

Protocol	
Quality area	Resources and IT
Useful for ENQA review	ESG standard: 3.3; 3.5; 3.6
Operation years	2021-2025
Approved by	ANQA director
Version	01
Responsible for the Quality Area	IT specialist Technical housekeeper
Strategic goals	
<ul style="list-style-type: none"> To ensure sufficient material resources for ANQA to implement internal and external Quality Assurance processes effectively. To ensure that ANQA has sufficient high-quality hardware, software, material resources for ensuring the efficiency of daily work and EQA activities. 	
Targets	
<ul style="list-style-type: none"> The usage of databases (e.g. DEQAR, office 365, expert database) makes the internal and external processes more efficient. Availability of network for the organization of processes. Updated and classified qualitative and quantitative data through inventory of all the existing equipment and software in ANQA. 	
Indicators for evaluating targets	
<ul style="list-style-type: none"> Data information regarding the acquisition of materials, supplies, equipment and utilities necessary to maintain the office functions. Quantitative and qualitative data as a result of inventory. Storage of equipment spare parts as a result of classified, qualitative and quantitative data. Regulated databases work. 	
Description of main activities	
<ul style="list-style-type: none"> The inventory and annual planning the current availability of material resources (software, hardware, furniture, material, equipment and supplies) To examine the environment of the office space and in case repair or update items (temperature, lighting, function of elevator and WC) To update all the existing equipment and software in ANQA. To identify the professional needs of ANQA staff for the organization of trainings. To conduct trainings for employees on the formation of culture of secure and effective usage of technical, software and network resources. 	
Evaluation	
An annual report on ANQA equipment quality.	
Responsibility	
IT specialist Technical housekeeper	
Reporting	
Annual report	
Improvement	

Resources that are lacking, or in need of repair or replacement will be identified and submitted to the Director. Based on financial resources available, the resources will be provided.

Regulatory Documents

Inventories document of furniture, material resources, computer and software equipment and office supplies

Plan of procurement

**Approved by
ANQA director
Ruben Topchyan**

18.10.2021