



CATHOLIC UNIVERSITY INSTITUTE OF BUEA

P.O. Box 563 Buea,
South West Region,
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Central Africa

CUIB

The Entrepreneurial University

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CDS POLICY DOCUMENT

PREAMBLE

The Center for Digital Services (CDS) and communication is a unit of the Catholic University Institute of Buea (CUIB), whose prime goal is to provide Information and Communication Technology services for the entire University and market the University. It is headed by a Coordinator who reports to the Director of the Douala camps and Director of CDS Buea.

SCOPE

CDS/Communications activities cut across the entire student body, staff and faculty, stakeholders and general public of CUIB. We collaborate with the Schools/Colleges to facilitate online application, admission, course registration and virtual collaborative learning. We also market and ensure the internal and external communications of the Douala Campus

All offices/units of CUIB are directly or indirectly served by CDS/Communications through hardware maintenance, photography, filming, internet provision, training and use of CUIB software applications, messaging, emails, whatAsapp and external communication using different media

OBJECTIVES;

- To digitalize all operations and data for the entire CUIB
- To extend CUIB learning environment to a virtual Landscape
- Make CUIB Douala Campus Household name

STRATEGY:

- We employ the latest information and communication technology tools; internet resources and software development methodologies to achieve our objectives.

TACTICS:

- We focus on teamwork at most levels of our operations
- We make use of the services of student volunteers who on the other hand, gain hands-on experience on best practices using ICT tools.
- We centralize resources on cloud and local storage for easy access
- We carry out constant research on state of the art ICT/Communication solutions

OUR SERVICES

Systems and Network Administration

- Maintaining and allocation of internet resources for all students, staff and faculty of CUIB
- Configuration and Maintenance of Hardware resources

Software Development

- We develop web based software applications that automate the business operations of the entire University

Web Development and Content Management

- This involves developing and managing contents for all CUIB's Websites
- Creating and Managing email accounts for students, staff and faculty

Data Management and Cloud Computing

- It involves acquiring, storing, protecting and processing required data for CUIB to ensure accessibility, reliability and timeliness of the data when required
- Providing and administering cloud storage solutions for the University's data.

Multimedia Services

- Graphic designing, photography, video production, flier, letterheads, logo and brochure designing for CUIB's activities

Communications/Marketing

- Internal and external communication and marketing for the university through social media, traditional media platforms.

POLICIES AND PROCEDURES

A. REQUESTING A SERVICE FROM CDS

i. Making Requests

Staff/Faculty: A request for a service from CDS should be channeled to the Coordinator through our official email address cds.douala@cuib-cameroon.net with details of the request.

Students: Students should make their requests through the official email cds.douala@cuib-cameroon.net or submit an online request using the *Request Service* menu on their Online Course Registrar (OCR) platform.

Third Parties: All ICT/Communication/Marketing proposals from other companies or individuals should be channeled in writing to the office of the Director.

ii. Treating Requests

Normal requests to CDS office are treated within **3 working days** from the time of the request.

Urgent requests are handled almost immediately or within **24hours**, depending on the scope.

NB: It would be at the discretion of the Coordinator of CDS/Communications or by the approval of CUIB's hierarchy to treat a request as urgent

B. EMAIL ACCOUNT CREATION/TERMINATION

i. Creating Email Accounts

CDS/Communications offers email services to faculty staff and duly registered students of CUIB. Email access at CUIB is controlled through individual accounts and passwords. Prior to receiving an email access account and password, each user of CUIB email system is required to read and agree to the Email Acceptable Use Policy. It is the responsibility of the users to protect the confidentiality of their account and password information.

ii. Email Account Termination

Email access will be terminated when an employee or third party terminates their contract or association with CUIB or proceeds on long term absence such as suspension, study leave or extended leave. This is done on the recommendation of the Human Resource Office to CDS/Communications

For students, their email access will be terminated three (3) months after graduating.

CDS/Communications is under no obligation to forward or retrieve contents of an email for a user who has been terminated.

C. NETWORK USAGE POLICY

CDS/Communications provides and manages network resources for all staff, faculty and registered students. These include internet, intranet as well as telephony services for offices. It is the responsibility of the user to secure and adhere to the appropriate use of these resources.

- All faculty, staff and students must protect the computer and network infrastructure of the University
- Any unauthorized access to resources or misuse of shared resources is prohibited and punishable by the University's rules and regulations
- Browsing of profane contents on the University's internet is prohibited and punishable by the University's rules and regulations

i. Faculty/Staff

- Faculty/Staff are opened to both wired and wireless network of CUIB, supported by CDS/Communications.
- Faculty/Staff requiring their Hotspot accounts to be created need to provide CDS/Communications office with their personal information; usually name, email, phone number and address.
- Faculty/Staff are not allowed to reinstall any computer in the network or install any software without the permission of the network administrator.
- Faculty/Staff must use the internet productively, not for private use.
- Faculty/Staff must report to the Network Administrator by email to networkadmin@cuib-cameroon.net on any issues noticed while using their PCs or

accessing resources on the network e.g. no internet connectivity, slow performance of machines, unusual pop ups..etc

ii. STUDENTS

- Duly registered and **active** students will be issued a hotspot internet account to enable them access the internet network. *An active student is one who has fulfilled his/her financial conditions of fee payment as prescribed by the Office of Finance.*
- Each student account is allocated 10GB of data renewable every three (3) months to access the network.
- Students can login to their hotspot accounts using their credentials for the OCR platform.
- The hotspot network would be shut down every school day during the **EoC** hour.
- Students are allowed to use the IT Laboratory only when there is NO class going on in the lab or when brought in by a lecturer for a class.
- Students are NOT allowed to use their laptops in the IT lab, unless authorized by the Network Administrator or a lecturer for learning purpose.
- Internet provided to students is for academic purposes therefore should NOT be used for non-academic purposes
- Any difficulty encountered in using a student account, should be reported by email to the network administrator at networkadmin@cuib-cameroon.net or student should make a request on OCR using the **Request Service** menu.

SOCIAL MEDIA POLICY

- See social media policy of the University

COMMUNICATIONS POLICY

- All internal information/messaging within the Douala campus should be validated by the office

CONTACT US:

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