

Regulation of the Services Department of LLC Tbilisi Humanities Educational University

Article 1. General Provisions

1. The present regulation of the Services Department (hereinafter referred to as the Service) of LLC Tbilisi Humanities Educational University (hereinafter referred to as the University) defines the main goals, functions, responsibilities, and duties of the personnel of the Service.
2. The Service operates in accordance with the legislation of Georgia, the University's internal normative documents, and the present regulation.
3. The Service is a structural unit of the University, directly subordinated to the administration head.

Article 2. Structure of the Service

1. The Service is headed by the Head of the Service.
2. The Head of the Service is accountable to the Rector and the head of the administration.
3. The Service includes: an electronic database administrator, security personnel, cleaners, drivers, internal and external monitoring specialists, safety specialists, and psychologists.
4. The structure of the Services Department also includes the Examination Center, which is governed by a separate regulation.
5. The personnel of the Service are appointed and dismissed from their positions through a competition or direct contracting procedure by the Rector, based on an order.
6. In the absence of the Head of the Service (vacation, business trip, illness), the duties of the Head will be performed by a person appointed by the Rector based on an order.

Article 3. Goals and Functions of the Service

The goals and functions of the Service are as follows:

1. Automating University processes using software and technology, developing modern information systems, ensuring the smooth operation of computer equipment and networks, detecting software errors, and responding appropriately to resolve these errors.
2. Developing and managing infrastructure to meet modern standards to carry out the tasks of the University.
3. Development and management of information technology infrastructure.
4. Storing and managing electronic data.
5. Administration of student data databases.
6. Managing, controlling, and analyzing the creation of individual portfolios for employees and students.

7. Monitoring the compliance of structural units with the established rules regarding the use of information technologies, and overseeing the application of information technologies within the University.
8. Defining and implementing information security policies.
9. Gathering feedback from stakeholders within the Service's area of competence.
10. Undertaking other activities aimed at improving the effectiveness of information and communication systems at the University and enforcing the information security policy.
11. Development of the University's electronic service management system.
12. Controlling the condition of infrastructure (University buildings, land area, inventory, etc.) and equipment (technical devices, machinery, etc.), preparing short-term and long-term plans for technical maintenance (daily, initial operational period, interim, seasonal, etc.), repairs (current and capital), and preventive measures; organizing and controlling their implementation.
13. Based on the relevant technical documentation, developing the standards for the use and maintenance of equipment owned by the University, including technical means, as well as preparing the necessary norms for storage and operation (if needed). Ensuring compliance with normative documents and operational instructions, controlling the placement of equipment, and ensuring adherence to the operational conditions. Recording, planning, and controlling technical maintenance, repair, and preventive work to ensure quality and timely execution.
14. Within the scope of competence, controlling safety measures (the condition of fire safety equipment, video surveillance devices, exits, emergency exits, etc.).
15. Purchasing spare materials for the repair of infrastructure and equipment in accordance with the University's established procurement procedures.
16. Ensuring that the material resources/products/services acquired and supplied for the University meet the established requirements, and preventing the purchase of substandard products/services that could harm the quality of services provided by the University.

Article 4. Functions of the Head of the Service

The Head of the Service:

1. Leads and directs the activities of the Service.
2. Is responsible for the execution of the functions and tasks assigned to the Service.
3. Distributes responsibilities among the Service's staff, providing them with appropriate instructions and assignments.
4. Periodically receives reports from the Service's employees regarding the work they have performed.
5. Submits proposals to the Rector of the University regarding the internal structure of the Service, staffing levels, organization of work, necessary material and technical resources, and employee incentives or disciplinary actions.
6. Develops policies related to information technologies.
7. Advocates for the qualification improvement and retraining of the Service's staff.
8. Is responsible for the security and smooth operation of the University's computer systems, internet communications, and computer networks.
9. Ensures that computers are provided with the necessary software.
10. Participates in preparing the annual plan for construction and reconstruction works for the buildings and structures owned by the University.

11. Monitors the property of the University.
12. Prepares the necessary documentation for utility payments and coordinates the process.
13. Conducts systematic supervision over warehouse management.
14. Ensures the maintenance, cleanliness, and care of the University's teaching buildings, landscaping, and gardens.
15. Ensures that the faculties and other structural units of the University are supplied with necessary material values, stationery, and other inventory items.
16. Carries out other functions and tasks as defined by law, the University's regulations, and internal legal documents, within the scope of the Service's competence.

Article 5. (MNE)

The functions of MNE include the implementation of the University's operational activities.

Article 6. Functions of the Electronic Database Administrator

The functions of the Electronic Database Administrator are as follows:

1. Control of the University's electronic databases.
2. Technical support of the examination process.
3. Administration of the University's academic process electronic systems and student portal.
4. Updating of electronic databases.
5. Knowledge and experience in network management and monitoring.
6. Ensuring continuous and stable access to the IT infrastructure for students and staff.
7. Adequately and effectively managing IT risks.
8. Ensuring data protection of electronic databases (including personal data protection).

Article 7. Functions of the Security Employee

The functions of the Security Employee are as follows:

1. Ensures order and security within the University.
2. Monitors the entry of outsiders into the University, ensuring that it is done according to the proper procedures.
3. Prevents disorder and noise inside the University.
4. Protects the University's property.
5. Takes measures to address public order violations or conflict situations, and informs the appropriate services and University administration if necessary.
6. Takes care of the safety of the University's students and employees.
7. Performs other duties related to the infrastructure management service's activities.

Article 8. Functions of the Cleaner

The functions of the Cleaner are as follows:

1. Ensures cleanliness and hygienic conditions within the University and on its premises.
2. Provides the list of necessary sanitary and hygienic supplies to the Head of the Service.
3. Performs other tasks related to the service activity as instructed by the Head of the Service.

Article 9. Functions of the Occupational Safety Specialist

The functions of the Occupational Safety Specialist are as follows:

1. Develops and implements health and safety procedures, rules, and requirements, and ensures their periodic updates.
2. Monitors the implementation of these procedures.
3. Works continuously to improve the safety system.
4. Ensures the assessment of workplace risks, identifies hazards, and plans monitoring/preventive measures.
5. Develops safety instructions based on job-specific duties.
6. Develops a training plan for employees in coordination with the direct supervisor.
7. Conducts training for employees based on the specifics of their job.
8. Investigates incidents, identifies their causes, and ensures the development of preventive measures to avoid recurrence.
9. Conducts audits of facilities with the participation of relevant department/group heads and ensures timely resolution of identified issues.
10. Attends meetings (briefings) and ensures the discussion of existing safety concerns and their timely resolution.
11. Monitors ongoing work processes and explains the importance of adhering to safety requirements to the service staff.
12. Inspects the condition of safety equipment and organizes the timely provision of the necessary inventory for work processes.
13. Provides first aid to injured persons, assesses their condition, and organizes transportation to the nearest hospital in consultation with management.
14. Develops an action plan for emergency situations, assigns roles to employees, and conducts practical exercises to ensure effective execution in case of hospitalization needs.
15. Ensures constant monitoring of scheduled repair works and compliance with safety regulations.
16. Supervises the work performed by contractors and ensures compliance with safety rules.

Article 10. Functions of the Psychologist

The functions of the Psychologist are as follows:

- a) Provides psychological support to the University's students and staff, in accordance with medical regulations and ethical norms recognized in the country.
- b) Assesses the cognitive, academic, social, and functional skills of students with special educational needs, participates in the development and implementation of individual educational plans, and provides counseling to the legal representatives, staff, and other specialists involved in the education of students with special educational needs, particularly regarding teaching strategies and behavior management.
- c) Ensures the confidentiality of the patient's health information in accordance with the relevant Georgian legislation.

Article 11. Final Provisions

1. This regulation shall enter into force after approval by the Academic Council.

2. The Service Department staff is obliged to familiarize themselves with this regulation and comply with its requirements. The administration is obligated to provide them with an opportunity to review the regulation at any time.
3. The initiators for amendments and additions to this regulation may be the Rector, the Head of Administration, the Head of the Service, or the Head of the Legal Department.
4. The approval of this regulation, as well as any amendments or additions, shall be carried out by the Academic Council's decision, upon the proposal of the Service Department.
5. The invalidation of any clause or article of this regulation does not affect the validity of other articles.
6. All issues not covered by this regulation and other regulatory documents and rules in force at the University shall be regulated by the legislation of Georgia.
7. This regulation shall be invalidated upon the approval of a new regulation for the Service Department.
8. The reorganization or liquidation of the Service Department shall be carried out by introducing corresponding changes into the University's regulations in compliance with Georgian legislation.
9. The reorganization or liquidation of the service is carried out by introducing corresponding amendments to the university's regulations, in accordance with Georgian legislation.