

Services/ Systems Acquisition

What am I eligible for?

Hardware (Desktop/ Laptop/ Printer/ VoIP)

Software Services (Office 365, Qalam, eOffice)

Internet access

Hardware Requisition

Hardware equipment for faculty/staff includes

- Laptops
- Desktop PCs
- Printers
- VOIP Phones

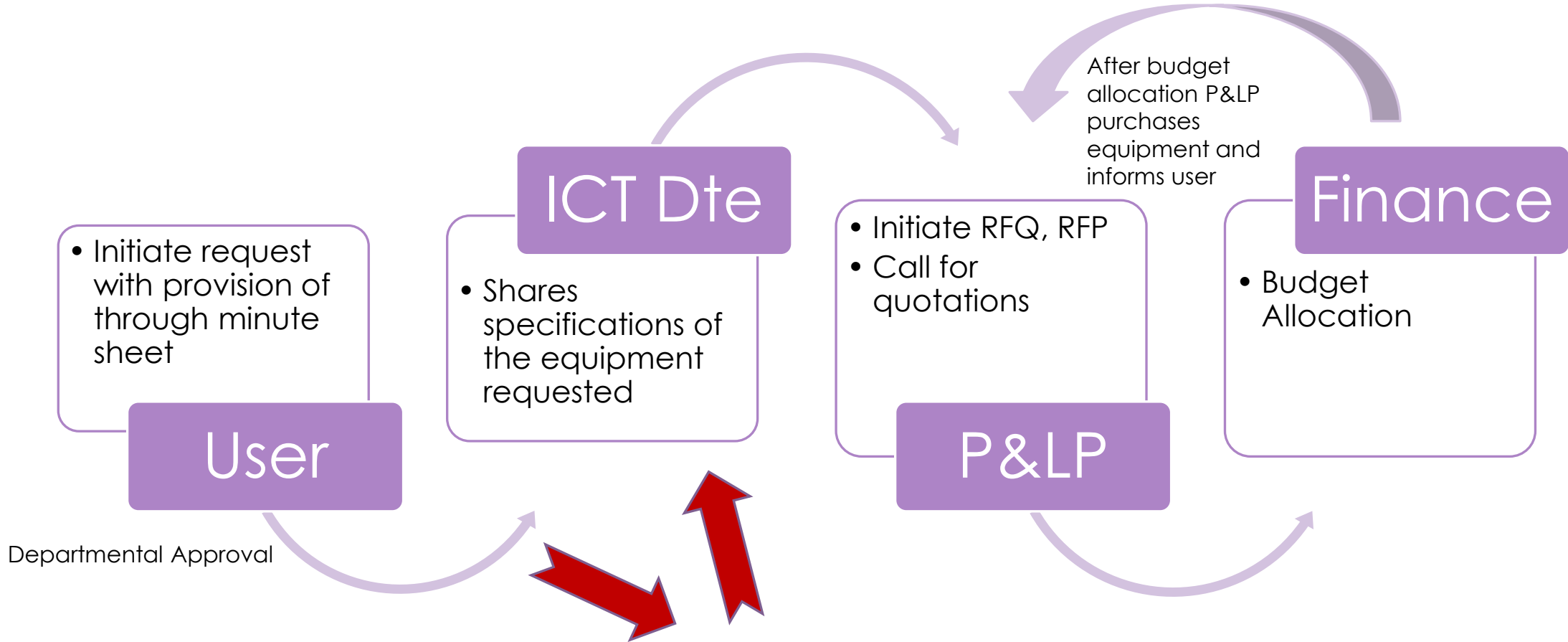
Pre-Requisites

- Office Order
- Filled Performa (For VOIP Phones)

ICT Dte is responsible for service provisioning of VOIP phones.

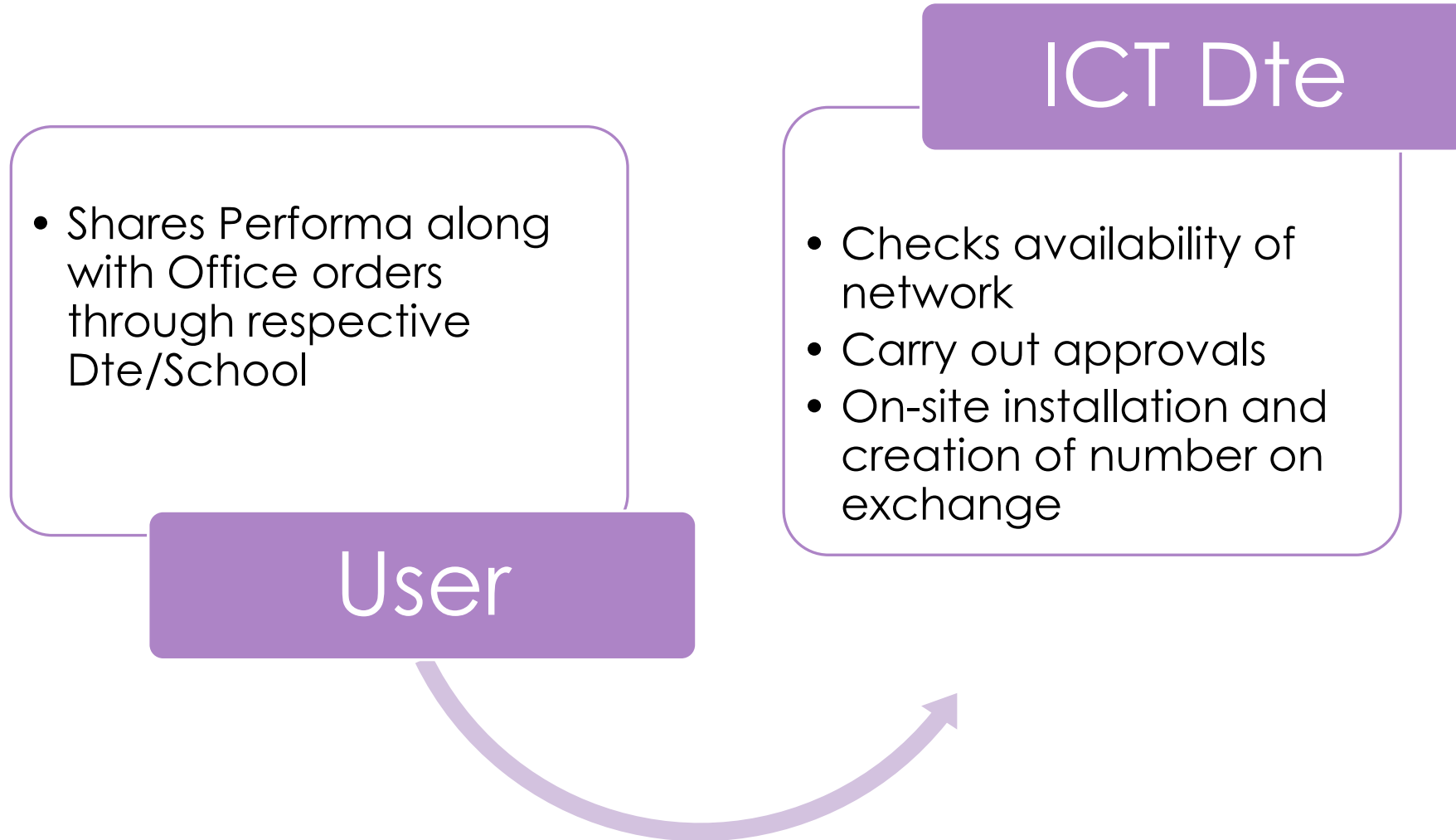
Laptops/Desktops PCs/Printers involve P&LP and Finance department as well

Laptops/Printers/Desktop PCs



Faculty/ Schools staff initiate case through Acad Dte.

VOIP Phones



eOffice/Qalam/Wi-Fi/Email ID

Qalam account of faculty/
Schools staff is managed by
respective Sys Admins.

- Initiate request through eION

Respective
Dte

ICT Dte

- Create and configure user account based on role
- Share credentials with the user



Support Services

ICT Support Services

Level -1 Support

Respective school ICT team

Systems Administrator
CMS Coordinator
ICT Technicians

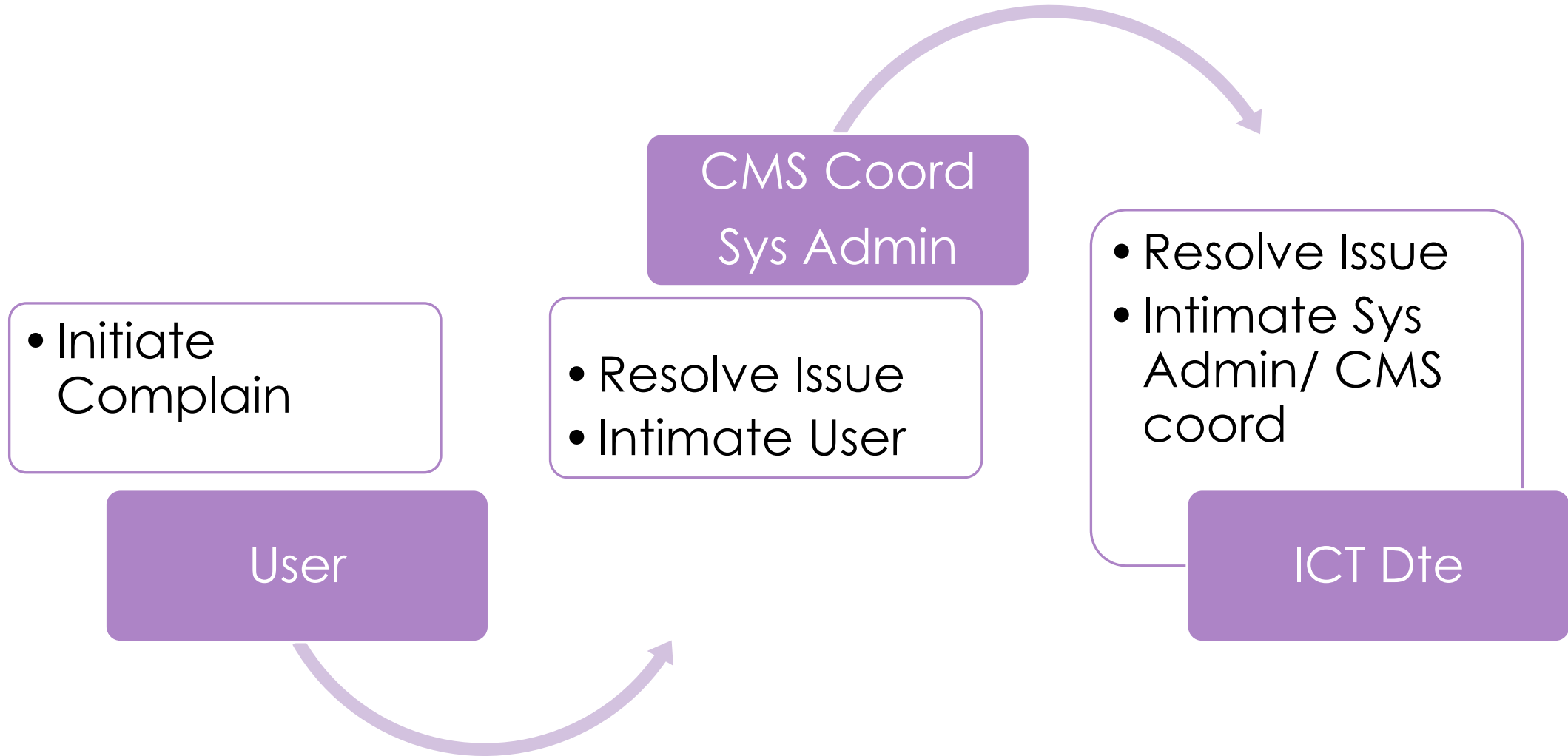
ICT Client Support

Office 365/ Microsoft Teams
Qalam
Email accounts
Systems/ software issues
AV complains
Network issues

Unresolved issues referred to ICT Dte for **level-2/ level-3** Support.

All issues from directorates are directly reported to ICT Dte.

Level-2/ level-3 support



Level-1 Support: Sys Admin and CMS Coord

Qalam – Support System



Dedicated
Coordinators at
Schools / Colleges



Dedicated
Telephone Line
for Support
(1145)



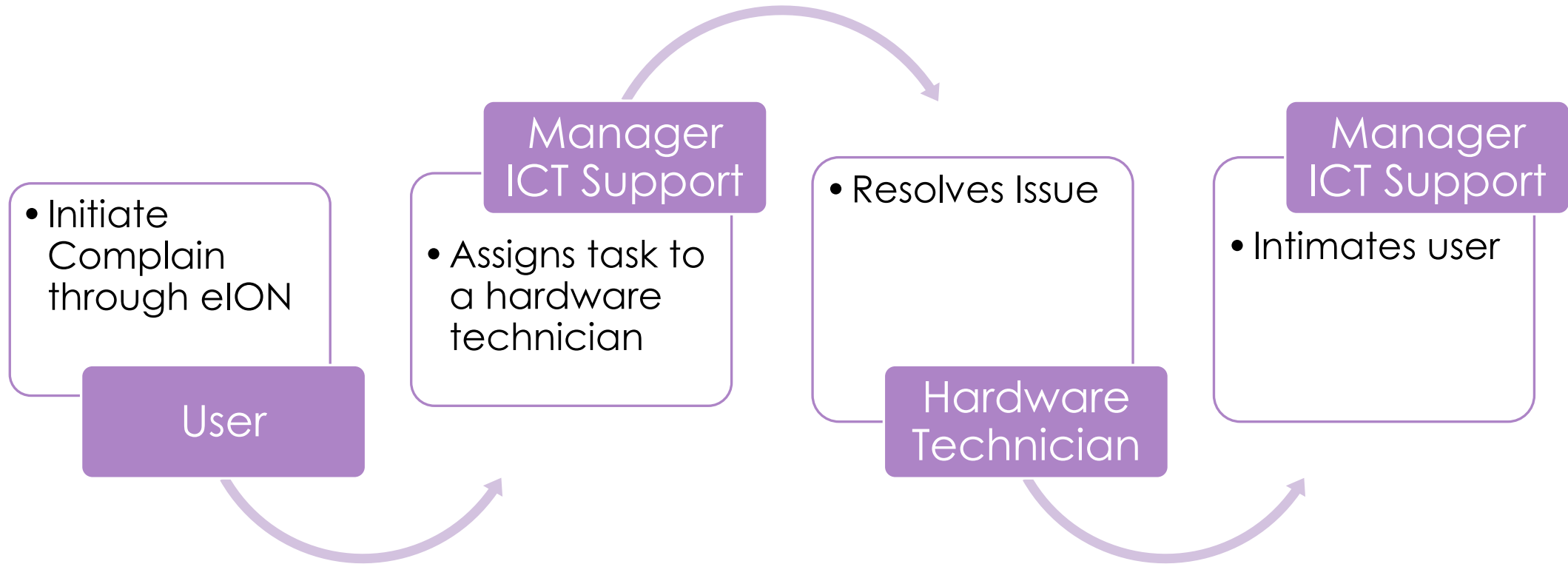
Coordination
Groups
(ODOO CMS
Coords)



Email for Support
([cms.support@nu
st.edu.pk](mailto:cms.support@nu-st.edu.pk))

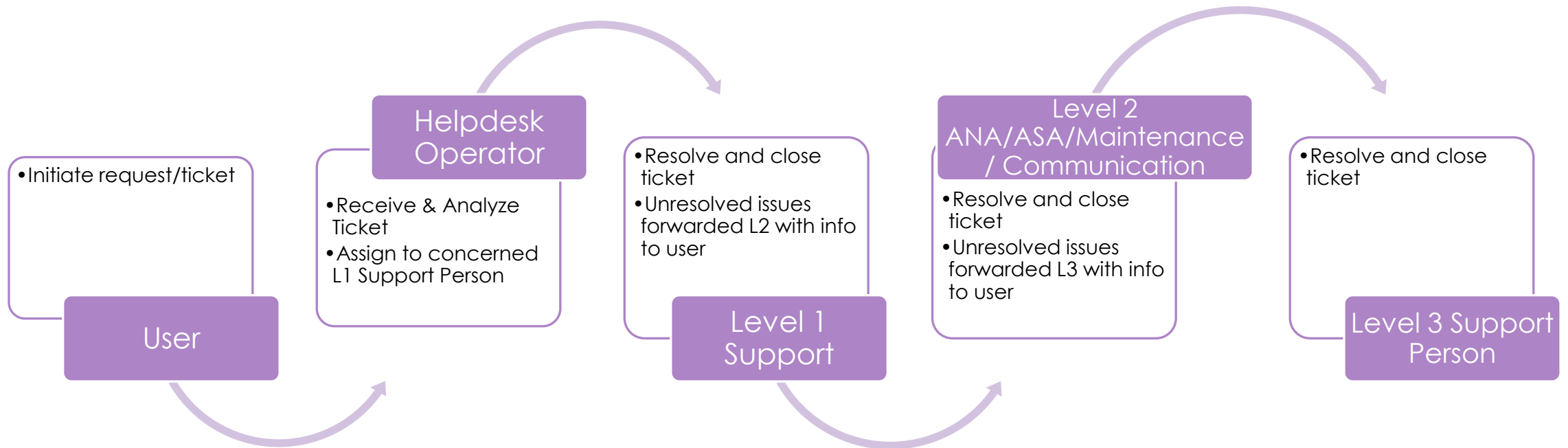


Hardware Repair Services



ICT Dte provides hardware repair services to the directorates only.

Help Desk – Concept Diagram



Contact Us

Exchange Complain Number

Intercom: 18

ICT Helpdesk

Intercom: 1144

Email: ict.support@nust.edu.pk

Qalam Support

Intercom: 1145

Email: cms.support@nust.edu.pk

eOffice Support

Intercom: 1148

Email: eoffice.support@nust.edu.pk