

جامعة قطر  
QATAR UNIVERSITY



ADMINISTRATIVE NEWSLETTER

ISSUE No. 4



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# VP WELCOME MESSAGE

*Welcome from the Vice President and Chief Financial Officer*

Dear Colleagues,

As we start the new academic year, it is my pleasure to extend greetings on behalf of the University to all our returning members, and a warm welcome to all those who are new. With QU's continued success and development, we are happy to note a substantial rise in the number of new faculty positions and overall student body size, as well as implementation of ambitious initiatives.

In this issue of the Newsletter, we will review a number of new and ongoing initiatives spanning services and information systems. It is through the opportunities presented by these and future developments that QU faculty and staff members are truly able to pursue their preferred techniques and work/teaching styles without limitation. We strongly encourage each of you to make use of these systems, providing feedback on their use, as well as how they fit your professional needs.

In an effort to better serve our incoming employees, we have been diligently working over the past few years to further enhance our onboarding process. This year we received a record total of 218 newly hired faculty for the 2013 -2014 academic year, an increase of 114%. This rise in number also means a rise in load of processing visas & resident permits, travel arrangements, welcoming into Qatar, and so on. As such, several changes were implemented and additions were made to facilitate better service delivery. For example, the HR Department was assisted by the Administrative Services Department in contracting a shipping company to receive, store, and deliver new employees' belongings. Also, the processing of faculty during the orientation event was organized such that different groups of faculty were processed at their allocated dates and times. In addition, the Housing Department, with the help of the Administrative Services department, arranged to provide a hygiene pack to every new guest accommodation, containing the basic necessities for settling in a new accommodation. Finally, HR has established an agreement with Newton International School's Barwa Branch to ensure placement for children of new faculty members. As such, we are proud to know that we can rely on our administrative departments to not only enhance our organization's quality of service and reputation, but to also drive an excellent example of team work. Thank you, our administrative departments for a job well done.

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 departments of interest in our featured sections.

On behalf of QU, we wish you a successful start to the 2013-2014 academic years, and look forward to the achievements of the upcoming semester.



Dr. Homaïd Abdulla Al-Madfa



■ Dr. Homaïd Abdulla Al-Madfa  
VP & CFO

# APPOINTMENTS

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

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



**Mr. Jassim Sultan Al-Hamar** as the Unit Head of the HR Help Desk, effective Aug 25, 2013.

Mr. Al-Hamar is responsible for assuring that users are provided efficient and timely first support. He will be managing the Human Resources Help Desk unit, providing consultation on performance evaluations of the team with hiring and disciplinary responsibilities. He will be monitoring the problem management database and will follow up with assigned specialists to ensure timely resolution of problems.

Prior to QU, Mr. Al-Hamar worked at Qatar Tourism Authority as the Exhibitions Coordinator from 2009 - 2010, then moved to Coredo as a Team Leader from 2010 - 2013.

■ **Mr. Jassim Sultan Al-Hamar**  
Unit Head of the HR Help Desk

Mr. Al-Hamar can be reached at:  
Tel: 44035848  
E-mail: [jahamar@qu.edu.qa](mailto:jahamar@qu.edu.qa)



**Ms. Wafa Ahmed Mohammed AlFalasi** as the HR Advisory Section Head (Foundation Research), effective September 1st 2013

Ms. AlFalasi is responsible for the organizational development, compensation and benefits, leaves, promotion, resignations, policies and procedures for several academics and administrative departments.

She graduated from Qatar University majoring in Mass Communications (Public Relations) in Spring 2013, and has served HR since 2007. Ms. AlFalasi has proven to be determined and highly motivated as she successfully completed her studies during a full-time employment. Ms. AlFalasi mentors her colleagues at work and inspires the team to the highest standards of service delivery for the QU community.

■ **Ms. Wafa Ahmed Mohammed AlFalasi**  
HR Advisory Section Head (Foundation Research)

Ms. AlFalasi can be reached at:  
Tel: 4403 3274  
E-mail: [Wafa.a@qu.edu.qa](mailto:Wafa.a@qu.edu.qa)



**Ms. Noora Jeeda R J Al-Mansoori** as the Talent & Training Unit Head, effective May 20, 2013.

Ms. Al-Mansoori's duties will span several areas which include the 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 provide strategic direction to develop and implement training policies, procedures, processes, programs and systems to meet the needs of the institution.

Ms. Al-Mansoori holds a bachelor degree in English Language from Qatar University. She has vast experience in developing social skills, training, and communication from her previous roles in various independent schools prior to joining Qatar University. Ms. Al-Mansoori holds certifications in SEC & SAC.

■ **Ms. Noora Jeeda Al-Mansoori**  
HR Talent & Training Unit Head

Ms. Al-Mansoori can be reached at:  
Phone: +974 44035864  
E-mail: [n.almansoori@qu.edu.qa](mailto:n.almansoori@qu.edu.qa)



**Mrs. Muneera Deyab Al Sahli** as the HR Advisory Manager, effective August 2013

Mrs. Al Sahli is specialized in supporting departments as a business partner to understand their operational and human capital management issues. She will work actively towards enhancing the work environment and implementing best practice Recruitment and Selection, Employee Relations, Performance Management, Employee Events and Organizational Development. Mrs. Al Sahli is currently pursuing a Masters' of Arts degree in Public Policy in Islam at the College of Islamic Studies in Qatar Foundation. Prior to this, Mrs. Al Sahli has successfully completed a Diploma Program in Early Childhood in 2009, and earned a Bachelor Degree in English Language and Literature from Qatar University in 2005.

Mrs. Muneera started her career at the Ministry of Business and Trade as a researcher and legal translator in the International Agreements and Relations Section at the Economics Affairs Department. She then moved on to be a Researcher and Coordinator in the Minister's Office followed by a promotion to Business Development Section Head in the Business Development Department. Mrs. Al Sahli joined Qatar University as HR Advisory section Head on Sep. 2011, after which, she was promoted to her current role as the HR Advisory Manager in August 2013.

■ **Mrs. Muneera Deyab Al Sahli**  
HR Advisory Manager

Mrs. Al Sahli can be reached at:  
Tel: 4403 3246  
E-mail: [malsahli@qu.edu.qa](mailto:malsahli@qu.edu.qa)

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



**Mr. Ahmad Gamaledin** as the Section Head of Help Desk and System Support, effective July 29, 2013

Mr. Gamaledin is Responsible for the implementation and management of the ITS Helpdesk function for QU that services incident and problem management for enterprise applications, desktops, servers, networking, telecoms and web platforms at all sites.

Mr. Gamaledin is a Business-savvy technical professional with a 20 year career reflecting strong leadership qualifications coupled with "hands-on" IS, Information Security, Project Management and networking expertise. He started as a technical support specialist till he reached the position of a regional IT infrastructure manager in one of the world's leading market research entities, before proudly joining Qatar University late July, 2013 as Helpdesk Section Head.

■ **Mr. Ahmad Gamaledin**  
HR Talent & Training Section Head

Mr. Gamaledin can be reached at:  
Tel: 44033423  
Email: [ahmad.gamaledin@qu.edu.qa](mailto:ahmad.gamaledin@qu.edu.qa)



**Mr. Ahmed Shams** as the Section Head of Administrative Information Systems, Information Technology Services, effective July 7, 2013.

Mr. Shams will be helping the university improve its current and future enterprise applications and empowering upper management with business intelligence. Mr. Shams has extensive expertise in project management, product management and product development, working for startups and fortune 500 companies. He has over 12 years of experience in developing, managing and launching new products in enterprise software in the areas of enterprise business software, business intelligence, analytics, data warehousing and market research. He has deep industry knowledge, and has evangelized technology based solutions focused on key application areas in these verticals. He has lead project teams of over 10 people and been responsible for product lines generating in excess of \$50M in annual revenue. Mr. Shams has started his career at Sprint Telecommunications and has subsequently worked in leading enterprise software and market analytic companies in the Midwest and in Silicon Valley. He has a Bachelor of Science from University of Missouri with highest degree honor .

■ **Mr. Ahmed Shams**  
Section Head of Administrative Information Systems, Information Technology Services

Mr. Shams can be reached at:  
Tel: 4403 3414  
Email: [ahmed.shams@qu.edu.qa](mailto:ahmed.shams@qu.edu.qa)

# NEWS & EVENTS:

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

## HR Activities

### Yahala New Faculty Orientation Event



The Yahala New Faculty Orientation event was designed to facilitate new faculty with the administrative, academic, cultural and social adjustment while joining Qatar University. Event activities embrace the vision and key strategic goals of the University. To enhance the experience of faculty coming from diverse cultural and social backgrounds, the orientation event enables them to learn about the university history & structure, services, and how to finalize administrative matters, initiate banking, and communications setup. This year, the Recruitment Section of the Human Resources Department hosted the Yahala orientation week for AY 2013 - 2014 from August 19 - 27.

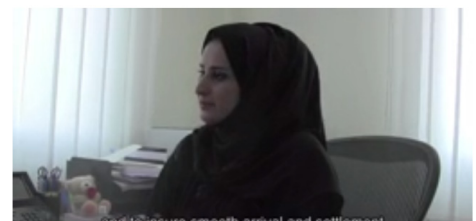


The event was moved this year to the new library auditorium for the presentation and the main exhibition hall for the services provided. The location allowed faculty easy access to all components of the program, without getting tangled in multiple campus locations. This also facilitated cross promotion of events, such as tours and medical checkup appointments, within the program. The participants of the orientation event were HR Advisory Sections; External Relations; Immigration; Health Insurance; Housing; IT Services; Finance; Talabati Services; QNB; Commercial Bank; Masraf Al Rayan; Ooredoo; and Vodafone. Al Khaliji Bank was added later in the program. The event was very well attended by new faculty; a total of 67% of hired faculty attended, averaging 20 - 25 new faculty per day for 8 working days.

Upon arrival to Doha, Al Maha Airport Services were utilized to provide all faculty dedicated immigration clearance facilities. This allowed for fast-track processing through immigration clearance formalities, while the faculty waited in the lounge area of Al Maha Services. A welcoming staff from QU met and greeted the new faculty members and their families after they cleared from immigration processing, and retrieved their luggage. Faculty members were then transported by a QU driver to their accommodation where a housing staff member showed them their temporary homes and answered questions they had.

During the orientation, a number of interviews have been performed with a number of new staff and faculty members to get their feedback on the event.

Mrs. Sara Al-Marri, Associate Vice President for Administration, hosted the event and in an interview, welcomed all new members and talked about all the services and facilities provided for the new members prior to their arrival to Doha and to ensure their stability in Qatar in all respects as mentioned earlier.



To watch the interview recording, please click the Image

# HR Activities

## The Human Resources Department had arranged the following trainings

### The Seven Habits of Highly Effective Managers



The Talent and Training Unit at the HR Department works within the context of its plan and commitment to provide high quality programs to Qatar University. As the Talent and Training Unit at the HR Department is committed to deliver high quality programs to Qatar University, it had recently worked in collaboration with the renowned Franklin Covey and offered a training course entitled The Seven Habits of Highly Effective People.

Twenty participants attended the course including heads and directors of departments and units. The course was conducted by Dr. Wael Yaseen, who has focused on the seven habits of the most effective leaders as prescribed by the author, Steven R Covey, in one of his reputable books on human, professional, and institutional development. The course further addressed the following skills:

1. Developing vision, mission, and values within an institution
2. Achieving balance among main priorities
3. Improving contact and communication skills
4. Team involvement in decision making and adoption of points of view

As the delivery of the material requires the engagement of participants, several activities and interactions took place, honing participants skills and helped achieve course objectives. Participants found the practice very useful and commended conducting such quality programs and requested further similar courses to be conducted in the future.

The workshop was a three-day event, held from Jun 18 - 20 2013 at Al Sharq Hotel and Resort starting from 8:00 am till 4:30 pm.

### Event Management Training Course

Thirteen employees involved in event planning and management across the University attended the course which was taught by Mr. Habeeb Subaih.

The Course focused on the life cycle of each event in terms of analysis, planning, investigating the surrounding circumstances including challenges, difficulties, and opportunities as well as the efficient utilization of both financial and human resources for each event.

The course addressed the following skills:

1. Assessment of surrounding circumstances and their impact on the event success
2. The appropriate selection and deployment of media and development of a marketing plan
3. Sound planning of event budgets to execute a successful event

This is in addition to a number of interactive activities and drills that aimed to enhance trainees' skills and achieve the objectives of the course.

Participants were quite responsive and commended the course content and requested further courses to be conducted in the future.

It was a three-day course from Aug 27- 29 / 2013 at the Grand Heritage Hotel starting from 8:00am till 4:00 pm.



The Talent and Training Unit at HR Department, in collaboration with the Spearhead Company, conducted a two-day training course on Business Etiquette for a number of QU staff. The event was held in the Diplomatic Club on Jun 16 - 17 / 2013. The course attracted 14 attendees and was taught and mentored by Mr. Nicola Percival. The course was a great success as attendees expressed their satisfaction over learning outcomes and experience. They requested and encouraged the Unit to conduct similar specialized courses and workshops that help them improve their skills and facilitate their professional development. The program focused on how to communicate confidently and appropriately with internal and external customers and how to plan, organize, and manage time more effectively. In addition, the course enhanced trainee's telephone skills and how to perform effectively within QU multi-cultural workplace. Furthermore, the program demonstrated the differences of behavioral styles and highlighted assertive behavior as a means to achieve best results.

### Specialized Training Course for CAS Heads of Departments

Qatar University HR Training Unit organized three-day training course from the 3rd to 4th of September 2013, for the College of Arts & Sciences', CAS, heads of departments. The course shed lights on new techniques in enhancing leadership, administration, self-motivation as well as effective decision making skills.

The participants have highly commented on advantages and achievements of the course. The Head of Health Science Department Dr. Asma Al Attiya expressed her satisfaction from the benefit of the skills she gained through the appropriate application in the workplace and expected that she will smoothly and efficiently deal with her colleagues and subjects. "It has been a good opportunity for me to raise and debate over many issues of interest with my colleagues in the College," she added.

## Administrative Services Activities

### Ramadan Suhoor (Ghabgga)



In an initiative to enhance the synergy among the administrative departments staff, the Administrative Services Department team organized a Ramadan Ghabgga in a splendid atmosphere at the "Flying Carpet Restaurant" of The Torch Hotel on Tuesday 23 July 2013. The aim of such gathering is to create an atmosphere away from work stress and pressures, and to give room for further introductions and connectivity among the admin staff. Coupled with the spirit of Ramadan, the event was held in the perfect timing. The VP&CFO, Dr. Homaid Al-Madfa honored the ceremony accompanied by the Associate Vice-President for Operations and IT, Dr. Khaled Najji, Chief Operating Officer for BOD, Eng. Abdullah Al Sayed, Director of Finance Department Mr. Manhal Bu Karroum, Director of Procurement Department, Mr. Mohammad Al Sa'di, and in addition to a multitude of staff from different Units and Departments. Dr. Najji said "it was a good gesture to gather in a friendly setting expressing his gratitude for the wonderful organization of the event".

### Ladies Moroccan Night

Similarly, in Ramadan as well, the Administrative Services Department hosted female management from the Administrative Departments in a Moroccan night at Women La Bonita Beauty Center on Tuesday, June 30, 2013 to also create an atmosphere of fun and entertainment away from work pressures. Mrs. Sara Al Marri, Associate Vice President for Administration, attended the ceremony and commented on the event saying, "I am happy to see this well-organized event and the friendly gathering of our respected staff especially at this very night of Ramadan." The setting was quite traditional, popular and filled with joy especially in its representation of Gulf and Moroccan customs and heritage.

## Business Operations Activities

### Laboratory Safety Management Training (BOD)



Business Operations Department in coordination of TUV Nord, Dubai conducted a "Laboratory Safety Management Training" to the College of Engineering and Business Operations Department's staff last June 9 - 13, 2013 with a total of twenty five participants attending the training. The Laboratory Safety Management training objective was to provide QU staff the skills and knowledge to work safely with chemicals and laboratory equipment. Knowledge acquired by active participation in this training was one of the methods used to deliver the training material and create the safe culture in the University.

The participants were able to identify hazards in the laboratory and implemented the proper control measures to prevent accidents, avoid exposure to laboratory hazards, and protect individuals and co-workers at all times. The participants were also able to learn how to respond effectively in emergency situations such as fire, evacuation, chemical spill, equipment damage and injuries in the lab.

The continuation of conducting such vital training sessions will successfully result in

1. Completion of Research works on time by avoiding lost time injuries and equipment failure.
2. High protection of Research records by having a proper procedure in record safekeeping and archiving.
3. Assist in acquiring international laboratory accreditation.



# NEW SERVICES

Keep track of all QU can do for you

## NEW IT SERVICES:

### *ITS First Cloud Service 'QU WEBEX' For Web Conferencing & Collaboration*

QU WebEx Web Conferencing first cloud based service was launched on Thursday 13 /06/ 2013. This is an online solution that provides state-of-the-art web conferencing and collaboration tools allowing its users to host or join online meetings with audio, video and application sharing capabilities from their computers, smartphones or tablet devices. Throughout this service, now our users are able to conduct a variety of online meetings with ease and convenience within the campus as well as outside, anywhere in the world. Some of the things that are possible with this new service include::

- Interviews
- Online Trainings
- Virtual Meetings / Webinars
- Research Activity & Project Sharing
- Collaboration
- Remote Support

### *Launching Blackboard 9.1 September 3, 2013*

ITS successfully upgraded Blackboard 9.0 to 9.1 and is now fully functional. All materials and content on the previous system are now migrated to the new version. The new system is accessible from myQU Campus Portal <http://my.qu.edu.qa> as before. However, the below URL also provide a direct access to the system:  
<http://elearning.qu.edu.qa>

## NEW ASD SERVICES :

### *Launching of Talabati Service Tab*



The Administrative Services Department has launched the Talabati Services replacing HR Services tab on myQU on September 2013. The tab is an initiative to enhance the delivery of administrative departments' online services. It aims to make it efficient for employees to find and access information (forms, policies, and standard practice guidelines) and online administrative services.

In Talabati Tab new channels have been added to fulfill QU employees' needs in Talabati Tab offer you:

1. A channel for the Upcoming Announcements and News.
2. A channel for Talabati Services Support by the Hunt Line at 5555 to connect the users to any of the administrative service desks.
3. Sci-Quest e-Procurement Service.
4. Quick links to access deferent services.

### *Hunt Line 5555*

In an initiative to enhance the service delivery of admin services, the Department of Administrative Services introduced the new Talabati Services Hunt line (5555) on June 9, 2013 for all employees of Qatar University. The new Hunt line aims to provide QU employee who require administrative services with a timely response and a peace of mind. It allows callers to easily reach the service departments in order to achieve a rapid process in delivering a meaningful resolution of issues. The new line also provides a 24-Hour emergency access option, allowing the caller to seek emergency functions such as security, immigration or housing assistance at any time. Below is a list of the administrative departments who have services enlisted on the Talabati Tab

- Human Resources Services
- IT Services
- Housing Services
- Finance Services
- Procurement Services
- Business Operations Services

24-Hour Emergency Services: Safety & Security, Immigration and Housing Initial response to the service has been very positive; the Hunt line received around 400 calls in its first three months.



## New HR Services

### QU Health Insurance and New Insurance Cards

As Qatar University is committed to providing the best health services to its employees, it required to obtain a health insurance plan that provides access to high quality health service providers as well as ensured providing this service anywhere its employees are at in the world.

Accordingly The Human Resource Department announced that it has started distribution of the new Medical Insurance Card from QLM member of Qatar Insurance Company (QIC) by the beginning of September 2013. Cards were handed over to administrative assistants in QU Colleges and respective Departments and Units.

QIC is one of the leading insurers in the region, and its affiliate QLM provides peace of mind, and provides access to the best medical facilities through their network of health providers in the State of Qatar and beyond  
QIC is an ISO (9001: 2000) compliant organization which proves the high quality services it offers to its clients.

Some of the additional benefits to health insurance plan this year:

- QU's Health Insurance Plan now includes worldwide coverage (CONDITIONS APPLY)
- Lasik operations are covered up to 50% of the cost.
- Maternity coverage has been increased to Qr. 15,000
- Vaccinations covered up to the age of 6 based on regulations of Supreme Council of Health in State of Qatar.
- Economy class return airfare to travel to and from an insured employee's home country following critical illness or death of close family members (CONDITIONS APPLY)

إحمي عائلتك مع  
تأمين جامعة قطر الصحي  
**Protect your Family with  
QU Health Insurance**



# UNDER THE SPOTLIGHT BEYOND THE TITLE

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

## **Eng. Abdulla Yaqoub Al-Sayed currently is Chief Operating Officer for Business Operation Department**

After joining Qatar University in 1995 as Unit Head for Equipment Maintenance in the College of Science, Eng. Abdulla held several leadership positions within QU until appointed as the COO of BOD. Eng. Abdulla did a number of projects, such as the Food Court in the female campus, the College of Engineering, and the College of Business & Economic. These projects were necessities for the University in order to keep up with the increasing demand of providing sufficient classroom space and laboratories for students and offices for faculty and staff.

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

Everyone should be proud to work for any national organizations. Furthermore QU as educational organization you can achieve variety of objectives & play a positive role in the community development.

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

- 1- Continuous challenge to improve the facilities and services in QU
- 2- The feeling you get when you see the trees you planted are now producing fruits and that your finger print is everywhere in QU

### **3. What are the recent projects you are working on?**

- 1- Under Construction projects:  
Student Housing, new College of Engineering, QU boundary wall, Central and Maintenance Store, construction of guard houses and access road.
- 2- Under Design/tender projects:  
Multi story car park, early childhood teacher training center, QU Admin and Services Building, New Student Affairs Building, New College of Educating & College of Law Building.

### **4. What challenges do you face in BOD projects?**

To achieve all QU projects as per the master plan of QU. This will facilitate for QU Community to implement their mission & vision.



■ Eng. Abdulla Yaqoub Al-Sayed  
Chief Operating Officer for Business Operation Department

### **5. In your opinion, what are the key points to consider when acquiring new projects?**

Have professional staff; hire the right consultant and the right contractor.

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

- Improved and developing various systems (BMS, CCTV, parking technologies etc.)
- Improvement of different services such as security and safety, cleaning and transportation
- Hard and soft landscaping

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

Help all QU community to achieve their mission & vision through implementation of QU master plan (projects) and providing outstanding facilities & services.



# UNDER THE SPOTLIGHT A STORY OF A DEPARTMENT:

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

## EPMO Offices

The QU Project Management Offices (PMOs) are a set of supporting offices that work to ensure that university projects for BOD and ITS fulfill project management best practices, while aiming to for the following outcomes:

- 1-Deliver projects on time
- 2-Deliver projects with reasonable cost with least amount of scope changes
- 3-Enhance stakeholders' satisfaction during and after project completion
- 4-Enhance project status communication with the project stakeholders

These offices are:

- Enterprise Project Management Office (**EPMO**)
- Information Technology Services Project Management Office or known as (**ITS PMO**)
- Business Operations Department Program Management Office (**BOD PMO**)

### Enterprise Project Management Office (EPMO)

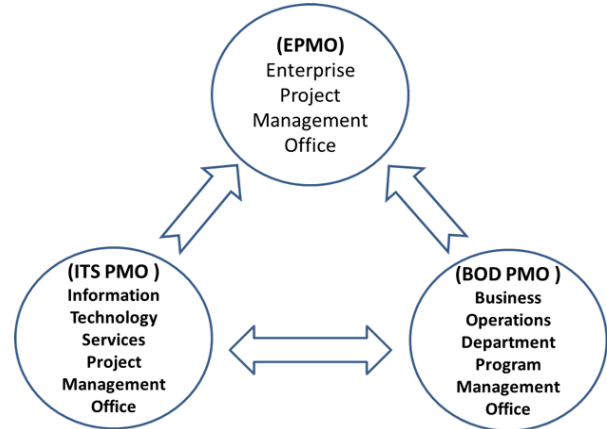
The EPMO was established in February 2012, with the Vision to "Provide state of the art simple yet communication BOD and ITS projects' annual requirements gathering, and reporting system to all QU community."

The Office's Mission is to "Provide proactive communication platform between End-users, PMOs, and QU higher management by providing, automated project reporting system to enhance communication with Qatar University end-users regarding business operation and information technology projects and initiatives."

The EPMO has a number of responsibilities, foremost of which is to lead communications and coordination between the respective project management offices within BOD and ITS. Secondly, lead the effort to develop an executive reporting system and upper management/ campus-wide dashboards.

### Business Operations Department Program Management Office (BOD PMO)

The BOD PMO was established in April 2012, with the Vision of "Support BOD offices to execute and complete their missions according to requirements and international standards, and ensure stakeholders satisfaction." Its mission is to "Provide a solid foundation for BOD offices by creating an professional program management environment where mainly targeting designing, implementing



and developing program management system, project control system, and quality assurance system, moreover, to assign the roles in compliance with the international project management standards and techniques, thought, project dashboards and annual internal auditing for BOD."

### Information Technology Services Project Management Office or known as (ITS PMO)

ITS PMO was established in September, 2012, with the slogan "Together for a Successful Project Delivery". Its vision is for "Successful ITS Project Delivery", and Mission to "Provide policies, procedures, templates, support and training on how to manage projects and use the methodology, and provide project managers for different projects."

ITS PMO's Responsibilities are to monitor and control projects' execution and build project management culture and practices among its staff, as well as ensuring senior stakeholders' awareness and engagement. It also serves as the ITS department's authority on Project Management practice.

Recent achievements include the establishing and deployment of a common set of project management process and templates. The ITS PMO facilitates improved project team communication by having common processes, deliverables, and terminology. The PMO also sets up and supports a common repository so that prior project management deliverables can be candidates for reuse by similar projects, and working to further develop its own organization.

Recently, these offices have been very hard at work, implementing new, campus-wide services. While continuing to evaluate and best serve campus needs, they are also developing internally. Common hurdles such as ensuring continuous follow-up on task processing, and establishing clearer communications with other offices, are recognized and address to the fullest extent possible, in commitment to the Departmental and University Visions.

# 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*

## Launching Contract and Probation (Renewal/Non-Renewal) Online Services

Notification and reminder will be electronic! Appreciation for the tremendous efforts on the Contract and Probation Project goes to:

### ITS Team :

Aamir Shaikh  
Ebtesam Abdulla H A Al-Marzouqi  
Masoud Udi Mwinyi  
Shaban Mohammad Shaban Abu Sirriya.

### HR Team :

Abeer Asad Adel AbdelMajid  
Devaraj Venkata Satish Kumar Vemuri  
Dr.Hatem Sadek  
Kholoud Mohammed T A Al-Hamadi  
Mohamed Yousri  
Rabab Elsayed Ismail

### ASD :

Jawaher Al Darwish  
Miassar S.M. Al Jayyar

## Ya Hala New Faculty Orientation 2013

A great effort in supporting new additions to QU team during the orientation period from 19 August 2013 till 27 August 2013. So we would like to take this opportunity to thank them all for their hard work and dedication. Appreciation goes to:

### HR team:

#### Advisory services :

Alaa Samir Hamaad  
Amal Al Amri  
Asia Albaiz  
Danielle Al Souss  
Fatema AlSaidi  
Fatima Arab  
Fatima Darwish  
Iman Mohamed  
Mardhiya Nejad  
Mashail Al-Thani  
Mohamed AL-Musallam

#### Payroll section :

Jaber Ashkanani  
Mohamed Maqbool

#### Helpdesk :

Reza Ali Kangani  
Sherif Gomaa

#### ER team :

Maryam Moradi Nejad  
Moataz Mahdy  
Mohammad Hussein  
Sumaya Al Zein

#### ASD team :

Amani Othman  
Issra Cafu  
Jawaher Al Darwish  
Tamam Khadduri

### Housing team:

#### Faculty and Staff Housing Section:

Ahamad Hassan Al-Najjar  
Hassan Mahmoud  
Inayatullah Mohammad  
Jasem Dariuosh

#### Female Housing Section:

Aisha Ali J Al-Ali  
Amena Saed J Afifa  
Hamda Jamaan Al-Hamad  
Nasra Shaaban Saadalla  
Nawal Majid Al-Allaq  
Ume Kalsoom Ahmed Khan

#### Male Housing Section :

Abdulla Ali S. Al-Kaabi  
Ibrahim Al-Sada  
Rashid Al-Naemi  
Said Jibril Gahnug

## Talabati Tab

Appreciation expressed to the team worked on Talabati Tab for the spectacular efforts by gathering all online admin services in one page. Thanks go to:

### ASD Team :

Amal Radwan  
Amani Othman  
Jawaher Al-Darwish  
Miassar Al Jayyar  
Othman Abdul Malek

### BOD Team :

Maria Shella Lareza Palileo  
Mohamed Abdelmahmoud Mu Mohamed

### Finance Team :

Awatef Mokrani  
Mohamed Dahmani  
Satyanarayana Innamuri

### HR Team :

Fatema Al-Saidi  
Mohamed Yousri  
Muneera Al-Sahli  
Rabab Ismail  
Saad A. Salem

### Housing Team :

Inayatullah Mohammad Jan  
Mohsen Ahmed Ali

### ITS Team :

Aamir Shaikh  
Ahmad Eid Elhaddad  
Asad M. Nafees  
Arif Khan  
Hafiz Ismail Saeed  
Khulood Mekdad  
Mohamad Eljazzar

### Procurement Team :

Maryam Al-Naimi  
Mohamed Gohary  
Tamer Ibrahim

### ER Team :

Bachir El Charif  
Mohammad Kassim  
Sheikha Al Kaabi

## HUNT line

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