

Internal Regulation for the Information Technology and Systems Office



SGQ-REG-35 R0 - 04/23



Internal Regulation for the Information Technology and Systems Office

Chapter I **General Provisions**

Article 1 **Object and Scope of Application**

The Office of Information Technology and Systems, hereinafter referred to as GIS, is a technical support unit of the Instituto Superior de Tecnologias Avançadas de Lisboa, hereinafter referred to as ISTECLisboa.

Chapter II **General Competencies**

Article 2 **Mission and competencies**

1. The GIS performs its function in the area of planning, implementation, management, support and promotion of the use of communication and computer services and information systems in the scope of ISTECLisbon's activities.
2. The GIS mission is to ensure the Information and Communication Technologies, with quality specialized technical support at the service of the academic community.
3. The GIS is responsible, namely, for:
 - a. Ensure the provision of Information and Communication Technology services taking into account the best governance practices and other standards that favor the effectiveness and efficiency of internal processes and resources;
 - b. Prevent and react to information security threats, ensuring the delivery of critical services in adverse situations through proper risk management and implementation of confidentiality, integrity and availability mechanisms;
 - c. Plan, monitor, implement and manage Information and Communication Technology systems and services, ensuring a continuous modernization and adequacy to the institution's objectives;
 - d. Plan, monitor, implement and manage communications and data center infrastructures, ensuring a continuous modernization and adequacy to the institution's objectives;
 - e. Promote the use of Information and Communication Technology services and systems;
 - f. Conduct and/or collaborate in studies, within the scope of its activity, in order to survey ISTECLisbon's needs and define strategies leading to their satisfaction;
 - g. Collaborate in research and development projects;
 - h. Plan, carry out and/or collaborate in technological infrastructure projects;
 - i. Define and develop the measures necessary for the security and integrity of information, systems and communications;
 - j. Collect, process, analyze and make available data to support ISTECLisbon's management;
 - k. Develop software to support system implementation and central database administration;
 - l. Define procedures and standards applicable to information management;
 - m. Ensure the normal operation of the institution's general network and information and communication systems;
 - n. Ensure technical support to the academic community;
 - o. To provide support to the development of projects, execution of services and cooperation with the outside world, within the scope of ISTECLisbon's mission.

Chapter III **Functional Areas**

Article 3 **Areas**

The GIS is organized as follows:

- a. Computing and Communications Area (CTA);
- b. Information Systems and Management Area (ISMA);
- c. User Support Area (USA);
- d. Systems Security Area (SSA);
- e. Development Area (DA);
- f. Web Area (WA).

Article 4 **Computing and Communications Area**

1. The CTA has as its objective the management and maintenance of all central IT and communications infrastructures and systems of ISTEC Lisbon.
2. The CTA is responsible for the management of communications, server systems and applications, central support services, namely the planning, implementation and management of:
 - a. Data centers;
 - b. Communications network;
 - c. Communications support services;
 - d. VoIP communication services;
 - e. Directory and authentication services;
 - f. Web servers;
 - g. Database management systems;
 - h. Clustering and network processing systems;
 - i. Printing and scanning systems;
 - j. Virtualization systems;
 - k. Systems and software management support services.
3. The CTA is responsible for producing technical and good practice documentation for the services and systems in its areas of responsibility, as well as for training and promoting their correct use.
4. Monitoring and managing the quality of the activities developed.

Article 5 **Information Systems and Management Area**

1. ISMA's objective is to manage and support ISTEC Lisbon's information systems, enabling the collection, structuring, processing and availability of information pertinent to management.
2. ISMA is responsible for the information systems that support management, teaching, research, cooperation and communication. It is also responsible for planning, modeling, implementing, securing and managing them, in close cooperation with the systems managers.
3. The ISMA is responsible for documenting, training and promoting the use of the services and systems in its areas of responsibility.
4. Monitor and manage the quality of the activities developed.

Article 6 **User Support Area**

1. USA aims at creating, maintaining and providing structures for common use by the academic community.
2. The USA is responsible for the infrastructure of systems and client applications, support for applications supporting teaching, research and cooperation, and user interface for all applications and services:
 - a. Technology advice and management of hardware and software asset acquisition procedures;
 - b. Installation of client hardware, systems and applications;

- c. User support through the available channels, namely face-to-face, email, telephone and digital platforms;
 - d. Management of the laboratories;
 - e. Lifecycle management of general and specific software licensing;
 - f. Support for the use of the services made available to the academic community;
 - g. Support the use of online applications and services;
 - h. Carrying out dissemination, awareness and training activities.
3. The ASU is responsible for producing informational and user aid documentation.
 4. The ASU is responsible for documentation, training and promotion of the use of services and systems in its areas of responsibility.
 5. Monitor and manage the quality of the activities developed.

Article 7
Systems Security Area

The SSA is responsible for all systems security at ISTECS Lisbon, namely, for the planning, implementation and management of:

- a. Computer and communications security systems and policies;
- b. Data storage and backup systems;
- c. Monitoring and alarming systems;
- d. Remote access management;
- e. Firewall management;
- f. Application of the General Data Protection Regulation;
- g. Monitor and manage the quality of the activities developed.

Article 8
Development Area

The Development Area is responsible for the development of applications at ISTECS Lisbon, namely the planning, implementation and management of:

- a. Plan, design, develop and maintain applications, in response to ISTECS Lisbon's needs;
- b. Ensuring the development and testing of applications according to internal technical standards and existing best practices;
- c. Ensure the administration of cross-cutting databases;
- d. Maintain up-to-date and ensure the evolution of internal information technology architectures;
- e. Ensure the management of reformulation and process re-engineering projects in information systems;
- f. To perform the necessary actions for an effective management of access and data changes at the information systems level;
- g. Ensure the integration of the information systems developed by GIS with external applications;
- h. To monitor and manage the quality of the activities developed.

Article 9
Web Area

1. Plan, design, develop and maintain ISTECS Lisbon's presence in the digital space;
2. Organize and edit information for publication;
3. Ensure the integration of the developed information systems;
4. Ensure, in collaboration with the Communication and Public Relations Office, the creation of ISTECS Lisbon's informative and promotional materials;
5. Monitor and manage the quality of the developed activities.

Article 10
Equipment Requisition

1. The requisition of equipment is subject to a previous request, at least 48 hours in advance by digital means.
2. Requisitions will be answered on a first come first served basis.

3. The GIS reserves the right not to accept requests if it believes that the minimum conditions for the cession of equipment are not met.

Chapter IV
Final Provisions

Article 11
Contacts and Working Hours

1. The GIS will operate during ISTECLisbon's working hours, without prejudice to the availability to respond to emergency situations outside these hours.
2. The GIS contacts are:
 - a. Email: apoioinformatico@istec.pt
 - b. Telephone (external): 218 436 670
 - c. Telephone extension (internal): 319 e 320

Article 12
Functional Contents

The attributions and competencies generally necessary for the development of GIS activities are listed in Annex I.

Article 13
Doubts and Omissions

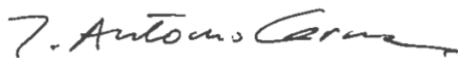
Doubts and omissions arising from the interpretation of these Regulations will be resolved by an order of the Director of ISTECLisbon.

Article 14
Revision, Alteration and Validity

1. This Regulation shall be subject to revision after a legal or statutory change that implies it.
2. The Annexes that are an integral part of these Regulations may be subject to changes, after approval by the Director of ISTECLisbon.
3. These Regulations shall enter into force on the day immediately following their publication in due terms.

Lisbon, April 17, 2023

The Director of ISTECLisbon



(José António da Silva Carriço)

Annex I

Duties and Skills: Coordination

Assignments:

- Operational coordination of the technical team;
- Project management and implementation;
- Support in evaluating employee performance and identifying and planning vocational training needs;
- Technical support in the preparation of activity reports;
- Technical advisory/administrative management;
- Technical support in the definition of norms and institutional procedures;
- Preparation of studies and opinions to support the decision;
- Support to the units in the implementation and monitoring of the policies defined above;
- Preparation of plans and activity reports;
- Control of the financial execution of the office;
- Asset control and management of the use of allocated infrastructures;
- Management of people, teams, projects and activities;
- Planning and control of the implementation of ICT services projects;
- Monitoring the evaluation processes of the Unit's support services;
- Monitoring of audits;
- Evaluation of employee performance and identification and planning of vocational training needs;
- Control and validation of attendance;
- Internal articulation between sectors and interlocution with external entities;
- Dissemination of relevant internal/external information.

Skills:

Know - Know:

- Knowledge of the organization and operation of the institution;
- Knowledge of human resource management;
- Advanced knowledge of ICT support areas;
- Knowledge of methodologies for managing ICT services;
- Knowledge of project management.

Know - Do:

- Ability to apply project management techniques;
- Ability to articulate between sectors and general integration with other services of the institution;
- Ability to plan and manage processes, teams and people;
- Ability to interpret legislation and to prepare documents to support decision-making;
- Ability to use basic computer tools;
- Ability to create and implement improvement measures and innovation.

Know – Be:

- Coordination skills;
- Autonomy and spirit of initiative;
- Ability to communicate and interpersonal relationships;
- Spirit of rigour;
- Ability to analyze and critical sense;
- Capacity for systemic and strategic vision;
- Capacity for secrecy;
- Ability to adapt and creativity.

Duties and Skills: Informatics, Communications and Web Area

Assignments:

- Planning and implementation of voice and data communication network infrastructure project activities;
- Configuration of communication and related networks and equipment;
- Implementation of security rules in voice and data communication networks;
- Support the support teams in the configuration and user access to services;
- Support the other teams in the design of ICT projects;
- Creation and provision of information about the architecture, operation and support of voice and data communication infrastructures;
- Planning and implementation of project activities of information and communication systems and services;
- Configuration of servers, operating systems and applications to support services;
- Implementation of rules and good security practices in systems and information services and communication;
- Configuration and maintenance of database, storage and information backup systems;
- Support the support teams in the configuration and user access to services;
- Support the other teams in the design of IT projects;
- Creating and providing information about the architecture, operation and support of servers, systems and information and communication services;
- Planning and implementation of IT security projects activities;
- Configuration, maintenance and updating of systems and security components in ICT infrastructures;
- Support the other teams in the design and implementation of ICT projects;
- Creation and provision of information on the components and security systems implemented;
- Installation, maintenance and updating of operating systems and server applications;
- Interconnection and configuration of data and voice communications equipment;
- Application of the maintenance procedures of the systems;
- Application of network security procedures, systems, applications and data;
- Implementation of contingency plans;
- Monitoring the IT infrastructure;
- Detection, diagnosis and correction of problems.

Skills:

Know - Know:

- Knowledge of the organization and operation of the institution;
- Advanced knowledge of ICT support areas;
- Knowledge of ICT service management methodologies;
- Knowledge of project management.

Know - Do:

- Ability to articulate between sectors and general integration with other services of ISTECLisbon;
- Ability to apply project management techniques;
- Ability to perform needs analysis and market research;
- Ability to create and implement improvement measures and innovation.

Know – Be:

- Autonomy and spirit of initiative;
- Ability to communicate and interpersonal relationships;
- Spirit of rigor;
- Ability to analyze and critical sense;
- Capacity for systemic and strategic vision.