Protocol– INFORMATION TECHNOLOGIES	
Quality area	Information Technologies
Contributes to the review of ENQA	ESG standard 3.5, 3.6
Approved on	01.03.2016
Valid untill	30.12.2020
Approved by	ANQA management
Version	03
Responsible for the area	Georgi Aleksandyan Lusine Hovsepyan

Strategic goals

1. To ensure that QA has sufficient high-quality computer equipment and software to ensure the effectiveness of information and working duties.
2. To be aware of the developments in this field with innovative approach, so as to ensure the localization of the progress of information technologies in ANQA.
3. To provide ANQA staff with necessary trainings in computer system and software.

Targets

4. Updating of qualitative and quantitative data of inventory of all the existing equipment and software in ANQA.
5. Classified storing of spare parts of equipment in ANQA with the ensurance of availability of qualitative and quantitative data.
6. Training of ANQA staff on usage of existing equipment and software.
7. Establishment of interactive training audience replenished with operating computers that meet the requirements of the training process.
8. Replanishment of new network connection points for carrying out the current and planned processes.
9. Revision of the manual of electronic workflow/ Docflow system user

Indicators for evaluating targets

1. Existence of updated inventory with qualitative and quantitative data (target 1).
2. Existence of equipment spare parts storage with the available classified, qualitative and quantitative data (target 2).
3. Existence of questionnaires and analyses of data that were acquired as a result of their application (target 3).
4. Existence of interactive training auditorium replenished with necessary equipment (target 4).
5. Availability of network for the organization of processes (target 5).
6. Existence of the revised version of the manual of electronic workflow / Docflow system user (target 6)
7. To develop policies and procedures for operating systems or equipment.

Description of main activities

1. To update all the existing equipment and software inventory in ANQA.
   - To register and check equipment's availability and functionality.
2. To identify the professional needs of ANQA staff for the organization of trainings.

3. To assess the effectiveness of usage of existing equipment and software in ANQA.
4. To organize and conduct training, according to the results of the latest surveys and according to the needs identified by current observations.
5. To assess the effectiveness of trainings for further improvements and for drawing up the future plan.
6. To assess the effectiveness of trainings for determining the level of satisfaction of ANQA staff and stakeholders.
7. To conduct discussions and events with employees on the formation of culture of secure and effective usage of technical, software and network resources.

Evaluation

1. The annual checking of all the equipment and their functionality.
   - An annual report on ANQA equipment.
2. The satisfaction of ANQA staff with existing equipment and software (once per year).
3. Feedback from Director

Accountability/Responsibilities

To conduct an annual equipment inventory.
To conduct an annual review of computer equipment, which include software installation or other updates for ensuring the effective activities of ANQA, replenishment of network connection points, setting of necessary equipment in training auditorium.
To elaborate training plan and implement it.

Reporting

Once per year responsible for IT area (Lusine Hovsepyan and Georgi Aleksanyan) will provide the Director with detailed information based on the results of all the inventories and data.

Improvements

- To repair or replace old equipment.
- To make adjustments in database and questionnaires based on the needs of stakeholders.
- To improve training equipment and / or content of the plan.
- To provide additional information to the stakeholders, if necessary.
- To regulate policies and procedures, if necessary.

Documents

- The inventory list of ANQA equipments and software.
- Questionnaires on equipment, software and trainings designed for ANQA staff and stakeholders.
- Reports provided to the Director.
- Copies of the policy and procedures.
- Data reports on the frequency of information and support.

Approved by ANQA Director   Ruben Topchyan