Procedure Title:	IT Communication participation procedure				
Procedure Number:	FA.IT.6.0-PR	Version:	1.0	Effective Date:	Semester AY 24-25
Owner:	IT 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: Yes/No/NA	With modification:	NA	
			With no modification:	NA	

I. Procedure Statement

Dar Al-Hekma University (DAHU) promotes clear and effective communication related to the IT Business Continuity Management System (BCMS) and ensures participation and consultation among employees and contractors. This supports alignment, legal compliance, and continuous improvement across IT operations.

II. Purpose:

To describe the process for managing internal and external communication regarding BCMS within the IT Department and to outline the means for engaging employees and consulting contractors on related matters.

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:

A. BCMS Manager who is the head of IT department is responsible for the effective implementation of this procedure.

V.   Procedures

A. General

1) This procedure applies to:

   a. All internal and external communication activities related to the IT Department's Business Continuity Management System (BCMS).
   b. All staff members, contractors, and third parties engaged in communication, participation, and consultation under the scope of the IT BCMS.

B. Description of activities:

1) Communication between personnel of various units at IT Department in DAHU on matters relating to BCMS, significant aspects, and BCMS are carried-out through internal memos, e-mail messages, IT helpdesk and meetings.

2) Additionally, IT instruction signs and posters are displayed across the facility (Classrooms and Labs) for the dissemination of BCMS information.

3) Any incoming communication on a BCMS-related issue (legal or contractual) including project-specific communication shall be forwarded to the DAHU Lawyer for review.

4) The IT Department shall review the communication, evaluate the requirement to respond to the external communication, and respond promptly. IT may discuss the response with the FA director before responding

5) For non-legal or non-contractual BCMS communication, the IT Department shall decide upon the type of response based upon its professional judgment.

6) The response to relevant external parties shall be documented and maintained by the IT.

7) IT maintains a list of significant aspects of its activities and shall communicate externally to relevant interested parties based upon request and approval by the top management.

8) The IT Department encourages the participation of its employees in the BCMS.

9) Employees have been trained and participated in the development of the risk register and in incident investigation. Relevant draft BCMS policy and procedures are discussed with the employees and their feedback is sought before releasing the final draft.

10) In an event that there could be changes affecting the department contractors' (relating to BCMS matters), the IT Department shall hold consultations with them in this regard. The IT Department shall also be responsible for consultations with other relevant parties as required.

VI. Definition(s):

Word/Term	Definition
Worker	A person performing work or work-related activities that are under the control of DAHU
Participation	involvement in decision-making
Consultation	seeking views before deciding
Workplace	Place under the control of DAHU where a person needs to be or to go for work purposes.
legal or contractual obligations.	Requirements the university must follow based on laws, regulations, or binding agreements.

VII. Verification Process:

BCMS Internal audits.

VIII. Reference Documents:

- ISO 22301 Requirements.

IX. Related Policy(ies):

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

X. Forms:

A. Internal Communication log   FA.IT.6.0-PR.1.0.FR

B. External Communication log   FA.IT.6.0-PR.2.0.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
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
Signature:		Signature:		Signature:	