

Scope of IT Services as of 15 May 2013

- Maintain and operate campus network equipments which include:
 - Fiber/LAN cablings for academic and dormitories.
 - Core and edge routers/switches, and its related UPS.
 - Network authentication, VPN and firewall servers.
 - Wireless network including wifi devices and central controllers and its associate servers and software such as RADIUS, DHCP, DNS servers for academic and dormitories.
 - Maintain and operate Internet connection services, which include the link to commercial ISPs and research networks (Uninet)
- Operate and maintain data center and all its servers and core network equipments and related UPS.
- Operate and maintain AIT cloud system which include cluster of servers and switches.
- Ensure security of network, all servers, databases and applications as well as enforce users compliance of security requirements.
- Operate and maintain AIT IP Phone system and its related servers and router such as (call manager and voice router gateway)
- Provide backup and restore service of all hosting virtual machines (VMs)
- Provide Internet application services such as email and mailing lists services
- Maintain Google Workspace for education services (mainly email and storage services)
- Administer and support Oracle's ERP 11i system comprising of Oracle's financial modules (Purchasing, Receivable, Payable, General Ledger).
- Support, maintain and further develop in-house applications of students, admissions, alumni systems, Human Resource & Payroll, Finance, Staff & student accommodation, sponsored research projects, passport/visa

services, provision of MIS data retrieved across multiple applications/databases.

- Manage usage of all Institute licensed software and their distribution
- Provide plagiarism checking services to students
- Provide Internet of live broadcast of Institute's events and archiving of those broadcasts.
- Provide user desktop support to users in administrative offices
- Helpdesk service to provide first-line support to users related to the scope of work, keep users informed, as well as provide advice and tips on commonly issues
- Plan, monitor, evaluate the usage of IT resources as well as providing solutions to address the bottlenecks and increasing need and requirements
- Those services are provided during office hours

Additional services added at later stage:

- Operate and maintain AIT IP Phone system and its related servers and router such as (call manager and voice router gateway)
- Provide web and virtual machine hosting services.