THINK IT

Journey towards
UAEU's State Of the Art Data Center

Like most organizations, UAEU depends on technology and data generated as part of its normal business operations as it is critical to its academic and administrative success. The University data is stored and managed on a storage area network (SAN) for redundancy and ease of management. Preparing for such a transition of systems and data was not an easy project.

Inside This Issue

The goal of the project was to consolidate and relocate all IT infrastructures to the newly built state-of-the-art data center on the new campus with minimum service interruption and zero IT functionality and data loss. This was a major undertaking that spanned every aspect of IT and business.

During the migration, it was very important to understand and manage the interrelationships between the IT infrastructure and the university business that it supports, to minimize the impact to the University business.

It took our team months of planning and preparation. A comprehensive review of the Islamic Institute data center, including a comprehensive inventory of software, hardware, servers, storage and network equipment was undertaken. We defined what equipment and data will be moved, where it

will be moved, how it will be moved, when it will be moved, and approximately how long the move will take.

We analyzed the information that we collected to prioritize University services, establish downtime if necessary and determine the hardware, application, and technology requirements for a non-disruptive move. We used a combination of checklists and what-if analysis to identify the threats and risks and prepare contingency plans to mitigate possible problems.

As of September 1st, 2011 all central computing systems and large file systems on the Islamic Institute campus have been relocated to the new data center on the new campus with zero IT functions data loss and are all running smoothly. This move was the largest data center relocation in UAEU history and the seamless transition of resources in

less than 4 weekends is a testament to UAEU's strength in information technology. The relocation was a huge success as all systems were available and functioning when the new academic classes started.

The new facility has been built on today's technology and provides high speed network connectivity of 10g. It also provides a secure, professionally managed data center to meet the growing information technology needs of academic and administrative units and it houses enterprise-wide academic and administrative services critical to students, faculty, and staff.

Building on this and previous experience, UITS will continuously work to introduce and enhance our IT services to the next level.

Author: Mahdi Ismail & Hussein Jaradat

"Data Center move was the largest data center relocation in UAEU history"

From version 7 to 8
ERP System Upgrade

" The UITS team has saved total cost of more than 450,000 AED for building test and production environments "

During the summer of 2011, UITS completed the upgrade of Banner ERP system from version 7 to version 8. The upgrade which had been planned since December 2010 provided additional features to the system which can potentially be utilized by our university community. In addition, the upgrade ensured continuous vendor support and alignment to our service agreement with the product vendor.

The latest banner version expands on the previous version by providing better support for international characters and expanded name, address, telephone number, and identifier fields. The new release also includes a new supplemental data engine which can be utilized to provide better system enhancements and cus-

tomization with less development effort. The new version can also provide the ability to provide more "Rich text" content for e-services in the near future.

The Banner upgrade included upgrades of the 3 main modules: Student, Finance, and Human Resources. Some examples of the enhancements include:

- Student: Catalog Extract & load, Course Wait List, and incomplete grades processing.
- Finance: Monetary and Currency Fields Expansion
- Human Resources: compensation, benefits, and deductions.

All the preparation tasks for the upgrade have been completed

internally by UITS team. The UITS team has prepared the servers, installed the required software and migrated the data from the old system to the new system. The UITS team has spent more than 2000 hours in building test and production environments with a total cost saving of more than 450,000 AED.

The Banner upgrade has been completed by a team of more than 80 staff from UITS and functional units. The testing process of the new product was conducted prior to the upgrade and took approximately 3 months to complete. Rigorous testing of all critical university business processes has ensured that the system upgrade was completed successfully.

Author: Fadi Anani

E-Payment System @ UAEU

What is E-Payment?

E-Payment stands for electronic payment, which is an online transaction for buying and selling goods or services using the internet.

UITS has teamed up with the Finance Department to implement an E-Payment service to automate the process of managing financial transactions and provide a service to our university community and vendors to pay online. The E-Payment service will consist of both **Inflow** and **Outflow** transactions processing.

Inflow:

Inflow indicates the process of collecting payments online, In other words, the process of selling goods or services to customers. For example, conference registration offered at UAEU, training courses… etc.

Any department or faculty @ UAEU will be able to use the inflow solution and will have the ability to verify and trace these transactions with the Finance Department. In turn the Finance Department will verify these transactions with the bank.

All transactions will be through a secured payment gateway website provided by Al Mashreq Bank, which will collect credit card information and thus no such information will be stored locally as data will be stored and secured by Al Mushreq bank.

Outflow:

Outflow indicates payments made by UAEU to other entities. For example, employee's salaries, paying vendors for purchased items/service provided… etc.

This solution will be used by the Finance Department to process payments online the E-payment system is fully integrated with the university's financial systems. The service will be provided based on collaboration between UAEU and the UNB bank.

The new service will create a new mechanism for providing a better service through faster payment processing, reducing the number of checks issued and checks returned, easier payments tracking, and simplifying payments processing for the Finance department.

The E-Payment system is currently in its development phase and is expected to go "Live" soon. So keep your eyes open for an announcement about the system real soon.

Author: Sulafa Abdelrahman

The Upcoming
UITS Services & Projects

- **Mobile Application**

With the world trend towards new technologies in the academic sector, and the rapid, wide use of Smartphones with wireless mobile applications, UITS is planning to provide a new mobile service application that will allow the students, faculty, and staff to download it to their mobiles, and access information like the their current course grade, class schedule, contacts, maps and news anytime and anywhere.

- **Online Overtime Tracking System**

In a joint effort with Secretary General division, UITS is currently finalizing a new online service to track overtime requests and approvals online. This system will allow UAEU employees to easily submit and track their overtime hours. In addition, the new service will ease the process of managing and tracking of overtime hours and payments for both Human Resources and Finance departments.

- **Clearance & End of Services System (EOS)**

EOS is another jointly effort service with Secretary General division to automate all End of Service Clearance and payments processes. As different departments are involved in the clearance process, EOS service will centralize the EOS processes; reduce processing time and eliminate the usage of large amount of associated paperwork. Also, a part of this system, an online calculator will be provided for employees to calculate their approximate gratuity with all their benefits and liabilities.

- **Exchange Upgrade**

The UAEU community, in future, will enjoy a wide variety of features in their daily email communications. UITS is planning to upgrade the current MS Exchange 2007 email infrastructure to MS Exchange 2010, in which scalability and availability are the main enhancements. With the new features and benefits of MS Exchange 2010, an improvement is expected in browser-based access, full support for Firefox, Internet Explorer, and Google Chrome will also be available. These are only a few of many features will become available. Stay tuned!

- **Short Message Service (SMS) Services**

A new SMS Service is also on the list of new services that UITS is planning to provide to UAEU Community. With the features that will be provided by the new SMS Service, faculty and departments will be able to send immediate and fast short text messages that alert students, faculty, staff and external customers/partners of basic useful and time sensitive information such as current course grade, class schedule, assignment/projects due date, class cancelations, payroll deposit, or informing vendors of payments.

Author: Mariam Ketbi, Junaid Alam, Muhammad Imran

Explore UAEU Today
New UAEU Google Maps!

New UAEU Google Maps

UITS released a customized & enhanced interactive UAEU Google Map for the new UAEU Maqam Campus. The map will help students, faculty, staff & visitors find their way around.

User friendly, with powerful search tools

The User friendly interface accompanies powerful search tools, where you can search for a specific building or facility. You can search for rooms, departments, faculties, wireless hotspots, Mosques/Praying areas, restaurants, sports facilities, book distribution kiosks, parking-areas, bus stops, clinics, emergency exits and much more.

Map Layers – Google style

The Campus map has several "layers" thus enabling "click and zoom" navigation.

Direction to Campus !

No matter how you plan to visit us, you probably want to know the best way to get here. And since visiting a new Campus can be disorienting, we provide you with a list of directions to get different campuses. Not only that, but also you can download printable maps.

Would you like to visit now?

UAEU Google Maps – http://www.uaeu.ac.ae/maps

Author: Raed Shehada

![] Antivirus Protection

Using Anti-virus software is important to protect your business desktop and laptop from the latest viruses and threats.

Inside UAEU campuses the official antivirus in operation is Microsoft Forefront Endpoint Protection 2010.

It is Microsoft's anti-virus and malware protection product that helps guard against threats such as spyware, root kits, viruses, worms, and Trojans.

UITS strongly recommends having the latest antivirus software installed in every business desktop and laptop.

We have developed an automated tool to help you with the installation of Forefront to accomplish the mandatory removal of Symantec Antivirus version from your business desktop/laptop.

If you are still using the old version of Anti-Virus software within your assigned desktop or laptop, you can request installing Microsoft Forefront Endpoint Protection by contacting UITS Helpdesk(*helpdesk@uaeu.ac.ae*).

Or you can download it from UITS website, go to:

⇒ UITS Website:
http://www.uaeu.ac.ae/uits/
⇒ Under " Hardware & Software"
⇒ Select "Antivirus Protection"
⇒ Click on "Download"

Author: Jamila Al Aamri

The Web, Education and UAEU development
University website @ UAE
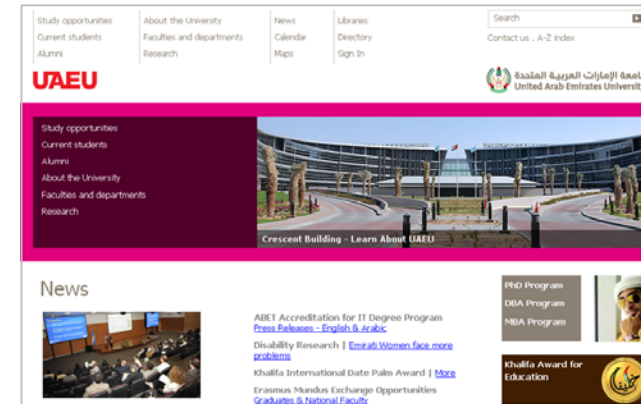
Cables, tweets and trends

Undersea and overland digital cable networks laid down in the late 90's and early 2000s enable hundreds of millions of people, on the right side of the digital divide, to use web sites in their everyday lives now. People buy books, write books, keep in touch with friends, tweet, and search for study programs. Internet savvy companies spend millions of dirhams on making their sites just right.

Education and mobile access

Universities & schools are following this wave. Education makes use of more and more web technologies for communication, teaching, learning and research. Of course, the UAEU is no exception to this trend – a trend that is set to continue, with moves to mobile computing on our smart phones, tablet computers and other internet connected devices. The trend will almost certainly increase at an exponential rate for the foreseeable future. The internet in education is not going away, it is diversifying & growing bigger.

UAEU – What's done? What's next?

Between 2007 and 2012, the UAEU worked hard to improve its major websites, including the central UAEU site. The timeline below shows what's been done in recent years, and what's coming really soon.

2007: myUAEU Enterprise Portal launched, with 100 logins a day in April 2007. We now have up to 15,000 per day
2008: Web Content Management System launched,

enabling employees all around UAEU to edit unit sites
2009-10: Web communications redesigned & restructured following new brand identity guidelines
2011-12: UAEU will implement a new Web Content Management System with features such as:

- Arabic & English webpage editing for all – no html skills needed
- New Enterprise Intranet - for internal communications
- Online Media library for sharing across UAEU
- eForms, eSurveys and ePolls – on your sites
- More webpages for mobile devices - browse & go!

UAEU websites – 2 external benchmarks

The UAEU website was the most visited educational site in the UAE in 2009-11 according to Alexa, a leading internet traffic monitoring company.

The UAEU is also the number one university site in the UAE according to Webometrics, and has been for 3 years running.

Contribute

We are always looking to improve web pages, content and services. As such we welcome Comments & Suggestions from the UAEU Community. Email your comments to: wpu@uaeu.ac.ae. Thanks to the whole community for your ideas, and your clicks!

Author : Paul Kelly

FactBox (2009-2011)

- **UAEU Homepage**
  3m+ hits per year

- **All UAEU sites**
  6m+ hits per year

- **my.UAEU portal**
  10-15,000 logins per day
  Peak at over 30,000

Manage Your IP Phone

Using Cisco Unified CM User Options

With the alternative of the Cisco Unified CM User Option, you will be able to control your settings and features of your IP phone using a web interface. This tutorial demonstrates basic tips of how to set up these options such as a Phone Personal Address Book (**PAB**) and Speed Dials.

• Log in to User Options Web Page

Access to the web page is authenticated with the AD access (user ID and password), to log in:

1. Open browser and enter the Cisco Unified CM User Options
   URL: https://myphone.uaeu.ac.ae/ccmuser
2. Enter User ID Password and login
   Note: if the browser requests to accept security setting, allow it to continue.

The Cisco Unified CM User Options main page will be displayed, and from the "**User Options**" menu in the top left side you will have all the options provided to control IP Phone features and settings.

Figure 1

• How to setup the Personal Address Book (PAB)

From the "**User Options**" menu, select "**Personal Address Book**" option. With this option you will be able to add, search, delete, and edit contacts. To proceed with those options you have first to add contacts to your (PAB) list.

⇒ **Add PAB Entry:**
1. In the "**Personal Address Book**" page, choose "**Add New**"
2. Enter contact information (e.g. Contact first Name, and work phone no), *figure (1).*
3. Click on "**Save**"

Go again to "**Personal Address Book**" from "**User Options**" menu, the added contact entry will be displayed for you.

⇒ **Check PAB in IP Phone:**
To see the PAB you added via website in your IP phone: Press **directories** >> Select "**Personal Directory**" >> Select "**Personal Address Book**" >> Select "**Submit**". All available lists should be displayed.

Figure 2

• How to setup the Speed Dials

From the "**User Options**" menu, select "**Device**" option, then "**Speed Dials**"

⇒ **Assign Speed Dial:**
1. In the Speed Dial window, you will have up to 199 fields to setup any speed dial
2. Choose a field (e.g. Field 2) and assign the extension of your colleague
3. Click on "**Save**"

⇒ **Check Speed Dial in IP Phone:**
To use the speed dial you setup from the website using your IP Phone, click on the number (in our example 2) and select "**AbbrDial**" button. This should call the extension you setup.
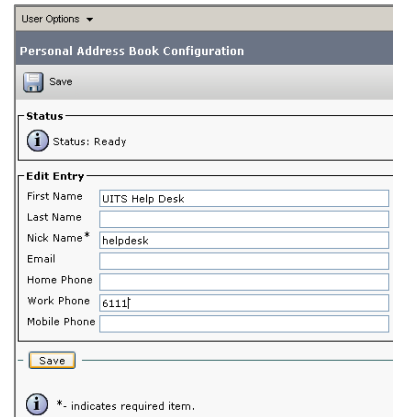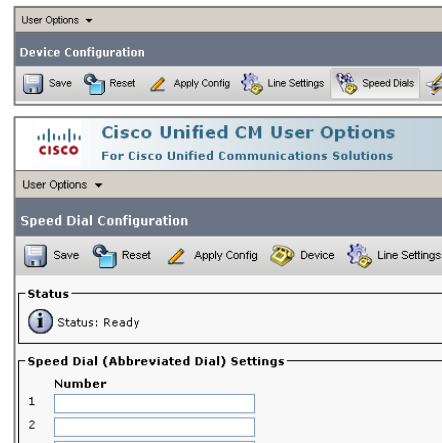
- To Use the "*Cisco Unified CM User Options*" web interface, contact UITS Helpdesk via helpdesk@uaeu.ac.ae

- For more tips in how-to use the Cisco Unified CM User Options, go to :

  ⇒ UITS Website: http://www.uaeu.ac.ae/uits/
  ⇒ Under "Communication Service", Check "IP Phone Guides"

So Many, So Soon .. with

Windows 8

The Metro Style

The IT Technology market is very dynamic, inspiring and competitive. By 2012 Microsoft will launch Windows 8 , which will run on tablets, PC's and may be on Phones as well.

There are many new and enhanced features in the new windows system, The user Interface is for sure one of them in which Metro style is replacing the old start Menu, and Live tiles will be replacing icons.

Tiles is not only easier way to run applications, but also with enough space to get basic information such as weather info without the needs to open its application.

In addition, switching between applications is really fast and fluent, and with the "Snap In" feature you will be able to view two applications at the same time.

Furthermore, the file system will be there where you can reach your documents, desktop and hard disk files.

Some other expected features are :

- Picture Password in which entering the password will be scratching on 3 places instead of typing it .
- Native USB 3.0 Support which is distinguished with the

speed of transferring data between computer and external peripherals estimated to reach 10 times faster than current speeds.

- Windows Store where it will be the only place you can get Metro style apps
- Windows To Go; Windows 8 can be run from a USB-connected drive, such as a flash drive.

This was a brief introduction for Windows 8, hoping that the final version will be full of new, useful and exciting features and applications.

Author: Wael Hassan

Hello, United Arab Emirates
The Official Apple Online Store is now available to you

Recently Apple allowed users across the UAE to shop online for all its products such as iPhone, iPad, iPod and Mac products, with a special offer of free delivery on products purchased. Furthermore, the prices are lower by 20% - 25% than the average retail price and one can obtain some "extras" that resellers can't offer. Students, teachers and education professionals from the participating educational institutions can save money on the online purchase of Apple products using the store's Educational pricing.

Among other benefits, the online store will allow its users to customize their Macs, by inserting their own specifications for memory and drives among other options before buying them, and let them get their iPad, iPhone and iPod engraved for free and sent as beautifully wrapped gift to others.
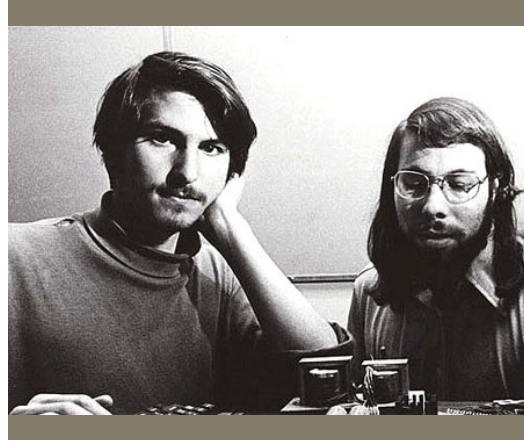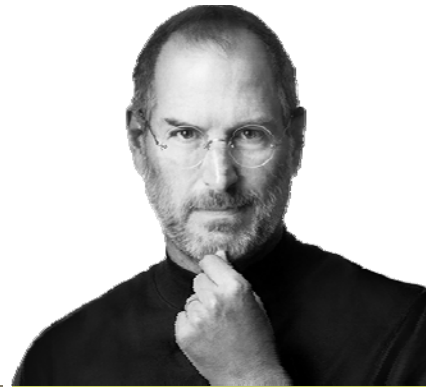The store also has a range of Apple accessories and Apple specialists available to answer questions about products.

Go now to the online Apple Store for UAE: http://store.apple.com/ae

Author: Sumaya Al Shammsi

Remembering Steve Jobs

The timeline of a visionary and a creative genius

The story started in a bed room that sketched out a history of achievements reaching all over the world; that was the birth of the 1st "Apple I", Steve Jobs with the company of his partner, Steve Wozniak, made the first kick off.

The foundation of the Apple Computer was on 1 April 1976

and the journey began

July 1976 — June 1979

Apple growth began in the 70s, starting with building the marketable Apple I , the release of Apple II with color graphics in April 1977. Followed in June 1979 with the introduction of the Apple II.

Original Apple II

1980 — 1984

Apple III released in 1980 which targeted the business customers. On Dec 1983, with a built in clock, was the released of Apple III Plus.

In January 1984, with the direction of Ridley Scott, an ad campaign established for the lunch of Macintosh Computer.

1985 | A step out side Apple

1985 the year when Jobs resigned from Apple, and founded NeXT; the company that developed and manufactured computer software and hardware.

In the same year Jobs bought the LuscaFilm computer division which is introduced later with the name "Pixar", the animation studios.

The 90s, the Return

"Jobs returned brining with him a new corporate philosophy of recognizable products and simple design" - 1996

Between 1996 & 1999

In 1996 Apple purchase NeXT Computers and Jobs started again with his vision and geniality to bring simple designs and recognizable products. In 1997, he became the chairman and CEO of Apple Inc.

In May 1998, Apple's revolutionary iMac was introduced, and in the same year, the Power-Book G3 was also in the market.

The 21 Applain Century

The 21th Century and Apple is continuing amaze people with the great number of innovations;

- In 2000 when Steve Jobs becomes the permanent CEO of Apple, the PowerBook G4 laptop released.
- In 2001, the first iPod was released.
- In 2002, iMac G4 saw the light.
- In 2003, iTunes Music Online store is opened in U.S., the store recorded 25 million downloads in the same year.
- In 2004, when Steve is diagnosed with his illness, pancreatic cancer, iMac G5 iPod released.
- In 2005, iTunes downloads topped 500 million and the iPod Nano released.
- In 2006, the released of MacBook and Apple TV.
- 2007, the birth of the touch Smartphone, and the first iPhone.
- In 2008, iPhone 3G and MacBook Air are introduced.
- In 2009, the enhancement continues with iPhone, and the iPhone 3GS being released.
- In 2010, the year of the much anticipated products, iPad touch screen tablet, 2nd generation Apple TV, and iPhone 4
- 2011, the year of iPad 2, iCloud, and iPhone 4S are released.
- **2011** the year when Steve Jobs stepped down as Apple CEO, the year when he passed away.
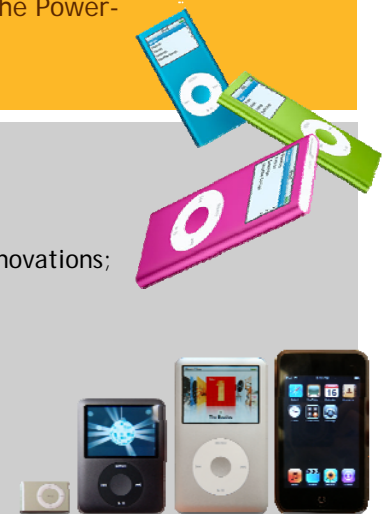
Reference, Mac History : http://www.mac-history.net/

At GITEX
A glance on new Tech

- ### World's 1st Mouse scanner LG LSM - 100

How many times in your life you needed scanning and you didn't find a scanner? All of us know the scanner's impact in learning and working environments. That's why LG came up with the Mouse Scanner where all its features can be digested in one sentence "Just Drag and Share". This sentence clarifies the technical use of this device, just one click in your mouse and scan, all scanned documents are transferred to text files which can be edited using a text editor such as Microsoft Word. The mouse scanner can be described as a mouse and as a scanner at the same time, portable, easy to use, free size to scan and real time sharing (Facebook, Twitter, and Flicker).

- ### Epson EB-455Wi Projector
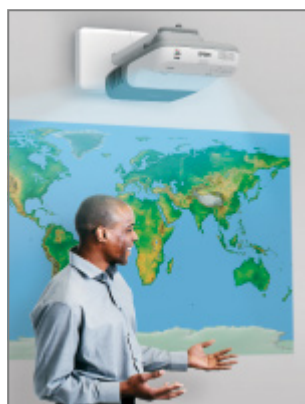
Epson deployed the new projector "EB-455Wi" realizing teachers' demands and developing the learning process and business dealings. The classroom becomes more interactive and creative by using the digital pen which comes with a projector package. The digital pen has full control in the projector area (59 to 97 inches) to write and save notes and datagrams. With this device there is no need for the whiteboard anymore, it can be setup in any surface even on a table either vertically or horizontally.

- ### Samsung 650TS

Samsung announced an Interactive Whiteboard Solution which is a touchscreen LCD. It enhances the learning environment and manages the classroom with more efficient lessons and presentations. It allows the user to enter data into several programs such as PowerPoint and Live Webcam. It is one of the best solutions to provide classrooms with interactivity.

Author: Fatima Al Nuaimi