



Policies & Procedures Manual

UIT University

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Note: The policy is effective immediately upon approval and supersedes all previous versions. It will remain in force until revised or replaced by an updated policy issued by the university authority.

Automation and Digital Transformation Policy

1. Purpose

- 1.1 The aim of this policy is to establish a fully integrated, data-driven, secure, and student-centered digital ecosystem that enhances academic excellence, administrative efficiency, and operational transparency.

2. Strategic Objectives

- 2.1 Enhance academic services through seamless automation and self-service portals.
- 2.2 Improve administrative efficiency via workflow-based processes.
- 2.3 Promote a paperless, green campus culture.
- 2.4 Foster a digitally empowered workforce and student body.
- 2.5 Ensure data integrity, security, and governance.
- 2.6 Support decision-making with real-time dashboards and analytics.

3. Scope

- 3.1 This policy covers all departments, faculty, staff, students, and systems related to:

- 3.1.1 Academic & Administrative Automation
- 3.1.2 Research & Data Repositories
- 3.1.3 HR & Payroll Integration
- 3.1.4 Digital Learning & LMS
- 3.1.5 Asset & Inventory Management
- 3.1.6 IT Infrastructure & Security
- 3.1.7 Quality Enhancement & Feedback
- 3.1.8 Data-Driven Governance & BI Dashboards

4. Governance & Leadership

- 4.1 Director IT will lead the implementation and monitoring.
- 4.2 A Digital Transformation Steering Committee, headed by the Vice Chancellor and including Provost, Deans, Registrar, Director Finance, Director HR and Administration, Director QEC, and Director IT, will oversee strategic alignment.
- 4.3 Departments (QEC, MIS, IT Support, etc.) will have defined roles and responsibilities for system operations, support, and training.

5. Key Policy Areas

5.1 Academic Process Automation

- 5.1.1 Utilize CMS for lifecycle management: admissions, fee processing, ID cards, exams, and transcripts.
- 5.1.2 Integrate exam seating, grading, and online result publishing.
- 5.1.3 Expand LMS (MS Teams) with QEC-led training and tracking.
- 5.1.4 Enable online course registration, online feedback surveys, and digital timetable access.

5.2 HR & Payroll Digitization

- 5.2.1 Link biometric attendance to ERP payroll.
- 5.2.2 Migrate leave management to ERP workflows.
- 5.2.3 Automate payroll deductions and performance analytics.
- 5.2.4 Integrate all HR modules with employee portals, payslips, and leave tracking.

5.3 Student & Faculty Portals

- 5.3.1 Improve dashboards for real-time data access.
- 5.3.2 Enable advanced self-service tools for students and faculty.
- 5.3.3 Maintain records of academic progress, attendance, and feedback through portals.
- 5.4 Financial Automation
 - 5.4.1 Maintain ERP-based financial processing, cheque printing, and collections.
 - 5.4.2 Expand ERP for inventory and asset management.
 - 5.4.3 Integrate payment gateways for online student fee payments.
- 5.5 Document & Research Management
 - 5.5.1 Use Dspace software as the central repository for academic and administrative documents.
 - 5.5.2 Launch Open Journal System (OJS) software for research publications.
 - 5.5.3 Archive all policy and governance documentation digitally.
- 5.6 IT Infrastructure & Security
 - 5.6.1 Maintain a secure data center with redundancy, virtualization, and backups.
 - 5.6.2 Regularly update UTM firewall, antivirus, and conduct security audits.
 - 5.6.3 Ensure endpoint protection across all devices.
 - 5.6.4 Maintain multiple internet links for high availability.
- 5.7 Open Source & Cloud-first Strategy
 - 5.7.1 Prioritize open-source solutions (Koha, DSpace, OJS).
 - 5.7.2 Continue using cloud services like Google Workspace and external web hosting.
 - 5.7.3 Promote paperless environment through print quotas, digital workflows, and online collaboration.
- 5.8 Digital Feedback & Support Systems
 - 5.8.1 Deploy online student support and staff complaint tracking systems.
 - 5.8.2 Conduct regular feedback surveys for improvement.
 - 5.8.3 Expand helpdesk and support services for academic and administrative staff.
- 5.9 Asset Management
 - 5.9.1 Use SnapIT (open source) software for online IT assets management and tracking.
 - 5.9.2 Expand ERP for campus-wide inventory tracking.
 - 5.9.3 Integrate with centralized asset records and procurement workflows.
- 5.10 Teaching & Learning Enhancement
 - 5.10.1 Maintain multimedia infrastructure in classrooms.
 - 5.10.2 Support hybrid learning models via LMS, recorded and online lectures as and when needed.
 - 5.10.3 Oversee classroom and exam monitoring using digital facilitation tools.
- 6. **Data, BI & Analytics**
 - 6.1 Consolidate data into centralized BI dashboards.
 - 6.2 Include HR, academic, feedback and university KPI metrics.
 - 6.3 Maintain data governance protocols led by QEC and IT.
- 7. **Capacity Building**
 - 7.1 Train stakeholders regularly via MIS (CMS/ERP), QEC (LMS), and IT (support systems).
 - 7.2 Monitor digital literacy and offer refresher courses.
 - 7.3 Document training materials and conduct onboarding for new staff and students.
- 8. **Compliance & Risk Management**
 - 8.1 Adhere to HEC Digital Governance Guidelines.



8.2 Ensure academic integrity through Turnitin and user monitoring.

8.3 Regularly review SLAs, licensing, and vendor contracts.

8.4 Follow data retention and privacy guidelines.

9. Monitoring & Evaluation

9.1 Conduct quarterly reviews via the Digital Steering Committee.

9.2 Submit annual reports to the Vice Chancellor.

9.3 Use satisfaction surveys and system audits for continuous improvement.

10. Implementation and Communication

10.1 This policy is effective immediately and must be implemented across all departments and units.

10.2 This policy is subject to periodic review and revision to ensure its continued relevance and effectiveness.

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