GLOBAL جامعة
STUDIES الدراسات
UNIVERSITY العالمية

Global Studies University
Policies & Procedures Manual
Health, Safety and Environment

Table of Contents

ABOUT GLOBAL STUDIES UNIVERSITY 3
Introduction 3
Vision 4
Mission 4
OBJECTIVES 4
SCOPE 4
GLOBAL STUDIES UNIVERSITY CAMPUS 5
Overview 5
Khalid Bin Mohammed School 5
Africa Hall 6
STATEMENT ON HEALTH, SAFETY and ENVIRONMENT 6
HEALTH AND SAFETY 7
Regular Maintenance 7
Orientation and First-Aid Training 7
Signage 8
On-Campus Clinic and Health Insurance 8
FACILITIES 8
Campus 8
Renovation Plans ..... Error! Bookmark not defined.
Operation Timings 9
RESIDENCE HALLS 10
TECHNNOLOGY INFRASTRUCTURE 15
HARDWARE & SOFTWARE MAINTENANCE 18

ABOUT GLOBAL STUDIES UNIVERSITY

Introduction

Global Studies University (GSU) was established in 2023 as a non-profit institution for higher education by His Highness Sheikh Dr. Sultan bin Muhammad Al-Qasimi, Member of the Supreme Council and Ruler of Sharjah. Its establishment is closely aligned with the National Higher Education Strategy 2030 and the National Agenda 2021 and recognizes the UAE's unique role as a hub of cultural, economic, and social interchange. GSU sets out to build and achieve the highest standards in global studies education to serve both the UAE's future generations as well as international graduates who will become UAE international ambassadors. The Investment in Knowledge, an initiative of the National Higher Education Strategy, is closely aligned with GSU's mission to increase the number of PhD students by providing support for postgraduate funding.

Historically, the UAE and the wider Gulf region have acted as a convergence point of peoples and cultures from across the globe, a pattern that continues today through migrations, tourism, pilgrimage, and other modes of exchange and movement of diverse populations. The establishment of GSU illustrates the continued recognition of this rich and diverse cultural tapestry and the ambitions and visions of the UAE. GSU, therefore, is conceived as a network of semi-independent, but related interdisciplinary institutes, each concentrating on different regions of the world. This network includes The Africa Institute, which was established in 2018, as well as the soon-to-be-established Asia Institute. Similar institutes focusing on other regions, such as the Americas, Europe, and Oceania, are also planned to follow. The aim of these multiple institutes is to focus on teaching, research and documentation of histories, cultures, and peoples who constitute different regions of the world, with a focus on the Global South, the majority of whom inhabit continents in Africa, Asia, Pacific Islands, and the territories of Indigenous people in parts of the Americas, and the pacific and Indian Ocean Islands, which were all formerly controlled by Western colonial powers in one way or another.

With the unabated ambition of becoming the region's cultural and educational hub, coupled with the growing focus on building a knowledge-based economy, the natural next step is to focus on establishing and strengthening postgraduate education and specialized research institutes. The creation of GSU is set to play a vital role in the necessary and timely training of a new generation of critical thinkers in the UAE and globally. The students will be educated to focus on local and regional issues, understanding and framing them within a global context. As such, GSU's postgraduate curriculum, at both the master's and doctoral levels, is designed to promote interdisciplinarity and interconnectedness, encouraging a deeper, more comprehensive understanding of global issues. The curriculum at GSU seeks to address the most vital and pressing questions related to global studies, spanning the full breadth and depth of the humanities and social sciences. It blurs traditional disciplinary boundaries, advancing interdisciplinary methodologies and thought processes by identifying key, intersecting thematic fields and areas of studies. Moreover, with its emphasis on the teaching of non-Western languages and translation, to both graduate and undergraduate students as well as the public at

large, GSU provides its graduates with a vital understanding of local contexts, relevance, and deep-rooted connections. GSU anticipates enrolling students from both the UAE and various global regions. Its graduates are expected to have a lasting impact on the ways in which research and teaching in the areas of social sciences and humanities are conducted and how knowledge is produced.

Vision

Global Studies University (GSU) aims to establish itself as a leading global studies institution recognized worldwide for its excellence in teaching, research, and documentation. Situated in the Gulf region, GSU seeks to transcend traditional area studies and continental thinking frameworks by pioneering critical, interconnected, and interdisciplinary paradigms that redefine global studies.

Mission

GSU's mission is to serve as hub for critical engagement in global studies within the arts, humanities, and social sciences, producing new knowledge and nurturing the next generation of critical thinkers to address global complexities and interconnectedness through knowledge production and postgraduate training. GSU is conceived as a multi-institute entity focusing on Africa, Asia, the Americas, Europe, Oceania, and other key regions of the world.

OBJECTIVES

Global Studies University is committed to applying the highest standards of health, safety and environment friendly practices in its daily operations. The objective of this document is to detail the ways in which this commitment will be fulfilled and maintained through its faculty, staff, students and all other personnel.

This policy provides a framework to comply with all the local and federal laws and regulations in order to run Global Studies University operations safely and in compliance with all up-to-date health and safety procedures.

SCOPE

This policy applies to all faculty, staff, students, contractors and all other individuals accessing the university campus.

GLOBAL STUDIES UNIVERSITY CAMPUS

Overview

The Global Studies University (GSU) is currently working on a building design to house all future institutes under its umbrella; The Africa, Asia, Americas, European and Oceanic Institutes. In the meantime, the university will be operating out of a temporary location called Khalid bin Mohammed School (KBMS). Moreover, GSU has the historical Africa Hall building at its disposal to utilize for large group lectures, cultural events and conferences.

The following sections detail the current temporary location as well as the specifications to be included in the future building design.

Khalid Bin Mohammed School

To fulfill its mission to start welcoming postgraduate students in 2024, GSU will temporarily be operating out of Khalid bin Mohammed School located in Al Manakh, Sharjah, UAE. Established in the mid-1970s as a boy's school, forming part of a series of nearly identical schools constructed across the UAE, KBMS's distinctive soft orange colored design has been replicated 28 times across Sharjah City and the three port towns of Dibba Al-Hosn, Khor Fakkan, and Kalba, making it the region's most widely used school typology.

The school model, which emerged as the first primary and secondary school typology after the UAE's union, boasts a modular precast structure designed with shaded external circulation and passively ventilated classrooms. Its eye-catching features encompass repetitive flat vaulted bays, tall arcs with long corridors, and covered walkways encircling courtyard spaces, granting the schools an iconic and unmistakable presence that enhances neighborhoods across the country. These architectural structures were designed by the architecture studio, Khatib & Alami, under the patronage of the Ministry of Education.

The doors of Khalid bin Mohammed School eventually closed. Recognizing the potential of this historical structure, the Sharjah Art Foundation acquired it from Sharjah Government, and architect, Mona El Mousfy, led the renovation, not only preserving Sharjah's modern heritage but also showcasing a brilliant example of adaptive reuse, breathing new life into the existing framework.

Today, the once-abandoned school has metamorphosized into the vibrant center of GSU. Within its walls, one can find an auditorium, workshop spaces, modular classrooms, a library, and a bookshop, all catering to the universities' mission of fostering knowledge and engaging with the broader community of Sharjah, the UAE, and beyond.

Africa Hall

The original Africa Hall building was inaugurated on the same day as the Municipality's building in 1976, but the original buildings of both were first built in the early 1970s as part of a wave of modernist government buildings. The building was inaugurated as "Africa Hall," and its first cultural and political event was the Arab-African Symposium. The new Africa Hall, which was rebuilt on the site of the original building - demolished in 2015 is part of the future complex of buildings for Global Studies University.

Africa Hall serves as a knowledge center and platform for conferences, symposia, and lectures, film screenings and staged plays related to the activities of Global Studies University and also serves as part of the university's outreach to the larger community of Sharjah, UAE and beyond.

STATEMENT ON HEALTH, SAFETY and ENVIRONMENT

Global Studies University is committed to providing a healthy and safe environment for its community. The campus, Khalid Bin Mohammed School, is under the supervision of Sharjah Art Foundation's Design and Production Office and they have worked with the leadership team at GSU to refurbish and renovate the building to ensure its readiness to accept and service students, faculty, staff and the community to the best degree possible.

The campus in Khalid Bin Mohammed School has been refurbished from its original design to accommodate people with special needs (People of Determination) by adding a ramp at the entrance and into the different courtyards existing within the space, an elevator, accessible bathrooms, designated parking spots for people of determination, installed new doors to offices, classrooms and all other facilities to ensure wheelchairs fit comfortably and safely.

As a research and educational institution based in the Global South, the university not only plans to educate students on the disproportionate effects of climate change on the region but plans to integrate sustainable and environment friendly practices into its policies and physical campus.

The university has collaborated with Bee'ah, a Sharjah based company focusing on environmental and waste management, to source and manage its recycling bins. In addition, we have installed electric charging stations to encourage and facilitate the use of electric cars for staff and faculty. We have incorporated sustainable technologies through smart boards for our classrooms to avoid the use of paper, chalk or other disposable products. The university will continue to enrich its sustainable program by implementing more policies that are environmentally friendly.

HEALTH AND SAFETY

Regular Maintenance

Through the Design and Production Office of Sharjah Art Foundation, Global Studies University is contracted with GECO Maintenance and Electrical Ltd. Co. to carry out preventive and emergency maintenance for all mechanical, electrical and plumbing works in the building including all air conditioning, fire alarm and firefighting systems, as well as the water supply and drainage networks, CCTV, lighting and electric power network. These inspections occur every three months as per Sharjah Government law. The agreement also includes emergency visits whenever necessary.

Facilities Maintenance Requests and Suggestions

Faculty, staff, and students can submit maintenance requests or suggestions by emailing the Facilities Department at **facilities@gsu.ac.ae.** Requests should include a brief description of the issue or suggestion, its location, and any relevant photographs.

The Facilities Department reviews each request and determines the appropriate action. Maintenance issues that can be handled internally are addressed immediately, subject to access and the availability of staff and materials.

For civil works or more significant maintenance issues requiring specialist expertise, the University receives support from the Sharjah Art Foundation's Design and Production Office, which has assigned Eng. Mustafa Kandil to oversee these works. The Facilities Department coordinates with him on the assessment and necessary maintenance arrangements.

Suggestions for improvements are considered according to operational needs, feasibility, and available resources.

Orientation and First-Aid Training

Global Studies University works with the University Hospital Sharjah to organize first aid and CPR workshops for staff and faculty. Moreover, the Facilities Department will be responsible for the implementation and supervision of all health and safety measures agreed upon by the university administration and will distribute and update health and safety procedures in accordance with UAE and Sharjah regulations.

Hygiene

GSU is contracted with Saned Facilities Management Company, a local company that looks after the cleanliness and hygiene of employee offices and other facilities on campus. The university has assigned six cleaners operating full-time throughout the day and is prepared to deploy more staff in cases of emergency or special events.

All hazardous material related to hygiene and upkeep of the campus are stored in a designated area and managed only by Saned professional staff. Students, faculty, staff and visitors are not exposed or expected to handle such materials.

Regular inspection visits are made by the management of the company to ensure quality and continuity of service.

Signage

Signage is available around campus to direct people and warn them of possible dangers. Signage is available for:

- Offices and various spaces on campus
- Evacuation Plan
- Emergency phone numbers
    - Police
    - Fire department
    - Emergency services
- Assembly Points

On-Campus Clinic and Health Insurance

GSU is currently working with the Sharjah Health Authority to establish an on-campus clinic that will provide health services to faculty, students and staff. The clinic will be operational during working hours from 8:30 am – 5:30 pm. The clinic will provide consultation services, intermediary care before individuals are transferred to hospitals or emergency rooms in the case of surgeries and counseling services.

Moreover, all students will have full health insurance coverage while studying at GSU. The health insurance policy offered to students, faculty and staff is comprehensive and is accepted in all health centers in Sharjah.

FACILITIES

Global Studies University is currently working on several building projects to accommodate the growing student and staff body as well as all future institutes under its umbrella; The Africa, Asia, Americas, European and Oceanic Institutes. In the meantime, the university is operating out of Khalid bin Mohammed School (KBMS) and Africa Hall.

Current Campus

The current KBMS building includes spaces and facilities that can support the educational mission of the university. The spaces currently available include:

- Reception/Information Desk
- Bookshop
- Auditorium
- Africa Hall Theatre
- Library
- Archives
- Pantry
- Classrooms
- Administrative Staff Offices
- Faculty Offices
- Fellowship and Researcher Offices
- Basketball Pitch
- Prayer Rooms
- Washrooms
- Parking (including disabled parking)

New Buildings Projects

As part of its application to the Commission for Academic Accreditation (CAA) for accreditation and licensure, the Global Studies University is renovating its temporary campus of Khalid Bin Mohammed School to include facilities that will allow students to enjoy a more student-centric experience during their time at the university.

The renovation plans will include:

- Clinic
- Café
- Jogging track
- Student Center
- Volleyball Court
- Tennis Court
- Football Pitch

Operation Timings

At GSU, the official working week runs from Monday to Thursday, 8:30 am to 5:30 pm. However, the campus grounds are open to all members of the GSU community every day of the week. Personal offices will always be accessible to faculty and staff, with campus security present.

All facilities on campus such as the auditorium, pantry, clinic, student center, classrooms, labs, bookshop and archives will be closed outside of operational hours unless advance booking arrangements are made.

RESIDENCE HALLS

GSU has partnered with Nest Campus in Aljada, Sharjah to provide housing options for its students.

Nest at Aljada, strategically positioned adjacent to University City, stands as a high-end student housing campus at the center of Sharjah's vibrant lifestyle community. Nest provides students with an opportunity to reside, study, and engage in recreational activities, all within a secure environment featuring world-class amenities. These facilities have been meticulously crafted to not only promote a conducive learning environment but also aid in career preparation and advancement.

The Residential Code of Conduct

Student are required to abide by NEST Residential Code of Conduct list below and by any updated rules, policies and procedures provided by NEST.

Adherence to the guidelines set forth in this Code of Conduct is an essential requirement for residing in NEST. NEST retains the right to terminate the tenancy agreement of any tenant discovered to be in violation of this Code of Conduct, initiate eviction procedures, and potentially pursue legal action. Failure to abide by the rules and regulations set herein may also result in fines and penalties imposed. NEST is committed to fostering a safe and harmonious living environment for all residents, and the Residential Code of Conduct has been instituted to uphold these principles.

Sustainability

Residents are expected to adhere to responsible usage of resources such as water, electricity, air conditioning, and heating systems. Additionally, residents are required to maintain a sanitary living environment within their homes. This includes practicing good hygiene and cleanliness.

Respectful Behaviors

By adhering to the Code of Conduct, we can cultivate a sense of inclusivity and warmth within the Nest community, enabling everyone to fully enjoy the shared facilities and have a positive living experience.

Smoking & Tobacco Products

Smoking on NEST premises is strictly prohibited, except within designated smoking areas. Residential rooms, outdoor areas, parking lots, balconies, and swimming pool areas are examples of areas where smoking is not allowed. This rule applies to all forms of tobacco products, including cigarettes, cigars, hookahs, e-cigarettes (vapes), shishas, and vaporizers.

Alcohol

Possessing, consuming, distributing, or being in the presence of alcohol or alcoholic beverages violates both Sharjah law and the residential Code of Conduct and is strictly prohibited.The possession of any quantities of alcohol, alcohol in non-standard containers, alcohol production, and the use or possession of devices or games designed to facilitate rapid alcohol consumption are all considered illegal.

Substance

The possession, production, sale, distribution, use, or exposure to illegal drugs or marijuana, including medical marijuana, is prohibited by UAE law. This also includes the possession of any paraphernalia that has been used with illegal drugs or has been contaminated by them. Prescription medications should only be used by the intended patient for the prescribed purpose. Over-the-counter medications must be strictly administered following manufacturer instructions.

Noise Disturbance

During designated “silent hours,” which are from 10 p.m. to 8 a.m. on weekdays and weekends, it is strictly forbidden to create any excessive noise that disturbs the tranquility of neighboring residential rooms and buildings. Without exception, any noise that unreasonably interferes with residents’ daily activities, sleep, or productivity is considered unacceptable.

Entry Restriction Based on Gender

Male tenants, as well as visitors from outside the building, are strictly prohibited from entering female-only areas. Female tenants, as well as visitors from outside the building, are strictly prohibited from entering male-only areas.

Abuse of Language

Engaging in behavior that incites fear, nuisance, coercion, or poses a threat to another individual or their property is against Sharjah law. This encompasses all forms of electronic communication, including photos, social media platforms, and instant messaging. It is strictly forbidden to engage in bullying, harassment, coercion, or threats towards other resident or any staff member or their belongings, whether through verbal or written means.

Littering

The act of littering is strictly prohibited. No one may throw, drop, or project any object or material from or into the premises. Individuals are required to place all unwanted items and waste into

appropriate, designated areas for proper disposal. Under no circumstances may residents leave garbage in corridors outside of rooms and must make proper use of the garbage chutes available on every floor.

Theft & Authorized Use

Unauthorized acquisition, usage, or retention of Nest or another's personal property, equipment, or resources constitutes a violation of the law. This includes actions such as sleeping on shared furniture or equipment and bringing personal belongings into communal areas without proper authorization. Engaging in any for-profit activities that utilize Nest resources, including common spaces and The Nest logo, is strictly prohibited.

Weapons

The possession of firearms, including those with or without a permit, tasers, hazardous instruments, or any other weapons that are deemed illegal is strictly prohibited. This prohibition also extends to the possession and usage of potentially hazardous recreational equipment.

Property Damage & Vandalism

Unauthorized taking or alteration of NEST or another's property is strictly prohibited. This includes damaging property, and vandalizing surfaces (such as walls or other furniture surfaces).

Residents will be held responsible for any damage caused to household items, and NEST will charge them for repair or replacement services. The final bill may include fees for disposal, shipping, administration, and other costs directly associated with repairing the damage. These charges are based on commercial rates.

Room Upkeep and Decoration

Only approved adhesive products may be used for hanging decorations. If residents use an adhesive that leaves marks, they will be held responsible for the entire cost of repainting the wall. The usage of nails and screws on walls or structural elements of the building is strictly prohibited. Common areas, including corridors, aisles, stairwells, and restrooms, should not be decorated. Modifying the appearance of light bulbs in any way is strictly forbidden. Please refrain from making any structural or ornamental changes to the room. It is important not to introduce anything into pipes or drains that could be harmful, unhygienic, or cause blockages.

Prohibited Action of Tampering

Unauthorized alteration or removal of door or window restrictors is strictly prohibited. Any tampering with doors, including the latch, hinge, or closing mechanism, is considered a criminal offense, and is strictly forbidden. Tampering includes activities such as removing button plates,

forcefully manipulating doors, tampering with wiring or lights, engaging in disruptive behavior inside the unit, or triggering the fire alarm signal.

Preventing Arson

Misusing or tampering with fire safety devices, including detectors, extinguishers, sprinklers, door closers, safety lights, and directional arrows, is strictly prohibited and considered a criminal offense. In the event of an accidentally activated fire alarm that leads to the dispatch of fire crews, or building evacuation, NEST reserves the right to reasonable reimbursement from the responsible party to cover all expenses incurred by emergency services.

Fire Risk

The possession or utilization of explosive materials, flammable substances, or fire starters is strictly prohibited by Sharjah law. Grilling or barbecuing is strictly prohibited at NEST unless explicitly approved by the NEST management team. Residents are responsible for the correct use of electrical outlets and must avoid overloading them.

Visitors

Overnight guests in resident rooms are strictly prohibited without Nest management approval. Visitor timing to be 8 AM to 11 PM. Visitors need to present original and valid ID to security each time. Visitors should not be left unattended at any time. Residents will be held responsible for the behavior of their visitors. Visitors are subject to the same rules and regulations in the Code of Conduct. All visitors must register and sign in and out at security upon arrival and departure. Violations will result in appropriate consequences.

Dress Code

To access Nest and Nest facilities, it is necessary to be dressed appropriately. Offensive images or phrases printed on clothing, as well as clothing that is transparent or excessively revealing, are not permitted. Wearing loose-fitting attire that covers the shoulders, arms, and legs will ensure a more comfortable environment for both genders. Sunbathing without clothing is strictly prohibited, and swimwear should only be worn in designated swimming areas.

Trespassing

Unauthorized entry or trespassing in private rooms, buildings, or common areas is strictly prohibited. Accessing restricted areas that are clearly marked or known to be off-limits is against the law. Avoid any location that has been designated as off-limits by a member of NEST. This includes roof access doors, roofs, ledges, seismic bracing, fire escapes, construction areas, and other structures. Entering or exiting a building through a window or designated emergency exit in the absence of an actual emergency is considered illegal.

Access Keys

You may not use, copy, or lend NEST issued keys or key cards without proper authorization. Unauthorized duplication or sharing of keys is forbidden. In the case of lost keys, please notify security. Replacement of lost keys will be subject to additional cost.

Health & Safety

Engaging in any activities or behaviors that pose a risk to the health and safety of yourself or others is strictly prohibited.

Zero Discrimination

Engaging in discriminatory behavior based on someone's sexual orientation or gender identity is strictly prohibited. Any form of physical or sexual harassment directed towards another resident or individual based on their race, religion, disability, or other protected characteristics is strictly forbidden. This includes acts of assault, threats, or any actions that result in physical, sexual, or emotional harm. Harassing any NEST employee physically or sexually is illegal. This includes obstructing a team member's ability to fully engage in the residential community or perform their duties, as well as engaging in acts of assault, making threats, or causing physical or emotional harm.

Indecent & Disorderly Conduct

Activities such as urinating or defecating in inappropriate areas, invading personal space, hanging from balconies or buildings, or publicly exposing private body parts are considered serious acts of indecency. It is against the law to record someone's voice or video without their knowledge or consent. The use of cameras, mobile phones, or any other video recording devices is prohibited in all private areas of NEST, including restrooms. Respecting the privacy, dignity, and personal boundaries of others is essential to a safe and respectful environment. Violations of these guidelines may result in severe consequences.

Transmission of False Information

You must not present false or misleading information.

Gambling

Gambling of any kind is prohibited in the Emirate of Sharjah.

Animal & Pet Care Guidelines

Pets and other animals are strictly prohibited in any building unit or common area.

Prohibited Storing

Storing personal belongings in common areas, balconies, or restrooms is strictly prohibited without proper authorization. This rule also applies to bicycles, which are not allowed to be stored in these areas.

The Right to Access

Nest management retains the right to reasonable access to rooms for maintenance, emergencies, non-responsive tenants, eviction and or any other reason they may deem fit.

The Community Features:

- Dedicated common areas for males and females only
- 24/7 Safety and security
- High-speed internet in public spaces
- Community events
- Free transportation to and from universities and colleges in the area, as well as the city's best hotspots (beaches, malls, attractions, etc.)
- 24/7 Laundry service
- Restaurants and café's
- Basement parking for residents
- Outdoor seating areas
- Professionally fitted rooms.

TECHNOLOGY INFRASTRUCTURE

Global Studies University uses a range of digital platforms to support teaching, learning, research, and administrative operations. These systems provide students, faculty, and staff with access to academic resources, communication tools, and institutional services according to their roles and responsibilities. To provide further details on this, the below section provides further insight.

Teaching and Learning

The University's academic systems include Canvas, a learning management system, and PeopleSoft, a student information system. Together, these platforms form part of the University's digital infrastructure for academic delivery and student administration.

Human Resources System

The University uses Microsoft Dynamics 365 to support human resources administration and the management of employee information. The platform helps organise HR records and workflows, supporting the delivery of services to faculty and staff and coordination between Human Resources and other University departments.

Communication and Productivity Platforms

Microsoft Outlook and Microsoft 365 are available to students, faculty, and staff to support institutional communication, productivity, and collaboration. Outlook provides university email and calendar services, while Microsoft 365 offers tools for preparing documents, analysing information, developing presentations, and collaborating on shared work. These platforms support everyday academic and administrative activities across the University.

Library and Research Resources

OCLC Library Services
The University uses OCLC to support library services and the organisation and discovery of library resources. It helps users locate materials within the library's collections and supports library staff in managing bibliographic information and facilitating access to resources for teaching, learning, and research.

Academic and Research Database Subscriptions
The University maintains subscriptions to major academic and research databases, providing access to scholarly literature and other specialist resources. These subscriptions support coursework, literature reviews, independent study, and faculty research across the University's disciplines.

Finance and Government Systems

The University uses the relevant Sharjah Finance Department systems and the Sharjah Government's Takamul system to support financial administration and government-related processes. These systems facilitate financial workflows, approvals, and coordination with the relevant government entities in accordance with established procedures.

Research Systems

The University's research systems include Pure, a research information management platform, SciVal, a research analytics platform, and Scopus, an abstract and citation database. These resources support the Research Office and the University's wider research environment.

Wi-Fi

Ensuring adequate access to Wi-Fi for all students, faculty, and staff is critical. The Wi-Fi infrastructure at GSU is robust, secure, and capable of handling high traffic to support academic and administrative activities. GSU has 38+ WiFi access points covering all areas and facilities, controlled by a controller and robust policies and rules, divided securely into staff & guest networks with appropriate permissions for each. Regular assessments and updates are performed to prevent connectivity issues, protect against cybersecurity threats, and ensure a safe and reliable network environment for all users within the institution.

Classrooms

Classrooms and auditoriums used for teaching are equipped with state-of-the-art equipment and suitable furniture to allow faculty to provide the best form of teaching to their students. Classrooms include smart panels, proper/healthy students' seating layout, lecture capture technology, hybrid learning, lecture content management and sharing. This ensures that students and faculty can engage in effective and safe learning experiences. Regular maintenance, safety checks, and adherence to industry standards are essential to prevent accidents, ensure compliance, and maintain a productive educational environment.

Network Infrastructure

GSU provides a network infrastructure to all its students, faculty, staff and visitors that is secure against cybersecurity threats and is robust enough to handle high demand. The university is making regular updates, security protocols, and monitoring, to maintain data integrity and prevent unauthorized access. Additionally, the infrastructure is designed to provide consistent access across the GSU, minimizing downtime and ensuring that all users can safely and effectively engage in their academic and administrative activities.

Off-Site Backup System

GSU has set up an off-site backup system to ensure data integrity and availability in case of on-site failures, disasters, or cyberattacks. Security measures, such as encryption and access controls, are taken to protect sensitive information during storage and transfer. Regular testing of the backup system, restoration, and backup infrastructure is essential to ensure its reliability, safeguarding the GSU's critical data and ensuring continuity of operations.

Data Security and Confidentiality

Data security and confidentiality is of utmost importance at GSU. The university has taken several measures to ensure this including the implementation of firewalls, encryption, secure access controls, and regular security audits to prevent unauthorized access and data breaches. Additionally, GSU considers monitoring and prompt response protocols are necessary to detect and mitigate potential threats. GSU ensures that all users are trained in cybersecurity best

practices to further enhance the protection of these critical systems, safeguarding the institution's operations and sensitive information.

HARDWARE & SOFTWARE MAINTENANCE

The university has a policy to ensure that all systems, hardware and equipment are updated and maintained to remain reliable, secure, and up-to-date. This policy aims to support the ongoing effectiveness of operations, improve productivity, and mitigate risks associated with outdated technology.

1. GSU IT shall conduct regular assessments of all hardware and software assets to determine their performance, security, and compatibility with current technology standards.
2. A lifecycle management plan will be maintained to schedule upgrades and replacements of hardware and software. This schedule will be reviewed annually and adjusted based on evolving technology trends and business needs.
3. Adequate budgetary provisions will be made to support the timely upgrade and replacement of hardware and software. This includes provisions for training and support associated with new technologies.
4. All upgrades and replacements must align with the GSU's security policies and comply with relevant legal and regulatory requirements. Any software that is no longer supported by its vendor will be considered for immediate replacement.
5. Before implementing upgrades, compatibility with existing systems and processes must be evaluated to ensure smooth integration and minimal disruption to business operations.
6. GSU IT will maintain relationships with key vendors to stay informed about product updates, end-of-life notifications, and new releases that may impact the GSU's infrastructure.
7. Users will be provided with necessary training to familiarize themselves with upgraded hardware and software. This will ensure minimal disruption and maximize the benefits of new technologies.
8. All upgrades, replacements, and maintenance activities will be documented. Regular reports will be provided to management, highlighting the status of the infrastructure and any potential risks or areas of concern.

9. A risk management strategy will be developed to address potential challenges and issues related to hardware and software upgrades. Contingency plans will be in place to handle unexpected failures or delays in the upgrade process.

Implementation Plan

Phase 1: Planning and Assessment

- Conducting a comprehensive audit of all hardware and software assets to establish a baseline. Identify end-of-life dates, performance issues, and any assets that are no longer supported.
- Evaluating the risks associated with outdated technology and identifying critical needs based on business objectives, security concerns, and user feedback.
- Developing a lifecycle management plan that includes timelines for upgrading or replacing assets. Prioritize based on urgency, business impact, and budget constraints.
- Estimating the costs associated with the upgrades and replacements. Secure approval for the necessary budget allocations from management.

Phase 2: Vendor and Solution Selection

- Researching and evaluating potential vendors for hardware and software solutions. Considering factors like reliability, support, integration capabilities, and cost.
- Conducting pilot tests of selected hardware and software solutions to assess their performance, compatibility, and ease of integration with existing systems.
- Negotiating contracts with selected vendors, ensuring terms include support, warranties, and options for future upgrades.

Phase 3: Implementation

- Developing a detailed implementation plan, including timelines, resources, and responsibilities. Coordinating with relevant departments to minimize operational disruptions.
- Organizing training sessions for staff to ensure they are comfortable with the new hardware and software. Providing user manuals and support resources.

- Deploying the new hardware and software according to the rollout plan. Ensuring that all configurations are optimized for performance and security.
- If applicable, migrating data to the new systems and ensuring that backup solutions are in place to protect against data loss.

Phase 4: Monitoring and Evaluation

- Monitoring the performance of the new hardware and software. Addressing any issues that arise promptly to ensure stability.
- Collecting feedback from GSU users and IT staff regarding the new systems. Using this information to make any necessary adjustments or improvements.
- Updating all relevant documentation to reflect the new systems. This includes asset inventories, lifecycle management plans, and user guides.

Phase 5: Review and Continuous Improvement

- Conducting a review after the implementation to assess the success of the upgrade process. Identifying lessons learned and areas for improvement.
- Establishing an ongoing process for monitoring technology trends and assessing the GSU's infrastructure needs. Adjustments to the lifecycle management plan should be made as necessary.
- Scheduling annual reviews of the policy and implementation plan to ensure they remain aligned with the GSU’s goals and technological advancements.