PGC 10.1 MANAGEMENT OF RESOURCES AND SERVICES

MODIFICATIONS COMPARED TO THE PREVIOUS VERSION		
EDITION	**DATE**	**REASON FOR CHANGE**
01	12/02/2013	Initial version
02	09/11/2016	Updating of the procedure. Indicators
03	09/09/2021	Updating of the procedure. Adaptation of the name SGIC to SAIC.
04	20/09/2023	Complete revision of the SAIC in form and content. The procedure (until now PGC14) is renumbered and adapted to the procedure PGC 10.1 Resources and Services Management approved in EMU.

Elaborated:	Reviewed:	Approved:
Director of Quality Date: 20/09/2023	**Vice-Rector, Faculty and Research** Date: 20/09/2023	**Rector** Date: 20/09/2023

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1. OBJECT

The purpose of this procedure is to define the activities carried out by the Universidad Europea de Canarias in the subject of planning, acquisition, operation, maintenance, revision and improvement of material resources and infrastructures, as well as the contracting of services that the Universidad Europea de Canarias considers necessary to adapt to the needs of the teaching and learning process.

2. SCOPE

This procedure covers all the facilities and equipment, scientific, technical, welfare and artistic material that the Universidad Europea de Canarias uses in the Degrees it offers and for which it is responsible.

3. RELATED DOCUMENTATION/ APPLICABLE REGULATIONS

✓ Internal Quality Assurance System Documentation
✓ Document 02 AUDIT International Model: Criteria and guidelines for the definition and documentation of Internal Quality Assurance Systems in Higher Education.
✓ Organic Law 2/2023, of 22 March, on the University System.
✓ Contracts and agreements associated with the management of the UEC's material resources and infrastructures.

4. DEFINITIONS

✓ **MC:** Management Board**.**
✓ **CGC:** Quality Assurance Committee.
✓ **EHEA:** European Higher Education Area.
✓ **Space:** Place considered as suitable for the implementation of any type of teaching at the UEC and classified as such in the inventory of Technical Service infrastructures.
✓ **Help Desk:** Service of the UEC to deal with computer incidents.
✓ **Material resources:** Facilities (classrooms, study rooms, computer rooms, laboratories, meeting rooms, library reading posts) and equipment, bibliographic resources, scientific, technical, welfare and artistic material that the University needs to carry out its services.
✓ **Bibliographic resources:** Systematic set classified in collections in a l l formats - books, journals, videos, CD-ROMs, DVDs, databases, multimedia, etc. - and that respond to the needs arising from teaching, research, cultural activities and non-teaching Fields.
✓ **SB:** Library Service
✓ **SAIC/IQAS:** Internal Quality Assurance System.
✓ **ICT/TIC:** Information and Communication Technologies.
✓ **UCCA:** Quality Assurance and Academic Compliance Team.
✓ **UEC:** Universidad Europea de Canarias.

5. DEVELOPMENT OF THE PROCESS

5.1. INTRODUCTION

The management of resources is a core aspect to take into account when providing a quality training offer. For this reason, this procedure describes the coordination of all the actions that the UEC carries out in order to correctly use the facilities and equipment at its disposal (its own and agreed/contracted), as well as contracting the necessary services for the performance of the UEC's own tasks.

The management of the resources and services of the University is the responsibility of the Operations Department and the Purchasing Department, in collaboration with the rest of the internal agents involved. On-site coordination of the associated management at the UEC is the responsibility of the person in charge of Operations at the UEC on a cross-curricular basis, as well as of the Vice-Deans in terms of the specificities of their centres.

Management includes:

- Resource planning: according to the information obtained from the different groups involved, on design, provisioning and maintenance needs of the facilities, and equipment and decision making in accordance with them.

- Procurement of resources and infrastructure planning and facility: establishing the necessary guidelines for requesting and procuring new resources, as well as verification of the suitability of these in relation to the requirements requested.

- Maintenance and modification of infrastructure: establish the mechanisms by which the SJU ensures that its material resources are checked and maintained in good condition optimal for carrying out their functions.

- Resource Incident Management: The way in which incidents that may arise during the operation of SCU resources are managed.

- Non-ordinary management of spaces: The systematic approach to requests for the use of unplanned spaces.

- Assessment of Suppliers: The Methodological approach used to ensure that suppliers to the University comply with the necessary guarantees for provide products in accordance with the requirements specified to them.

- Subcontracting and service provision: Systematisation for outsourcing and service provision.

In the interests of continuous improvement, information is obtained on the suitability of the material resources for the teaching and learning process through the satisfaction surveys carried out with stakeholders as described in PGC19 Stakeholder satisfaction, information that is analysed to detect possible improvements that will be implemented to adapt the management of resources and services of the UEC to the needs of students and users.

5.2 RESOURCE PLANNING

Annually, the University plans its resources in order to ensure that they are sufficient to provide a satisfactory training offer in all its fields of application. Each Field (teaching or non-teaching) assesses its investment needs and determines what resources it considers necessary. The proposals are submitted to the heads of each Field or centre, who decide whether to include them in the budget proposal.

Each department provides its costed proposal to the Administration and Finance Department, which reviews whether the proposal is appropriate to the department's needs and includes it in the overall budget. The Department of Administration and Finance prepares the final budget proposal, which is submitted to the Management Board for final approval. The Operations Department, for its part, identifies the services that the University will require, including the actions, responsibilities, deadlines and resources needed to achieve them. The final budget approved by the Management Board is sent to the Department of Administration and Finance so that it can adjust the departmental proposals and inform them of the final resource budget allocated to each department. Following approval of the budget, an action plan is defined. Each Department will be responsible for procuring its resources or contracting services from its approved budget line.

5.3 RESOURCE ACQUISITION

The activity of the University generates a significant volume of purchases from companies that provide goods or services, which requires a coordinated and efficient management that takes into account our aggregate purchasing capacity.

These circumstances, together with the considerable importance that the University attaches to the actions of our suppliers in subjects related to ethics and Corporate Social responsibility, justify the need to define a policy and a process for the processing of purchases and the identification, accreditation and regular Assessment of our suppliers.

The University has a Purchasing Policy located on the Intranet which governs the purchasing procedure and whose ultimate aim is:

➢ Improving the quality of products and services purchased; and optimising our resources.

➢ To offer total transparency in our purchasing process. This policy allows us to:

- Ensure that the University has the optimum quality and price levels achieved in transparent procurement processes.

- Create a register of suppliers to provide a solid information base for any supplier selection process for new tenders, auctions or awards.

- To have an overview of the business groups with which it works, facilitating the development of framework agreements and a better use of the aggregate purchasing capacity.

- Ensure that the awarded companies comply with the General and Autonomous Community Regulations on Occupational Risks in force at all times.

Purchases of materials or services for each department must be adjusted to the approved annual budget. Any exceptions must be assessed by the Administration and Finance Department and, if necessary, authorised by the Management Board. Before making any purchase, it is necessary that the budget amount and the total amount to be negotiated in the request are coherent and sufficient for the contracting to be made and that the accounting account against which the purchase is made has available budget.

5.3.1 Purchases of goods or one-off service contracts

These are purchases of goods or services that are made only once a year or on a non-recurring basis.

5.3.2 Purchases of goods or contracting of services on a regular basis

In the case of purchases of goods or services for periodic or recurring supply, a single process will be used to select the supplier (Accredited Supplier) that will supply the purchase or service for the duration of the contract (minimum one year) at previously established and authorised rates, without the need to call for tenders for each order. This group also includes framework contracts for services.

It is the responsibility of the purchasing department:
- prepare and keep the supporting documentation for each of the purchases, keeping it at the disposal of the University for possible audits.
- enter in the request management system the record of the order to be placed with all the data requested by the system. Orders are recorded for all purchases including those of products/services from accredited suppliers.

5.3.3 Orders

It is the responsibility of the Purchase Order Requester of the Operations Field to enter in the order and Invoicing management system the record of the order to be placed with all the data requested by the system.

Orders shall be recorded for all purchases including purchases of products/services from accredited suppliers.

5.3.4 Bibliography Resources

In relation to Bibliography resources, there are three groups to consider:

a. **Bibliography resources for the Learning, Research and Innovation Resource Centre Library collections:**

Acquisition/subscription of all types of bibliographic resources in print and digital format that meet the needs of students, teachers, researchers and non-teaching staff. The Learning, Research and Innovation Resource Centre Library is responsible for the development of a relevant and up-to-date bibliographic collection for the entire university community through the incorporation of the recommended bibliography in new academic programmes, the subscription/renewal of serial publications and digital resources, the acquisition of new items, the replacement of obsolete copies, etc.

The Learning, Research and Innovation Resource Centre Library is responsible for managing acquisition requests for collection development and maintenance. Requests for the acquisition of Bibliography recommended in new academic programmes are the responsibility of the Centre, whose Department Heads or authorised persons are responsible for making requests to the Learning, Research and Innovation Resource Centre Library. The acquisition/subscription of these resources is charged against the Learning, Research and Innovation Resource Centre Library's annual bibliographic resources budget.

b. **Bibliographic resources for research projects**

Acquisition of bibliographic materials for research projects requested by the teaching departments. The Learning, Research and Innovation Resource Resource Centre Library is responsible for managing the requests, processing and inventorying the materials, lending them to those responsible for each project and carrying out the following

The acquired bibliographic resources are then added to the collections of the Learning, Research and Innovation Resource Centre Library. The School of Doctoral Studies and Research is responsible for the authorisation and budget necessary to manage these acquisitions.

c. Bibliography resources from outside the library:

Acquisition/subscription of bibliographic resources that will not be part of the Learning, Research and Innovation Resource Centre Library collections.

These requests are managed by the Purchasing Department in accordance with the procedure established in the Purchasing Policy.

5.4 INFRASTRUCTURE MAINTENANCE AND MODIFICATION

The needs for new infrastructures or modifications to existing ones are communicated by the departments (teaching and non-teaching) that identify them to the Operations Department/Direction of Technical Services. All proposals are assessed and those considered a priority by the Management Board of Technical Services are included in a planning list of works to request budget approval from the Department of Administration and Finance. Depending on the scope of the works, Technical Services decides whether the work will be managed by the internal maintenance company or by specialised external companies. In the case of external companies, it is the Technical Services department itself, together with the Purchasing Department, who carries out the subcontracting in compliance with the Purchasing Policy and periodically reviews their status until the work is completed, in order to verify their compliance with the initial requirements set out.

On a monthly basis, the Technical Services Department reviews the progress of the works to adjust deadlines and priorities according to the needs of the University's departments. In case of deviations from the Pass annual budget, it will be validated with the Department of Administration and Finance.

In the case of maintenance/cleaning tasks that are not included in the operations to be carried out by the corresponding internal contracted company, the person in charge of Operations of the UEC will determine, with the support of the Technical Services management, the priority of their execution and will request the associated budgets, proposing them to the Vice-Chancellor's Office of the UEC for approval. The works or works that can be carried out by the subcontracted in-house service are communicated to the head of the subcontracted in-house service for management. If the internal maintenance company needs to purchase material, it requests approval for the purchase from the Technical Services Department and subsequently sends the delivery note for the purchases made.

The Operations Department, with the support of the Operations Technical Service, supervises and analyses the progress of the different works carried out, as well as any new incidents detected. In the case of works, they adjust the deadlines and, if necessary, delay those that can be postponed, without exceeding the accepted budget. If any new work needs an extraordinary budget approval, the person responsible for Operations consults with the Vice-Chancellor's Office to assess whether or not it is feasible and the conditions for its approval with respect to the established planning.

In the case of the maintenance of specific infrastructures (e.g. a laboratory), it is the department heads who ensure that they are properly maintained. If this requires the intervention of an external company, the Technical Services Department communicates this to the different heads of the Centre for approval of the maintenance work to be carried out.

necessary contracts or agreements. The Technical Services Department establishes the preventive maintenance plan for its resources, assigning those responsible for carrying out each task, the results of which are reflected in the maintenance sheets or in the equivalent register that exists.

5.5 INCIDENT MANAGEMENT

5.5.1 Incidents in infrastructure or technical resources

Staff who detect a deficiency in any of the UEC´s infrastructures or resources will inform the Operations staff (Manager, Janitors). The latter registers the maintenance report in the Technical Services application, which can be accessed by both Operations staff and the staff of the contracted internal maintenance company, in order to bring the incident to the attention of those in charge so that it can be rectified as soon as possible. If the incident is not within the scope of the company's contract, it must be referred to a specialised external company as described in the previous chapter of this procedure.

5.5.2 Computer incidents

UEC staff who detect an IT deficiency will fill in an Incident Report or ticket in the corresponding application on the Intranet. The IT support team prioritises, assigns and resolves or escalates it in order to solve it as soon as possible. In the case of urgent incidents, assistance may be requested on the telephone extension assigned for this purpose.

In the case of incidents on the Hyflex system, a service request can be made via the QR code available for this purpose.

5.5.3 Incidents in service provision

Incidents that may arise during the provision of the service will be resolved by the internal maintenance company, in those cases in which it is responsible. Otherwise, the Technical Services Department and/or the Operations Department will ask the external company to resolve the deficiencies detected.

5.5.4. Other resource implications

In the event of incidents in resources that are not managed by the Technical Services Department, the department heads will be the ones to request specialised companies to resolve them, keeping the delivery notes or parts delivered as evidence of the service provided.

5.6. NON-ROUTINE SPACE MANAGEMENT

Efficient space management is a key issue for the University, which is aware of the importance of a suitable environment for the teaching and learning process, as reflected in PGC 4.2 Teaching development. The regular allocation of space and materials is carried out in accordance with the PGC procedure 10.2 Allocation of learning spaces and materials.

Likewise, the Department of Academic Planning makes space reservations, taking into account the requirements necessary for the corresponding allocation. Staff wishing to reserve spaces on a one-off basis (for example, to hold a meeting) can do so through the application available on the intranet, and Academic Planning approves or rejects the request, depending on availability.

The Concierges access the system daily to check which bookings are validated and which are pending, in order to ensure compliance and viability (checking, for example, that no space is booked outside its opening hours). Any changes that may arise are duly managed in coordination with Academic Planning and/or the person who requested the reservation.

5.7 SERVICE DELIVERY

The Operations Field contacts various suppliers in order to establish the relevant contracts together with the Legal Affairs Field. For the choice of suppliers, the Field takes into account the Purchasing procedure.

Part of the services are managed directly by the UEC's subcontracted in-house maintenance company. In the rest of the cases, the provision of services is carried out by external subcontracted companies. In any case, Technical Services, Operations and the subcontracted companies are involved in the signing of permanent service contracts (maintenance, security, cleaning, etc.) or services on request.

Contracts contain the conditions of service and the duration of the contract, as well as any other information deemed appropriate to ensure the provision of services in accordance with the specified requirements.

Contracts and their annexes are filed by the Legal Affairs Department after the internal validation process, as well as any records evidencing the provision of services and any records evidencing the provision of services.

When contracts expire, it is the Operations Manager/ Technical Services Department who is responsible for assessing the quality of the service provided and for renewing or terminating the contract with the companies involved. He may also modify those annexes he deems necessary to ensure adequate service provision and, consequently, the continuous improvement of service management.

5.8 ASSESSMENT AND SELECTION OF SUPPLIERS

All suppliers of University resources are included in the database used by the Department of Administration and Finance for Invoicing. All suppliers from whom the University has requested a product or service on a recurring basis are considered accredited suppliers and are assessed by the different Departments (Purchasing/IT/Technical Services). Periodically, depending on the expiry of the contract/agreement, each of those responsible re-evaluates the accredited suppliers. If a supplier produces a non-compliance in terms of service, quality, price, delivery in relation to the acquisition of material resources, it may be removed from the list. The rest of the suppliers are considered as non-accredited suppliers.

6. SPECIFICITIES PER CENTRE

School of Architecture
NA
School of Social Sciences
NA
School of Health Sciences
NA

7. INDICATORS

PGC 10.1-IND01: Number of sessions of access to digital resources

PGC 10.1-IND02: Number of visits to the Learning, Research and Innovation Resource

Centre Library website

PGC 10.1-IND03: Number of visits to the Learning, Research and Innovation Resource Centre Library facilities

PGC 10.1-IND03: Number of visits to the Learning, Research and Innovation Resource Centre Library facilities

PGC 10.1-IND04: Number of Training sessions carried out by the Learning, Research and Innovation Resource Centre Library

PGC 10.1-IND05: Number of attendees at the Learning, Research and Innovation Resource Centre Library Competencies Training

PGC 10.1-IND06: Number of IT issues handled Indicators of satisfaction with available resources (various satisfaction survey items, see PGC 12.1 Stakeholder satisfaction).

8. RESPONSIBILITIES

- Process owner: Operations Manager.

- Participants in the process:

- Management Board:
    - ✓ Assessment and approval of budgets.
- Heads of Centre:
    - ✓ Pass resource requests from the Departments that report to them.
    - ✓ Propose and execute the budgets assigned to the different departments and collaborate with the Financial Analysis Department in their evaluation.

- Operations Department:
    - ✓ Management of the University's resources and services.
    - ✓ Identify those services that the University may require, the objectives of these services and include the actions, responsibilities, deadlines and resources necessary for their implementation.
    achievement.

- ICTS/TIC:
    - ✓ Coordinate the management of IT incidents.
    - ✓ Manage the request and update of technological tools.

- Learning, Research and Innovation Resource Centre Library:
    - ✓ Responsible for the development of a relevant and up-to-date bibliography collection for the entire university community.

- Department of Administration and Finance:
    - ✓ Review each Department's proposals and assess their suitability for each need.
    - ✓ Prepare the final budget proposal to be presented to the Management Board for final approval.

9. RECORDS

RECORDS			
RECORD NAME	**WHO ARCHIVES**	**SUPPORT**	**CONSERVATION TIME**
Purchase request	Order management system	Electronic Document	5 years
Bibliography purchase order/subscription request	Library	Digital	3 years
Preventive maintenance plan	Operations	Printed/Digital Document	5 years
Maintenance sheet	Technical Services	Digital	3 years
Works planning list	Technical Services	Digital	3 years
Maintenance parts	Technical Services	Digital	3 years
IT incident report	TIC	Database	5 years
List of accredited providers	Administration and Finance	Database	2 years
Planning of services	Technical Services / Operations	Digital	2 years
Monitoring report on services	Technical Services / Operations	Digital	3 years
Invoicing	Administration and Finance	Digital	3 years
Contracts and agreements with external companies	Legal Affairs Dept.	Printed/Digital Document	3 years

10. ANNEXES

Not applicable.