



جامعة قطر
QATAR UNIVERSITY



ADMINISTRATIVE NEWSLETTER

ISSUE No. 7

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VP WELCOME MESSAGE

Welcome from the Vice President for Administrative Affairs

I am pleased at the beginning of this new academic year 2014/2015 to welcome the new members of the faculty and staff. I also wish for everyone to set forward meaningful goals for this year, which we continue to strive to achieve through serious and effective initiatives.

We are aware of the opportunities presented through our work, and the repeated chances of success serve as an example of real professional value to which we all aspire. We look forward to the future implementation of plans as we pursue constructive developments, and verify the needs and requirements of our work. We would like to pay tribute to what has been achieved since the beginning of the academic year through events and activities, such as the orientation for new employees, and forum Tsawaq for our new service, the first of its kind in the State of Qatar. The true highlight of this meeting was the extent of cooperation between the various departments and colleges at Qatar University in their implementation of the electronic purchasing system (SciQuest). The forum also brought together a number of guests from various universities around the world to share their knowledge and expertise in e-procurement service.

At the present time, we are striving to complete all ongoing construction projects that fulfill our educational process requirements, and provide every possible option for upgrading the relevant departments of services at the university level. I encourage all individuals aspiring to start a career in their field of work at Qatar University to do so with confidence and conviction, and contribute to the cooperative achievements between employees and their managers. We should always pursue constructive communication, and the removal of barriers between the achievement of our personal and institutional goals.



■ Dr. Homaid Abdulla Al-Madfa
Vice President for Administrative Affairs

Dr. Homaid Abdulla Al-Madfa

NEWS & EVENTS

The latest administrative developments and events for the QU community

“Ya Hala” New faculty Orientation



The "Ya Hala" New Faculty Orientation event is designed to facilitate the administrative, academic, cultural and social adjustment of new faculty joining Qatar University from August 10th – 26th, for the first three days of each week. Event activities are linked to the key strategic goals of the University. To enhance the faculty experience coming from diverse cultural and social backgrounds, the orientation event enables faculty to learn about the university structure, services, and finalize administrative matters, as well as initiate personal banking services, and telecomm setup. This is done in recognition that helping employees to a good start as they begin their first year at QU is a key measure in assuring their success.

As the orientation process involves accommodating the new faculty to their new living environment, the orientation activities extend further than the days of the event itself. As reflected through the activities performed by the External Relations Department. In addition, various programs and events are also organized by each of the colleges to further introduce and make the faculty comfortable as quickly possible with their new environments.

The feedback has been very positive from new faculty about this program and evaluations have indicated that the entire orientation program has been very helpful, impressive and satisfactory. We are confident that this experience was both worthwhile and enjoyable.



NEWS & EVENTS

The latest administrative developments and events for the QU community

First "TSAWAQ" Day



The Procurement Department, in collaboration with the Administrative Services Department, organized the First Forum Tsawaq at the level of the State of Qatar on September 21, 2014 in the new library building. This forum was attended by a number of the college deans, administrative colleagues, and officials from local and international companies. An exhibition was held at the library's Exhibition Hall, providing the university users an opportunity to communicate with suppliers and to learn more about the products and services being presented by the program, and also with other universities for the exchange of experience and opinions.

"Tsawaq" is a service adopted from electronic purchasing systems, enabling users to find required products and services and determine the best prices among suppliers. Qatar University implemented "Tsawaq" as part of its ongoing development at the institutional level, and will continue to undertake initiatives to save the time and effort for all the QU community.

At the beginning of the forum, Mr. Mohammed Al-Saadi - Director of the Procurement Department welcomed the attendees and praised the interaction of Qatar University with international universities in pursuing its vision of becoming one of the best technologically advanced universities in the world. Ms. Sara Al-Marri - Associate Vice President for Administration Affairs, kindly honored those in charge of this project, administrators and staff in the Information Technology Services Department, and the Financial Affairs Department.



Mr. Al-Saadi added that Qatar University launched the shopping service in the month of May this year, as the first of its kind in the State of Qatar and the second in the Middle East, following its use in King Abdullah University of Science and Technology in Saudi Arabia. In turn, the Head of Information Systems Support in the Procurement Department, Mr. Tamer Ibrahim, pointed to the continuation of the development and expansion of Qatar University in all areas, which will require new approaches in order to achieve efficiency.

The director of Procurement and planning at King Abdullah University of Science and Technology, Mr. Abdul Rashid Stabaek, confirmed that the SciQuest system is like an electronic store, used in more than two hundred universities around the world, and highlighted the importance and modernity of this system in terms of the self-service provided to the users, as well as the diverse selection of more than three million product and services available. He also praised the immediate benefits, such as adjustable spending limitations, flexibility in shopping within working hours, and good performance of suppliers.

With the launch of the Tsawaq Online Service "SciQuest", Qatar University seeks to improve the services available to employees, through effective collaboration with stakeholders and the promotion of the local market in general. Mr. Tamer Ibrahim also urged attendees on the importance of teamwork, continuous communication, and cooperation between departments in order to enhance efficiency and support services available to users.



NEWS & EVENTS

The latest administrative developments and events for the QU community

New Student Orientation 2014

Business Operation Department actively participated in this year's New Student Orientation at the College of Business and Economics building on the 4th, 6th, and 7th – 11th of September 2014. The BOD Helpdesk explained the role of BOD in the life of QU students, and informed them of the proper contacts regarding the Campus Facilities and Services, especially for emergency cases. Booklets and gift items were distributed, and Building Codes were provided, for easy reference in locating destinations for class lectures and offices.

The Environmental & Safety Office also participated in the New Student Orientation, where it distributed "Your Guide to Emergency Procedures" booklets to new students. The booklet guides new students on what to do in case of an emergency (e.g. fire, chemical, or biological spills). Students need only call campus emergency numbers in any type of emergency.



Launch of "Dashboard" for Business Operations Department

In accordance with the strategic plan of the Business Operations Department and the aims of the Project Management Office in the Operations Department, the BOD started using Dashboard software in July 2014. Dashboard is an electronic workspace within project management suite Primavera, and is updated automatically to reflect the status of projects via detailed data. These in turn help different levels of management in decision-making and follow-up, to enhance overall coordination and integration of activities and projects. Currently, the Project Management Office has begun using Dashboard in the majority of its offices. It is also used by various levels outside the Project Management Office, such as the Office of the Vice President for Management Affairs and the Office of the Assistant of the Vice President for the University Facilities Affairs and Information Technology. The program and all its attachments are available at its server in the Information Technology Services Department. It is managed and operated by the Projects Management Office in the Business Operations Department.

The Utilization of SharePoint in BOD

Referring to the strategic plan for BOD and relevant to KPA No.2 "Provide high level of customer satisfaction" And KPA No. 5 "Provide high standard projects management services supporting QU campus growth", BOD-PMO began facilitating activities of BOD by maximizing the usage of IT solutions and establishing a paperless concept by transferring all reports, projects related documents and Incoming/Outgoing logs to SharePoint.

NEWS & EVENTS

The latest administrative developments and events for the QU community

Housing Department Activity

Gala Iftar (Dinner) in the Women's Student Housing

The Student Housing Women's Section organized its annual Gala dinner on July 16th 2014, attended by the department staff and female students in a remarkable Ramadan atmosphere. This event was supported through participation and contributions from the students to create an atmosphere of social connection, friendship, and recognition of the holy month. All attendees participated in this dinner by bringing various kinds of food.

Closing Ceremony of the activities in the Men's Student Housing

The Men's Student Housing Section organized on Saturday, May 13, 2014 their year-end activities closing ceremony, which comprised a number of events, activities, and trips. Students also enjoyed all the sections of the ceremony program. The students thanked the management for all that it presented to them. At the end, Housing Department Director Mr. Yousuf Ahmed Al-Sada and the Head of the Men's Student Housing Section Mr. Ibrahim Hashim Al-Sada, decorated the participants and distributed the gifts to them.



Training session "You Can Do It"

The Women's Student Housing Section organized a training session entitled "You Can Do It" on Tuesday, May 20th 2014. The speaker was Mr. Abdul Aziz Daloul and the event was held under the supervision of Ms. Hamda Al-Hamad. The aim of this session was to find solutions to the students' problems (social, psychological and academic) by having them participate and pose common issues, then together work on solving them as well as offer ideas on how to improve character and the ability to make sound decisions.

The number of students enrolled in this session was twice the number required and it met the satisfaction of all the participants and achieved the desired goal. A survey was made and the result was 100% satisfaction. The students thanked the organizers for the success of this session and the benefit they gained, and expressed their desire to organize similar sessions.

Workshop on Fashion Design at the Women's Student Housing

The Housing Department organized a training course session in fashion [clothing] design for female students during the 13th and 14th of May 2014. It was held in the presence of instructor Huda Al Suwaidi, under the supervision of Ms. Nawal Al Nuaimi, and was attended by a number of female students of the dormitory. During this session, students were acquainted with different modern styles in fashion design and enriched their knowledge and skills through the implementation and utilization of patterns and techniques, them and also various tools and fashion design.



Workshop on Weight and Body Health

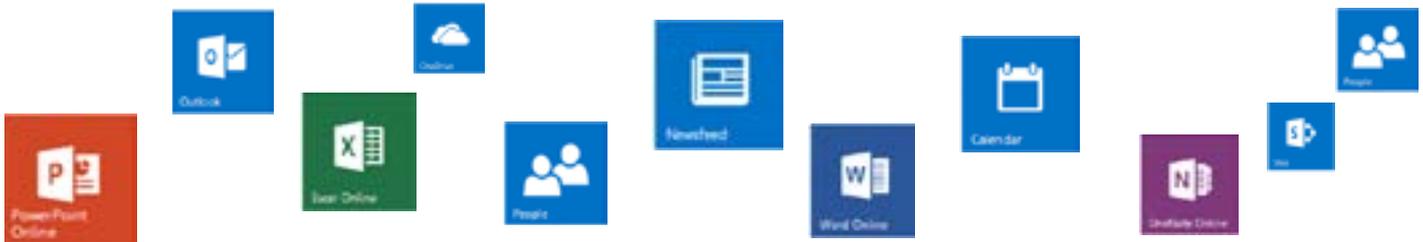
The Women's Student Housing Section held a workshop entitled "Slimming and Getting rid of Surplus Weight in a Healthy and Safe Manner" on Monday, May 26th 2014. The aim was to increase health awareness for female students regarding the methods of following a healthy diet. Thirty-eight students and supervisors attended the workshop, in coordination with Nurse Kaltham. A number of devices were displayed, such as a device for measuring the ratio of fats and liquids in the body, an electrical device for muscle stimulation, a device for measuring the percentage of sodium in healthy water, and guides for ideal height-weight ratios.

Leaflets on health were distributed to the students, and a survey was conducted and revealed great satisfaction of the students.

NEW SERVICES

Keep track of all QU can do for you

OFFICE 365 IMPLEMENTATION FOR STUDENTS AND REGISTERED ALUMNI



In order to help our students prepare for success and leverage “anytime, anywhere learning”, we are happy to announce that we have successfully migrated our students’ email accounts to Office 365. Thanks to Sandheep Unnikrishnan and Syed Arshad Hussain from ITS Infrastructure operations team for making the migration successful. Students will now be able to work online in the latest version of Word, Excel, PowerPoint, OneNote, and much more. All work can be saved online in OneDrive so it can be accessed no matter which device is being used. Moreover, students can use this Office 365 subscription for as long as they are enrolled at QU or registered as Alumni.

Students are able to access their Office 365 accounts at: <http://portal.microsoftonline.com> by logging in with their QU credentials (yourusername@qu.edu.qa and password).

LAUNCHING OF E-COMMERCE SERVICES

Qatar University has been accepting online payments through credit cards from students since 2009. Relying upon an industry standard payment gateway from Touch Net Systems, students have been able to easily manage their payments while allowing the Finance Department to maintain the integrity of their backend systems.

Immense growth in the E-Commerce sector within the Middle East has led to the wide adoption and acceptance of online payment as a convenient method of performing transactions. This pressure to expand E-Commerce services at Qatar University led to the creation of a joint task force in April 2014 made up of representatives from QU, Qatar National Bank, MasterCard Internet Gateway Services and Touch Net to determine the best route possible and help resolve current issues.

After several weeks of deliberation and analysis the task force delivered results by not only resolving current issues but by also successfully piloting the first online payment process for a conference being hosted by QU. "95% of our participants preferred to register and pay online - we are very excited and grateful to the administration for supporting this effort", said the head of the Computer Science and engineering department and organizer for the upcoming AICCSA'14 conference

<http://cse.qu.edu.qa/aiccsa2014/>

Additional work on developing a Payment Card Industry (PCI) compliant process and a roadmap for e-commerce at Qatar University is being done with the end goal of being a 100% cashless campus by 2016.

NEW SERVICES

Keep track of all QU can do for you

Live Chat Support



Improving customer service is a top priority for the QU Administration and collecting feedback from customers through traditional surveys is always a challenge during busy periods when good quality services are most needed.

Aiming to increase customer engagement and collect instant feedback the Talabati Service Portal was enhanced to include Live Chat Support as pilot.

Talabati Services Live Chat, the first of its kind on campus, started out fairly slow over the summer, however as the weeks continued, so did the chat sessions with new visitors. Visitors can quickly ask questions without having to pick up the phone and give instant feedback. Live chat support provides a very personal way and also uses a cheaper communication channel as the live chat agent can communicate with at least three people at the same time.

"It's just so efficient and the feedback is helping improve services and even leading to further innovation. It's a great way to convert first time visitors into regular users." Says Miss Priyamole; Qatar University's first live chat agent.

Ultimately, Talabati Live Chat service has helped grow the relationship with the QU Community. Further expansion will include Live Chat service to other departments on our campus as well.

Launching of Online Loan Request

In line with the Human Resources Department's mission toward automation of new services to foster the effectiveness of work environments for the university community, the HR department would like to announce the launching of a new service under the Talabati Oracle Self-services starting from the 1st of September 2014.

This Service is available to all QU Employees (Academic/Non-Academic), the operation for submitting a Loan Requests will only be accepted online through Talabati Oracle System, facilitating the operation for employees and saving their time, also some remarks must be taken in consideration, there will be two loan payment Payroll cycles; One in 2nd and the other one in 17th of each Month upon Final HR Approval.

UNDER THE SPOTLIGHT BEYOND THE TITLE

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

Dr. Khalid Naji - Associate Vice President for Facilities & Information Technology

What challenges do you face in your work at Qatar University?

The most challenging aspect of working in this operational sector and other sectors is coping up with the increase and the rapid growth of Qatar University; finding appropriate solutions that are balanced in terms of quality, speed and cost. This is what encourages us always to work hard to find what is appropriate in terms of the facilities, systems and appropriate operational policies.

What do you consider as your most remarkable achievements during your work at Qatar University?

Thank goodness, this sector has realized several achievements in a short period due to three main factors:

- The unlimited support by the State and Qatar University Board of Trustees, in general, and
- The support that the operational and technological sectors in QU receive from the Qatar University Management and leadership.
- The efforts of brothers and sisters in each sector and their permanent coordination with competent authorities inside and outside the university and their team spirit and competitiveness to provide all that is in the service of the academic sector in general in order to provide a safe and comfortable learning environment.

Who is your role model at work, and why?

One cannot have only one role model, as I always like to find what is characterized by others around me and I always learn. The person must remain to be in a permanent state of learning from the good qualities of the others and from his mistakes at work.

I worked with many leaders in-and-outside the university for more than fifteen years, in management in general, and in 24 years at Qatar University, and through all these years of work I learned a lot and still continue to learn... My permanent role model is Prophet Mohammad, peace be upon him, and his life which was full of struggle and love for others and dealing with others in good manners.

Tell us about your future ambitions and plans.

My present ambitions are related to my work only as I am looking forward to the day when I see that all the plans we made for Qatar University became a tangible reality and this will require persistent work from everyone.

In reference to your studies in civil engineering and your current position, what is the most preferable place that suits you?

"Katara"; it is a remarkable and new work in the State, and I wish there was a resort like Al-Sharq or similar in it.

What are your predominant convictions in life?

I have several convictions in life which I consider as important determinants which should not be missed in any form and which are:



■ Dr. Khalid Naji
Associate Vice President for Facilities & Information Technology

- Always keep learning
- Self-accountability
- Always thanking God

But most important of all is to trust in God in all things in life and to work persistently on consulting him in all minor and major matters (Istikhara) as I think that "Istikhara" is a kind of silent supplication between man and God and trust in God is the fuel of this silent supplication and continuous request.

In conclusion, what are your best hobbies that you usually like to do in your free time?

I love flying in general in all its kinds and forms but currently I practice flying remote-controlled real aircrafts models and it is a nice hobby if the person acts reasonably and is well trained. I like to listen to music from time to time and I consider it good for the soul, such as reading, which is considered good for the mind.

Since my childhood I love to take care of marine fish and I learned a lot from this hobby and while practicing this hobby you will realize the capability and creativity of Almighty God in maintaining the balance and the chemistry of the seas and oceans, which the human cannot realize in the small aquariums.

My children and I usually practice a hobby of driving on the sand dunes, but for safety reasons, we practice this hobby in areas where there are not too many people practicing this hobby. The hobbies are numerous and diverse but the only deterrent is the time, as my work does not allow me except for one hobby only during the holidays and vacations.

UNDER THE SPOTLIGHT A STORY OF A DEPARTMENT

This edition's close-up of the fascinating gears which keep QU running

Procurement Department

Give us a brief description of the Department

The Procurement Department is a service unit that facilitates the procurement of goods and services for Qatar University at the best pricing, highest quality and in a timely manner.

What is the Mission of the Procurement Department?

The Primary mission of the Procurement Department is to assure Management (faculty and administration) that the procurement function is conducted with adherence to applicable Qatar State laws, and QU policies; our mission is to ensure integrity and fairness, with centralized responsibility for oversight of solicitation, vendor selection, negotiation, award, contract management, reporting, disposal of surplus property and emergency logistical support for the benefit of Qatar University assets.

What is the Department's Vision?

Our vision is to provide and be recognized for our outstanding procurement related customer service, innovative problem solving approach and proactivity in supplying and meeting the needs of the Qatar University's diverse customer base and its suppliers by demonstrating excellence, fairness and integrity in all aspects of our work.

What are the new projects of the Procurement Department?

Launching an E-tendering solution is the upcoming and recent project the department is focusing on.

This solution will result in facilitating the tendering process with greater ease, accuracy and confidentiality.

Tenders via the e-Tendering solution will be sent out and studied online (electronically), this will lead to an upgrade in quality and the prompt achievement of transactions with full confidentiality.

How do you compare your systems and procedures with those being used with other universities?

The procurement team met with several universities in the gulf region and exchanged their experience and business needs, as well as ways to maximize the efficiency and respond to the demands in timely matter.

The team has researched available solutions in the market and has selected the latest and most effective systems

based on their robust technology, comprehensive services and unique expertise in assisting research-intensive organizations to enhance their procurement systems and processes.

The Procurement Department is ambitious to reach a high level of pioneering and success by looking at the applicable systems in other universities on levels both locally and abroad, and to study its own effectiveness and improving its work by applying these systems. This appears explicitly in the first "Tasawaq" event, as Qatar University is considered the pioneer implementing this system at the local level and the second University at the Arab and the Middle Eastern level, and is considered a high-level and remarkable initiative accomplished by the Procurement Department.

How did the launching of "Tsawaq", a SciQuest Online Shopping Service, impact your department?

Since the launching of the Tsawaq Service, a huge increase has been noticed in the satisfaction level of our end users. This being due to the fact that Tsawaq service proved to facilitate the shopping requests with efficiency and in timely manner. Recently, most of the small amounts of shopping

transactions requests have been performed directly via Tsawaq online shopping service, saving efforts, time, and with easy-to-use P-Cards, it all serves to enhance and better facilitate the purchasing experience.

How could the Procurement Helpdesk unit support QU community?

The Helpdesk unit is considered the first point of contact in our department. The unit team members are the ambassadors of the procurement department. They are the first to meet any client, to handle any issue and to answer any query. Therefore, the helpdesk members are the engine and the heart of our department. Their great mission could be summarized with the following:

- Assist all the services related to the purchase requisitions and answers any inquiries from the Qu end users.
- Reply to incoming phone calls and emails from the QU community and/or the suppliers regarding tenders and contracts settled with QU.

UNDER THE SPOTLIGHT A STORY OF A DEPARTMENT

This edition's close-up of the fascinating gears which keep QU running

Continued / How could the Procurement Helpdesk unit support QU community?

- Assist in any inquiry/clarification regarding the Procurement purchasing procedures, and solve any problems faced by the end users.
- Assist in solving any technical issue faced in Oracle or SciQuest.
- Assist the suppliers with the online registration e-supplier.
- Conduct training and awareness sessions to all colleges and departments in QU to maximize system use.

What are the future goals after the success of "Tasawaq" event, in your opinion?

- We seek to invite and include more local and foreign companies in the Tsawaq system and make their data/catalogues available electronically through the application to facilitate the sourcing and purchasing process for end users.
- Expand the purchasing processes in the application to include various products, rather than limiting it to printing, office, and laboratory supplies.
- The Procurement Department encourages and prioritizes local suppliers in offering their products, and facilitates communications with them electronically, in addition to the participation of foreign companies which provide high-quality products and services.

What are the recent remarkable achievements of the Procurement Department?

- Launching of Tsawaq online shopping through the Tsawaq day event
- IS team's meetings and awareness/training sessions to all the QU Community.
- Standard contracts under final stage of review and approval.

What are the distinguished services provided by the Procurement Department in general?

- Managing purchase requisition process.
- Storekeeping and asset tracking.
- Customs clearance for all goods and items purchased.
- Assistance in any inquiry from the end users or other departments at QU

What are the goals which the Department is ambitious to achieve at the end of this year?

- Maintain and enhance our inventory system.
- To improve effectiveness of procurement services, and maintain procurement policies, procedures and guidelines.
- To develop staff efficiency, skills and succession plans.
- To enhance the running ERP system and automate the business process.
- Enhance the purchase services and process.

Should you have any further clarifications, please contact the HR Helpdesk on:

Phone: 44033222

Email: Procurement@qu.edu.qa



**Procurement
Helpdesk**

APPRECIATION

“Success seems to be connected to action. Successful people keep moving. They make mistakes, but they don’t quit.”

Mohammed Al.Saadi would like to take this opportunity to thank all the following persons for their hard work in “TASAWQ Day” event and dedication. Appreciation goes to:

Procurement Department

Tamer Mahmoud
Muneera Al -Jasmi
Layal Kazan
Nesar Ahmad Safi

Administrative Services Department

Amani Othman
Maliha Sulaiman
Aicha Bolares
Ruba Khater

External Relationship Department

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