



INTERNATIONAL
HELLENIC
UNIVERSITY

Digital Transformation Plan 2025-28

Recommendation of the
Digital Governance Committee of IHU

June 2025

1. Introduction

Digital Transformation is one of the most important challenges and opportunities for the country's Higher Education Institutions, as it redefines both how Institutions are managed and operated, as well as how they offer educational, research and administrative services. The International Hellenic University (IHU), as the only public university in the country with a founding extroversion and international orientation, is dynamically proceeding with the preparation and implementation of its Digital Transformation Plan, in order to ensure its sustainable, effective and human-centered operation in the modern digital environment.

The need for the digital transformation of HEIs arises both from the rapid developments in Information and Communication Technologies (ICT), and from the institutionalization of relevant obligations in national law. In accordance with Article 227 of Law 4957/2022, Higher Education Institutions prepare and implement a Digital Transformation Plan that covers:

- the digitization of the services provided to the university community and citizens,
- the upgrading of digital infrastructure,
- the introduction of new technologies in the educational and research process,
- the development and certification of digital skills among staff and students.

IHU responds to this challenge with vision, systematic approach and awareness of its role as an institutional body of knowledge, innovation and social progress. Its multi-center structure, with operational hubs in Sindos, Thessaloniki, Katerini and Serres, reinforces the importance of digital integration, interoperability and remote access to university services.

The Digital Transformation Bible 2020–2025 of the Ministry of Digital Governance is the national strategic framework within which this effort is included. It defines as the main axes for Education:

1. The transition from document-centric to data-centric information management models,
2. The creation of registries and open data, as levers of interoperability,
3. The dissemination of the digital learning culture,
4. The connection with the labor market, using big data analysis tools,
5. Administrative reorganization, with automation and simplification of workflows,
6. The strengthening of services to the citizen, with accessibility and speed.

IHU is fully aligned with these strategies, seeking to:

- The creation of a single digital ecosystem for students, faculty, staff and external partners,
- Enhancing innovation through technology,
- Accessibility for all, regardless of location, abilities or digital familiarity.

The Digital Governance Unit of IHU, established as provided for under article 210 of Law 4957/2022, is the operational implementation arm of the plan. It is responsible for the

coordination of all relevant actions, the observance of the interoperability principles, the implementation of the digital transformation plan, the cooperation with public sector bodies, and the implementation of the General Data Protection Regulation (GDPR).

The plan is organized into thematic axes and includes measurable objectives and implementation schedules for:

- Digital Infrastructure, with the aim of strengthening the technical base of the Institution, creating unified systems and upgrading equipment.
- Digital Services, which ensure efficient service of students, staff and citizens.
- Education and Research, with innovative tools, interactive platforms, support for accessible educational materials and learning support services.
- Administrative Operation, with automation systems, digital signatures, and interconnection of information systems with state structures.
- Skills and Digital Literacy, which foster an environment of continuous training, support and adaptation to digital developments.
- Transparency and Open Government, by providing statistical data, reporting, BI tools and support for open science.
- Internationalization and Extroversion, enhancing the Institution's attractiveness for foreign students and researchers through English-speaking, technologically advanced, platforms and programs.

The plan is also based on the creation of a Teaching and Learning Support Centre, in the context of which policies of open learning, production of educational content and dissemination of good practices will be established.

Throughout the implementation, IHU will apply monitoring, evaluation and feedback policies, with the involvement of the Institution's Digital Governance Committee. The participation of users – students, faculty and administrators – in working groups, training seminars and advisory processes, will ensure the co-creation and acceptance of the transformation.

IHU's digital transformation is not just a technological project. It is a cultural and organizational project, aiming to transform academic experience and make the University a model of functionality, transparency, innovation and social reciprocity. In this transition, IHU utilizes technologies, empowers its people and builds the university of the future.

1.1. Stakeholders and beneficiaries

Digital Transformation at the International Hellenic University (IHU) influences, engages and empowers a wide range of units and services of the Institution. Transformation is not the work of a single structure but concerns the entire organization horizontally. Below is a categorized overview:

- **Administrative and Support Services**

They are key recipients and co-shapers of digital automation and interoperability solutions.

- **Digital Governance Unit.** Coordinates, plans and supports the implementation of the transformation in accordance with article 210 of Law 4957/2022.
- **Digital Governance Committee** Provides strategic advice to the University Administration on policy and infrastructure issues.
- **Rectorate & Vice-Rectorate of e-Government** Responsible for drawing up a strategy and supervising the implementation of the plan.
- **IT Directorate or equivalent Support Service** Technical management of the systems, helpdesk, VPN, email, security, monitoring.
- **Directorate of Administrative, Payroll, Finance** Digitization of administrative flows, electronic protocols, signatures, staff requests.
- **Quality Assurance Unit (MODIP)** Enhanced with analytics, BI dashboards, automated collection of quality data.
- **Academic Units and Educational Services.** The educational process is a central axis of transformation.
- **Departments and Faculties of IHU** are enhanced through e-learning systems, material management, e-examination, Moodle, eClass, etc.
 - **Teachers (FACULTY, EEP, EDIP)** benefit from e-learning tools, collaborative platforms, plagiarism software, digital libraries.
 - **Students of all study cycles** gain access to digital student registry services, information, certifications, as well as e-learning platforms and learning communities.
 - **Teaching and Learning Support Center (ctl.ihu.gr)** A key body for the implementation of modern teaching methods and UDL (Universal Design for Learning).
 - **Center for Training and Lifelong Learning (KEDIVIM)** Adopts new digital platforms for digital skills training and certification programs.
- **Research Structures and Supporting Bodies** Research is enhanced by open science and data analysis technologies.
 - **Research Laboratories and Teams** are enhanced through cloud infrastructure, AI, computational payload, data repositories, DOI/ORCID support.
 - **Special Account for Research Funds (ELKE)** benefits from digitized project management (WebResCom), budget monitoring and approval automations.
- **Supporting Academic Services** Provide critical services to students and staff.
 - **Libraries (central & local)** They are upgraded through single repositories, OPAC, access to digital material, search infrastructures and citation tracking.
 - **Department Secretariats** Digital management of student register, applications, graduation, Erasmus, communication with students.
 - **Internship and Career Office** Career Upgrading of career services, digital interaction with the labor market, alumni networking.

- **External Beneficiaries**

- **Alumni:** through a special platform for interaction, information, mentoring.
- **Citizens / Third parties:** with remote services, issuance of certificates, transparency, open data.
- **Public Bodies:** through interoperability with KED, ptuxia.gov.gr, eIDAS, DIAVGEIA.
- **International Cooperation Partners:** through bilingual platforms, remote access, connectivity.

1.2. Digital Transformation Roadmap

IHU's Digital Transformation Roadmap is organized into **four phases** of implementation and monitoring:

Phase	Time Period	Subject matter
1. Design	Months 1–3	Mapping of the current situation, preparation of needs, definition of KPIs
2. Infrastructure Implementation	Months 4–12	System integration, equipment upgrade, data center development
3. Digital Services & Education	Months 13–24	E-learning platforms, e-administration, staff training
4. Evaluation & Optimization	Months 25–36	KPI review, BI dashboards, feedback, extension

Key Performance Indicators (KPIs)

The indicators are monitored on an annual basis by the Digital Governance Unit.

Pillar	KPI	Objective
Infrastructure	Wireless eduroam coverage rate across all nodes	100% (up to Month 12)
	Core network uptime	> 99,95%
	Installed endpoints with a security system	> 90% of equipment
Services	Use SSO for all major platforms	> 95%
	Average request processing time via e-portal	< 48 hours
Education	Number of seminars/year for staff	≥ 10

Pillar	KPI	Objective
	Percentage of students using the new Moodle	> 80%
Research	Percentage of research teams with access to HPC/Cloud infrastructure	≥ 70%
	Open repository usage per publication	≥ 60%
Governance	Number of BI indicators available for Management	≥ 50
	Annual DS progress report adopted by the Council	100% compliance

2. Upgrading the digital infrastructure of IHU

IHU's strategy for digital infrastructures is part of the broader context of the digital transformation of Higher Education (Law 4957/2022, article 227). The aim is to create a strong, secure and sustainable digital ecosystem that supports teaching, research, administration and extroversion.

Integrated Targets for Digital Infrastructure

- YΠ1. Consolidation and Centralization of Infrastructure.** Consolidation of local infrastructure per node (Sindos, Thermi, Serres, Kilkis and Katerini) into a single centrally managed digital ecosystem. Creation of an institutional data center with high availability and resilience policies (Business Continuity and Disaster Recovery Plans). Replacement of old individual repositories and servers with single cloud or hybrid cloud solutions, where appropriate.
- YΠ2. Upgrade of network infrastructure.** Comprehensive coverage with eduroam wireless network and creation of Smart Campus infrastructure (automation, entry recording, environmental sensors).
- YΠ3. Central Management of Equipment and Software.** Adoption of central procurement and management procedures for computers, printers and peripherals, through framework agreements (e.g. based on Law 4412/2016). Implementation of a BYOD (Bring Your Own Device) model in combination with shared infrastructure. Creation of stocks for immediate replacement of equipment.
- YΠ4. Computational Infrastructure and Education/Research Service.** Creation of on-premise and cloud infrastructures for distance learning, teleworking and laboratory access. Ensuring high performance for AI/HPC tasks and self-service capability (e.g. VMs creation). Drafting of a plan for the reciprocal use of infrastructure in research projects (such as HPC credits / internal resource allocation schemes).
- YΠ5. Cybersecurity and Access Management.** Installation of modern cybersecurity tools (next-gen firewalls, vulnerability scanning, penetration testing). Implementation of

secure coding (SDLC) policies. Expansion of SSO infrastructure and adoption of MFA (Multi-Factor Authentication) for access to critical services. Creation of a Digital Security and Support Center.

- ΥΠ6. Interoperability and Data Organization.** Development or restructuring of Registries (Students, Courses, Programs, Laboratories) in data-centric format to support the "once-only" principle. Interconnection with the Interoperability Center (KED), eIDAS, ptuxia.gov.gr and OPESP (of HAHE) for data exchange with the State.
- ΥΠ7. Environmental Sustainability and Energy Efficiency.** Installation of energy monitoring systems in data centers and laboratories (green computing). Implementation of resource saving policies through server consolidation, virtualization and use of free software where possible.

3. Digitization of IHU's services

The digital transformation of IHU services is the pillar that directly impacts the experience of students, teachers, administrators and third parties (citizens, graduates, collaborating institutions). The design focuses on **the full digitization of processes, usability, security and interoperability**.

Integrated Digital Services Goals

- ΨΥ1. Integrated Ecosystem of Administrative Services.** Integration of the student registry information systems (e.g. Unitron) and Uniportal into a single digital environment with SSO (Single Sign-On) and a personalized dashboard for each user. Extension of the functions of the student registry to electronically cover applications, mobility (Erasmus+, internship), certificates, course evaluations, part-time study support. Organization of electronic protocol, digital approvals, signatures (HARICA), complete electronic document handling circuit (integration with K-SDE of the State).
- ΨΥ2. Student Services – myIHU App & Student Portal.** Creation of a single digital environment for information and management of student life, of the "myIHU" type, in the standards of digital identities and applications of NGDLE (Next Generation Digital Learning Environments). Integration of catering services, accommodation, queries, academic obligations and notifications in the same digital environment. E-alumni service for graduates and career services for absorption in the market.
- ΨΥ3. Development of e-Learning & Assessment Platforms.** Centralization of all e-learning infrastructures (Moodle, eClass, satellite facilities) in a centrally managed system with LTI-compliant capabilities (Learning Tools Interoperability). Development of "Future Classrooms" with A/V equipment for hybrid teaching. Assessment services with proctoring labs, shared tablets and controlled examination stations for on-site and remote exams.
- ΨΥ4. Innovation, Automation and AI Services.** Introduction of digital artificial intelligence (AI) assistant in student support processes, management of administrative applications, production of statistical indicators. Adoption of low-code

/ no-code tools for rapid development of internal services by the administrative units themselves. Adoption of Business Intelligence (BI) tools, siloed data interconnection for KPI analysis and service quality evaluation.

ΨΥ5. Interoperability and "Once-Only" Principle. Interconnection with KED (Interoperability Center) and eIDAS for automatic verification of personal and tax information, avoidance of double submission of data by students/third parties. Digitization of all procedures to and from ELKE (via webResCom), elimination of paper applications and analogue signatures.

ΨΥ6. Teacher and Staff Support Services. Creation of thematic social networks (micro-communities) for departments, associations, committees. Helpdesk and ticketing services with SLA (Service Level Agreement) monitoring. Creation of electronic "personnel files" and automated management of leaves/applications.

ΨΥ7. Education and Digital Literacy. Development of courses for the orientation of students and staff in the services provided, through videos, manuals, electronic self-assessments. Certification of knowledge (where applicable) and participation in national initiatives (National Academy of Digital Skills).

4. Introducing new technologies and digital solutions in education and research

The digital transformation of higher education is not only a technological transition but also a pedagogical and research renaissance. The International Hellenic University, as an institution with a distinct international orientation and a polycentric geographical structure, must utilize digital technologies to strengthen its student-centered character and support scientific research with modern tools and methodologies.

Modern digital infrastructures and services enable the creation of more inclusive, flexible and accessible forms of learning. At the same time, they enable open science, international research collaborations and the use of new technologies such as artificial intelligence, computational science and big data processing. Universal Design for Learning and the use of alternative forms of educational content, such as digital storytelling, educational platforms and interactive environments, enhance participatory learning and active student engagement.

IHU is proceeding with the design of a coordinated plan to strengthen its educational and research operation, based on the principles of quality, innovation, internationalization and social responsibility. The plan includes both targeted interventions in teaching and learning support services as well as mechanisms for linking with the labor market, research and society.

In addition, the need for systematic empowerment of staff and students with digital skills is recognized, through appropriate training, certification and support actions. The aim is to form a digital academic community that utilizes digital tools in a productive, safe and creative way.

In this context, the following consolidated list of objectives reflects the University's strategic direction in the digital **education and research** axis, combining the aspirations reflected in the internal plan of IHU aligned with the directions of the Digital Transformation Bible.

Digital Transformation Goals for Education and Research at IHU

- EE1. Enrichment of digital educational platforms.** Integration of existing e-learning platforms (Moodle, eClass) and enhancement with interoperable tools. Use of gamification tools, interactive videos and synchronous/asynchronous learning.
- EE2. Universal Design for Learning (UDL).** Creation of accessible educational materials for all students, with the integration of subtitles, screen readers and multiple forms of content representation.
- EE3. Digitization and Upgrading of Educational Material.** Production of thematic digital libraries, open courses and multimedia content optimized for mobile devices.
- EE4. Flexible Learning Environments & Learning Communities.** Creation of thematic communities (learning communities) between students and teachers using tools such as MS Teams, Slack, Discord.
- EE5. Certification of Digital Skills.** Design and implementation of an institutional certificate of digital skills (according to DIGCOMP). Integration of training actions in the services of the Lifelong Learning Center (KEDIVIM).
- EE6. Digital Assessment and Examination Systems.** Promotion of electronic examinations, peer-review methods, proctoring, and learning analytics.
- EE7. Strengthening of Library and Research Repositories Services.** Unification of repositories, integration of ORCID, DOI, and interconnection with international databases. Creation of infrastructure to support open science (open science, open data).
- EE8. Digital Research Support.** Development of an internal research project management platform (connection with ELKE, ResCom). Infrastructure for big data and AI-based research through the provision of VMs or containerized clusters.
- EE9. Strategic Partnerships & Extroversion.** Participation in European and international networks for e-learning, innovation in education and research. Creation of a bilingual teaching environment and material (Greek – English).
- EE10. Learning and Innovation Community.** Establishment of a digital hub of excellence for educational practices, in collaboration with GUNET, HAHE, EUNIS. Organization of thematic seminars, webinars, hackathons, on the use of new technologies in education.

Below is the subchapter on the **application of Artificial Intelligence (AI) in Teaching and Research**, part of IHU's Digital Transformation Plan.

4.1. Application of Artificial Intelligence in Education and Research

Artificial Intelligence (AI) is one of the most rapidly evolving technologies of the 21st century, with decisive effects on education and research. Its utilization within IHU offers the possibility

for personalized learning, predictive student support, routine automation and enhancement of scientific production.

IHU, as an internationally oriented institution, is committed to responsibly exploiting the potential of Artificial Intelligence, in alignment with the European ethical principles, the UNESCO Declaration on Ethics in AI, as well as the Regulation (EU) on the use of AI in the public sector.

Strategic Objectives for the Application of AI in Education and Research

- EE11. Development of personalized learning services.** Integration of smart tutors and conversational agents (chatbots) in e-learning platforms (e.g. Moodle) to guide students. Recommendation of learning paths based on performance, pace, interests and profiles (learning analytics + recommendation systems).
- EE12. Teaching Support Systems.** Adoption of AI tools for automatic correction and feedback on assignments and quizzes. Use of AI for the production of alternative educational material (clarification, simplification, compilation, multimodality). Automatic translation and conversion of material into accessible formats (text-to-speech, captions).
- EE13. Early Intervention & Counseling Mechanisms.** Development of dropout prediction algorithms. Informing teachers with notifications when learning patterns show difficulties or deviation from progress. Student interface with personalized goal feedback and improvement tips.
- EE14. Support Research with AI Tools.** Provide access to computational tools and environments for AI-based research (e.g. JupyterHub, GPU clusters). Development of an "AI for Research" unit to guide scientific teams in the use of NLP, computer vision, data mining. Automatic collection and processing of bibliographic data, identification of trends and research gaps through AI.
- EE15. Transparency and Open Science with the Use of AI.** Analysis and categorization of publications, projects, and datasets using natural language (LLMs). Development of tools for assessing the impact of research activity through the analysis of referral networks and citations.
- EE16. Cultivation of Digital Literacy for AI.** Introduction of seminars and educational resources for the understanding of AI by students of all disciplines. Certification of basic AI skills for staff through KEDIMA or KEDIVIM. Creation of an open resource "AI at the University" with examples of applications and impacts.
- EE17. Ethics and Safe Use of AI.** Definition of rules for the responsible use of AI in the educational process. Application of principles of explainability, fairness, accountability in any AI educational or research system. Cooperation with the Ethics Committee and MODIP for the continuous evaluation of the use of AI.

The application of Artificial Intelligence at IHU is not limited to the use of ready-made tools, but fosters a new culture of teaching, learning, and scientific discovery. Driven by human value and quality assurance, the University invests in the responsible adoption of innovative AI applications, radically transforming its university ecosystem.

5. Development of digital skills among teaching, administrative and other staff

The cultivation of digital skills is a cornerstone for the successful implementation of Digital Transformation. It is not enough to upgrade infrastructure and establish innovative services; it is crucial that the University's human resources – students, teaching staff, researchers and administrators – have the necessary digital literacy to use the available technological tools effectively, safely and creatively.

At IHU, due to the geographical dispersion and the international character of the Institution, the need to enhance digital skills becomes of strategic importance. The transition to a digital university requires not only technical familiarity but also the cultivation of attitudes related to innovation, collaboration and continuous training.

The University's policy is to treat digital skills as a cross-curricular and continuous field of development, and not as a one-off process. Human capital enhancement is carried out both through formal structures (Lifelong Learning Centre, Teaching and Learning Support Centre) and through open online resources, peer learning methodologies, and certification of key competences in line with the European **DIGCOMP 2.2 framework**.

This action is directly linked to the digital services and systems implemented in the context of the transformation, so that end-users can make the most of the new possibilities. Training and empowerment policies will be implemented tailored to each category of users and will be supported by diagnostic tools and progress monitoring mechanisms.

Digital Skills Objectives at IHU

- ΨΔ1. Digital Readiness Diagnostic Mechanism:** Development or adoption of a digital skills self-assessment tool for students, faculty and administrators (e.g. based on DigComp). Anonymous dashboards per unit/faculty for internal use.
- ΨΔ2. Establishment of Annual Seminars & Micro-Courses (microlearning):** Creation of a regular training program for the Institution's staff. Use of video-based learning, interactive modules and blended learning.
- ΨΔ3. Digital Onboarding for New Students:** Compulsory participation of first-year students in a digital seminar to familiarize them with the basic services of the university. Provision of an electronic "digital student survival guide".
- ΨΔ4. Digital Skills Certification:** Collaboration with bodies for the issuance of certificates of basic digital skills (e.g. ICDL, DigCompEdu). Pilot implementation of internal institutional certification with rating.
- ΨΔ5. Special Seminars Per Role and Department:** Targeted programs according to the role: teachers (e.g. e-learning, AI in teaching), students (e-platforms, digital security), administrative (ERP systems, electronic approvals). Compulsory attendance of selected topics for infrastructure/administration managers.
- ΨΔ6. Cultivating Digital Literacy and Digital Ethics:** Courses to understand data security, privacy, the use of AI, copyright, misinformation. Integration of topics into MSc or open learning platforms.

- ΨΔ7. Support and Mentoring (Digital Mentoring):** Creation of a team of "digital mentors" per faculty (technical/academic staff) for on-site support. Q&A platform, video tutorials and digital community of practice.
- ΨΔ8. Digital Culture Enhancement Actions:** Organization of a "Digital Week" with workshops, presentations, competitions. Promotion of good practices through a newsletter or an internal "digital knowledge hub".
- ΨΔ9. Monitoring and Evaluation:** Definition of KPIs for the progress of trainings. Collection of qualitative feedback and annual review of the strategy.

IHU aims to transform it into a "digital-ready university", in which every member of the academic community feels able and empowered to operate comfortably and safely in the new digital environment.

ANNEX A – DIGITAL INFRASTRUCTURES OF IHU

Integrated Library Information System Services

Purpose

The services of the Integrated Library Information System aim to provide integrated library organization of documents, the creation of digital user records, lending, renewals, related checks for all members of the academic community.

Current Status

The Integrated Library Information System is under the supervision of the Alexandriann University Campus Library Department. The management is carried out by the respective staff and concerns the registration of documents, the sending of electronic Certificates of non-debt of books both to users and collectively to the Secretariats of Departments. The management of borrowing, returns, renewals and interlibrary loan of books is carried out through the Sierra information system.

Objective - Actions

It is proposed to unify the Service at the Institutional level. The Unified Catalogue will be a very important step for the needs of the Library and Information Centre Directorate.

Address: [A15. Library Address and Information Center](#)

URL: <https://opac.seab.gr/search~S5>

Service category: [Educational](#)

"Special Interest Users" Service (SDI - Selective Dissemination of Information)

Purpose

The purpose of the "Special Interest Users" service is to provide specialized information on research sources.

Current Status

The Alexandrian University Campus Library Department supports remote service and provision of selective information (SDI). The service is provided through the old site where information is available. Articles and information material are sent by e-mail. Assistance via e-mail for the use of e-books. Compilation and editing of electronic guides for the use of electronic services and bibliographic guides.

Objective - Actions

It is proposed to unify the Service at Institutional level and to create a central website/portal for the Directorate of Library and Information, in which all services will be centrally located.

Address: [A15. Library Address and Information Center](#)

URL: <https://www.lib.teithe.gr/>

Service Category: [Educational](#)

Institutional Repository

Purpose

The purpose of the Institutional Repository is to enrich, organize and manage digital material that is an intellectual production of the Campus.

Current Status

There are currently three repositories operating at IHU:

1. The Alexandrian Campus Library Department supports the import, library organization and management of digital documents of the intellectual output of the campus. The service is provided by the old website <http://eureka.teithe.gr>. The service manages user requests to send and receive digital documents. The Service has been consolidated at the Institutional level with the integration of the Single Sign-On (SSO) service.
2. The institutional repository of IHU. is supported by the Library Department of P.A.K.E.D.I.P.S. and is available at <https://repository.ihu.edu.gr/>, but only the members of the Thermi hub have the right to submit material to the repository.
3. The Sub-Directorate for the Management of the Development of Library Services (headquarters in Serres) supports the import, library organization and management of digital documents of the intellectual production of the campus.

Objective - Actions

The creation of a central website/portal for the Directorate of Library and Information, in which all services will be centrally located, will help in this direction.

Address: [A15. Library Address and Information Center](#)

URL: <http://eureka.teithe.gr>

URL: <https://repository.ihu.edu.gr/xmlui/>

URL: <http://apothesis.teicm.gr/xmlui/>

Service Category: [Educational](#)

Online Library Public Access Catalogue (OPAC)

Purpose

The online Public Access Library Catalogue (OPAC) provides access to the Unified Catalogue of the Collaborative Network of Academic Libraries. In this way, users are given the opportunity to search for items.

Current Status

The Alexandrian Campus Library Department supports the operation of the service and provides information to users on the use of the service. The service functions as a single interface for searching for information from heterogeneous sources.

Objective - Actions

It is proposed to unify the Service at the Institutional level. The creation of a central website/portal for the Directorate of Library and Information, in which all services will be centrally located, will help in this direction.

Address: [A15. Library Address and Information Center](#)

URL: <https://opac.seab.gr>

Service Category: [Educational](#)

Organization of Information Literacy Seminars

Purpose

The organization of information literacy seminars mainly concerns undergraduate and postgraduate students of the University and aims to inform them about the services provided.

Current Status

The Alexandrian Campus Library Department supports similar actions (<https://orion.the.ihu.gr/>) in person or online for the use of conventional and electronic sources and the ways of capturing the sources.

Objective - Actions

It is proposed to unify the Service at the Institutional level. The creation of a central website/portal for the Directorate of Library and Information, in which all services will be centrally located, will help in this direction.

Address: [A15. Library Address and Information Center](#)

URL: <https://orion.the.ihu.gr/>

Service Category: [Educational](#)

E-books, Databases and scientific information services via Heal-link

Purpose

Members of the Hellenic Academic Libraries Association have access through the Heal-Link service to the full text of electronic journals and books and to bibliographic databases.

Current Status

The Alexandrian Campus Library Department provides information on the search for information and the content of the service.

Objective - Actions

It is proposed to create a central website/portal for the Directorate of Library and Information, in which all services will be centrally located.

Address: [A15. Library Address and Information Center](#)

URL: <https://www.heal-link.gr/> e-booksCategory of service: [Educational](#)

Service Category: [Educational](#)

Integrated Library Information System Services

Purpose

The services of the Integrated Library Information System aim to provide integrated library organization of documents, the creation of digital user records, lending, renewals, related checks for all members of the academic community.

Current Status

The Integrated Library Information System is under the supervision of the Library Department of P.A.K.E.DI.P.S. The management is carried out by the respective staff and concerns the registration of documents, the sending of electronic Certificates of non-debt of books both to users and collectively to the Secretariats of Departments. The management of borrowing, returns, renewals and interlibrary loan of books is carried out through the Sierra information system.

Objective - Actions

It is proposed to unify the Service at the Institutional level. The Unified Catalogue will be a very important step for the needs of the Library and Information Centre Directorate.

Address: [A15. Library Address and Information Center](#)

URL: <https://opac.seab.gr/search~S5> Service Category: [Educational](#)

Service Category: [Educational](#)

Online Public Access Library Catalogue OPAC - SaaS

Purpose

The online Public Access Library Catalogue (OPAC) provides access to the Unified Catalogue of the Collaborative Network of Academic Libraries. In this way, users are given the opportunity to search for items.

Current Status

The Library Department of P.A.K.E.DI.P.S. supports the operation of the service and provides information to users about the use of the service. The service functions as a single interface for searching for information from heterogeneous sources.

Objective - Actions

It is proposed to unify the Service at the Institutional level. The creation of a central website/portal for the Directorate of Library and Information, in which all services will be centrally located, will help in this direction.

Address: [A15. Library Address and Information Center](#)

URL: <https://opac.seab.gr/search~S5>

Service Category: [Educational](#)

Databases (Institution-wide Management for IHU)

Purpose

The Databases service provides access to specialised databases to all IHU members.

Current Status

The management of the databases (insertion, deletion, modification) is carried out by the staff of the Library Department of P.A.K.E.D.I.P.S.

Objective - Actions

The service covers the entire university community. It is proposed to create a central website/portal for the Directorate of Library and Information, in which all services will be centrally located.

Address: [A15. Library Address and Information Center](#)

URL: <https://www.ihu.gr/ucipslib/databases/>

Service Category: [Educational](#)

Ebook Central Platform – Institution-wide Management for IHU

Purpose

The IHU Ebook Central Platform manages the ebooks that the University's members have access to.

Current Status

The Library Department of P.A.K.E.D.I.P.S. supports the management of ebooks and manages user requests.

Objective - Actions

It is proposed to create a central website/portal for the Directorate of Library and Information, in which all services will be centrally located.

Address: [A15. Library Address and Information Center](#)

URL: <https://ebookcentral.proquest.com/lib/ihugr-ebooks/home.action>

Service Category: [Educational](#)

PAKEDIPS E-books

Purpose

The Library Department of P.A.K.E.D.I.P.S. provides the possibility of using e-books. This service also offers e-books that are not included in eBook Central.

Current Status

The Library Department of P.A.K.E.DI.P.S. supports through its information system access to all e-books.

Objective - Actions

It is proposed to create a central website/portal for the Directorate of Library and Information, in which all services will be centrally located.

Address: [A15. Library Address and Information Center](#)

URL: <https://www.ihu.gr/ucipslib/ebooks/>

Service Category: [Educational](#)

E-books, Databases and scientific information services via Heal-link

Purpose

Members of the Hellenic Academic Libraries Association have access through the Heal-Link service to the full text of electronic journals and books and to bibliographic databases.

Current Status

The Library Department of P.A.K.E.DI.P.S. provides information on the search for information and the content of the service.

Objective - Actions

It is proposed to create a central website/portal for the Directorate of Library and Information, in which all services will be centrally located.

Address: [A15. Library Address and Information Center](#)

URL: <https://www.heal-link.gr/e-books>

Service Category: [Educational](#)

Interlibrary loan (online and conventional)

Purpose

The interlibrary loan service allows the Library Department of P.A.K.E.DI.P.S. to provide lending services for its documents.

Current Status

The service is performed on the website of the P.A.K.E.DI.P.S. Library. and provides the ability to register a user and process loan requests.

Objective - Actions

It is proposed to create a central website/portal for the Directorate of Library and Information, in which all services will be centrally located.

Address: [A15. Library Address and Information Center](#)
URL: <https://www.ihu.gr/ucipslib/interlibrary-loan-service/>
Service Category: [Educational](#)

Ask a Librarian

Purpose

The purpose of the Ask a Librarian service is to provide specialized information related to research sources.

Current Status

The Library Department of P.A.K.E.DI.P.S. supports the service of users in research issues. The service is provided through the library's website. Articles and information material are sent by e-mail. Provision of assistance via e-mail for the use of e-books. Compilation and editing of electronic guides for the use of electronic services and bibliographic guides.

Objective - Actions

It is proposed to create a central website/portal for the Directorate of Library and Information, in which all services will be centrally located.

Address: [A15. Library Address and Information Center](#)
URL: <https://www.ihu.gr/ucipslib/ask-a-librarian/>
Service Category: [Educational](#)

Information Literacy training (online and conventional)

Purpose

The organization of information literacy seminars concerns user information seminars.

Current Status

The Library Department of P.A.K.E.DI.P.S. supports information actions in person or online on the use of conventional and digital sources, the creation of bibliographic records, copyright, lateralization and the limits of use of sources.

Objective - Actions

It is proposed to create a central website/portal for the Directorate of Library and Information, in which all services will be centrally located.

Address: [A15. Library Address and Information Center](#)
URL: <https://www.ihu.gr/ucipslib/information-literacy-training/>
Service Category: [Educational](#)

"Recommend a Title" service

Purpose

The purpose of the Recommend a Title service is to provide specialized information related to specific research sources.

Current Status

The Library Department of P.A.K.E.DI.P.S. supports the service of users in research issues. The service is provided through the library's website.

Objective - Actions

It is proposed to create a central website/portal for the Directorate of Library and Information, in which all services will be centrally located.

Address: [A15. Library Address and Information Center](#)

URL: <https://www.ihu.gr/ucipslib/recommend-a-title/>

Service Category: [Educational](#)

Integrated Library Information System Services

Purpose

The services of the Integrated Library Information System aim to provide integrated library organization of documents, the creation of digital user records, lending, renewals, related checks for all members of the academic community.

Current Status

The Integrated Library Information System is under the supervision of the Sub-Directorate for the Management of the Development of Library Services (headquarters in Serres). The management is carried out by the respective staff and concerns the registration of documents, the sending of electronic Certificates of non-debt of books both to users and collectively to the Secretariats of Departments. The management of borrowing, returns, renewals and interlibrary loan of books is carried out through the Sierra information system.

Objective - Actions

It is proposed to unify the Service at the Institutional level. The Unified Catalogue will be a very important step for the needs of the Library and Information Centre Directorate.

Address: [A15. Library Address and Information Center](#)

URL: <https://opac.seab.gr/search~S5>

Service Category: [Educational](#)

Participation in the National Network of Scientific & Technological Libraries (GRDETB) (as suppliers and users)

Purpose

The Sub-Directorate for the Management of the Development of Library Services (Serres) supports the participation of IHU in the National Network of Scientific and Technological Libraries (GRNETB).

Current Status

The Sub-Directorate for the Management of the Development of Library Services (headquarters in Serres) focuses on the processing of electronic loan requests from other libraries or to other libraries for interlibrary loan of books or inter-loan (digital or digitized) articles of scientific journals.

Objective - Actions

It is proposed to create a central website/portal for the Directorate of Library and Information, in which all services will be centrally located.

Address: [A15. Library Address and Information Center](#)

URL: <https://eskep.ekt.gr/eskep/login>

Service Category: [Educational](#)

Remote service and Selective Dissemination of Information (SDI)

Purpose

The purpose of the "Special Interest Users" service is to provide specialized information on research sources.

Current Status

The Sub-Directorate for the Management of the Development of Library Services (headquarters in Serres) supports the remote service and provision of selective dissemination of information (SDI). The service is provided through the old site where information is available. Articles and information material are sent by e-mail. Provision of assistance via e-mail for the use of e-books. Compilation and editing of electronic guides for the use of electronic services and bibliographic guides.

Objective - Actions

It is proposed to unify the Service at Institutional level and to create a central website/portal for the Directorate of Library and Information, in which all services will be centrally located.

Address: [A15. Library Address and Information Center](#)

URL: <http://lib.teicm.gr/index.php?id=109>

Service Category: [Educational](#)

Provision of online information literacy seminars

Purpose

The organization of information literacy seminars concerns user information seminars.

Current Status

The Sub-Directorate for the Management of the Development of Library Services (headquarters in Serres) focuses on conducting distance information literacy seminars on the use of conventional and digital sources, the creation of bibliographic records, copyright, lateralization and the limits of use of sources.

Objective - Actions

It is proposed to create a central website/portal for the Directorate of Library and Information, in which all services will be centrally located.

Address: [A15. Library Address and Information Center](#)

URL: <http://lib.teicm.gr/index.php?id=10>

Service Category: [Educational](#)

Participation in the National Research Data Repository

Purpose

The Sub-Directorate for the Management of Library Services Development (Serres) supports the participation of IHU in the Hellenic Academic Research Data Management Initiative (HARDMIN).

Current Status

The service supports the recording and registration in electronic form of all the University's Research Laboratories in the national research data repository HARDMIN (Hellenic Academic Research Data Management Initiative).

Objective - Actions

It is proposed to create a central website/portal for the Directorate of Library and Information, in which all services will be centrally located.

Address: [A15. Library and Information Center Address](#)

URL: [HARDMIN-HELIX \(heal-link.gr\)](http://HARDMIN-HELIX(heal-link.gr))

Service Category: [Educational](#)

Financial Management Information System

Purpose

Software for the integrated Accounting and Financial Management of the University

Current Status

The University uses the OTS 4.11 software package.

Objective - Actions

The current form of the service is adequate.

Address: [D3. Digital Services and Governance Directorate](#)

URL: [Internal use for employees](#)

Service category: [Administrative](#)

Payroll and Personnel Management Information System

Purpose

Software for the management of Staff Payroll

Current Status

The University uses the software package Payroll OTS 3.49

Objective - Actions

The current form of the service is adequate.

Address: [D3. Digital Services and Governance Directorate](#)

URL: [Internal use for employees](#)

Service category: [Administrative](#)

Student Information System

Purpose

The Unitron student register information system is used by the secretariats of the Departments to keep all information regarding the personal information, studies and graduation of students.

Current Status

The secretariats of the Departments of the Institution use the Unitron web application. It is possible to export statistical data on the HAHE, which have been recently enriched in the framework of the "Electronic University" project.

Objective - Actions

The Unitron information system largely covers the needs of the secretariats of the Departments. It would be desirable to enrich the range of documents automatically provided to students (certificates, certificates).

Address: [D3. Digital Services and Government Address](#)

URL: <https://unitron.ihu.gr/>

Service Category: [Central / Educational](#)

Student Information Portal

Purpose

The web application <https://uniportal.ihu.gr/> provides students with access to the information kept by the Unitron student register information system used by the secretariats of the Departments.

Current Status

Students use the online application <https://uniportal.ihu.gr/> to access course statements, grades and the issuance of certificates and attestations. In addition, the Institution's student registry information system provides data on the online issuance of degrees through the <https://ptyxia.gov.gr> platform. Each Department has the ability to define the certificates and certificates that will be available electronically.

Objective - Actions

It is proposed to enrich the range of documents that are automatically provided to students (certificates, certificates).

Address: [D3. Digital Services and Governance Address](#)

URL: <https://uniportal.ihu.gr/>

Service Category: [Central / Educational](#)

Electronic Protocol System

Purpose

Electronic protocol system service for recording incoming and outgoing documents.

Current Status

The web application <https://protocol.ihu.gr/> used centrally by the administrative services, but also individually in academic units (secretariats of departments and faculties).

Objective - Actions

It is advisable to complete the service through interoperability with a central document management and routing system, in order to make the process of processing them easier and better organized.

Address: [D3. Digital Services and Governance Address](#)

URL: <https://protocol.ihu.gr/>

Service Category: [Central](#)

Plagiarism Detection Service

Purpose

Plagiarism detection service for texts included in undergraduate dissertations, master's theses, doctoral theses and dissertations.

Current Status

The University has a subscription to the Turnitin plagiarism detection service through the Moodle platform. Educational user manuals for end users have been posted on IHU's website.

Objective - Actions

Wider use of the service by members of IHU's academic community. In this direction, relevant training of the staff could be carried out.

Address: [D3. Digital Services and Governance Address](#)

URL: <https://www.turnitin.com/>

Service Category: [Educational](#)

Email Service

Purpose

Institutional e-mail exchange service. It is used for communication between students, staff members and the Administration, but also for the internal circulation of documents.

Current Status

It is partially provided through the Microsoft 365 platform. In some nodes of the University, the transition from the corresponding local services has not been completed. The migration for the Serres campus has been completed. Certain categories of users of the Sindos campus are pending.

Objective - Actions

Completion of the transition from local services to the Outlook service in all nodes of the Institution. Extension of the use of the Outlook service to all students of the Institution. Standardization/homogenization of all domains of email addresses in the @ihu.gr extension.

Address: [D3. Digital Services and Governance Address](#)

URL: <https://outlook.office.com/mail/>

Service Category: [Central](#)

Office Applications and Collaborative Tools

Purpose

Meeting the needs of office applications (word processing, spreadsheet processing, presentation creation, database creation) as well as collaborative tools (chat, task management).

Current Status

The University recently acquired a Microsoft 365 A3 subscription that fully meets the needs in this area.

Objective - Actions

More effective use of the Microsoft 365 software and especially the collaborative tools included in the subscription. In this direction, training of the Institution's staff is required. In addition, it is considered appropriate to make the use of the platform available to the students of the Institution.

Address: [D3. Digital Services and Government Address](#)

URL: <https://www.microsoft365.com/>

Service Category: [Central](#)

Teleconferencing / e-learning service

Purpose

Meeting the needs of teleconferencing and synchronous distance learning with audio, video, written chats, screen sharing and file sharing.

Current Status

The University has a subscription to the Zoom service which fully covers the needs of video conferencing and in particular the needs of distance learning. For the same purpose, the Teams application included in the Microsoft 365 subscription can be used. There is a central management and ordering process for the University's Zoom accounts.

Objective - Actions

Exploring the possibility of extending the use of the Teams app as a collaborative tool as it offers better integration with the Microsoft 365 platform.

Address: [D3. Digital Services and Governance Address](#)

URL: <https://zoom.us/>, <https://teams.microsoft.com/>

Service Category: [Central / Educational](#)

Asynchronous e-learning platforms

Purpose

Asynchronous e-learning platforms are used by the teaching staff and students of the Institution to organize and present the course material, providing a stable point of reference for depositing and managing the educational material.

Current Status

The Learning Management System (LMS) Moodle is mainly used in the Institution, while the e-Class platform is used in individual academic units (Departments, MSc). At this stage, many different facilities of the above systems are in operation, depending on the hub (Sindos, Thermi, Serres, Katerini) and the academic unit.

Objective - Actions

It would be useful from an organizational point of view to homogenize the dispersed facilities of LMS systems and to have centralized management in order to improve the

availability and reliability of the services provided. Additional human resources are required to implement the integration of the platforms.

Address: [D3. Digital Services and Government Address](#)

URL: [Multiple Addresses](#)

Service Category: [Educational](#)

IHU main website

Purpose

IHU's main website (<https://www.ihu.gr>) provides all forms of public information on the structure and operation of the Institution to the public.

Current Status

This installation is based on the WordPress Content Management System which provides great flexibility in its configuration and in the continuous updating of the content.

Objective - Actions

It is proposed to redesign the structure of the website with the implementation of a modern and functional content presentation theme, which will be adapted to the needs of the Institution. Addition of a digital artificial intelligence assistant (chatbot) to the main website to provide information and support processes concerning students, professors and staff of the University. Addition of a section for the promotion of distinguished graduates.

Address: [D3. Digital Services and Governance URL](#)

URL: <https://www.ihu.gr/>

Service Category: [Central](#)

Websites of academic and administrative units

Purpose

The websites of the individual academic and administrative units of IHU provide all forms of information about their structure and operation to the public.

Current Status

In relation to the websites of the academic units (faculties, departments, MSc) an attempt has already been made to homogenize them as the information provided by them has many common characteristics. The websites of the other IHU units (e.g. MODIP, ELKE) present great heterogeneity as they each serve completely different purposes.

Objective - Actions

It is proposed to extend the use of the common management platform of the websites of the academic units, as it has been adopted by only a small number of departments. For the websites of the other units, it is proposed to modify them in order to homogenize their appearance in terms of some common characteristics (e.g. logos, colors, etc.). The adoption

of the common presentation and management platform is the responsibility of the individual Departments.

Address: [D3. Digital Services and Government Address](#)

URL: [Multiple Addresses](#)

Service Category: [Educational](#)

Institutional account issuance service

Purpose

The institutional account issuance service is used by members of the academic community to initially activate the account, depending on the user's status.

Current Status

The service is available through <https://uregister.ihu.gr/>.

Objective - Actions

The service is provided centrally by the "Academic Internet" (GUnet) and works satisfactorily.

Address: [D3. Digital Services and Governance Address](#)

URL: <https://uregister.ihu.gr/>

Service Category: [Central](#)

User Password Management Service

Purpose

The username management service is used by members of the academic community to change the password of their institutional account.

Current Status

The service is available through <https://mypassword.ihu.gr/>.

Objective - Actions

The service is provided centrally by the "Academic Internet" (GUnet) and works satisfactorily.

Address: [D3. Digital Services and Governance Address](#)

URL: <https://mypassword.ihu.gr/>

Service Category: [Central](#)

Single sign-on (SSO) authentication service

Purpose

The Single Sign-on (SSO) authentication service allows users to log in to websites and applications, inside and outside the Institution, through their University account.

Current Status

The service is available through <https://sso.ihu.gr/>. It allows users to be identified and redirected to supported services and applications.

Objective - Actions

It is proposed to extend the use of the SSO infrastructure to all network applications and services of the University.

Address: [D3. Digital Services and Government](#)

URL URL: <https://sso.ihu.gr/>

Service Category: [Central](#)

Digital signature issuing service

Purpose

The service is used to issue digital signatures of the Institution's Staff

Current Status

The service is provided by HARICA (Hellenic Academic and Research Institutions Certification Authority) supported by GUNet.

Objective - Actions

The current form of the service is adequate.

Address: [D3. Digital Services and Government Address](#)

URL: <https://cm.harica.gr/>

Service Category: [Central](#)

VPN access service (OpenVPN)

Purpose

The Virtual Private Network (VPN) service allows the remote access of the Institution's users, through a secure communication channel, to the local network of the respective Institutional node. The service is particularly useful to members of the community who wish to connect to a network service that is available (for security reasons) only locally on the site of the respective node (e.g. protocol)

Current Status

The service uses the OpenVPN open standard and has now been integrated into a single, centrally managed infrastructure that serves all the University's nodes (Sindos, Thermi, Serres). The service is accessed through the website: <https://uvpn.ihu.gr> .

Objective - Actions

The service is adequate.

Address: [D3. Digital Services and Government Address](#)

URL: [Multiple Addresses](#)

Service Category: [Central](#)

Microsoft Free Software Provision Service

Purpose

Microsoft software subscription service to members of the Academic Community for educational purposes.

Current Status

The Microsoft Azure Dev Tools for Teaching subscription provides access to Microsoft software that can be used for educational purposes. A single subscription has been launched for the entire Institution, eliminating individual subscriptions per node.

Objective - Actions

The service is adequate.

Address: [D3. Directorate of Digital Services and Governance](#)

URL: <https://azureforeducation.microsoft.com/devtools>

Service Category: [Educational](#)

Domain Name Service (DNS)

Purpose

The Domain Name Service (DNS) enables the ability to match network names in the domain ihu.gr to numeric IP addresses.

Current Status

The service is provided by GUNet.

Objective - Actions

The current form of the service is adequate.

Address: [D3. Directorate of Digital Services and Governance](#)

URL: [D/Y](#)

Service Category: [Central](#)

Eduroam wireless network access service

Purpose

The eduroam (education roaming) service is the secure, global roaming access service developed for the international research and education community. It allows students, researchers, and staff from the participating institutions to gain a campus-wide Internet connection when visiting other participating institutions.

Current Status

The coverage of the premises of IHU's academic hubs with a wireless network supporting the Eduroam roaming service has been completed in all areas of the Thermi and Serres campuses. The coverage of some areas on the Sindos campus is pending, with the new Huawei equipment.

Objective - Actions

It is proposed to immediately extend the coverage with a wireless network supporting the Eduroam roaming service to all IHU nodes.

Address: [D3. Digital Services and Government](#)

URL Address: <https://www.geteduroam.org/>

Service Category: [Central](#)

Catering Application Platform

Purpose

The service concerns the process of submitting meal requests for students of the Institution who meet the necessary conditions.

Current Status

The service is available on the <https://sitisi.ihu.gr/> page.

Objective - Actions

The current form of the service is adequate.

Address: [D3. Digital Services and Governance Address](#)

URL: <https://sitisi.ihu.gr/>

Service Category: [Central](#)

Accommodation Application Platform

Purpose

The service concerns the process of submitting accommodation applications for students of the Institution who meet the necessary conditions.

Current Status

The service is available on page <https://stegasi.ihu.gr/>.

Objective - Actions

The current form of the service is adequate.

Address: [D3. Digital Services and Governance](#)

URL Address: <https://stegasi.ihu.gr/>

Service Category: [Central](#)

Quality Assessment System

Purpose

The purpose of the online service is to collect evaluation data from the bodies involved in the internal evaluation process of departments, courses and structures of the Institution. The service is managed by the Quality Assurance Unit of the Institution, which coordinates the evaluation procedures and ensures their reliability.

Current Status

The service is available on <https://modip.ihu.edu.gr/> page.

Objective - Actions

Possible improvements could include a more extensive statistical analysis of the data collected during the evaluation process. It is also necessary to fully operationalize the interoperability with the Integrated National Quality Information System (HAHE), which is currently operating on a trial basis. Finally, the implementation of the Quality Assessment System of the Quality Assurance Unit could be extended in the direction of a more systematic collection of bibliographic data of publications perhaps in combination with the University's repository.

Address: [D3. Digital Services and Government Address](#)

URL: <https://modip.ihu.edu.gr/>

Service Category: [Central](#)

Remote laboratory access

Purpose

Providing remote access to laboratory computers for educational/research purposes.

Current Status

The service is available at the University Center for International Study Programs of Scientology at the Thermi campus.

Objective - Actions

It is considered appropriate to make the service available to all members of IHU.

Address: [D3. Digital Services and Governance Address](#)

URL: <https://rlabs.ihu.edu.gr/>

Service Category: [Central](#)

Internal file sharing service

Purpose

The internal file sharing platform serves the document storage and sharing needs of administrative services.

Current Status

There are 2 internal file sharing services in addition to Microsoft's external OneDrive service.

1. The FileHub service is used exclusively for the sharing of administrative documents. The service is available on [the https://filehub.ihu.gr/](https://filehub.ihu.gr/) page.
2. File storage service using the OwnCloud software in the University's proprietary cloud storage. It is used exclusively by the Digital Governance Department at the Sindos hub.

Objective - Actions

It is proposed to unify the services and interconnect them with the document and flow management system that will be acquired.

Address: [D3. Digital Services and Governance](#)

URL: <https://filehub.ihu.gr/>

URL: <https://owncloud.teithe.gr/>

Service Category: [Central](#)

Questionnaire Creation Platform

Purpose

Providing the ability to write questionnaires and collect responses for educational/research purposes.

Current Status

The service is available at the University Center for International Study Programs of Scientology at the Thermi hub.

Objective - Actions

The service could be made available to all IHU members. Alternatively, the corresponding services of the Microsoft 365 University subscription could be used.

Address: [D3. Digital Services and Governance Address](#)

URL: <https://e-services.ihu.edu.gr/>

Service Category: [Central](#)

Course & Event Scheduling System

Purpose

Online course & event planning service.

Current Status

The service is available at the University Center for International Study Programs of Scientology at the Thermi hub.

Objective - Actions

The service could be made available to all IHU members. Alternatively, the corresponding services of the Microsoft 365 University subscription could be used.

Address: [D3. Digital Services and Government Address](#)

URL: <https://schedule.ihu.edu.gr>

Service Category: [Central](#)

Statistical Information Systems Visualization System

Purpose

Statistical Information Systems visualization system at the Thermi interchange.

Current Status

The service is used exclusively by the Department of Digital Governance at the Thermi hub.

Objective - Actions

It is considered appropriate to make the service available to all IHU nodes and possibly to be integrated with corresponding tools of other nodes.

Address: [D3. Directorate of Digital Services and Governance](#)

URL: [Internal use by the IT Department of Thermi](#)

Service category: [Administrative](#)

Network management system

Purpose

Information Systems status monitoring system at the Thermi interchange.

Current Status

In all three IHU nodes, Thermi, Sindos and Serres, Huawei e-Sight, a unified network management and IT infrastructure platform, has been installed and operated. It provides centralized monitoring, configuration and management of equipment (switches, routers, servers, storage, etc.) through a web environment. It supports automation, alerts and performance analysis, facilitating efficient operation and problem solving in large and complex infrastructures.

Also, the Huawei WLAN Web Management System, a Huawei web-based wireless network management platform, is installed and operated at all three nodes. It enables monitoring, configuration, and maintenance of wireless access points (Access Points) and WLAN controllers through a graphical environment. It provides real-time information on network status, user connectivity, and performance, making it easier to manage and optimize wireless coverage.

Objective - Actions

The current situation is considered adequate.

Address: [D3. Directorate of Digital Services and Governance](#)

URL: [Internal use by the IT Department of Thermi](#)

Service category: [Administrative](#)

Netbox - network documentation

Purpose

NetBox is an open-source IT infrastructure management platform (IPAM/DCIM) and is used to document and monitor the physical and logical components of the network, such as IP addresses, switches, racks, servers, VLANs, and circuits. It provides a web environment, REST API, and automation capabilities, supporting accuracy, consistency, and transparency in managing complex IT infrastructures.

Current Status

The service is used exclusively by the Department of Digital Governance at the Thermi campus.

Objective - Actions

It is considered appropriate to make the service available to all IHU nodes and possibly to be integrated with corresponding tools of other nodes.

Address: [D3. Directorate of Digital Services and Governance](#)

URL: [Internal use by the IT Department of Thermi](#)

Service category: [Administrative](#)

Helpdesk - Technical Support of IHU Serres

Purpose

Provision of technical support for the Information services of the Serres junction.

Current Status

The service is used exclusively by the Department of Digital Governance at the Serres interchange.

Objective - Actions

It is considered appropriate to make the service available to all IHU nodes and possibly to be integrated with corresponding tools of other nodes.

Address: [D3. Digital Services and Governance Address](#)

URL: <https://cm.ihu.gr/helpdesk/>

Service Category: [Central](#)

Internship Platform

Purpose

Management and monitoring of the progress of the Internship of the Institution's students.

Current Status

A web portal that refers to individual web applications, per node, related to the monitoring of the Internship of students.

Objective - Actions

It is necessary for the service to be unified for all Departments of the Institution, to be updated based on the current legislation on Internships and to acquire interoperability with the Central Support System of the Internship

University Student Traineeship, "ATLAS".

Address: [D3. Digital Services and Government Address](#)

URL: <https://praktiki.ihu.gr/>

Service Category: [Central](#)

Alumni Platform

Purpose

Service for monitoring the progress of the graduates of IHU's Departments.

Current Status

The alumni progress tracking app is available at <https://dasta.ihu.gr/>.

Objective - Actions

The present form of the service is sufficient. Potentially, the service could be integrated with the Liaison Office website.

Address: [D3. Digital Services and Governance Address](#)

URL: <https://dasta.ihu.gr/>

Service Category: [Central](#)

Liaison Office Website

Purpose

Information service for the graduates of the Departments of IHU.

Current Status

The alumni information application is available at <https://career.ihu.gr/>.

Objective - Actions

The present form of the service is sufficient. Potentially, the website could be integrated with the alumni platform.

Address: [D3. Digital Services and Government Address](#)

URL: <https://career.ihu.gr/>

Service Category: [Central](#)

Fault Reporting Platform

Purpose

Fault recording and reporting service at the Technical Service of IHU.

Current Status

The fault reporting app is available at <https://dty.ihu.gr/>.

Objective - Actions

The current form of the service is adequate. Potentially, the service could be improved to monitor the progress of fault repair requests from the University's users.

Address: [D3. Digital Services and Government](#)

URL Address: <https://dty.ihu.gr/>

Service Category: [Central](#)

Central Student Portal

Purpose

Web portal / application for guidance of students in the services of IHU

Current Status

An early (test) version of the web is available at <http://myihu.ihu.gr/>.

Objective - Actions

The application is necessary to be completed and put into production as soon as possible.

Address: [D3. Digital Services and Governance Address](#)

URL: <https://myihu.ihu.gr/>

Service Category: [Central](#)

WebResCom

Purpose

Online portfolio management service for projects of Scientific Directors and beneficiary contracts.

Current Status

The app is available at <https://webrescom.ihu.gr/>.

Objective - Actions

The current form of the service is adequate.

Address: [E. Financial and Administrative Support Unit Address](#)

URL: <https://webrescom.ihu.gr>

Service Category: [Administrative](#)

Desktop resCom

Purpose

Application of a personal computer for the integrated administrative & financial management of ELKE's projects.

Current Status

The application is used by the staff of the University's ELKE

Objective - Actions

The current form of the service is adequate.

Address: [E. Address of Financial and Administrative Support Unit](#)

URL: [Internal use for staff](#)

Service Category: [Administrative](#)

Electronic Submission of Applications for ELKE Candidates

Purpose

Online application service for invitations of the University's ELKE.

Current Status

The app is available at <https://proskliseis.rc.ihu.gr/>.

Objective - Actions

The current form of the service is adequate.

Address: [E. Financial and Administrative Support Unit Address](#)

URL: <https://proskliseis.rc.ihu.gr>

Service Category: [Administrative](#)

Proposal Submission Service for Research Enhancement PEE

Purpose

Online application service for calls is the Research Support Programs of IHU of the ELKE of the University.

Current Status

The app is available at <https://pee.ihu.gr/>.

Objective - Actions

The current form of the service is adequate.

Address: [E. Financial and Administrative Support Unit Address](#)

URL: <https://pee.ihu.gr>

Service Category: [Administrative](#)

ELKE website

Purpose

Website of the University's ELKE through which all current information of the service is provided to interested parties.

Current Status

The website is available at <https://rc.ihu.gr/>.

Objective - Actions

The current form of the service is adequate.

Address: [E. Financial and Administrative Support Unit Address](#)

URL: <https://rc.ihu.gr/>

Service Category: [Administrative](#)

Teaching Experience Application Management System

Purpose

Online application service for candidate teachers of the academic experience acquisition project.

Current Status

The website is available at <https://entetalmenoiespa.ihu.gr/>.

Objective - Actions

The current form of the service is adequate.

Address: [E. Financial and Administrative Support Unit Address](#)

URL: <https://entetalmenoiespa.ihu.gr>

Service Category: [Administrative](#)

Database of questions and answers (FAQs) of ELKE/IHU

Purpose

Online database of questions and answers on issues related to the procedures and the general operation of the ELKE.

Current Status

The database of questions and answers is available at https://rc.ihu.gr/?page_id=6859, providing a relatively limited number of questions and answers.

Objective - Actions

The service could be enriched with content with the aim of developing into a complete knowledge base on issues related to the operating procedures of ELKE.

Address: [E. Financial and Administrative Support Unit Address](#)

URL: https://rc.ihu.gr/?page_id=6859

Service Category: [Administrative](#)

ANNEX B – TEACHING PRACTICES

Student-centered learning

Introduction

The educational process can bring better results when the learner is placed at the center of it [1]. Student-centered learning can include techniques and approaches such as:

- **Active learning**, the active involvement of learners with the subject under consideration, following approaches such as exploratory learning, assignments or problem-based learning.
- Collaborative **learning activities**, such as group work or peer review, which can not only enhance learning, but also promote the development of social skills.
- Inclusive **approaches**, i.e. adapting teaching to meet the different needs and interests of each learner, as this can lead to increased engagement, more motivation and better results.

Universal Design for Learning is a set of principles that provide teachers with a structure to develop instructions that meet the diverse needs of all students. Its basic design principles are three:

- **Multiple means of engagement** to tap into students' interests, challenge them appropriately, and motivate them to learn.
- **Multiple means of representation**, in order to provide students with various ways to acquire information and knowledge.
- **Multiple means of action and expression**, in order to provide students with alternative solutions to demonstrate their knowledge.

Universal Design for Learning can be helped by digital tools such as:

- Use of Learning Management Systems and collaborative tools
- Use of visualizations / representations of information with interaction
- Use of gamification techniques
- Using digital storytelling techniques to create a story by combining and incorporating multimedia elements

Objective

The central goal is to introduce the techniques and approaches of student-centered learning using digital tools in as many aspects of the academic life of students as possible.

Actions

Informing teachers about the respective good practices, supplying and using the respective technologies, highlighting good practices followed by teachers as examples.

Flexibility in learning

Objective

The peculiarity of IHU as a radial university makes the need to adopt digital techniques **to create an integrated community of professors, students and other stakeholders** strong.

Flexible learning gives teachers and learners the opportunity to deviate from the traditional learning environment – i.e. the classroom – and approach learning in new learning environments, inside and outside curricula, with the help of technology.

At the same time, flexibility must also give the opportunity to interested parties, such as companies in the respective sector or professional organizations, to be able **to express an opinion on the development of study programs**.

Finally, students should be given the opportunity to be able to interact with thematic categories that interest them but do not exist directly in their curriculum, through the creation **of digital communities of collaboration**. Accordingly, these communities could be used by professors to exchange views and best practices in corresponding thematic categories.

Actions

Informing professors about the respective good practices, creating faculty committees for feedback with stakeholders, creating communities by thematic press area using collaborative tools.

6. Software

Use of necessary software on computers outside the university laboratories

Objective

Aiming at a more flexible student-centered learning, it is important for students and faculty members to have access to necessary software not only from the university but also from the computers at home. To do this, it is necessary to procure corresponding licenses.

Actions

Create a list of software with the number of corresponding licenses needed and discuss with company representatives.

Collaborative Tools

Objective

Implementation of **collaboration tools** and **platforms** to facilitate communication and teamwork between students and/or teachers such as **Microsoft Teams [3], slack [4, 5], discord** or similar. On this platform, it will be possible to create student and professor communities as well as to promote student groups that are scattered throughout the

university. Such platforms could play the role of the central student information platform (as shown below) but also the basis for the creation of digital collaboration communities.

At the same time, platforms such as **Google Workspace** or **Microsoft 365** for document sharing, video conferencing and collaboration on projects must be integrated to both students and all members of the university.

Actions

Platform selection and appointment of product owner and technical manager, assignment to a project team, creation of procedures for community creation requests.

Central information platform for students

Objective

The continuous information of students about the details of the university is important for their further involvement in the academic community. In this context, it is important to have a central platform accessible from both **the web** and **Android /Iphone** devices which can be the central point of reference for the student, will present basic information, will receive information from different points such as e-learning platforms, e-secretariat, course schedules, etc.

Various additional tools **such as the library card, and others** could be gradually integrated into this application. In this direction, at least collaborative tools such as **slack, teams** or **discord** could initially be used using appropriate plugins.

Actions

Creation of specifications, selection of a product owner, and assignment of the initiative to a project team.

Alumni Platform

Objective

Creating an **alumni platform** to fish for information from students after graduation, integrating it into a **business intelligence** platform, and correlating academic performance indicators with employment after extracting student data.

Actions

Creation of specifications, selection of a product owner and assignment to a project team for development.

Learning Management System

Objective

Moodle has been established as the central learning management system of IHU, the aim is to **be used in more stages of the educational process** by all departments of IHU, even in examinations.

Actions

Extracting statistics on the use of Moodle per department, creating specifications for the extra features needed. Organizing seminars for teachers on good practices.

Renewal of infrastructure in laboratories

Objective

Laboratory infrastructure is important for the educational process. Many laboratories have outdated materials and software, the support of which has been stopped for many years by the respective companies. The aim is to hold courses in **modern infrastructure**, which are open to students at certain times of the day if possible and which could perhaps be shared between departments. It is also very important to have the **appropriate human resources to staff the laboratories** by appropriate members of the Laboratory Teaching Staff (EDIP) and Special Technical Laboratory Staff (ETEP).

Actions

Recording of needs and supply of materials and software.

Plagiarism Detection Software Licenses

Objective

Plagiarism is a problem that all universities face. It is important that all professors have access to plagiarism detection systems.

Actions

Recording plagiarism software and chatting with companies for sourcing.

7. Production of educational material

Objective

It is important to produce **digital material** for as many courses as possible, both notes and videos. Digital content for mobile devices should be optimized to meet the preferences of students who prefer to work on smartphones or tablets.

It is also important to create appropriate specifications for educational materials and examination methods so that they are suitable for people with disabilities. To this end, it is proposed to follow practices such as UDL (Universal Design for Learning), which is a design framework to expand access to education through the creation of educational materials and environments that are accessible to all students, regardless of their different needs, abilities and preferences. The goal of UDL is to create an educational environment that supports the diversity of students and allows them to have equal opportunities to access and succeed in learning.

Actions

Investigation of the existence of a corresponding budget, briefing of teachers, creation of course specifications, creation of a technical project team to assist in the production of the

material. Incentives to professors and/or doctoral candidates to create the corresponding material.

Licenses for Educational Support Software

Objective

In addition to Office 365, it would be good to have licenses available to teachers for some basic software such as:

- Translation tools (<https://www.deepl.com/translator> , or equivalent)
- ChatGPT

Actions

Needs investigation and software supply.

8. Collaboration actions

Objective

It is important to operate a community of learning, innovation and continuous improvement of the teaching work of the International Hellenic University which should be extrovert and will support the creation and exchange of good learning and teaching practices with other institutions and organizations such as GUNET (<https://www.gunet.gr/>) , other universities and bodies such as the European University Information Systems Organization (<https://eunis.org/>).

Actions

Creation of the corresponding structure and/or its integration and empowerment in the Teaching and Learning Support Center of IHU (<https://ctl.ihu.gr/>).

9. References

[1] "The University's Toolkit", was created in the framework of Sub-Project (1) "Horizontal Action of Teaching and Learning Support Offices of HEIs" of the Act "Horizontal Action of Teaching and Learning Support Offices of HEIs" with MIS code (MIS) 5164469

[2] Teaching Transformation in Higher Education: Success Stories from Learning and Teaching Centers, Komotini: Publications of the Network of Learning and Teaching Centers in Greek Universities.

[3] <https://learn.microsoft.com/en-us/training/educator-center/product-guides/teams>

[4] <https://slack.com/resources/using-slack/your-guide-to-slack-for-higher-education>

[5] <https://kb.mit.edu/confluence/display/istcontrib/MIT+Slack+Enterprise+Grid+Landing+Page>