AL ZUHOUR PRIVATE SCHOOL

IT Infrastructure and Management Policy

JUNE, 2026

ICT & IT DEPARTMENT

Overview & Rationale:

This document serves as a rulebook and roadmap for successfully and properly utilizing the technology resources at AL ZUHOUR PVT. SCHOOL. Careful consideration should be taken to verify that one's actions fall within the authorized parameters for access, utilization, distribution, and modification of AL ZUHOUR PVT. SCHOOL's technology resources are set forth within this document.

Any misuse, misappropriation, negligence, or deliberate disobedience concerning these policies and procedures will not be tolerated. It is up to each individual employee and affiliate of AL ZUHOUR PVT. SCHOOL to familiarize him/herself with the policies and procedures set forth herein prior to signing the agreement form at the end of this document.

It is the purpose of the AL ZUHOUR PVT. SCHOOL Information Technology Systems (IT) Department to provide these policies and procedures to address potential situations and to provide steps to take during these situations. However, not all situations can ever be addressed so it is up to each individual employee and affiliate to use these policies and procedures for an example of what type of actions to take.

The AL ZUHOUR PVT. SCHOOL IT Department does encourage all AL ZUHOUR PVT. SCHOOL employees and associates to err on the side of caution should a difficult situation present itself that is not discussed herein. If this should occur, the employee or associate of AL ZUHOUR PVT. SCHOOL can always take advantage of the AL ZUHOUR PVT. SCHOOL IT Department's open-door policy and ask for assistance.

Accessibility Policy

Overview

This policy establishes the accessibility guidelines for all AL ZUHOUR PVT. SCHOOL-owned technology resources. The purpose of this policy is to ensure that every AL ZUHOUR PVT. SCHOOL student is presented with an equal opportunity to learn and that all employees can adequately use the required technology equipment for the purpose of their required occupation. These requirements must be met where any learning impairment exists for any AL ZUHOUR PVT. SCHOOL student or work limitation exists for any AL ZUHOUR PVT. SCHOOL employee. These types of accessibility requirements may include, but are not limited to, the following applications or devices:

- Screen reading software
- Screen magnification software
- Stereo headsets or other sound devices

This policy applies to all AL ZUHOUR PVT. SCHOOL-owned technology resources in labs and other learning areas for student use and in departmental or teaching areas for employee use.

Policy

A reasonable attempt shall be always made to address the needs of our students and employees, particularly when those needs are due to an accessibility issue presented by a physical impairment or learning disability of some kind. The AL ZUHOUR PVT. SCHOOL IT Department shall make every effort to ensure that every student is presented with an equally comparable learning environment regardless of the hurdle they may face.

The AL ZUHOUR PVT. SCHOOL IT Department will always strive to offer technological solutions that help improve the learning environment for all students but will be particularly diligent in ensuring that no student will be unable to learn within a classroom due to physical impairment or learning disability of some kind. The same will be provided for any employee requiring accommodation due to physical impairment or learning disability of any kind.

Please note that advance notice of these needs is required and may change due to the request. For instance, additional software needs will take some time to produce an order and install the software so it will be unreasonable to expect a request such as this to have an immediate turnaround time.

Casting aside the general expectations above, the AL ZUHOUR PVT. SCHOOL IT Department cannot be held liable for issues surrounding software application issues, hardware failures, or the inability of employees or students to convey their respective needs in a reasonable amount of time to allow such software or hardware to be properly installed.

Conducive said, the AL ZUHOUR PVT. SCHOOL IT Department will continually strive to ensure that all learning environments have the necessary technology and are adequately structured in a way to provide the most conducive learning environment possible, regardless of a learning disability or physical impairment may be present for any student.

Auditing Policy

Overview

This policy addresses third-party entities and their ability to conduct an internal technology audit. This type of audit is basically a “stress-test” on our technology resources to evaluate the level of security our technology systems present as well as the level of scrutiny it can withstand.

Vulnerabilities are a primary focus for the AL ZUHOUR PVT. SCHOOL IT Department. Seeking these vulnerabilities out before they develop into potential problems is best for AL ZUHOUR PVT. SCHOOL, IT resources, employees, associates, and students. To accomplish this, internal audits are necessary to periodically determine what vulnerabilities may exist within AL ZUHOUR PVT. SCHOOL’s technology resources.

The purpose of this agreement is to set forth a policy regarding network security scanning offered by a third-party audit group to AL ZUHOUR PVT. SCHOOL. The AL ZUHOUR PVT. SCHOOL IT Department shall allow the utilization of various methods (both hardware and software) to perform electronic scans of our networks, firewalls, and other hardware devices located at AL ZUHOUR PVT. SCHOOL.

Audits may be conducted to:

- Ensure integrity, confidentiality and availability of information and resources
- Investigate possible security incidents to ensure conformance to the established AL ZUHOUR PVT. SCHOOL IT Department’s security policies
- Monitor user or system activity where appropriate

Policy

This policy covers all computers, equipment, and communication devices owned or operated by AL ZUHOUR PVT. SCHOOL. This policy also covers all computers, equipment, and communications devices that are present on AL ZUHOUR PVT. SCHOOL premises, but which may not be owned or operated by AL ZUHOUR PVT. SCHOOL. The third-party audit group will not perform Denial of Service activities at any time during an audit.

When requested, and for the purpose of performing an audit, consent for the access required to perform the scan will be provided to members of the third-party audit group by the AL ZUHOUR PVT. SCHOOL IT Department. The AL ZUHOUR PVT. SCHOOL IT Department hereby provides its consent to allow the third-party audit group to access its networks, firewalls, and other hardware devices to the extent necessary to perform the scans authorized in this agreement. The AL ZUHOUR PVT. SCHOOL IT Department shall provide protocols, addressing information, and network connections sufficient for the third-party audit group to perform network scanning.

The access involved in the scan may include:

- User level access to any computing, networking equipment, and communications devices
- Access to information (electronic, hardcopy, etc.) that may be produced, transmitted, or stored on AL ZUHOUR PVT. SCHOOL equipment and/or premises
- Access to work areas (labs, offices, cubicles, storage areas, etc.)
- Access to interactively monitor and log traffic on AL ZUHOUR PVT. SCHOOL networks

Since AL ZUHOUR PVT. SCHOOL gains access to certain resources from third-party entities, cooperation from these resources may be required to perform a full network scan. For instance, Etisalat provides Internet connections to the AL ZUHOUR PVT. SCHOOL networks. Because of this, a comprehensive network scan may require the assistance of Etisalat or other third-party service providers should part of the scanning activities originate outside the AL ZUHOUR PVT. SCHOOL network.

Network performance and/or availability may be affected by the network scanning. The AL ZUHOUR PVT. SCHOOL IT Department releases any third-party audit group of all liability for damages that may arise from network availability restrictions caused by the network scanning, unless such damages are the result of the third-party audit group's gross negligence or intentional misconduct.

The AL ZUHOUR PVT. SCHOOL IT Department shall identify, in writing, a person to be available should the third-party have questions regarding data discovered or should the third-party require assistance.

AL ZUHOUR PVT. SCHOOL and the third-party audit group shall identify, in writing, the allowable dates for the audit vulnerability scan to take place. Permission to conduct a vulnerability scan will be obtained from the AL ZUHOUR PVT. SCHOOL HO IT team, or a designee a minimum of 48 hours prior to the test.

Based on the compliance checklist monthly audits will be performed by AL ZUHOUR PVT. SCHOOL HO team.

1. School IT team to perform internal audit based on attached file & submit report to HO every Thursday.
2. HO team to review the report & perform second level audit to cross check adherence.
3. The report should talk about the support required to resolve issues if any with timelines.
4. IT HO team will submit status report with Management with proper remarks & actionable.
5. Principal & Operations head at School should be in cc while submitting report.

Emergency Notification Policy

Overview

AL ZUHOUR PVT. SCHOOL maintains an emergency notification system that is used to notify students and employees who have opted in to the service via the SMS. This system is updated daily to reflect the current student data available so that any notification message will be delivered to the required student and employee list.

Policy

The AL ZUHOUR PVT. SCHOOL SMS system is to be used, always, for emergency purposes or purposes deemed necessary by the Principal or designee only. The notification system is to be used to send messages via text to mobile phones.

At no time shall this system be used for normal messaging, notifications, or otherwise standard contact as this would compromise the importance of these messages and may create an environment where students and employees are able to overlook these types of messages because of the frequency with which they could occur.

With that said, tests of this system shall be conducted once a semester at a minimum to ensure the system is functioning properly. Additional tests may be conducted but are not required; however, more than four tests per semester may be too many to retain the importance of such messages when an actual emergency arises requiring the system to be operational.

Only users defined below shall be able to send emergency notification messages via this system:

- School Operations Head
- IT in charge at schools

Enforcement Policy

Overview

This policy is to establish enforcement guidelines to ensure that all AL ZUHOUR PVT. SCHOOL IT Department policies and procedures are adhered to and observed by all departments and individuals at AL ZUHOUR PVT. SCHOOL including students, employees, visitors, vendors, etc. Anyone using technology resources at AL ZUHOUR PVT. SCHOOL will be required to operate within the parameters described in this document or the following enforcement options may be administered.

Policy

All policies herein are applicable to all users of technology resources at AL ZUHOUR PVT. SCHOOL.

If it is found that any individual, department, or external entity disobeys the policies and procedures set forth within this document, whether knowingly or unknowingly, then the enforcement of such policy may include, but may not be limited to:

- Forced compliance with the policy
- Disciplinary action including termination of employment, if an employee
- Disciplinary action including expulsion from the school, if a student
- Termination of vendor contract and service agreement
- Prosecution to the fullest extent of the law

Equipment Configuration Policy

Overview

This policy has been established to create a standard configuration for all technology resources at AL ZUHOUR PVT. SCHOOL. Because of the variances between the types, make, models, configurations, builds, versions, and brands of technology resources available, it is necessary to standardize all technology resources to make service and maintenance easier and to help keep costs down.

Policy

All employees shall order and utilize equipment that is serviceable and recommended by the AL ZUHOUR PVT. SCHOOL IT Department. Since equipment availability changes over time, especially when referring to technology, a comprehensive list indicating appropriate hardware would be virtually impossible to create. Because of this, any individual or department wishing to purchase technology equipment should first consult a AL ZUHOUR PVT. SCHOOL IT Department personnel member for current specifications for any given piece of equipment.

This applies to all technological equipment including, but not limited to:

- Computers (Servers, Desktop, Laptop, Tablets and Mobile Devices, etc.)
- HDTVs
- Printers, scanners, copiers, fax machines, or all-in-one devices
- Projectors, screens, and Smart Boards
- VoIP phones
- Digital cameras and camcorders
- Software (Application, Operating System, Network-Based, etc.)
- Other technological equipment is not specifically mentioned here

For more details on procedures required to place an order for technology equipment, please see the Equipment Ordering Procedures included in this document for detailed instructions.

Guest/Visitor Access and Technology Use Policy

Overview

AL ZUHOUR PVT. SCHOOL maintains an atmosphere that is open and allows guests and visitors access to resources, if such access does not compromise the integrity of the systems or information contained within the campus and does not introduce malicious software or intent to the internal network.

Policy

Guest and visitor access shall be classified into two types as described below:

- Standard – Access granted to internet resources and institutional resources located online.
- Special – Access granted above plus any internal access as requested by an individual with the authority to do so:

Under no circumstances should visitors be given special access unless permission has been obtained from the appropriate administrative personnel (i.e. a signature from one of the personnel above) along with detailed description of access.

To obtain guest/visitor access users should contact the AL ZUHOUR PVT. SCHOOL IT Department with their requested system access requirements using the attached Authorization of User Access form.

Active directory Policy

Overview

The purpose of this policy is to ensure that only properly registered and configured ICT equipment can join the AL ZUHOUR PVT. SCHOOL domain, to improve the detection of vulnerable equipment and to enhance the manageability and security of Windows desktops and other devices connected to AL ZUHOUR PVT. SCHOOL network.

- Staff have access to the internet to undertake collaboration with external organizations and their peers.
- All computers and mobility devices running a Microsoft Windows operating system or an operating system that interoperates with a Windows domain and that are connecting to School's networks are required to join the School's Windows domain.
- Native Windows authentication is used to control access to the School's ICT services - this authentication is transparent to domain members who would otherwise be prompted for credentials when accessing services like network drives and print queues.
- School policies and other actions, with regards to security settings, patch levels or operating parameters, will be applied and implemented on computers and mobility devices that have joined the domain.
- Where computers and mobility devices are being used for teaching purposes and do not require access to central resources such as file or print servers, email or internet access, then an exemption to domain membership must be sought through the IT head.
- Exemptions to domain membership are conditional upon the department involved accepting responsibility for maintaining adequate patching and virus protection levels and may also be conditional upon the limiting of network access to the non-domain computer equipment.
- All computers and mobility devices that are members of the School Windows domain must have the „Domain Admins" group as a member of the local Administrators group. When Windows computers join the domain, this group is automatically added; it must not be deleted subsequently.
- Domain Admins group access is required to verify service pack and patch levels, virus definitions, software versions and (where necessary) to purge or remove virus infections.
- No Domain computer accounts will be created directly from client machines
- All users will have access to single drive on their device which is in sync with Server storage on real time. Any files created by users will be created on server storage also. Local drives of computer will not be accessible.
- Department wise shared folders will be created with required access for respective users.
- Delete options will not be available for any users. Users need to send requests to IT admin if any unwanted files to be removed from Storage with proper justification & approval from line manager.
- Activity logs will be created on the server for all domain users.
- USB access will be blocked for any kind of data transfer from Shared drive. User needs to get permission from Principal in case any data to be copied from computer to USB
- Data transfer activity to be happen in presence of school IT team.

Personal Technology Service Policy

Overview

This policy will set forth the rules and regulations which will determine how the AL ZUHOUR PVT. SCHOOL IT Department personnel are to perform work on personally owned employees or student technology products.

The AL ZUHOUR PVT. SCHOOL IT Department does not service technology equipment for individuals who are not AL ZUHOUR PVT. SCHOOL employees or students.

Policy

The AL ZUHOUR PVT. SCHOOL IT Systems Department always strives to ensure that AL ZUHOUR PVT. SCHOOL employees, students, affiliates, and visitors receive the best possible technological assistance available for us to provide. However, this can leave something to be desired for non-AL ZUHOUR PVT. SCHOOL, personally owned technology equipment owned by employees, students, affiliates, and visitors.

This policy will set forth the rules, regulations, and guidelines for which the AL ZUHOUR PVT. SCHOOL IT Systems Department personnel may provide services for personally owned technology equipment and/or projects outside of normal working hours.

NOTE: All technology requests for configuration or connectivity to the AL ZUHOUR PVT. SCHOOL network from personal technology devices will be handled at no cost. This policy applies only to technology issues related to the personal needs of the user.

All requests for personal technology assistance will begin with a preliminary diagnosis and troubleshooting process which is provided for FREE.

The AL ZUHOUR PVT. SCHOOL IT Department offers no implied warranty or guarantee on any work performed on personal technology equipment. All work is performed as a service to our students and as a cost-saving alternative for their benefit. However, it is beneficial to note that all work is performed on the same level as comparable service on AL ZUHOUR PVT. SCHOOL owned equipment.

All personal technology work will be done within the following restrictions:

- Personal technology work may be performed during regular business hours, only if such work does not directly interfere with or delay the normal operations or job duties of the AL ZUHOUR PVT. SCHOOL IT Department employee.
- No on-site work. All equipment must be brought to the AL ZUHOUR PVT. SCHOOL IT Systems Department for a preliminary diagnosis and troubleshooting.
- No parts purchase. All parts to be installed must be purchased by the user.
- No illegal software. Only legally licensed software can be installed.

- No work without proper authorization signature on consent form.

All issues should be expected to take approximately 24-48 hours to complete; however, they may take longer depending upon the severity of the problem at hand. Please expect to leave any equipment for a minimum of 48 hours for proper problem resolution.

AL ZUHOUR PVT. SCHOOL cannot be held responsible for any work done after hours by AL ZUHOUR PVT. SCHOOL IT Department personnel on any personal technological equipment. All work provided is not warranted or guaranteed. By signing the Personal Technology Service Policy Consent Form, you agree to these terms and conditions and await any damage which may occur due to any work on your personal technology equipment. All work is done and once completed is left as is and no standing warranty or guarantee is implied.

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AL ZUHOUR PRIVATE SCHOOL L.L.C.
مدرسة الزهور الخاصة
SHARJAH

Procedures

Emergency Operating Procedure

In the event of an emergency, normal operating procedures should be restored as quickly as possible. It is beneficial that all employees learn laterally to allow for greater ability to maintain operations should any individual employee be unavailable. The steps below will indicate how operations should continue in the event of an emergency directly affecting the AL ZUHOUR PVT. SCHOOL IT Department.

1. Assess situation and determine if any personnel impact to the AL ZUHOUR PVT. SCHOOL IT Department exists. If so, go to step 2. If not, go to step 3.
2. Given any personnel impact below, the following options are available to ensure IT operations can continue in an emergency. If the IT Department suffers the loss of any of the following employees, the available options are:
    a. Director of IT Systems
        i. Responsibilities will differ to the Head of Operations or designee until a suitable appointment can be made.
    b. Network Administrator
        i. Responsibilities will be deferred to the Director.
        ii. Interim assistance can be provided by suitable vendors to facilitate network management.
        iii. Network management is more specialized than workstation management so vendor assistance will most likely be a necessity.
    c. Helpdesk Administrator
        i. Responsibilities will be shared between the remaining personnel.
        ii. Emergency/Interim hiring may be required.
    d. Programmer
        i. Responsibilities will be deferred to the Director.
        ii. Interim assistance can be performed by Vendor
        iii. Emergency/Interim hiring may be required.
    e. Departmental catastrophe (3+ users unavailable to perform duties)
        i. Responsibilities will be deferred to the IT Head or designee until emergency hiring can be finalized.
        ii. If necessary, assistance may be obtained from other School or vendors

NOTE: Emergency approval of costs associated with assistance will need to be obtained under any scenario

1. Determine if any equipment loss has occurred. If so, proceed to step 2. If not, proceed to step 3.
2. Determine what resources are affected and bring them back up as soon as possible:
    a. Network and connectivity equipment
    b. Mission critical services (Group drives, ID card system, Access controls etc.)
    c. Non-mission critical services (security cameras, wireless infrastructure etc.)
3. Once all connectivity and resources have been restored, normal operations can now resume.

NOTE: Please see the AL ZUHOUR PVT. SCHOOL IT Department's detailed Disaster Recovery Plan for detailed information regarding disaster scenarios and specific planning information.

Equipment Ordering Procedure

This document is to serve as a set of guidelines for all AL ZUHOUR PVT. SCHOOL Faculty and Staff who choose to order computing equipment.

1. Contact the AL ZUHOUR PVT. SCHOOL IT Department to obtain a minimum of 3 quotes and information regarding the equipment you wish to purchase.
2. Submit your order.
3. Your order will be routed through the appropriate approving channels, including the IT Department, since it is a technology equipment purchase.
4. Once your order has been approved, you may check the progress via IT department.
5. When your equipment arrives, the IT Department will retrieve your equipment and configure it, if necessary, prior to delivering it to you.
   NOTE: All technology orders must be received by the IT Department before it can be released to the purchaser. This is to ensure that the proper software is installed, and all equipment is properly tagged and placed in inventory.

Guest/Visitor Access Procedure

This procedure will indicate how guests and visitors to campus should obtain access to AL ZUHOUR PVT. SCHOOL's technology resources.

1. Obtain contact information from users needing access:
   a. Name
   b. Phone
   c. Email
2. Fill out the enclosed Authorization of User Access Form.
3. Submit the form to the AL ZUHOUR PVT. SCHOOL IT Department.
4. Access will be created as soon as possible. Confirmation will be sent to requesting employee once access has been created.

Incident Management Procedure

This procedure addresses how incidents should be handled when related to technology. This includes thefts, data corruption, etc.

1. Determine scope of incident.
2. Fill out the attached Incident Management Form.
3. Ensure supervisors of employees that reported or caused an incident has been notified.
4. Submit form to Director of IT Systems.
5. Administration will be notified of the incident.
6. Resolutions will be drafted given incident scope and individuals involved.

Important Note – Any incident related information should not be circulated in School communication network for ex- Staff WhatsApp group, on group emails, SMS etc. Schools are requested to adhere proper escalation process while reporting any incident to School or HO IT team.

Terms and Definitions

Appropriate Measures

Referring to the measures that the AL ZUHOUR PVT. SCHOOL IT Department is authorized to take to secure AL ZUHOUR PVT. SCHOOL's computing resources. This may refer to measures concerning AL ZUHOUR PVT. SCHOOL owned hardware or software, data, employees, students, associates, visitors, etc. The AL ZUHOUR PVT. SCHOOL IT Department must maintain an appropriate measures option so that AL ZUHOUR PVT. SCHOOL is protected, concerning both equipment and information.

Approved Electronic File Transmission Methods

Includes supported FTP clients including, but not limited to, FileZilla, Secure FTP, and Smart FTP. This also includes supported Web browsers including, but not limited to, Microsoft Internet Explorer, Mozilla Firefox, Netscape Navigator, and Opera. If you have a business need to use other mailers, contact the AL ZUHOUR PVT. SCHOOL IT Department prior to implementation.

Approved Electronic Mail

Includes all mail systems supported by the AL ZUHOUR PVT. SCHOOL IT Department. This includes, but is not limited to, AL ZUHOUR PVT. SCHOOL Webmail, Outlook configured email, and configured email on mobile devices. If you have a business need to use other mailers, contact the AL ZUHOUR PVT. SCHOOL IT Department prior to implementation.

Chain email or letter

An email sent to successive people. Typically, the body of the note has directions to send out multiple copies of the note and promises good luck and/or money if the directions are followed.

Information System Resources

Information System Resources include, but are not limited to, all computers, peripherals, data, and programs residing on the AL ZUHOUR PVT. SCHOOL Campuses, networks, servers, etc. These resources also include all paper information and any information for internal use only and above.

Information Technology Systems

The technology department is responsible for managing AL ZUHOUR PVT. SCHOOL's computing resources.

Configuration of AL ZUHOUR PVT. SCHOOL-to-Third Party Connections

Connections should be set up to allow third parties requiring access to the AL ZUHOUR PVT. SCHOOL campuses, networks, data, etc. These connections will be set up to allow minimum access so that third-party

entities will only see what they need to see, nothing more. This involves setting up access, applications, and network configurations to allow access to only what is necessary.

Email

The electronic transmission of information through a mail protocol such as SMTP, IMAP, or Exchange. Typical email clients include Microsoft Outlook.

Internet

A worldwide, publicly accessible series of interconnected networks used to transmit packets of data via the Internet Protocol (IP).

Personal Computer

A device used by a single user to access local programs and files, network resources, or the Internet. This can include desktop, laptop, tablet, or portable computers.

Physical Security

Physical security refers to the actual physical security mechanisms in place to prevent unauthorized access to technology resources. This can also mean having actual possession of a computer or by locking the computer in an unusable state to an object that is immovable. Methods of accomplishing this include having a special key to unlocking the computer so it can be used, thereby ensuring that the computer cannot be simply rebooted to get around the protection. If it is a laptop or other portable computer, never leave it alone in a conference room, hotel room, in a vehicle, on an airplane seat, etc. Decide to lock the device in a secure location such as a safe hotel or take it with you. In the office, always use a lockdown cable. When leaving the office for the day, secure the laptop and any other sensitive material in a locked drawer, cabinet, safe, etc. or simply take it with you.

Public Link

An electronic communications path for which AL ZUHOUR PVT. SCHOOL does not have control over the entire distance. This connection does not utilize any special connection scheme. A connection from any AL ZUHOUR PVT. SCHOOL computer to the Internet is an example of a public link.

Secure Internet Links

All network links that originate from a locale or travel over lines that are either under the control of AL ZUHOUR PVT. SCHOOL or utilize technology to form a secure "pipe" for information to traverse. These types of connections prohibit an unidentified third-party to intercept, monitor, or copy the traffic being sent across this connection by solely utilizing the AL ZUHOUR PVT. SCHOOL network or utilizing a secure authentication mechanism to connect

Sensitive information

Information is considered sensitive if it can be damaging to AL ZUHOUR PVT. SCHOOL, IT employees, students, associates, etc. This information can include personnel data, student information, purchasing information, etc.

Unauthorized Disclosure

The intentional or unintentional revealing of restricted information to individuals, either internal or external to AL ZUHOUR PVT. SCHOOL, who do not have a need to know that information.

User Authentication (Local)

A method by which the user of a system can be verified as a legitimate user on that system only.

User Authentication (Network)

A method by which the user on a network can be verified as a legitimate user independent of the computer or operating system being used.

Virus Warning

Typically, these are emails containing warnings about viruses or malware. The overwhelming majority of these emails turn out to be a hoax and contain bogus information usually intent only on frightening or misleading users. However, the AL ZUHOUR PVT. SCHOOL IT Department occasionally sends out virus warning should the need arise. In these cases, recipients should heed the warnings provided by the IT Department employees rather than treat the information as potentially misleading.

Disclaimer

The AL ZUHOUR PVT. SCHOOL IT Department regards this document as a work in progress. Because of this, these policies and procedures undergo regular reviews and modifications. Therefore, it is up to each individual employee or associate to remain current on the updated policies and procedures.

Changes in these policies and procedures after the initial agreement signature date does not allow non-compliance or permit the employee or associate to engage in activities contradictory to the modifications made after the initial agreement signature date.

Forms
Incident Report Form

User Causing/Experiencing Incident: _____

Name:_____ Incident Date: _____

Email Address: _____

Cell Phone: _____

Incident Details: _____

_____

_____

_____

_____

_____

_____

_____

_____

Special Requirements/Notes: _____

_____

_____

AL ZUHOUR PVT. SCHOOL IT Department Personnel Use Only: _____

Receiving Employee:_____ Date Received: _____

Details: _____

_____

Additional Steps Needed: _____

_____

_____

Personal Technology Service Consent Form

By signing this form, I understand that the AL ZUHOUR PVT. SCHOOL IT Department is not liable for any loss of information that may occur during the service of my technology equipment. I also understand that I waive my right to file any complaints, either formally or informally should such issues arise.

The AL ZUHOUR PVT. SCHOOL IT Department will do everything we can to ensure your data is retained, however, issues may occur that cause data loss beyond the control of the IT Department such as equipment failure, virus activity, data corruption, or pre-existing data loss prior to arrival onsite.

I understand that this service is provided free of charge and that I will be liable for all additional hardware costs, if needed. I also understand that no warranty or guarantee is provided once services are rendered and that my only recourse is to return the equipment for additional service, if needed.

By signing below, I understand the above statements and agree to the terms and conditions as described within this form and the associated Personal Technology Service Policy.

Please Print:

Name:_____

Email Address: _____

Home Phone:_____ Cell Phone: _____

Login credentials for equipment: _____

_____

Detailed Description of Problem: _____

_____

Staff / Student Signature: _____

AL ZUHOUR PVT. SCHOOL IT Department Personnel Use Only:

Receiving Employee: _____ Record Added to Spreadsheet? Yes – No

Date Received by Employee: _____ Problem Resolved? Yes – No

Date Returned to Staff / Student: _____

Policies and Procedures Manual Compliance

The forms following this page are required for every employee upon successfully reading and agreeing to the policies and procedures set forth within this document. All other forms mentioned earlier within this document may be used as needed during daily activities and as required for performing job duties.

A copy of "Policies & Procedure agreement" & "non-disclosure agreement" forms shall be always retained by the AL ZUHOUR PVT. SCHOOL Human Resources Department to ensure all employees have signed and agreed to the policies and procedures included herein.

An employee's signature on a previous version of this policies and procedures manual does not exclude any user from being required to abide by any new or updated policies or procedures. Any signature, by any employee, upon first being hired is transferable to subsequent integrations of this document from henceforth so that all current employees shall not be required to sign these documents.

Upon successful approval of changes, a copy shall be made available for all employees so that any current employee may view new policies and procedures and/or any changes to current policies and procedures. If any employee disagrees with any policy, procedure, or change included herein, he/she may voice this complaint to the Administration. **However, it is important to note that since agreement with this document is stringent upon employment, any employee who does not agree to this document and sign these required forms will effectively resign from his/her position effective immediately and all technological access will be revoked.**

Employees may obtain a current copy of this document from the Human Resources or IT Systems department at any time.

Policies and Procedures Agreement Form

I certify, by signing below, that I have read and understand the policies and procedures contained in this document.

Also, by signing below, I agree to abide by the policies and procedures having known and understood the consequences outlined within this document.

Please print.

Name:_____Date: _____

Title: _____

Signature: _____

Non-Disclosure Agreement Form

As an employee of AL ZUHOUR PVT. SCHOOL, it is important for you to familiarize yourself with some of the basic provisions to ensure that you do not violate federal law. You should not only use student information cautiously, but you should also observe these same requirements for AL ZUHOUR PVT. SCHOOL employees and associate information as well. Considering this, the two following general guidelines should be always observed.

You must **not**, under any circumstances, release any information about an AL ZUHOUR PVT. SCHOOL student, employee, associate, vendor, etc. unless your position specifically requires you to do so. You must refer to any requests for information to your supervisor to ensure that you do not potentially violate the policy.

You should **not** acquire any student, employee, associate, vendor, etc. information that you do not need to perform your job. Also, you should **not** exchange any information that you may have learned while performing your normal job duties. A minor disclosure of information (i.e., telling a student of someone's class schedule or informing someone of a student's grades) may be a violation and could result in termination of employment.

I certify, by signing below, that I have read and understand my responsibilities stated under the AL ZUHOUR PVT. SCHOOL Non-Disclosure Agreement. Also, by signing the below, I agree to abide by the agreement having known and understood the consequences outlined above.

Please print.

Name:_____ Date: _____

Title: _____

Signature: _____

Impact:

Staff who refuse to follow these rules and standards give the impression that they do not want to be part of this school, nor in its progress and discipline. Thus, the management will have to take serious views of such issues, therefore it may lead to a deduction of part of your salary, or further disciplinary action and procedures.
An employee who is deemed to be in breach of any of the AL ZUHOUR PVT. SCHOOL standards of performance and conduct shall be subject to disciplinary measures. These disciplinary measures may include any of the following:

a. Verbal warning
b. Written warning
c. Disciplinary investigation
d. Dismissal

As it is your duty as an employee, of the AL ZUHOUR PVT. SCHOOL, we expect full cooperation to facilitate smooth and efficient working conditions for all employees within a healthy and enjoyable environment.

Staff's Affirmation

I have read the above standards regulations. I understand that it is my duty to comply and uphold these standards during my tenure at this school. I understand that any of my incompliance, to any of the above mentioned, may result in a written warning, and/or salary deduction, and/or termination.

Staff's Name: _____ Date: _____

Staff's Signature: _____

Statement of Confidentiality:
All information presented in this document or shared with the addressee as part of the proposed process is considered strictly confidential. As such, the address should not disclose this document or any attachments, or in part to any third party without the prior written consent of AL ZUHOUR PVT. SCHOOL LLC. The addressee also acknowledges that information shared here within is the intellectual property of AL ZUHOUR PVT. SCHOOL LLLC and is subject to copyright and intellectual property protection regulations.