To The President
of KFUniversity

Introduction

Within the framework of the university's digital transformation process, and in line with the vision of the Kingdom 2030, the Deanship of Information Technology developed a system (called To the President of KFUniversity) to allow all beneficiaries (customers) make suggestions, initiatives, and inquiries with the possibility of tracking them to ensure their reaching the university's relevant departments. For sure, this electronic system is effective and it is supported by a system that sends notifications via e-services, e-mail, and SMS.

System Advantages

1 Easiness in communication between the customer and the responsible party

2 Benefiting from given suggestions and ideas

3 Taking initiatives and observations into consideration and responding to them rapidly

System Features

1 Conversion into digital services. The system enables the beneficiaries to submit their initiatives and observations through modern and advanced digital channels.

2 The digital communication between the public and university officials.

3 Saving time and effort of both the university employees and beneficiaries, and making the procedures for the service simple and short.

4 Opening new channels for cooperation with the beneficiaries.

5 Applying a new concept about the paperless government and increasing the effectiveness of the provided services.

6 Increasing the beneficiaries' level of reliability and security due to the digital transformation of the service.

7 Improving the beneficiaries' level of satisfaction by facilitating and accelerating their requests and ensuring their reaching the officials with the possibility of tracking these requests.

Target groups

All different groups of
the society

Employees of King Faisal
University

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