



Al Imam Mohammad Ibn Saud Islamic University
College of Computer and Information Sciences
Information Technology Department

Course Title:	Computer and Ethics
Course Code:	IT420
Course Instructor:	Dr. Mansour Alsaleh Dr. Amal Alomran T.Samar Alessa
Assessment:	Course Project
Semester:	2 nd Semester 2022
Date:	12\2\2022
Duration:	8 weeks
Marks:	20
Privileges:	<input type="checkbox"/> Open Book <input type="checkbox"/> Open Notes <input type="checkbox"/> Calculator Permitted <input type="checkbox"/> Laptop Permitted

Group ID	Student Name	Student ID	Section No
5	Ruba Al Hilal	440022662	372
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	Shahad Almutlaq	440019491	
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Instructions:

- Submission date on Saturday 9\4\2022
- Write your answers directly on the question sheets.
- You have to submit a softcopy via the black board.
- No handwriting is accepted.
- There will be no extension in the submission deadline.
- No late submission will be accepted.
- Add the references of each answer.

Official Use Only			
Question	Student Marks	Question Marks	CLO
1		5	2.1
2		6	3.2
3		9	3.1
Total		20	



You will be evaluated based on the following:

	Criteria	Mark	CLO	Student mark	Comment
Knowledge <ul style="list-style-type: none"> Understanding the steps of the agreement related to the organization and computer ethics. Well-structured morals according to the application specified. Report: <ul style="list-style-type: none"> Write an effective report with correct structure to represent the implementation part of the resources. Use of sufficient resources. 	<ul style="list-style-type: none"> Presenting the topics of Computer ethics in a website system suitable for portable devices. Stating the objectives, requirements, and functionalities of the website in an orderly and precise manner. 	5	2.1		
	<ul style="list-style-type: none"> Providing the design methodology used to build the system. Connecting pages of the system in a coherent manner. 	6	3.2		
	<ul style="list-style-type: none"> Running the System in an efficient way. Adequate use of graphs and screenshot to describe the final website system. Presentation: <ul style="list-style-type: none"> Show a demo of the website system running and containing a complete and connected idea. 	9	3.1		
	Total	20			



Introduction

Technical support involves a variety of services offered by organizations and companies to their clients for the products. These products might include operating systems, cell devices, consoles, as well as other types of devices. Instead of providing training on how to use the products, technical support focuses on assisting clients in resolving problems.

And it is typically provided over the phone, via electronic mail, instant messaging (IM), or using special software or software plugins that the consumer can use to approach tech support.

Technical support experts are very knowledgeable about the products for which they assist. When there's an issue that can't be resolved by the support team, it is sent to the development team as a bug that needs to be fixed in either a coming product update or the next product iteration.¹

Body

We noticed that STC only provides technical support over the phone for some services like STC protect so we thought about adding an option for on website technical support request.

What is STC Protect?

It is a service provided by STC to protect a subscriber's device from the damage that is not guaranteed by the manufacturer's warranty. It covers your new phone for the duration of your device contract with the STC Protect service package. Comprehensive protection and distinguished services include:

- 1- Device pick-up and drop-off service at their home.
- 2- Screen replacement for a broken gadget.
- 3- Repairing liquid-related problems.
- 4- Repair any technical issues with the gadget.
- 5- If necessary, replace the gadget with a new one.

A customer is able to activate the protection within 30 days of purchasing a device or subscribing to it under the terms of the contract. Many ways to activate the service through any of the channels. But first, customer should agree to the terms and conditions of the STC protect service.²



A copy of the Ethical User Agreement:

TECHNICAL SUPPORT USER AGREEMENT

THIS **TECHNICAL SUPPORT AGREEMENT** (“Agreement”) is made between STC (“Company”) and any person (“Client”) who completes the registration process to request a technical support service with the Company.

BY ACCESSING AND USING TECHNICAL SUPPORT AS PROVIDED BY STC, CLIENT AGREES TO BE BOUND BY ALL OF THE TERMS OF THIS AGREEMENT.

1. Technical Support Terms

a. Description. This Agreement covers extended technical support provided by STC Protect for devices. Technical support involves email and telephone support, and program updates. The scope of this service covers queries and problems relating only to devices purchased from STC. We will, as best as we can, fix technical support problems in a professional manner. We cannot guarantee that each problem submitted by a client is going to be fixed to a client’s satisfaction.

b. Services Provided/ Limitation.

- i. The STC protect service for devices is applied to postpaid and devices plans only, where you can subscribe to the service when purchasing a device.
- ii. Only the actual device is repaired or replaced with a matching device. Any damage affecting SIM card, accessories and applications are NOT included.
- iii. Cases where device replacement is accepted are technical faults, broken screen of the device, malfunctions caused by exposure of the device to fluids, malfunctions not covered within the factory warranty, multiple cracks in the glass, split or curvature of the outer casing, damage caused by laser contact with the camera, damage to the lighting or sound conductor, microphone damage, or amplifier damage, abrasions and severe holes, damage, or loss of buttons.
- iv. Cases where device replacement is not accepted are the mismatch of the make, model, size, color, or device unique code, tampering and damage to the device's internal parts, dismantling the device parts, having non-original batteries for other companies, catastrophic damage.
- v. Repair or replacement process in main cities (Riyadh, Jeddah, and Khobar) takes 3 to 5 working days from the receipt of the device and verification that Google Account/iCloud/Find My iPhone is turned off. It takes up to 14 working days outside main cities.

2. Privacy Policy

a. Collection of personal Information

While requesting a technical support service the personal information collected from you may include your name, email address, landline or mobile telephone number, delivery details as well as other non-sensitive personal information.

b. Use of Personal Information

We use your personal information to respond to your enquiries for more information about the issues and for the provision of goods and services to you and to meet legal and regulatory requirements.

c. Data Protection and Disclosure

Company will always maintain the privacy and confidentiality of all personal data collected. Such data may only be disclosed or shared when required by law, or when believed that such action is necessary or desirable to provide products and services, or technical support. Company will not use any of client's personal data for commercial purposes to any third party outside stc or partner companies without client's consent.

3. Fees and Payment

Beside monthly subscription fee, client will have to pay a service fee of 401.35 SAR for every repair/replacement.

4. Disclaimer of Warranties

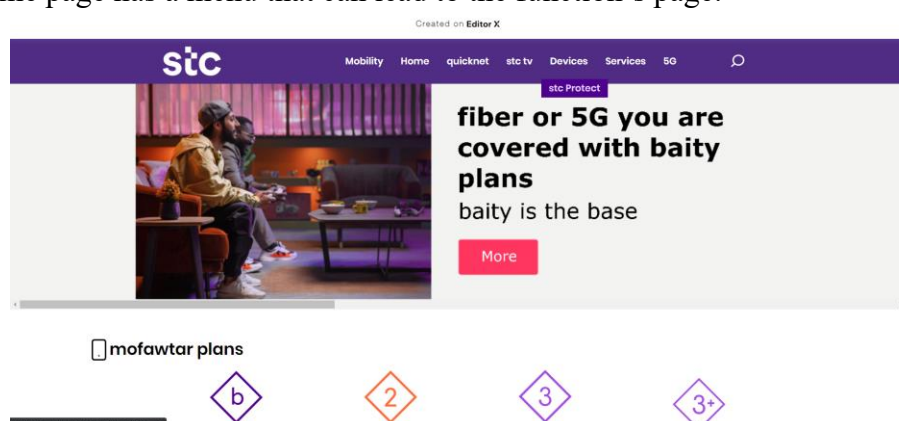
STC PROTECT DISCALIMS ANY RESPONSIBILTY FOR ANY DAMAGE/LOSS OF INFORMATION IN THE DEVISE. CUSTOMER SHALL TRY TO TAKE BACKUP, DEACTIVATE ICLOUDE/FIND MY IPHONE/GOOGLE ACCOUNT, BEFORE HANDING OVER THE DEVICE FOR STC PROTECT SERVICE. CUSTOMER SHALL NOT HADOVER ANY ACCESSORY (BOX, DATA CABLE, MEMORY CARD, OR CHARGER ETC.) TO STC PROTECT AGENT.

5. Governing Law

These Conditions shall be governed by the laws and regulations applicable in the Kingdom of Saudi Arabia including the CITC regulations. ³

Screenshots of the running system:

The home page has a menu that can lead to the function's page:



The function's page contains a description of the chosen function (Technical support) and the service that will implement:




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stc[Mobility](#)[Home](#)[quicknet](#)[stc tv](#)[Devices](#)[Services](#)[5G](#)

Technical Support:
A service in which technically skilled workers manage, maintain, and repair IT systems. The service includes diagnosing and repairing faults, resolving network issues, and installing and configuring hardware and software.

This functions main objective is to troubleshoot technical issues, provide timely customer feedback, and replace or repair the necessary parts.

stc Protect

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Peace of Mind for your New Mobile Phone!
stc provides protection to your phone against any damage not covered by the manufacturer's warranty. With stc Protect service package, we protect your new phone throughout the life of your device contract
stc Protect is available for selected devices - only and not available for device sold in bundles

Comprehensive protection and distinguished service
Because your peace of mind matters to us, the service includes:

- Pickup & drop-off service of the device at their doorstep.
- Repair of broken device screen.
- Fixing breakdowns due to liquid exposure.
- Fixing the device from any technical defect.
- Replacing the device with a new one if required.

Activating the protection

- stc Protect can be activated within the first 30 days of purchasing a device on installments.
- First month (from the date of device purchase) is FREE for all subscribers.
- User subscribing within the first 72 hours of device purchase will get one extra month for FREE (total two free months starting from the date of device purchase).

After scrolling down on the same page (function's page), there is a form that the user can fill out to request a technical support service, and it has a checkbox that contains a link to the user agreement page:

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First Name *

Last Name

Email *

Phone *

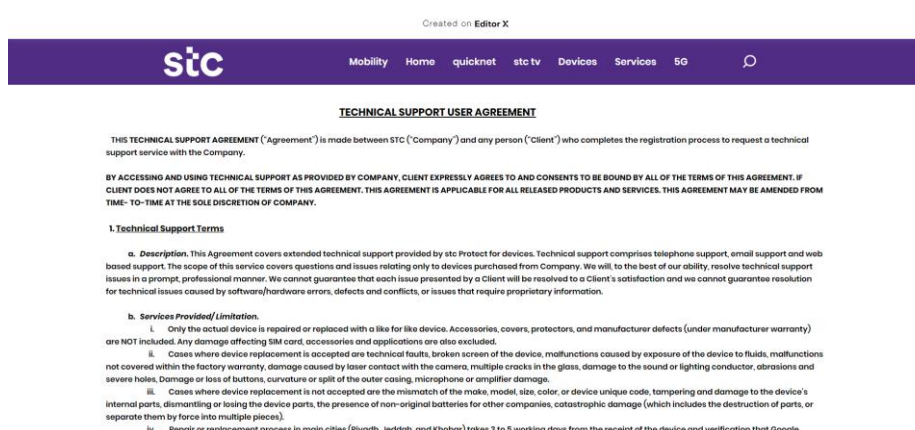
Address *

Explain the problem *

☐ I agree to the terms & conditions [View terms of use](#)

Submit

After clicking on the link next to the checkbox. you are led to the third page that lists the ethical user agreement terms:



Conclusion

We concluded that technical support is an essential service in the technology field, and it will change and improve more in the future. And so are its terms. Each term held great importance to both the right of the user, the company, and the privacy of both.

We have managed to add an easier way to request a technical support service while also making the process and terms for such service clearer for both parties so both can understand their duties, roles, rights, and responsibilities.

References

- ⁱtechopedia, technical support definition.
[techopedia technical support](#)
- ⁱⁱSTC, technical support and inquiry.
[STC Contact Us-Technical support inquiry](#)
- ⁱⁱⁱ STC , terms and condition.
[STC terms and conditions](#)