Procedure Title:	IT Business Continuity - Context of Organization Procedure				
Procedure Number:	FA.IT.1.0.PR	Version:	1.0	Effective Date:	Semester AY 24-25
Owner:	Information Technology Department	Reviewed:	Finance and Administration Quality Assurance Committee, Quality assurance Director		
Date recommended by the Divisional Committee:	10/03/2025	Date approved by the University Council:	NA	Date approved by the BOT (if applicable):	NA
AY due for Review: *(After 5 years)* If not within the review cycle, indicate the reason:	AY 29-30	Reviewed: NA	With modification:	NA	
			With no modification:	NA	

I. Procedure Statement:

Dar Al-Hekma University (DAHU) supports the achievement of its IT Business Continuity Management System (BCMS) objectives through the continuous assessment of its internal and external contexts, identification of relevant issues, and understanding the needs and expectations of interested parties.

II. Purpose:

This Procedure outlines how the direction of the IT Department at Dar Al-Hekma University is developed by BCMS Manger through:

A. Identification of interested parties, relevant issues, risks, and opportunities.

B. Understanding internal and external factors that affect the university's ability to achieve the intended outcomes of its BCMS.

C. Monitoring and reviewing the relevant information and requirements regularly.

III. Scope:

A. The President's Office

B. The Academic Affairs Division

C. The Graduate Studies, Research and Business Division

D. The Students and Alumni Relations Division

E. The Finance & Administration Division

IV.   Roles & Responsibilities:

The BCMS Manager, who is the head of IT department is responsible for the effective implementation of this procedure

V.   Procedures

A. General

1) The Context of Organization Procedure applies to:

    a. All activities within the scope of the University's IT Business Continuity Management System (BCMS).
    b. All external and internal issues relevant to the IT Department's purpose and their effect on the ability to achieve the intended outcome(s) of the BCMS.

B. Description of activities:

The Information Technology Department determines the external and internal issues and risks that are relevant to its purpose and that may affect its ability to achieve its intended outcome(s) using effective strategic tools. In addition, it identifies stakeholders who receive services provided by the IT Department at Dar Al-Hekma University, may be impacted by them, or may have a significant interest in the Department's operations.

As part of determining the context and identifying the risks, the IT Department (through the BCMS Manager) shall:

1) **External Context:**

    a. Key drivers and trends having an impact on the objectives of the DAHU IT Department including the cultural, social, political, legal, regulatory, financial, technological, economic, natural, and competitive environment, whether international, national, regional, or local.
    b. Analysis of the key drivers will consider the relationships with, and perceptions and values of, external stakeholders

2) **Internal Context:**

    a. Key internal factors influencing the DAHU IT Department's ability to achieve its objectives, including governance, organizational structure, roles, responsibilities, policies, strategies, capabilities, and available resources.
    b. Analysis of internal factors will consider the relationships with, and perceptions and values of, internal stakeholders, such as leadership, staff, and departments, along with the institutional culture, decision-making processes, and the standards and systems in place.

3) **Identification of Interested Parties and Their Requirements**

The BCMS Manager identifies the interested parties that are relevant to the Business Continuity Management System and may affect the IT Department's ability to meet legal and regulatory requirements. These include (but are not limited to):

a. Students

b. Employees

c. Vendors (hardware, software, maintenance, etc.)

d. Regulators

e. Certification bodies

f. Visitors

g. Service Providers

The requirements of these interested parties are determined and documented, taking into consideration:

a. Legal

b. Regulatory

c. Contractual

d. Permissive and other relevant sources

4) **Monitoring and Reviewing**

a. The information on Internal and External interested parties and their requirements, must be reviewed at least once a year during The FQAC meeting.

b. The information on internal and external issues, must be reviewed at least once a year during the FQAC meeting.

c. The outcomes of these reviews serve as feedback from interested parties and are incorporated into the department's process monitoring records.

VI. **Definition(s):**

Word/Term	Definition
Interested parties	Stakeholders, person or organization that can affect or be affected by a decision or activity.
External context	The external environment in which the IT department seeks to achieve its objectives

Internal context	Internal environment in which the IT department seeks to achieve its objectives.
Objective	Results to be achieved An objective can be strategic, tactical, or operational a. Objectives can relate to different disciplines (such as financial, health and safety, and environmental goals) and can apply at different levels (such as strategic, organization-wide, project, product, and process). b. An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, as an information objective, or using other words with similar meaning (e.g. aim, goal, or target). c. In the context of BCMS, objectives are set by the IT Department, consistent with the BCMS policy, to achieve specific results.
Risk	Effect of uncertainty on organization objectives
Requirements	Need or expectation that is stated, generally implied, or obligatory.
Generally implied	means that it is custom or common practice for the DAHU and interested parties that the need or expectation under consideration is implied.
A specified requirement	one that is stated, for example in documented information.
Key Driver	Something that has a major impact on the performance of DAHU's business
Management Review	Is a regular evaluation by Finance and Administration Quality assurance committee to ensure the IT management system remains suitable, effective, and aligned with the organization's strategy.
BCMS	Business Continuity Management System

VII. Verification:

    A. BCMS Internal audits.

VIII. Reference Documents:

    A. ISO 22301 Requirements.

IX. Related Policy(ies):

    A. FA.IT.8.0. PP - IT Business Continuity Policy

X. Attachments:

    A. Internal interested parties log   FA.IT.1.0-PR.1.0.FR

    B. External interested parties log   FA.IT.1.0.PR.2.0.FR

    C. Internal and External Issues log   FA.IT.1.0.PR.3.0.FR

XI. Record of Changes:

Rev. No	Date	Description
Rev. 00	Jan 2025	Initial Version

XII. Contact(s):

Department: **Information Technology Department**
Division   **:**   **Finance and Administration**
Telephone **:**   + 966 12 630-3333 <mark>Ext:</mark> 230
Email   **:**   sdp@dah.edu.sa

XIII. Approvals:

Reviewed by: (signed)	Ms. Salwa Abdulraqib	Recommended by: (signed)	Ms. Rasha Almalik	Approved by: (signed)	Ms. Huda Abdulraqib
Position:	**Chair of QASP Council**	**Position:**	**Chair of ITQAC**	**Position:**	**Chair of FAQAC**