



Kingdom of Saudi Arabia
Ministry of Higher Education
Majmaah University- KSA



College of Computer and Information Sciences Majmaah University

Lab Operational Manual

2020-2021

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About the laboratory Unit

The Laboratory Unit at CCIS has been a center of excellence for programmers (Students/Teachers), researchers, theory, and practice since its founding. The establishment of Laboratory Unit is to provide a clean, peaceful, and comfortable study area, with adequate resources; seating, computer equipment, Internet access, and available computer assistance to enable students to successfully complete their course work at CCIS.

Unit provides an easy access to the technology resources that will fuel an environment of professional development in the Institution.

Access to laboratory is controlled by Biometric thumb impression time attendance machines. Students can visit the Laboratories at any time. Lab assistants are available to provide personal assistance in the use of computers and their applications during college hours. The Lab Coordinator provides technical support for all computer classroom activity in the CCIS building. The coordinator is frequently called upon to assist with technical issues in College premises.

Here at CCIS, we have a dual operating system lab (MAC and Windows). Each workstation is connected to Majmaah University domain. The total numbers of labs are 7 which are listed below:

1) General Purpose Lab 2) Database Lab 3) Computer Networks Lab 4) Robotics Lab 5) Image Processing Lab 6) Engineering Lab 7) Physics Lab

Complete details for each lab is available in respective labs and also with the unit head.

In addition to computers and electronic equipment, each lab is equipped with a smart board, projector, teaching unit(e-podium)(PC and Sound System).

The laboratories at CCIS are available for students/teachers and their classes to access valuable educational software including the Innovation Center. They are also used for conducting online exams and will be provided for training on request.

Goals and Objectives

- To manage all IT aspects in the college laboratory.
- To provide better technical support.
- Bringing together faculty and students from a variety of disciplines
- To increase the positive use of information technology infrastructure.
- To coordinate among all the units of the college.
- To engage faculty and students in using and giving feedback to improve laboratory service in college.
- To provide services for the community about laboratory related usage.
- To encourage a feeling of technology and its role in our lives
- Do the best to meet all the essential knowledge and skills for technology adoptions.

Building and Lab Access and Security

The CCIS and labs at CCIS are open from 08.00 AM to 05.00 PM on weekdays and are closed at weekends and on those days when the college is officially closed. Outside the above hours, access to labs is available only to authorized personnel. Access to all labs is via fingerprint of the authorized users (teachers/non-academic staff). All valuables should be kept out of sight, locked in lockers or drawers. The labs are equipped with fire alarm and fire extinguisher are fitted in each lab. The alarm is audible and can be hear from time to time during its testing drive. Security cameras are installed in the college as well as in all the labs.

Procedures & Rules for using Labs

General Procedures

- Teachers are expected to closely monitor student activity by frequent screen checks. If using the Internet–use URL’s that you have visited and have found to be appropriate for the assignment and students age.

- Teachers should report any non-functioning technology equipment to Lab Unit via the service request form.
- Students should only send the print command to the printer once. If information is not printing, there is a reason.
- Students must close all open windows, applications, and log out before leaving the lab.
- Teachers, should when not using computer labs clean the whiteboard, turn off the digital projector if available, and locked the door properly. Doors to computer labs must be locked when not in use.
- Computer users should not unplug and switch mouse for left-handed students. Simply have student move the mouse to the left side of the keyboard and replace on right side when done.
- Teacher should review computer instructions prior to class for efficient use of the computers.
- Teacher must remain in the lab at all times and is responsible for discipline.
- Each labs is assigned a lab supervisor who is responsible for taking care of all IT related issues.

Computer Rules

- Log-on with your username and password for your use only. Never share your username and password.
- Chewing gum, food, or drinks are not allowed in the computer lab or anywhere near a computer.
- Respect the equipment. Do not remove or disconnect parts, cables, or labels.
- Personal Internet use for chat rooms, instant messaging (IM), or email is strictly prohibited.
- Do not download or install any programs, games, or music.
- No Internet/Intranet gaming activities allowed.
- Do not personalize the computer settings.
- Ask permission to print.

- CD-ROMs, or other multimedia equipment are for schoolwork only. Do not use them for playing music or other recreational activities.
- Do not run programs that continue to execute after you log off.
- Log-off—leave the computer ready for the next person to use. Pick-up your materials and push in the chair.
- Please remember to shut down your computer before you leave!

Maintenance Policy

Following policies are followed in the college for maintenance of the labs:

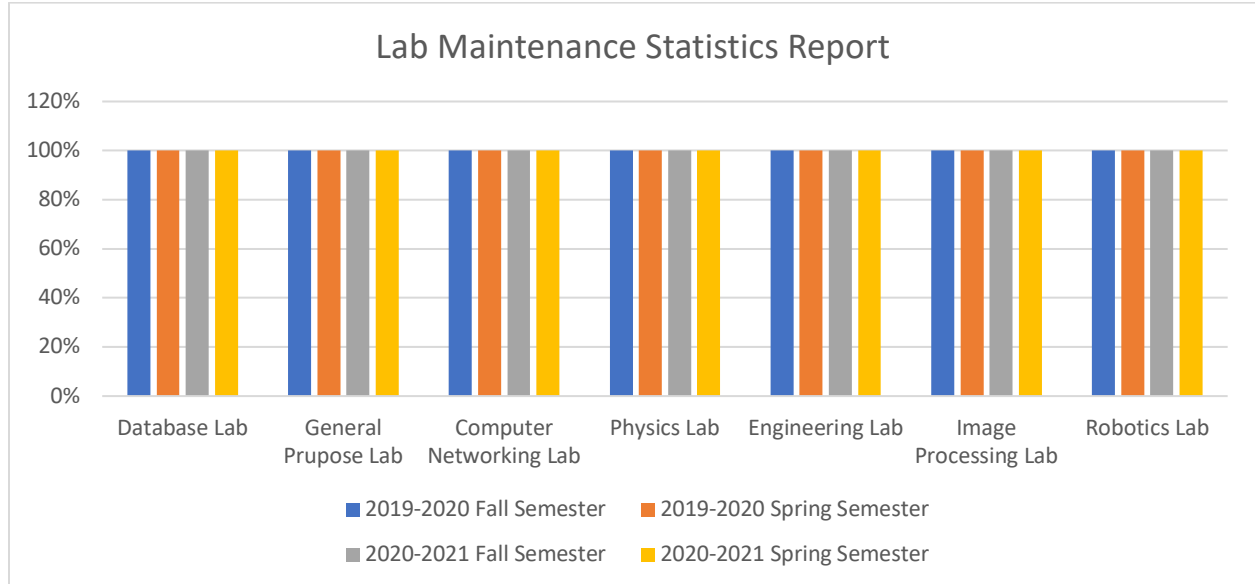
Policy 1: At the starting of each semester, laboratory unit perform manual checkup for detecting the working condition of the available resources in each laboratory.

Policy 2: An email is sent to the faculty staff asking about their requirement for any hardware or software for the courses they have been allotted for teaching.

Policy 3: Service request form is available in the college (website/lab unit) for an urgent requirement regarding the facilities at CCIS laboratory.

Apart from these policies there is a central eservice portal from the university that handles all the request forwarded from the college. (like Software purchase, hardware maintenance etc.)

Lab Maintenance Statistics report



Safety Rules

- Remain seated, work quietly and be careful with equipment.
- Do not insert any objects into the computer
- Do not touch electronic appliances with wet hands
- Do not move the ICT equipment from their position
- Hearing the fire alarm head calmly to the emergency door and leave the building to the assembly point.
- Raise your hand if you need help or have any question.
- Never eat or drink inside the laboratory

Forms related to Labs:

No.	Name of the Form	Code
1	Service request Form	FORM NO-LU-2
2	Lab Request Form	FORM NO-LU-3
3	Conference Room Booking Form	FORM NO-LU-4
4	Software Request Form	FORM NO-LU-5

Lab Unit Members and contact details

Mr. Ahsan Ahmed	a.ahmed@mu.edu.sa	01-6404-6737
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Mr. AbdulAziz Abdullah Wahebi	a.alwehaibi@mu.edu.sa	01-6404-6701
Ms. Ruhi Fatima, Member	r.mazharuddin@mu.edu.sa	01-6404-5372
Ms. Rana AlSunaifi	r.alshenaifi@mu.edu.sa	01-6404-5399

الرقم: ١٤٤٤/١٥٥/٧
التاريخ: ١٤٤٤/١/٧
المرفقات:



المملكة العربية السعودية
وزارة التعليم العالي
جامعة المجمعة
Majmaah University
كلية علوم الحاسب والمعلومات - المجمعة
College of computer and information sciences - Majmaah

قرار إداري

إن عميد كلية علوم الحاسب والمعلومات:

- بناءً على الصلاحيات الممنوحة له نظاماً.
- وبعد الاطلاع على المادة السابعة والثلاثون من نظام مجلس التعليم العالي والجامعات ولوائحه.
- ولمصلحة العمل.

يقرر ما يلي

- أولاً: تشكيل وحدة المعامل.
- ثانياً: تضم الوحدة كلاً من:
 - أ. أحسن أحمد شفيق أحمد
 - د. أحمد رضا محفوظ رضا خان
 - أ. حمد الهديان
 - أ. عبدالعزيز عبدالله فهد الوهيبي
 - أ. ندى الطواله
 - أ. روعي فاطمة
 - أ. رنا الشنيقي
- ثالثاً: تمارس المهام المتضمنة للوحدة في قرار الهيكل التنظيمي لوكالة الكلية لل شؤون التعليمية رقم (1، 2، 3، 4، 5، 6، 7، 8) من الفقرة رقم (17).
- رابعاً: ي سري العمل بهذا القرار اعتباراً من تاريخه ولمدة عام، ويلقي هذا القرار كل ما يتعارض معه من قرارات بهذا الشأن.
- خامساً: يبلغ هذا القرار للجهات المعنية لاعتمادها وتنفيذه.

عميد كلية علوم الحاسب والمعلومات

د. محمد بن عبدالرحمن الشهري

من الأعضاء
أ. م. م.

المملكة العربية السعودية - ص. ب: ٦٦ المجمعة ١١٩٥٢ - هاتف: ٠٦ ٤٠٤٥٣٥٠ - فاكس: ٠٦ ٤٠٤٥٣٥٢
Kingdom of Saudi Arabia - P.O. Box 66 Majmaah 11952 - Tel: 06 4045350 - Fax: 06 4045352
Email: ccis@mu.edu.sa www.mu.edu.sa

"Service Request" – Form

**Lab Unit
FORM NO – LU-2**

To report Lab related issues, please complete the appropriate details asked in the form. After analyzing the problem, the Lab Unit will take necessary action to resolve the same at its own end or will forward it to the Deanship of Information Technology-Majmaah University.

REQUESTOR INFORMATION

Your Name:

Department:

Date Reported:

IP Extension:

Room No.:

Priority for the Issues:

☐ High

☐ Medium

☐ Low

Name of Lab Unit member handling your request:

Type of Problem:

☐ Hardware

☐ Software

Lab Name

Lab Number:

Has this been a recurrent problem:

☐ Yes

☐ No

☐ Don't Know

Description of problem or work to be done:

Device / Equipment Number:

Service Ticket Number:

The Problem is:

☐ Now fixed

☐ Require a further visit

Date Completed:

YOUR SIGNATURE

APPROVED BY:

NAME:

SIGNATURE: _____

LAB REQUEST FORM

**Lab Unit
FORM NO – LU-3**

THIS FORM IS TO REQUEST COMPUTER LAB RESERVATION AT CCIS. PLEASE COMPLETE THE APPROPRIATE DETAILS ASKED IN THE FORM. REQUEST FOR RESERVING THE LAB MUST BE AT LEAST TWO DAYS EARLIER OF THE ACTUAL RESERVATION DATE.

REQUESTOR INFORMATION

YOUR NAME: _____

DATE: _____

ADDRESS: _____

ORGANIZATION: _____

EMAIL: _____

PHONE: _____

TYPE OF AUDIENCE- STUDENTS/FACULTY/ADMIN STAFF/OTHER: _____

REASON THE CLASS NEEDS A COMPUTER LAB: _____

Which Computer Lab would you like to reserve?

☐ *General Programming Lab*

☐ MULTIMEDIA AND DATABASE LAB

☐ CISCO NETWORKING LAB

☐ IMAGE PROCESSING LAB

☐ ENGINEERING LAB

☐ DIGITAL FORENSIC LAB

☐ INNOVATION CENTER

DAYS OF WEEK: ☐ SUNDAY ☐ MONDAY ☐ TUESDAY ☐ WEDNESDAY ☐ THURSDAY

START DATE: _____

END DATE: _____

START TIME: _____

END TIME: _____

NUMBER OF DAYS: _____

NUMBER OF PC REQUIRED: _____

How many hours per DAY you want to use the computer lab? _____

WHAT TYPE OF COMPUTERS/OPERATING SYSTEM WOULD YOU LIKE TO USE FOR THIS RESERVATION?

☐ MAC

☐ WINDOWS

NEED ANY ADDITIONAL SOFTWARE OR HARDWARE EQUIPMENT:

a) _____

b) _____

c) _____

d) _____

e) _____

f) _____

COMMENTS: _____

CONTACT INFORMATION:

AHSAN AHMED

PHONE: 016-404-6734

A.AHMED@MU.EDU.SA

YOUR SIGNATURE

APPROVED BY:

NAME: _____

SIGNATURE:

"Equipment Request" – Form

**Lab Unit
FORM NO – LU-4**

To request equipment related to laboratory at CCIS, please complete the appropriate details asked in the form.

REQUESTOR INFORMATION

Your Name:

Department:

Date Reported:

IP Extension:

Room No.:

Priority for the Issues:

☐ High

☐ Medium

☐ Low

Name of Lab Unit member handling your request:

Item Type:

☐ Hardware

☐ Software

Lab Name

Lab Number:

Item Name

Quantity

Unit Price

Total Price

The Problem is resolved:

☐ Yes

☐ No

☐ In Progress

Date Completed:

YOUR SIGNATURE

APPROVED BY:

NAME:

SIGNATURE: _____

“Software Request” – Form

Lab Unit
FORM NO – LU-5

To request software related to laboratory at CCIS, please complete the appropriate details asked in the form.

REQUESTOR INFORMATION

Your Name:

Department:

Date Reported:

IP Extension:

Room No.:

Priority for the Issues:

☐ High

☐ Medium

☐ Low

Name of Lab Unit member handling your request:

Lab Details:

Lab Name

Lab Number:

Lab Location:

Software Details

Software Name

Quantity

Operating System Type

The Problem is resolved:

☐ Yes

☐ No

☐ In Progress

Date Completed:

YOUR SIGNATURE

APPROVED BY:

NAME:

SIGNATURE: _____