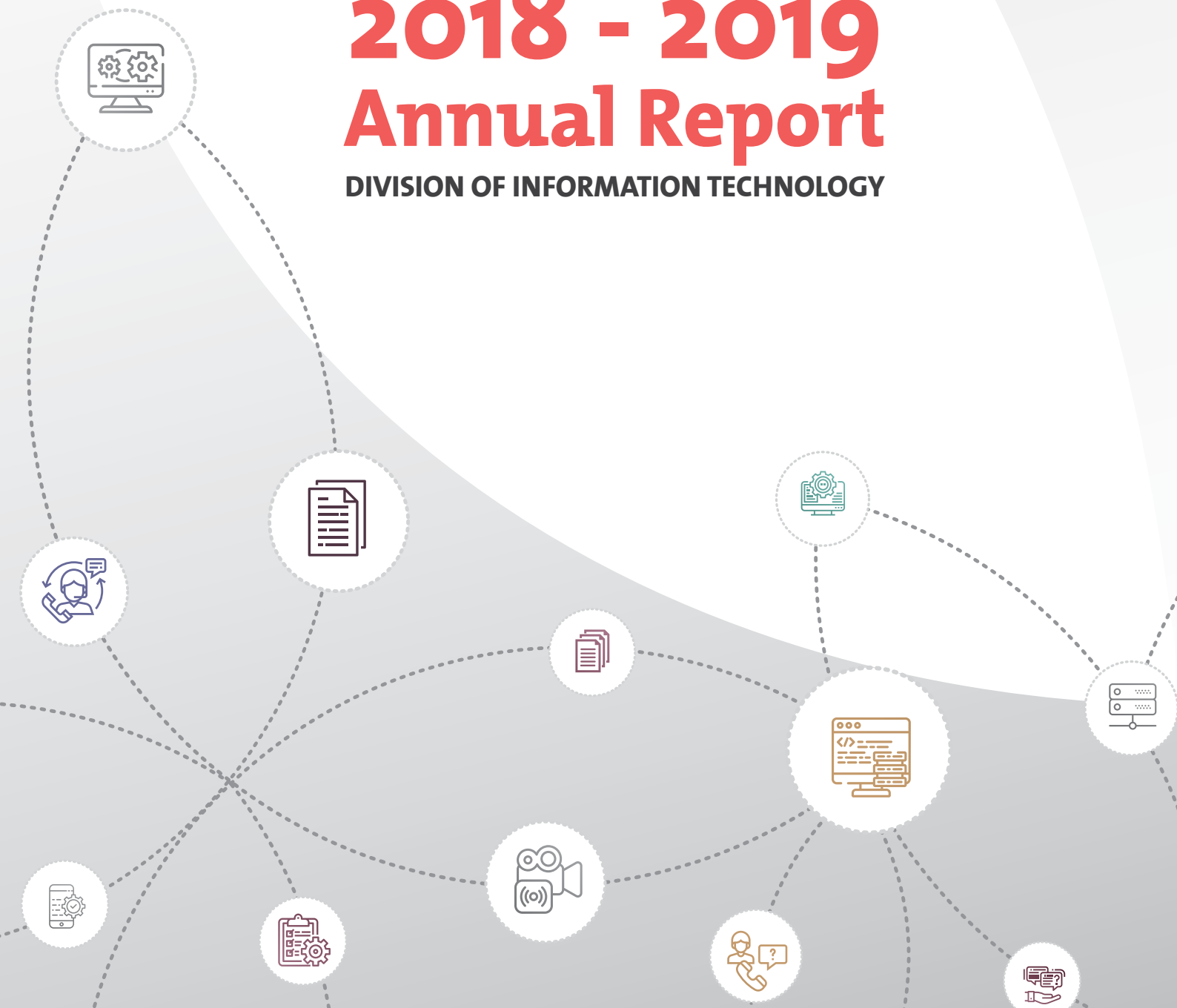


2018 - 2019 Annual Report

DIVISION OF INFORMATION TECHNOLOGY





CIO Message

Dear Colleagues,

I am very excited to share the 2018 DoIT Annual report, which provides details of our 2018 accomplishments and our goals moving forward. In the Year 2018, DoIT concentrated on enhancing existing solutions and services to improve UAEU business processes. We focused on improving areas identified by UAEU community and on working together as a team to develop a culture of using our services to make it easier for UAEU community.

We continued to strengthen IT governance and compliance standards to align IT initiatives with University strategic plans to achieve our strategic objectives. We enhanced our services and their accessibility to make it easier for UAEU community to experience a user-friendly environment to achieve their teaching and learning objectives. We will continue to focus on many engagements and collaborative initiatives with our departments, colleges, students, faculty, and staff members to develop UAEU digital experience.

I am proud of DoIT's accomplishment, services, support and a strong reputation of DoIT team. With the efforts of DoIT team, every UAEU community member is privileged to utilize the best state of the art educational IT infrastructure and service within this region.

Please take a moment to explore DoIT's 2018 annual report highlighting some of our accomplishments, which we have made with the support of our internal and external partners and We are always welcome to hear your feedback and suggestion



AFRA AL SHAMSI
CIO

DoIT

Table of Contents

CIO

1

Vision & Mission Statement

4

DoIT Organization Structure

5

DoIT Committees

6

Project Management Unit

8

Projects Timeline

10

Application Achievements

12

Application Statistics

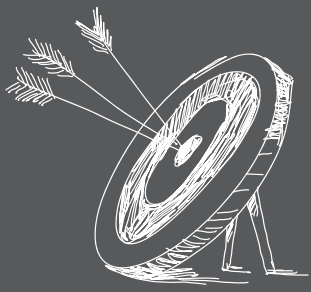
22

Infrastructure Achievements

28

IT Support Services Achievements

42



Mission

Our guiding principles include a focus on communication, collaboration, efficiency, effectiveness, research, outreach, service, and global impact in the field of Information Technology. We are committed to serve the needs of the next generation and our customer's expectations in regards to the use of innovative technologies. As we look ahead, DOIT's focus is to create a future oriented, effective, and efficient organization providing 21st century customer education, mobile learning, and development as well as working within the field to meet the connectivity needs of our students, faculty, and staff.

Vision



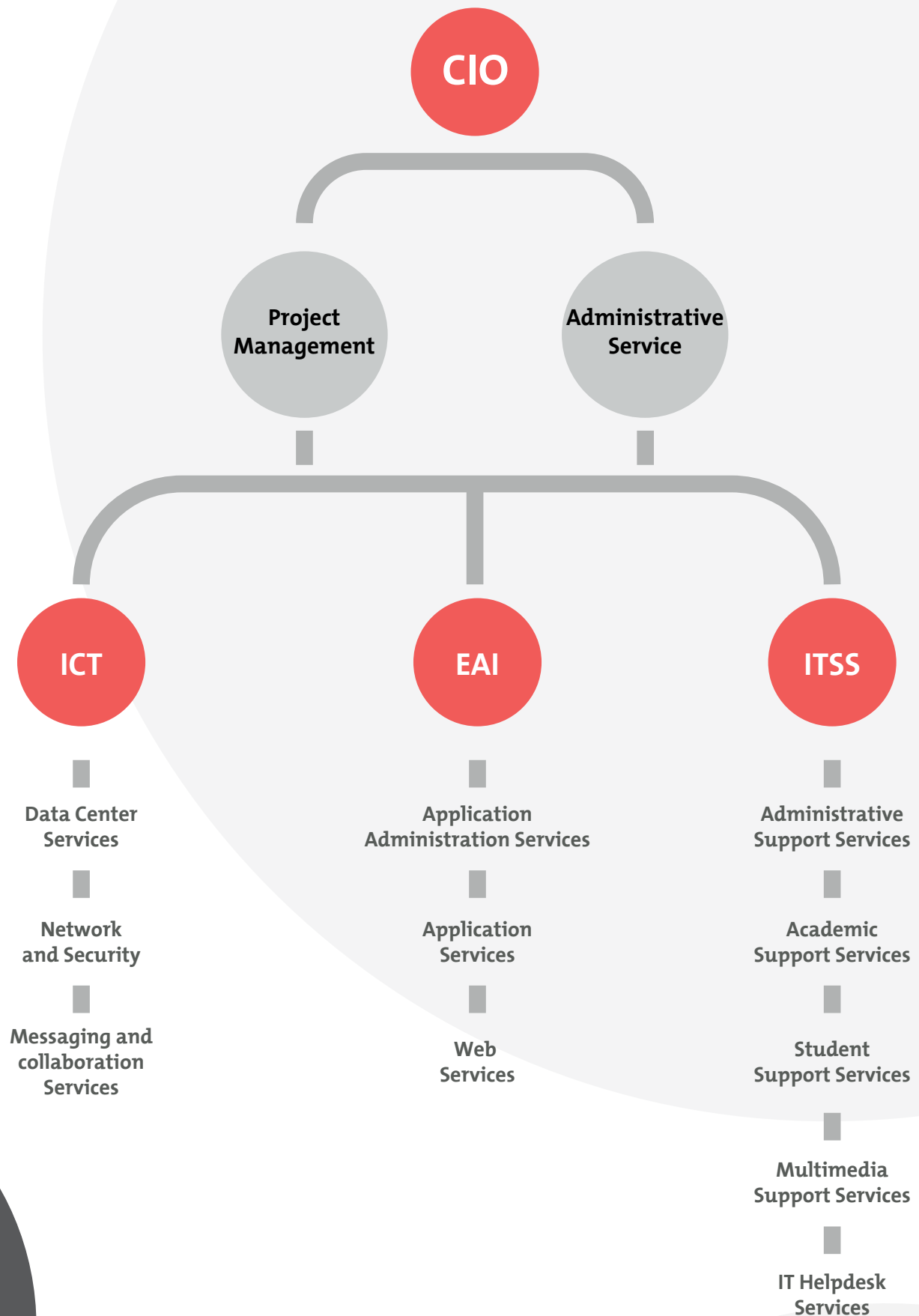
To be recognized as a center of excellence in leveraging information technology to advance learning, teaching, research, and student development in alignment with UAEU's mission and goals.

- » Customer Focused & Service Oriented: Deliver a first class, accountable and customer focused services that meet our community requirements at a justifiable cost.
- » Enable and Support Evolving Research Needs of UAEU: Cultivate, Support and e-Research Philosophy with up-to-date tools and resources.
- » Collaboration & Efficiency through Information Sharing: Enable easy, secure collaboration with partners at UAEU, with federal institutions and across the globe.
- » Support Excellence in Teaching and Learning: Reorganize, enhance and support excellence in teaching and learning to both faculty and students by providing a wide-range of technologies to improve the learning knowledge.
- » An Adaptable Organization: Create a culture and continually re-evaluate our sector's focus.

Key Strategic goal



ORGANIZATION CHART



DOIT COMMITTEE

CIO Office

Office of the Chief Information Officer oversees the entire IT management framework, provides leadership for the continued development of a modern information technology environment, long-range planning and policy-making throughout for the University. The primary goal of this office is to deliver high quality and timely services that support the UAE

University mission in teaching, learning, research and community service.

Quality Assurance Team

The team creates the Quality Assurance Plan and helps oversee the revision of the Definition Phase Go/No Go decision documentation that helps to determine and revalidate the UAEU IT project's size, scope,

and required artifacts. Develops measures to ensure that a quality product produced.

Technical Training Team

The DOIT Training Team is responsible for coordination and preparation of the training packages for UAEU community. The Team is responsible for educating the community on the new and

existing technology and overseeing the implementation, facilitation, tracking and day-to-day operations.

IT Governance Team

IT Governance team makes sure that IT strategy aligned with business strategy, policy, procedures, and process are in place and resources are secured. This team makes sure that IT risks are known, well managed and develop business and customer oriented policies and framework

IT procurement & Financial

This Committee is responsible for manage the budget and finance functions/commitments for all IT activities. The team assists in how funding should allocate to each IT project's various aspects/activities. In addition, team Takes care of all coordination between IT, finance, purchasing, and vendors.

Administrative assistant team

The team is performing a variety of secretarial and administrative work for the department. Research, summarize and analyze information, compile data to prepare unique and recurring reports and many other supporting roles.

Project Management Team

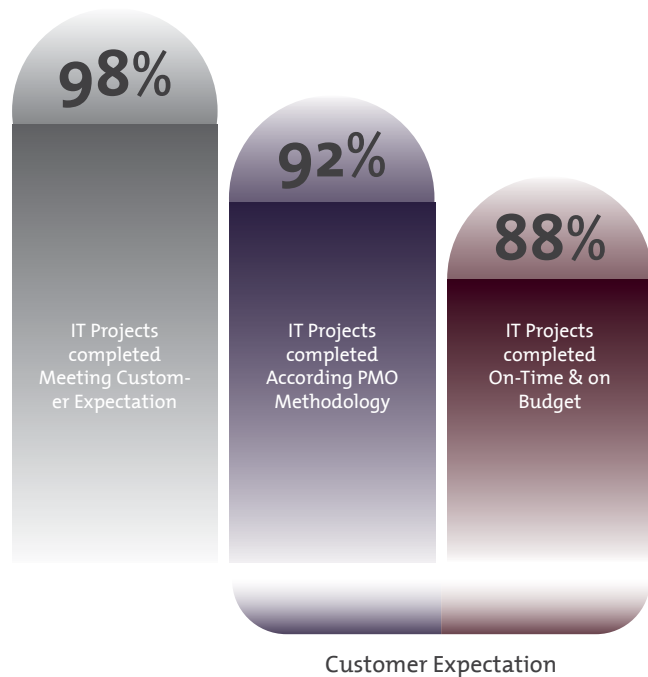
The Project Management Team supports the DOIT division's commitment to more effective and efficient, consistent and repeatable project management practices, enabling project managers to deliver their promised value to their customers successfully. The team provides a project management culture that ensures common methodology and standards shared across all IT projects and projects delivered on time, within budget, and with the anticipated results.

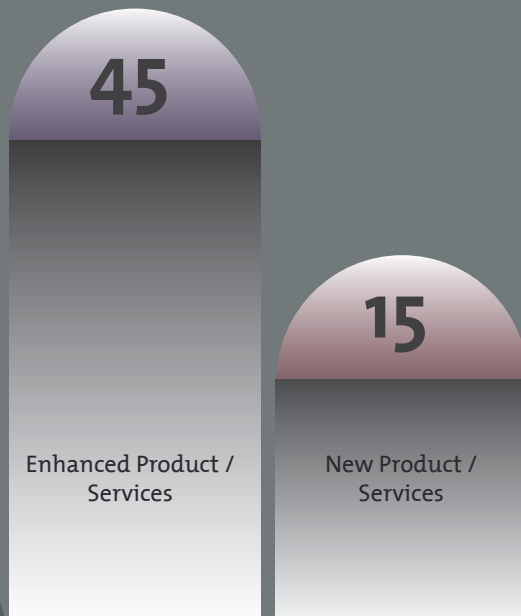
Technical evaluation committee

The committee is responsible for technically evaluating any bids received after the tendering of any IT related projects. The committee goes through the process of evaluating the proposals, recommending the vendors based on predefined criteria to ensure the best interest of the university and the quality of the technical work provided. At last, the committee submits the technical evaluation reports to the concern purchase committee in the university.

PROJECT MANAGEMENT UNIT

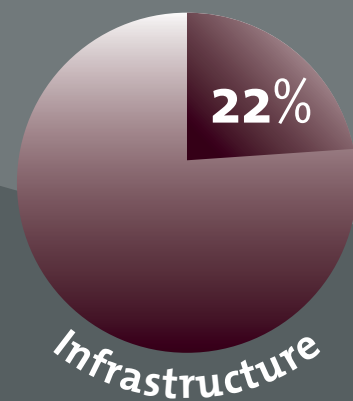
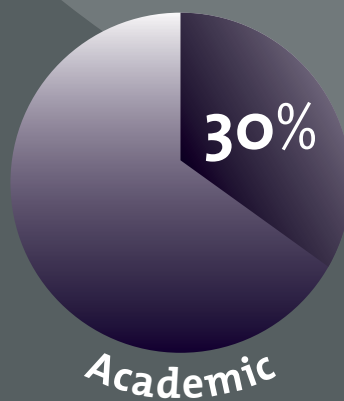
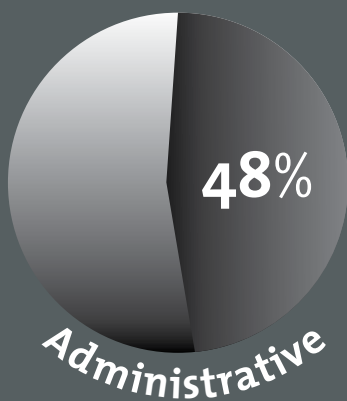
The Division of Information Technology (DoIT) supports the mission of the University by providing information technology products and services that support the University's teaching, learning, research and administrative activities.





For the past academic year 2018/2019, the DOIT has undertaken many initiatives that produced new products and services including, implementing new software solutions, enhancing existing systems, applications, network, and core infrastructures. We are constantly looking for ways to transform technology and effectively support and manage standard and professional excellence by providing cost-effective and scalable technology products and services.

During the 2018/2019 academic year, the DOIT has implemented information systems that delivered financial and functional benefits by simplifying the business process and delivering a considerable cost savings by increasing efficiency and staff productivities, reduce administrative costs, processing time, paperwork, and increase student, faculty, staff and partners satisfaction



Projects Timeline 2018

Jan

- 1 Web Application Firewall

Feb

- 1 SAML v2.0 Authentication for Cloud Services
Reverse Proxy for Citrix XenApp and
2 Xendesktop

Apr

- 1 Student Housing System Enhancement.
- 2 ePayment Enhancement.
- 3 Innovation Hub Website.
- 4 Idea Management System (Phase 1)
- 5 Crescent Auditorium Upgrade Project

May

- 1 Student Installment Payment Plan.
- 2 Alumni System Enhancement.
- 3 Student Documents Online Payment.
- 4 Upgrade SafeQ Systems.
- 5 Implement Term 4 (Summer) Requirements.
DegreeWorks Upgrade.

Jun

- 1 New Campus Wired infrastructure upgrade Phase 4.
Panopto for Blackboard.
- 2 Tawam Hostel Wired and Wireless Upgrade.
- 3 Wireless Security Enhancement using Cisco ISE.
- 4 EasiSMS High Availability.
- 5 Convert CMHS Forms to Online Forms with
6 Workflow.

Jul

- 1 Content Management System Upgrade.
- 2 Banner Admission & Application Module.

Aug

- 1 Upgrading ITSM Tool - Phase 1.
- 2 Female Campus - Classroom Upgrade Phase 1.
- 3 Enhancement of IP TV / Digital Signage
- 4 Connectivity of Great hall and Auditorium with IPTV & DS System
- 5 Upgraded Great Hall Projection
- 6 UAEU Mobile APP Enhancement (Phase 7)

2018

Sep

- 1 Upgrade Discussion System in CMHS.
- 2 Upgraded Video Conference Rooms in Crescent Building.
- 3 BDMS & Xtender Upgrade
- 4 CMHS Wired and Wireless Upgrade.

Oct

- 1 Online Forms & Workflows for UOD

Nov

- 1 Desktop & Laptop Replacement.
- 2 Upgrading meeting Rooms in Jimiz & ISI
- 3 Leave System Enhancement
- 4 Annual Employee Declaration Statement

Dec

- 1 Blackboard analytics.
- 2 Pictures Park.
- 3 DR Data Domain Upgrade & Replacement.
- 4 Print Management.
- 5 Blackboard Upgrade.
- 6 Performance Management System (Integration).
- 7 Upgraded Room Scheduling System in UAEU New Campus

Jan

- 1 Blockchain Technology Infrastructure
- 2 e-Procurement Enhancement (Phase III)
- 3 Integrate UAEU Jobs with Naturejobs.com

Feb

- 1 Digital Credential Automation (Blockchain)
- 2 Assets Management System Integration
- 3 Task Tracking System.

Mar

- 1 Falaj Hazza Wired & Wireless Upgrade
- 2 Enhance Internal Grants Process
- 3 Link UAEU Website with Khadamaty System
- 4 Borrow Files from Archive
- 5 IP Telephony Migration at CMHS Campus
- 6 CIT Female Auditorium Upgrade Project

Apr

- 1 Expand Storage With SSD All Flash Unity 650F Dependents Management System
- 2 Enhancement

2019

APPLICATION ACHIEVEMENTS

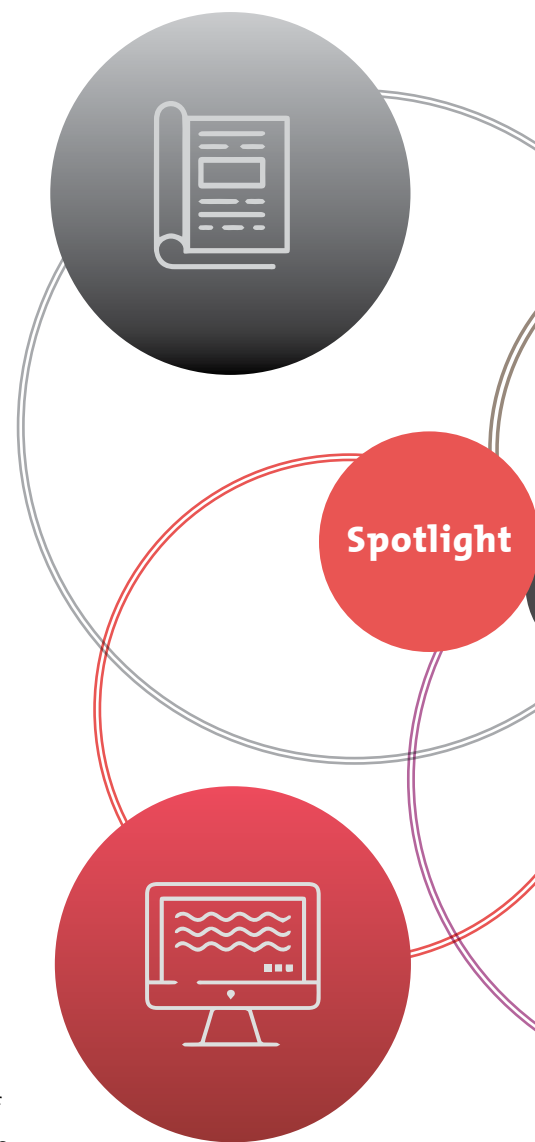
Spotlight

International Journal Subscription Management

International Journal Subscription System is an online solution developed to fully automate the registration, activation, subscription, online payment, approval and management processes. The system is built to improve customer service and support a wide range of subscription types from journals to clubs, conferences, and others. The subscription portal provides customers with such self-service capabilities including subscription management and renewal and editing personal information. Subscription providers can create different pricing structures, configure plans, and manage both subscriptions and subscribers' accounts. Currently, the College of Law is utilizing this system for SL Journal subscription. They offer different types of subscription plans (individual, groups, hardcopy, and softcopy). This solution is designed to be utilized by other UAEU Colleges.

Picturespark: UAEU Images Library

Picturespark is a digital asset management solution that been implemented to introduce first UAEU digital images library which brings together every element of UAEU's visual identity into a single and easily accessible space. It becomes the source of images, graphics, presentations, video and other files used on the UAEU website. The solution is browser-based access supporting all popular computing platforms— Mac, Windows, Linux, Android, and iOS too. Perhaps best of all, Picturepark adapts metadata technology which means that each university department could have its metadata layer over the same asset collections. Picturespark facilitated by several features such as and not only; Classification of assets, Tagging of assets with tagging tree (controlled vocabulary), Conversion into various formats, Distribution via email link and Notification, Publication on websites or intranets, Drag & Drop in Office, Batch Editor, User and mobile-friendly interface, Workflow and Statistics.





Idea Management

The need for Innovation to continually evolved derives the need for a tool to support the Innovation process in UAEU. Idea Management System (MyIdea) has been built in-house to allow students, faculty, and staff of UAEU to share their ideas and seek support to develop further their creative ideas. The solution comes to automate the process of submitting Ideas, reviewing and assessing the feasibility of commercializing the Idea. Additionally, it will facilitate the management of the applications for innovative ideas, enhance the process, shorten the required time and allow for appropriate follow up including providing support and opportunities that can help to prototype the concept and scale it up.

New UAEU Mobile App

UAEU Mobile Application was reborn in 2018 with a complete makeover to the UI Design. This project is a continued effort of DoIT which strives to enhance the application to deliver the services on the go with much easy and reachable way. This enhancement, in return, aims to prompt new user experience and provide the services with a more eye-catching interface. UAEU Mobile App was released with supportive new features to enrich the experience such as the option to Favorite Services, Add to Calendar, and Capability to Search UAEU Programs. The most used student services (i.e., GPA, My Schedule) have been improved to give the student better experience, and finally, new services delivered via the app like Update Personal Info, Student Volunteer, My Idea, HR Letters for Employees, My Proxy for Approvers and Committees Approvals for Approvers.

Spotlight



UAEU Learning Management Systems

Learning Management System (LMS) is a core teaching and learning tool that is vital for any Higher Education Institute. To deliver world-class learning & teaching experience, UAEU has adopted Blackboard Learn LMS, Blackboard one of the critical systems in UAEU and serves as one-stop shop for all academics needs, that engages Students and Faculty to allow providing the learning resources, developing and tracking the assignments and assessment, and online interaction and collaboration between Faculty and Students. In the year 2018, certain development has been applied to the area of Blackboard and introduction of more supportive Solutions to enrich and supplement the Lesson delivery and Learning experience through Blackboard LMS.

Blackboard Upgrade

Blackboard is the backbone system for UAEU Teaching and learning process, thus keeping this system up-to-date is essential to realize the best performance with the evolvement of the usage of Blackboard by UAEU Faculty and Students. Part of continuous enhancement and improvement, during the summer break of 2018 Blackboard upgraded with introducing key enhancements as following some and not only:

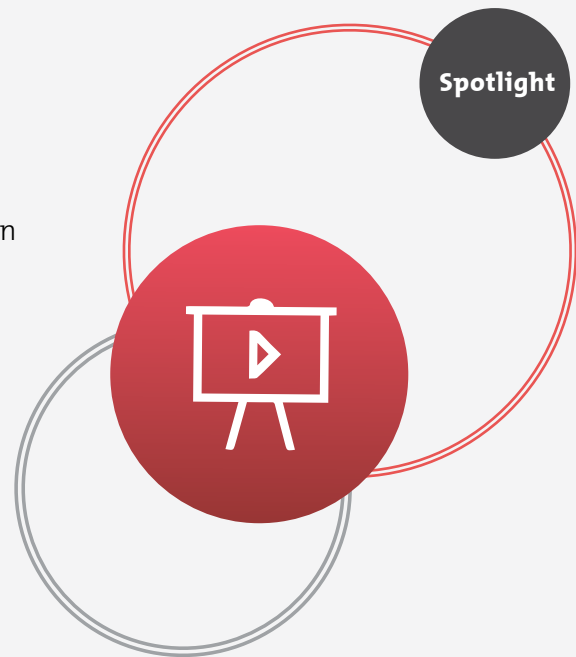
- » Drag and drop files – Instructors & Students can quickly and easily drag and drop files from your desktop to upload them.
- » Improved mobile experience- many tools are now mobile-friendly including blogs, journals and discussion boards and finally hamburger for easy navigation.
- » Improved Performance and Stability
- » Assignment Submission receipts for Students – a submission receipt assures students about their work and can provide evidence for academic disputes.
- » Missing coursework reminders – Instructors can now send email reminders directly from Grade Center columns to students and members of groups who have missing coursework.
- » Chemistry notation supports – Chemistry tools, like an embedded periodic table of elements, are now included in the math editor found in the Content Editor.
- » Grade Center improvements – When multiple-attempt assessments are set to calculate using the first or last attempt, a new filter is available to show or hide other non-counted attempts.

Spotlight



Panopto

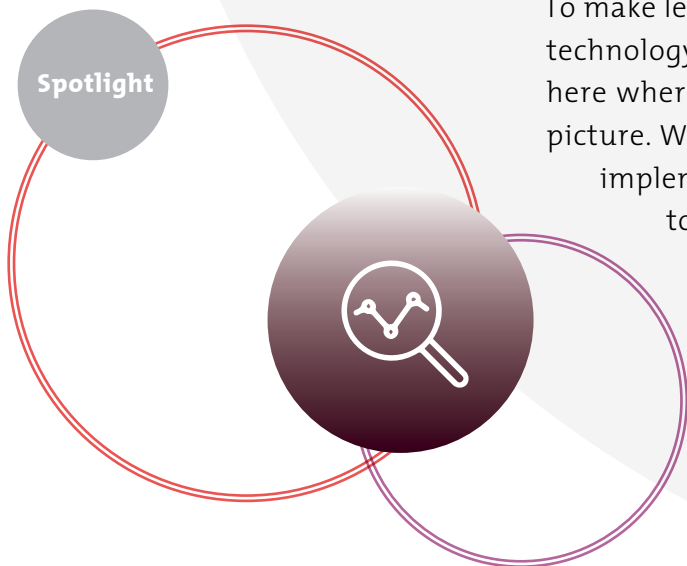
To serve the increasing needs of using videos within Lesson Delivery, to provide an enhanced framework for Blended Teaching and Learning process and in line with UAEU's Vision "The University of Future," Panopto is introduced. Panopto provides options for lecture capturing, video streaming and video content management. For the convenience of educators and students, Panopto tightly integrated to Blackboard, so academic users can perform all their activities from creating videos to embedding and streaming without having to leave their Blackboard course page.



Blackboard Analytics for Learn (A4L):

To make learning and teaching processes efficient, learning technology backed with analytics/Bi engine is needed and here where Blackboard Analytics for Learn comes into the picture. With a joint effort between DoIT and CETL, UAEU implemented and launched A4L. It has been introduced to offer a complete line of data and analytics suite, provides a great experience to the different user groups to deal with actionable data and critical insights with unique opportunities to optimize resources and study carefully essential factors of success as per the requirement. Briefly, Blackboard Analytics for Learn can be used to achieve different goals, such as but not limited to: Instructors

can analyze the way learners engage with courses in fine-grained detail, Evaluate program effectiveness and improve annual assessment planning for assessment and accreditation, and the Improve enrollment, increase student retention and optimize institutional performance with Blackboard Intelligence. Blackboard analytics brings the opportunity to improve the performance using evidence-based approaches and gain all round support for deploying best practices in the institution.

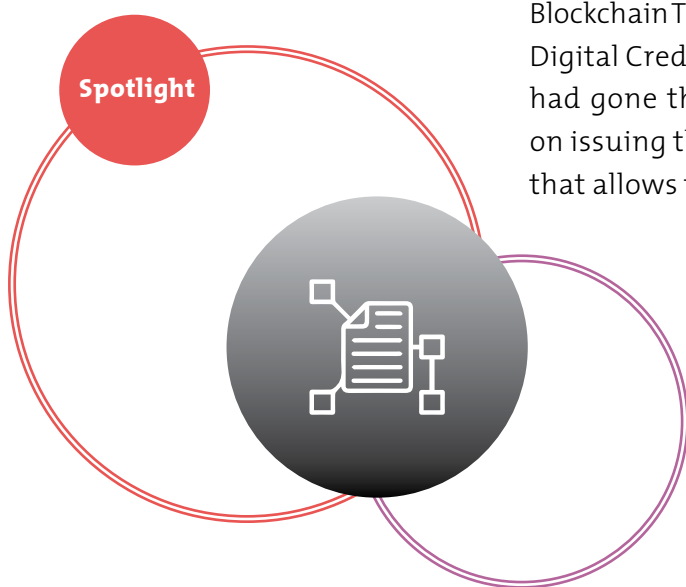


Alumni & Student Official Document Services

Printable Document Requests Enhancements

Current students and alumni members can request official documents such as Transcripts, Degree, To Whom It May Concern letter. The process of requesting such documents has been improved and simplified. Students and Alumni can submit their request online, pay applicable fees and for some requests, receive the document instantly by email. The improvements in 2018 release includes (1) Document delivery either by pick up from the University or delivery by Courier to a selected destination. (2) Payment for the applicable fees and courier delivery fees by either credit card or pre-charged student ID

Digital Documents using Blockchain



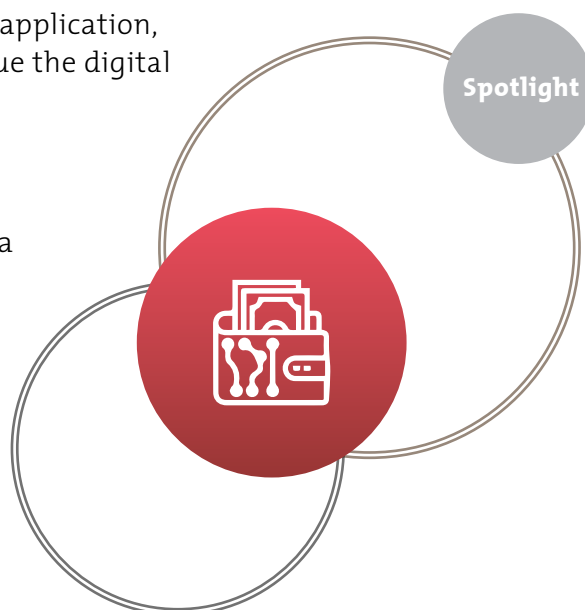
Blockchain Technology has introduced in UAEU by implementing Digital Credentials for UAEU Students and Alumni. The project had gone through different phases; the first phase focused on issuing the Digital Credentials by establishing the solution that allows the following deliverables:

- » Provide a Publisher Application for Registrar office to issue Digital Documents (i.e., Diploma, Transcript, etc.) to the Blockchain and share them seamlessly with UAEU Student/Alumni.
- » Provide a Verification Portal to the Digital Document Recipient (e.g., Employers) to verify the Digital Document shared by UAEU Students/Alumni.

The second phase streamlined UAEU Student/Alumni Documents services with Blockchain by adding the option to request the digital documents online and fully integrate these services with the Publisher application, which should publish the request to the Blockchain and issue the digital documents.

UAEU Passport

UAEU Passport was the wrap-up milestone in introducing a comprehensive Blockchain Tech implementation in UAEU, and it has considered the last phase of the project. UAEU Passport is a digital wallet application. It is an Academic Record-Keeping for UAEU Students and Alumni that store their digital documents issued to Blockchain. The app allows UAEU Students and Alumni to manage, use and share their digital documents.



More on Services Automation & Enhancements

Academic Services Domain



Student Installment Payment Plan

Student Installment Payment Plan is an online system which has been implemented to replace the manual student installment plan process. It allows students to choose and set up their preferred tuition installment payment plan for each semester easily. The system enables the student to apply to the installment payment plan and it calculates automatically the tuition balance as well as the due date according to the data defined at the Academic Calendar. Furthermore, if a student submitted an installment plan and then drop or add a course, the system will automatically change the total balance amount and re-distribute the remaining installment equally.

Banner Admission & Application Module Enhancement

Banner Admission & Application Module is the system which implemented and integrated with NAPO system to upload students' information into Banner. This system has been enhanced to improve the level of integration to capture more info to achieve more comprehensive on managing student's records in the UAEU Student System. It is enhanced as well to send a confirmation letter automatically along with the user name and password to the student via email.

Student Housing System Enhancement

Student Housing System is an online system which has been implemented to allow the student to select their rooms in specified student housing. The system was limited in its capabilities; thus, to have a more comprehensive system to fulfill all the students' needs in the area of housing, the system was enhanced with different features. The new enhancement includes automating the process of allocating students in UAEU hostels, in which the new student out of Al Ain can assign themselves to rooms and buildings before they come to the university. Furthermore, all the students who required to pay their hostel can pay online using the system. Students can also create a request for room transfer and switch through the system. Moreover, this system will generate notifications for students after room assignment/transfer via email to confirm the completion of the process.

Research Grants System Enhancement

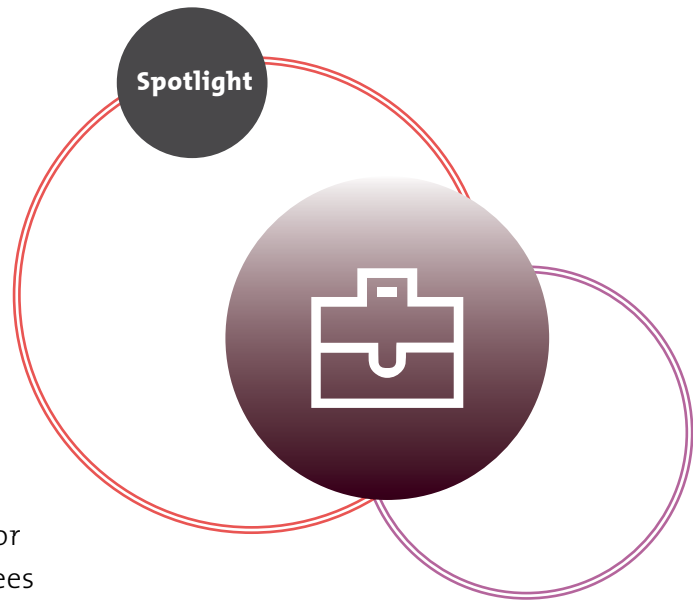
Research Grants Management system, which built in-house, becomes the backbone for managing pre and post activities of the research funding process. As this system is critical to the research domain, continues enhancement is required. In the last release of the system, different changes are introduced. The system was enhanced with some capabilities such as; Proposal PDF extract option, Application Session timeout Enhancement, Capture extra info online to facilitate the process of evaluation.

Business Services Domain

ePayment v2.0

ePayment application is playing a vital role on facilitating the mechanism of the online payments for different Services provided by UAEU such as Applicants payment for admission application fees, Student payment for tuition and housing fees, Vendors payments for registration and tendering documents. ePayment version 2.0 released with major revamp of a new UI that improves user experience. The Finance Operations department provided with better views of the payment transactions per-formed through the system, which in turn, allows better follow-up. Furthermore, the system was modified to cover two major required changes related to VAT collection and ship-ment fees

processing for some services like Student and Alumni Documents. Also, the application integration with Banner Finance Module has been enhanced to reflect the revenue generation in a more effective way. which allows Finance Operation Section to spend less time reviewing and reconciling transactions.



eProcurement (Phase III)

EProcurement system is an online application which is playing a role in the process of Online Vendor Registration and Renewal, Tendering and Awarding projects. The system was enhanced to add some features to assist vendors in system usage such as: resetting the password of both registered and not-registered vendors either via email or SMS, providing guidelines for how vendors can renew their accounts. Also, a new search criterion added to the system; the vendor list searched by category has been added, registration Date, expiration date and license expiration date. Furthermore, the requirements for introducing VAT, the system was updated with desired changes.

Leave System

Leave system is an online system utilized by UAEU Employee to submit their leave request as per the setup from the HR Department. The system has been updated to accommodate the new policies of Leave Process to follow the new FAHR policy. The business roles amended to different types of leaves as per FAHR policies related to sick, medical escort, exam, and unpaid leaves. Furthermore, new features added related to new leave categories such as; work injury leave, state representation leave, national service leave and Hajj return notice.

Personal & Dependents Tracking System

Personal & Dependents tracking is the system used by UAEU Employees to submit any changes in their personal and dependents information; changes that require to be entered on the HR system. The main feature added to the system is Employees' Annual Declaration Statement; The system is configured to send a yearly reminder to UAEU Active Employees to update their personal/dependent info in eService. It aims to keep employees data up-to-date in the HR System. Besides, added other changes to the system which include; adding extra info to be captured, adding restriction to some fields to allow capturing clean and accurate data from Employee side, enhance notifications feature.

Borrow Files from Archive

Borrow Files from Archive is a process that required by UAEU HR Department. The process was automated with an online workflow; it allows UAEU Departments to request physical employee's file from HR and track the status of these files and build up to full history of the file movement. The application enabled with sending notifications feature when an action taken to the request. Since HR is managing and maintaining employee files. The application provides HR with space to maintain the file record with the Cabinet Number and description, mapping the cabinet shelves and defining employee's file location. Which allows HR to spend less time locating files and managing request.

Automation with SharePoint Workflow

SharePoint Workflow Capabilities allow to model and automate business processes. This tool utilized to automate UAEU Departments Internal Process; in 2018, different Internal Business processes had automated with an online request and approval such as:

University Outreach Department Internal Business Processes

- » Create/update Conference Website,
- » Publications
- » Post on UAEU Official Social Media Accounts
- » Local Newspaper advertisement
- » University Delegation Travel Support
- » University VIP Delegation Visit
- » Broadcast
- » Weekly Event/Activities
- » Airport Delegation Welcoming
- » Press Conference Preparation
- » Signing Agreement Coordination
- » In/Out Guest Transportation

College of Medicine and Health Sciences Internal Business Processes

- » Facilities Maintenance & Services Request
- » Monthly Research Animal Request
- » Laboratory/Office Space Allocation/Modification Request
- » Transportation Request for Faculty & Staff
- » Facilities Reservation Request

Systems Upgrades & Integrations

Systems Upgrade

Degree Works (5.0)

Main Highlights

- » Improved security and messaging
- » Improved customization support
- » Improved self-service equivalency module targeted for the students who are looking from inter college / university transfers

Content Management System (10.8.1)

Main Highlights

- » Allow re-using content snippet across multiple sites, saving time and efforts for content editors.
- » Better security to access content snippets, where snippets starts to have access control.
- » Performance enhancements to the global search

SAP BI Crystal Reports (4.2)

Main Highlights

- » Introduction modern, intuitive and friendly SAP Fiori user interface.
- » Improved dashboarding and data visualization support.
- » Major technical improvements to Crystal reports.
- » Performance enhancements throughout the system.
- » Security enhancements to address existing security vulnerabilities as well as to support future standards.

SafeQ (5.65)

Main Highlights

- » Accepting new currency notes
- » Fixing bugs

TeamMate (R 12.2)

Main Highlights

- » New Reports
- » Application stability

BDMS & Xtender (16.3)

Main Highlights

- » Consistent experience independent of the browser.
- » Modern, intuitive and friendly user interface.
- » Better right to left language support (Example: Arabic language).

Systems Integrations

Performance Management System

HR Department has introduced new system for Employees Annual Performance Evaluation. With jointly effort HR and DoIT worked to integrate this system with UAEU HR System to streamline the process of enabling new staff to use the system or reflecting any change done to staff record

Integrate UAEU Website with Khadamaty System

Khadamaty is a System managed by Prime Minister Office and utilized by the federal entities to track their entities services information. UAEU is one of the institution using this system, to allow utilizing UAEU managed data in Khadamaty, DoIT worked closely with Strategic Department to build an integration layer to pull the Data to UAE System and utilized them to build and view Services Cards in UAEU Main Website.

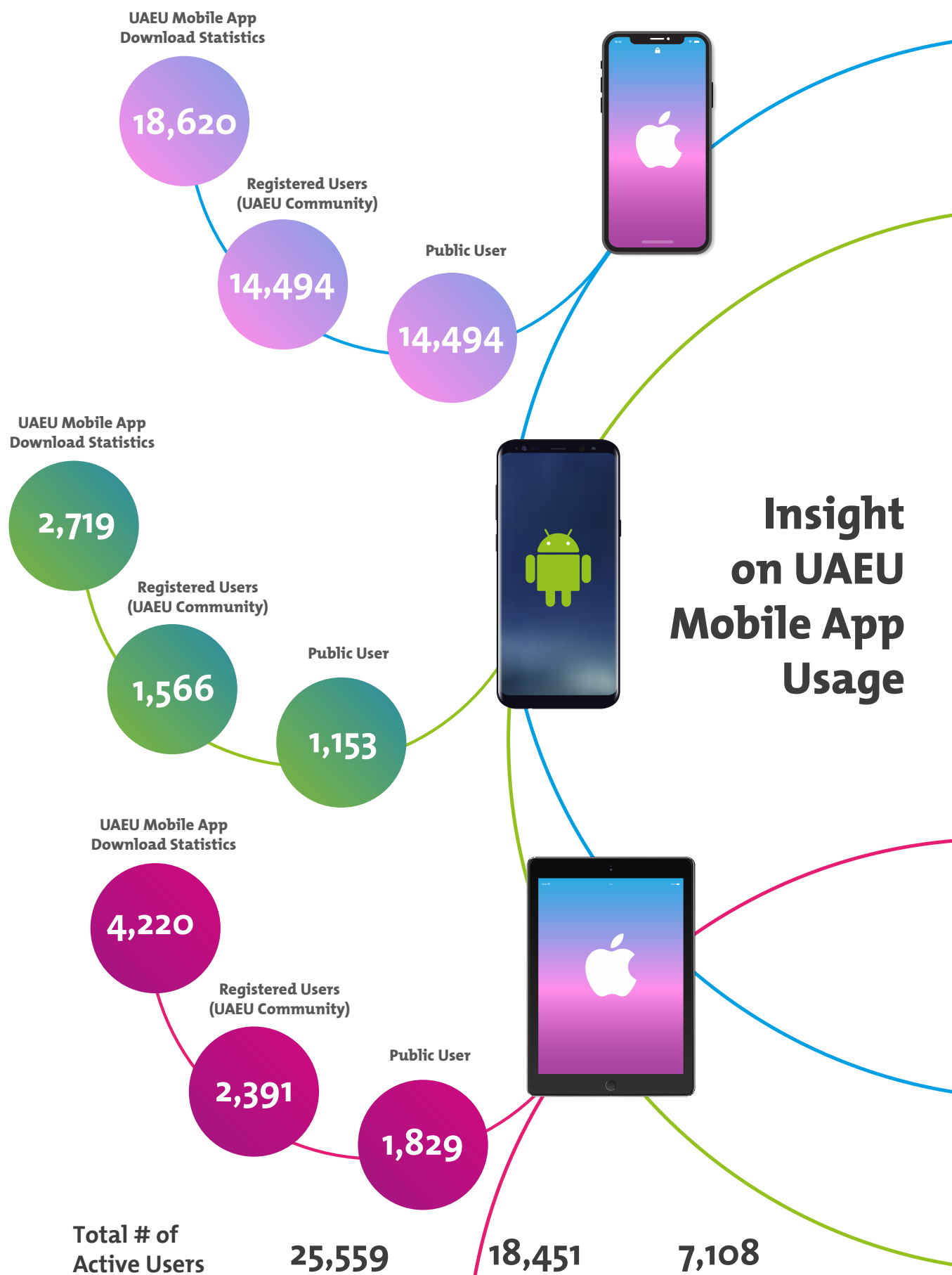
Integrate UAEU Jobs with Naturejobs.com

Naturejobs is a global jobs resource targeting the scientists and world's largest dedicated science jobs board. It is allowing job advertisements and work as a hub to attract candidates. UAEU integrated UAEU Jobs system in which posts of vacant Faculty Positions pushed to be advertised in the Naturejobs.com website.

Staff Attendance System

HR Department has introduced new system for Employees Attendance Tracking. With jointly effort, HR and DoIT worked to integrate this system with UAEU HR System to streamline the process of enabling new staff to use the system or reflecting any change done to staff record.

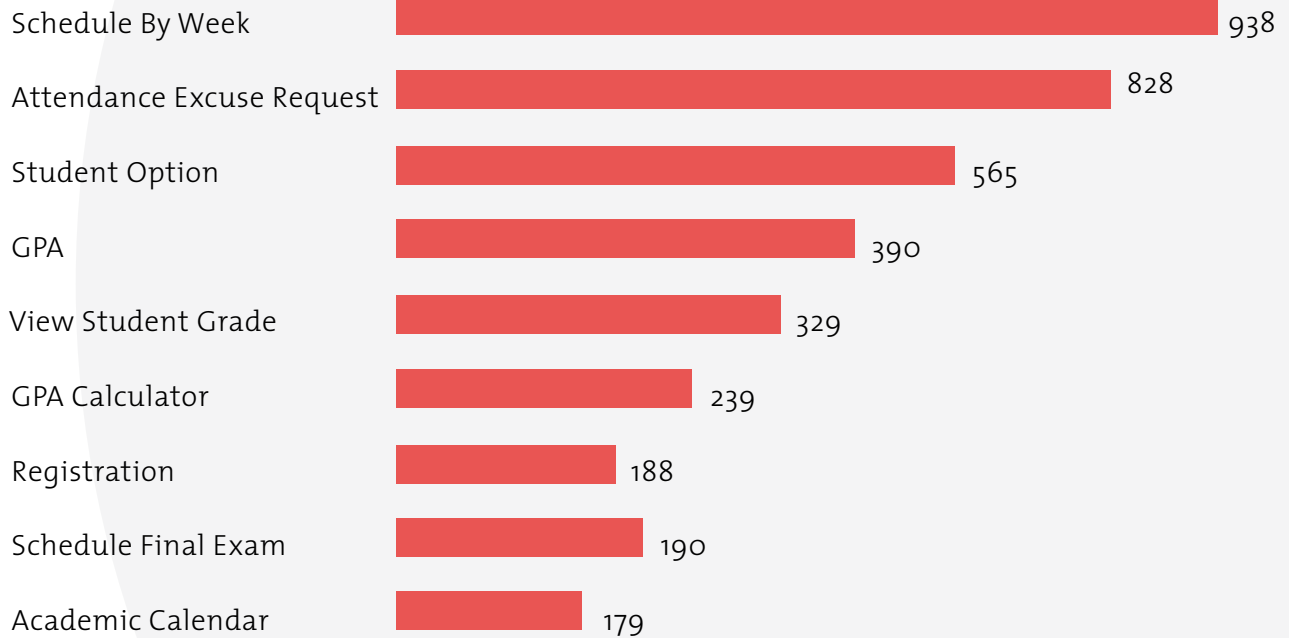
APPLICATION STATISTIC



Favorite Services

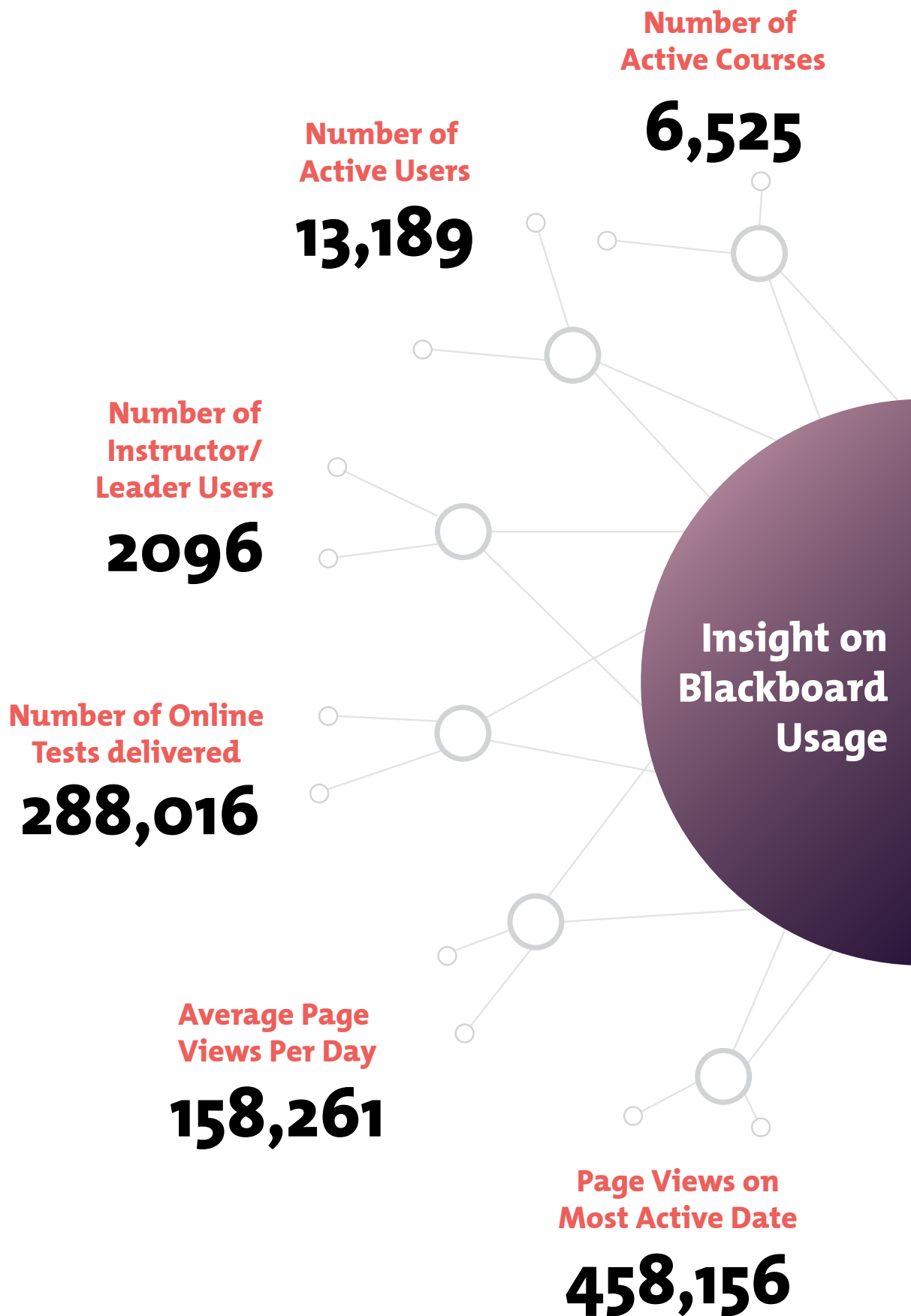
Service Name

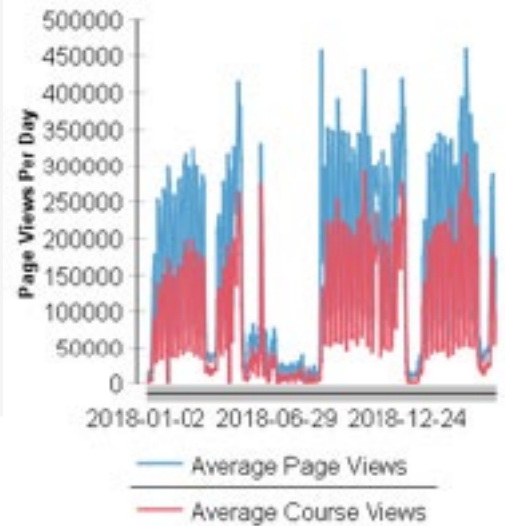
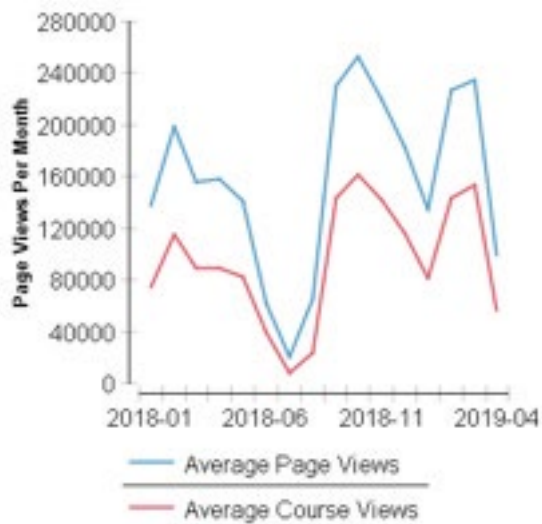
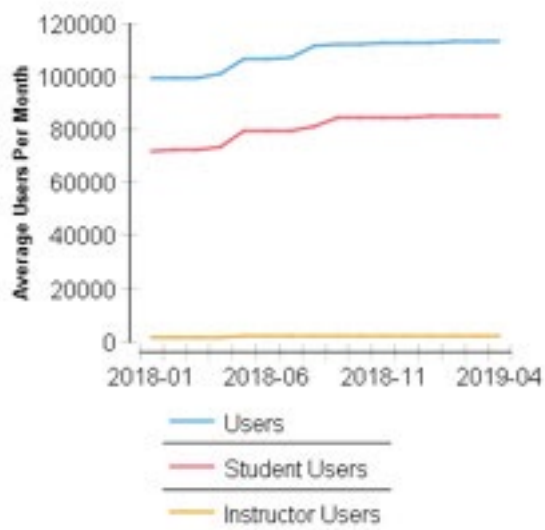
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Insight on Blackboard Usage

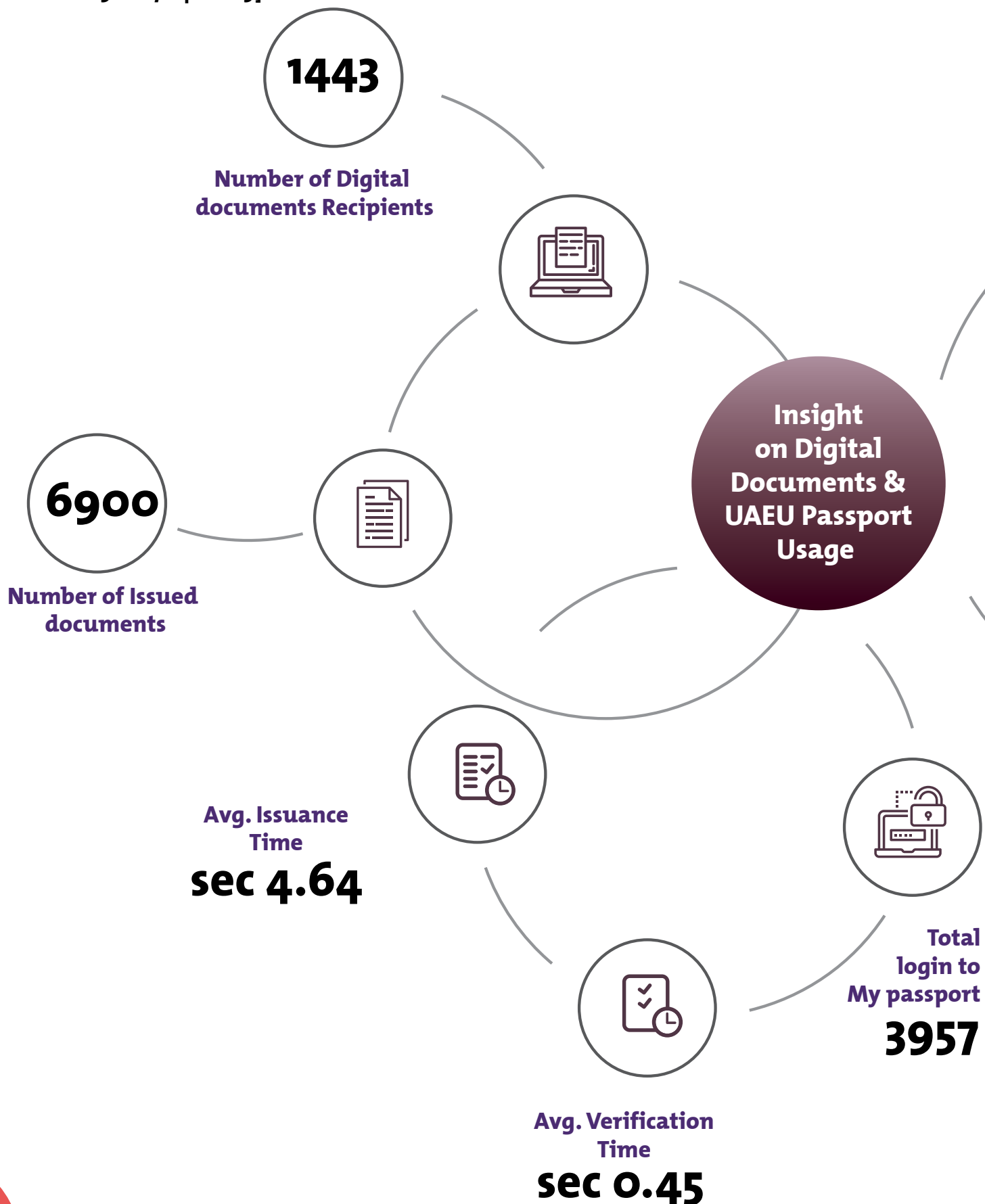
[1- Jan -2018 to 21-Apr-2019]





Insight on Digital Documents & UAEU Passport Usage

[6- Feb -2019 to 27-Apr-2019]



Summary of Issued Documents



Diploma
978



Transcripts
2,925



Attestation
2,997

INFRASTRUCTURE ACHIEVEMENTS

Data Protection backup storage

Data Security is an essential part of Data Management. Security of data is critical and proper data management helps in ensuring that vital data is never lost and protected inside the organization. Backup and recovery describe the process of creating and storing copies of data that can be used to protect organizations against data loss. The business service level agreements [SLA] can be achieved only through quick restore of the backed up data.

UAE University has implemented Enterprise backup solution at both Data Center [DC] and DR Site having long term viability with the latest technology to secure and protect data. Our current backup infrastructure is designed to support all type of data which includes Operating System, Databases, Applications, Virtual instances, etc. We are using EMC Data Domain [DD] as a primary backup destination then it creates multiple cloned copies with different retention to DR DD and tape library.

Dell-EMC Data protection backup Storage [DD]:

The main goals of DD platforms are adequate protection, recoverability, and restorability. DD provides network-efficient, scalable backup and archiving across a distributed enterprise. Patented high-speed, inline deduplication can reduce backup data, making disk cost-effective for backup and archive storage. DD systems reduce replication bandwidth needs, offer flexible deployment options; ensure fast, reliable restore; enable the fastest time to disaster recovery readiness, and minimize power and cooling requirements. Easily integrated into existing environments and easy to manage. DD can help to increase storage efficiency and reduce costs.

During November 2018, a technology refresh was carried out at DR site by replacing DD 860 with DD 9300, and it was made live on 26th December 2018. The entire backups at DD 860 were migrated successfully to DD 9300 and tested with 100% accuracy.

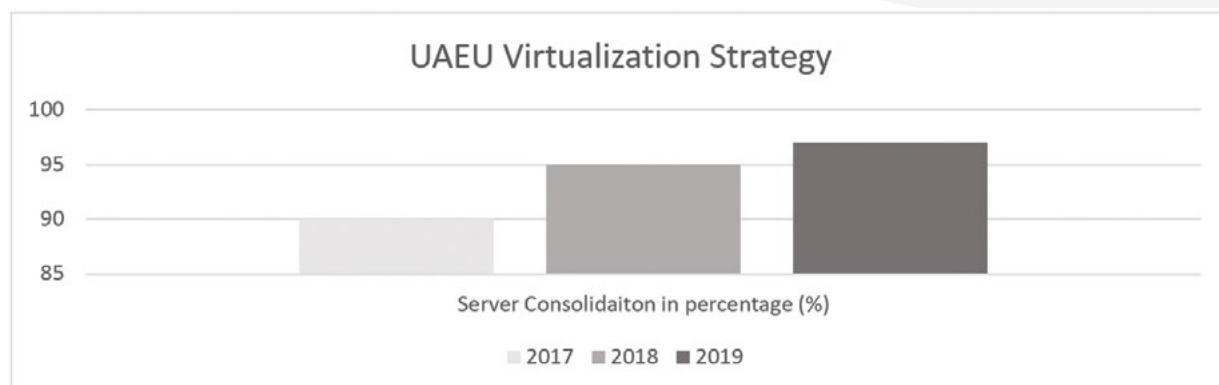
Following are the betterments gained with the implementation of DD 9300:

Description	DD 86o	DD 9300
RAW capacity	192 TB	720 TB
Memory	72 GB	192 GB
Configured Capacity	130 TB	193 TB
Form factor-Configured capacity	21 U	9 U
Storage Space utilized	95%	60%
Random IOPS for performance	NA	Flash SSD
Data Reduction	10-30x	10-55x
Maximum Throughput	5.1 TB/Hr	20 TB/Hr
Hard Disk Type	SATA	SAS
Present Status	Removed from Network	Live

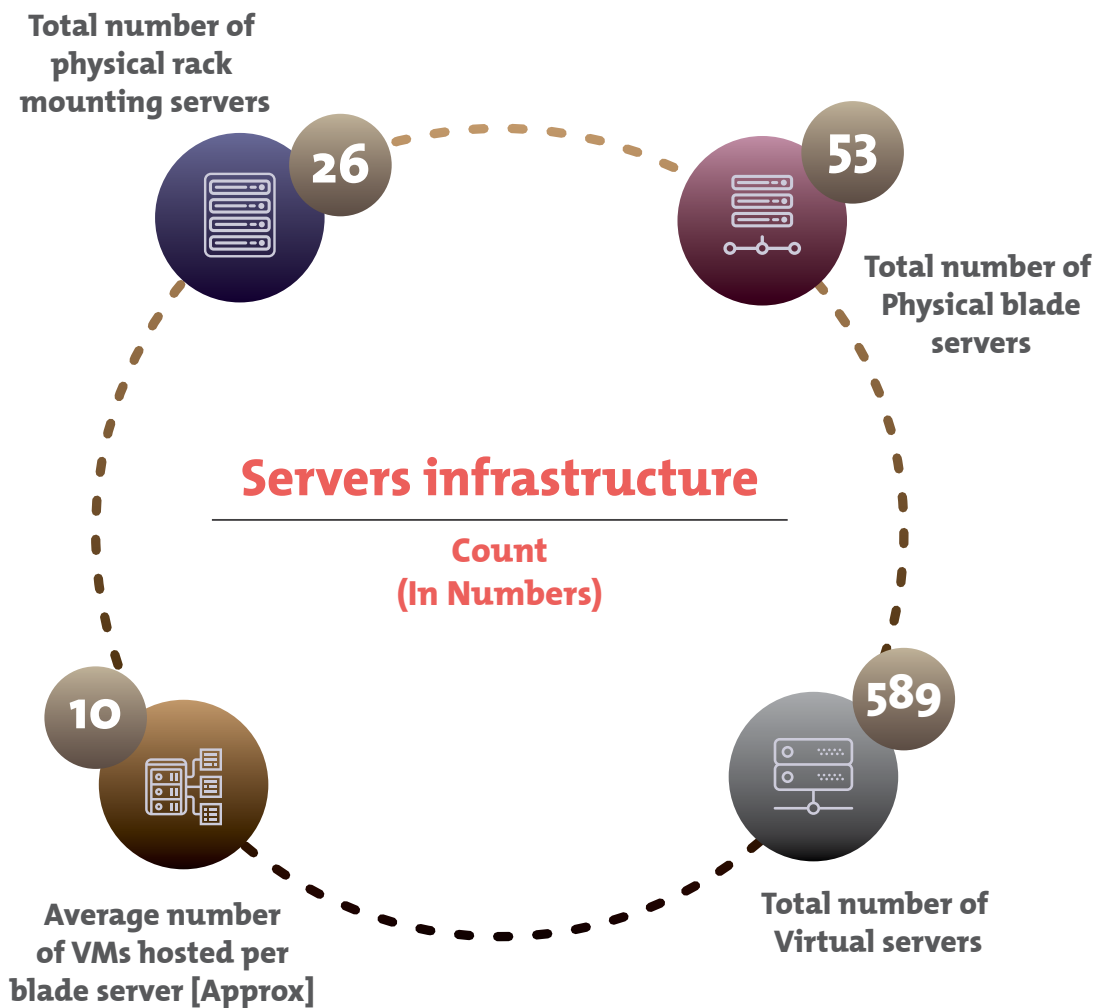
Server Consolidation

Server consolidation is a way to make a more efficient IT environment by combining servers or replacing legacy servers with virtual systems for more effective usage. The benefits of Server Consolidation are a reduction in power and cooling costs, reduction in server load growth and data center expansion; thus by reducing the data center footprint, reduction in warranty and licensing, etc. Apart from the benefits, it also offers a highly scalable, robust & redundant server infrastructure.

DoIT has adopted the Server Virtualization strategy in 2010 with a minimal number of servers. Currently, the percentage of Virtual servers have reached to 96% in contrast to what we had in 2018, which was 95%. The plan is to bring this percentage up to 99% by end of 2019.



When DoIT has adopted virtualization strategy, the features & resources were minimal, and hence some of the virtual machines were provisioned in standalone ESXi servers. Currently, DoIT is equipped with server infrastructure which is powerful enough to host the entire business critical server infrastructure. Hence, it is highly crucial to migrating the remaining stand-alone virtual machines to the VMware HA. Presently, the virtual machines that are residing in the stand alone ESXi servers are being migrated to VMware HA. The present status of Servers infrastructure is as follows:



The reduction in the physical server and power consumption for three consecutive years are as follows:

Description	31-Dec-2017	31-Dec-2018	24-Apr-2019
Total physical servers [In numbers]	152	146	79
Power Consumption [In KW]	72.90	72.40	67.40

Active Directory Upgradation

Active Directory Services (ADS) is a collection of resources that includes, but is not limited to, user accounts, computer objects, and other Active Directory objects. It is the primary mechanism, which provides account authentication services for the entire UAEU business critical Applications and users login to workstations. The UAEU has two domains uaeu.ac.ae (UAEU) and aa.uae.ac.ae (ACADEMICS) which is currently driven by the Windows Server 2008R2 operating system. Upgrading Active Directory to the latest stable Windows Server 2016 operating system is essential to avail the new features and functionalities provided by the most recent Windows Operating System.

Windows 2016 Active Directory has many security enhancements compared to the previous versions. Many new features introduced like Group Membership Expiration, Azure AD Join, Microsoft Passport and also provides much efficient authentication & replication mechanisms and better performance for overall Active Directory infrastructure.

Presently, the upgrade project has already been tested and verified successfully in the Test Domains. We have already introduced new Windows 2016 Domain Controllers on both ACADEMICS and UAEU Domains. There will be more Windows 2016 Domain Controllers deployed for redundancy and to provide the authentication for all UAEU AD integrated services and thereby demoting the Windows 2008R2 Domain Controllers and the target to achieve this by the end of 2019.

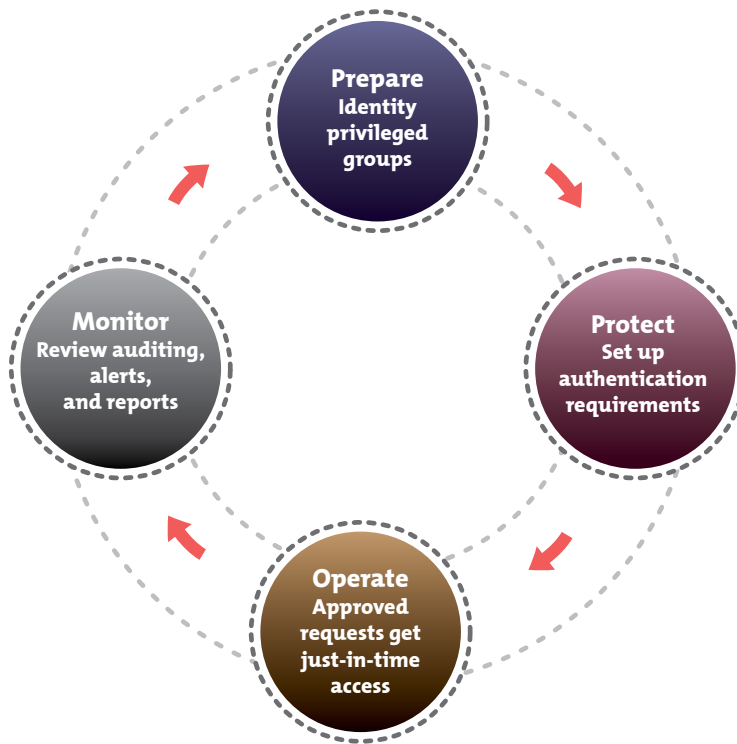
Description	Count (In Numbers)
Total number of AD users	89,000
Total number of logon per/hour	67,479
Total number of logon per/day	6,71,055

Upgradation of Privileged Access Management System (ARCOS)

Privileged Access Management (PAM) refers to a class of solutions that help secure, control, manage and monitor privileged access to critical assets. PAM solutions typically take the credentials of privileged accounts – i.e., the admin accounts – and put them inside a secure repository (a vault) isolating the use of privileged accounts to reduce the risk of those credentials stolen. Once inside the depository, system administrators need to go through the PAM system to access their credentials, at which point they authenticated, and their access logged. When a credential checked back in, it is reset to ensure administrators have to go through the PAM system next time they want to use the credential. By centralizing privileged credentials in one place, PAM systems can secure a high level of security for them, control who is accessing them, log all accesses and monitor for any suspicious activity.

UAEU has implemented ARCOS for achieving the PAM functionalities. We have upgraded the ARCOS to the new stable version 4.8.5.0 with the enhanced features that has a brand new UI and several Client and Server Manager improved features.

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centralizing privileged credentials in one place, PAM systems can secure a high level of security for them, control who is accessing them, log all accesses and monitor for any suspicious activity.

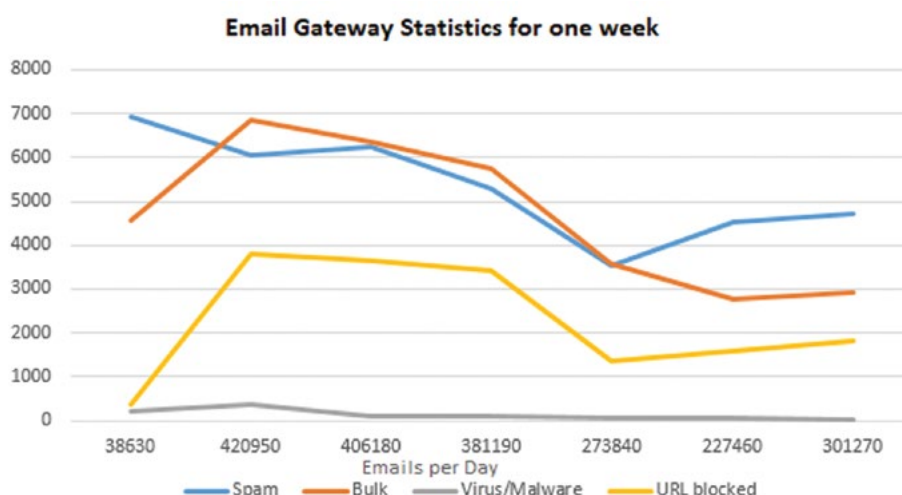
UAEU has implemented ARCOS for achieving the PAM functionalities. We have upgraded the ARCOS to the new stable version 4.8.5.0 with the enhanced features that has a brand new UI and several Client and Server Manager improved features.

Messaging & collaboration services

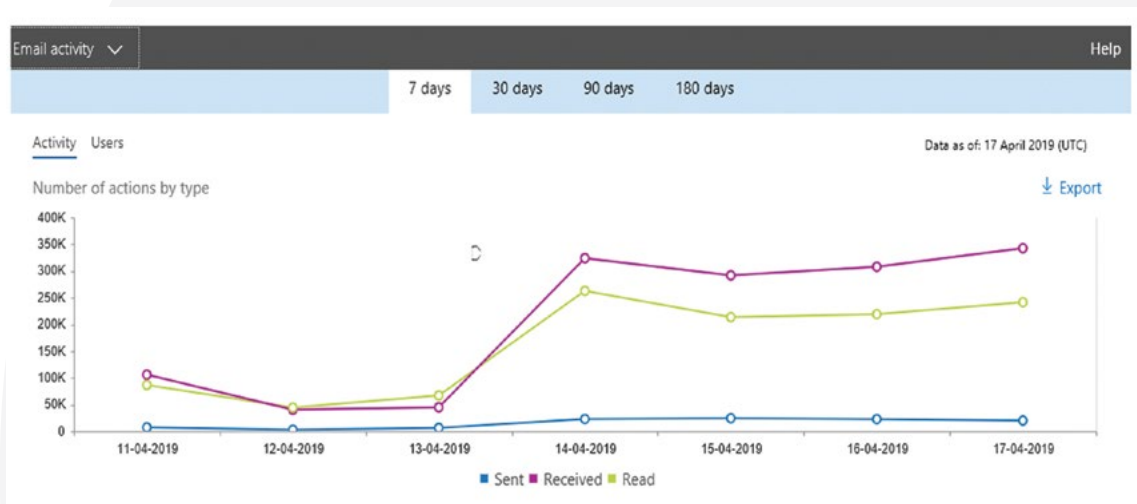
Testing & implementing new email filters to O365 email security (deploying soon)

- » With the Increased, attack on O365 hosted domains we are receiving over 80% of spam emails daily. Microsoft O365 is filtering emails for us but still allows some amount of SPAM emails get through with this new Email gateway filtering suit we will increase our filtering ability from 90% to 99%

Total Mailbox hosted on O365 are 72907



O365 Email Statistics for one week



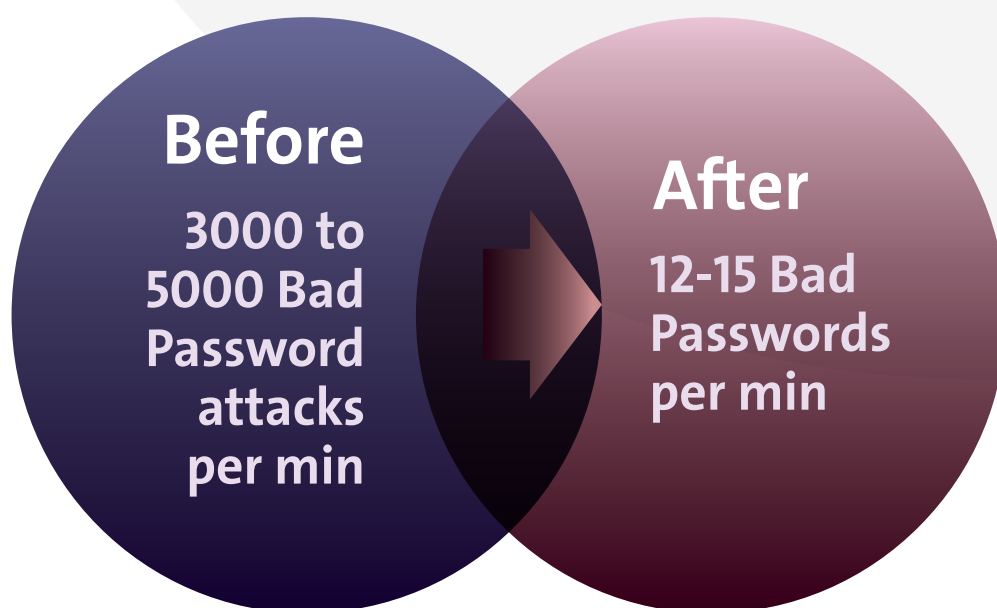
Implement TLS version 1.2 on all services to stay in compliance with security requirements

- » Before we were using TLS 1.0 & 1.1, which has some security concerns that are resolved in TLS 1.2. We have also disabled older versions keeping in mind the supported product versions.

Implemented ADFS 2016 for better security & prevent frequent user lockouts

- » We were using ADFS 3.0 & had limited ability to prevent Password spray attacks, now with ADFS 4.0 we are able to prevent our users from such attacks & enable conditional access.

Statistics :



Introduced ADFS proxy in addition to above to be able to block external attacks & enable users inside the organization with □SSO□ experience.

- » With the introduction of ADFS Proxy, we have increased User authentication security with conditional access at the same time we have given the ability for user SSO from within UAEU network.

Prepared servers to upgrade to new Authentication method for O365 services

- » Currently we are using SAML for authentication, which allows user to login SSO or Multiple factor authentication; however, there is still a risk of allowing older clients to bypass MFA & login. With the move to OAuth, we will achieve better SSO experience along with more secure options as second authentication or conditional access.

Created an autonomous procedure to detect, report & take action for compromised users.

- » Before we had a big challenge when a user was compromised, user would be blocked by Microsoft & would not be able to send emails or hacker would use the compromised user to send SPAM emails inside the organization.
- » Now we have designed an automated way of taking action using Microsoft Reporting & our scripts to block user, reset password & report to Helpdesk/security team. This has solved/ reduce Helpdesk & security teams work load of compromised users.

Enabled Web based right fax login

- » Users using E-Fax to send or receive fax do not need to install or configure the E-fax client on their PC. Since we have introduced Web Based client users can send/receive fax using mobile, PC or any device. They just need to login using their own UAEU credentials.

We have total 243 users using Efax

STORAGE CONSOLIDATION WITH ALL FLASH ARRAY

Storage consolidation is the process of centralizing, sharing and optimizing data storage resources. It's mainly used for efficient management and maximum use, with minimal storage hardware and management costs. The key factors generally consider for the storage consolidation are better management of future storage growth, improve overall storage management process, consolidate existing storage capacity and improved performance.

UAE University was using Dell-EMC VNX [7500, 7600, 5300] model storage subsystems for data storage. As part of technology refresh and by considering the future storage requirements, we have implemented EMC Storage [Unity 650F], the latest high-performance all-flash storage for storage consolidation.

Dell EMC Unity All-Flash Storage delivers consistent performance with low response times, and it is the perfect fit for our mixed virtualized workloads, unified storage consolidation, application-aware protection, and availability needs. Dell EMC Unity storage systems implement a unified architecture for block, file, and VMware VVol's with concurrent support for native NAS, iSCSI, and Fibre Channel protocols. Each method leverages dual storage processors, full 12 Gb/s SAS back end connectivity and Dell EMC's patented multi-core architected operating environment to deliver unparalleled performance and efficiency.

Following are the IT betterments and business outcomes gained by implementing Dell EMC Unity 650F All Flash Array system:

1. Improved Performance - It offers a maximum of 142800 IOPS and delivers consistent performance with low latency.
2. Increased Efficiency - Dell EMC Unity All-Flash storage efficiency technologies include thin provisioning, inline compression for block and file, and space efficient snapshots/small clones, which are designed to meet the expected performance characteristics of virtualized application workloads.
3. Data Center Footage - Reduce the data center footprint drastically with the new design.
4. Power Consumption - Reduces the Overall DC power consumption by having minimal storage enclosures.
5. Scalability - It can go up to 16 Petabyte of storage capacity and can have 1000 disk drives.
6. Support Cost – It saves storage capacity and money with inline efficiency technologies, expandable dynamic pools (All-Flash only) and also eliminates the maintenance cost of the existing storage subsystems.

The below table depicts the benefits with the implementation of EMC Unity 650F Storage:

Key Factors	VNX 7500	VNX 7600	VNX 5300		Unity 650F
Total Usable Capacity	550 TB	54 TB	173 TB	⊙	206 TB
Total Used Capacity	372 TB	37 TB	116 TB	⊙	130 TB
Cache Memory	48 GB	64 GB	8 GB	⊙	512 GB
Total Number of HDDs	504 (SAS, NL SAS)	94(SSD, SAS, NL SAS)	112 (SAS, NL SAS)	⊙	35(Flash)
Total Number of Disk Enclosures	37	7	8	⊙	2
Enclosure Back-end Connectivity	6 Gbps SAS	6 Gbps SAS	6 Gbps SAS	⊙	12 Gbps SAS
Form Factor	121 U	25 U	25 U	⊙	4 U
Total Power Consumption	7185 Watts	1392 Watts	1624 watts	⊙	620 watts
De-Duplication & Compression	Nil	Nil	Nil	⊙	Yes
VMware VVols Support	Nil	Nil	Nil	⊙	Yes
Support Cost	AMC	AMC	AMC	⊙	3 Year Support



SAML (Authentication)

An authentication and authorization protocol that powers single-sign-on and identity management

UAEU in transitions from Traditional Authentication to SAML 2.0. UAEU using F5 Networks that implements Application Delivery controller and SAML (Security Assertion Markup Language). It consists of three functional parts:

- » The identity provider (IdP): This component is associated with UAEU identity and access management resources and is used to manage user authentication session and supply attributes bound to the user to service providers (SP) for authorization.
- » The service provider (SP): This component is attached to the Web Service (SaaS or Server).
- » The browser: the client is usually a web browser although SAML does support.

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The browser:

the client is usually a web browser although SAML does support.

F5 APM IdPs and SPs (SaaS application, ServiceNow, Cornerstone, etc.) securely exchange authentication, authorization, and configuration information with one another via an XML metadata file. IdPs and SPs listed in the metadata file typically form a federation. A federation is mainly a trust relationship; for example, membership in the confederation extends access to default user attribute information that uses for authorization checking — security of messaging between IdP and SPs mainly handled by applying cryptography at various levels. SAML messages are digitally signed and encrypted.

At the UAEU, there are the federations in service:

- » UAEU web SSO federation (known as the F5 APM reverse proxy): this consists of the production IdP service run by DoIT Security Team and SPs run by DoIT application team and Cloud service provider (ServiceNow, Cornerstone, Blackboard and OCLC Library system).
- » live@office365 federation: Federation service between the UAEU and Microsoft to provide access to the CloudMail, Office365, one-drive, etc.

UAEU Single Sign-On Federation

To install, configure and operate a SAML 2.0 service provider, consult the DoIT Security and Application team.

SAML 2.0 (Security Assertion Markup Language) technology is an XML-based protocol and OASIS standard used to exchange authentication and authorization information securely in a variety of environments. It's being deployed at the UAEU to provide web SSO services.

Centralized Logging (Splunk)

Search, Monitor, and analyze machine-generated big data via a web interface and can generate graphs, reports, alerts, dashboards, and visualizations.

Challenges:

- » Provide more comprehensive access to log data without risking server integrity.
- » Reduce the time required for troubleshooting and remediation.
- » Wanted real-time, end-to-end visibility and reporting across on-premises and Cloud environments.
- » Needed centralized log management solution.

Business Impact:

- » Implemented SIEM solution to create a more secure online environment and further safeguard UAEU cyber reputation
- » Transformed data into valuable insights to enhance the security posture
- » Established baseline to monitor and improve the health of information security.

Data Sources:

- » Servers
- » Application
- » Network devices
- » Firewall

The Splunk Service include:

- » Direct access to search logs
- » 12 months of log retention
- » Periodic log volume reports and alerts

Designed for:

Any server containing Moderate or High-Risk Data, as defined by the information security policy, must have the system logs sent to the Splunk.

Manage by:

- » Managed by UAEU DoIT security team

2

Correlated Incidents Per Hour

1,708

Network Incidents Per Hour

0

Endpoint Incidents Per Hour

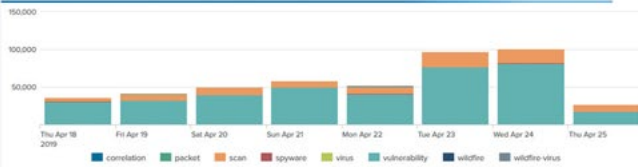
0

Aperture SaaS Incidents Per Hour

3

Malicious Wildfire Submissions Per Hour

Threat Subtypes Over Time



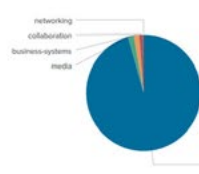
Threat Severity Over Time



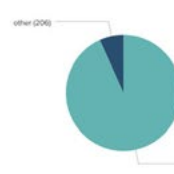
Incident Investigation Feed

Time	log_subtype	threat_name	severity	action	app	client_ip	server_ip	autofocus_tags	user	file_name
2019-04-25 09:03:03	vulnerability	HTTP Unauthorized Error HTTP WWW-Authentication Failed	informational	allowed	sharepoint-base	31.29.64.203	178.250.249.15		unknown	apple-touch-icon.png
2019-04-25 09:03:02	vulnerability	HTTP Unauthorized Error HTTP WWW-Authentication Failed	informational	allowed	sharepoint-base	31.29.64.203	178.250.249.15		unknown	default.aspx
2019-04-25 09:03:02	vulnerability	HTTP Unauthorized Error HTTP WWW-Authentication Failed	informational	allowed	sharepoint-base	31.29.64.203	178.250.249.15		unknown	apple-touch-icon-precomposed.png
2019-04-25 09:02:58	vulnerability	HTTP Unauthorized Error HTTP WWW-Authentication Failed	informational	allowed	web-browsing	31.218.12.229	178.250.249.53		unknown	Calendars.asp
2019-04-25 09:02:58	vulnerability	HTTP Unauthorized Error HTTP WWW-Authentication Failed	informational	allowed	web-browsing	31.218.12.229	178.250.249.53		unknown	Calendars.asp
2019-04-25 09:02:55	scan	SCAN: Host Sweep	medium	dropped	not-applicable	10.205.69.113	157.230.244.132		unknown	
2019-04-25 09:02:55	scan	SCAN: Host Sweep	medium	dropped	not-applicable	10.205.69.113	159.65.254.42		unknown	
2019-04-25 09:02:55	vulnerability	HTTP Unauthorized Error HTTP WWW-Authentication Failed	informational	allowed	sharepoint-base	31.218.12.229	178.250.249.15		unknown	apple-touch-icon.png
2019-04-25 09:02:54	vulnerability	HTTP Unauthorized Error HTTP WWW-Authentication Failed	informational	allowed	web-browsing	92.99.59.140	178.250.253.54		unknown	query
2019-04-25 09:02:54	vulnerability	HTTP Unauthorized Error HTTP WWW-Authentication Failed	informational	allowed	sharepoint-base	31.218.12.229	178.250.249.15		unknown	apple-touch-icon-120x120.png
2019-04-25 09:02:53	vulnerability	HTTP Unauthorized Error HTTP WWW-Authentication Failed	informational	allowed	sharepoint-base	31.218.12.229	178.250.249.15		unknown	default.aspx

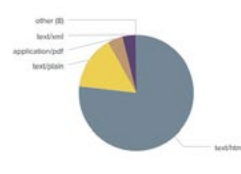
Categories



Applications



Content Type



Requests Over Time By Action



Methods Over Time



Hostnames Block-Continue

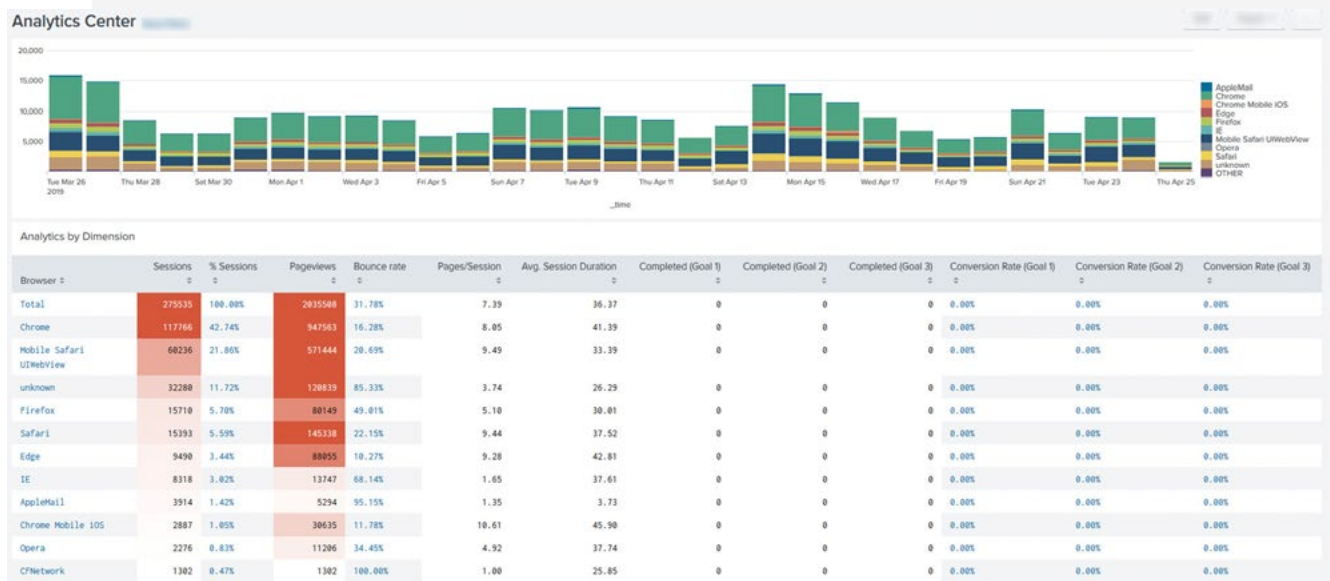
No results found.

Top Referrers

http_referrer_name	count
malayalan.webdunia.com	4266
47.91.204.64:6080	3427
www.google.com	3118
www.beinmatch.com	1997
acdn.adnxs.com	1679
ads.mopub.com	1642
www.citationmachine.net	1393
www.kooora.com	1363

Top File Downloads

file_name	count
bckv0sk5PwURBto5_p	122671
a	97352
a3KtW8vGf5NtU	91314
E-WC98H4v6h4SD74vpOdr7Vgh3	88320
Bj6hzb-Tygu0FRjyCg	73736
n8_7JP	68273
z-wf1vymE0gtJ9fZips_f	66896
Qy4pQfnpJ	65789



CMHS infrastructure upgrade

As per United Arab Emirates University's plan to continue with infrastructure upgrades in phases keeping in view the advancement in networking technology and the introduction of features such as internet of things (IoT), 4th generation access protocols, cloud applications, we have completed the upgradation of College of Medicine and Health Sciences (CMHS). CMHS is the first and highest ranked medical school in the United Arab Emirates comprising of research labs, simulation training centers, evaluation & assessment centers as well as a large number of classrooms. This upgrade enables the infrastructure to meet the exorbitant bandwidth demands and to satisfy the requirement for ever-present internet connectivity providing a switching backhaul of 40 Gbps, highly resilient, non-blocking state-of-the-art infrastructure. The upshot of this change would be a higher bandwidth for the end user by reducing the bandwidth contention ratio and oversubscription on the uplink.

**Figure 1:
Cisco
Catalyst
9500 series**



**Figure 2:
Cisco
Multigig
9300 series**



For the campus, Catalyst 9500 40 Gbps switch form the distribution layer while the Multi-gigabit Catalyst-9300 constitutes the access layer. The Cisco Catalyst 9500 Series is the first 100/40-Gbps switch purpose built for the enterprise campus. It was recently recognized as CRN's 2017 Overall Network Product of the Year. Designed for security, the Internet of Things (IoT), and the cloud, Catalyst 9500 fixed-core switches are high-density building blocks for a next-generation, intent-based network.

Similarly, The Cisco Catalyst-9300 Series is the next generation of enterprise-class stackable Ethernet and Multigigabit Ethernet access and aggregation layer switches that provide support for un-encrypted traffic analysis. Cisco's new Unified Access Data Plane (UADP) application-specific integrated circuit (ASIC) powers the switch and enables uniform wired-wireless policy enforcement, application visibility, flexibility and application.

**Figure 3:
Cisco
8841 IP
Phone**



We have also migrated the CMHS IP telephony infrastructure from legacy Avaya system to our centralized Cisco IP telephony setup. We have hence managed to integrate Avaya IP phone users with the rest of UAE University's IP phone users in terms of direct extension calling, Voicemail, Cisco Jabber softphone, image provisioning, etc.

We have installed Cisco 8841 high end IP phone models in CMHS providing rich features to end users.

IT SUPPORT SERVICES ACHIEVEMENTS

Live chat Service

In an era of social media, the importance of instant communication and customer satisfaction is raising to be among the highest goals for many organizations around the globe.

That's where live chat service is getting its place in the puzzle of how we serve our customers, UAEU chose live Zella as a solution for live chat service. For providing instant answers to its customers. Here are not only the accurate, quick answers is the key but also the comfort of the experience itself, as most of the youth prefer to chat with the operators rather than looking for a phone number and dial in especially if we are talking about international customers. Also, if we compare Live chat to emails, emails usually have a longer response time so that live chat will be the first option for most of the customers.

The design of the service is to have four different groups, each of it serve a customer sector. Those groups are academic, research, students and administrative functions.

Team members (operators) can respond to the live chat calls using the website to log in or a mobile app or desktop application, so the ease of use is in the heart of this system not only for customers but for operators by having different channels to work through, which guarantees the flexibility we need.

One of the remarkable features in the system is that once the call completed, a copy of the transcript would be sent to the user email, to ensure that every critical information shared with the user and he can review it at any time.

To indicate how popular this service is, we can look at the figures since we implemented this Service about five months back and the results show more than 360 live chats and 1500 tickets for offline communication.

383

Chats

1525

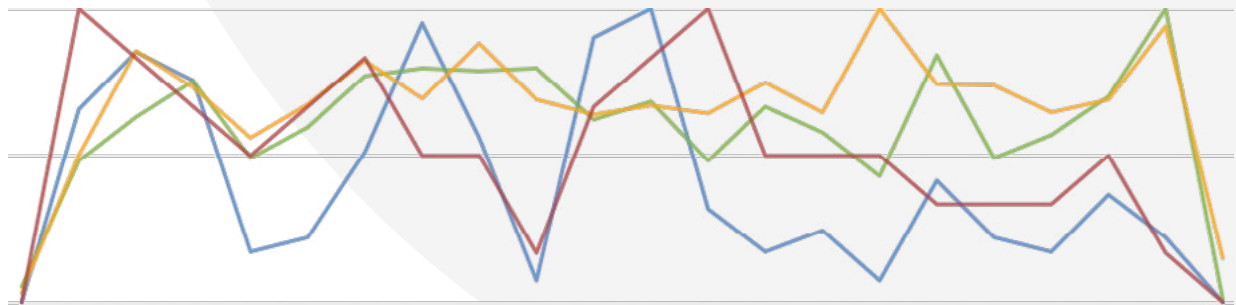
Tickets

8208

Visitors

4

Operators



Week of 11/25/2018

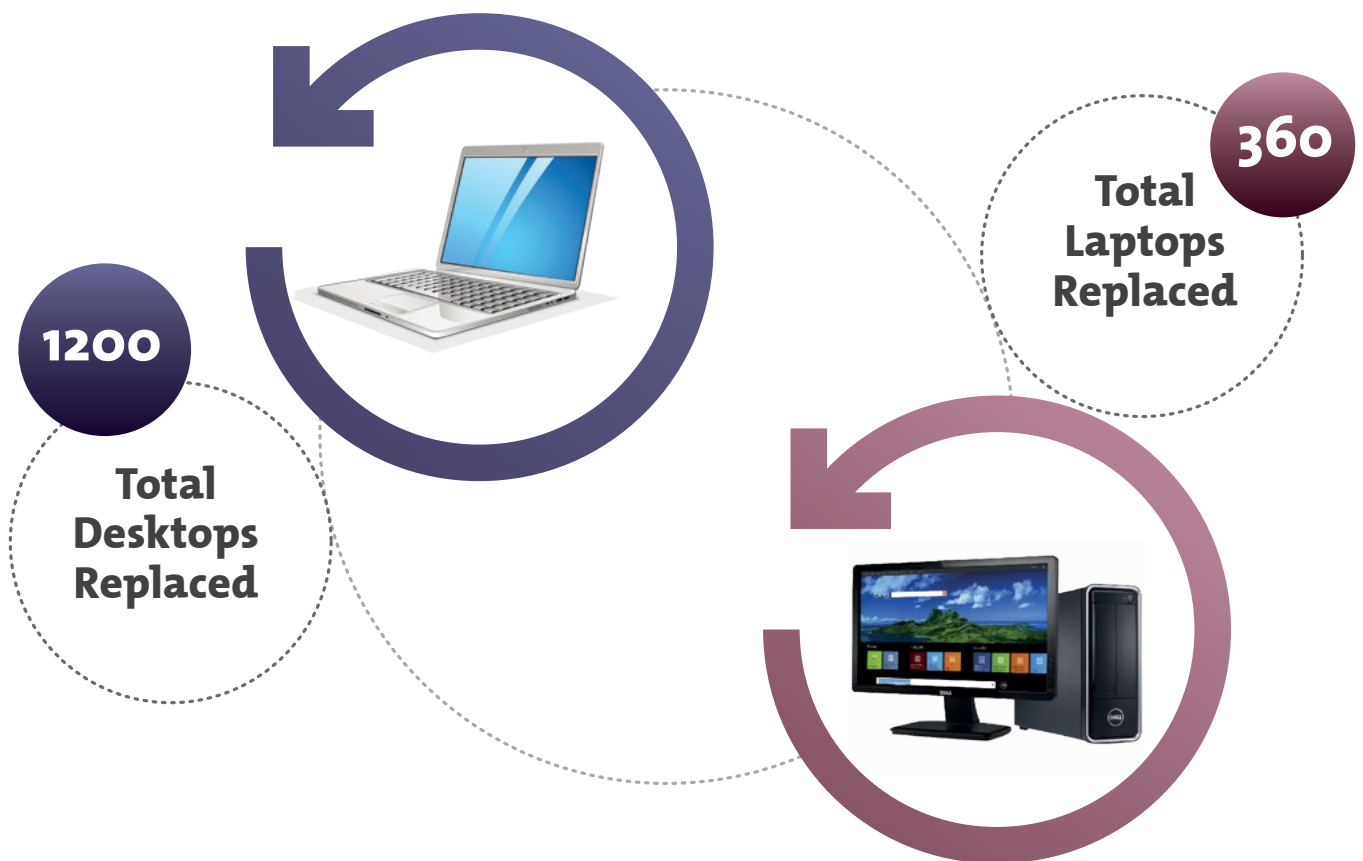
Week of 1/13/2019

Week of 3/3/2019

Week of 4/21/2019

Annual Desktop/Laptop Upgrade:

All the desktops and laptops, which are owned by the university, are subject to a replacement cycle every year; DoIT evaluates desktop and laptop that need to be replaced in response to technological developments and ongoing changes in university requirements. In the year 2018-2019, there were 1,200 desktops and 360 laptops have been provided with the higher technical specification to full fill the operational requirements of our administrator and academics units.



ServiceNow

ServiceNow makes work, work better for people. Transform old, manual ways of working into modern digital workflows, so employees and customers get what they need when they need it—fast, simple, easy.

When people work better, business works better.

1. Introduction

ServiceNow introduces Products and Solutions for the various types of users in different areas:

- » IT
- » HR
- » Customer

Our focus in this article will be on the Solution for IT (the IT Service Management Solution).



2. Features

ServiceNow is a cloud-based platform deployed in a browser that contains applications and data that can vary by instance and user, automating standard business processes.

A leader in Enterprise Service Management (ESM), the ServiceNow Service Automation Platform provides a modern, easy-to-use, service management solution in the cloud allowing the organization to automate manual, repetitive setup tasks, manage the core IT processes, standardize service delivery, and focus on the core business, not just ITSM infrastructure.

The ServiceNow platform and the applications that run on it use a single system of record and a standard data model to consolidate the organization's business processes.

Another advantage of this single system is that it can be leveraged to build custom applications.

The ServiceNow platform provides a Platform as a Service (PaaS), a cloud-based computing model that provided the infrastructure needed to develop, run, and manage applications.

It is not limited to a specific department or function but encompasses the entire enterprise.

1. Main Applications

In this part, we will cover the main applications available in ServiceNow IT Service Management Solution:

a. Request Management



ServiceNow Request Management streamlines service delivery for user requests, minimizes duplication of effort, enhances information accuracy, and reduces operational costs through a published catalog of IT services, all driven by automated workflows, status pages, approval rules, and service level agreements.

When combined with Employee Service Center (Service Portal), employees are given one place to go to make requests, get help, or search for answers to everyday questions, all while delivering a personalized experience for each employee. Notification updates and mobile status checking keep end users informed after they make requests, resulting in high customer satisfaction.

b. Incident Management



Keep employees productive by ensuring business continuity with streamlined service restoration in ServiceNow Incident Management. Connect end-users with IT to get help with daily issues. Incidents submitted by end-users will be routed to the right resolution groups, including related information and SLAs.

Also improve transparency and customer satisfaction with easy end-user access to bidirectional communications, status, and work-related activities.

c. Problem Management



ServiceNow Problem Management minimizes the business impact of service disruptions and reduces future disruptions using ITIL-proven practices. Run trend and root cause analyses and service configuration reviews, document solutions and workarounds, and keep stakeholders informed as issues are being remediated.

Proactively schedule changes from within any problem record and achieve a streamlined incident-problem-change lifecycle across IT.

d. Change and Release Management



With ServiceNow Change and Release Management, control the IT change processes, from creation, risk-assessment, conflict detection, and approval to environmental changes. Schedule requests easily, assess risk with dynamic impact calculations, and use the Change Advisory Board (CAB) Workbench to schedule, plan, and manage CAB meetings.

e. Knowledge Management

When customers and employees have issues, many prefer to find an answer themselves rather than contacting customer service or an internal helpdesk. For addressing this need, companies require an easy-to-use and efficient knowledge management solution that makes it easy to incorporate knowledge creation—and ongoing improvements—into everyday work.

ServiceNow Knowledge Management provides an out-of-the-box knowledge experience for customers, employees, and the agents who serve them. Powerful workflow and publishing tools let agents search for—as well as create—knowledge content while resolving issues. Integration with the Service Portal enables customers and employees to find solutions that boost satisfaction and reduce service costs quickly.

4. Statistics

In this section, we will present figures and statistics related to each of the main applications highlighted in the previous part. The data captured are up to the First Quarter (Q1) of 2019.

a. Request Management

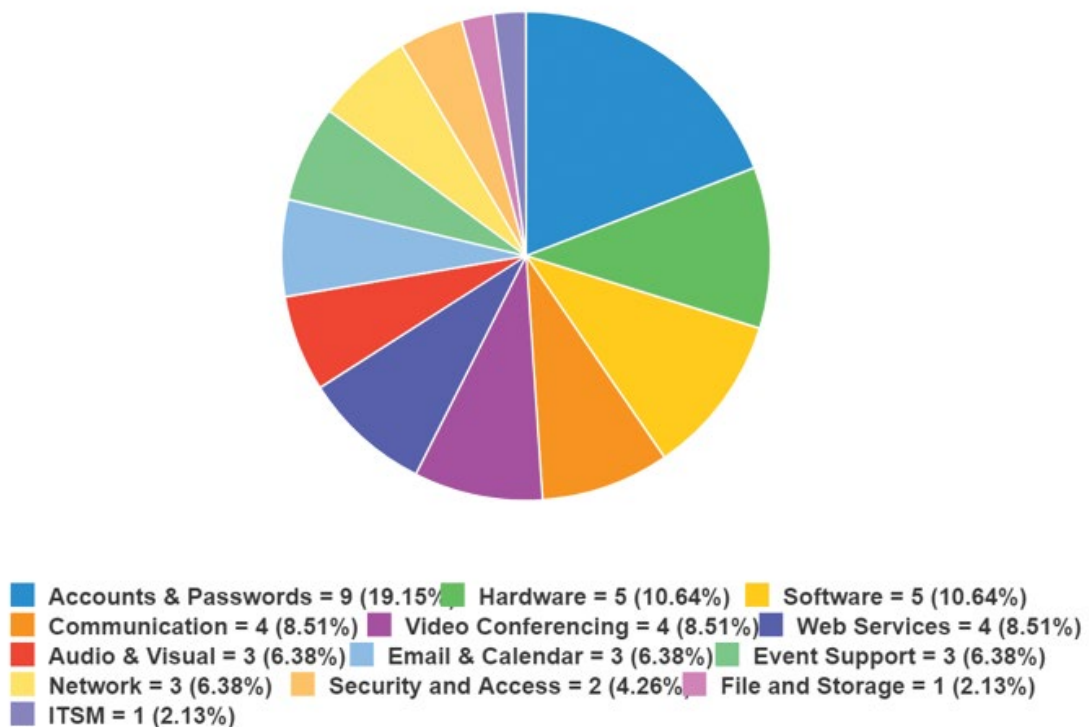
The total number of Requested Items Completed up to Q1 – 2019:

Requested Items up to Q1 - 2019

12,965

Total Number of Service Catalog Category and distribution of Published Service Catalog per Category:

Published Service Catalog Items per Category up to Q1 -2019



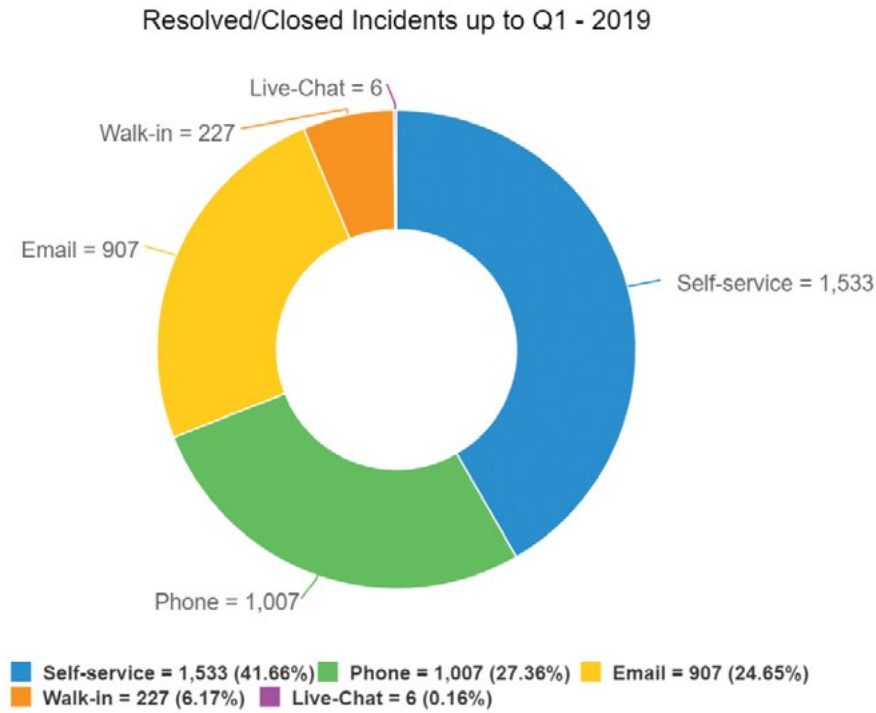
a. Incident Management

Total number of Resolved/Closed Incidents up to Q1 – 2019:

Resolved/Closed Incidents up to Q1 - 2019

3,680

Distribution of Incidents per Entry Mode:



b. Problem Management

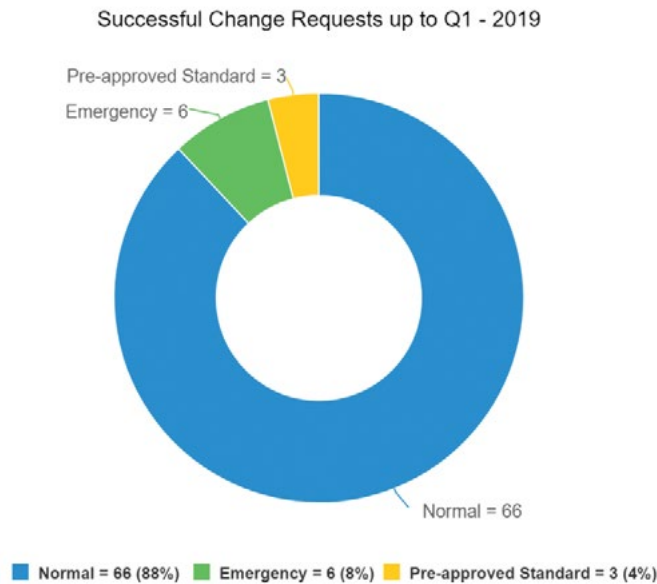
Total number of Resolved/Closed Problems up to Q1 – 2019:

Resolved/Closed Problems up to Q1 - 2019

10

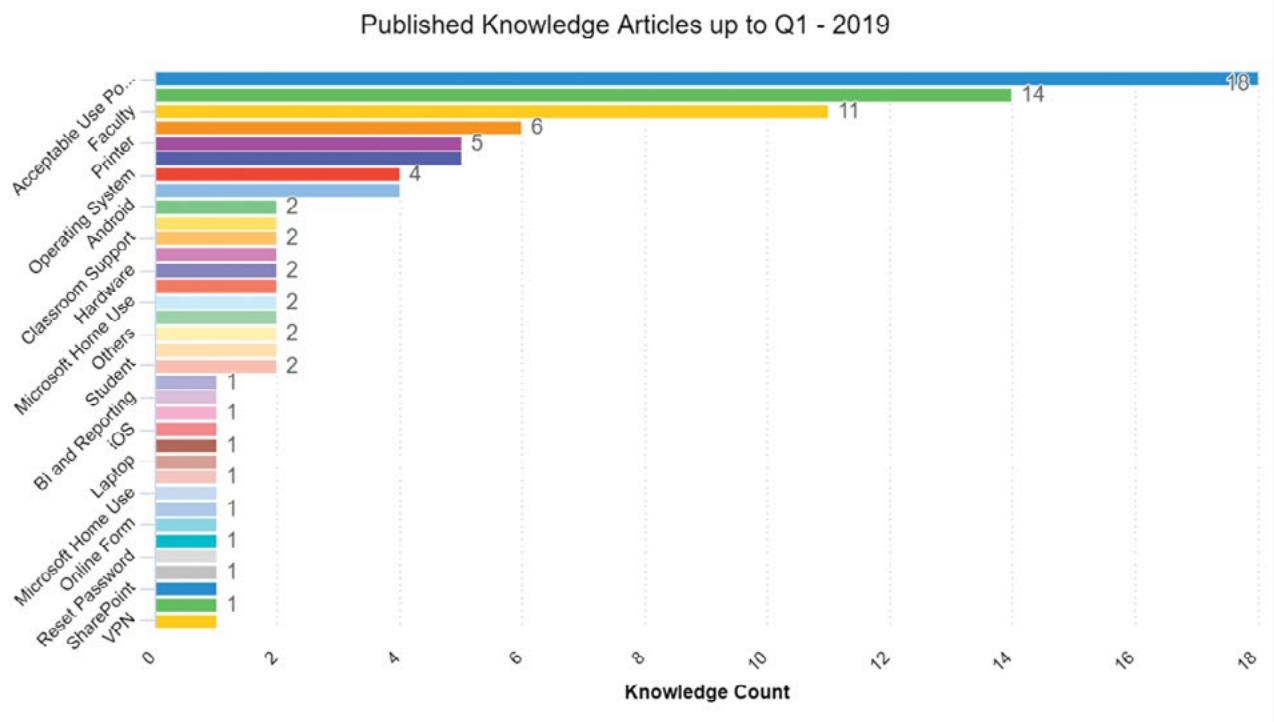
c. Change and Release Management

Total number of Successful Change Requests distributed according to the type of the Change:



d. Knowledge Management

Total number of published knowledge articles distributed by knowledge category:



2. Conclusion

ServiceNow IT Service Management (ITSM) provides a modern service management solution in the cloud. The ServiceNow single system of action allows to consolidate tools, transform the way services delivered, and improve customer experience. With ServiceNow ITSM, workflows can be automated, gain real-time visibility, and improve IT productivity. ServiceNow ITSM can accelerate digital transformation and elevate service experience by providing consistent end-user services anytime, anywhere, and through any channel.

Female Campus – Classroom Upgrade Phase 1

The classroom upgrade project is a part of Lifecycle replacement of outdated AV equipment around the UAEU campus. This project aims to upgrade 80 rooms in Female campus by replacing the existing old AV systems. The existing units in the Classrooms, Meeting rooms, Lecture halls & labs are the obsolete ends of the support. Therefore, we replaced the unit with the new model HD Projectors, new interactive whiteboards, and sound systems along with additional accessories and cables. The main features of the new system are as the following:

- » Improve the management of classroom activities
- » Enhance the academic learning process by providing and smart digital technology.
- » The new interactive smart board that helps Faculty members to teach the students in an effective manner with camera-based touch interface solutions for all types of classrooms.
- » Easy to connect laptop and iPad for Users.
- » Wireless sharing and 4K content presentations.
- » Built up with Professional sound systems.

Statistics:

Projectors

145



Smartboards

130



**Install
New**

Symposium

30



**Audio
Amplifiers**

80



Desktops

50



Enhancement of IP TV / Digital Signage / Connectivity of Great hall

and Auditorium with IPTV & DS System

As part of DoIT enhancement process, AV Team upgraded and integrated IPTV and Digital signage system in whole UAEU new campus. Besides, we have added the connectivity of the Great hall and Auditorium with IPTV & DS System. The features of the new system are as the following:

- » Switching any digital signage screen between IPTV or signage system.
- » Communicate important or urgent messages quickly by overriding the displayed signage.
- » Show any events inside the UAEU live on digital signage screen.
- » Assign the media to even a single specific device only.
- » Devices are scheduled to switch on/off at a particular time.

Upgrade Discussion System in CMHS

The lecture theatres were being heavily used in all the semester for teachings, seminars, workshops, and events activity. The old audio conference system was an outdated model, and the product discontinued. The audio discussion upgraded with a new one in 2018. The system is used in the lecture hall for discussion purpose between students and faculty. Prepare students to be distinguished in their areas of specialization, leaders, and productive members of society.

Statistics:

41

Total number of audio discussion system installed



Upgraded Video Conference Rooms in Crescent Building

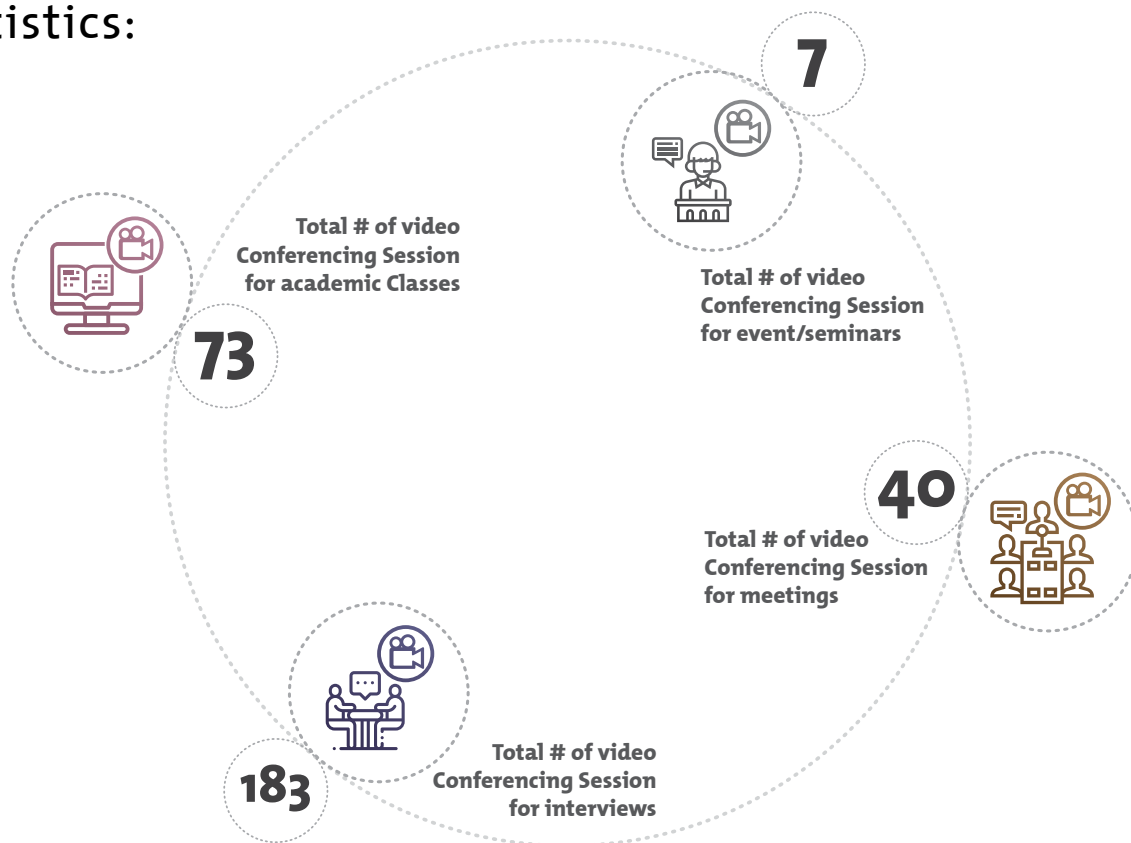
This project aims to upgrade three meeting rooms in the Crescent building by replacing the existing old VC units. The old units in the meeting rooms are obsolete and end of support. As part of enhancement, we replaced the unit with the new model Cisco WebEx Room Kit and Kit plus as well as to install an Extron controller to remotely control the VC unit as well as the video and audio operation.

Features :

The new Cisco WebEx Room KIT and KIT Plus is a compact all in one collaboration solution that integrates with the existing flat panel which delivers full HD video and audio for small and medium meeting rooms.

- » Easy to join on premise ad-hoc or to WebEx invited meetings.
- » Wireless sharing and 4K content presentations
- » Built-in mic and speaker.

Statistics:



Upgraded Room Scheduling System in UAEU New Campus (Prabu+ Hadi)

The goal of this project is to upgrade 600+ rooms in the new campus by replacing the existing application for a time scheduling system. The old application for time scheduling system in Classrooms rooms, Meeting rooms, Lecture halls & labs are the obsolete ends of the support. Replacing the application with an existing graphical interface to display the day-to-day class/ event/meeting schedule on info point devices. The main features of the new upgrade are as the following:

Features :

- » Provides an integrated platform to combine standard digital signage with room schedule summary display of room name, faculty name, subjects, date and time
- » Summary of the entire classroom schedule can be displayed.
- » It can split to show: Videos, Images, RSS Feeds & Summary of the classroom Schedule
- » Upgrade delivers the training room schedule on to the display tablet/screen in real time with a single point of data entry.
- » Integrated with MS Exchange Calendar.
- » Pre-schedule access and duration of the class ahead of the time.
- » Built-in digital signage solutions
- » Easy to broadcast the announcements
- » Restrict classroom control to students in specific classes.

Statistics:

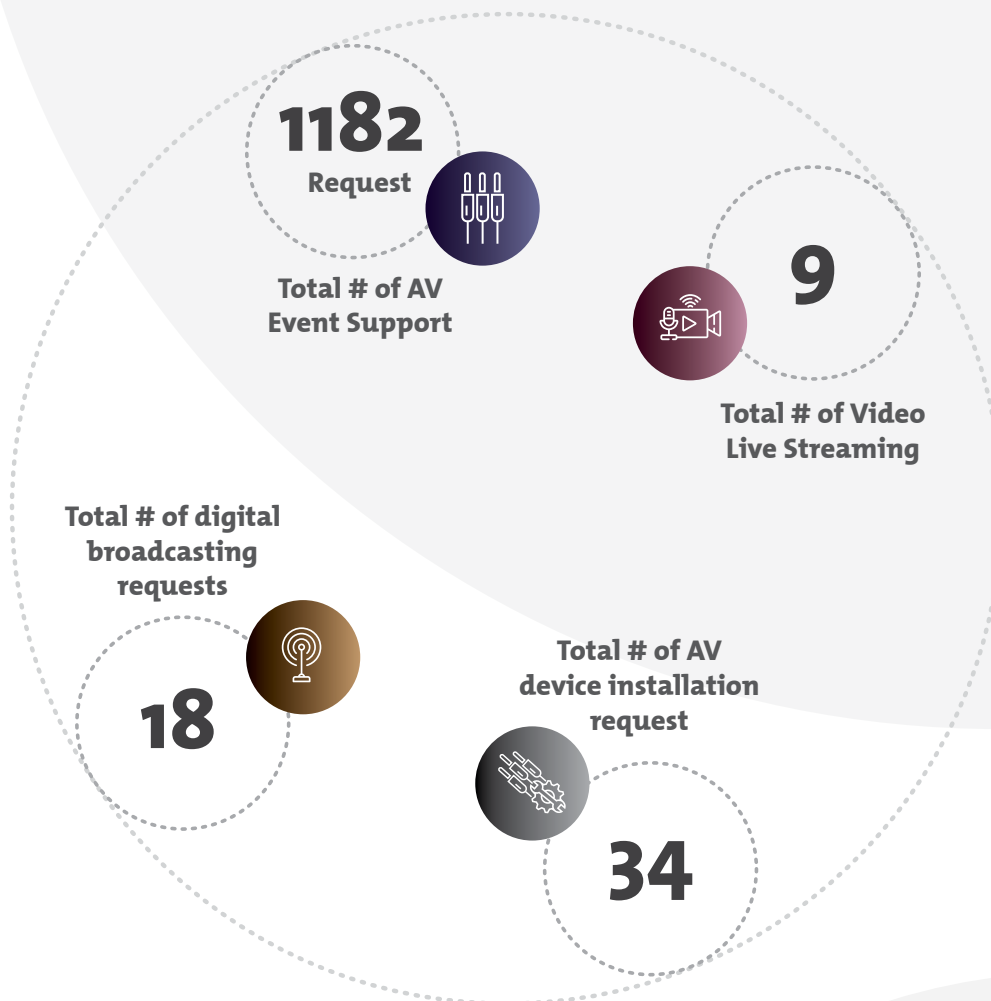
- » More than 400 windows based & 200 more Android-based solutions have applied in UAEU new campus.

CIT Female Auditorium Upgrade

The AV infrastructure in CIT Female Auditorium was over 10 years old and did have many operational issues and limitations. The demand for increasing adoption of digitization and advance technology by revamping the outdated infrastructure with up-to-date audiovisual technology with support for digital connectivity. The enhancement process contributes to the University and College/department strategy as the following:

- » Provide up-to-date AV Services
- » Quality of Audiovisual support
- » Improve Enhance effectiveness in teaching and learning.
- » Promote a research supportive environment development and success.
- » Ensure the implementation of quality standards and institutional excellence.
- » Effective internal and external communication.

Other Statistics related to AV



Contact Us & help us to serve you better

Helpdesk Working Hours

Days | Sun - Thu

Hours | 7:00 am - 4:00 Pm

Location | Crescent Building First floor - D3



Phone

03 - 7136111



Fax

03 - 7136999



Email

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IT Support Portal

Doit.uaeu.ac.ae

