University Information Technology Services Annual Report 2010 / 2011

Maintaining highly advanced and continually evolving information technology services remains central to the University's mission. UITS strives to support all advances in the quality of education, research and service to the community. Consistent with both the aspirations of the University and of UAE society as a whole, UITS pursues excellence, innovation, and discovery. In our work we value highly the free expression of ideas. We insist on absolute integrity in all that we do. We welcome oversight and accountability in our use of resources. In all of our working relationships we seek the exchange of knowledge, and we take pride in the application of that knowledge to improve the quality of life for the Nation, the region and the world.

This report highlights our achievements over the last year as we have applied these principles in support of the University and all those who it serves.

Submitted By: Afraa Ali Al Shamsi (Acting Chief Technology Officer)

Find out more by visiting our website at www.uaeu.ac.ae/uits or by calling us at +971-3-713-6111.

جامعة الإمارات العربية المتحدة
United Arab Emirates University

UAEU University Information Technology Services (UITS)

Executive Summary

University Information Technology Services (UITS) department is constantly looking for ways to effectively support and manage a high standard of professional excellence and customer service while making budget cuts and providing more cost-effective, scaled solutions across all campuses. UITS aims to connect, innovate and serve all of UAEU by creating a shared vision, aligning resources, and providing excellent services. UITS has continued to concentrate on stability and scalability of the core products and services provided to the campus while adding value to colleges and the University. The colleges and co-curricular areas continued to leverage existing technologies and initiate new technology projects.

In the academic year 2010-11, the University Information Technology Services (UITS) continued to enhance its delivery of services to institutions and end-users across UAEU's campuses. Despite the challenges of the past year, UITS made significant progress both on major projects and strategic technology planning. We believe that we are still well positioned and well-structured for moving the UITS strategic plan forward and support the broader mission and operation of UAE University in the years to come. Our mission continues to provide an information technology environment that delivers a global learning atmosphere for students, faculty, and staff. While the production and complexity of available technologies continues to increase.

This report highlights the year's unique accomplishments mapped to UAEU strategic directives. These accomplishments dramatically strengthen the University's information technology foundation. Throughout the year, UITS has worked to put in place a solid foundation for enterprise management of information technology.

Initiatives in IT Sector

This Academic Year proved to be another challenging, successful, and exciting year by implementing a world class new technology infrastructure at its state of art new campus which enables UAEU's academic and administrative units to operate from a central location. The new campus technology brought rapid change in technology, growing expectation for new and enhanced services, and constrained budget. The stage 1 and stage 2 of New Campus information technology is completed and UITS was able to pursue and complete new initiatives while maintaining essential services. We have completed a year full of challenges and obstacles overcome, goals and objectives accomplished. We successfully completed or made critical progress on key projects that increase access to technology resources and provide improved services and benefits for all of our customers. We are well-positioned to continue enhancing resources and installing new services that strengthen teaching, collaboration, research, and the exchange of ideas.

> Primary Goal: Advance UAEU's goal of becoming one of the top research universities through the innovative and strategic application of information technologies.

- **Advanced the quality of UAEU's IT infrastructure** by completing significant wireless and campus network upgrade, creating and supporting high-speed optical network.

- **Met important application milestones** in implementing many new web-based community's information systems, which will streamline data management and reporting, and allow students, faculty, and staff secure, anytime, online access to information they need.

- **Increase access to research resources** by implementing connectivity with National Research and Education Network of United Arab Emirates – Ankabut that provides intensive help for our faculty and advance users.

- **Improved communication** by installing a state-of-the-art campus unified communication system, updating account and directory management applications, and completing the first 100 percent voice-over-IP deployment on campus.

- **Enhanced teaching resources** with new hardware and applications for eLearning, upgrades to classroom equipment, and more instructor training and support.

- **Strength IT Support** by strengthening help operations to improve customer service, increasing support options, and by adopting customer oriented approach with extended help services.

- **Enhanced information Security** by installing additional firewalls and implementing stronger departmental self-assessment tools and educational programs.

Our Vision is to provide quality services to the university community, maintain a strong and secure infrastructure, and anticipate and meet the needs of the students, faculty, staff, and administration.

Transforming the Digital Landscape

A robust and secure technology infrastructure is the essential base for an exceptional IT environment. The UAEU campuses network is the channel through which digital information flows. Every day the UAEU network carries thousands of email messages, electronic financial transactions, voice and video communication and web application processes that are required to manage daily business, assist learning, and conduct research.

Located in a centralized and secured area of the UAEU in Maqam, the new campus marks a massive improvement to UAEU's information technology infrastructure, which directly connects the campus to information stores. Modern, robust infrastructure, systems and updated procedures will consolidate multiple services, enhance business efficiency, improve reporting, and empower users with new self-service options.

With the completion of stage-1 and stage-2 of new campus, overall key network improvement projects were completed this year that increased data delivery through the network, extended wireless coverage on campus, created cost -efficient, redundant networks, and increased conferencing services for audio, video, and web. Through these improvements, the UAEU new campus infrastructure is now well -positioned to carry the increasing IT demands of the growing, vibrant UAE University. The new campus backbone network was enhanced to 10 gigabits per second (Gbps). This major infrastructure improvement enables faster data flow through the campus network. Increasing network speed facilitates data -intensive services for research, communications, and university business. Behind the scenes, hundreds of wired & wireless network equipment, servers connect computers to applications used daily, link to the Internet, and store files, email messages, and other data vital to the UAE University. Maintaining and renewing these servers is essential to reliably and securely connecting

New Campus by Numbers

- 489 Network Switches
- 1675 Wireless Access Points

UITS by Numbers

- 87741027896524 bytes of data storage capacity

customers to resources and information. Major projects were completed this year that enhanced the new campus network and server environment:

- Upgraded Internet link to 1 Gbps
- The migration of the main connectivity site from ISI to New Campus Net Pop room with almost no downtime.
- New wired and wireless infrastructure at new campus
- New information security infrastructure at new campus
- Upgrade MPLS Links to connect university campuses
- Upgrade of University Perimeter Firewall to more performance oriented Hardware.
- Implementation of Vulnerability Management System
- Complete Upgrade of SMTP security solution to protect University Email system from Spam and Viruses.
- Intrusion Prevention System (IPS) solution enhancement.
- Development of the Virtual environment infrastructure and migration of around 88 servers in this new environment.
- Unified communication – IP phone & eFax
- Cloud computing – UAEU cloud & Live@edu implementation
- Ankabut connectivity – for research purpose
- Provided new offsite storage of encrypted tapes for backup and recovery purposes.
- Enterprise application development.

By the implementation of new systems at UAEU's state of art campus, UAEU clearly made substantial progress in consolidating planning, services, equipment, budgeting and in securing all the information contained in its massive IT system. With the completion of stage-3 of new campus a lot of more services and systems will be consolidated with the availability of high reliable, secure and efficient infrastructure.

Going Green

UITS's increased attention to green IT has resulted from a number of factors, including rising energy costs, increased publicity regarding global warming, and increased legislation. UITS is taking an aggressive approach to server/services virtualization, moving towards the cloud computing, and power management automation to calibrate the costs of consumption and redundancy against the risk of downtime. There are many best practices, strategies and projects are adopted / completed and further are in pipeline that supports "green" initiatives within UAEU such as:

- Integrated infrastructure
- Server / desktop virtualization
- Consolidated Data Center
- Re-usability of IT resources
- Unified cabling structure for all type of communication.
- Unified communication infrastructure.
- Moving towards Paperless environment – by implementing web-based applications and automated work flows.

Cloud Computing Comes to UAEU

With the implementation of the state of art new infrastructure at UAEU new campus and moving towards its strategic directions UITS has introduced few cloud services within UAEU. Within this fiscal year UITS has initiated following main cloud computing services.

- UAEU Cloud – internal private cloud computing infrastructure for classroom & desktop technology
- Email Services of UAEU Alumni students over the cloud.
- Connectivity to Ankabut network

The electronic messaging is one of the most used communication tool in the world today, we are committed to provide our Alumni students best and reliable communication services, and it was a challenge for University to keep mailboxes of existing Alumni and ongoing number of graduates every year. University wants to provide lifelong mailbox to each alumni student. UITS decided to move existing on premises Alumni mailboxes to cloud services because of saving on costs and resources. With the collaboration of Microsoft UITS has successfully migrated its 31,000 alumni mailboxes to live@Edu cloud service and more students are in pipeline.

Also UAEU has implemented its internal cloud "UAEU Cloud", all of the new campus classroom smart board technology is being managed and delivering related services from a centrally located cloud infrastructure. Also same concept is being adopted for desktop technology via using Citrix thin client architecture. Currently this project is in its initial phase and we deployed almost 100 clients which are using services including operating system over the UAEU Cloud.

The connectivity of UAEU network with National Research and Educational Network (Ankabut) will enable us to introduce and utilize more cloud services as well in coming future.

UITS by Numbers 2010/2011

44500 Average sent / receive emails per day.

Major Accomplishments

Infrastructure:

UAEU modernized its technology infrastructure on which campus IT services run with incremental improvement in reliability, Cost-effectiveness, energy consumption, and IT capabilities. An especially important modernization initiative is nearing completion, The campus network upgrade project, now entering its final stages, has positioned the campus for much greater flexibility in

UITS by Numbers 2010/2011

Total 3502 Wireless Access Points

Total 1138 Network Switches

addressing emerging trends in e-science and digital scholarship. During Academic year 2010/2011, UITS infrastructure team has accomplished and delivered the following services:

Building of the network backbone in the New Campus

The New Campus project included the change of the network architecture in such a way that main connectivity core will be placed there. UITS team worked with main vendors to change the topology.

As result of the new architecture the University obtained the following results:

- High speed/bandwidth fiber core network
- Complete transparent access to the Internet and Ankabut for
- The entire University network.
- Better Internet connectivity by eliminating WAN bottleneck.

Building of new data center in New Campus

Moving the center of the IT network in the New Campus location imposed also building a data center in the same location. The data center was built in the core of the Faculty of IT building. UITS worked with the vendors and the contractors on designing and building it. The data center has some special characteristic:

- Because of it placement (in a round room) the servers racks were grouped in containers placed in a square shape inside the circle.
- The cooling system is built with distributed "In Row Cooling" units used in the high density server racks structure.
- The power is provided by 2 sources on each rack and is supported by two generators in case of main power interruption.
- The entire architecture allows installation up to 60 racks or up to 600 servers of medium size (3U)
- Due to the modularity, the consumption of power and cooling can be adjusted as needed making it a "green" data center.

UITS by Numbers 2010/2011

- 183 Millions Emails Delivered
- 198 Millions Emails Filtered as spam

Deployment of the virtual infrastructure

Following the trend and the need of reducing the power consumption UITS started a project of building a virtual infrastructure based on Vmware platform for Linux and Windows servers (X86 processors) and LDOM for Sun Solaris systems. At present time there are over 100 servers running in this environment.

UITS by Numbers

- Over 100 Virtual Server

These are the benefits of moving servers to virtual environment:

- Reduction of the power consumption with 20%
- Reduction of the cooling due to reduction of the physical servers
- Flexibility on backup and restore.
- Easy deployment and standardization.

Deployment of Alumni e-mail solution

It was a challenge for University to keep mailboxes of existing Alumni and ongoing number of graduates every year. University wants to provide lifelong mailbox to each alumni student. UITS decided to move existing on premises Alumni mailboxes to cloud services because of saving on costs and resources. After assessment we decided to move with Microsoft Live@Edu services. Live@Edu which is a completely free service offered 10GB mailbox size with multiple client connectivity options. One of the main reasons to go with Live@Edu is the tight, transparent and easy integration with our existing on premises Exchange 2007 setup. We successfully moved around 30,000 on premises mailboxes with data to Live@Edu.

UITS by Numbers 2010/2011

31293 Alumni Accounts at Live@Edu

Again the whole process was very seamless for end users and the whole project implementations were done using internal IT Team without involving any partner. We

believe that UAE University's Alumnus migration to Live@Edu is the biggest and successful which makes us unique educational institute in this region.

Internet connectivity improvement:

The New Campus backbone network architecture eliminated the bottleneck and the bandwidth limitations. From the graph attached we can show in last 6 months:

- The availability was over 99.9
- Maximum bandwidth 60%
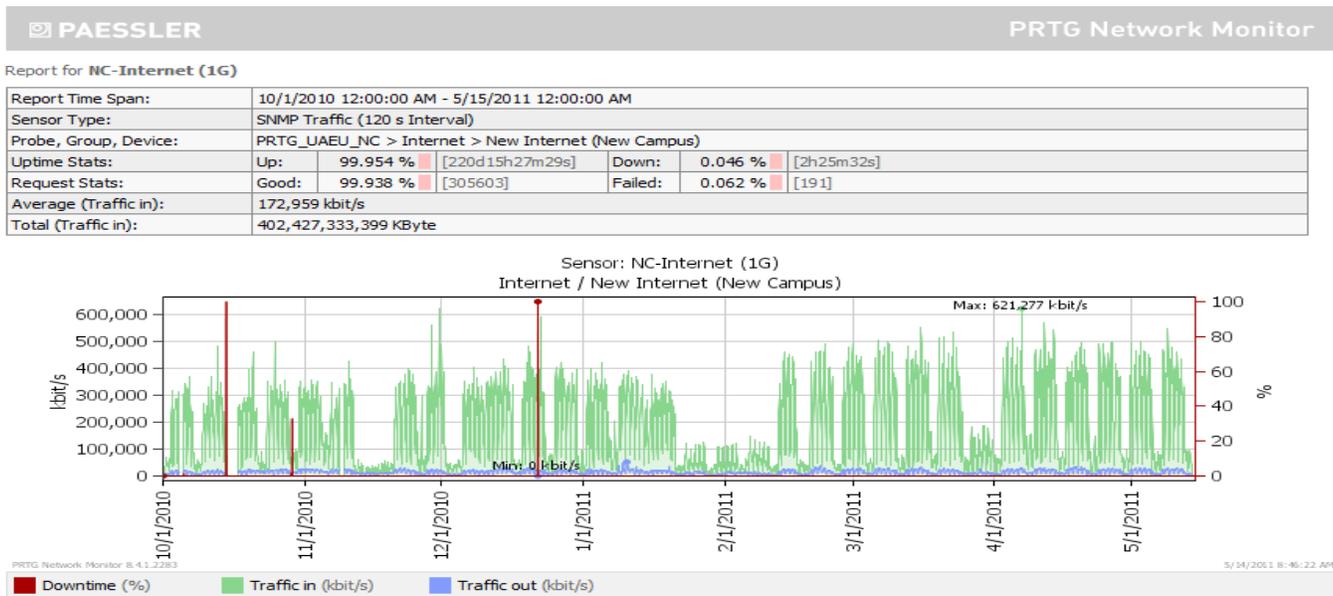
WAN shifting to MPLS from ATM:

This project has the goal to improve the interconnectivity between all University sites including access to the central campus from Islamic Institute where the main data center resides.

WAN acceleration and Optimization:

This project introduced new appliances that allow acceleration of certain types of applications. This was very important for some sites that were using the main data center resources.

Daily Wan link utilization graph:
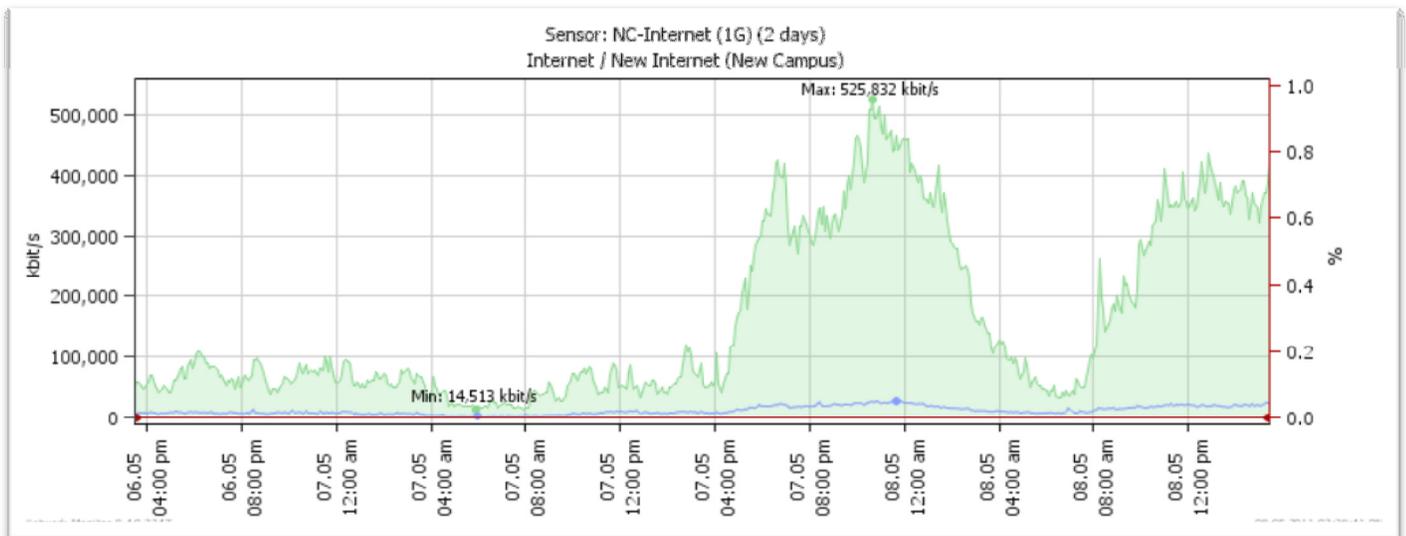
Shifting the Internet and WAN main node to New Campus:

This project was part of the major project of building a new campus for the University in the Maqam area. The design and the shift were done by the UITS and it was an important achievement. The new architecture allows transparent connectivity to the Internet and Ankabut (Research and Education Network of UAE) aligning the UAE University infrastructure with the goal of becoming research intensive.

UITS by Numbers 2010/2011

- 25300 Average Monthly End-user Viruses Blocked and deleted.

Connecting Ankabut transparently to the UAEU data network:

As part of preparing the University of becoming a research institution it was demand to connect the data network to other countries Research and Education Networks. UITS initiated a project that was in conjunction with the New Campus deployment to link the UAE REN (Ankabut) in such a way that will allow anybody on the internal network to access other countries REN. The main challenge was to obtain approval from Etisalat to use a different routing protocol that was not standard for them. For this purpose the University registered with RIPE and this way the University obtain its own IPv6 subnets that will allow the deployment of the new IP version very easy.
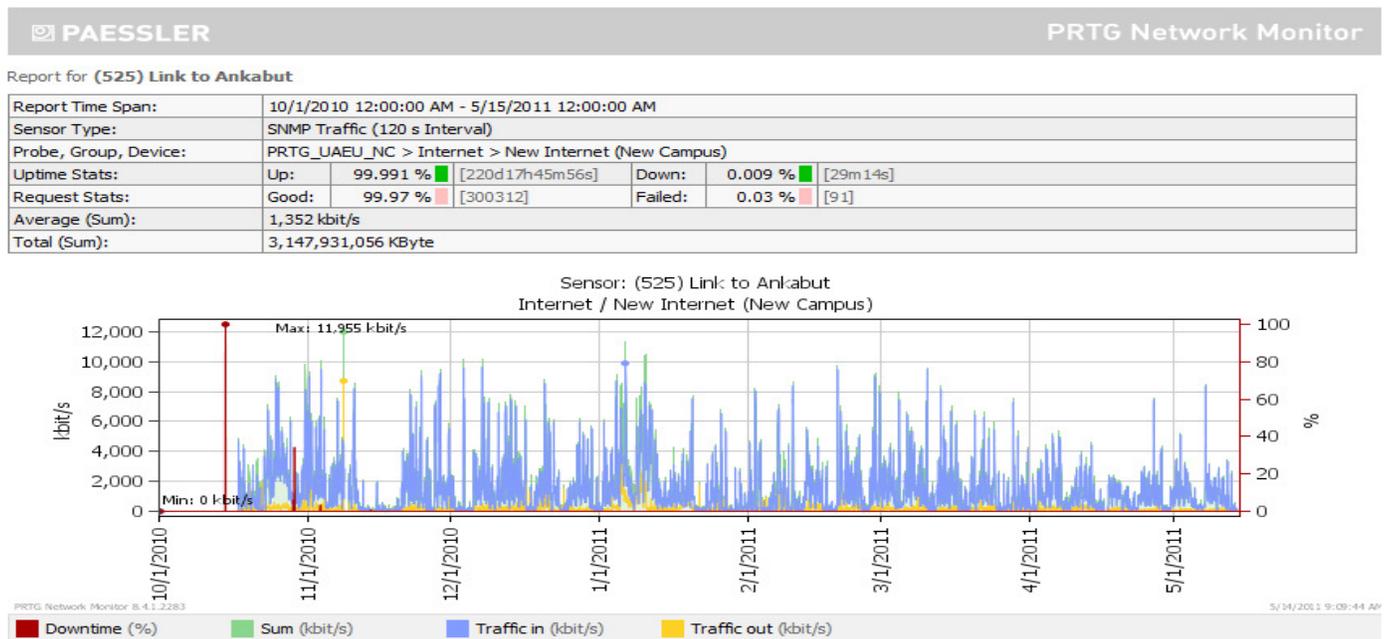
Deployment of IPv6 protocol for entire UAE University:

After the implementation of Ankabut Network, UAE University is ready to deploy the IPV6 as protocol available for its users and published applications.

VoIP deployment:

The deployment of VoIP hardware was part of the New Campus project. UITS extended the service as University wide service. The infrastructure is based on CISCO solution. The

service is integrated with the Active Directory for authentication and for Address Books lookups.

FMHS campus Wired and Wireless network upgrade:

This project was initiated at the request of the Faculty of Medicine and Health Science to rebuild the wired and wireless network to match the needs of the new education programs developed by the Faculty.

In house development of monitoring system:

In order to monitor the complex IT environment that UITS has the Network team and Servers team developed an internal strategy for monitoring and alerting. They used "off shelf" products instead of expensive enterprise tools such Tivoli. All these tools are accessible from the internal network or from Internet using VPN. For network monitoring we use few special tools such PRTG and NetFlow. For servers we use Microsoft Operation Manager. The

deployment was done by the ICT members and using the Microsoft global agreement. By using these solutions we saved around 500,000 AED per year.

Tawam Female housing Wired and Wireless Network Upgrade:

The project requirements was to replace the old data network with new wiring and wireless devices that will provide higher speed and better bandwidth for the students. The housing complex is connected via a MPLS circuit to the University backbone.
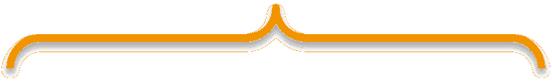
UITS by Numbers 2010/2011

- 700 desktop replaced

eFax Server service deployment:

The New Campus project included also an eFax server solution that can cover the entire Fax needs from a centralized solution. UITS developed the service for entire University, the service is integrated with Active Directory for authentication and access control.

Desktop Replacement:

Over the last year UITS replaced 700 desktop for the UAEU staff, faculty and labs. The new desktops are according to the latest specifications available in the industry. Desktop replacement programs enable UAEU's community to perform their computing needs without any performance and hardware failure issues.   To make the desktop equipment purchase and selection process faster and smooth UITS prepared all of the specifications related to end-user equipment and uploaded to UITS website.

UITS by Numbers 2010/2011

60 different hardware specs prepared and uploaded.

Email & Spam Statistics: - 2010/2011

Total Email: Delivered & Filtered Spam (data is measured in millions)

		Month	Delivered (Millions)	Filtered (Millions)
Year 2010	**2nd Quarter**	June	11.56	12.90
	3rd Quarter	July	12.56	14.80
		Aug	10.56	11.30
		Sep	11.27	12.90
	4th Quarter	Oct	14.56	13.40
		Nov	11.56	14.60
		Dec	10.36	12.80
Year 2011	**1st Quarter**	Jan	14.66	15.20
		Feb	43.53	45.10
		Mar	42.43	45.00
	2nd Quarter	April	60.78	60.78
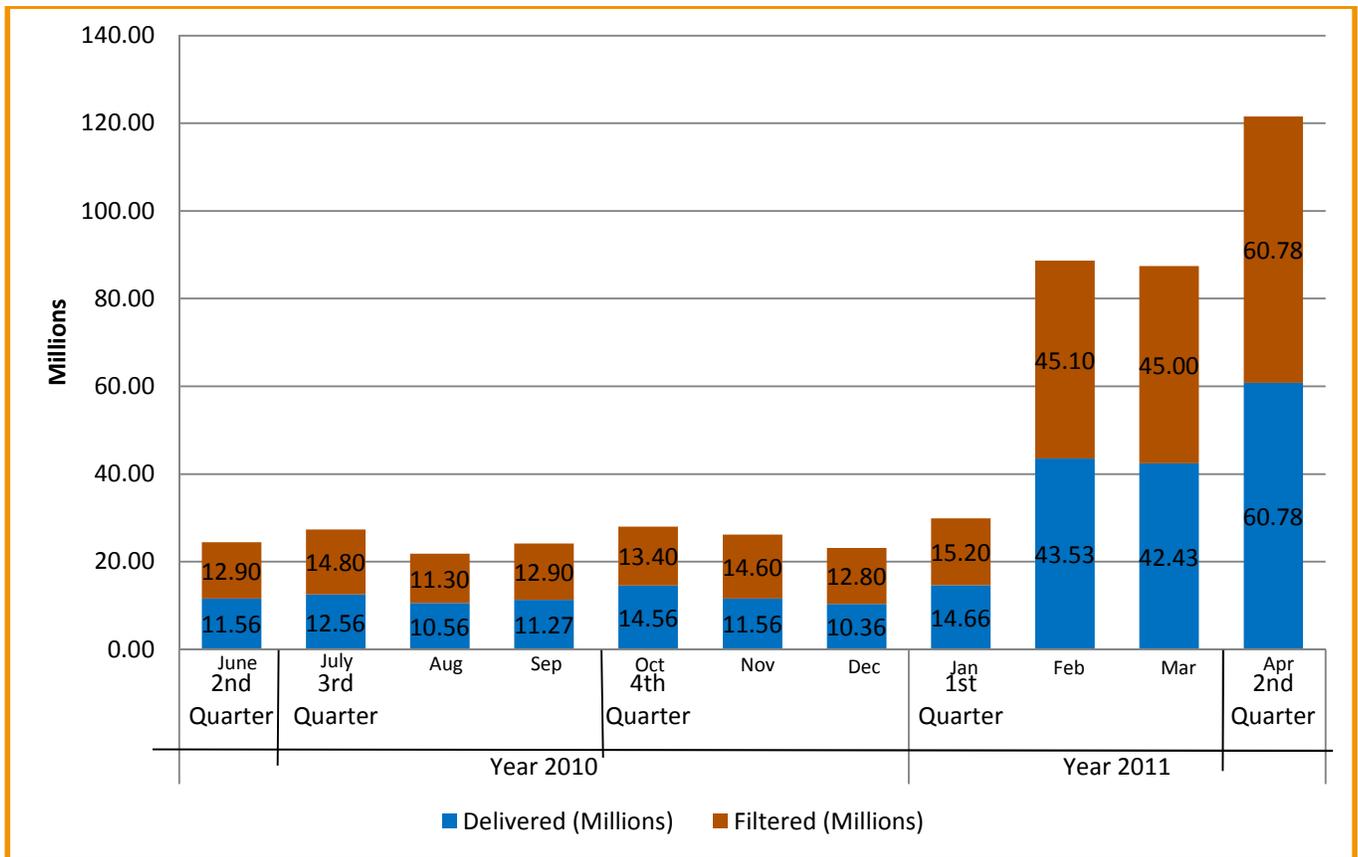
Data Center & Perimeter Intrusion Prevention System Statistics: 2010/2011

		Month	Critical	Major	Minor	Low
Year 2010	**2nd Quarter**	June	61421	34547	184	400707
	3rd Quarter	July	26876	23403	110	315641
		Aug	10947	22106	140	250706
		Sep	16751	27485	30	111
	4th Quarter	Oct	41750	30217	48	164
		Nov	103168	30277	0	68
		Dec	45954	34456	0	143
Year 2011	**1st Quarter**	Jan	85130	35425	24	243
		Feb	13712	31123	1824	9061
		Mar	22970	42095	8077	4398
	2nd Quarter	April	20581	30078	7198	1728
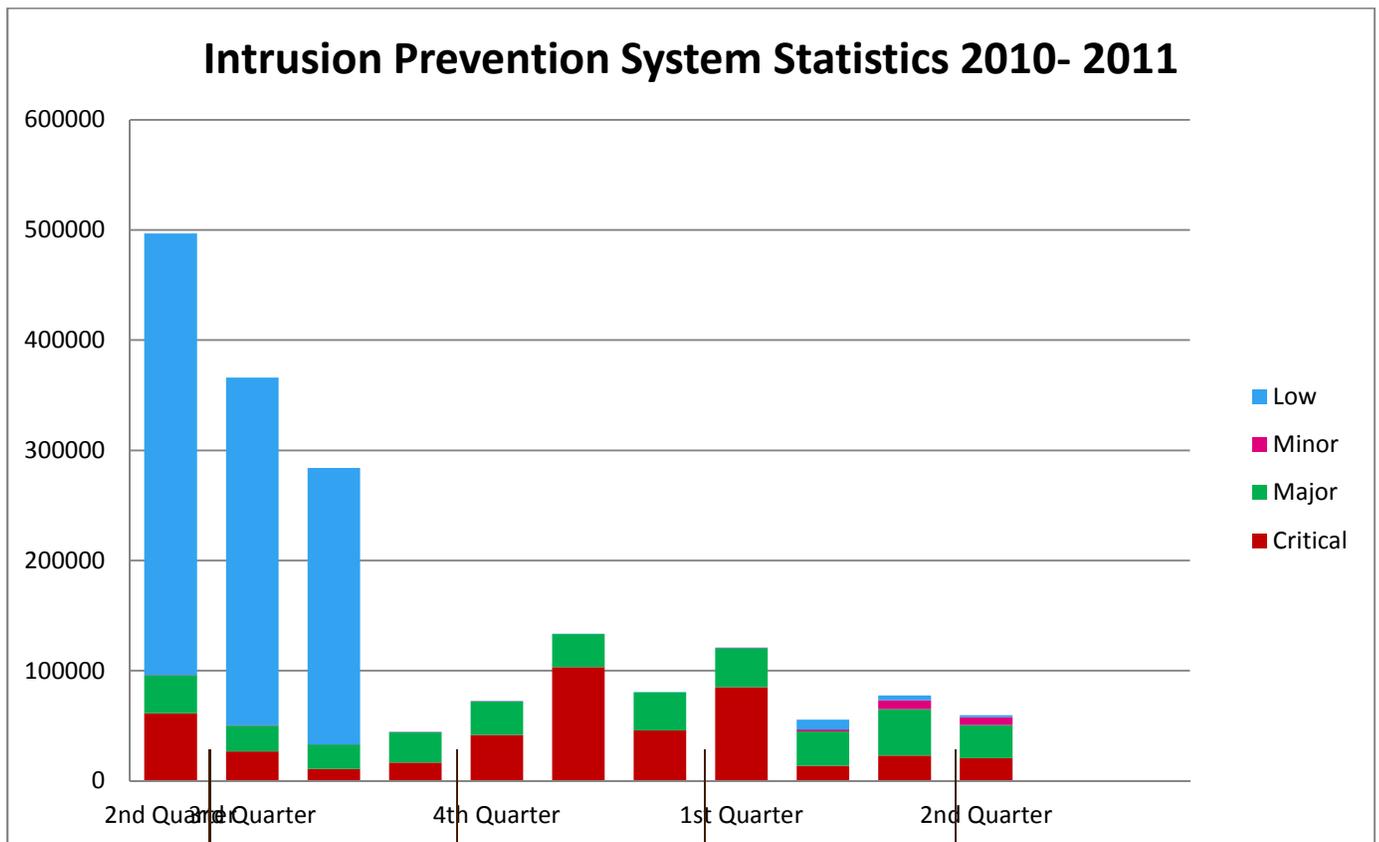
Web Proxy Statistics: 2010/2011

		Month	Allowed (Millions)	Blocked (Millions)
Year 2010	2nd Quarter	June	23.56	0.012
	3rd Quarter	July	26.9	0.051
		Aug	23.54	0.19
		Sep	11.67	0.21
	4th Quarter	Oct	25.98	0.12
		Nov	26.75	0.09
		Dec	15.43	0.15
Year 2011	1st Quarter	Jan	10.71	0.0032
		Feb	20.17	0.0064
		Mar	27.79	0.073
	2nd Quarter	April	69.63	0.35

Web Proxy Statistics

■ Allowed (Millions)   ■ Blocked (Millions)
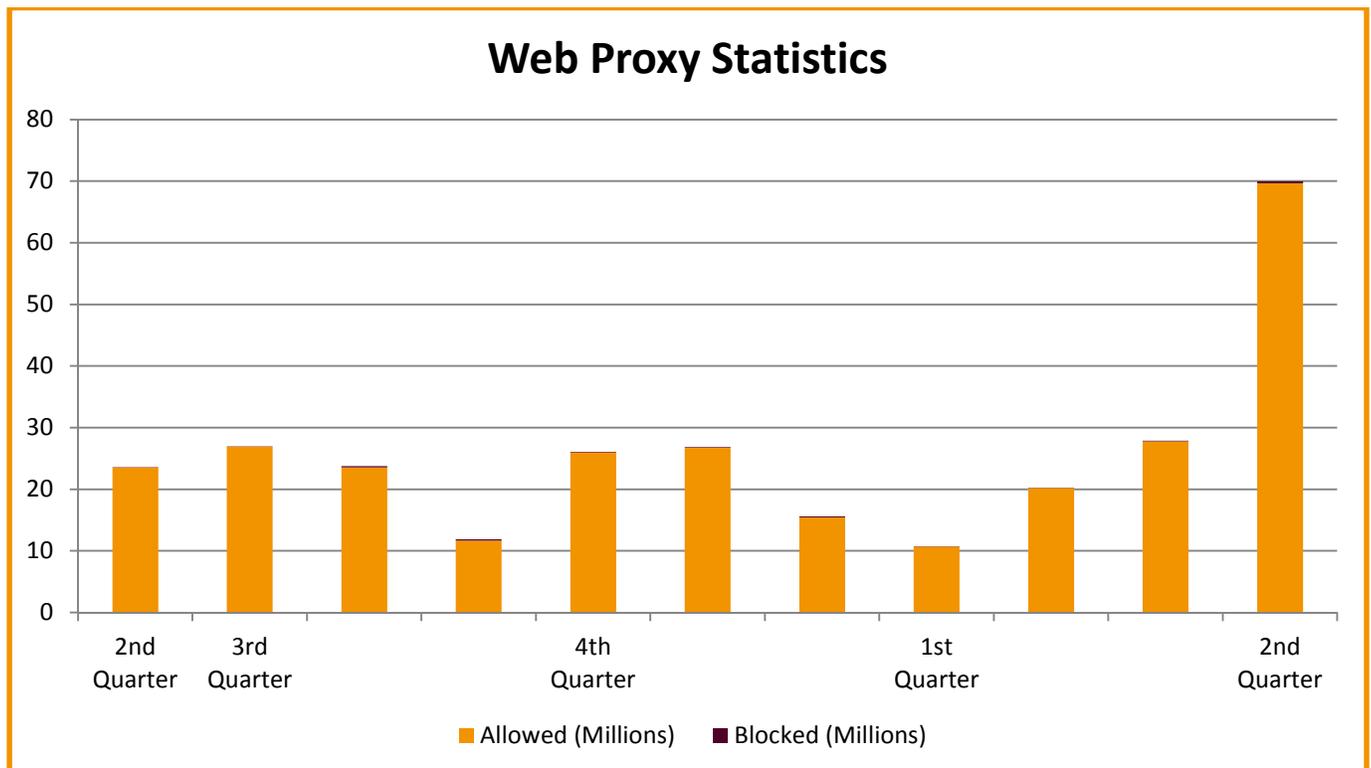
Average Secure Access Services Statistics: 2010/2011

Secure Access VPN Statistics

Legend (right):
- Saturday
- Friday
- Thursday
- Wednesday
- Tuesday
- Monday
- Sunday

Y-axis: Per Day VPN User Session (0, 5, 10, 15, 20, 25)

X-axis: 12:00 AM, 1:00 AM, 2:00 AM, 3:00 AM, 4:00 AM, 5:00 AM, 6:00 AM, 7:00 AM, 8:00 AM, 9:00 AM, 10:00 AM, 11:00 AM, 12:00 PM, 1:00 PM, 2:00 PM, 3:00 PM, 4:00 PM, 5:00 PM, 6:00 PM, 7:00 PM, 8:00 PM, 9:00 PM, 10:00 PM, 11:00 PM
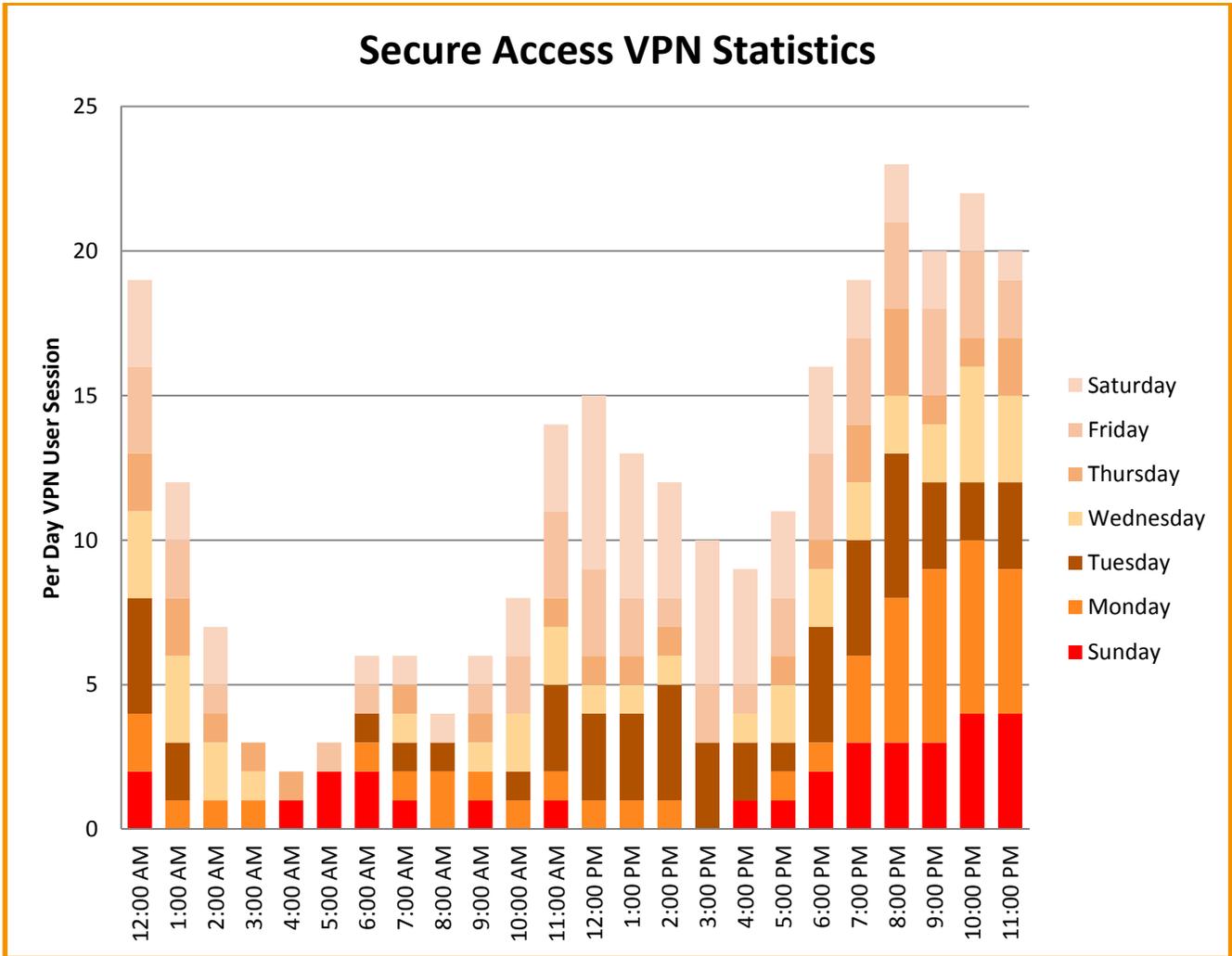
Enterprise Application Development:

UITS has been working continuously with UAE University community to provide and improve provided services for both Academic and Administrative units. During Academic year 2010/2011, EAI Has accomplished and delivered the following services:

Travel Reimbursement System

University Staff and faculty can now apply for travel requests online. The Travel application can occur before travel for advance payment or after travel for reimbursement. After travel requests are approved by applicants' management, the system automatically handles payment to applicants through integration with university ERP System. The system has been developed in two phases in which new functionalities have been added in second phase such as the ability to manage funding source when using restricted funds.

UAEU Websites Statistics 2010/2011

- Total Hits   -   107,541,321
- Page Views   -   12,758, 855
- Average Page view per day   -   37,306
- Most Active date (6, sep, 2010) -   981,818
- Total Transfer Kbytes   -   1,254,300,491
- Number of Visitors   -   260,621

Passport/Visa Notification System:

The new service has been developed to notify university staff and faculty when their passport or Visa will expire. The service sends notifications to employee and General Services Department via email two months before the expiration of passport or visa.

Employee Profile:

A new service has been provided where employees (faculty and staff) can enter and update their qualification and professional development profile. This will help many different entities at the university with their statistical reports and analysis of current faculty and staff members.
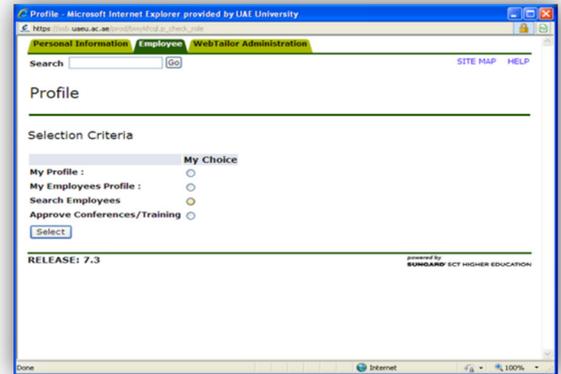
E-Banner Account Request:

The new service replaced the old paper based process in which users can now apply for Banner access online using e-services. Users can either request new accounts or request a change of access to existing account. All approvals are handled automatically and then sent to data custodians to process request.
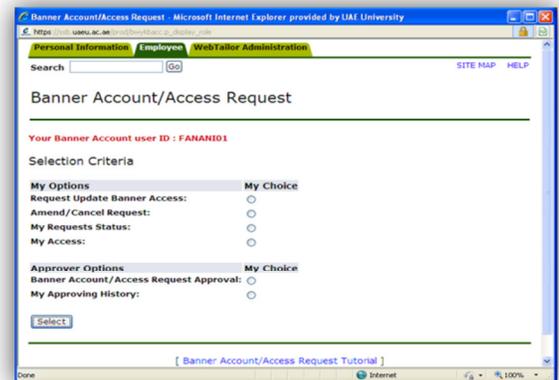
Portal Access Statistics 2010/2011

- Peak Login Per day   -   42,000
- Average Login per day   -   15,000

New Student Processes Automation:

- **Student Advising hold management** A new interface provided to student advisors to manage holds on students. The service is available only to advisors through e-services.

- **Blocking and unblocking of Blackboard access** If the students did not pay his/her fees, the BB access privilege should be blocked. Once the student pays the fees, the account should be unblocked. The process used to be manual. It has caused many problems for students, registration Department and BB administrator, not to mention the delay for the student's access to be restored. In collaboration with Registration Department, UITS has automated the process. Once the registration Department creates Account Receivable hold, student's Blackboard access is automatically blocked. Once student pays the dues, the hold is removed and the access is automatically restored.
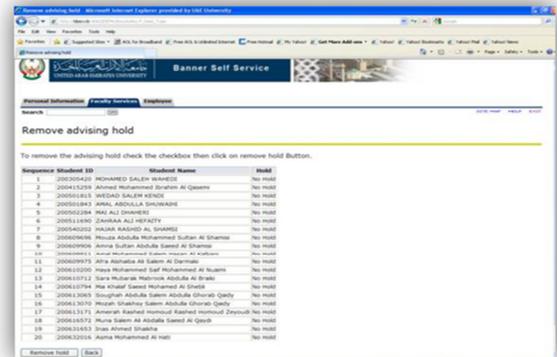
Research Capabilities

A new research engine to support research initiatives was developed by EAI team. Working collectively with the provost office, the online search engine was built to provide university community and public the ability to search university research interests. The search engine was developed dynamically in which users can search and filter based on different criteria's such


as researcher name, research topic, or even search all interests by college.
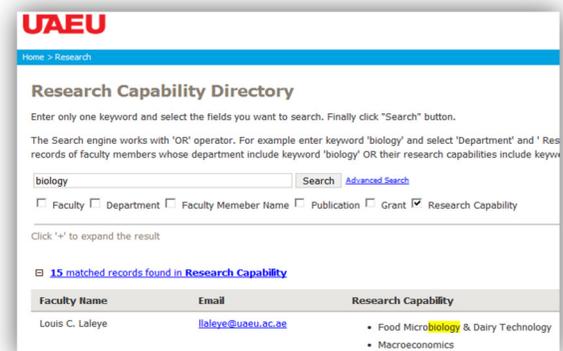
Mobile Portal:

An initiative taken within EAI team to align university services with evolving mobile technologies. The EAI team has built a new portal interface designed specifically for usage in mobile devices. The mobile currently provide information for students, faculties, and staff. The mobile portal will continue to evolve in the future where more services will be added.

Mobile Portal Access Statistics 2010/2011

- Peak Login Per day   -   8,000
- Average Login per day   -   5,00

Online Password Change:

The service allows University users to change their active directory password through the web, without having to login to a desktop. Also, the new change password page enforces security measures on password selection which cannot be implemented through Active Directory.

Alumni Phase I:

In this phase the main architecture of online alumni services is built, where an online database is created and fed with alumni personal information and career history.

Online Course Catalogue:

The purpose of this application to automate the extraction of course catalogue and degree information from Banner to build an online website that can be easily browsed by public users to understand the studying requirements in UAEU.

UITS by Numbers 2010/2011

Total web Pages under main website -   1408

Total web Pages in CMS   -   3515

Online Forms:

Online Forms are created for departments that want to collect data for their customers. The online forms can process the collected data and send it via email or store it in a central database. Customers can review and extract the collected data in an easy way through the portal.

iWIL release 3.4 :

New release of iWIL that includes new reports, rebranding to new University Brand and integration with my.uaeu portal.

CET Server Handover to UITS:

To migrate the CET website and CET image library from MAC based server to Windows based server hosted in UITS and fully supported by UITS

Printing Press Portal:

To implement an online workflow system to help the printing press to manage their printing jobs and allow users to submit their printing requests online.
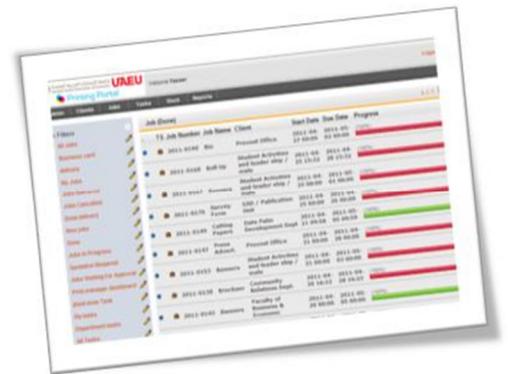
Alumni Phase II:

In phase II the online services are extended to allow alumni to search for their classmates and their colleagues online. Also, they can apply online to receive an ID card , transcripts and change their privacy settings.

New Websites:

This project is an on-going project for faculties and departments to build their web presence. During the past 12 months, the following websites where developed and published online, some of them with the new brand.

- Maqam supervisor (June 2010)
- Faculty of Law (June 2010)
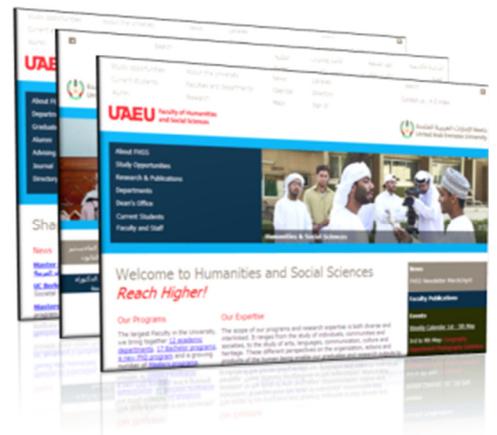
- Faculty of Humanities (February 2011)
- Faculty of Education (March 2011)
- Template for Faculty of Medicine
- Template for Faculty of Engineering
- Template for Faculty of Science
- Template for Library

University Branding:

To provide new brand for all aspects in the University, examples includes:

- Portal, Webmail, Remedy
- Broadcast templates
- Presentation templates
- Mail signature
- Office stationary
- Employee and Student ID cards

New Brand Migration:

To migrate existing websites from old brand to new brand, the following websites were migrated:

- UGRU
- UGRU Writing Centre
- UGRU ESP
- WPU
- IRPSU
- iWIL
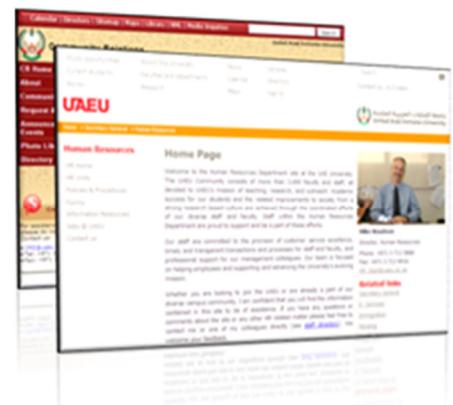
Supporting Our Customer

We commit to anticipate and respond to our clients' needs. We partner with them to find and determine the appropriate solutions. In return, we expect our clients to develop the skills necessary to use and support information technology and commit their resources along with ours. As an organization, we respect our staff and value their contributions. Our staff is expected to support the organization's goals, be team players with their colleagues throughout the University and be dedicated to satisfying the needs and expectations of our clients.

UITS by Numbers 2010/2011

- 5883 Remedy Support Tickets
- 5888 average monthly calls
- 8000 monthly support emails

We support the UAE University community through people, technology leadership, service excellence, and a shared vision. We use technology to deliver knowledge, enhance the student experience, support faculty research, foster collaboration, empower the UAEU community, and advance the reputation of UAEU.

From everyday items such as resetting a forgotten password, helping to connect a laptop or mobile devices to campus wireless, or removing a virus from a computer, to specialized assistance to campus IT professionals, IT Help Desk is the main point of contact for IT support.

IT Help Desk recently streamlined operations by consolidating phone/ email support with hardware/repair functions into one physical location. Now, all IT help inquiries can be requested through a single phone number and email address, lessening customer confusion or uncertainty. In addition to IT Help Desk, IT support is provided to departments, offices, and colleges for managing office computing resources on professional basis, and creating and maintaining custom applications, web sites and hardware.

Looking Ahead:

Looking into the future, UITS still faces many challenges which require focused attention, innovative solutions, and collective efforts to solve. In the years ahead, UITS will continue to develop the services and strategies, linking the University with global society, innovation programs and projects in the future-oriented thinking and cost-effective manner, helping our customers with the technology they want and need. Generally, IT funding levels will align with the strategic direction of research and academic needs of production. As part of this effort, IT will forefront the rapid design of system-wide improvements to the UAE University operations, services, tools and infrastructure, with focus on efficiency, productivity and cost control. This in turn leads to formal alignment of IT resources and focus more on the delivery of online teaching and learning, updated classrooms, research computing and hybrid methods of instruction.

Another effort involved creating access to UAEU courses at the nationwide, and also to build local inventors technology partnerships with international technology inventors for the programs and services. We will continue to improve customer services, both within the IT support service centers, across campus and branches. IT will plan more network infrastructure on campus, including telecommunications and fiber resources to allow for basic services as well as increasing the academic high-performance services. Also the network edge switches will continue to be replaced in buildings across campus and wireless services and will continue to expand and provide additional services to the UAE University community. Virtual platforms will expand services and will develop on demand, authentic self-selected academic services to information technology.

Academic technology will be a high priority, with a student-centric task force being developed to explore and address areas such as course access and availability, access to campus computers, and printing capabilities. The design and development of web-enabled solutions, along with the continued improvement of the Banner system, contributes to the academic success of all students. The ongoing expansion of and deployment of IT services on Main and branch campuses, including hardware maintenance and support coordination, and the implementation of IT service management on Main and North Campuses will ensure quality IT service delivery and response to IT incidents.

Find out more by visiting our website at www.uaeu.ac.ae/uits or by calling us at +971-3-713-6111.

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