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**ALNOOR UNIVERSITY**

# **AI and Digital Transformation Policy**

*Institutional Policy on Artificial Intelligence and Digital Infrastructure*

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Policy Year: **2025-2026**

Issued by: **Alnoor University — Quality Assurance & IT Governance**

Status: Approved and adopted by the competent authorities of Alnoor University

Mosul, Iraq



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## 1. Purpose and Scope

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This Policy establishes Alnoor University's institutional framework for digital transformation and the responsible adoption of artificial intelligence (AI) across teaching, research, administration, and student services. It reflects the University's commitment to using technology in a way that improves academic quality, operational efficiency, and environmental sustainability.

This Policy applies to all members of the University community, including leadership, faculty, researchers, administrative staff, and students, as well as any system, platform, or tool deployed under the University's digital infrastructure.

## 2. Vision for Digital Transformation

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Alnoor University views digital transformation as a core enabler of institutional sustainability. Reducing reliance on paper-based processes, centralizing academic resources online, and deploying AI-assisted services directly support the University's environmental responsibility goals while improving accessibility and efficiency for students and staff.

The University's digital transformation strategy rests on three pillars:

- Accessibility — ensuring academic and administrative resources are available online to all members of the University community.
- Efficiency — reducing manual, paper-based, and redundant processes through digital systems.
- Responsible innovation — adopting AI and emerging technologies in ways that are transparent, secure, and ethically governed.

## 3. Existing Digital Infrastructure

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Alnoor University has already implemented several digital systems that form the foundation of its transformation strategy:

### 3.1 Academic Repository

The University maintains a centralized digital repository ([repo.alnoor.edu.iq/lectures](http://repo.alnoor.edu.iq/lectures)) that hosts lecture materials, course content, and academic resources. This repository reduces dependence on printed materials, supports remote and blended learning, and provides students with continuous access to academic content.

### 3.2 Alnoor AI Chatbot

The University has deployed an AI-powered chatbot to support students and staff with inquiries related to academic services, administrative procedures, and general university information. The



chatbot improves response times, reduces administrative workload, and provides round-the-clock access to institutional information.

### 3.3 Supporting Systems

These systems operate within the University's broader IT infrastructure, which includes managed user accounts, institutional email and communication tools, and network security measures overseen by the IT department.

## 4. Artificial Intelligence at Alnoor University

The University recognizes artificial intelligence as a tool to support — not replace — human judgment, academic integrity, and institutional accountability. Current AI deployment is focused on administrative and informational support through the Alnoor AI Chatbot, with planned expansion into academic and research support functions.

AI systems used by or on behalf of the University shall:

- Operate transparently, with users informed when they are interacting with an AI system.
- Preserve human oversight and final decision-making authority in all academic and administrative matters.
- Be evaluated periodically for accuracy, fairness, and reliability.
- Respect data privacy and institutional confidentiality requirements.

## 5. Governance and Oversight

Responsibility for the implementation and oversight of this Policy is shared across the following bodies:

### 5.1 IT Governance Unit

Responsible for the technical operation, security, and maintenance of digital systems, including the academic repository and AI chatbot.

### 5.2 Quality Assurance Office

Responsible for monitoring alignment between digital transformation initiatives and institutional quality standards, including sustainability commitments such as the UI GreenMetric ranking.

### 5.3 AI Oversight Committee

A designated committee, drawing on IT, academic, and administrative representation, shall periodically review AI tools in use, assess emerging risks, and approve the adoption of new AI systems.



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## 6. Principles for Responsible AI Use

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All AI deployment and use across the University shall be guided by the following principles:

- Human accountability: AI tools support decision-making but do not replace human responsibility for outcomes.
- Transparency: users shall be informed when AI is involved in a service or process.
- Academic integrity: AI use in teaching, learning, and research must not facilitate plagiarism, fabrication, or dishonest academic conduct.
- Fairness and non-discrimination: AI systems shall be assessed to avoid biased or discriminatory outcomes.
- Data minimization: AI systems shall collect and process only the data necessary for their function.

## 7. Data Protection, Privacy, and Cybersecurity

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Digital systems operated by the University, including the academic repository and AI chatbot, shall comply with the University's data protection and privacy commitments, as outlined in the institutional privacy policy.

Specific measures include:

- Restricting access to personal and academic data to authorized personnel.
- Applying password protection and access controls to digital platforms.
- Maintaining secure storage and backup of institutional data and records.
- Reviewing third-party tools and AI vendors for compliance with data protection standards before deployment.

## 8. Digital Transformation Roadmap (2026 and Beyond)

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Building on its existing systems, Alnoor University commits to the following development priorities:

### 8.1 Short-term (2026)

- Expand the academic repository to cover all faculties and course offerings.
- Enhance the AI chatbot's coverage of academic advising and administrative procedures.
- Establish the AI Oversight Committee referenced in Section 5.

### 8.2 Medium-term (2026–2027)

- Introduce digital workflows for administrative approvals to reduce paper-based processes.
- Pilot AI-assisted academic support tools for student learning, subject to academic integrity safeguards.
- Integrate digital sustainability metrics (e.g., reduced printing, energy use of IT systems) into institutional sustainability reporting.



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### 8.3 Long-term (beyond 2027)

- Develop an integrated digital campus platform connecting academic, administrative, and student services.
- Expand AI applications to research support, subject to the governance principles in Section 6.

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## 9. Training, Awareness, and Capacity Building

The University shall promote digital literacy and responsible AI awareness among students and staff through orientation sessions, workshops, and published guidance materials. Faculty and administrative staff shall receive periodic briefings on the appropriate and ethical use of digital tools and AI systems relevant to their roles.

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## 10. Monitoring, Evaluation, and KPIs

The implementation of this Policy shall be monitored using indicators including, but not limited to:

- Adoption rate and usage statistics of the academic repository and AI chatbot.
- Reduction in paper-based administrative processes.
- User satisfaction with digital services, measured through periodic surveys.
- Number and resolution of data protection or AI-related incidents, if any.

The Quality Assurance Office shall report on these indicators annually as part of the University's institutional performance review.

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## 11. Review and Amendment

This Policy shall be reviewed periodically, and at minimum every two years, to reflect technological developments, regulatory changes, and institutional needs. Amendments shall be approved by the competent University authorities.

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## 12. Final Provisions

This Policy shall be read in conjunction with the University's Code of Ethics and Code of Conduct, institutional privacy policy, and any other relevant governance documents. In the event of inconsistency, the more protective or more specific provision shall apply.

This Policy enters into force upon its approval and adoption by Alnoor University.

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