

Given the relative interdependency of these services and UITs eagerness to manage them in a professional manner, UITs has made it a priority to provide its members with the required training to adopt the best practices frameworks such as ITIL, Cobit and MOF.

In Support of the above, UITs has recently launched new online support system which will provide users the possibility to login their service requests, issues and track their status.

A user- friendly interface has been considered for the ease of use, and a customized notification system has been added to keep customers well informed of the progress of their cases. An escalation matrix has also been introduced to meet our predefined service level agreement , and as a result, our KPI for the first quarter of 2013 shows that UITs has achieved 88.49% in

attending incidents and service request. Following provides more details:

- Total Number of tickets created in 1st quarter is 1859
- Total Number of Tickets resolved within the resolution time is 1645
- Total number of calls at the helpdesk 2841

The new online system gives us the opportunity to receive feedback from our valued customers. Thanks to their responses, we aim to continuously improve on quality of service and time response by constantly reviewing all surveys completed by our valued customers.

By Eyad Elian

“ UITs KPI for the first quarter 2013 shows that UITs has achieved **88.49 % in attending incidents and service request**



Helpdesk Page

Visit Helpdesk Page to get the support you need!

Helpdesk Page consists of UITs Helpdesk contacts, link to video tutorials, downloads, forms, FAQs, UITs News, Services Status, Common Issues and how to solve them, with important links for all UITs services. Visit Helpdesk Page to get the support and the information you need:

<http://www.uaeu.ac.ae/uits/help/index.shtml>



Video Tutorial

UITs had developed some tutorial videos to help the UAEU community use the various UAEU services and applications available on their desktops. To facilitate the search, videos have been categorized based on the services offered. Visit the Video Tutorials webpage now to learn more about the applications.

<http://www.uaeu.ac.ae/uits/videotraining/index.shtml>