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Welcome Message



Dr.Homaid Al -Madfa

Vice President and Chief Financial Officer (VP&CFO)

I would like to extend my pleasure in welcoming the new faculties and employees to this new academic year wishing them a great success in their work. To ensure and meet the needs of an effective educational process, QU with all its capabilities has made an immense effort to provide all needs and requirements to achieve the QU vision .

In this new academic year, we had the privilege in accepting the first batch of students to the College of Medicine after setting up a temporary building for this purpose until the completion of the permanent building construction thus meeting the needs of the educational process.

We are expecting to finish up with many construction projects by the end of this academic year.

In this issue of the magazine, we would like to shed light on few achievements and projects accomplished the previous year thereby effectively contributing to the implementation of QU goals with a high level of proficiency. We are quite certain that through collaborative efforts and hard work we can achieve what we are looking for.

Dr. Homaid Abdulla Al-Madfa

New Appointments

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

The Office of the Associate Vice President for Facilities & Information Technology is pleased to announce the appointment of:

Eng. Mohsen Fahad Al Hajri as Director of the Campus Facilities Department, from June 1st, 2015.

Eng. Mohsen Al Hajri received his B.Sc. in Mechanical Engineering from Qatar University in 1997. He successfully completed 8 modules (Foundations in Project Management, Strategy, Planning & Recourse Management, Cost & Value Management,



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Commercial & Procurement, Organizations, People & Culture and Management of Projects) in the Project Management program from the British University in Dubai.

He worked at the Ministry of Electricity & Water as a Project Engineer from 1997 – 2000 and at Qatar General Electricity & Water Corporation as a Project Engineer from 2000 – 2010, and was selected as one of the best ten of KAHRAMAA's employees by the Vice Chairman for the leadership program.

In 2010, he moved to Qatar Foundation, to join as a Project Engineer from 2010 – 2014. Before joining Qatar University as the Director of the Campus Facilities Department, he was a Project Manager at the United Development Company since 2014.

The Human Resource Department is pleased to announce the appointment of:

Ms. Reem Al-Ansari as Academic/Research Services Unit Head, from March 1st, 2015

Ms. Reem Al-Ansari graduated from QU in 2008 with a major in Finance and minor in International Business. She worked for QU from June 2011 – June 2012, and resumed the same position after a year as an HR specialist. A year later, she was promoted to the position of HR Unit Head of Academic Services.

Ms. Al-Ansari can be reached at
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The Information Technology Services Department is pleased to announce the appointment of:

Mr. Muhammad Atiq Siddiqui as Data Center Section Head, from 1st March 2015

Mr. Muhammad Atiq Siddiqui has more than 15 years of experience in IT data center industry; his specializations include the design and operation of Mission Critical and Super Computing/High Performance computing data centers. He holds a Bachelor's degree in Computer Science from DePaul University Chicago. He is a certified Data Center Specialist, Project Management Professional and holds various other IT certifications. He is a Solutions-oriented and target driven professional, experienced in all facets of information technology, both operational and strategically, with a constant scope on business goals and objectives. Mr. Siddiqui is responsible for ITS Data Center Operations.



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The Procurement Department is pleased to announce the appointment of:

Mr. Jassim Mohammed Zainal as Expedite Unit Head from January 1st, 2015

Mr. Jassim Zainal graduated from the College of North Atlantic in 2006 with a Diploma in Office of Administration, and gained his Bachelor's degree from Bradford College, UK in Business Administration in 2011. His first experience was at Oryx GTL (Gas to Liquid) in 2006 as a Senior Laboratory Assistant, and was then promoted to a buyer in 2008. He joined Qatar University in 2012 as an Acting Expedite Unite Head. On January 1st 2015, Mr. Zainal was promoted to the position of Expedite Unite Head. Mr. Zainal's responsibilities include ensuring governance and efficiency of QU purchased goods along with the suppliers. His role is to guarantee reception of goods at the right time and right place, in addition to monitoring suppliers.

Qatar University congregates a two day conference on Arab HEUG

QU held the Arab HEUG Conference on the 4th and 5th of May 2015, in cooperation with many regional and international universities and institutions: ADU, College of North Atlantic – Qatar (CNA-Q, TouchNet, ITS Company, Oracle, and the Changers . The conference served as a venue for the exchange of experiences and sharing of progress in the use of Oracle applications in higher education, as well as its range of potential implementations, through the participation of experts and scholars from many Arab and international universities.

The first day featured welcome statements by QU's Vice President & Chief Financial Officer (VP&CFO) Dr. Homaid Al-Madfa, HEUG Ex-President Steven Hahn, and Mrs. Sara Al-Marri, Qatar University Associate VP for Administration, and President of the Arab HEUG. Reach Out to Asia, "ROTA " Executive Director, Mr. Essa Al-Mannai gave his opening statement for the conference, explaining the importance of education and its effects on human civilization and that it is not only restricted to reading and writing, but also providing a wider and more comprehensive concept as it includes learning about and dealing with life. Mr. Al-Mannai also declared the launch of ROTA 3, which will have a foundation based on keeping up with technology, and thanked the Arab HEUG for their successful contributions in this field.



The first day of the conference was divided into many sessions, including: “Updating HEUG Status”, and a session by Oracle global VP Cole Clark, entitled “Supporting Higher Education through Innovation and Partnership: a View of Oracle Strategy in Education and Research”, in addition to other various sessions about institutions’ experiences in developing applications to improve the academic field and admin services.

Ms. Amani Othman, Section Head of Communication and Marketing at QU’s Administrative Services Department, emphasized the success of the conference and its results at QU and for all participants and attendees, both within and outside the country. She further added that the audience membership was above expectation, indicating the success and cooperation of both work groups; QU and the Changers organization.

The second day included various sessions: workshops in the application of Customer Relationship Management (CRM) program, workshops in finance, and how to set up a plan for conversing financing functions for certain strategies. In addition to these, there were sessions by Mr. Clark that tackled analysis of massive data sets, and private data in students’ board. In this respect, Mr. Clark said “I came to the conference as a speaker, but at the same time, I learned a lot about technology and how it is applied in other regions in the world, like the Middle East.” In addition to that, Ms. Reem Al Ansari, Associate Chief Information Officer at QU, shared her opinion about her participation in the conference, saying “I participated in the Arab HEUG in the USA, and I was keen to attend it here in Doha. The conference this year is much better than last year, and we noticed the participation of many universities and the huge audience surpassed my expectations.”





Mr. Clark made further comment, stating Oracle is supportive to the Arab group and all other groups around the world. This conference was a good experience and the interaction and participation were great.



الرابطة العربية للتعليم العالي
Conference 2015

In the concluding session, Dr. Ken MacLeod, President of North Atlantic Qatar, talked about the exerted efforts and skills by those who work in the field of applications and systems and who constitute the core of this Arab HEUG conference in a way that adds more to the quality of CNA-Q's programs. Also, he expressed the great success of the conference in its trial to acquaint participants with the most prominent new topics in the up- coming technology and provide a platform for interaction and exchange of experiences.



HR Reaches Out to QU Community with New, Bi-annual Meetings Initiative

The HR Department declared and successfully held their new bi-annual meeting at the Higher Administration Building on June 1st, 2015, with the purpose of keeping employees at departments and colleges aware of all HR discussions with them, in effort to help to increase employee satisfaction. The contact liaisons of each department and administrative and financial coordinators of colleges were the target audience. The topics of discussion during the meeting were chosen and presented by the HR director and heads from each section. Additionally, the presentation was followed by an open discussion.



HR at the 9th Career Forum

The Human Resources Department participated in the 9th Career Forum that was organized by Student Affairs. The event took place at the College of Business and Economics for four days, from Monday, 9 March 2015 to Thursday, 12 March 2015, where the first two days were scheduled for women and the second two days for men.



The objectives for participating in this event were to help foster QU's image in society as being an ideal employer for skilled candidates seeking specialized jobs and future careers; support various units and colleges of QU for finding the competent candidates to fulfill vacant positions; recruit potential nationals and invest in them to be future leaders; enhance the image of the Human Resources Department within QU as well as in the market; provide an opportunity for QU graduates to fit into an appropriate position of employment within the university;



and motivate undergraduates with a desire to work with QU. During this event, a total of 332 applicants; 116 Qataris and 216 non-Qataris, as well as several on spot interviews, were considered by HR.



students the chance to learn more about the great Islamic history linking it with our Islamic heritage. The trip included a visit to Hira' cave in which our prophet Mohammed (PBUH) was during his solitary there; and the first verse of Glorious Qur'an was envisioned on our prophet there, too. It is considered that the principle of our religion on which our Islamic culture is based on is reading. This was followed by another visit to Ohod mount, which witnessed one of the Prophet's biggest battles, and finally visited the first masjid in Islam (Quba' Masjid).

Ommra Trip to Mecca and Madina

For the sake of creating a distinguished educational atmosphere with international quality standards and at the same time linking it to the teachings of the principles and values of Islam, the Housing Department, as part of QU efforts, organized an Ommra trip to the holy land on Friday, January 16th, 2015. The trip included 12 students from QU dormitories, in addition to the supervisors.

The Housing department made an effort to include the holy places in both Mecca and Madina in the itinerary, in order to give



A Trip to Al Morona Beach in Al-Shamal Area

Among the Housing department recreational activities during the academic season, a trip was organized to Al-Morona beach in Al-Shamal area on Friday, March 6th, 2015. A considerable number of QU dormitory students participated in the trip, and were accompanied by Housing Department Director, Mr. Yousif Al-Sada, who has always been a compassionate and motivating figure in participating with students in their activities; helping, giving experience, advising and guiding them.



Mr. Al-Sada explained that this stems out of his deeply rooted belief of the great effect and impact of socializing the minds and spirits of students. In order to create an atmosphere of fun and recreation, the trip included activities and sports, cultural and scientific competitions. Such activities were included to recharge students' passion to continue their educational career in a distinguished and successful way associated with increased participation from their side. The trip was concluded with a dinner cooked by the students themselves.

QU Presence Embarked at Administrative International Forums

Qatar University has had the opportunity to reach out internationally and represent the administrative units at the Alliance and the SciQuest Next Level conferences.

The Alliance Conference was held on March 15-18, 2015 in the United States as an annual user-driven conference of Oracle application users from around the world. As a member of the Higher Education User Group (HEUG), Qatar University had the privilege to be an integral part of this conference, which witnessed over 3500 attendees.



Considering the need to establish a regional HEUG chapter dedicated for the region, the Board and Founding members of Arab HEUG, Dr.Khalid Naji, Associate Vice President for Facilities and Information Technology representing Qatar University and Dr. Terry Motiuk, Vice Chancellor for Financial & Administrative Affairs representing Abu Dhabi University, held a session on hosting the second conference of the Arab HEUG chapter at Qatar University that was supposed to be held on May 4-5 2015. The objective of this chapter is to stage a regional forum for exchange of knowledge and address key issues and challenges that are specific to the region,

and to support the processes of implementation and project management, that will lead to greater worldwide recognition of higher education institutes in the Arab world.

In addition, Ms. Kholoud Al Hamadi, Director of Human Resources Department at Qatar University and Mr. Mohammed Yousri, HR Systems Section Head at Qatar University gave a session about the challenges the Department had overcome while implementing the automation of Employee Contracts and Probation Process. Furthermore, Mr. Ahmed Shams, Section Head of Administrative Information Systems in the Information Technology Services Department at Qatar University also gave sessions on creating RESTful Web Services calls using SQL, IRecruitment WEB2.0 (Endeca) and Internal Screening systems with APEX and E-Business with Endeca. These speakers enriched the sessions with the shared experience of the workgroup and the administrative achievements of our university.



Mr. Tamer Ibrahim, Section Head of Procurement IS Support, attended and represented QU in a customer panel session at the SciQuest Next Level conference that was held in March 2015 in Washington DC. Mr. Tamer highlighted the Tsawaq day initiative that was first of its kind to be hosted in Middle East and talked about the use of technology to transform procurement into e-procurement. Qatar University has not only stepped out internationally, these participations have also proved to be a dynamic launching point for Qatar University to encourage the exchange of ideas and broaden University prospects and practices.



Accomplishment Highlights of Information Technology Services Department (ITS)

The mission of ITS has been to provide leadership and innovation in information technology planning, to implement efficient technology infrastructures, to develop and deploy effective information systems, and to deliver responsive IT Support services that contribute to the overall success of Qatar University. The ITS Department at QU has recently restructured to better meet its goals to improve technology, communication and service for the university. The achievements over the year will give a sense of ITS's contributions to Qatar University's overall vision of excellence.

ITS Supports Researchers at QU and Beyond

Project name: Offshore Thuraya Satellite Communication

Faisal Khalil, Ajay Gopi Nair, Meymoona Ahmed Mohammed Elhedai and Godly James played a key role in extending QU IP Telephony over secured Satellite channel to the offshore research vessel of Environmental Study Center (ESC). The team was also successful in deploying QU extensions on the smartphone of the researchers along with complete wired and wireless coverage across the vessel.

Project name: Eduroam

Eduroam (Education roaming) is a secure worldwide roaming access service developed solely for the international research and education community. Ajay Gopi Nair and Meymoona Ahmed Mohammed Elhedai were successfully able to establish connectivity and join Eduroam.

Eduroam allows students, researchers and staff from participating institutions to obtain Internet Connectivity across the campus and while visiting other participating Universities as well.

ITS Saves the University Community Time, Efforts and Expenses

Project name: Free MsOffice Pro for Students

Shaji Azhoth Valiya Veetil had worked diligently with Microsoft to setup the infrastructure and customize the installation files in order to ease the installation process for students by ensuring the resource was just a click away to download MsOffice Pro for Windows and Mac within QU campus.

ITS Enhances the Campus Life

Project name: Share Point Upgrade

Aysha Arar Al-Naimi joined the Database team in ITS Infrastructure and had spearheaded the Database installations and configurations for Share Point 2013 upgrade project.

Seasonal Flu Vaccination Campaign

The QU Health Clinic organized a Seasonal Flu Vaccination campaign for all Qatar university members on October 27, which continued until the end of the academic year.

The seasonal influenza vaccine is effective against most of the available influenza strains. It subsides the episodes of upper respiratory tract infections and reduces the visits to clinics to an extent. Vaccination against influenza has substantial health-related and economic benefits for healthy, working adults. All individuals—especially children above two years, adults, pregnant women and those suffering from chronic diseases or with immune deficiency—are recommended to take the seasonal influenza vaccination as suggested.



Certified Basic Life Support & First Aid Course

The QU Health Clinic organized an essential eight-hour course that teaches how to respond to someone suffering from cardiac arrest and other life-threatening illnesses or injuries. Having the knowledge of how to deal with these situation may lead to saving a person's life.



This course is one of QU's public training programs, which aim to educate participants about cardiopulmonary resuscitation (CPR) and first aid for other critical situations, like bleeding, fractures, burns, chock, drowning, etc, in addition to the principles of first responder and disaster management. A qualified team from Hamad Emergency Sector and Hamad International Centre will be providing training and support at the University campus.



The class also covered automated external defibrillation for adults and children, foreign-body airway obstruction (conscious and unconscious), special resuscitation situations, and other cardiopulmonary events. The course is certified and BLS licenses have been given for those who passed the course successfully after the practical assessment through the skill stations and the written MCQ exam, according to the standards set by European Resuscitation Council.



Blood Donation Campaign

"Every Drop of Blood Saves a Life"

QU's Health Clinic organized a blood donation campaign in cooperation with the Blood Bank Unit of Hamad Medical Corporation. The Medical Clinic has organized such campaigns regularly on campus, as a part of its community responsibility and to contribute to Qatar's health and welfare. Our role in the medical clinic is to facilitate the participation of the QU members who are aware about such lifesaving trends.





Blood donation is a virtue called upon by the Islamic Sharia, and is considered a great contribution to ensure the blood supply (available to the public via Hamad Hospital), which helps patients to recover and survive. Donating blood is safe, easy and healthy since it minimizes the risk of heart attack and decreases blood pressure. The campaign will also include a hemoglobin blood test and medical checkups for each donor.

Allah says: "And he who saves a life shall be as if he had given life to all mankind"

Certified Training Workshop on Injury Prevention

QU's Health Clinic organized a workshop to educate Qatar University students on injury prevention.

The workshop was a collaborative initiative between Hamad Injury Prevention Program, Hamad General Hospital and the Health Clinic of Qatar University. The number of participants exceeded 60 students. The workshop provided education to the students in an interactive way, on the principles of injury prevention, as well as the roles of data and research, with two examples of causes of injuries (road traffic injuries and falls), as two of the predominant injury problems in Qatar.

This was followed by teaching the students on the basics of developing an injury prevention plan appropriate for their families. Evaluation was obtained by comparing pre- and post-test results. Students practiced to develop their own family plan as a learning skill for thinking in a strategic way for introducing solutions. Certificates of completion were issued at the completion of the course.



Construction and Renovation Projects

The Campus Facilities Department (CFD) has successfully increased the number of car parking facilities at different locations within QU campus to reach 5,182 parking spots. Consequently, the number of shaded parking spots had increased to 95% of the total car parking capacity, and works towards covering the remaining non-shaded parking within QU campus is in progress.

Furthermore, CFD is in the process of constructing new car parking facilities at various locations to meet current and future demand. These will be in addition to the renovation projects around QU campus that will take place during the summer.

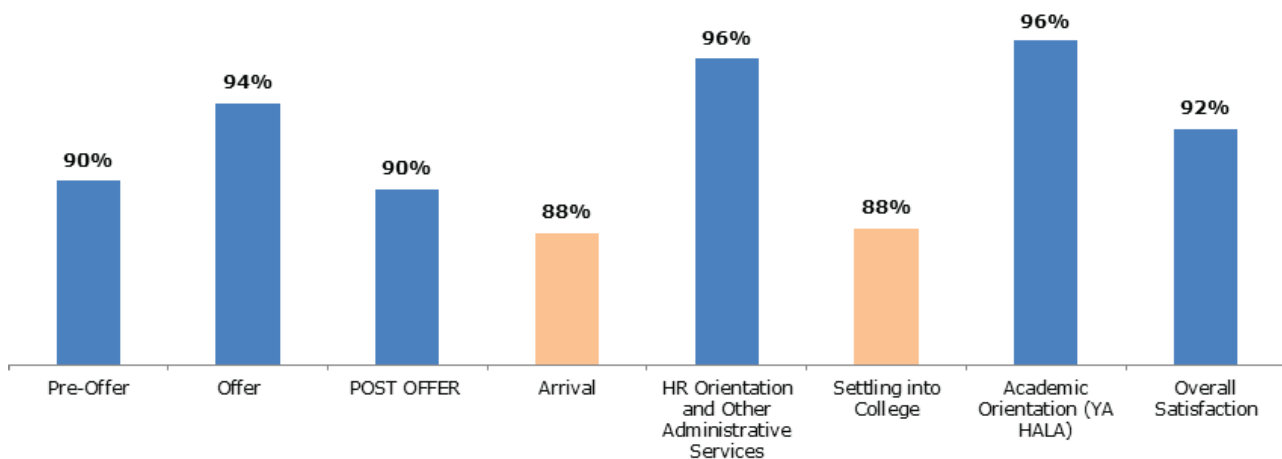
In line with the continuous effort of Qatar University to implement the Master Plan, the fountains located at different locations at Qatar University will be renovated involving members of all work disciplines: Architectural, Civil, Electrical and Mechanical.



QU On-Boarding Process Awareness Session

QU hosted a meeting on May 26th, 2015 to discuss the on-boarding process for the new faculty members joining QU during September 2015. The attendees of this meeting were QU directors and employees that joined the presentation from different departments including the following; Human Resources, External Relations, Procurement, Administrative Services, Information Technology, Transportation, Housing, as well as Associate VP For Administration.

On-boarding is the process by which new employees and family members are welcomed and integrated into local and organizational culture. The target is mainly for executives to be brought on board, highlighting their achievements, as well as any areas that need improvement. It also provides an opportunity to discuss considerations such as housing, IT, procurement, and transportation, and come up with recommendations accordingly. In addition, a statistical report is presented to demonstrate the survey responses of the overall satisfaction by section of previous years till present.



School Safety Program

Within the 2015 Annual Plan, the Environmental & Safety Office under the Campus Facilities Department conducted two successful School Safety Programs, on May 5th, 2015 at Amna Mahmoud AL Jeddah Primary Independent School for Girls and on May 15th at Al Khour Primary Independent Model School for Boys with a participation of 60 students and 30 supervisors in all.

The objectives of the program was to build communication means between Qatar University and the surrounding community, to improve the schools' understanding about the safety regulations and standards required on the school premises, and to assist emergency and safety groups on how to plan and conduct their roles in case of any emergency. The program targeted school teachers and students.

The programs sessions focused on three main topics: Emergency Preparedness, Safety at the School, and Safety at the School Bus, where practical demonstration and training were offered to the students within the program on firefighting, school bus safety and a real fire evacuation drill practice, all for school occupants.



Qatar University's Training Unit at the Human Resources Department organized the following courses:

Meeting Management & Minutes Taking Skills

The Training Unit, in collaboration with the Spearhead Training Company, conducted a two-day training course on Meeting Management and Minutes Taking Skills for QU Staff, including executive assistants, administrative assistants, coordinators and secretaries. The event was held at the Grand Heritage hotel on February 18th and 19th, 2015. The course attracted 15 attendees, and focused on how to understand the techniques required for running effective meetings and how to examine communication techniques in face-to-face communications. The session highlighted the importance of using proper agendas and developing fast note-taking skills, in addition to writing clear and accurate minutes.



Customer Service

The Training Unit, in collaboration with the Spearhead Training Company, conducted a two-day training course on Customer Service for the Finance Department. The event was held at the Grand Heritage hotel on March 3rd and 4th, 2015 and attracted 9 attendees. This course clearly defined the customer service barriers within a sample organization and the various types of customers we serve. The aim of this course was to state the important elements of communication and how we can use them to provide exceptional customer service in addition to understanding why customers complain and how to deal professionally with complaints so as to ensure service recovery.

Strategic Planning

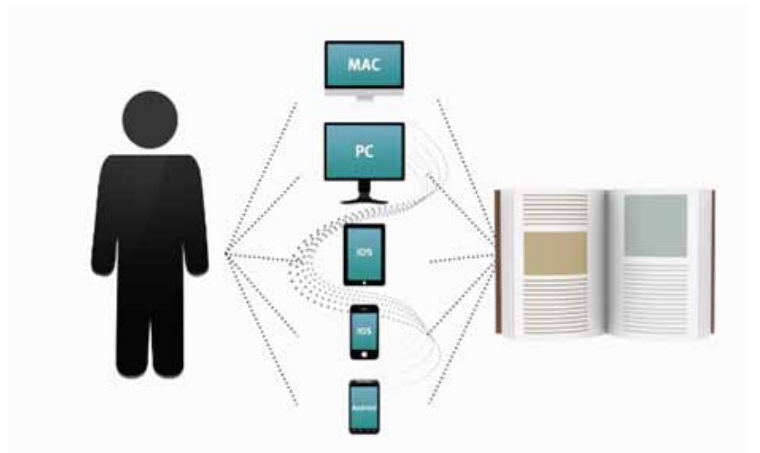
The Training Unit, in collaboration with Broadlands Company, organized a two-day course on Strategic Planning at the Grand Heritage Hotel on the 25th and 26th of March 2015, attracting 13 attendees. The main objective of this session was to explore the relationship between the roles of senior, middle, and first line management, also to understand the concepts: strategic, tactical, and operational roles and how managers can align and implement strategy. The major highlights were using the SWOT analysis as a tool for analyzing the internal strengths and weaknesses of an organization, and the external opportunities and threats. Furthermore to assess risk associated with Strategic Plans and to analysis how closed loop systems can be used.

Soon, Training Unit Upcoming Courses

- HR Fundamentals
- Team Dynamics
- Customer Service
- Business Letter Writing
- 7 Habits for people

Digital Publication Service- to please every pair of eyes

The Information Technology Services Department(ITS) has recently launched a service to provide its viewers with an excellent reading experience. Digital Publication was conceptually made for those who value professional appearance and comfortable reading. Digital Publication Services' key targets are to make the publications look perfect on any desktop or mobile device with multi-language interface for the users, deliver the content as fast as possible, simulate the experience of a book, explore contents easily, enchant clients with a professional look, to grow brand affinity, and save web development time.



Presentation



Brochure



Magazine



Book



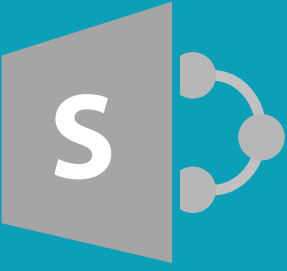
Photo Gallery

Viewers can now flip the pages in a realistic manner. This service with a request to the ITS can now be used in the publication of catalogs, magazines, brochures, business participations, books and photo galleries.

mySP SharePoint Latest Features

SharePoint the new way to work together....Share, Organize, Build and Manage...

ITS has successfully upgraded the SharePoint service to the latest version (SharePoint2013). SharePoint 2013 is a wonderfully renovated social collaboration platform that includes many new ways to enhance QU teams' productivity.



BUILD CloudApps, Cool Sites, Publish to SharePoint Store	SHARE Get Social, Share Stuff, Go Mobile
ORGANIZE Track Projects, Connect Teams, Store&Sync Docs	SHARE POINT 2013 mysp.qu.edu.qa
MANAGE Manage Costs, Manage Risk, Manage Your Time	
DISCOVER Find Experts, Discover Insights, Find All You Need	

The new features include a community site that provides users many features, including: an advanced discussion list; features such as Community Tools for managing the site; a "Reputation" model to assign badges to users and give points for their activities; MY Sites & Newsfeeds – similar to a Facebook page that projects newsfeed entries of the activities of the people the users follow; and allow users to tag people – similar to Facebook and Twitters tag feature. As a part of SharePoint 2013's social capabilities, with the help of sites, users' feeds can also follow and unfollow sites to track updates for the sites that they follow. Ultimately, it is a one stop solution for business; a place to store, sync and share your work.

More Sharepoint 2013 features can be explored at

http://www.qu.edu.qa/its/pws/sharepoint2013_features/

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

Mr. Asad Nafees, Section Head of Business Technical Support Services- Administrative Services Department

1. How and when did you know you wanted to be part of QU?

In December 2006, I was a speaker at a regional user group conference in the UAE and had the opportunity of meeting with Dr. Saif Al-Suwaidi Vice President for Institutional Planning and Development and Muhammad Javeed (Ex-CIO). Both visionaries in their goals for Qatar University, left a profound influence on me and almost immediately made me want to be part of the team that would help bring their goals to fruition.

2. What inspires you most about the work for QU?

Teaching is amongst the noblest of professions and is deserving of immense reward in my faith. I have always found pleasure in the thought that my work in some way, no matter how minute, was assisting in the transfer of knowledge, and there are some people in the world whose lives have been enriched because of Qatar University.

3. What do you enjoy most about your job?

As a consummate problem solver, my greatest source of joy is when a business problem that has seen several attempts at resolution in the past, is solved through some contribution of my team.



4. What is your greatest achievement?

As I walk past a billboard in any building on campus and happen to glance on a notice that has instructions for students to consume a service – almost always the first step is: Login to myQU. Qatar University did not have a service delivery platform prior to 2008, services were scattered and incoherently offered through different web sites. I consider the successful change in culture where service consumption is strongly linked to a single service delivery portal, my team's greatest achievement.

5. What do you think are the challenges that a fast-developing country like Qatar faces?

Ernest Hemingway wisely stated "Never mistake motion with action". I feel very blessed to have had the opportunity to support Qatar's immense growth since I landed in 2007. However, with time I realized that not all endeavors result in real value and not all value is a result of real effort either. It is vital that as the nation grows and gains valuable experience through time, we improve our ability to differentiate in activities that are truly going to bring about change vs. activities that are simply a set of ideas put in motion.

6. What is your favorite place to visit in Qatar?

I find the Corniche to be particularly nice, especially the spot across from the Emiri Deewan that gives a nice view of the city.

7. How would you describe yourself?

As a student amongst students, who has somehow learned to embrace the fear of failure.

8. Who is your role model at work, and why?

My first mentor at Qatar University was Muhammad Javeed, (Ex-CIO), a highly astute IT leader with over 20 years of his experience. As a young, wandering mind, I found direction and vision to be exactly what I needed. Most importantly, he taught me how to be effective in a new environment that was unfamiliar and quite challenging. I have always felt he was role model due to the high standards he had set in matters of integrity, honesty, dedication and organizational effectiveness.

9. What are your best hobbies that you usually like to do in your free time?

I thoroughly enjoy staying abreast with current trends in technology and higher education IT overall. I do this by reading popular online magazines and publications such as Campus Technology, Educause Review and most importantly: Reddit. Longer term free time activities include solving jigsaw puzzles and travelling.

10. How would you describe QU?

I would describe Qatar University as resolute, focused and a pillar of strength for Qatar. I have seen this wonderful organization grow from less than 6,000 students to more than 16,000 and despite immense pressures, QU's research and academic standing has not only survived but thrived and only in hindsight can one truly appreciate our journey of reform.

The helpdesk in the Human Resource Department Interview with Mr. Jassim Al Hammer, Helpdesk and System Support Unit Head:

1. Could you tell us about the objectives of the Help and Support Unit in the Human Resources Department?

The aim of the unit is to provide high quality and adequate service to customers; fast processing, investigating complaints and looking forward to customers' satisfaction for the delivered services in order to stand out in front of Help and Support units at QU in general, and for the whole country in the future.

2. What are the most important services that the Help and Support Unit Team offer?

The unit is a central point for communication between the HR and QU employees by receiving and answering inquiries. Also, to reply to the employees's queries via email, the hotline, or directly visiting the helpdesk. Our services include:

- Facilitating and overcoming any obstacles the employee may face in their dealings and demands, issuing official documents for staff in-and-outside of the country.
- Controlling inbound and outbound documents for HR in all dealings and degrees of confidentiality.
- Organizing the welcome and reception of new academic employees from Hamad International Airport, in coordination with the concerned recruiting department.

3. What are the achievements of the Unit in the past years?

Several procedures have been added to facilitate and organize periodical processes, such as:

- Request of employees' files from the HR private archive, in order to maintain these files and follow the highest degrees of data confidentiality, as well as define the time limit for returning such files to the concerned office.
- Recording all in- and outgoing calls at the helpdesk office, due to the desire for a high quality of service and continuously developing it.
- Currently, there is a process underway to best streamline customers' interactions with the unit, for the sake of delivering services as fast as possible.

4. In your opinion, how can we save time and provide support for all as fast as possible?

The query requested should be clear enough for a quick, easy and correct answer. And this is what is been followed by HR work teams, to educate the new employees of their rights as soon as they start their work.

5. What objectives have the HR Department achieved through the Help and Support Unit this year?

In the first half of the academic year, work has been completed on a project that helps filling out the incomplete entries of employees in the database of QU employees in the Oracle system. Also, we have moved to the new, high-quality file system of employees, in order to save paper and organize the archiving process to be reached easily when requested.

6. What are the basic tasks of the Unit?

Our main tasks are to serve QU staff, facilitate their processes, and overcome any difficulties they may encounter both in- and- outside of QU, in accordance with the unit capacity and the policies that organize its operations.



7. What are the most familiar services to employees?

Official letters due to its multiplicity so that we can organize our employees' relations with banks, traffic department and passports department, etc.

8. What are the procedures for issuing a QU ID for employees?

We receive these requests directly by the help-desk employees via email or Onecard service, then the issuing follows on the spot. Also, the helpdesk supports the concerned departments for recruiting academic and administrative staff, in order to issue them new QU IDs.



"Where there is no struggle, there is no strength" - Oprah Winfrey

The IT Services Department would like to thank the following teams for their recognized efforts in their targeted projects for the employees and students.

**Shaji Azhoth Valiya Veettil
(free program MsOffice Pro)**

**Aisha Al-Naemi
(Share Point upgrade-Project)**

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