

Qatar Rail Information Technology Policy

Qatar Rail's Information Technology (IT) Policy provides our goals and basic principles to deliver excellent IT infrastructure and capabilities to its stakeholders.

OUR GOALS

- Providing a reliable and secure infrastructure.
- Improving and enhancing IT capabilities.
- Maintaining a secure IT environment.

BASIC PRINCIPLES:

We will achieve our goals by undertaking the following:

- Committing to align Qatar Rail's IT to the business vision, mission, objectives and values.
- Providing IT excellence in service desk management, including incident and service requests and their escalation.
- Including in the IT environment, as a minimum, the integrity, reliability, availability, performance and cost effectiveness of all IT infrastructures (i.e. hardware, software, network, security, etc.).
- Adhering to IT processes and procedures.
- Developing and maintaining IT management systems with up-to-date and appropriate global best practices.
- Developing and maintaining applications and web-services to communicate Qatar Rail information including performance data, strategy and management systems required to support business operations.

Security Principles:

- Maintaining confidentiality and integrity of information at all times.
- Ensuring information is only accessible to authorized persons both internally and externally.
- Maintaining, controlling, securing electronic data and software owned or licensed by Qatar Rail in line with Qatar and international license agreements.
- Safeguarding business requirements for the availability of information and minimising disruptions to IT services.
- Making certain requirements to protect Qatar Rail's information is included in all relevant contracts.
- Ensuring all applicable regulatory and legislative requirements is met.
- Ensuring Qatar Rail's IT awareness, training and information security education is appropriate and embedded throughout the organisation.
- Complying with International Standard on Information Security ISO27001 and implementing an effective planned audit programme.

This policy statement is our personal commitment and that of Qatar Rail leadership team, their teams and partners to provide an effective IT environment in delivering a world-class rail network.




Abdulla Al Subaie
Managing Director & CEO

Leading Excellence بالتفوق ملتزمون