

# Citizen Charter of ICT Cell, SAU

SL	Services	Service Description	Associate Team Members		
1	Website	Website maintenance, uploading NOC, job circular, News, Notice, Event, Media and administrative work. Online profiles of SAU faculty members in the SAU website have been modernized and new features have been added to meet the requirements of respected teachers.	Mahidul Islam System Analyst, ICT Cell, SAU Phone: 01731430922 Email: mahidul05@gmail.com m_islam@sau.edu.bd	Mohammad Rayhan Uddin System Analyst, ICT Cell, SAU Phone: 01911552528 Email: rayhan@sau.edu.bd rayhan.md@gmail.com	Mohammad Mafigul Islam Section Officer ICT Cell, SAU Phone: 01920849036 Email: princduet@gmail.com
2	Webmail	Monitors and supervises everything related to Webmail for SAU.	Mahidul Islam System Analyst, ICT Cell, SAU Phone: 01731430922 Email: mahidul05@gmail.com m_islam@sau.edu.bd	Mohammad Mafigul Islam Section Officer ICT Cell, SAU Phone: 01920849036 Email: princduet@gmail.com	
3	SAU directory	ICT Cell, SAU developed Android App to digitized SAU diary. Help us to communicate with other just by a click.	Rakib Ahmed Network Engineer, ICT Cell, SAU Phone: 01685234362 Email: rakib.ahmed@sau.edu.bd rakib.ahmed34@gmail.com	Shafee Ul Umam Network Engineer, ICT Cell, SAU Phone: 01673542998 Email: shafee.umam@sau.edu.bd shafeeulumam@gmail.com	
4	Internet Services	ICT Cell, SAU is providing Internet services to all areas of SAU campus through its own campus network. Currently, SAU has 500 Mbps Internet connectivity with BdREN (Bangladesh Research and Education Network). Our network team manages SAU's core infrastructure and also provides technical support to all departments, institutes, halls and administrative offices ensuring uninterrupted high speed network connectivity.	Mohammad Rayhan Uddin System Analyst, ICT Cell, SAU Phone: 01911552528 Email: rayhan@sau.edu.bd rayhan.md@gmail.com	Rakib Ahmed Network Engineer, ICT Cell, SAU Phone: 01685234362 Email: rakib.ahmed@sau.edu.bd rakib.ahmed34@gmail.com	Shafee Ul Umam Network Engineer, ICT Cell, SAU Phone: 01673542998 Email: shafee.umam@sau.edu.bd shafeeulumam@gmail.com
5	Campus Network	The network team manages one of the largest campus networks in our country. Every academic, administrative and residential building, residential students hall in SAU is connected to the Campus Network with optical fiber links. The fiber backbone of the campus network is mostly underground encompassing the 86.92 acres campus of SAU.	Mohammad Rayhan Uddin System Analyst, ICT Cell, SAU Phone: 01911552528 Email: rayhan@sau.edu.bd rayhan.md@gmail.com	Rakib Ahmed Network Engineer, ICT Cell, SAU Phone: 01685234362 Email: rakib.ahmed@sau.edu.bd rakib.ahmed34@gmail.com	Shafee Ul Umam Network Engineer, ICT Cell, SAU Phone: 01673542998 Email: shafee.umam@sau.edu.bd shafeeulumam@gmail.com
6	IP Phone	ICT Cell, SAU provides modern IP based digital telephony service over its Campus Network. The network team is responsible for managing the infrastructure of IP-Telephony service and provides required technical support to IP-Phone users.	Shafee Ul Umam Network Engineer, ICT Cell, SAU Phone: 01673542998 Email: shafee.umam@sau.edu.bd shafeeulumam@gmail.com		
7	Hardware Support	ICT Cell, SAU provides extensive Hardware Support to Important administrative offices, Faculties, Departments.	Sk. Mahamudul Hasan Hardware Engineer, ICT Cell, SAU Phone: 01672359343 Email: opuuapeee@gmail.com	Md. Belal Hussain ICT Cell, SAU Phone: 01917288555	
8	Virtual Conference room	ICT Cell, SAU provides modern Technology based Virtual Conference Room. The ICT Cell, SAU Team is responsible for managing the service and provides required technical support.	Mohammad Rayhan Uddin System Analyst, ICT Cell, SAU Phone: 01911552528 Email: rayhan@sau.edu.bd rayhan.md@gmail.com	Shafee Ul Umam Network Engineer, ICT Cell, SAU Phone: 01673542998 Email: shafee.umam@sau.edu.bd shafeeulumam@gmail.com	Md. Saiful Islam ICT Cell, SAU Phone: 01624969697
9	Official Work	All Types of Official Work, Writing Notes, Official letter, Maintaining ICT Cell, SAU Office.	Mohammad Mafigul Islam Section Officer ICT Cell, SAU Phone: 01920849036 Email: princduet@gmail.com		
10	Local field support	Our dedicated local field support team is always ready to solve the problem as soon as possible.	Md. Saiful Islam ICT Cell, SAU Phone: 01624969697	Md. Belal Hussain ICT Cell, SAU Phone: 01917288555	