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## Account Maintenance Plan

We adopt the principle of moving away from the "repair when it happens" approach and towards "preventive and periodic maintenance." This plan is designed to suit a university environment that includes teaching laboratories and administrative offices.

### 1. Classification of Technical Assets (Inventory)

Before starting, the university's equipment must be divided into categories to prioritize maintenance:

Category A: Servers and central network equipment (High priority - failure shuts down the university).

Category B: Staff and administrative equipment (Medium priority - affects workflow).

Category C: Student laboratories (High priority - ensures the continuity of the educational process).

### 2. Periodic Maintenance Schedule

#### A. Weekly Maintenance (Software)

Updates: Ensure that operating systems (Windows/Linux) and antivirus software are up to date.

Backups: Perform backups of student databases and servers.

Performance Checks: Monitor server temperatures and CPU usage.

#### B. Monthly Maintenance (Hardware)

Dusting: Use an air blower to clean computer cases and fans, especially in busy labs.

Cable Checking: Ensure the integrity of network connections (RJ45) and power cables to prevent short circuits.

Driver Updates: Check for driver updates for peripherals such as printers and scanners.

#### C. Quarterly Maintenance (Every 4 Months)

Thermal Paste Replacement: For computers that operate for extended periods to prevent processor damage.

Inventory of Damaged Parts: Identify monitors or keyboards that need replacement before the start of the new semester.

### 3. Technical Support Ticketing System

Instead of verbal requests, the IT department at Al-Ma'moun is advised to adopt a digital system:

Request Submission: The employee or lab supervisor submits a ticket through the internal system.

Diagnosis: The maintenance technician identifies the type of problem (hardware or software).

Implementation: The problem is fixed, and the solution is documented to prevent recurrence.

Closure: User evaluation of repair quality.

### 4. Disaster Recovery Strategy

Maintain readily available spare parts (power supplies, RAM, SSDs) in the department's warehouse for immediate replacement.

UPS Units: Ensure the integrity of power supply batteries to protect devices from power surges (a common problem).

### 5. Role Distribution within the Maintenance Team

To ensure professionalism, the team is divided as follows:

#### Role and Responsibility

Network Engineer: Router and switch maintenance, and ensuring internet connectivity.

Computer Technician: Physical device maintenance, cleaning, and part replacement.

Systems Administrator: Installing academic software, managing accounts, and backups.

### 6. Periodic Maintenance Report Template

Preferably, each month should conclude with a report submitted to the department head containing:

Number of devices serviced.

Recurring problems (e.g., persistent power supply burnout due to electrical issues) to propose permanent solutions.

List of needs and consumables (printer ink, spare parts) for the following month.

Additional advice: Since the university has an academic department for information technology, outstanding students can be involved in the periodic maintenance of laboratories as a kind of "practical training" under the supervision of the department's engineers, which saves extra effort and hones the students' skills.