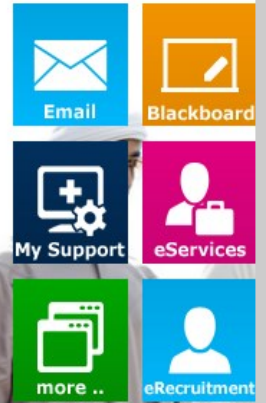


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My.uaeu.ac.ae



What is SharePoint?

Microsoft SharePoint is a web-collaboration platform that provides an integrated suite of server capabilities including comprehensive content management, enterprise search, shared business processes and information-sharing facilitation. Microsoft SharePoint enables groups to collaborate by sharing document libraries, calendars, task lists, issues lists, discussion boards, meetings resources. SharePoint is designed to accommodate the skill levels of a variety of users, so that even those with limited web-design experience can start contributing content to the project or department. SharePoint also features powerful integration with Microsoft Office, permitting users to edit documents in Word or Excel and save them to SharePoint.

Key benefits for UAEU community

SharePoint allows users to collaborate easily wherever they have web access. Documents and other information are readily available in a secure location. The service features integration with Microsoft Office for access to documents, tasks, and projects. The specific functionality supported includes:

- College or department-owned SharePoint site
- Shared documents management
- Project or team calendar setup
- Ability to generate alerts for tasks or deadlines
- Setup meetings work spaces
- Process automation by using workflows to minimize time and cost
- Sharing information through discussion groups
- Sharing ideas by using wikis and blogs

Who can use it?

All UAEU students, faculty and employees can access UAEU SharePoint. Also, some approved guests can access it if they are provided with a domain username and password. Eligible users automatically have accounts created in SharePoint using their Active Directory username and password.

SharePoint will also be available to all colleges and departments to have their own publishing and collaboration site. These can publish information and make it available to all UAEU community to view but can still block public access. Also, the site can be made available to the members of the college or department for collaborative work.

How can a College or Department get their own SharePoint site?

Any college or department can request their own SharePoint space by submitting a request to UITS helpdesk. The request must include the names of the site managers who will be responsible for the site and its maintenance. These are required to attend the basic SharePoint training offered by UITS, and with the support of UITS, they will be able to maintain their sites and provide support to all users in the college or the department. Currently, UITS offers a space of 20 GB for each college and 10 GB for each department.

How to learn more about SharePoint?

There are millions of online materials about SharePoint. UITS is also helping in increasing the awareness of UAEU community about SharePoint by conducting a training session for Site Managers as requested and needed.

By Yasser Abdel Aziz

BlackBoard

UPGRADE

UAEU UITS has recently performed a major update for its Online Learning Platform Blackboard with a new release incorporating a sleek, modern design that marks the platform's biggest shift in look and feel in years. Service Pack 12 for Blackboard Learn™ 9.1 also brings a number of feature enhancements that make it easier to navigate the system, take advantage of its powerful capabilities and complete common tasks more quickly.

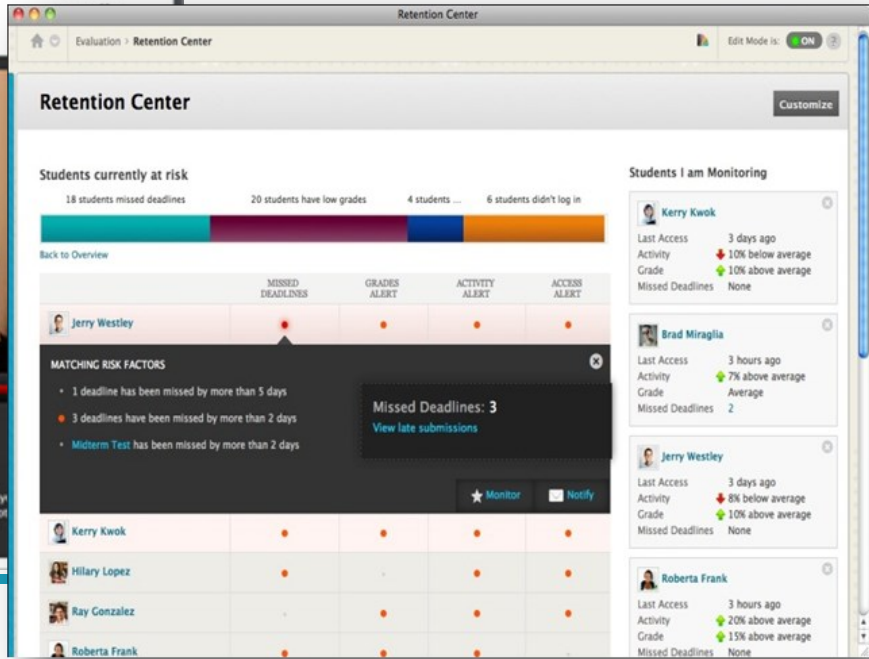
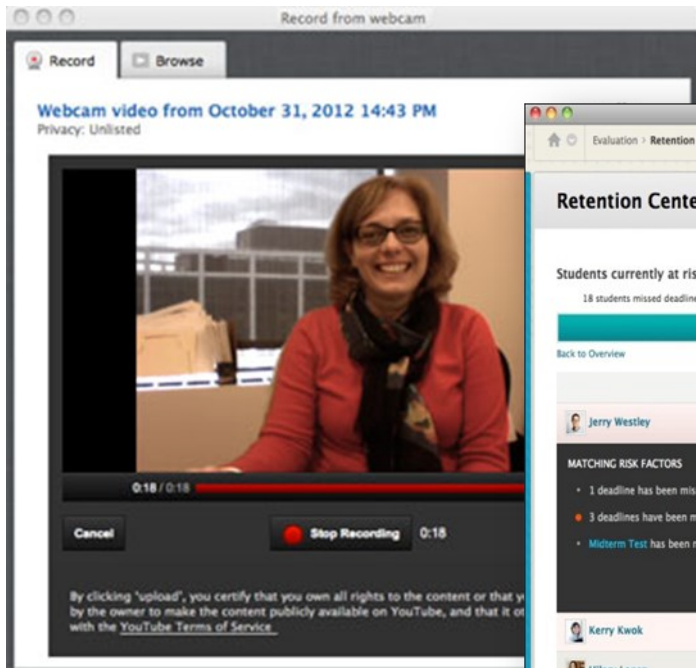
UAEU was running Blackboard 9.1 SP6, which was six upgrades behind Blackboard's latest product. It was therefore essential that we upgrade our current system for a number of reasons:



- The old software did not support some of the new and upgraded features, or due to become, available in the coming months; for example new discussion boards which are easier to navigate and have a more modern look and feel.
- Blackboard Learn 9.1 SP12 has much improved navigation and functionality and brings a new content editor which resolves many issues of the older version.
- Blackboard Learn 9.1 SP12 gives the University the ability to further add to the available functionality in the future.
- Blackboard Learn 9.1 SP12 offers our students and staff the most up-to-date functionality and version available.



Blackboard Learn 9.1 SP12 brings many improvements to functionality. You will immediately notice a new interface with new and improved features and navigations, such as those listed.



CONTENT EDITOR

The easy-to-use Content Editor reads, writes and renders modern HTML, and makes creating rich course material easier for faculty members. Faculty can now even attach their Web Cam recording as Course Content.

MY BLACKBOARD



The entry point to My Blackboard is a new Global Navigation Menu. It's available at all times in the top right corner of the interface and provides one-click access to Courses, Organizations, Settings, Bb Help, and the new MyBlackboard tools. Users can see these new tools down the left-hand side. Numbers in red tells you if there's been any new activity or anything that needs your attention.

RETENTION CENTER



The Retention Center is a new feature for educators who use Blackboard Learn. The Retention Center highlights retention factors and students engagement, quickly alerting educators to potential risk and allowing them to take immediate action. Easy-to-understand views and pre-configured rules make it simple to identify at-risk students within a course, and it requires no setup on the part of instructors.

The intuitive layout lets instructors know what to focus on. They can dig deeper into a student's performance and engagement, and then set monitoring alerts and view notification history.

By Naeem Akhtar



More On-The-Go

Mobile wireless technologies have been around in the UAEU campuses for more than a decade and have become practically the default computing environment as mobile devices got more and more powerful and wireless connectivity improved dramatically.

In response to this, UITS has devoted a lot of energy to the impact of mobile technologies on students and how it can be integrated effectively into education. We released our first mobile application a few years ago and last year enhanced and released our first true native mobile application for the university community.

Interaction and communication with students is increasingly shared through mobile communications, mobile applications & smartphones. Many of the current student services are in a better position to be provided using the evolving smartphone technologies. The focus of this initiative is to enhance the current UAEU mobile app and introduce new real-time transactional mobile services that support students in their academic programs and student life. Hence, UAEU mobile services will play a strategic role and are in line with the University's goal of placing students at the center of everything we do and also with the UAE 2013 mGovernment vision.

Place UAEU on your smartphone

UITS is committed to providing mobile solutions that allow members of the university community to stay connected to University systems and services both on and off-campus. The enhanced mobile app allows you to stay connected with UAEU wherever you are and gives you easy access to UAEU resources on-the-go. Find out how to get around the campus, stay up to date with the latest news and events, view your class schedule, check your grades & attendance, request transcript, To-whom-it-may-concern letter, change degree, request/change major/specialization, request room change, and much more while truly being on the move using your tablets and smartphones.

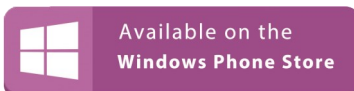
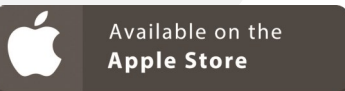
New Features

New Features

New Features

- Multilingual (English & Arabic) Support
- Real-time Transactional/Information Services
- Supports all major platforms (Apple, Android, Blackberry, & Windows)
- Request/change specialization & check status
- Request degree change & check status
- Request housing room change & check status
- Request Transcript/TWIMC & check status
- Register course (Add/Drop)
- View active registration & holds
- Choose preferred theme from UAEU brands
- Search a location in the Campus
- Search department/college or staff member
- Access UAEU Libraries
- And many more...

The enhanced UAEU Mobile App v2.0 was developed for iOS, Android, BlackBerry, and Windows operating systems and released in December 2013 with several functional, design, and content enhancements. It is available for free download in the app stores of all major platforms such as iPhone, Android, BlackBerry, and Windows.



By Mahdi Ismail

Email Archiving



Often information in emails are time sensitive. As they get older, they are less frequently accessed until a time comes when they just sit in the mailbox occupying space. Eventually, when the mailbox is almost full, we look for these old emails and delete them to free up some space. This is where email archiving comes into the picture. It integrates itself with the mailing system, in our case exchange 2010, and moves these old emails out of the mailbox and into a secondary storage location designed for archiving. The result is that space in the user's mailbox is freed up while at the same time, all emails can still be accessed.

Archiving also improves backup performance as well. Typically, a full backup of Exchange includes all emails in all mailboxes, which is quite large and requires a considerable amount of time and resources. After archiving, only emails that are not archived are backed up. This is because archives do not require backups. They are often replicated to an off side location for protection. Compliance is a major feature offered by all

email archiving solutions. In compliance mode, every email sent or received by the user, a copy of that email is sent to the archive. Even if the user has deleted the email, the copy in the archive will still exist. This feature is often used to recover deleted mails of old employees who have left the company or for litigation or auditing purposes.

Email recovery is a breeze with archiving. This is because the archive is searchable. You can search your archive directly from your outlook or by webmail. Previously, email recovery was a time consuming process. Furthermore, users had to give a time, when the deleted email was in their mailbox. Now, if the email is archived or your mailbox is under compliance mode, you can simply access your archive and use any keyword to search the archive for the deleted mail. Additionally, you can choose to either read the mail directly from the archive or recover it to your mailbox. In short, you can recover your emails by yourself and that too in a matter of minutes.

By Mansoor Ahmed

Secure Wireless Infrastructure



UITS enabled WPA2 (Wi-Fi Protected Access 2) wireless security, which uses 802.1x technology, in September 2013 and has included security on all access points installed since then. Commonly known as WPA2, Secure Wireless along with 802.1x relies on the wireless client's ability to authenticate onto a network with a username and password and then encrypts the data with the Advance Encryption Standard (AES).

UITS currently provides two main wireless networks, "UAEU-SkyNet" and "UAEU-Guest". The "UAEU-SkyNet" network encrypts all wireless transmissions using WPA2 technology while the "UAEU-Guest" network provides Internet access for UAEU guests without any authentication or encryption. "UAEU-SkyNet" is the recommended network for gaining access.



UAEU-SkyNet Secure Wireless Network

As it offers the best data security, "UAEU-SkyNet" is the preferred wireless network for all faculty, staff and students. Traffic sends and receives from the wireless device on this network is encrypted using WPA2-Enterprise technology. Since the "UAEU-SkyNet" secure wireless network supports 802.1x, web based (browser-based) authentication is not required. Users will be prompted for the Active Directory ID and password via a pop-up window, when authentication is necessary.



UAEU-Guest Wireless Network

"UAEU-Guest" wireless network is only intended for UAEU guests who do not have any wireless security (WPA2) on their devices.

SECURITY AWARENESS

Protect your identity when using UAEU Wired/Wireless Network

- Don't give your username and password to anyone or respond to any email requesting your username and password. UITS do not ask you to provide your password.
- Always connect to "UAEU-SkyNet" secured wireless Access point; avoid connecting to unsecure and Rogue access points.

Note: For assistance connecting to Wireless Network, please contact IT Help Desk.



By Sajid Ali



Enterprise Data Storage Upgrade

Information is getting increasingly important in our daily lives. We have become information-dependent in the 21st century; living in an on-command, on-demand world, which means we can access information when and where it is required. Everyday, students, staff and faculty members access the web and database services at the university, send and receive e-mails, share documents and videos, and use scores of other applications. Their information needs to be stored and shared in a central data repository (Data Center including the Data Storage).

Storage Area Network (SAN) is a network specifically designed to connect the data storages to servers for use in day-to-day activities. Almost all IT services at the university use SAN resources to store and access their data. This makes SAN resources critical to the IT infrastructure. Since all services depend on the SAN, any performance degradation in the SAN will affect all services that depend on it. In short, SAN and data storage not only have to be up 24/7 but also maintained to work at optimal performance at all times.

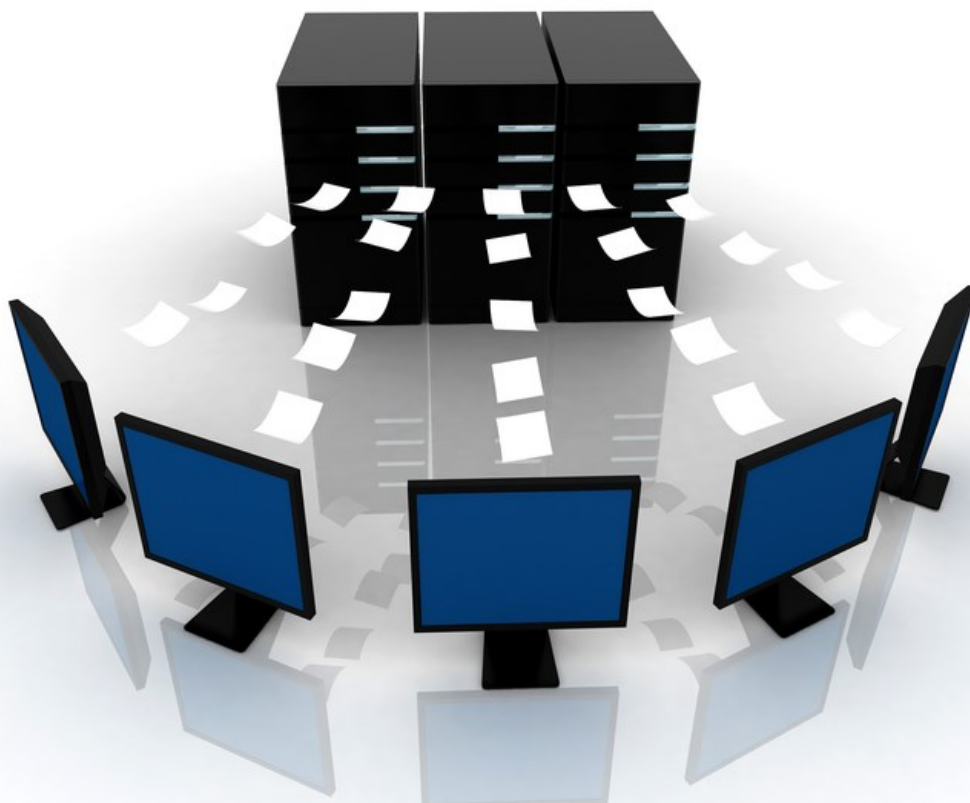
As the university grows and its services increase, so does the burden on the SAN environment. Hence periodically, the SAN infrastructure has to be upgraded or replaced to meet new and future requirements. This is the goal of the Enterprise Data Storage Upgrade project. The aim of the project is to replace the existing distributed data storages with a newer consolidated model, which can sustain the university's data growth for at least the next 3 years in a centralized location that protects data, increases speed, reduces the overall maintenance and operating costs in terms of power, cooling and space requirements in the Data Center.

The new consolidated Data Storage is VNX7500 which is the highest VNX model offered by EMC. With twice the cache memory and the inclusion

of Solid State Disks, read and write access performance is much better than on the previous models. On the capacity front, VNX7500 can house up to one thousand disks. Additionally, unlike the previous Data Storages, VNX7500 is a unified storage, meaning it has a built-in NAS gateway, which will enable us to provide network storage services like NFS and CIFS directly from the SAN – In addition to a wide range of new key features.

The SAN and Data Storage that are being deployed in UAEU FIT second floor data center will act as the main site that hosts all the university's IT data and services including MS Exchange, MS SharePoint, Banner, blackboard, Web and portal services in a unified and centralized location.

By Mohammad Makadameh



Online Support Portal

Multiple communication channels are already available for our customers to request services or report incidents via telephone, live chat and email. However, in our efforts to move even closer to our customers we have recently introduced an interactive online support portal that gives our UAEU customers the capability to submit and track their requests online.

The new system is available 24 X7 on and off campus, and users can easily log to the new system by visiting <https://mysupport.uaeu.ac.ae> and submit their requests or complaints in a matter of a few simple steps.

Based on the best practices (ITIL) used in providing service management, the new system boasts the following features:

- Automated email notifications upon submittal with unique reference number.
- Categorization and priority definition
- Automated Escalation
- Knowledge management
- Surveys and statistics

How to use the online support Portal

- Click <https://mysupport.uaeu.ac.ae> and login using your UAEU user ID and password
- Enter a brief description of the request / complaint
- Click on Add request
- You will receive an auto-generated email notification with a reference number



We at UITs consider it our ultimate goal to provide the latest technologies and best level of services to the UAEU community. Thus, we look forward to receiving your comments and feedback upon using the system.



By Eyad Elian

Upcoming Projects



Online Job Navigator

The Job Navigator system will help UAE University graduates and Alumni to find suitable jobs at partner organizations throughout the United Arab Emirates. The partner employers can post new jobs, and candidates can browse through the published vacancies and apply for the positions they are interested in.



Online Document Request and Fee Payment

This system allows students to request documents such as transcripts, To-Whom-It-May-Concern letters and other related documents online and pay the required fees using a secure online payment system. Through the same system, students will also be able to pay for any loss or damage caused to their rooms or its furnishings. This will save time and resources for students and administration.



Request for Graduation – Document Upload

This is an online service which allows students who are expected to graduate to indicate their intention to do so by updating their information and uploading all necessary documents online. This will eliminate the existing paper trail and expedite students' requests for graduation.

By Muhammad Masood Sarkar



Print management Solution (PMS)

PMS is a print administration program that enables organizations to significantly lower the cost and environmental impact of printing and photocopying. Hence, UAE University is keen to offer students and employees the ability to print, copy and scan documents on all multifunction printers wherever they may be in the university system. However, operations on such printers need to be precisely tracked and instantly paid for.

Students need to see how much they have paid and the current balance on their card. The solution must also work with the legacy credit-based system of UAEU ID card accounts to integrate the ability to pay for printing, copying

and scanning.

Print job management gives users complete control over all their printing activity. Users can easily pick up print jobs at a convenient location, review jobs they have printed, or resend the jobs to the printer. The Favorites feature makes it easier to access frequently-used documents. Favorite documents are listed directly in the menu at the printer, alleviating the need to send them repeatedly.

Administrators have central control over printing and access to in-depth information - all processes running on multifunction printers can be viewed, monitored and tracked with ease.



Major Benefits

- Cost reduction
- Secure printing
- Green Environment
- Work Smart
- Increased productivity
- Mobile printing
- Monitoring and reporting
- Rule-based printing
- Easy to maintenance
- Central location management

Unmanaged printing costs typically make up three to five percent of a company's revenue. These costs cannot be tracked unless an intelligent printing solution has been installed. The print management solution enables you to monitor and account individual operations in the print environment. Thus, you will enjoy absolute control over who is printing what, when, and how much. With Print Management Solution, employees' habits change - they will give careful consideration to their printing needs and thus significantly reduce cost.



News

UAEU Mobile Applications shines regionally

UAEU Mobile App (version 1) was shortlisted as a finalist under the category of **“Best Education”** implementation of the year

Wireless Network Deployment (Maqam 1)

Thanks to its powerful wireless infrastructure, UAE University has recently witnessed a dramatic increase in the use of its Wireless Network. Wireless network is becoming the major way of communication in today's education across the world Because of its mobility and out of the box experience of immediate and easy access. However, in its efforts to further meet students expectations in terms of immediate access to online library resources, research networks and collaborative learning platforms, University IT Services (UITS) is constantly upgrading its wireless network and its underlying network infrastructure to cover all UAEU campuses and hostels. With this in view, Maqam1 female hostel has just received a boost with enhanced wireless coverage through upgrading its underlying infrastructure and that provides high performance throughout the hostel. Thus, UAEU users can now connect seamlessly at high data rates based on IEEE 802.11a/b/g/n standards while on the move in the campus and in all the hostels.

By Umair Gul Memon

Newsletter & Publisher

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