



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