilities will focus on maintaining and communicating the branding of the administrative departments for the rest of QU, including the development of unified administrative units, newsletter, websites, and assessment and enhancement of service desk services and general customer satisfaction level. She will provide assistance to the AVP in following-up on administrative projects' plans, execution, and closure.

Ms. Othman graduated from QU with a BA in English, and completed the Technology Innovation & Entrepreneurship Executive Program from Qatar Science & Technology Park. She brings 11 years combined experience from the education and banking sectors, including expert teamwork and management skills, and is especially familiar with the unique challenges and opportunities of multicultural environments.

Ms. Othman can be reached at:
Tel: 4403 - 3259
E-mail: amani@qu.edu.qa

■ **Ms. Amani Othman**
Section Head of Admin Information Communication & Technology Support

THE PROCUREMENT DEPARTMENT HAS ANNOUNCED THE APPOINTMENT OF

Mr. Khalifa Al-Jassim as Section Head of the Center General Store, effective Sep.15, 2012.
Mr. Al-Jassim will be working to manage QU inventory (stationery & food items), and issuing purchase requisitions to the Procurement Department as necessary to ensure proper supply of these items. Other duties will include overseeing storage of QU physical assets, and preparing reports for returned items to take proper action as donation or auction.

Prior to QU, Mr. Al-Jassim worked at Qatar Electricity & Water Co. as an operation trainee from 2003-2005, then moved to the Doha Securities Market (DSM) (- currently QATAR EXCHANGE) Information & Market relations Dept. from 2005-2007. He joined QU›s Procurement Dept in 2007, and has worked up through successive positions.

Mr. Al- Jassim can be reached at:
Tel: 4403 - 3233
E-mail: k.aljassim@qu.edu.qa

■ **Khalifa Al-Jassim**
Section Head of the Center General Store

THE INFORMATION TECHNOLOGY SERVICES HAS ANNOUNCED THE FOLLOWING APPOINTMENTS :

Mr. Trevor Moore - Chief Information Officer (CIO) for ITS, effective Sep.02, 2012.
Mr. Moore's most recent position before coming to QU was IT director of Abu Dhabi University, reporting directly to the Vice chancellor and the Provost, with responsibility for managing end-to-end infrastructure/projects/software/strategy…etc. Mr. Moore was also involved in numerous projects for the university outside of IT, such as SACS accreditation, the SKEA award, customer service improvements, etc., and was named one of the top 50 CIOs in the Middle East for his work at Abu Dhabi University.

Mr. Moore can be reached at:
Tel: 4403 - 3402
Email: trevor.moore@qu.edu.qa

■ **Mr. Trevor Moore**
Chief Information Officer for ITS

**Mr. Mohannad Naim** – Project Management Office Manager for ITS, effective Aug. 30, 2012.
The Project Management Office Manager serves as ITS Authority on project management practices. The role includes monitoring and controlling ITS projects' executions in addition to developing project management policies and procedures.

Mr. Naim is a pioneer in the field of e-government and became the first project manager of Qatar's e-government initiative in early 2003. He has over 15 years of experience in project and program management and information technology. Mr. Naim holds MBA degree in addition to his bachelor›s in Management Information Systems.

Mr. Naim can be reached at:
Tel: 4403 - 4324
Email: mohannad.naim@qu.edu.qa

■ **Mohannad Naim**
Project Management Office for ITS

NEWS & EVENTS:

The latest administrative developments and events for the QU community
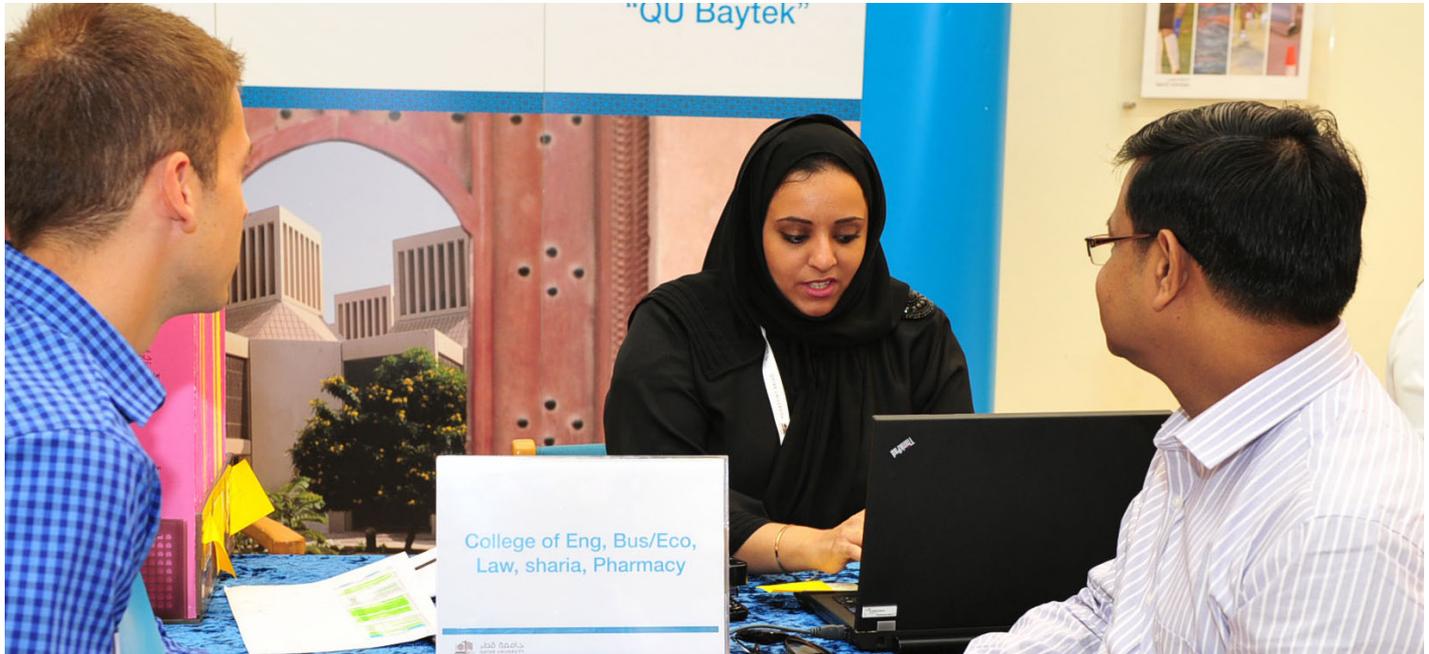
Annual Orientation Event by Human Resources Department:

The Human Resources Department organized its Annual Orientation event, which took place from Aug. 29th - Sep. 5th. This important event serves as an invaluable opportunity to ensure a smooth transition for new staff, by introducing the organizational structure and regulations of QU. New employees can also use the occasion to tend to important administrative registrations, such as initiating and finalizing accounts regarding banking, telecomm, visa, Information Technology, or other administrative/settlement matters through their respective administrative teams. This helps them to both start their career with QU equipped with the essential needs, as well helping them throughout the year with knowledge of the contact HR staff who will be in charge of their needs during their service with QU.

When asked about their experience with the program, new faculties have widely stated satisfaction. Dr. Imtenan Smadi, Associate Professor of Arabic Language at the College of Arts & Sciences, offered; "I have really benefited from the orientation's details, which include a presentation of the University's philosophy and vision, an introduction of its programs and electronic educational system (Blackboard), in addition to training workshops (technical preparation) which created a serious scientific environment that helps to identify the system of the education in Qatar University, and connect it to our previous educational experience that we have."

Before the Orientation day, and prior to the new employees› arrival, HR had arranged with Al Maha at Doha International Airport to provide their services to the new employees, so that they would have smooth and fast processing at the airport. HR›s onboarding Team was present at the Airport, welcoming the employees and ensuring everything went smoothly; in addition to presenting welcome gifts including a cell phone, Vodafone SIM card, Marhaba Magazine and Qatar map. QU drivers then transported them and

their families to their living accommodations. This streamlined process has resonated well with new faculty, who appreciate the orderly structure of the program; "So, The information presented in the orientation sessions was useful. In addition the sessions were well-organized." said recent orientation-subject Dr. Anas Al-Bakri, Assistant Professor of Management at the College of business & Economics; "As a result of these Orientation sessions, I feel better prepared to use various types of resources available to me on the campus of QU. Also topics addressed in the new faculty Orientation were appropriate for my needs."

 In a continuous effort by HR to engage new faculty in Qatari society, the Department arranged for a trip to the Museum of Islamic Arts on Saturday, September 15th 2012. In cooperation with the staff of the museum, the attendees had the opportunity to tour the various wings of the museum and enjoyed the Islamic and cultural heritage displayed throughout, especially the old manuscripts

and books section. The trip attendees› feedback emphasized a great appreciation for both the opportunity for the trip, as well as a source of inspiration; "From the very first day of teaching, the orientation has reflected positively on our teaching and producing, and on our understanding to the nature of the needs of our student community." stated Dr. Smadi

The Human Resources Department had also arranged for a Suhoor night gathering for the new faculty and their families, held on the 14th of August 2012. HR had reserved tables to enjoy the Ramadan tent at ST. Regis Hotel, one of the newest luxury five-star hotels in Qatar.

Mr. Yousif Al-Sada – Recipient of QU's Annual Distinguished Employee Award

During the Annual convocation Sep. 2012, QU Vice President and Chief Financial Officer Dr. Homaid Al Madfa has presented the annual award of Distinguished Employee to Mr. Yousif Al-Sada the Director of Housing Department. This award signifies the recognition and support from both the administration and general community for a truly exemplary member of the QU community. Mr. Al-Sada has achieved far beyond the requirements of his position, and bettered QU as a whole through his hard work, positive attitude, and support for his fellow members. QU and the VPCFO are proud to recognize his contributions.

Procurement Employee of the Month

In light of the commendable efforts and initiatives undertaken by its staff, the Procurement Department has begun an "Employee of the Month" program. This award offers recognition for exceptional work and contribution to the university, as well as providing a positive model for fellow employees. Through this award, the Procurement Department can help emphasize the exemplary work attributes and attitudes in which the QU community takes such great pride.
During their monthly meeting, the Procurement Department announced the celebration of their Employee of the Month for July - Jamal Puthiyottil, Buyer, and for September-Nesar Safi, Helpdesk Specialist . A heartfelt letter of appreciation and prize was presented to each of these employees by Procurement Director Mr. Mohamad Al-Saadi.

Spirits ran high among the guests, and it provided a much-appreciated opportunity for them to coordinate with academic colleagues and their families; "I'd like to add that I have also benefited from meeting professors that are distinguished in their countries whom I did not have the opportunity to meet before.", concluded Dr. Smadi. Transportation from QU was arranged to pick the guests up from their premises and return them at a time of their choosing.
Overall, the event was met with overwhelmingly positive reception from both sides, receiving such feedback as from Dr. Nitham Hindi, Dean of the College of Business & Economics; "During my observation of the new faculty orientation, I was very impressed with the level of planning and due diligence that the Department of Human Resources exercised in this function. To maintain quality academic programs, hiring and retention of qualified faculty is the key factor. Professionally welcoming the new faculty and solving many of the issues and challenges that they face as they enter QU will go a long way in achieving our goals. This is the first impression of the new faculty about QU; let us make sure it is an "outstanding" impression."

Housing Department Permanently Relocating to QU Campus

In November 2012, the Director of the Housing Department and the Staff and Faculty Housing Section moved from the Al Saad Area to their new offices at the Foundation Men's Building, First Floor, on QU Campus. Furthermore, in an initiative to fulfill QU community needs, the Housing Department has launched their Helpdesk unit in a clearly designated area with well-trained helpdesk team.
To ensure all queries are addressed in a timely manner, two telephone numbers have been readied, as well as an email account mentioned in the paragraph below. Furthermore, a mobile number has been assigned to extend services beyond official working hours, to guaranty excellent customer service is provided at all times.

The Helpdesk team can be reached on:
Phone: 4403 - 4999
Mobile: 3334 - 3422
Email: housing@qu.edu.qa

Sci Quest Kickoff Meeting

Qatar University's Top Administrative Management had attended the Sci Quest Kickoff meeting that was held on Monday, October 1st, 2012. Sci Quest is a unique Spend Director Market application that provides a user-friendly, intuitive shopping environment for goods and services that mimics popular ecommerce shopping sites. Together with a comprehensive requisitioning and order delivery solution, this best-in-class e-procurement environment is seamlessly integrated into our financial system of record (ERP).

QU & HOCHTIEF ViCon: Co-initiator and organizer of 2nd BIM User Day

data security, user management, internet
data versioning, data formats, structure
certified hardware and software

technology 2nd BIM User Day, October 2012

various aspects around Building Information Modeling (BIM)—took place in Doha, Qatar on October 2, 2012. The event shows that the demand for BIM services is continuously growing. After the successful first BIM User Day (May 2012), the organizing partnership of HOCHTIEF ViCon and Qatar University is well on the way to creating an important platform for BIM knowledge transfer in Qatar and the Middle East.

"BIM is an effective method for managing construction projects during their en- tire lifecycle, from design to facility management. As organizers, we hope to empower the industry in Qatar to meet the future demands of Qatar's growth," says co-organizer Dr. Khalid Naji from Qatar University.

These events are an important step in bringing together regional experts and interested parties from all over the world. Therefore the event intends to increasingly involve students and young professionals as well to be better prepared for the growing demand of BIM services in Qatar and to help in developing required industry standards in the region.

GITEX Trip - A Glimpse of Tomorrow

This year, GITEX was held October 14th-18th at the Dubai International Convention & Exhibition Centre. The event is one of the world's largest technology trade shows, serving both as a gateway for international brands to reach the Middle East, as well as for local vendors and providers to see a robust list of available and upcoming technologies.

Like most institutions, Qatar University sends a number of its own delegates, as it is considered an invaluable opportunity for any IT (and many administrative) professionals who want to be generally up-to-date with the latest trends in the IT & telecom industry, both globally, and within the region in particular.

For 2012, there were a number of interesting ITSM tools which QU delegates came across and got the opportunity to evaluate their basic functionality and features. The objective was to determine if there is an ITSM tool available that could potentially be used to manage all end-user requests centrally and whether or not it could meet varying needs of all the Service Departments at QU. While a number of potentially promising tools were discovered at GITEX, fully evaluating each and every one would be a complicated and long-term process that will require further research, and a good deal of consideration as to QU's priorities, and the functionality of the equipment. For any technology considered by QU, rigorous testing must be held, considering the nature and features of a device, and whether it is the most effective solution for the university's needs.

QU Organizes an Awareness Day on Mitigation of Traffic Accidents

In the presence of QU Vice-President Dr. Saif Al Suwaidi and Director of Traffic Department Brigadier General Mohammed bin Saad Al Kharji, in addition to a multitude of faculty, students and other officials from the Traffic Department, the Supportive Services Office at QU Business Operations and Facilities Department held an awareness seminar addressing the importance of mitigating traffic accidents under the slogan "Moments Difference Differentiate". Speakers from both institutions highlighted the importance of community involvement in the efforts to prevent, or at least decrease the number of traffic accidents.

Commenting on the event, Business Operations Department Director Eng. Abdullah Al Sayed affirmed the significant role of conducting such events to increase community awareness about road accidents, which cause dramatic pain and great economic losses. He also commended the cooperation existing between Qatar University and other respective departments to safeguard the interests of country and the citizens. In addition, Eng. Al Sayed thanked Brigadier General Al Kharji for dedicating some of his busy time to attend the seminar, which aimed to increase student awareness about traffic laws and regulations. Students must shoulder responsibility and take part in educating others about road accidents and their fatal consequences.

In his speech, Brigadier General Al Kharji appreciated the strong ties between the two Institutions and underlined the importance of such seminars to reduce traffic accidents and mitigate their impact on the community. In this context, he mentioned that numbers of deaths are on substantial decline, due to increasing community awareness about the tragic consequences of human life losses and the risk of permanent impairment or disability.

Alongside the event, Brigadier Al Kharji met Dr. Khalifa Al Khalifa, Director of the recently launched Traffic Studies Center at QU. The Center aims to promote and conduct advanced research on many traffic related issues.
The event featured a video on traffic accidents and distribution of leaflets and newsletters highlighting traffic issues of concern.

Business Operation Department Summer Maintenance Activities

The Business Operations Department (BOD) is continually at work, maintaining and upgrading QU facilities. Over the summer 2012, a number of key projects were undertaken to improve QU's campus. At the College of Sharia and Islamic Studies building, work was done to install stately new common area flooring, as well as general ceiling replacement and bathroom renovation, truly enhancing the facility with a crisp and elegant atmosphere. Similarly treated was the Al Bida building, which received flooring for open areas and classrooms, building-wide ceiling replacement, and lab preparation, to ensure it was fully prepared and in excellent condition to begin the new term.

The College of Business and Economics building was granted an improved parking lot, now providing shaded spots for up to 198 vehicles, including 8 places for vehicle owners with special needs. For improvement of the general campus, BOD undertook a hard- and soft- landscaping project in April 2012 around the Admissions and Registration building, to provide clear and appealing walkways between the planted areas. Finally, focusing to overcome challenges from building facilities that had been in use nearly three decades, the Business Operations Department opened six newly installed machine-room-less elevators located at the College of Education, Men's College of Science, and Engineering buildings on September 30th, 2012.

NEW SERVICES

Keep track of all QU can do for you

Improve QU Service

The Office of the Associate Vice President for Facilities and information technology services had launched on 16th September 2012 a new service dedicated to listening to your comments, opinions, and (if any), complains, or points of view on the campus facilities and the provided information technology services.

Many channels of communication has been created to listen to your comments, which are:

1- Twitter: were you can tweet your comments, photos, along with the location @ImproveQU.

2- QU Website: were you can fill a form available at the below link: http://www.qu.edu.qa/offices/avp_admin/improve_ qu.php

3- Email: where you can email the comments along with the photos (if available) to ImproveQU@qu.edu.qa, just indicate within the subject line "Facilities" or "ITS"

Launching the new iRecruitment website

Human resources department has successfully launched the new iRecruitment system with its enhanced website in Aug 2012. This being one of the online services the university is working towards for enhancing the services and workflow in the university. The iRecruitment system enables the university to manage all recruitment activities using self-service interface and provides an easy –to-use interface for job seekers. It provides a personalized experience for each group of its users ranging from site visitors, registered users, managers, recruiters and agency users. iRecruitment enables communication between applicants and employers online. It automates the entire Job Offer process from initiating an offer to its eventual closure as well as intelligence reports available to analyze various measures of recruitment process, enabling better decision making and streamlining of complicated processes.

P-Card Introduction

Qatar University has recently issued a new purchasing system using the procurement card, also known as (p-card), as anew purchasing tool similar to many international organizations, to serve as a convenient alternative to conventional Purchasing Orders. This has helped facilitate the process of allowing employees make authorized purchases on behalf of Qatar University quicker whilst eliminating "red tape" and providing the department in-charge with the ability to monitor and moderate these purchases.

I-Expense

A newly launched program that facilitates the process of managing hierarchies and approvals for the reconciliation and settlement of the P-Card expenses online

New IT Services:
"Voicemail to Email" to ALL Faculty / Staff

Information Technology Services has announced the launching of the new service and latest effort towards integrated messaging; 'voicemail to email' on Sept. 17, 2012 . Any voicemail left at your extension will be available as an attachment (.wav) through your email. With this new service, voicemail becomes a part of your everyday messaging and communications, allowing you access from anywhere you have access to email, even your tablets or smartphones.

QU-Fax Service to ALL Faculty / Staff

QU has successfully migrated from the old manual fax system to QU-Fax solution by Oct. 1, 2012 , which is now operating and in use for all fax transmissions sent by QU's departments and colleges. After successful feedback, ITS is now pleased to extend this QU-Fax service to all staff and faculty members. This will help us create a more efficient and paperless office environment. Now staff and faculty will be able to send local fax messages through email system.

However sending international fax privileges and All incoming faxes will remain with the departments / Colleges.

New IP Video Phones

ITS successfully upgraded the Old IP phones with Video capable IP Phones of QU higher management. New IP Phones has high resolution, fully adjustable color display with touch screen and 1000

QU Speaks Up: Introducing QU Talk

This term, ITS introduced a revolutionary new way of communicating and collaborating on campus: QU Talk - an instant messaging service for Qatar University employees. This service allows faculty and staff to chat with colleagues and friends from the QU community; place and receive audio/video calls right from their computer; and have access to features from their desk phone, such as call logs, voice mail, call-forwarding, and directory.

These features make it easier than ever for faculty and staff to meet and work together, with full access to the information and communication tools they need. Furthermore, it helps avoid many concerns or occasional issues which arise during group meetings, when employees may have a number of simultaneous projects, and need to be aware of communications and updates.

By continuing to increase information infrastructure in this way, QU can provide the best possible atmosphere for collaboration and meetings for academic and administrative progress and advancement.

QU Security Hotline

 QU had announced a dedicated QU Security hotline number (5556 - 8713) which is open 24 hours a day, where you can call in case you have any security concerns on QU campus or regarding students' security.

UNDER THE SPOTLIGHT
BEYOND THE TITLE

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

Yousif Al-Sada, The Director of Housing Department

Mr. Al-Sada joined Qatar University on 23rd Feb.1997, and has been leading the Housing Department since 1st Oct.2009.

Mr. Al-Sada's work and service have continuously exhibited a great deal of dedication and loyalty to this institution, for which he has recently been honored with the "Distinguished Employee of the Year" award.

■ **Yousif Al-Sada**
Recipient of QU's Annual
Distinguished Employee Award

1. How were you selected as "Distinguished Employee of the Year" ?

QU Administration formed a committee to select the "Distinguished Employee". I was informed that I had been selected by the said Committee just three days before the honoring ceremony (held during QU Convocation Day), led by QU President Prof. Sheikha Al Misnad.

2. Do you think that this recognition would be a good incentive for further efforts and hard work?

Any award of recognition on part of the University is deemed a great honor to the employee and represents a good motive for further giving and innovation to achieve optimal results.

3. Why did you choose to work for Qatar University?

Qatar University is my alma mater, and I am proud to work here. In addition, it is our national University.

4. What do you like best about your job?

The good bonds and successful cooperation with others, in addition to the spirit of teamwork.

5. Who are the employees who stand as inspiring models for you?

So the question is, who are the key figures in the University whose direct leadership I worked under, and have inspired my career path? There are definitely many, but at the top of the list comes Dr. Abdullah Hussein Rashed Al Qubaisi, former Dean of the College of Sciences, who currently runs the Office of Her Highness Sheikha Moza bint Nasser. Other key figures are former Vice President and Chief Academic Officer, Dr. Sheikha Jabr Al Thani; former Dean of the College of Arts and Sciences, Dr. Siham Al-Qaradawi; Vice President and Chief Financial Officer Dr. Homaid Al Madfa, and last but not least, the great and ongoing support and guidance from Prof. Sheikha Al Misnad, Qatar University's President.

6. In your opinion, how can an employee become "Distinguished"?

Catching up with rapid changes, development of skills, continued search for and follow-up of new trends and concepts, and always changing to the best. Add to that good and friendly relation with other colleagues within the Institution and beyond.

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

In brief, I would first mention some achievements at CAS: organizing World Water Day for the first time and for three years consecutively; Replacement of College Faculty old furniture in Humanities Building; Establishing and follow-up of the first Administrative and Financial Office at the College; provision of the First Cafeteria and a mosque specially for the said Facility; and interconnecting the Chemicals store with other Departments through telephone land lines to facilitate relevant services and supplies.

In the Housing Department, we managed to allocate new housing complexes and lots; payment of furniture allowances to new faculty; putting aside rental of furnished apartments and complexes, favoring unfurnished ones; and payment of partial furniture allowance to newly recruited employees if there are damaged or unsuitable furniture pieces in their accommodations. In addition, we share different QU community events and ceremonies, such as Eid Al Fitr and Eid al Adha at many residential lots and complexes, as well as celebrating the National Day at students' housing lots in an environment of festive celebration.

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

My main and ultimate objective is the full independence of the Housing Department in terms of selection and rental of housing facilities.

UNDER THE SPOTLIGHT
A STORY OF A DEPARTMENT:

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

The Administrative Services Department

Establishment:

In an Initiative to strengthen and enhance the administrative services offerings and communications among the admin departments and for the rest of the university, the Administrative Services Department was established on April 2012.

Vision:

The Administrative Services Department aspires to become a role model for driving high quality, customer focused services at the University.

Mission:

The Administrative Services Departments shall foster an environment of effective workplace by providing high quality support services that serve administrative departments' daily and long-term operations, internally and externally.

Sections & Functions:

Business Management:

The Business Management Section provides a number of crucial services, especially regarding administrative processes. This includes mapping the As-Is and To-Be processes, analyzing and assessing business processes' risks with the Internal Auditor Department, and identifying business requirements. Furthermore, it works with the administrative departments to support the development of policies & procedures, and coordinate administrative strategic planning with OIPD. In all cases, the Section works to provide recommendations, streamline processes, assess service delivery compliance, and identify business development opportunities, while adopting and promoting best practices.

Admin Information Communication and Technology Support

This section plays an important role in influencing the direction and publication of many major QU administrative facets: It maintains and communicates branding (name and image of services) for all of the university's administrative departments. It also works to develop a unified newsletter and website, to keep the QU community informed. More directly, it coordinates events between administrative departments, facilitates training for administrative departments with an HR training unit, and provides assistance to the AVP in following-up on administrative project plans, execution, and closure. The section also assures proper adherence for new ERP services, and assesses and enhances service desk productivity and customer satisfaction level.

Services offered by Administrative Services Department:

- Analyzing and Streamline of Administrative processes.
- Assessing business processes' risks with the Internal Auditor Department.
- Identifying business requirements of the University for Planned Processes, as well as those of clients.
- Supporting the development of policies & procedures for administrative departments.
- Coordinating Administrative Strategic Planning with OIPD.
- Identifying Key Performance Indicators on selected processes, and monitor their measures.
- Branding (image & name) of the administrative departments and their services for the university.
- Developing a unified newsletter in addition to maintaining a set of web pages for administrative units.
- Coordinating events between administrative departments.
- Facilitating training for administrative departments with HR's training unit.
- Assessing and enhancing Helpdesk services and customers' satisfaction levels.

Challenges

As the Department's main task is to work across multi-functional projects and departments, the primary challenges faced are to connect, gather, maintain, follow-up, and ensure that deadlines are met.
However, clear communication, adoption into project management tools, and looking at the bigger picture towards achieving the best for Qatar University are ways to overcome these challenges.

Slogan

"Leading Service Innovation"

website : *http://www.qu.edu.qa/offices/administrative_services/index.php*

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