UAEU University Information Technology Services (UITS)

جامعة الإمارات العربية المتحدة
United Arab Emirates University

THINK IT

Mobile Apps @ UAEU

With the dramatic technological change that engulfs us, there is now a new phase of change – essentially a big shift from desktop machines and desktop-sites, to mobile-sites, mobile apps and Apps stores. And yet this is a huge challenge for developers. Here, at the UAEU, back in 2010, we have witnessed such a change. When the UAEU Portal increased its reach to be available on mobile telephones devices, not just desktops and laptops. UAEU Developers created an app which introduced a lightweight mobile version of the site and provided access to number of major services for the UAEU Community.

As an extension of that development, the full mobile environment is now live at UAEU and it includes a number of mobile apps within its framework. Ms. Afraa Al Shamsi, CTO, said: "*Success in the education sector requires responsiveness, consistency and flexibility. Mobility delivers in each of these areas and will help the UAEU to meet its strategic objective of developing a highly effective educated generation. We believe by bringing mobile technology into the UAEU we will really change the competitive landscape and will inspire teaching and learning. UITS is initiating key transformations towards a real focus on mobility, development of UAEU Mobile Apps and the UAEU Blackboard Mobile App is just a start towards this innovative direction.*"

Inside This Issue

Put UAEU in your pocket!
UAEU Mobile App

Put the UAEU in your pocket! – a statement achieved by UITS through the launch of our in-house developed app, a first-of-its kind mobile application within the UAE. It is now available for the UAEU Community to download onto their smartphones.

The UAEU mobile app optimizes access to UAEU services by delivering contents and functionality that allows you to interact with the university whilst on the move and without limitation. You can keep up to date with the latest mobile style and fashion. Easy, Fast Access - Right here and Right now!

Why UAEU Mobile Apps?

Adopting Mobile Apps at the UAEU provides real-time and accurate information access for the UAEU Community. It helps to enhance student learning by providing unlimited functionality for information access, and does not depend on legacy wired technologies.

The UAEU Mobile App Architecture is designed with an intuitive interface, that allows expansion of features when required. Therefore, it will be able to provide a more diversified range of functionality for new developments and community segments in future.

For this release, the UAEU Mobile App provides access to different services for the UAEU community. Users can use the UAEU Mobile App to access Courses Schedules, Grades, Attendance, Student GPA, Leave Balance, and Current Pay Stub. The UAEU Community will be able to submit leave request via this app as well. Other features are available for everyone such as: Google Maps, the UAEU Directory, UAEU Twitter, and UAEU Calendar.

Get Your UAEU Mobile App Now!

UAEU Mobile App is compatible with iPhone, BlackBerry, and Android. With zero charges you can get it from Apple, BlackBerry, and Android Online Stores for free. Simply, access your App store on your mobile, and search for "UAEU Mobile".

What People Said*

"It will be nice if they apply this system for all the university in the UAE." Hamda Waheedi said.

"Thank you, in 2000 we had to go to Al Ain to know our grades, and I believe that today the benefit of smart phone like IPhone is really clear" Mohammad AL Tamimi said.

"Very proud of my university :)" Fatma Alghufli said.

Dr. Ali Hilal Alnaqbi, Professor at UAE University, tweeted that the UAE University has new app in the App store which will allow you to know your grades, your holiday time, schedule and more.

Reference: http://storify.com/_Almeem/new-app-for-uaeu-students?utm_source=embed_header

BlackBerry App world

ANDROID APP ON Google play

Available on the App Store

Blackboard Mobile Learn

Stay productive while you are on the move, access your learning material and interact with your classmates and instructors. Hey UAEU Students!

Another initiative has been implemented at the UAEU - Blackboard Mobile Learn, which boosts communication and inter-action between students and teachers. Such technology ensures the timely flow of information and learning resources.

With Blackboard Mobile Learn, UAEU Students and Faculty will be able to access their course materials, and contents posted to Blackboard Learn. It allows users to access documents with multiple formats, post announcements, interact via discussion threads, and perform lots more great features to support learning.

With mobile access Amna, a student in the Business & Economic Faculty said: "After using Blackboard in my phone, it is really good way to get my course documents wherever I go".

" All Your Learning Resources at your fingertips"

& We Asked ..

Dr. Yacine Atfi, Associate Professor at FIT, about his opinion on the advantages of adopting Blackboard Mobile Learn at UAEU and its impact on the process of education, he said:

Driven by rapid advances in mobile technologies, m-learning became a natural extension to conventional e-learning with greater flexibility on access to learning resources. Blackboard Learn has been an instrumental e-learning utility during the last decade, particularly at UAEU. However, e-learning experiences are based on accessing resources through fixed nodes such as desktop PCs or even laptops to which, access is general-ly restricted by either location, time of day or both.

Blackboard Mobile Learn frees learning from this restriction to enable ubiquitous or ambient learning in which access to learning resources is truly time and location independent.   The native iPad or iPhone user-interface of Blackboard is far less intimidating than the enterprise browser-based one.

The Mobile Learn app allows students to view class material, check their grades, add discussion board comments and blog posts... all while truly being on the move (using either iPad's Wi-Fi or 3G capabilities). However, any forms of Web-based upload is not possible on iOS devices, which means students will still have to use the e-learning version of Black-board to upload assignments and faculty to upload class material. But what is really remarkable in the native Black-board iPad mobile app is the fun, easy and attractive navigation interface with great interactive features that truly enrich learning experiences. The combination of mobility, rich services and uniquely intuitive interface effectively turns learning experiences into an opportunity to improve outcomes."

UITS Project Management Office

" PMO, everyone, achieves, more, together "

For years, one of the main challenges faced by any IT department has been to deliver projects on time and within budget. Therefore, adopting a methodology that ensures IT departments focus more closely to their projects is essential to make sure projects are really delivered - on time and within budget.

Project Management Offices (PMO) represents a globally recognized best practice for applying a disciplined Project Management Framework. This framework improves project success rates, enables implementation of standard practices and scaffolds repeatable processes for projects to follow. It is a way to enhance IT efficiency, cut costs, and improve the delivery of projects.

As a result of these aims, and with the growth of IT infrastructure, number and range of projects at the UAEU, UITS has initiated a PMO that centralizes all IT projects management. The new PMO will enable clear planning, prioritization and project implementation according to best practices.

The office will standardize project management practices and facilitate IT project portfolio management.

The PMO will create a foundation for UAEU IT Services, which will enhance awareness and collaboration, increase efficiency and produce more consistent delivery of the *right projects* at the *right time* with the *right resources*. It will help in increasing the quality of our products and services and our end-user satisfaction as we witness improvements in the frequency & quality of completed projects.

The PMO will ensure the integration and alignment of IT projects with the University's stated goals and business units' needs. It will support the University's vision to be student focused, research oriented, efficient and transparent.

Read/Learn more about UITS PMO by visiting UITS website: http://www.uaeu.ac.ae/uits/pmo

By: Mahdi Ismail & Mariam

Helpdesk Live Chat

We at UITS want to hear from you, we want to build bridges to our community and valued clients wherever they are and by all means possible. Whether they are on campus, off campus, around Al Ain, in Abu Dhabi or even if they are far away in another country! Based on that principle, our "LIVE CHAT" service has been introduced as one of the newest members of the UITS communication channels family.

For users who prefer to express themselves better through online chat, rather than by sending an email or making a phone call, it's easy! You can find this service using your internet browser like (Internet Explorer, Firefox, or Safari on a Mac) or by using your iPad, iPhone, Android phone and others. All you have to do is to visit: http://www.uaeu.ac.ae/uits/ and press on the Live Chat icon located in the bottom left corner. Then, our Live Chat screen will popup! The Live Chat will be open during the working hours. After that time, the system will collect any message from end users and forward them to our Helpdesk team, which will handle the recorded requests by the next business day.

System features include session reordering, archiving, and sending an email with the session transcript to the client's email, which makes it easy for users to review the instructions or advice provided by our Helpdesk Operators.

Finally, we hope that our new Live Chat Service will achieve what it was designed for, which is to serve the university community in all available means, and by using all available technologies.

By: Wael Hassan

Online Ticketing System
"Reach us ..

One of the main objectives we have at UITS is to improve our response time regarding requests and complaints. Therefore, whether you have problems with your PC, have forgotten your password, or if you are facing any problems with any IT Services provided by UITS, the new "Online Ticketing System" will be the place to go. It provides the UAEU community with another way to communicate with us.

The Online Ticketing System is part of "BMC Remedy Service Desk", which is an Incident Management application used by UITS for managing all our requests and services. The Remedy Incident Management application is based on ITIL Standards for incident management. It serves as the focal point for connecting our IT Helpdesk and our "end-users" – yourselves! Once an end user opens a ticket using this system, a pre-set process will start automatically. This process will first notify our Helpdesk team, and in turn they will analyze the request and assign further tasks to IT units as required.

Who will be able to use Online Ticketing?

All faculty members, staff and students will have the ability to initiate a new incident and track existing ticket status for requests already made.

How to access to Online Ticketing system?

You can reach the system by browsing to (http://myremedy.uaeu.ac.ae) and logging in with your UAEU Email account and password details.

The Online Ticketing System provides end users with:

- **Simplicity** - web-based, reliable, & user-friendly.

- **Prompt Problem-Solving -** troubleshooting user's issues on time.

- **Tracking Monitor** – check the progress of your request.

How to Use Online Ticketing System?

Assigning an incident starts by clicking on the "**Create a New Request**" button , then:

1. go to the "**Summary**" field and enter a brief description of the request/complaint, or select from the drop down menu .
2. More details can be inserted in the "**Notes**" field such as Faculty, phone number, or office location .
3. The "**Add attachment**" option allows the user to attach any file which will help us to find out what the problem is to fix it .
4. Finally, the user can then submit the request by clicking on the "**Save**" button. He or she will then receive a notification email, which will include the Incident Reference Number.

After the request or problem has been resolved, we will send you follow up email. This email message is to help us monitor service quality and to get feedback from you in terms of your satisfaction with the process, response times etc. With your participation, responses to these follow up emails will help us to improve our services and to better serve our customers – yourselves!

By: Fatima Al Nuaimi

More Services to Our Students

Graduate Admission Application

The Enrollment Deanship, Admission and SIS Departments in collaboration with UITS has introduced Banner Graduate Online Admission Application. Through an electronic application, and at their comfort, perspective students can submit an application for admission to any of UAEU's 21 graduate programs.

The new service simplifies the process of applying to the University for graduate studies and provides the applicant the ability to fill the application online, and, upload a copy of the required supporting documents. Once applications are verified, applicants receive an email notification informing them of further required actions and information. Applicants can also check the status of their application online.

According to the Admission Department, the new system has streamlined applicant information, reduced the total turnaround time and the potential application errors. All information collected including supporting documents becomes part of the student's record, and can be retrieved when required.

Visa Expiry Notification

The UAEU has launched yet another important service for our International students. International Student visa renewal notice used to be a manual process. It relied on either the student or the International Student Officer (ISO), which manages the International student affairs, to remember to start the renewal process.

The new service notifies the student as well as the ISO when the visa is about to expire. There are certain procedures to follow and certain documents required for visa renewal. As time is of the essence in visa renewal processes, this new service notifies the concerned parties early enough so that the ISO can perform the necessary steps and the visa can be renewed in a timely manner.

The service has eliminated the last minute rush and the overhead involved in processing late applications as exceptions. The feedback from both students and the ISO has been positive.

By: Abdullahi Qani

The Role of ICT in Education

New Technologies in Education Seminars Series
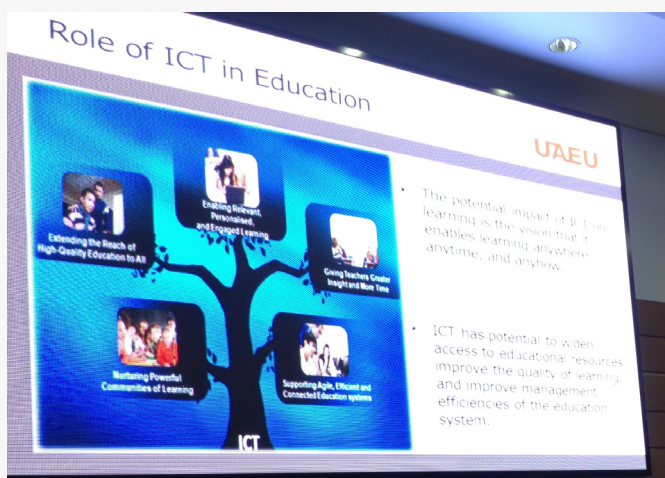
As part of the New Technologies in Education Seminars Series, the UITS Department participated on April 10, 2012 by sharing a presentation entitled "The Role of ICT in Improving the Quality and Availability of Higher Education" by our Chief Technology Officer, Ms. Afraa Al Shamsi.

In this presentation, Ms. Afraa discussed the role of ICT, the historical approach to ICT in the UAE, the role of ICT in education, examples of UAEU projects and platforms, and UAEU Educational Technologies and Services.

At the end of the presentation, a short video was played illustrating the main services provided by UITS to the UAEU Community.

Watch the recorded session online at:
http://cetl-uaeu.blogspot.com/

UAEU SMS Services
" Keeping our UAEU Community alerted! "

UAEU SMS Services is a new Service introduced recently to the UAEU Faculties and Departments. It is based on a gateway application that is providing personalized SMS Services. The new SMS application has several great features. Firstly, messages will be sent using "UAEU" as our sender identity. In other words, this means whenever we send a message via our SMS gateway application the receiver will see it from 'UAEU', this technique applies to both Etisalat and DU subscribers. This sender ID (UAEU) has been registered to be used only for UAEU.

How To Send SMS messages at UAEU

The application is very sophisticated and provides various options and interfaces to send out SMSs. The message can be sent in both Arabic and English. And below is a brief description of each of these features.

Web Interface

Users have the ability to send and receive SMS with their contacts with a web-based solution, which is called "EasiWorkgroup" where each individual user can manage his contacts. EasiWorkgroup is a desktop messaging solution, which is meant for lower volume, and more personalized messaging. Customer Service Officers and relationship managers can use this way to correspond with their clients for individual or group messaging.

The users can simply logon to (http://mysms.uaeu.ac.ae) and start sending messages directly from the web interface. The web interface also provides detailed information on SMSs so that senders can keep track of their usage. Access to the system can be requested by filling in the service request form available at the UITS web site.

Send SMS's via Outlook & Excel Plugin

EasiWorkgroup plugins allows the users to directly send SMS from Outlook and Excel, it's very easy to configure and use. The user is just required to install a small plugin application on their PC to enable this feature. Currently office 2007 and 2010 are supported.

Exchange Connector

EasiExchange Connector is an instant SMS solution for a workgroup of users. It is a windows service, which integrated with Microsoft Exchange Server that allows users to convert email to SMS format. It is commonly used to:

- Send meeting alerts
- Broadcast promotional information to clients
- Convert system generated emails to administrators mobile
- Send quick messages

SmartCast

EasiSmartCast is an integration tool to facilitate automated batch reminders and broadcasts. Activities like Appointment reminders and Payment reminders can leverage this integration module to schedule broadcast tasks.

It basically provides the facility to integrate with databases for sending out SMSs. It supports both Microsoft SQL & Oracle databases.

By: Usman Taokeer

Microsoft® Lync® 2010
" you, your team, your work, connected!

With the increasing demands of staying connected, and the needs of productivity tools that enable everyone work from virtually anywhere, Microsoft® Lync® is providing Unified Communications Services in which users will have the chance to choose the modes of collaboration and communication, that enables them to stay connected with colleagues and the business.

Lync transforms every communication into an interaction that is more collaborative, and engaging, therefore, works and communications become easier and more effective and efficient.

It provides many powerful features and capabilities through a single, consistent, familiar interface. Lync basic features includes send an IM, start or join an audio, video, or web meetings, and make a phone calls.
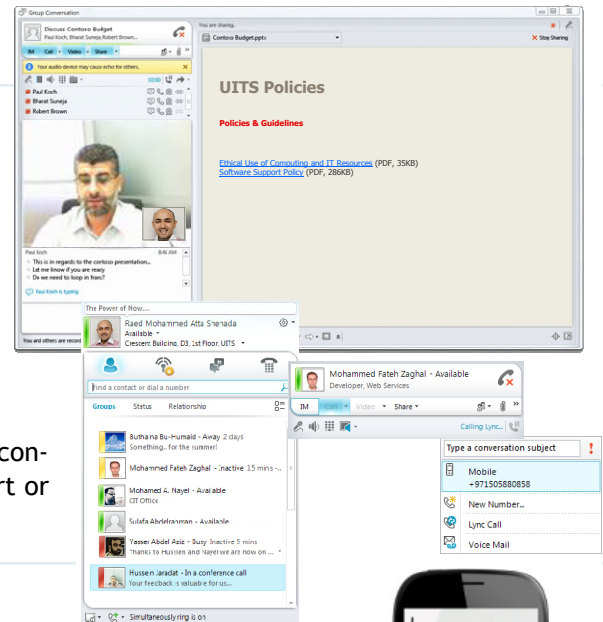
Advanced Features:

Lync provide advanced features which are related to the Integration with other MS software. Some examples of this integration as following:

- Contacts availability is based on MS Outlook calendars stored in a MS Exchange Server.
- Contact lists can be retrieved from a local directory service, like MS Exchange Server.
- MS Office can show if other people are working on the same document, also it allows sharing files.
- Mobile Clients are available for MS Lync.
- All communication between the clients is done through MS Lync Server which makes communications more secure, as messages do not need to leave the corporate intranet.

Lync® 2010 New Features!

The real-time multi-client collaborative software capabilities allows group of people to see and simultaneously work on the same documents and communications session, examples:

- Collaboration through Power Point Documents: Participants can control and see presentations, as well as allow everybody to add text, drawing and graphical annotations.
- Polling lists: Presenters can organize polls and all participants can vote and see results.
- Desktop Sharing: Participants can see and collaborate on your windows screen.
- Windows Applications Sharing: Participants can see and collaborate on a specific application.

With all these features, to make you, your team, and your work connected; UITS is planning to provide MS Unified Communications Services at UAEU to increase the level of communications.

Reference: http://en.wikipedia.org/wiki/Microsoft_Lync

By: Mariam Ketbi

What's coming up?
UITS Services & Projects

What do we have in our projects queue?
In this issue, we will share some details about the main projects that UITS is working on.

eLearning with iPad

Under the patronage of His Highness Sheikh Nahyan Bin Mubarak Al Nahyan, Minister of Higher Education and Scientific Research, iPad Program is planned to be implemented as an additional platform for teaching and learning activities at UAEU, ZU, and HCT. A collaborative approach between the three institutions will be adopted for this Program, in order to facilitate sharing of strategies, experiences, support and technical knowledge, which will benefit each institution's productivity and program financial viability.

Here at UAEU, UITS with UGRU are working on implementing the iPad Program. This program is focused on new students in UAEU foundation courses in the University General Requirements Unit (UGRU). Preparations have already begun to apply the program into the classroom for Fall 2012. The program will be expanded throughout the year.

Microsoft SharePoint 2010

UAEU is working on implementing the SharePoint solution to provide a wide range of services to the University community. Microsoft SharePoint is a web application platform developed by Microsoft in 2001 and the latest release is Microsoft SharePoint 2010. With Microsoft SharePoint 2010, it will be easier to create web-based spaces for sharing information, managing documents and publishing reports. It's enhanced with a friendly graphical user interface.

Microsoft SharePoint 2010 delivers great collaboration tools within a single platform enabling different communities to manage their data and content. It will be easier for people to work together and share ideas. SharePoint now is used by 78% companies around the world.

Reference: http://en.wikipedia.org/wiki/Microsoft_SharePoint

Arabic Indexing: Kashaf

UITS is working on developing a system to assist the Libraries Deanship in managing and indexing all our Arabic Journals for easy search and rapid access. This system is called Kashaf and will provide a search engine capable of indexing, searching and displaying results via a web site. All the library's Arabic articles will be uploaded online by librarians and will be available for students and faculty members to search using easy to follow steps.

Health Insurance Enrollment

As part of our plans to promote a "Paperless Environment" by replacing paper-based processes and systems with fully automated web-based solutions, UITS is working with Employee Services Unit on implementing a Health Insurance Enrollment System that will allow UAEU Employees to submit Health Insurance requests online. In tandem, this system will help the Health Insurance Section to administer and process all requests faster than before, as requests will be sent directly to the Health Insurance Providers to issue the Health Insurance Card after approvals have been granted.

By: Jamila Al Ameri

the RightFax,
the Right Solution

eFax services are now replacing physical fax systems and represent a significant milestone in the new technological world, which will help us create paperless office environments. eFax provides advanced technology to electronically deliver your documents. It is robust, feature laden and efficient for your organization. Lots of new and advanced features are available in eFax that have not been available in analogue based fax systems of the past.

UITS had moved from the old manual fax system to eFax by implementing the "RightFax solution". RightFax is now in operation at UAEU campuses and it is used to do all fax transmissions inside and outside the university.

With eFax you can:

- **Attach** any document as an attachment (Like doing in email) and send it to the recipient's fax number.
- **Attach** most of the software format like **Word, Excel** and **PDFs, JPGs** format can be easily attached to the eFax service.
- **Attach** more than one document, along with a cover letter which reflects your organization details to the recipient.
- **Forward** incoming fax Internal to organization's Email Address using **Enterprise-Wide e-Documents** delivery feature.
- **Broadcast** fax to hundreds of people at once using **Fax broadcasting**.
- **Check** all the inbound and outbound fax transactions as record anytime.
- **Receive (Real-time status)** updates goes to sender Email in order to know the status of eFax either delivered or not due to any certain issue.

Get Started with RightFax

eFax service is now available for UAEU community, to get benefit from, you can contact IT Helpdesk during the working hours to arrange the IT Engineer to help you for above service.

Once you have your RightFax software installed in your PC, you can open it by clicking on:

Start > All Programs > Open Text > Right Fax FaxUtil.
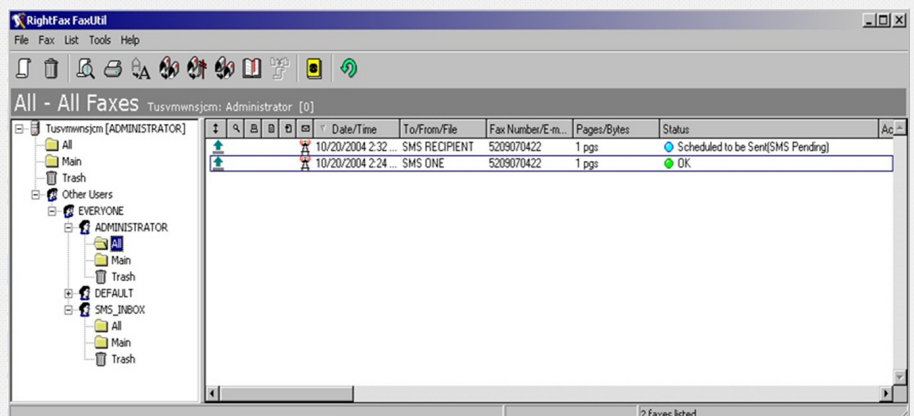
Tips for some features

Create a New Document to Send:

- Click the **New Document** button. This opens the **Fax Information** dialog box.
- Add fax number or click the arrow next to Fax Number, select E-mail Address and type the recipient E-mail address.
- Specify your cover sheet notes and options, file and library document attachments, and other sending preferences.
- Click **Send** to send the document.

Attach Files to Your Document:

- In the **Fax Information** dialog box, click the **Attachments** tab.
- Click the **Browse** button to search for the files to attach. Each selected file is displayed in the **Selected Attachments** list.

Create an Individual Phonebook Entry:

- Click the **Open Phonebook** button in the FaxUtil toolbar.
- Click **New Entry**. Enter a name for the phonebook entry in the **ID** box and a fax number in the **Fax Number 1** box.

*The Same process is used to create an e-mail address Phonebook entry, just click the arrow next to **Fax Number 1** and select **E-mail Address** on the*

Forward an Existing Fax to New Number:

- Select the **Fax** to forward.
- Click the **Forward to New Number** button in the toolbar, and then complete the address boxes in the Fax Information dialog box.
- Click **OK** to send.

More to do with RightFax

Delegate Your Fax Account:

You can delegate roles so that your colleague can view your faxes. Delegating your fax mailbox can benefit you in many ways especially if you are out of the office
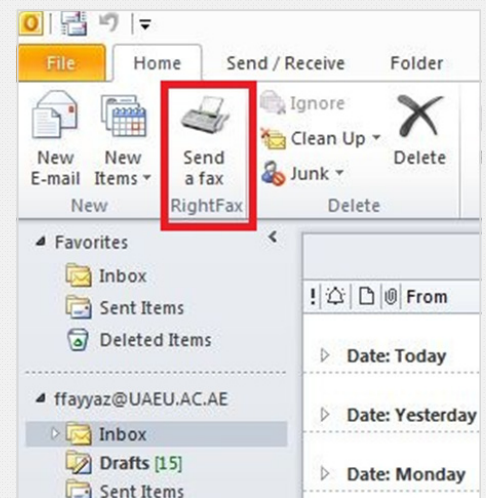
- Go to the **Tools** from menu toolbar
- Click **Delegates**, and choose the username from the list
- Click on >> sign to move the user from/to the delegate list. *Also DoubleClick can be used to achieve the same result*.

Send Fax from Microsoft Outlook:

- Click the **Send a Fax** button in the Outlook toolbar.
- Under **Fax Address**, type the recipient details as similar to do using FaxUtil and press **Add Recipient** Button.
- Attach the document as in the same way as you would normally attach a document to an email

Use Fax Service from Internet Explorer:

- In **Internet Explorer**, open the URL: http://efax.uaeu.ac.ae/webutil.
- Login with the domain username/password. *You can add the URL into your trusted websites so you will not be required to re-type your credentials as you have already logged in on your PC with your UAEU account.*

By: Farrukh Fayyaz

◄ ► + www.yourblog.com ↻ Q▾ Google

📖 ⊞ Apple Yahoo! Google Maps YouTube Wikipedia News (1002)▾ Popular▾

Build Your own blog

Everyone needs a space to express themselves, and with the availability of "virtual spaces", everyone can create their own space. I believe that most people know or have heard about blogging which usually means personal journals published in the World Wide Web (www). There are different websites which provide services to help you publish your own blog, such as WordPress and Blog-Spot.

This is the time to give yourself the chance to post and share with others through your own blog. Choose your blog publisher and then you can start building and designing your blog in three simple ways.

1. Sign up with your email address and password.
2. Select Blog domain. Your address will be: http://yourdomain.blog.com.
3. Start blogging!

Some people think that once they have their own website or a blog, the first thing that comes into their minds is the designing skills the will need, and how to manage all their content. But don't worry - no technical skills are required! Blog site features include:

- Attractive themes: you can choose your blog theme by going through the existing themes provide by the blog publisher. Also, most publishers give the option of customizing your blog design as you need
- Multimedia: A site without any type of multimedia is like a picture without colors. In your blog you can add various types of multimedia resources such as photos, audio and videos.
- Multi - author blogs: this allows you to set up your team so that you can all contribute and post updates to the blog site
- Service integration: Tracing and sharing your blog post is no problem. All required tools are provided by the Blog service within their specifications. Now you can share your posts in Facebook, update and comment via your mobile, or even view your statistics with Google Analytics.
- Privacy: There is an option that can be used to set your blog to appear/ disappear in search engines that means you can define your privacy level.

Now, Create, Design, and then Publish your own blog. Enjoy!!!

Some **IT** -related Blogs that may interest you:

⇒ galido.net
⇒ itknowledgehub.com
⇒ www.pupuweb.com
⇒ thinkdesignblog.com
⇒ catswhocode.com

By: Fatima Al Nuaimi