1. SCOPE OF SERVICE

1.1. *ICT Service Desk A communications center that provides a single point of contact (SPOC) between ICT and AKU-global users includes faculty, staff, students, consultants, and trainees. It provides 24/7 assistance and technical support to users within an organization to resolve IT-related issues and ensure smooth operation of computer systems, software, and hardware. Continuously improving user experience through feedback mechanism, performance KPIs, service level agreements (SLAs) and service quality assessments.*

1.2. ICT End User Device Support managing round-the-clock (24x7) ICT support to users and ensure optimal performance, and usability of end user devices. This includes provisioning, configuring, and maintaining devices such as desktops, laptops, printers, multimedia, etc. to meet user requirements and organizational standards. This also includes supporting users' office automation software (Microsoft Office and other standard products), internet services and email services. We provide ICT services to all AKU campuses in Pakistan which are mentioned as under:

   a) Stadium Road Campus
   b) Hospitals (Karimabad, Garden, Hyderabad, Kharadar)
   c) Institute for Educational Development (IED)
   d) Clifton Medical Services (CMS)
   e) Integrated Medical Services (IMS)
   f) Phlebotomy Centers, Outreach
   g) Stat-Labs & Regional Labs
   h) Professional Development Center, Chitral and Gilgit (PDCC/ PDCN)

1.3. Video Conferencing provides high level support to connect all AKU global and other locations for online meetings and communication. To broadcast various sessions online to share knowledge across the boundaries and to enable people to connect with state-of-the-art technology thereby reducing travel time and cost. *This includes video conferencing, streaming, webinars etc. supported on daily basis.*

1.4. Network Infrastructure provides professional network connectivity *(Wired/Wireless)* solution and support throughout Pakistan (all campuses). It includes connectivity *(Wired/Wireless)* of all IT systems and applications, maintaining a robust and secure network and ensuring availability of network both intranet and internet with optimal uptime.

1.5. Telecommunication & Handheld provides support for telephone connections and backend EPABX (Electronic Private Automatic Branch Exchange) which includes local extensions, direct lines, *PRI, UAN, Voice over Internet Protocol (VoIP), Call Centers etc. It includes technical support for communication system and mobile phones in all AKU campuses in Pakistan which are mentioned as under:*

   i) *Stadium Road campus*
   j) *Hospitals (Karimabad, Garden, Hyderabad, Kharadar)*

      k) Institute for Educational Development (IED)
      l) Clifton Medical Services
      m) Stat-Labs & Regional Labs
      n) Professional Development Center, Chitral and Gilgit (PDCC/ PDCN)
      o) Metro Peads Research
      p) Matiyari Peads Research

1.6. **Advanced Backend System Support** Managing and maintaining servers and advance systems and applications to ensure their smooth operation and optimal performance within the organization's IT infrastructure. This involves tasks such as installing, configuring, and updating server software, applications and hardware components, monitoring system health and performance metrics, implementing security measures to safeguard data and resources, and troubleshooting issues as they arise.

1.7. **Data Centre and Hardware** provides high level expertise to manage a large group of networked servers to support all the applications running in the hospital and university such as Hospital Information System (HIS), Picture Archiving and Communication System (PACS), Enterprise Resource Planning (ERP), Email, Active Directory etc. and to maintain large sized storage and ensure backup of data. Also ensure and keep integrity checks for the disaster recovery site.

1.8. *Database Administration provides specialized support for multiple database environments which serve as the back-end for major software applications being used across the university, secondary hospitals, CMS & Stadium Road campus. The DB technologies being used by this team are MS SQL Server & Oracle. The team is responsible for adequate planning and operations to ensure seamless delivery of DB services. They also manage and supports multiple ERP PeopleSoft instances from an infrastructure perspective.*

1.9. *Security Operations Center Centralized global unit responsible for monitoring, detecting, analyzing, and responding to cybersecurity threats and incidents. Managing SOC personnel, processes, and technologies to ensure the organization's IT infrastructure remains secure and resilient against cyber threats.*

1.10. *Cloud Services Managing and overseeing the deployment, configuration, and maintenance of cloud-based infrastructure and services to support organizational operations.*

1.11. *Email and Collaboration Implementation and administration of email and collaboration platforms to facilitate efficient communication and collaboration among organization. This involves managing email systems at Microsoft Exchange, managing user accounts and permissions, and ensuring reliable email delivery and security. Additionally, collaboration management includes setting up and maintaining collaboration tools such as Microsoft Teams, SharePoint Online, facilitating document sharing, project management, and team collaboration*

1.12. *Agfa Enterprise Imaging (PACS) Administration, Management and support of Agfa Enterprise Imaging and Radiology workflow for storing medical images and related data across the*

organization. This includes acquiring, storing, viewing, sharing, and managing various types of medical images such as X-rays, MRIs, CT scans, ultrasounds, etc.