Service Level agreement

The purpose of this service level agreement (SLA) is to establish a clear and consistent expectations between the Deanship of Scientific Research (DSR) and the service users. In addition, it aims to provide a clear mechanism for resolving technical issues related to all the electronic services provided by the deanship.

Support services

The DSR is responsible to provide technical support services for all the electronic systems assigned to it. Each of the electronic services of the Deanship of Scientific Research at Imam Abdul Rahman bin Faisal University includes a team for assistance and support for all service users. Researchers can request registration for various electronic services by submitting a request to Sanid system. There is content on the Deanship's page explaining how to apply for these services **(link to the procedural guide)** and materials and media in various forms to assist service users. The Deanship is also committed, through its e-mail, to provide speed response to all inquiries received. In addition, the DSR is adhering to the IAU service level of agreement.

Privacy

The DSR at Imam Abdul Rahman bin Faisal University gives utmost importance to the confidentiality and privacy of information for service users when using one of the electronic services of the DSR. The deanship also adheres to the privacy policy of Imam Abdul Rahman bin Faisal University, in addition to the university's service level agreement (link to the university's service level agreement)

DSR electronic services response time

	Service name	Service availability	Response time
1	IAU research monitoring dashboard Scival	During working hours	3 days
2	Plagiarism "Turnitin ،Ithenticate" Software	24/7	24 hour
3	Research Information "كونفيرس" Management System	24/7	24 hours

Survey