

Message From CTO

Today's Information & Communication Technology is such a regular and consistent part of University life cycle that it is often seen as a basic utility. At the same time, IT is considered as a transformative strength for enhancing innovative thinking and a tool to facilitate and solve the world's most complex problems.

I am pleased to present the 2011-2012 academic year IT Annual Report. The significant growth of our institution over the past several years and the rising impact of information & communication technology on education dictate that we must continue to adopt a massive changing IT environment. This is a challenging period for the university information technology sector as we look forward and begin operations on a strategic plan for the technology requirements of the university.

Looking at the past year, we provided high quality IT solutions and resources to meet and deliver services vital to accomplish the **university's mission; in addition we provided value-added, cost-effective services to researchers, students, faculty and other staff members in the university.** Our enterprise environment is now delivering new academic / administrative services round the clock in a matter of seconds. Through the transformation of our enterprise security architecture, we enabled a wide range of devices and **application delivery models while protecting UAEU's critical assets.**

It was a busy and very productive year. We are improving to the best of our profession to take a leading role in the rapidly growing sectors of the information and communication technology industry, supported by a culture of performance and

execution. Despite of many challenges, I am satisfied to report that we were able to continue to move ahead, consolidate and intensify our robust systems and deliver high quality services to UAEU Community.

Credit of our achievements goes to our IT experts, and we continue to focus on building a strong, vibrant, world-class IT team. This report is dedicated to the hard-working professionals at University IT Services, along with our other partners at the **university and around the globe. We will continue to look forward to improve UAEU's** Information & communication technology environment.

On behalf of UITS, I am thankful for the continued support of the students, faculty and staff members. I will appreciate and be encouraged if you share your comments & ideas with us to develop an outstanding IT infrastructure for our valuable institution.

Sincerely,



Afraa Al Shamsi
CTO, Office of Chief Technology Officer
University IT Service – UITS

“ *As we continue to distinguish ourselves as a research institution with a universal presence, information & communication technology can be used to tactically support the University's vision and make UAEU community ever better* ”



Table of Content

Message from CTO	2
WHO we are	6
Organizational Overview	7
Information Technology Committee	10
Key Strategic Goals.....	12
Strategic Direction.....	13
UITS Project Timeline.....	16
Application Achievements.....	19
Infrastructure Achievements	33
IT Support Services Achievements ...	49
Technology in Numbers	61
Additional Highlights.....	75
Looking Ahead.....	84



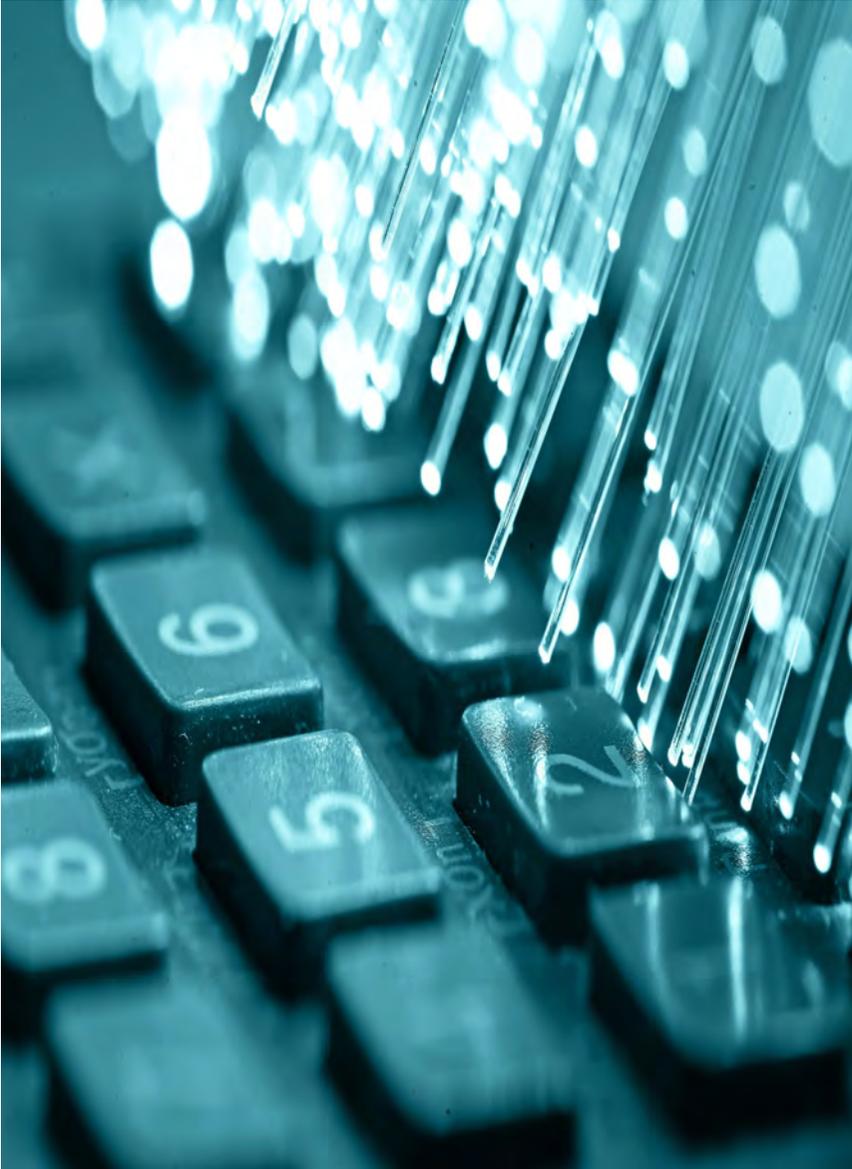
Year in Review

2011—2012

“With the help of technological revolution at UAEU, an individual can bring the change, can learn something new every day, can communicate with some of the smartest people on the planet, can work in a productive environment and can truly be a global citizen.”



Who We Are



University IT Services - UITS is the central information technology organization for the United Arab Emirates University, responsible for strategic planning, oversight and direction of IT infrastructures, resources and services. We provide critical technology support to all UAEU campuses and remote locations. UITS has units focusing on administrative systems and information management, networking, telecommunications, data centers, information security and privacy, academic and collaborative applications, accessible technology, server and storage infrastructure, customer services and technology business continuity. We partner with the UAEU community to enable innovation, learning, teaching, research and services.

Organizational Overview

CTO Office

Office of the Chief Technology Officer oversee 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.

Project Management Team

The Project Management Team supports the UITS division's commitment to be more effective and efficient by enabling project managers to successfully deliver their promised values to their customers. The team provides a project management culture that ensures common methodology and standards are shared across all IT projects which are delivered in time, within budget, and with the anticipated results.

IT Procurement & Financial Management Team

Manage the budget and finance functions/commitments for all IT activities. The team assist on how funding should be allocated to each IT projects, various aspects/activities.

Administrative Assistant Team

Team is performing a variety of secretarial and administrative work for the department. Research, summarize and analysis information, compile data to prepare special and recurring reports and many other supportive roles.

Quality Assurance Team

Team creates the quality assurance plan and helps to 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 is produced.

IT Operational Management Team

Provides a centralized point for gathering and disseminating projects, programs and portfolio information regarding issues, risks, schedules, costs, qualities and other status updates. Assists and addresses any issues/concerns that may arise.

System Engineers

IT coordinators

Helpdesk Analysts

Web developers

Project Managers

Data ware house admins

Web admins

Storage Admin

Windows Admin

Database Admins

Network Engineers

Telecommunication technician

Analyst programmers

IT Support specialists

Unix / Linux Admins

Web designers

Call center operators

Centralized Call Center Team

Call Center Team performs routine, and some non-routine, continuous and repetitive work involved primarily with the operation of a telephone switchboard to route, receive and place calls to all UAEU campus locations, Disseminates information to callers as necessary.

IT Helpdesk Team

IT Helpdesk Team provide students, faculty, and staff members with a centralized point of contact for all IT service's request and support in the university. The Helpdesk is committed to a quality service through teamwork and a proactive approach to problem identification, solution and customer satisfaction.

Technical Training Team

This group is responsible for educating the community on the new and existing technology and overseeing the preparation, implementation , facilitation, tracking and day-to-day operations.

Enterprise Telecommunication Team

This team provides fast, reliable and cost effective telecommunication services from data to voice, dial-up to high speed internet and wired to cellular. They support and manage all new VoIP and legacy telephonic system and coordinate between IT and

IT Governance Team

IT Governance team make sure that IT strategy is aligned with business strategy. Policies, procedures and processes are established and resources are secured. This group makes sure that IT risks are known and well managed.

Enterprise Data Center Operation & Management Team

Oversee day to day operations for the state-of-the-Art UAEU data centers and be responsible for site availability, working with operations and engineering teams. Define priorities for Data Center projects and be responsible for consistent, clear communication about production and test environments. Involved in setting up the project's architecture, environments, system testing and deployment.

Web Service & Development Team

The Web Services Team is responsible for the internal and external web presence of the UAE University. Team is also responsible for managing and supporting enterprise web applications such as university portal, CMS, Internship Program web application and much more.

End-user Support Team

Support team is responsible of managing all End-user computing infrastructure and services for colleges, student affairs and administration units. Department is administrating all end user problems and developments with a high level of customer satisfaction.

Enterprise Network Operation & Management Team

Manages and develop the enterprise network by monitoring its performance, security, error detection etc. Directly involved in creating/updating/ implementing the UAEU network system's architecture and environment.

Enterprise Database & Data Warehouse Team

The Database & Data Warehousing Team is responsible for managing and maintaining University Enterprise Databases, Application Servers, reporting and Data Warehousing environment. The team is the gatekeeper for university back end systems and imposes standards and change control processes for all the changes to be implemented in production environment.

Enterprise Server Management Team

Responsible for all administration of enterprise windows, SUN Solaris and Linux Servers. Provides supports to the services running on these systems by monitoring availability and capacity of the servers, including administration of all standard and complex services of these operating system.

Academic Application Development & Management Team

The Academic Application Team is responsible for enhancing, supporting and maintaining any student & faculty members related application. The team supports both enterprise applications such as Banner and Blackboard as well as in-house developed applications.

Enterprise Security Operation & Management Team

Responsible for providing direction, oversight and management of the information technology security program to protect against potential IT threats and vulnerabilities. Oversees implementation of the project's security systems/procedures and manages information system security engineering activities.

Business Application Development & Management Team

The Business Applications Services Team provides solutions and support to improve administrative processes. Services range from consultation with UAEU departments on software development or purchase to implementation of complete solutions.



Information Technology Committees

To better align the Information Technology investments with University strategy and goals and to effectively manage business demands on IT, the Office of Chief Technology Officer (CTO) has established numerous internal IT committees. These committees are responsible for coordinating the information technology, academics and administrative business in the university. UITs staff members strives to improve the quality of the university services by actively participating in the following internal UITs committees.

IT Steering Committee

The UITs Steering Committee oversees the ongoing development of a campus-wide IT Strategic Plan. The purpose of this governing group is to look at IT initiatives, activities and align them with overall university strategic objectives and processes.

Technology Strategic Planning Committee

UITs must continue to leverage latest technology in its plans for the future to provide customer oriented, accessible, affordable, and high quality teaching and learning environment campus-wide. This committee focuses on new technology planning, management and works on a **broad scope of UITs's next move on** technology and defining further programs.

Change Management Committee

The role of the committee is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes within IT sector, in order to minimize the number and impact of any related incidents.

UITs Managers Committee

A lot of initiative and projects are being **taken care by each section and it's very** critical for these areas to communicate with each other centrally.

To formulize this concept UITs managers are meetings bi-weekly to share their ongoing projects and to enhance communication and collaboration efforts internally.

IT Branding Committee

The UITs branding committee objective is to promote UITs projects and services to UAEU Community including UITs. The **committee will be focusing on 'Branding'** for UITs in a business perspective accomplishments to the UAEU Community.

IT Governance Committee

The IT Governance structure promotes and supports the effective use of information technology in academic and administrative programs. The committee establishes and communicates a campus-wide IT vision and policies that supports the University mission and goals. It defines technical architecture, standards and establishes best practices and tools for the University.

Key Strategic Goals

- **Customer Focused & Service Oriented**

Deliver a first class, accountable and customer focused services that meet our community requirements at a justifiable cost.

- **Enable & Support Evolving Research Needs of UAEU**

Cultivate, Support and e-Research Philosophy with up-to-date tools and resources.

- **Collaboration & Efficiency Through Sharing:**

Enable easy, secure collaboration with partners at UAEU, with federal institutions and across the globe.

- **Support Excellence in Teaching**

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 experience.

- **An Adaptable Organization**

Create a culture of flexibility, professionalism, innovation and continually re-evaluate our division's focus.



A Strategic Direction

UAEU IT must be ready to respond to a rapidly shifting business climate and deliver solutions tuned to the needs of university colleges / units as well as the UAEU as a whole. We achieve this by engaging in an annual strategic planning cycle, working with UAEU groups to align IT with business priorities and allocate resources to derive the greatest benefit. Our strategic planning activities help us to develop a long-term view of business goals, challenges and technology trends.

Strategic Planning process

During this academic year we initiated a five-year strategic planning process to improve the use of information technology as a driver for change. With the development of a Strategic Operations Plan for the central IT organization in order to make it more efficient, effective and responsive to its customers. Initially starting with new Operational Goals along with broad strategies for achieving them.

The five year strategic planning process is another **significant step in UITS's efforts and challenges to create strategic goals and underlying structures, tools and system.** It will be a framework to guide us in offering technological solutions to UAEU, especially considering the forces that are shaping the future of education. Current digital generation have very different expectations related to the learning environment as they expect to be able to learn anytime, anyplace. We will work closely with all areas of the campus as we continue our planning process.

Established IT Governance Model

A new inclusive IT Governance model for the UAEU IT sector began to emerge this fiscal year – bringing UITS and college/departments IT efforts together like never before! This new structure will allow UITS to focus on strategic areas: strategic alignment, value delivery, resource management, risk management, implementing process, polices, procedures and performance measurement.

Developing and Retaining Talent

Enriching the careers of our IT employees helps them make greater contributions to UAEU IT and education sector growth.

In this academic year, we educated and trained our professional. These initiatives included workshops, trainings, conferences, and mentorships. Fifty-five percent of all IT employees have taken a skills development training & workshop, which provides them with skills, tools, a framework for enhancing and maintaining technology at UAEU.

Creating and Implementing IT Policies & Procedures

Information and technology management are core components of UITS infrastructure. Best practice and standards will deliver effective and efficient IT services to the UAEU community. The University provides information technology resources to a large and varied group, including faculty, staff, students, clients, and guests. These unlimited resources includes computers, software, computer accounts, databases, networks, files, Internet access, electronic communication and many more. The UAEU information technology resources constitute a valuable asset that must be managed accordingly to ensure their integrity, security, and availability for teaching, research and business activities.

To effectively manage this undertake, the UITS has developed and implemented Information Technology policies and procedures that are in step with emerging technologies and align with the University-wide policies and procedures. These policies provide authorized access and acceptable use of information technology at the UAEU. In addition, the UAEU information technology policies articulate the university's vision, strategy, and principles as they relate to the use of information technology resources. IT policies and procedures specify requirements and standards for the consistent use of IT resources across the university.



Establishing Project Management Office (PMO)

Over the past few years, University Information Technology Services (UITS) has grown in terms of infrastructure and projects. To effectively manage IT projects, staff, project resources and usage of repetitive processes, it was vital that common standards and methodologies are applied on all IT projects.

To guarantee the success of the University's mission, IT projects have to be completed in-time and within-budget while increasing the quality of the products/ services implemented and to enhance customer satisfaction. To fulfill this, UITS has established a PMO that provides a project management culture which will ensure common methodology and standards are shared across all IT projects which are delivered in time, within budget, and with the anticipated results.

This strategic office will centralize and coordinate management of the IT portfolio of projects and standardizes the procedures by which the IT projects are planned, queued, prioritize, and executed. It will effectively manage staff, project resources, project goals and aid in the gain of efficiencies and achieve cost savings. The PMO will help integrate and align the University's business units' needs with respect to IT projects in order to support the University's vision to become student focused, research oriented and a high quality, efficient and transparent organization.



132 Projects

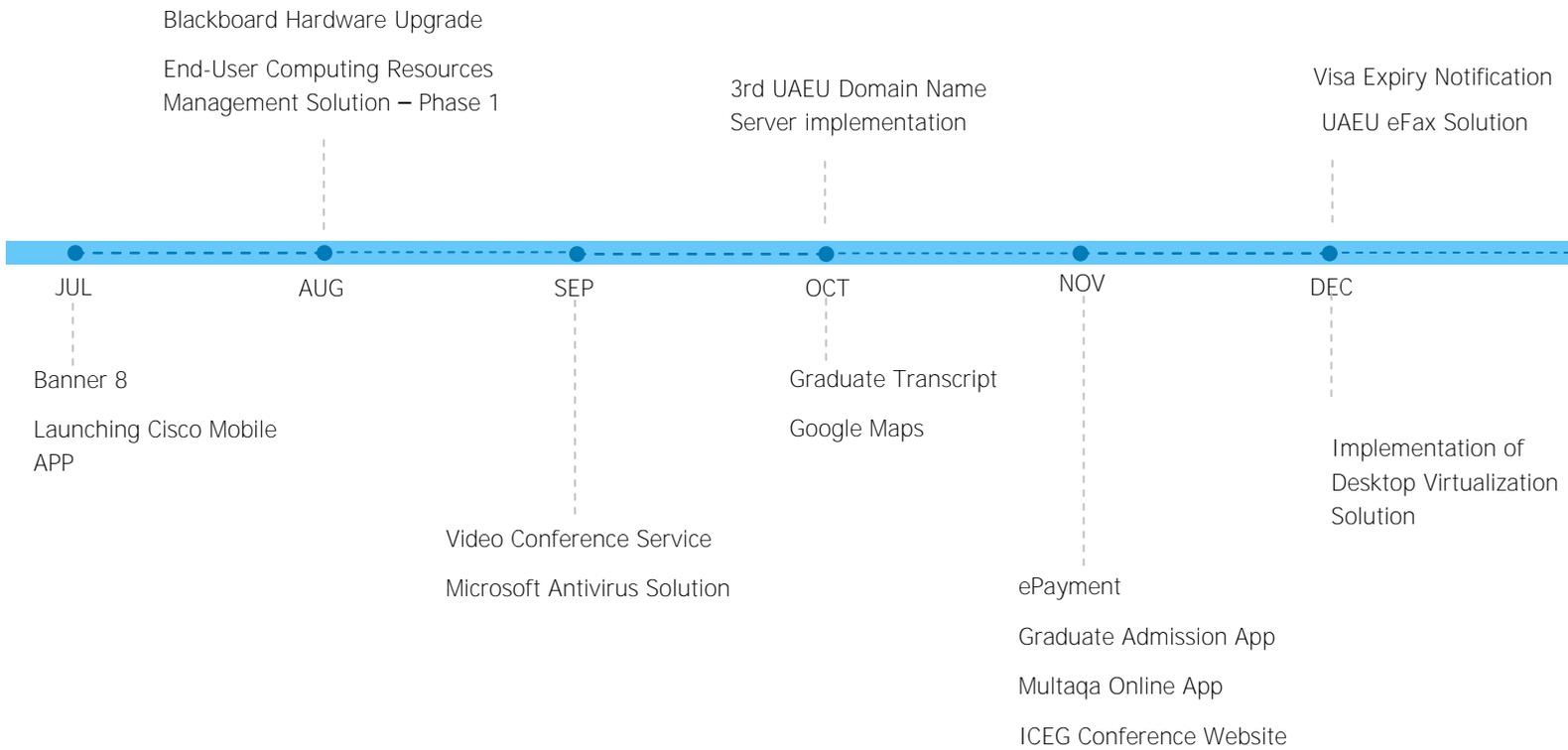
Students, Faculty, administrative and Infrastructure development Projects.

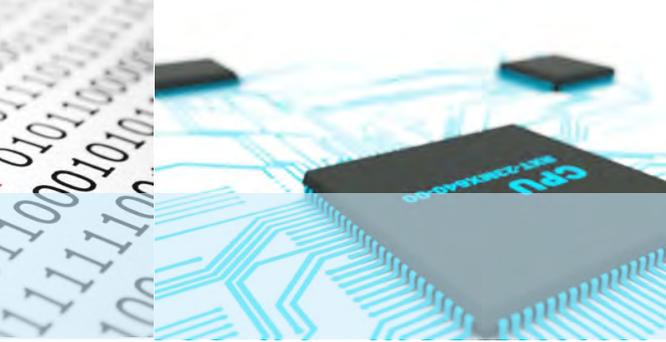
“Project management is a way to recognize goals, resolve problems and demonstrate responsibility. The risks are even higher in these economically difficult times, when organizations must make hard choices about how resources are spent”



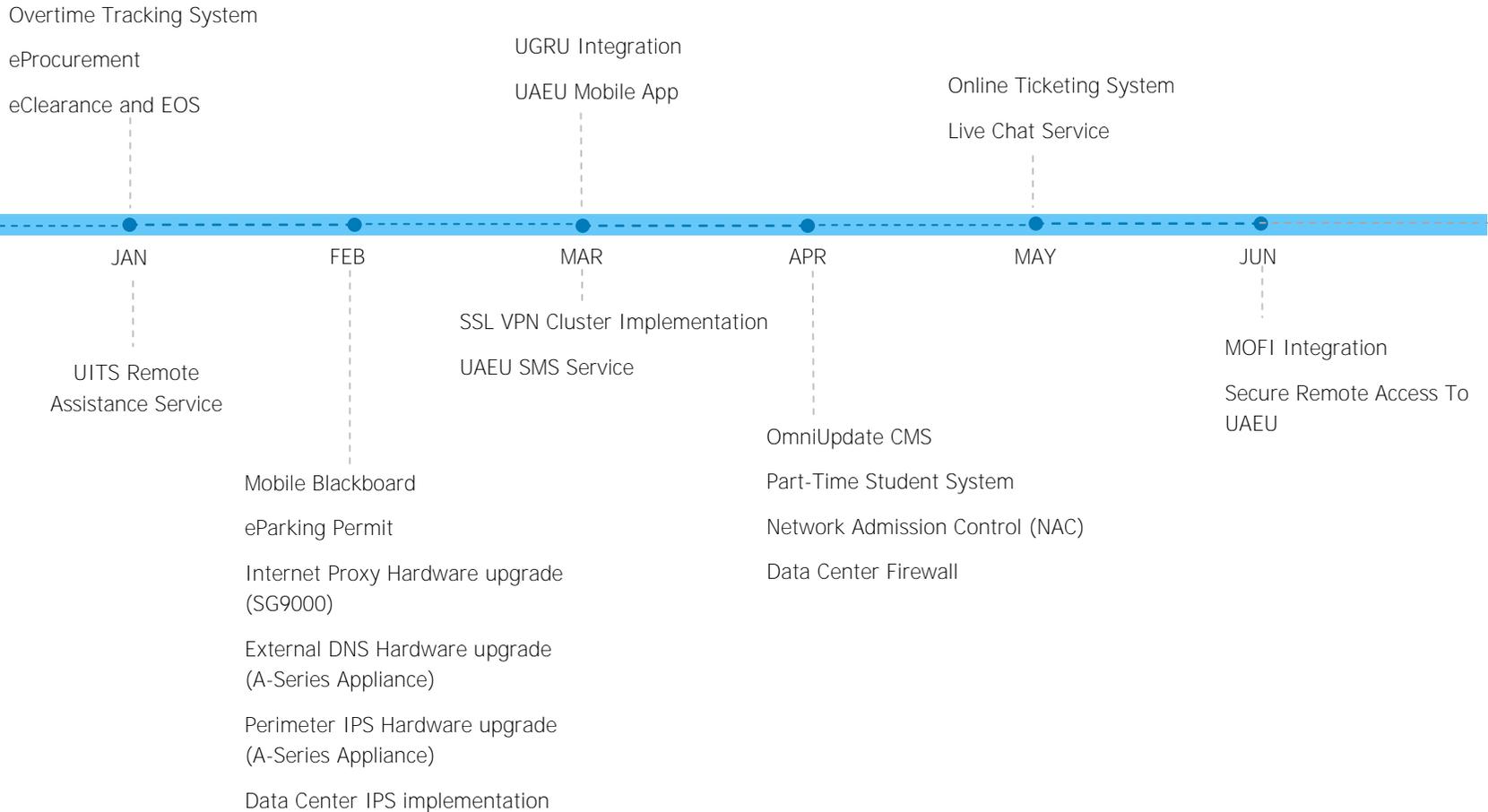
UITS Projects Timeline—2011/2012

2011





2012



“We had to address information technology in the ways we had not before and give the agents the tools that they need to do their job more efficiently and more expeditiously “

Technology

Banner

Apps
Development

UAEU
Websites

UAEU
Mobile

Remedy

ERP



Buisness

Strategy

Application Achievements (2011-2012)



Application Achievements

A man wearing a white thobe and a red and white checkered ghutra is looking down at a tablet computer. The background is a warm, golden-brown color, suggesting an indoor setting with soft lighting. The man's hands are visible, interacting with the tablet. The overall mood is professional and focused.

UITS is responsible for delivering a wide-range, integrated set of technology solutions that enables UAEU to accelerate the way we conduct business, supporting diverse academic and administrative functions. We continues to maintain balance among modernizing existing solutions, charging ahead with new solutions, and continuing to operationalize best practices.

University ERP System Upgrade



The Banner® system is the enterprise software solution used by the University for management of the University's primary business functions and data. This includes undergrad and graduate student admission and registration, class and program scheduling, student graduation, financial accounting, employment-related functions and alumni activities. Banner® is used by all faculties, registered students, alumni, and administrative departments.

During the summer of 2011, UITS completed the upgrade of Banner® ERP system from version 7 to version 8. The upgrade which had been planned since December 2010 provides additional features to the system which can potentially be utilized by our university community. The Banner® 8 system will improve the quality of the student experience, encourage efficient administrative practices, support data-driven planning and decision making, provide a framework for on-going organizational change, and deploy a standards-based management information system.

Blackboard Hardware and Software Upgrade

During 2011 summer break, UITS has upgraded the University's eLearning system (Blackboard) to a new hardware and Software version. The new Hardware was based on the latest Blackboard recommended specifications and provides more reliability, efficiency and better performance. The new software version also included new features as well as fixes of reported problems. Since the upgrade system outage has been eliminated altogether while routine system maintenance is significantly reduced.

Graduate Admission Application

Through an electronic application, and at their comfort, perspective students can submit an application for **admission to any of UAEUs' 21** graduate programs. The new Banner Graduate Online Admission simplifies the process of applying to the University for Graduate Studies and provides the applicant the ability to fill

the application online and upload a copy of the required supporting documents. Once applications are received, applicants receive an email notification informing them of further required actions and information. Applicants can also check the status of their application online.

Graduate Transcript (Master & PhD)

An enhanced and easy to use Graduate transcript has been built. With minor configuration, the existing Master transcript can also be used for

other graduate degrees including PhD. This has reduced the number of transcript to support and maintain from 12 to 4.

Google Maps for New Campus

A customized & enhanced interactive UAEU Google Map for the new UAEU Maqam Campus. The map will help students, faculty, staff & visitors find their way around. The User friendly interface accompanies powerful search tools, where you can search for a specific building or facility.

Users can search for rooms, departments, faculties, Mosques/ Praying areas, restaurants, sports facilities, book distribution kiosks, parking areas, bus stops, clinics, emergency exits and much more. The system also provides directions to get to different campuses with printable maps.



“ Building technical systems involves a lot of hard work and specialized knowledge, languages and protocols, coding and debugging, testing and refactoring. ”

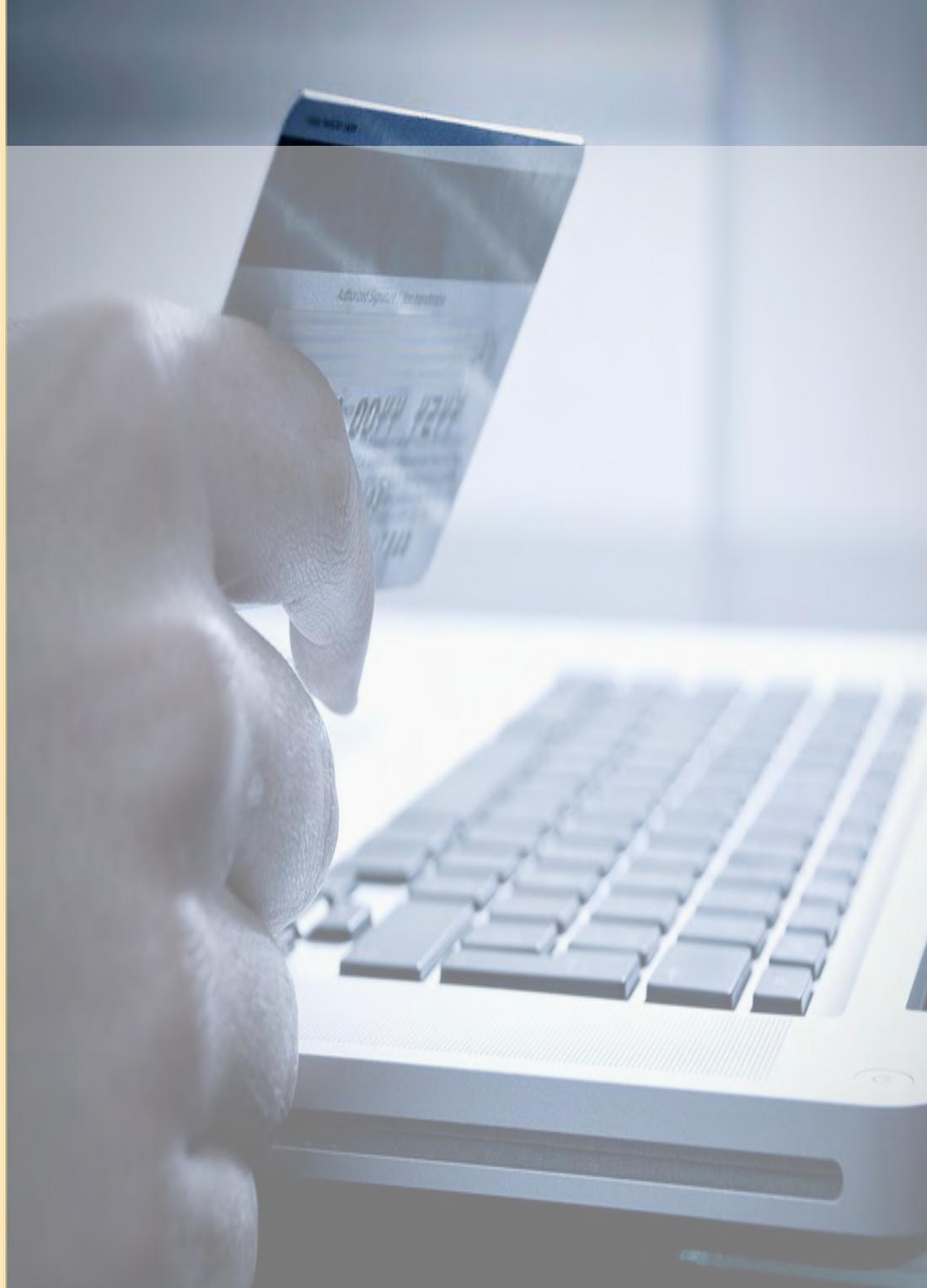
ePayment System

ePayment stands for electronic payment, which is an online transaction for buying and selling goods or services using the internet. UITS has teamed up with the Finance Department to implement an ePayment service that is integrated with the **University's Enterprise systems to automate and streamline** the University payment processes. and provide an online payment service to the university community and clients.

Any department or faculty @ UAEU will be able to use the ePayment solution to verify and trace these transactions with the Finance Department. In turn the Finance Department will verify these transactions with the bank through a secured payment gateway.

eProcurement System

UAEU eProcurement has been designed to assist vendors to participate in tenders in a more convenient and efficient way. Vendors can register and pay registration fees online using ePayment service which saves vendor times and efforts.



ICEG Conference Website

The United Arab Emirates University and Al Ain City Municipality in association with EAGE present The First International Conference on Engineering Geophysics from 11-14 December 2011 was scheduled in the United Arab Emirates University in Al Ain, UAE. UITs provides the design of the website based on web standards, also the website was hosted on UITs central web servers. <http://www.iceg.ae>



Multaqa Online Application

Al Multaqa system is an online web application that provides a set of functions to help Al Multaqa staff to manage the services provided by Al Multaqa in a more efficient way. The system allows managing the rooms, resources, internal users and external users and booking of rooms.

Visa Expiry Notification

UITs has implemented Student Visa Expiration Notice service. International Student visa renewal notice used to be a manual process. It relied on either the student or the International Student Officer (ISO), which manages the International student affairs, to remember to start the renewal process. The new service notifies the student as well as the ISO when the visa is about to expire.

There are certain procedures to follow and certain documents required for visa renewal. As time is of a great essence in visa renewal process, this new service notifies the concerned parties early enough so that the ISO can take the necessary steps and the visa can be renewed in a timely manner. The service has eliminated the last minute rush and the overhead involved in processing late applications through exceptions. The feedback from both students and the ISO has been positive.



Online Overtime Tracking System

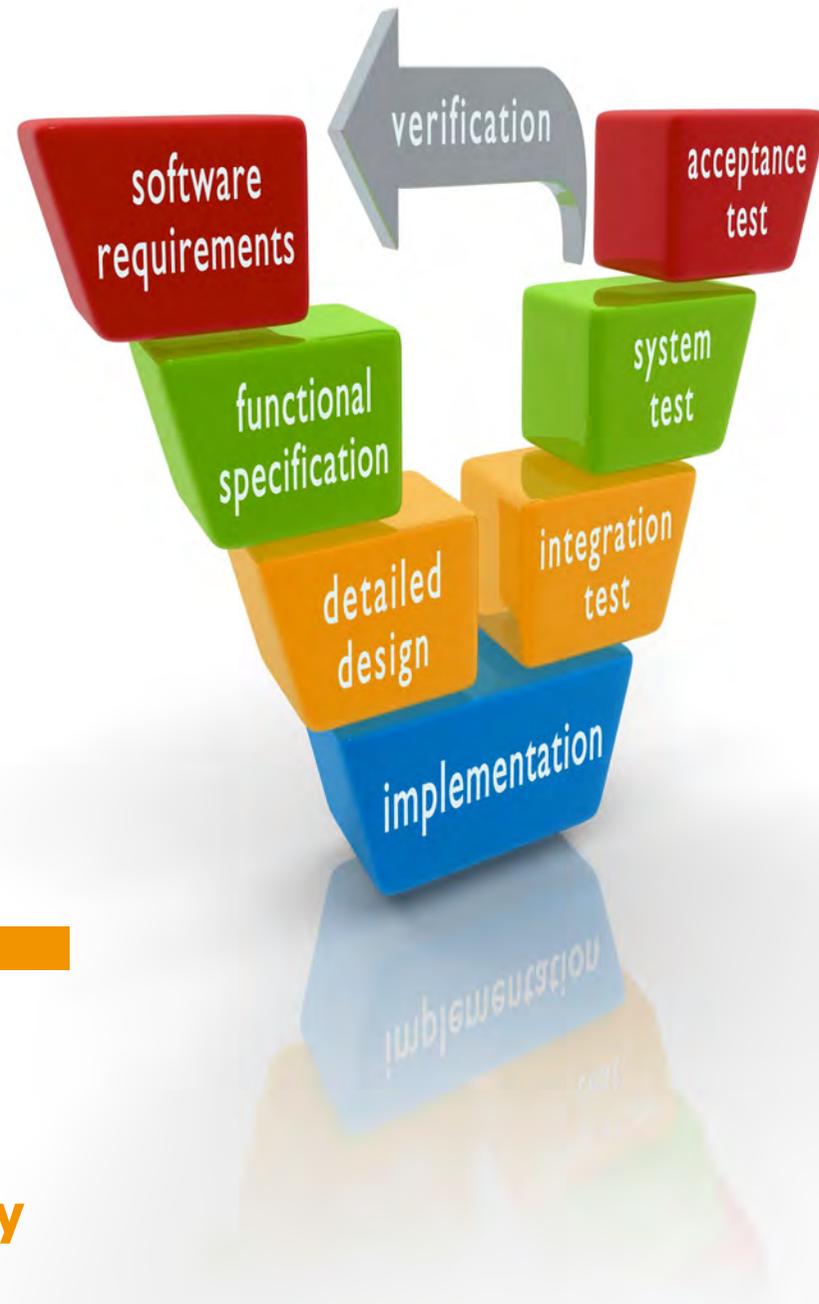
UAEU provides overtime to a specific category of UAEU employees, who have prior approval to work on certain project or task. Overtime process was little bit complicated; employee were required to fill a manual form, get it signed by manager and then submit to Time sheet data entry operator in his/her department to enter it in main business application for payment. In coordination with the Secretary General division, the UITS has developed new web-based overtime system.

The new online Overtime system made all these processes very fast and simple. Overtime Submission, approval and payment could be done online within seconds. System allows UAEU employees to easily submit and track their overtime requests. In addition, the new service eases the process of managing and tracking of overtime hours and payments for both Human Resources and Finance departments as it integrated with the university enterprise systems. The new Overtime system keeps all information of Time sheets entry, approval, and payment which could be then used for reporting purposes.

eClearance and End-of-Service (EOS)

When any employee leaves the UAEU, he/she must fill different forms and obtain sign-off from different departments such as HR, Employee Department, Immigration, Health Insurance, Information Technology, Housing, & etc...Then contact to Finance department to proceed with final End-of-service settlement. The Finance department performs complicated calculations to finalizing the End-of-service settlement. This all communication, updates and calculations were done manually which obviously required lots of effort and usually takes up to four weeks.

In coordination with the Secretary General division, the UITs has developed in-house an online system that not only automated all the employee clearance processes and End-of-service settlement calculation, but it also streamlined the employee and departments clearance and End-of-service settlement processes and reduced processing time and manual paper works. Additionally, the new **online system is fully integrated with the University's enterprise systems** and keeps all relevant information at central database. **This will reduce the university's labor cost and increase the employees productivity**



my.UAEU portal

15,000

logins per day

eParking Permit Solution

In coordination with the General Services department, the UITS has developed in-house an online Parking Permit system that automates, streamlines, & replaces the current manual paper-based system with paperless online system. The system allow employees to easily submit and track their Parking Permit decal online and for General Service Department (GSD) to easily track all submitted Parking Permit Requests and to review, approve and issue a parking permit. The new online Parking Permit system will **lower the University's labour costs and increases the employees' productivity.**



UAEU Mobile Learn -Mobile Blackboard-

UAEU Mobile learn is a new service that enables students and faculty to access and update Blackboard content using mobile devices, smart phones and tablets available in the market.

With elegant, intuitive applications designed specifically for each mobile device platform, students can check grades and assignments, view documents, create threaded discussion posts and comment on blogs and journals, upload content, view documents, view course rosters and much more. Instructors can also post announcements and course materials while they are on the go.

2900

Average Number of Login Per Day

UAEU Mobile APP

UAEU Mobile is the first true native in-house developed mobile application for a Higher Educational Institution in UAE . This new mobile app will enable UAEU community to access real time information.

UAEU Mobile is a real time mobile app which is integrated with the

University Enterprise Systems and it optimizes the access to the UAEU Services by delivering contents, and services that allow to interact with university services anytime anywhere, without limitation, with the fashion of mobile app. It allows you to access the information quickly and easily.



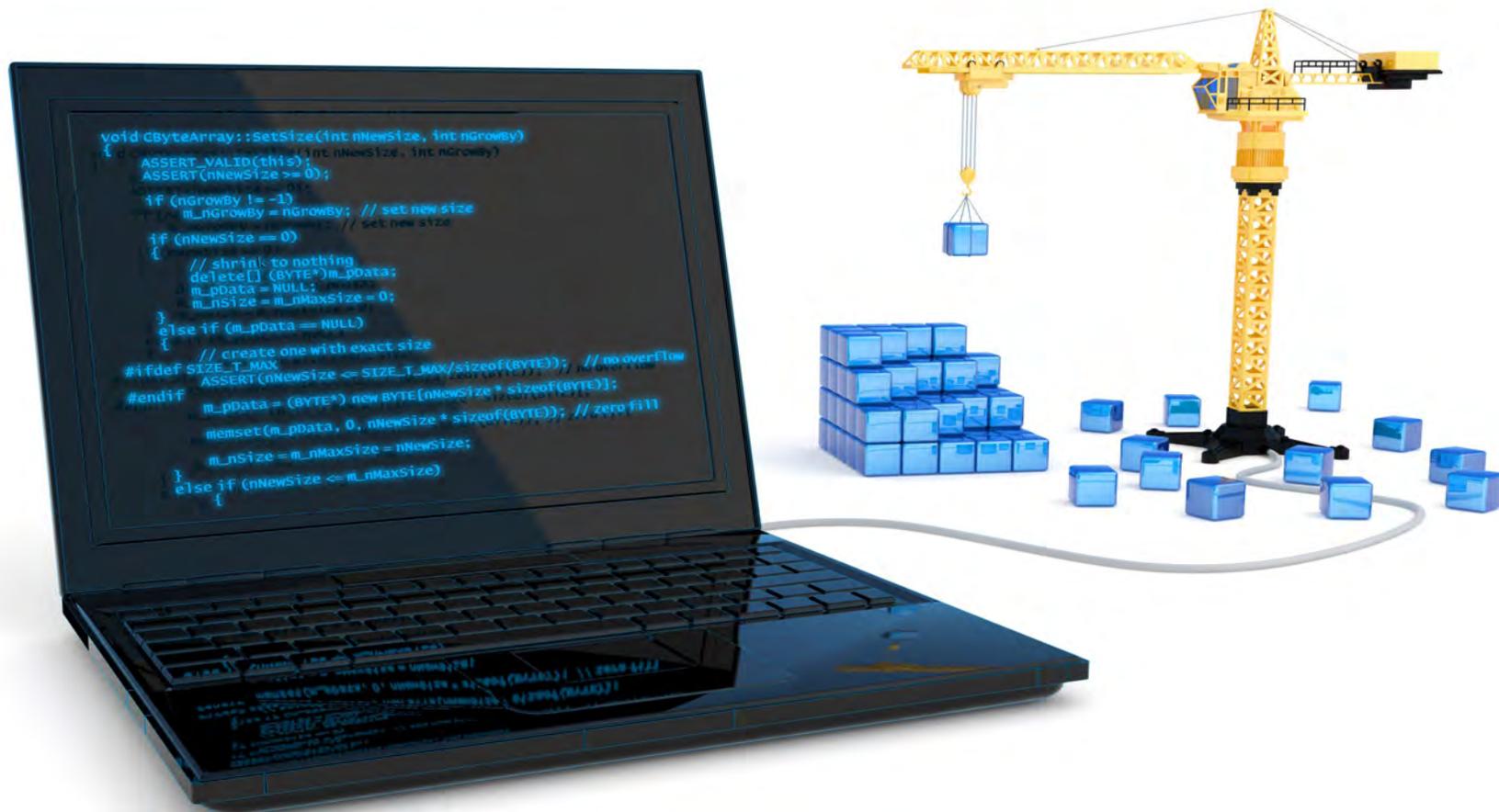
5,000 Downloads
For **UAEU Mobile App**

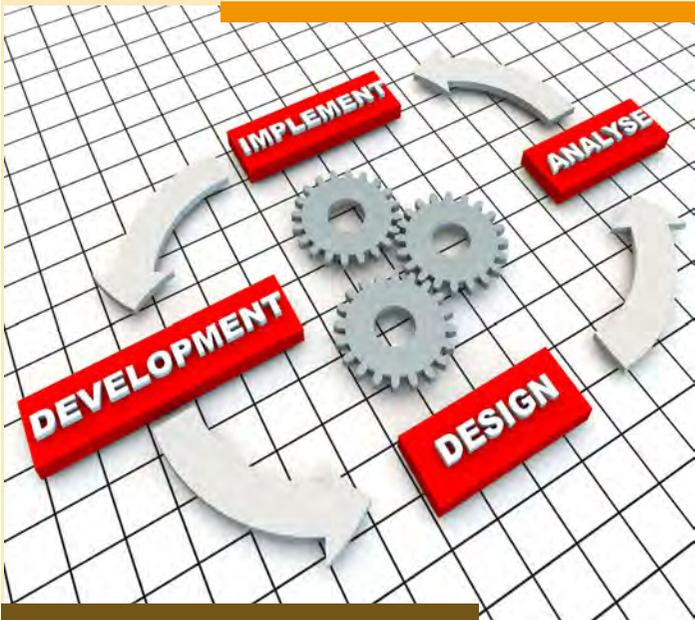
OmniUpdate Content Management System

To support the increasing needs for web content publishing in different department and colleges, UITS has implemented a new content management system (OmniUpdate) which provides the end user with a more easy interface to manage the content of different websites. The new CMS also supports Arabic language to enable colleges and departments to present Arabic

content to the public. Web design templates can be managed in a more efficient way which helps in making website development much more faster than before.

Moreover, the web hosting platform is changed to a more stable and more available platform to ensure the high availability of University public websites.





Automation and Streamlining of UGRU activities

Starting from spring 2012, University General Requirements Unit (UGRU) will be integrated with Student Information System in Banner. UITS in collaboration with Admission and Registration, and UGRU Departments have undertaken several initiatives to improve and streamline how UGRU data is handled. This included the following:

- UGRU registration and schedule: UGRU students participated in the spring 2012 registration along with the rest of UAEU students. Similarly, their schedule was also created and handled the same way as the rest of the schedules.
- Absence reporting and managing excuses
- Inserting challenge and placement exam results
- Simplifying transcripts with respect to meeting requirement for foundation courses.
- Friendly and easy to use screen to manage changes to the foundation courses and cohorts

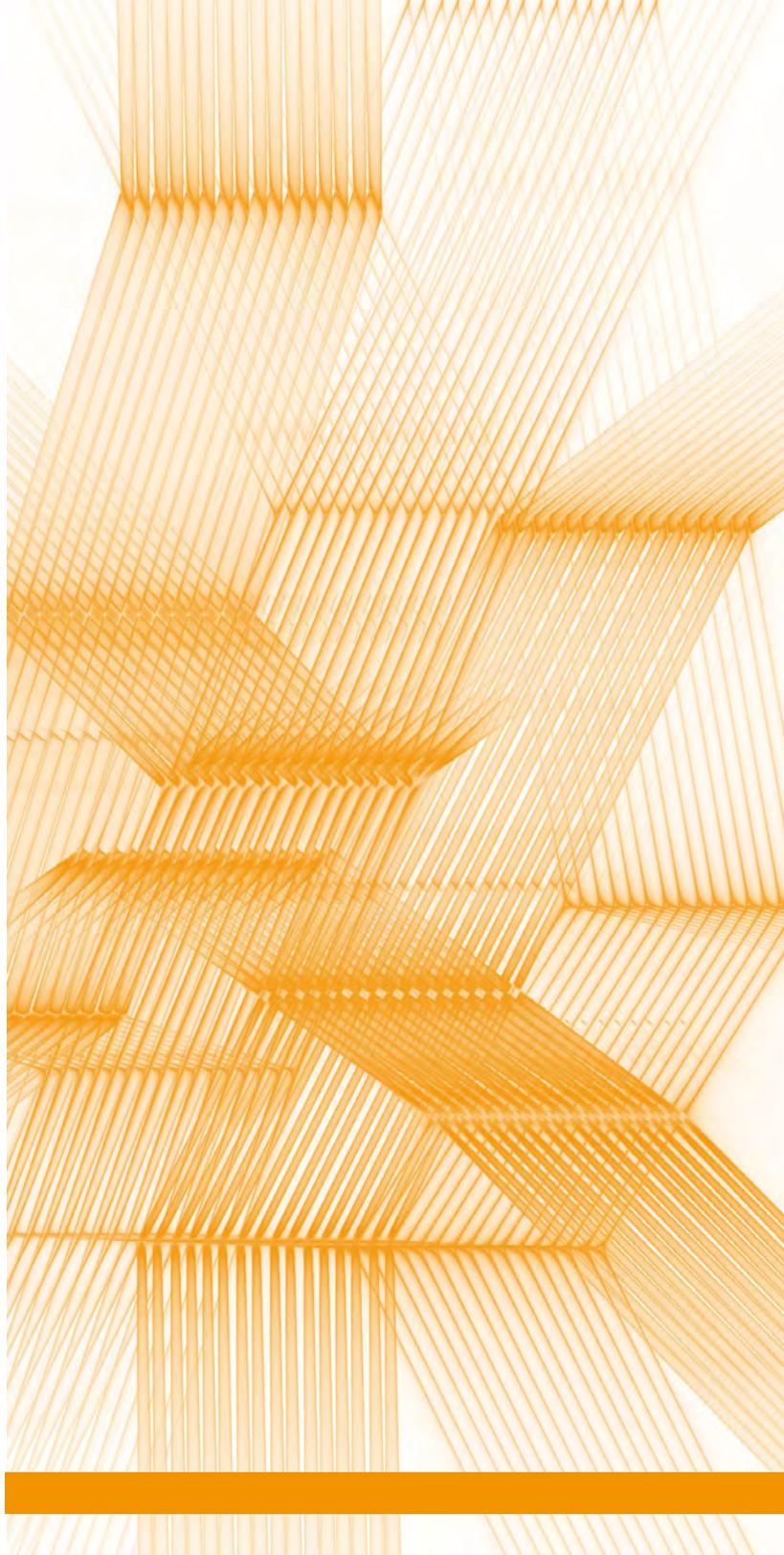
Online Part-Time Student Tracking & Payment

In coordination with the Secretary General division and Student Services, the UITS has developed in-house an online Part-Time Student Timesheet and Payment System that automates the process of submitting, reviewing, tracking, approving student timesheet and automating student payment process. The system provides a method to access all related information about the student timesheet including the status and encumbrance, invoice and JV information. The new online system is fully integrated with the University's enterprise systems.

MOFI Integration

According to guidelines from Ministry Of Finance (MOFI) it was required that all governmental institutions to share present their financial information in an automated way to ease the integration and centralization of this information. UITS successfully

built a secured web service that made it possible to present financial data to MOFI application in a secure way and according to MOFI standards and requirements.



“ UITS provides outstanding services and systems to university administrators that allow them to capture, retrieve, visualize and analyze information related to the different operations at the university level. The services of UITS are vital to the decision making process and contribute to the enhancement of all academic processes at the different levels. The Staff of UITS have demonstrated a great deal of commitment and professionalism and have always been responsive and supportive ”

Dr. Mohsen Sherif

Did You Know

Did You Know

UAEU was one of
the first universities within this region
to have a mobile Application getting real time data
from enterprise systems

Did You Know

0101011100111
1101010010
1010101101010100

IDEAL
MODEL SMALL
STACK 100h
DASEG
HW DB "Danger", 13, 10, '\$'
CODESEG
Begin:
MOV AX, @data
MOV DS, AX
MOV DX, OFFSET HW
MOV AH, 09H
INT 21H
MOV AX, 4C00H
INT 21H
END Begin

Infrastructure Achievements (2011-2012)

0100101010100101010
1110010010
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IDEAL
MODEL SMALL
STACK 100h
DASEG
HW DB "Danger", 13, 10, '\$'
CODESEG
Begin:

000101010101010
01010101
01110101110
10010
1001011010110

MOV AX, @data
MOV DS, AX
MOV DX, OFFSET HW
MOV AH, 09H
MOV AX, 4C00H
INT 21H
MOV AX, 56h
XOR SI, DI
MOV AX, 0F79
MOV DS, AX
MOV AH, 09

Complex

Unified

Connectivity

Messaging

Performance

Virtualization

Digital

Power

Innovation

MOV AX, 0F79
MOV DS, AX
MOV AH, 09

1 1 11 B 30 1E
2 2 12 C 40 28
3 3 13 D 50 32
4 4 14 E 60 3C
5 5 15 F 70 46
6 6 16 10 80 50
7 7 17 11 90 5A
8 8 18 12 100 64
9 9 19 13 500 1F4
10 A 20 14 1000 3E8

110101010
1011100101010101
0101
110
10101010110
1010101
1010010
100101010101010
111010
101011010100010110

MOV AX, 0F79
MOV DS, AX
MOV AH, 09

MOV AX, 1234H
PUSH AX
MOV AH, 09
INT 21H
POP AX

```
asm ("int $0x80\n": "a" (sys), "b" (parm));  
return sys;  
}  
.model small  
.stack  
.data  
message db "Connecting...", "$"
```

Infrastructure Achievements

By enhancing and upgrading the existing infrastructure on a regular basis, we yield advantage of the latest technology to increase business capacity, quality and pace at lower cost. This also helps us to comply with environmental regulations to reduce the carbon footprint. We will continue to work to achieve the efficiency of the infrastructure through our upgrade programs. In 2011 - 2012 we also focused on areas such as data networks, telecommunications and data center facilities.



UAEU Data Center Migration

Like most organizations, UAEU depends on technology and data generated as part of its normal business operations as it is critical to its academic and administrative success. The University data is stored and managed on Storage Area Network (SAN) for redundancy and ease of management. Preparing for such a transition of systems and data was not an easy project.

The goal of the project was to consolidate and relocate all IT infrastructure to the newly built state-of-the-art data center on the new campus with minimum service interruption, zero IT functions and data loss. This was a major undertaking that crossed every aspect of IT and business. During the migration, it was very important to understand and manage the interrelationships between the IT infrastructure and the university business that it supports, to minimize impacts to the University business.

All central computing systems and large file systems on the Islamic Institute campus have been relocated to the new data centre on the new campus with zero IT functions data loss and are all running smoothly. This move was the largest data center relocation in UAEU history and the seamless transition of **resources in under 4 weekends is a testament to UAEU's** strength in information technology. The relocation was a huge success as all systems were available and functioning when the new academic classes started.

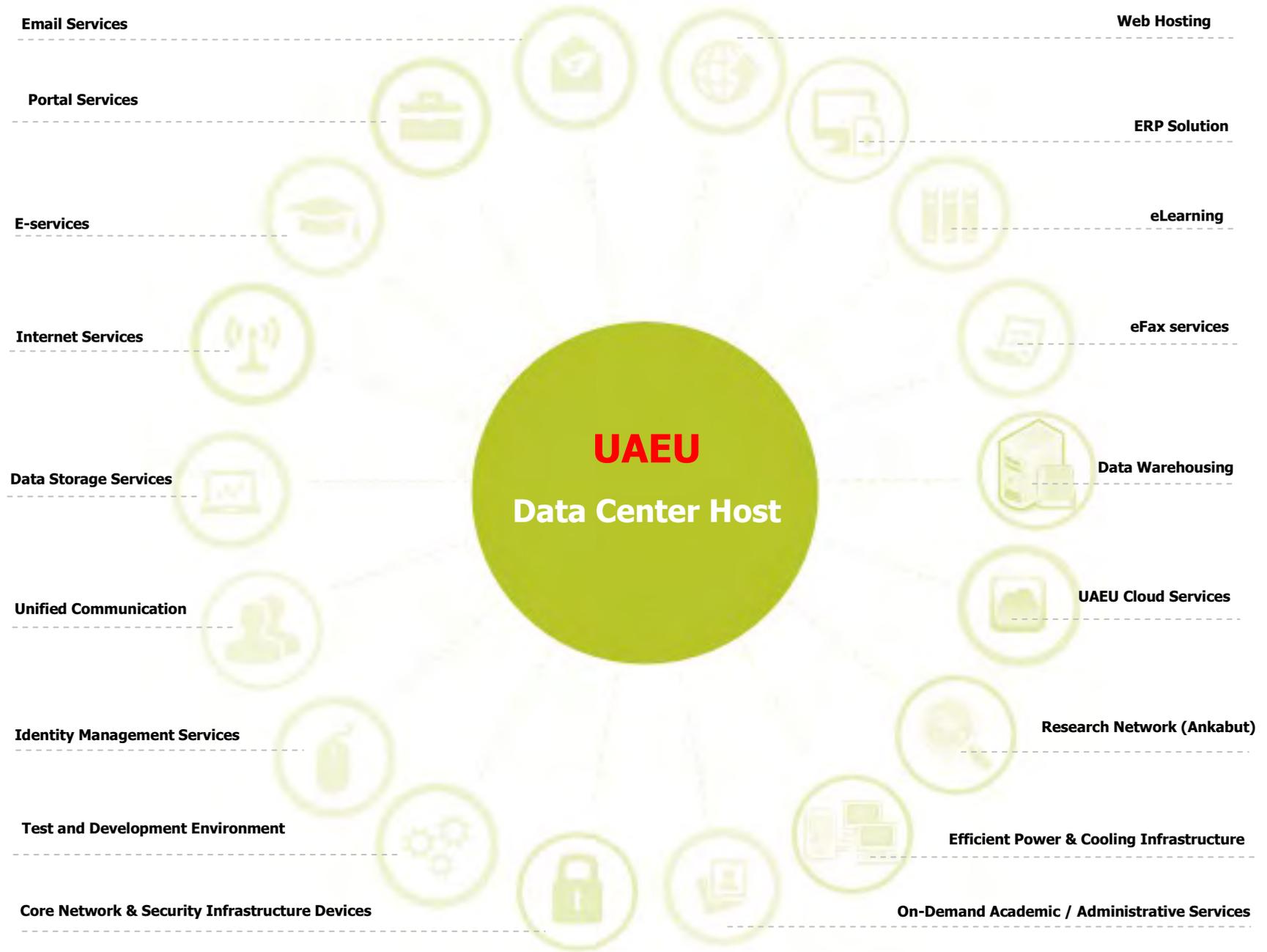
The new facility **has been built on today's technology and** provides high speed network connectivity of 10G. It also provides a secure, professionally managed data center to meet the growing information technology needs of academic and administrative units and it houses enterprise-wide academic and administrative services critical to students, faculty and staff.

“*Streamlining process through Technology*”



“ Integrated Strong Security for UAEU Data Center ”

What's inside the Data Center



Building 80 and 81 Network Upgrade

Because of the increasing demand of B80 & B81 users for more speed and reliability in the network infrastructure, UITS management decided to renew the 6 year old network, and to provide 1 GB wired speed to the user and state of the art wireless coverage to allow students, faculty members and staff to keep up with the rapid and continuous need of more internet and intranet resources to be in use.



375

Managed Network
Rooms

Sun Servers Virtualization Upgraded

Upgraded the LDOM manager from version 1.3 to 2.2. The update contains bug fixes and resource optimizations which will increase VM stability and performance. The new version also allows us to change resources, VM configuration and also migrated VM while they are still running, thus minimizing down time and interruption to services.

Oracle VM Migration

Migrated oracle SPARC VMs from CX300 to CX4-240. This migration was necessary as CX300 storage will soon be obsolete. With this migration all of the VMs will be centralized on the more reliable and higher performance storage box (CX4).



“ We continue to align our practices more strongly with IT service management best practices ”

Data Center Firewall

As threats to the network grow more prevalent and destructive, securing the infrastructure is critical to maintain. Attacks come from multiple sources in a variety of forms. UAEU Infrastructure need more than just a security device, our approach is an integrated and comprehensive, layered approach to securing the network using industry leader firewall.

EMC Storage Systems Upgrade

EMC Storage Systems CX4 & VNX5300 FLARE OE upgrade

Upgrade the in production CX4 and VNX5300 storage systems FLARE OE that brings some enhancements and resolving bugs on the Storage Systems.

EMC Storage Systems (VNX5300) Expansion

Upgrade the in production VNX 5300 storage system with 15TB (26x600GB) SAS Disks using latest EMC USM tool. This upgrade offers more disk space to expand the existing servers or to provision disks to new servers.

EMC Storage System CX4 Expansion

Upgrade the in production CX4-240 storage system with 33TB (3X300GB and 3X450GB) FC Disks using latest EMC USM tool. This upgrade offers more disk space to expand the existing servers or to provision disks to new servers.

EMC Networker Module for Microsoft Applications NMM 2.3

Installed and configured the NMM 2.3 with Exchange 2010 in Networker. This latest module from EMC can backup Exchange 2010 (alone with all of its mailboxes) without any downtime. Compared to previous release, NMM 2.3 **provides a quicker and more secure backup of university's mailboxes.** Furthermore, the same module can be used to backup other critical environments like Active Directory, SQL Server and SharePoint.

EMC Networker Enterprise Backup System Upgrade

Upgraded EMC's Networker Enterprise Backup Server from 7.6.2 to 7.6.3 to resolve client and NMC connectivity problems. The new update contains support of newer platforms like Solaris 11 and VMware ESX 5. Additional options have been made available with this update which allows administrator to further fine tune and optimize client backups.

Microsoft Forefront Endpoint Protection 2010

Microsoft Forefront Endpoint Protection 2010, is the next version of Forefront Client Security, it's enabled for businesses to simplify and improve endpoint protection while greatly reducing infrastructure costs. FEP 2010 builds on System Center Configuration Manager, allowing UITS use the existing client management infrastructure to deploy and maintain endpoint protection.



Server Consolidation & Centralization

The University IT services started the server consolidation and centralization at the Data Center, there are benefits of servers consolidation & Centralization to one location:

Consolidation involves reducing quantities: Server consolidation will reduce the number of physical locations where servers are installed, the actual number of servers, the quantity of software licenses, or the number of points of management.

Improved standardization: Standards are more easily enforced across fewer servers. With fewer servers to monitor and manage, an organization can more easily ensure that they are running the same version of software, including service packs and patches, which benefits organizations in making management of the servers more consistent and efficient.

Improved security: Fewer servers present a smaller attack surface and create an environment that is easier to monitor for security problems and patch in the event of vulnerabilities.

Improved management: Fewer servers combined with the other improvements of consolidation, such as reducing the number of locations where servers are installed, may result in fewer administrators to manage the servers or may simply allow the administrators to do a better job managing them, such as keeping them up-to-date with patches. Fewer servers can enhance data backup operations and reduce the complexity of restore operations when required.

Improved facilities utilization: Centralizing and reducing the numbers of servers reduce the number of computer or server rooms that require specialized power, air conditioning, and physical security.

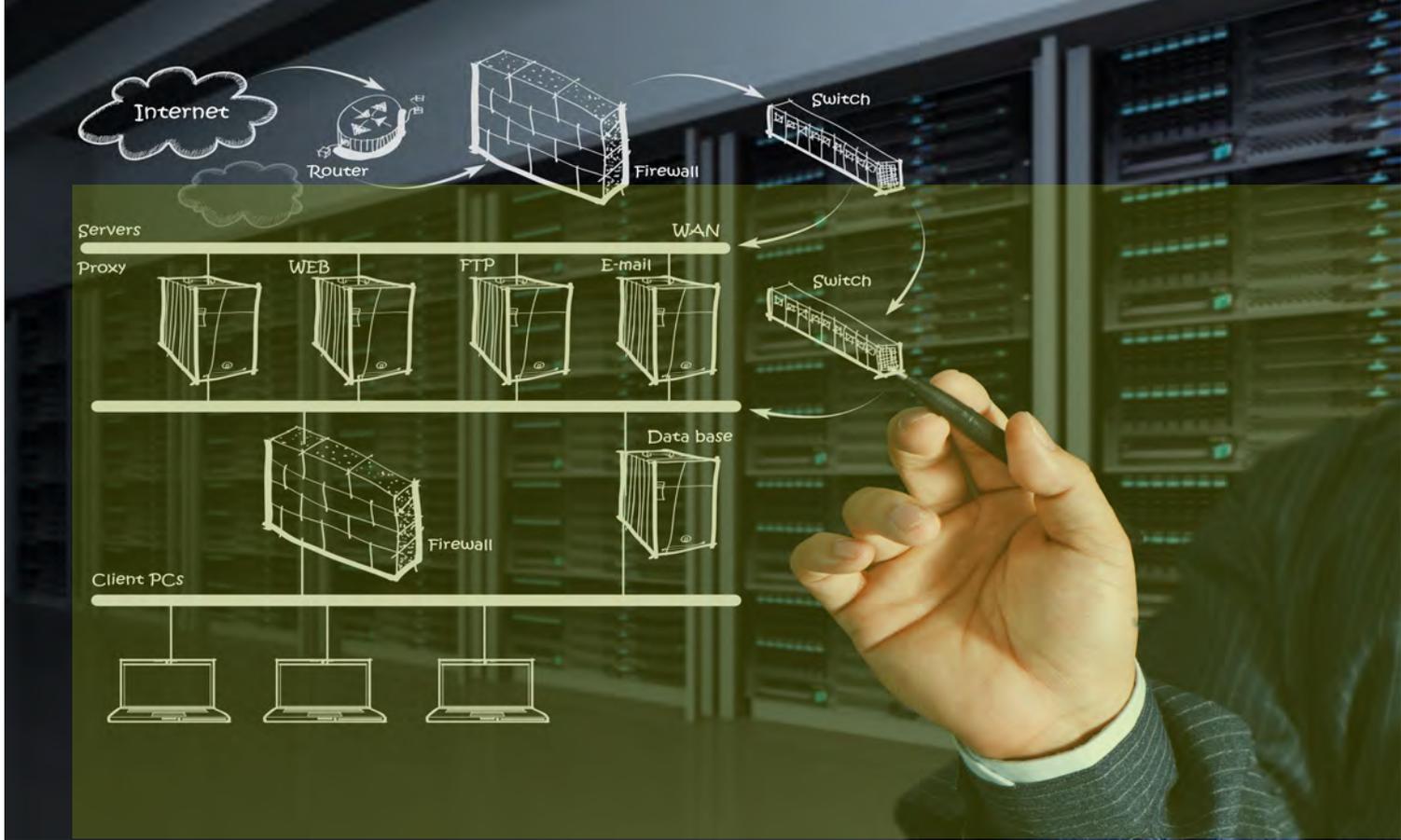
Expanding Virtual Infrastructure

Following the trend and need of reducing the power consumption the University IT services UITS continue on building and expanding a virtual infrastructure based on VMware platform for Linux and Windows Servers (x86 Processors) and LDOM for Sun Solaris Systems. At Present time there are over **200+** Servers running in this environment.

External Name Server

UAE University has upgraded the External DNS to deliver the external domain name resolution (DNS) service. Advantages of using Infoblox Appliance include central management of all UAEU domain Name Servers, reliability and easy maintenance for most critical network service.

To improve reliability and increase security of DNS system, UAEU followed Infoblox's suggested DNS best practices, using different appliance for forwarding, hidden primary and secondary system. This deployment provides protection of DNS data eliminates distributed denial of service (DDoS) vulnerabilities.



Internet PROXY

Proxy services are most commonly used to filter access to Internet content, to ensure security, administrative control, and protect networks from spam or viruses coming from infected websites. The UAE University uses Bluecoat as Internet Proxy services.

Benefits:

- Proxy service is used to restrict specific IP address or protocol
- Proxy service is used to provide log/reporting necessary for monitoring websites access and spam attacks arising from particular sites.



Messaging system upgrade

UAEU community is using a 3-4 years old messaging system, which is providing the current needs but lacking more user oriented enriched features. UITS decided to upgrade the messaging system from MS Exchange 2007 to Exchange 2010 which in result will provide a lot of new features which includes multibrowser support, more efficient and fast messaging experience while using the existing resources. Half of the project has been completed and rest is in progress as per timeline.

UAEU Bulk SMS Service

Bulk SMS is the process of sending SMS messages to a group of customers simultaneously. Faculties and departments will be able to send immediate and fast short text messages that alert students, faculty, staff and external customers/ partners of basic useful and time sensitive information such as current course grade, class schedule, assignments/ projects due date, class cancelations, payroll deposit, or informing vendors of payments.



Development of Intrusion Prevention Technology

HP TippingPoint Intrusion Prevention System provides broad, comprehensive coverage. With the exponential growth of various threats, profit motivated cybercrime. UAEU needs protection to defend their servers against known and unknown threats and to prevent loss of confidential data. The HP TippingPoint appliance operates in-line with the UAEU network, blocking malicious and unwanted traffic, while allowing good traffic to pass unimpeded.

HP TippingPoint is a world's most powerful network protection system. As packets pass through the IPS, they are fully inspected to determine whether they are legitimate or malicious.

HP Tipping Point's Intrusion Prevention System provide,

- Application Protection
- Performance Protection
- Infrastructure Protection

Application protection capabilities provide fast, accurate, reliable protection from internal and external attacks. HP TippingPoint provides the best solutions to guard against denial of service (DoS), malicious traffic, viruses, malware, phishing, spyware and other types of Internet threats.

UAE University installed and HP TippingPoint Intrusion Prevention System (IPS) in the Data Center and Perimeter network. UAEU also installed HP TippingPoint Management System (SMS), an enterprise-class management platform that provides administration, configuration, monitoring and reporting for multiple HP TippingPoint platforms.

Unified Communication

(Microsoft LYNC 2010)

The University IT Services implemented Microsoft LYNC 2010 as an enterprise-ready unified communications platform. With LYNC, **users can keep track of their contacts' availability; send an IM; start or join an audio, video, or web conference; or make a phone call** all through a consistent, familiar interface. LYNC is built to fully integrate with Microsoft Office. The Microsoft LYNC 2010 desktop client is available for Windows and for Mac and mobile versions are available for Windows Phone, iPhone/iPad, and Android based devices.



Microsoft System Center Operation

With Microsoft System Center Operations Manager 2007, UITs brought the power, visibility, and efficiency of centralized management to the Microsoft environment. Now, with Microsoft System Center Operations Manager, we extend the monitoring capabilities originally provided for just Windows environments across the UNIX and Linux servers, enabling centralized **management of the DataCenter from one —single pane of glass.**

Unified Access Control

UAE University utilizes a unified access control for its network security system called Network Access Control or NAC to prevent infected computers from accessing the University network and infecting other computers. This ensures a safe, secure and reliable network for all. NAC helps prevent outbreaks of viruses and worms by proactively scanning computers for certain OS patches and anti-virus software requirements as per the defined UAE University Endpoint Security Policy. NAC offers a remediation portal to bring a computer that does not meet these requirements in the compliance.

Benefits:

A simple and secure network, available all the time, a network which is able to keep up with the ever growing demands of students, faculty and staff; a network which is an asset for delivery of services, instead of a burden. Some benefits are,

- Consolidation and delivery of more powerful research, academic services and application across highly distributed IP networking environments.
- Layered security approach to protect critical information and ensure no disruption of critical research or campus operations.

Improved application performance from within the campus and across the WAN.

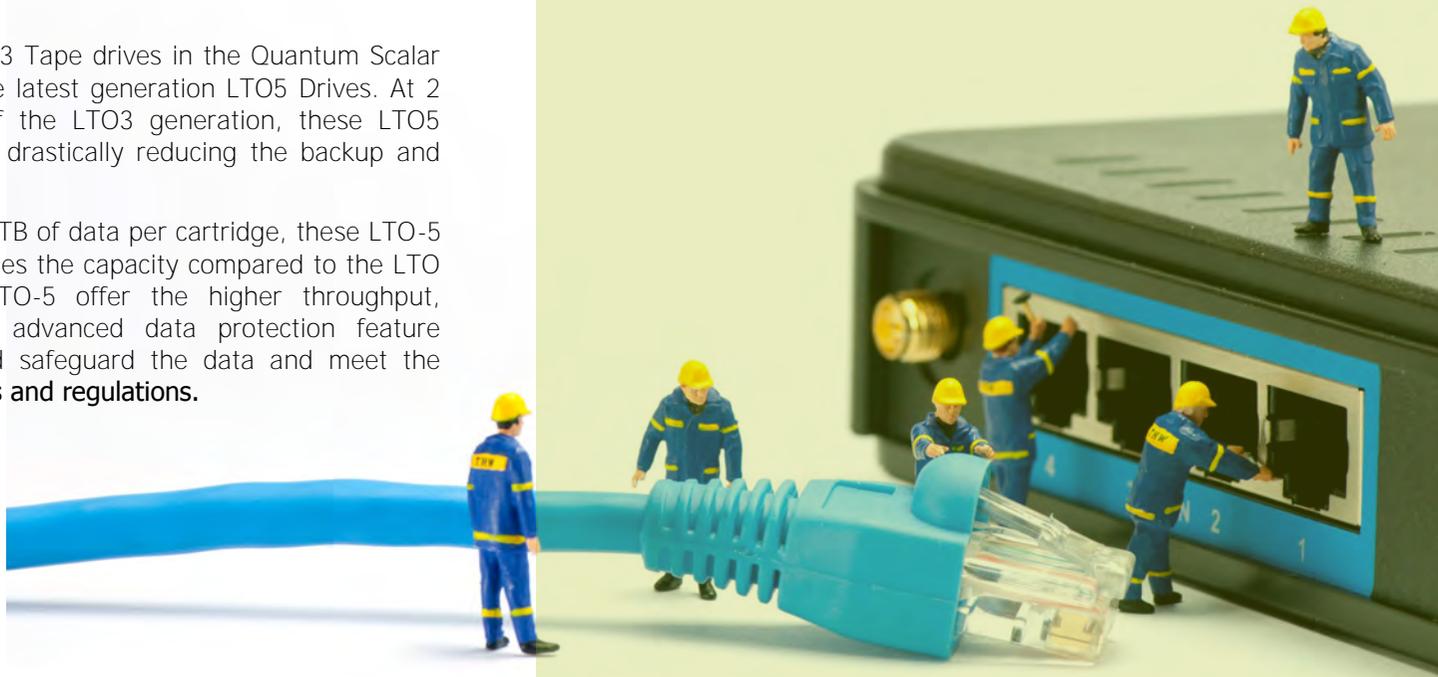
SSL VPN Cluster Implementation

UAE University has successfully deployed Juniper Networks Secure Sockets Layer Virtual private Network (SSL VPN). Juniper Networks SSL-VPN enable UAEU to cost effectively extend the network to roaming user by providing a seamless and secure access to UAEU protected resources over SSL tunnel. Anytime, from anywhere without the overhead associated with the installation and support of specialized client software. Juniper Networks Secure Access 6500 HA platform is being used by Faculty and staff to provide secure access to research data and contents which are not available off-campus.

Tape Library Upgraded for Capacity and Performance

Replaced the current LTO3 Tape drives in the Quantum Scalar i500 Tape library with the latest generation LTO5 Drives. At 2 to 3 times the speed of the LTO3 generation, these LTO5 drives play a key role in drastically reducing the backup and restore time window.

With a capacity to store 3TB of data per cartridge, these LTO-5 tapes have about four times the capacity compared to the LTO -3 ones. Additionally, LTO-5 offer the higher throughput, enhanced security, and advanced data protection feature required to preserve and safeguard the data and meet the **university's retention rules and regulations.**



SAN Switches Upgraded for more Connectivity

Brocade DS5300 SAN switches POD (Port-On-Demand) licensing and upgrade with 16 FC GBICs on each SAN switch. This offers to connect more servers to the SAN environment and provision Storage's disks to the servers.



IT Support Services Achievements (2011-2012)

IT Support Services Achievements



■

UITS is working hard to meet and exceed the service delivery and support requirements of UAEU community. IT Helpdesk Team, All technical support and operation teams within UITS work around the clock to assist our customers, teams provide online, on-site direct and indirect technical assistance to student, faculty, staff, and guests for concerns related to supported hardware, software, and network services. We are regularly looking for different ways & means to improve our service offerings and delivery.

IT Helpdesk Working Hours Extended



“As we explore new human interface devices and incorporate new interactions into our designs, we have the opportunity to create deep connections between users and their technology.”

Service Management & Support Transformation

We keep improving the way we provide IT support and services on regular basis, our service model is using an approach based on the Information Technology Infrastructure Library (ITIL) framework. This includes a shift away from supporting individual IT services to an approach that provides and supports end-to-end IT services.

In 2012, we began to see measurable benefits. We were able to resolve issues more quickly—improving compliance with service-level expectation and achieving target.

Proactive Client Management

To increase the productivity, enhance the user experience, and to minimize support efforts we adopted a more proactive approach. We monitor the health of desktops to identify problems so that we can fix them before disastrous failures strike. We implemented tools that move resource-intensive maintenance tasks, such as anti-virus scans, to off-peak times and the deployment of SCCM to monitor the performance. This improves end-user efficiency and UAEU community no longer faces performance degradation during working hours. The impact is expressive.



Implementation of Desktop Virtualization Solution (Private Cloud)

To maximize the utilization of computing resources, University Information Technology services (UITS) implemented Citrix desktop virtualization solution within UAEU new campus. We virtualized our desktop and related applications to improve usability, consistency and manageability to provide secure, instant access to UAEU IT services. Currently this solution is hosting 350 virtual desktops within the new campus. The virtual desktops are deployed across the campus at open spaces like library, common and public labs. The whole solution is giving the same experience of a normal desktop environment to our valuable students, staff and faculty members while on the other hand it gives us a great opportunity of managing, supporting, maintaining, updating and upgrading all devices with a centralized approach.

Remote Assistance Service

Remote Assistance tool enables instant, secure, and trouble-free connections between user's computers and IT Support Team within UAEU infrastructure. Application is powered by innovative Microsoft Remote Assistance technology and will allow an IT Support person to directly view and interact with the user computer's desktop without having to physically visit the office / rooms. With remote assistance desktop utility, UAEU IT support team can quickly view, diagnose, and troubleshoot remote desktops from anywhere within UAEU locations.



Online Ticketing System

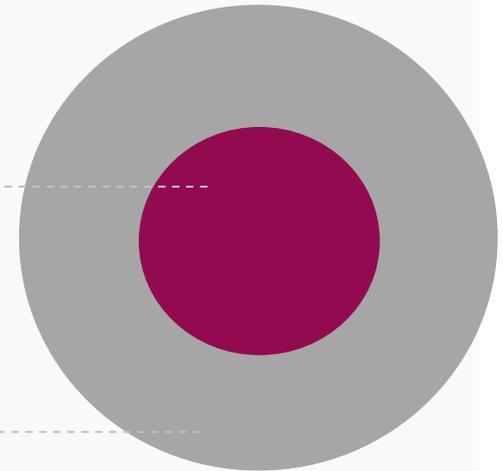
In order to streamline the IT support requests and to better serve UAEU community, The Online IT Helpdesk System is introduced. Every IT support request will be assigned with a unique reference number which can be used to track the progress of the requests and responses online. A complete archives and history of all support requests are available via this online system.

7558

Remedy Cases

24980

Help desk Calls



Live Chat Service

Live Chat service will enable UAEU community to get rapid support online and 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! The user can find this service using internet browser like (Internet Explorer, Firefox, or Safari on a Mac) or by using your iPad, iPhone, Android phone and others.**



15,000

**Support Requests
via Emails**

End-user PC Strategy

We continue to refresh PCs every four to five years, based on processing requirements, providing community with higher-performing desktops to enhance their productivity. To maximize productivity benefits, we are **deploying PCs with Intel® Core™ vPro™ processors. We are coupling PC refresh with a major initiative to deploy Microsoft Windows 7 enterprise-wide. We delivered the OS to about 95% of administrative units in 2011-2012, and our goal is to complete the deployment to the whole community by the end of 2012.**

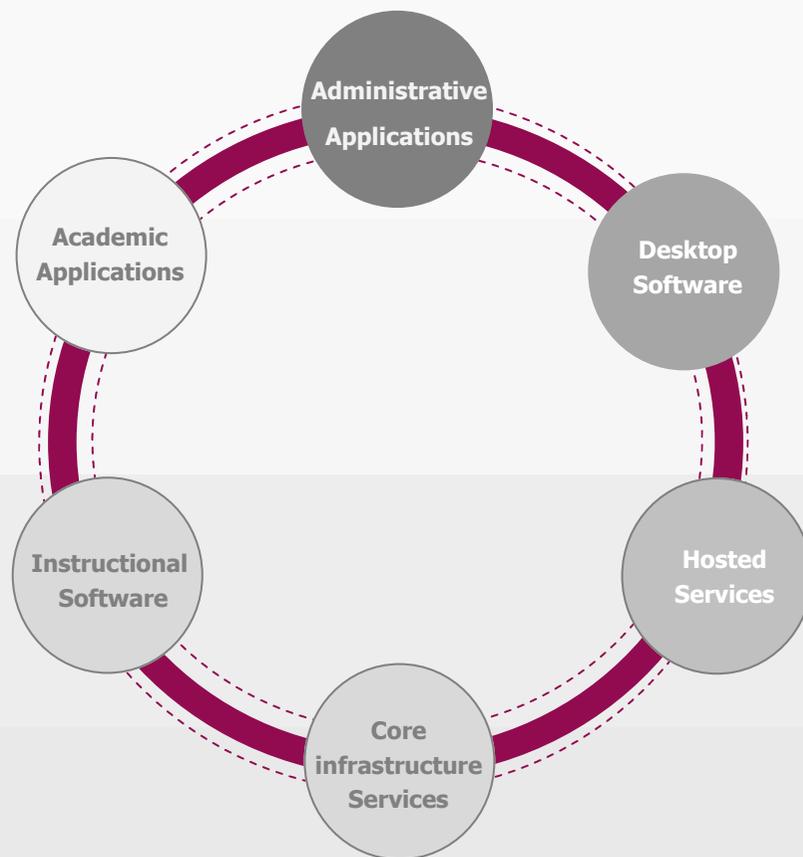
Established Laptop Support Center

UITS with the coordination of student affairs division established a new laptop support center which is centrally located within the CIT building. Faculty, staff and students can purchase new laptops of three different levels of specifications from this center. Hardware support of each level for any kind of laptops is also available at the center and outside of the university at evenings and weekends to facility our valuable students and faculty members.

An aim on Help

On regular basis the requests such as fixing laptop / desktop, resetting and forgetting passwords, fixing connectivity issues, removing viruses, to complex assistance, UITS helpdesk is the main point of contact for IT Services and support. IT Helpdesk recently streamlined the operations and support mechanism and these improvements allowed us to handle request in more managed way with rapid response.

University information
Technology services supports six kinds
of software applications and more than
250 software components



End-User Computing Resources Management Solution

UAE University IT infrastructure is hosting more than 12000 End-User computing resources which include desktop, laptops and mobile devices. Facilities such as End-user computing assets management, software distribution, OS deployment, licensing management, remote administration and hardware / software inventory are a great challenge within a distributed client infrastructure environment. In August 2011, UITS successfully implemented the Microsoft SCCM solution. SCCM deployment enable **UAEU to better control and manage it's IT infrastructure and assets. This implementation enabled us to have the collection of** our desktop resources which are over 7000 clients at a centralized location. With the help of assets intelligent module we are able to categorize, manage and control our clients, to collect hardware and software inventory, licensing management, reporting, forecasting and further more we can use this collection for software distribution and OS deployment. This initiative will provide administrators with continuous visibility into what type of hardware and software assets we have, who is using them and where they are located and support them remotely.

Ongoing Classroom & Labs IT Support

UITS dedicated Support Team provides customer focused technical support, consultation and professional assistance for classrooms, labs, conference rooms and for external projects in UGRU and student affairs division. The helpful classroom support team allows instructors and students to concentrate on teaching, instead of how to operate complex equipment. With automated systems in 70 classrooms & Labs, instructors control the whole **classroom through simple options on the classroom's computer screen.**

Additionally thousands of internal and external community members were provided with technical support in below mentioned external projects within UGRU division:

- ICDL Courses Training and Certification
- IELTS Exam Centre
- TOEFL Exam Centre
- CEPA Exams for ADEC
- Summer Projects for ADEC , ADWEA and STRATA
- Arabic proficiency Centre



A desktop within UAEU supported by:



Technical Support

To install / remove software & hardware and to maintain and assist

Network Infrastructure

To provide 24/7 internet and intranet connectivity

Enterprise UAEU Application

To provide 24/7 access and support to enterprise applications

Telecommunication Infrastructure

To provide 24/7 access to telecommunication infrastructure

Directory Infrastructure

To provide 24/7 access to enterprise UAEU domain infrastructure

Security Infrastructure

To secure the machines from threats round the clock



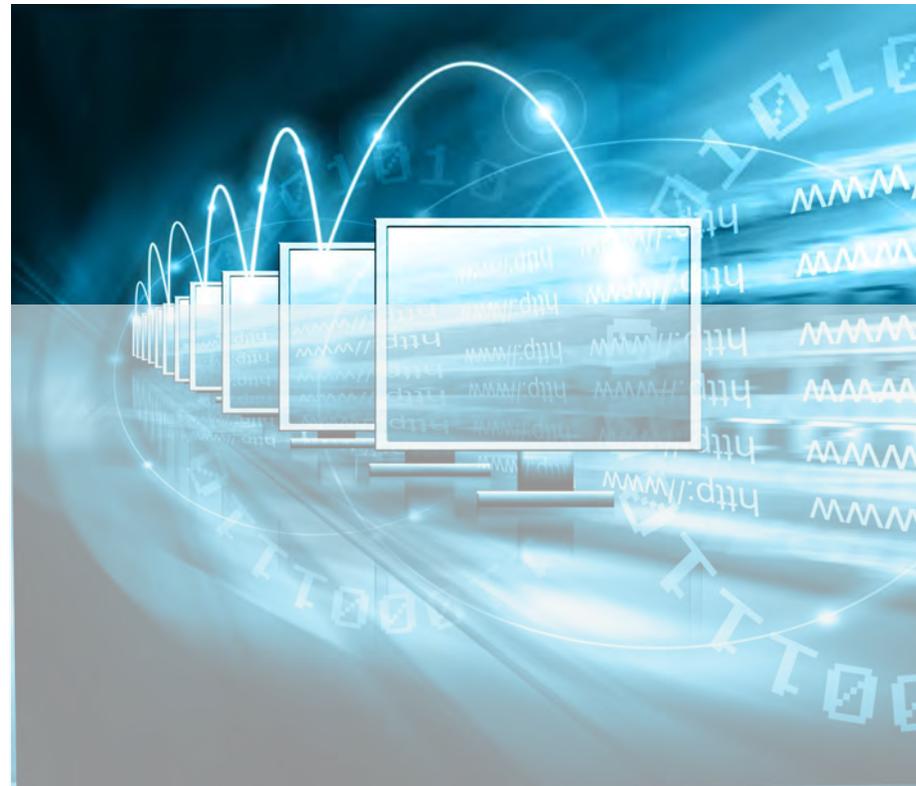
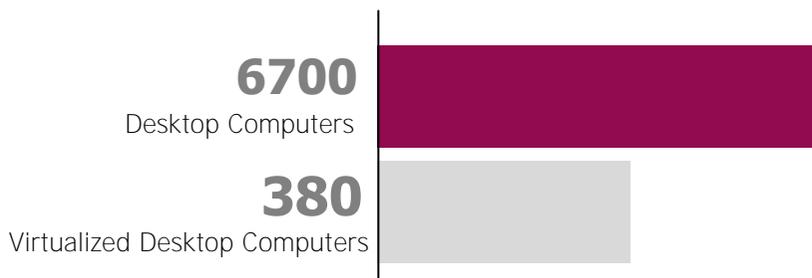
UITS Newsroom Unveiled

Readers can stay “Plugged In” to IT news at the University through an online newsroom that went live in February 2012. The latest news, upcoming events, IT projects and future directions keep readers informed .

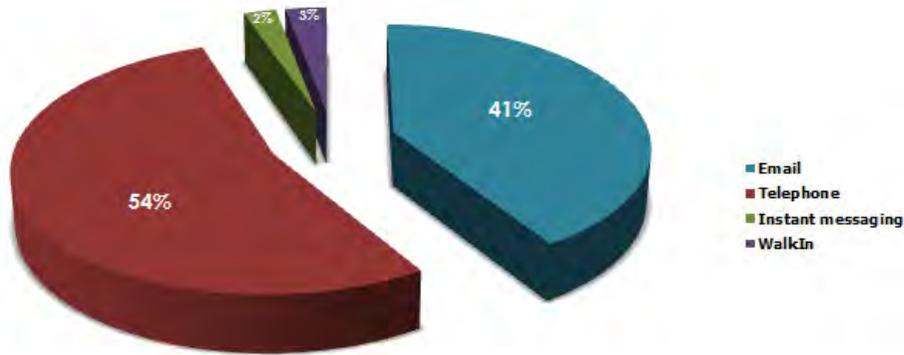
Desktop replacement cycle

To enhance the computing performance across the campus, 600 desktop computers were replaced with the higher processing speed to full fill the operational requirements of our administrative and academic units.

Number of Computers on Campus:



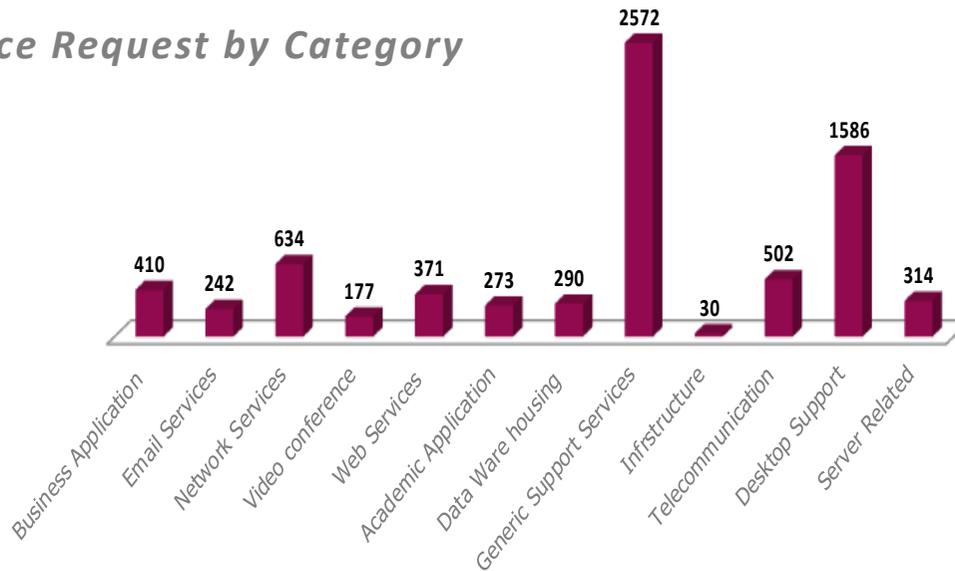
Service Request by Submission Method



Service Availability For Key Services

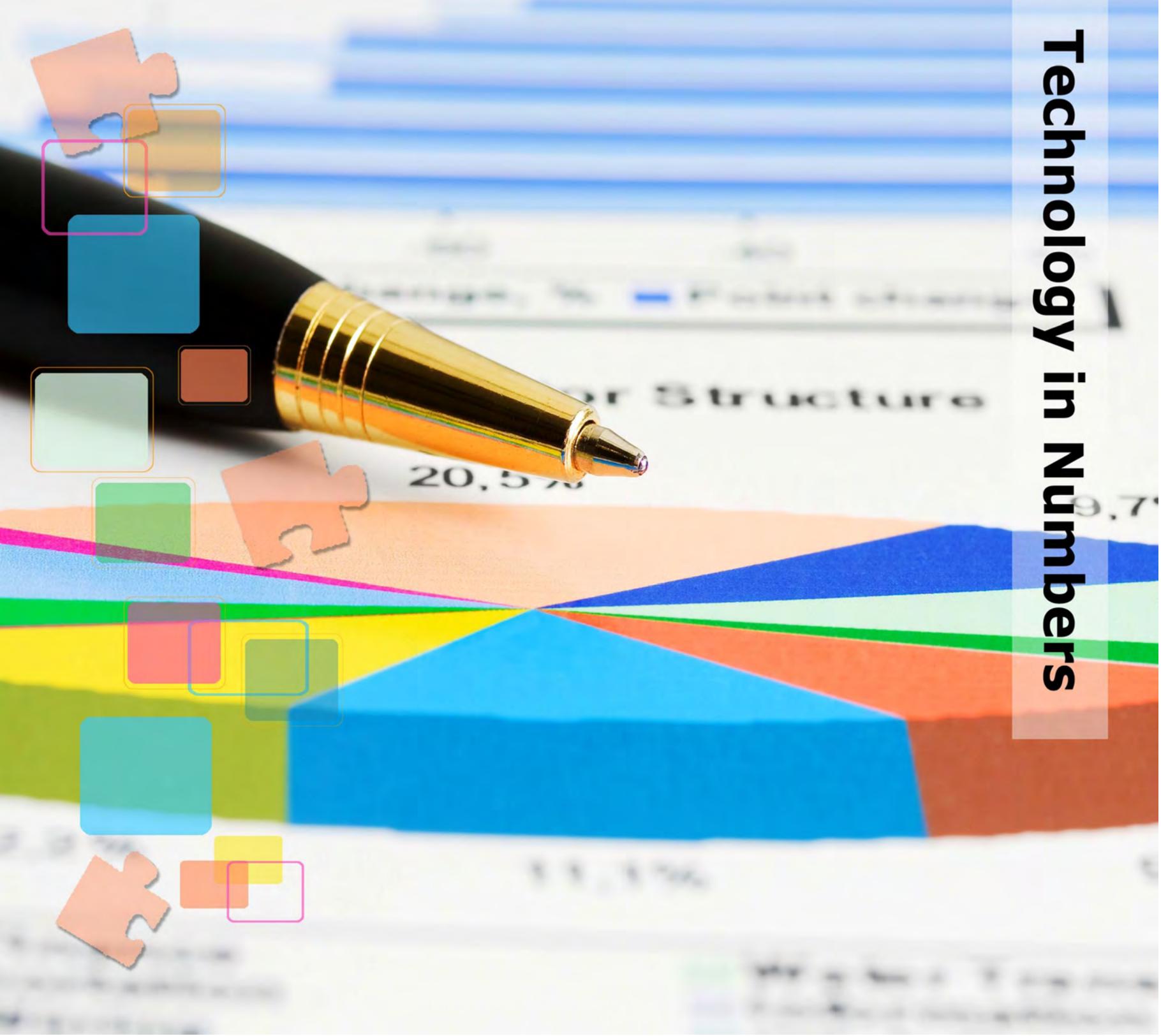
Service	2011/2012
UAEU campus connectivity	99.98 %
Internet Availability	99.97 %
Research Network	99.99 %
eServices	99.96 %
Blackboard	99.97 %
Administrative Services	99.96 %
Email Service	99.99 %

Service Request by Category



“We continue to emphasis on responding faster to ever-changing technology demands, reducing the response time to the requests and delivering innovative services”

Technology in Numbers



Web in Numbers

84,252 pages

Average Page view per day

39,836,598 page views

Total UAEU web Page Views

242,874,201 Hits

Total Hits

3,619,885,993 Kbytes

Total Web data Transfer Kbytes

317,819 Visitors

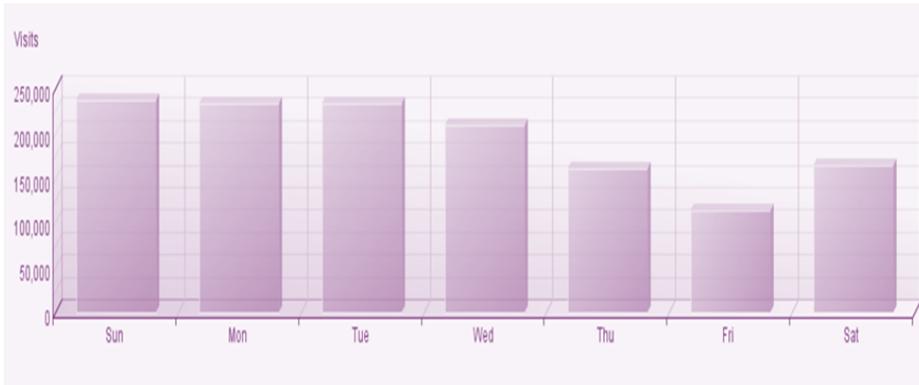
Number of Visitors

1,112, 122 Hits

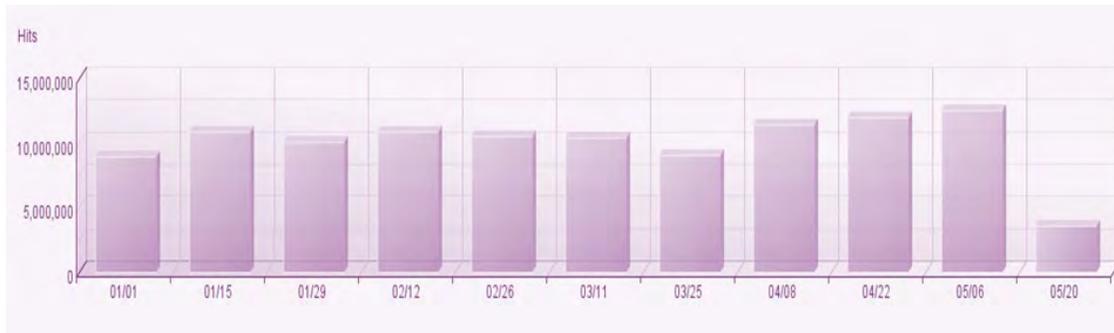
Most Active date was on
13th of May, 2012



Website Stats (www.uaeu.ac.ae) – Visits per Day of Week



Website Stats (www.uaeu.ac.ae) – Hits Average

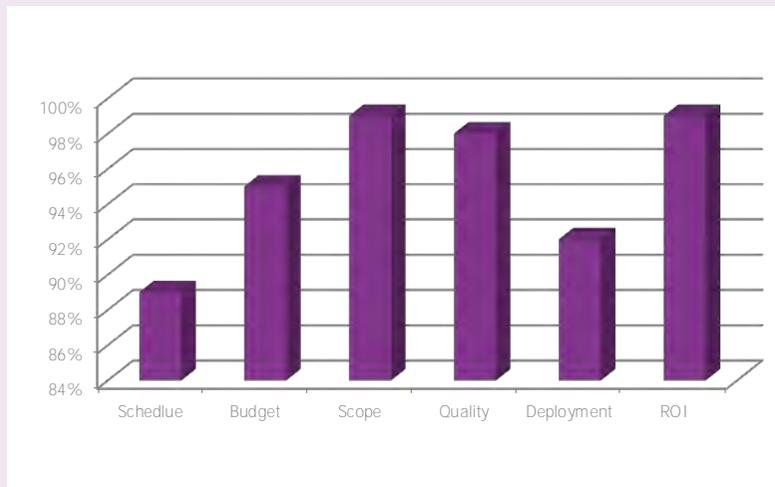
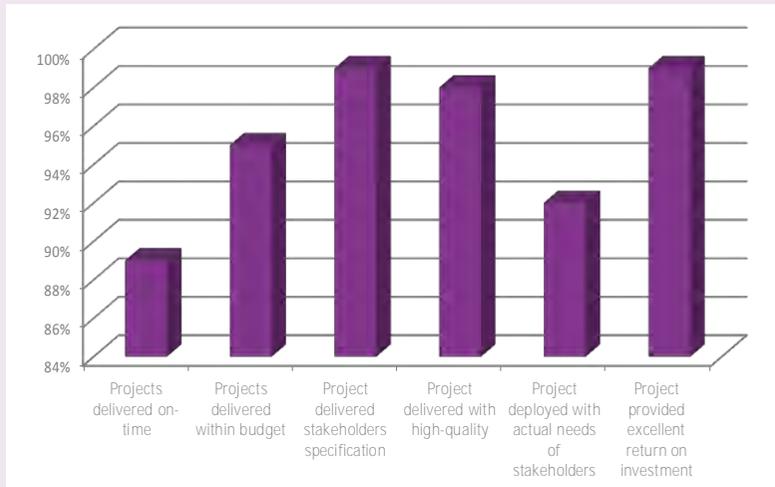


Website Stats (www.uaeu.ac.ae) – Page Views

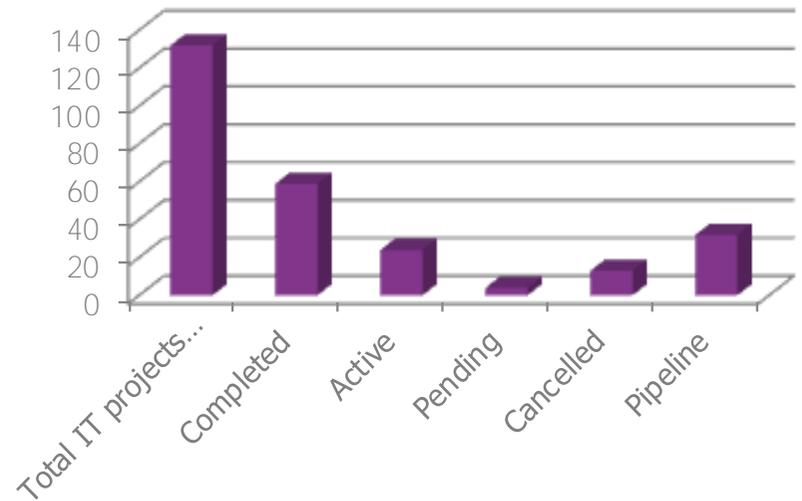


PMO in Numbers

2011 - 2012 IT Projects Success Rates



2011 - 2012 IT Projects

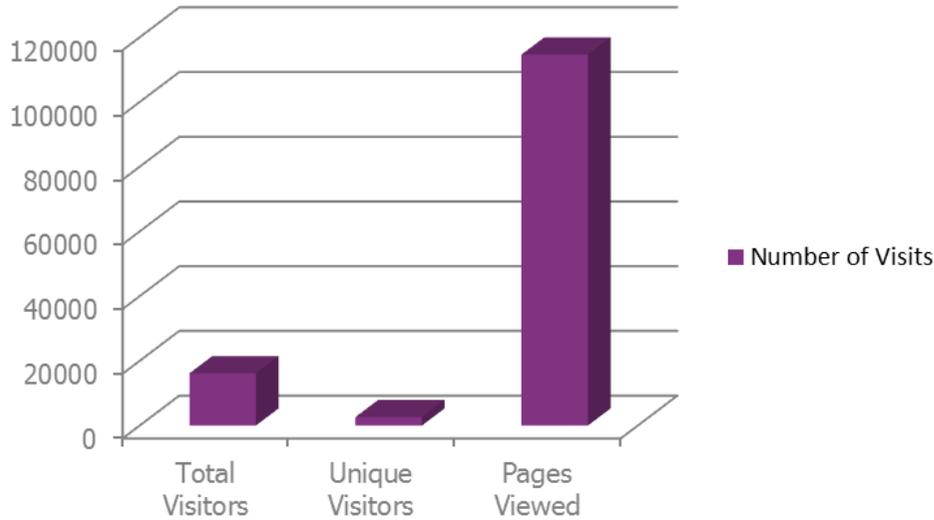


The Success Rate of IT Projects is:

85%

UAEU Mobile App in Numbers

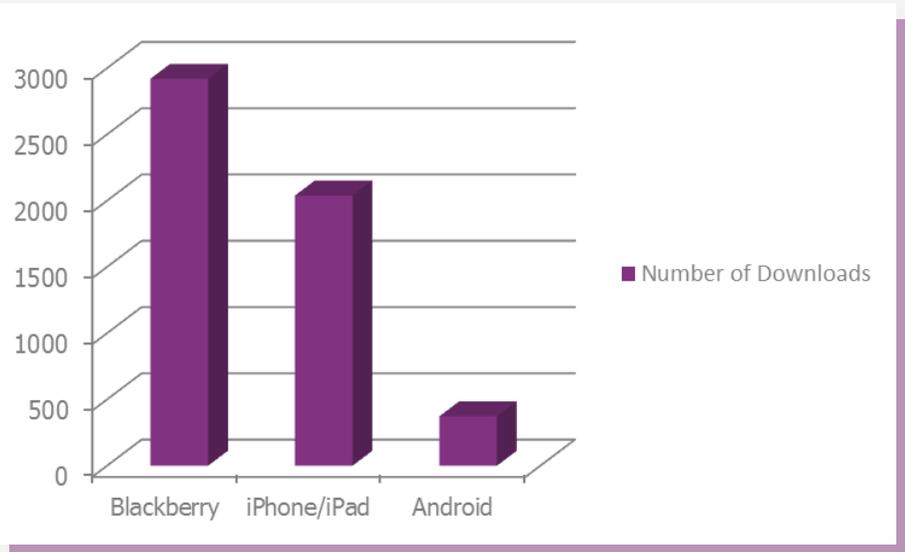
UAEU Mobile App Stats (Number of Visits)



UAEU Mobile App Stats (Number of Downloads)

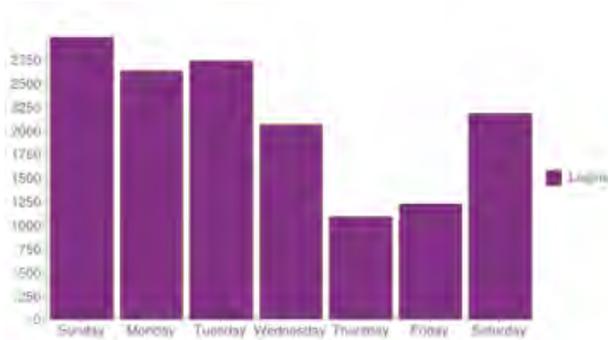


Around **5,000** users download the UAEU mobile App

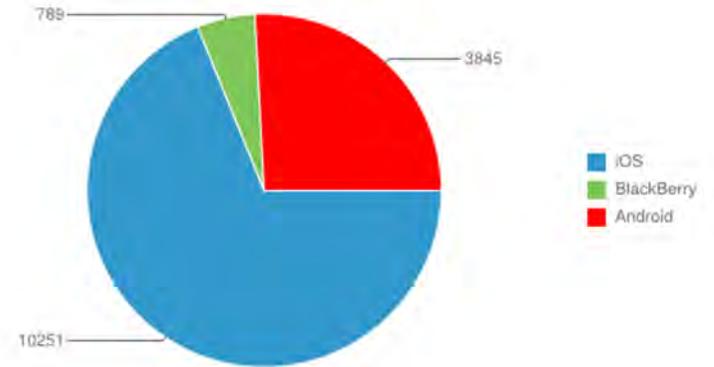


Blackboard Mobile in Numbers

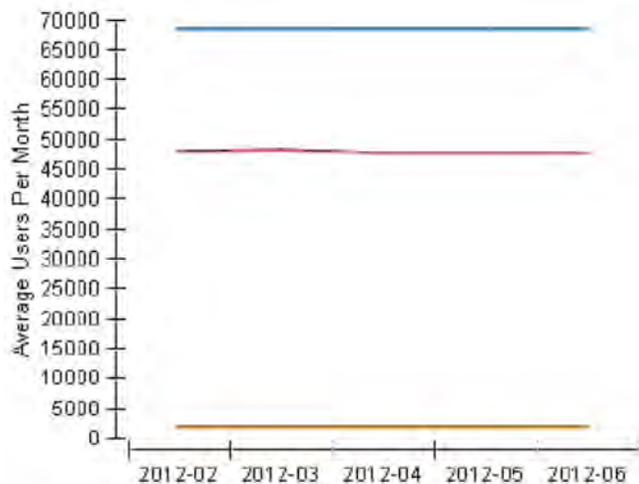
*Blackboard Mobile Stats
Login Average per Week*



*Blackboard Mobile Stats
Login Average per Device Type*



Blackboard Stats—Monthly Usage



	Users	Student Users	Instructor Users
2012-02	68314	47883	1646
2012-03	68382	48159	1667
2012-04	68416	47674	1602
2012-05	68439	47647	1598
2012-06	68449	47652	1601

— Users
— Student Users
— Instructor Users

Blackboard Mobile Stats - General Information

51

Number of Active Organizations



3,081

Number of Active Courses



1,601

Number of Instructor/leader Users



68,456

Number of Users



99,048

Average Range of Views per Day



10,250

Number of Active Users



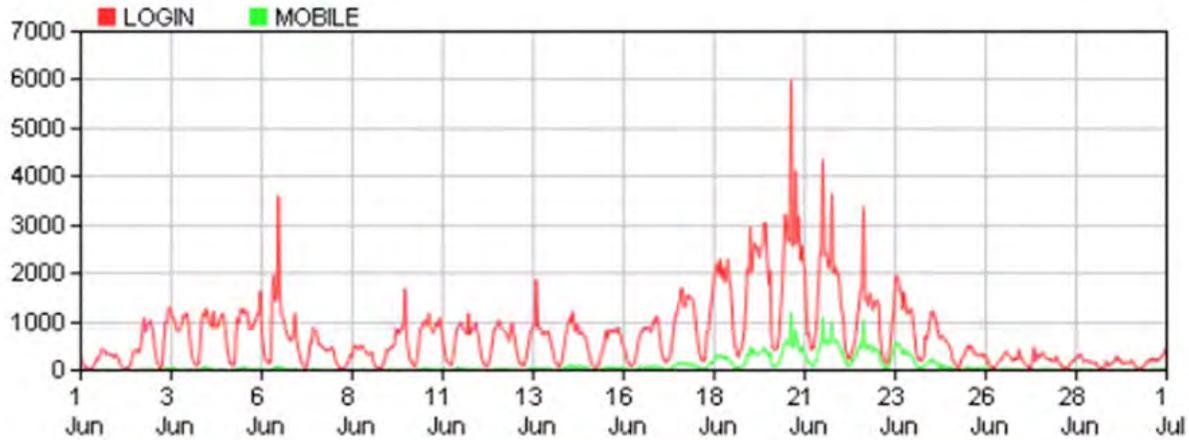
186,777

Page Views on Most Active Date

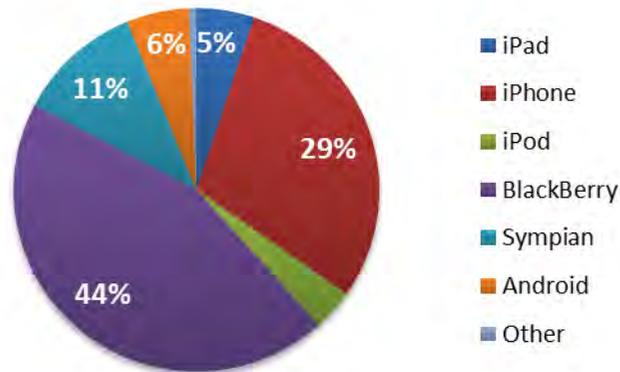


Portal in Numbers

Portal Stats – Mobile Logins vs. Normal Portal Logins



Portal Stats – Mobile Login Average per Device Type



17,327,592

Total Emails received

1,194,864

Total sent emails

Email Throughput – Peak Hours:

200

Messages Per Minutes

185

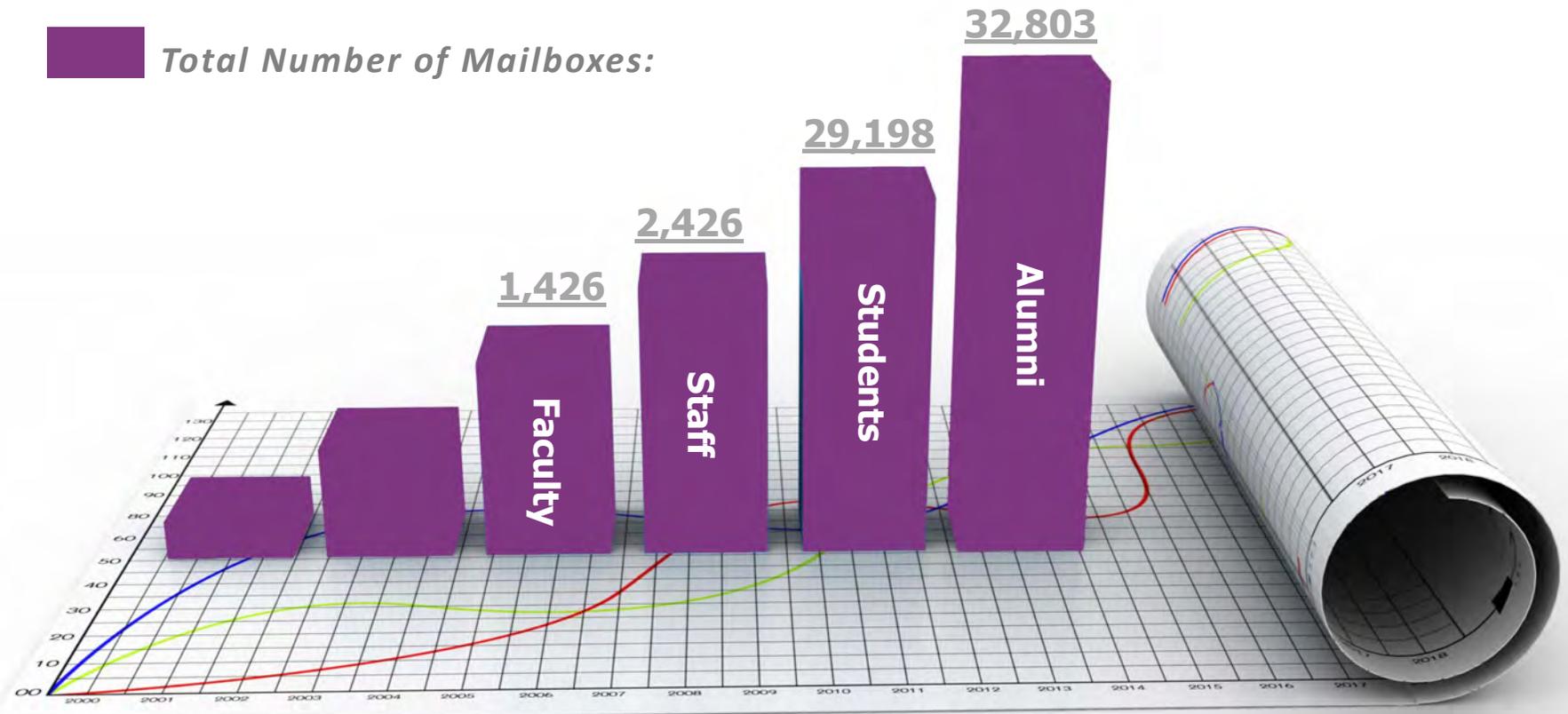
Spam

15

not spam

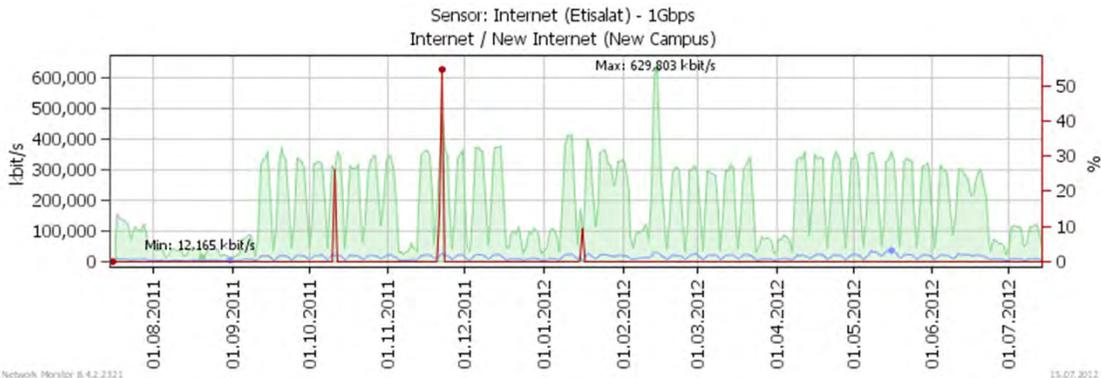


Total Number of Mailboxes:



Internet Traffic in Numbers

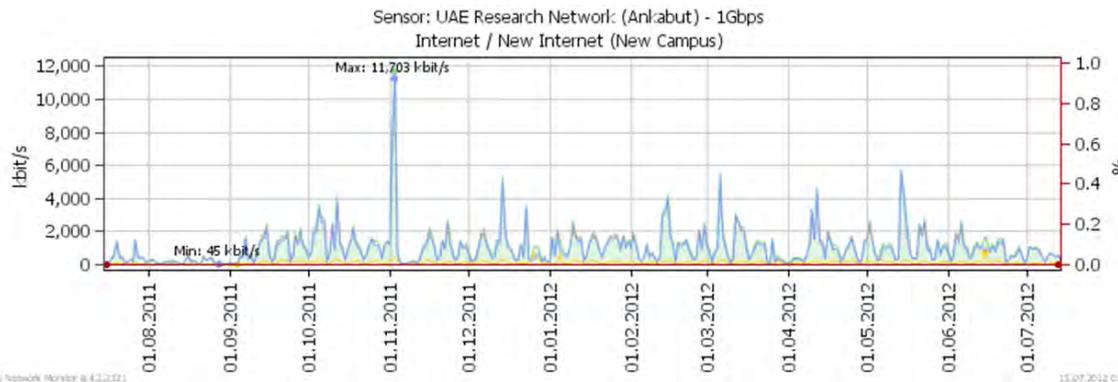
Internet Traffic



710,892,755,771 KByte

Total internet Traffic (in) via
Etisalat

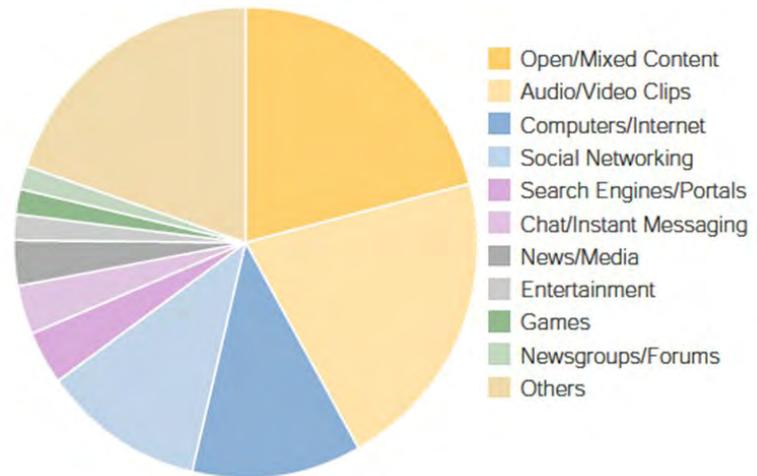
Research network (Ankabut) Traffic



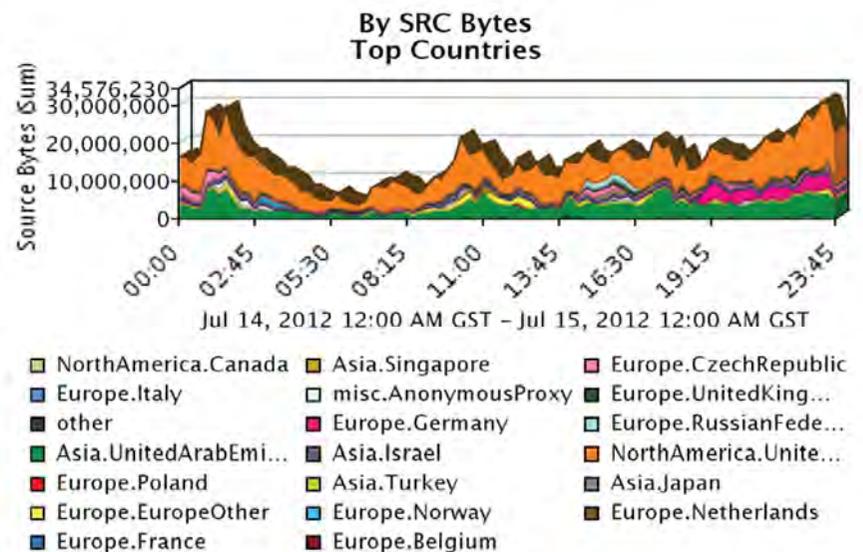
4,278,350,590 Kbyte

Total UAE Research Network
(Ankabut – Traffic in)

Internet Traffic by Category



Geographical Traffic distribution per day



Helpdesk in Numbers

Within this year landed @ UITS helpdesk:

19,621 telephone calls

15,000 emails

And

7,558 support cases successfully resolved



Faxes in Numbers



11,307 ↑ efax pages were sent annually

7,029 ↓ efax pages were received annually

Number of Managed central directory users are: **77,000 +**

Number of computers: **10,000+**

Number of domain controllers are: **21**



68,456 number of users in learning management system
(Blackboard)



99,048 Average page view per day in learning management system (Blackboard)



276 Academics video conference sessions

80 Administrative video conference sessions



Average of **18,500** GB of data downloads from the internet

An average of **240 Millions** of monthly internet hits.

An average of **1.9 Million** of non-relevant websites was monthly blocked.





375 Managed Network Rooms

980 Managed Network devices

2.5 Million meters of managed CAT 6 Cable

150 KM of Managed Fiber Optic Cable

Data storage capacity is:
 $1.81523872 \times 10^{14}$ bytes

Average of 2.2 Millions
of Directory access requests per day

200 virtual servers

180 physical servers



Motivate

Lead by
Example

Inspire

Goals

SUCCESS

Vision

Motivate

Mentor

Teach

Additional Highlights

A close-up photograph of a person's hand pointing at the screen of an iPad. The iPad is held by another hand. The background is a soft, out-of-focus blue. The text is overlaid on the right side of the image.

iPad Implementation for the UAEU Foundations Program

At the request of His Highness Sheikh Nahayan Mubarak Al Nahayan, Minister of Higher Education and Scientific Research, the three federal institutions of higher education in the United Arab Emirates have jointly embarked on ambitious project to introduce the use of iPad in higher education for UAE students.

Today most UAEU students have a Blackberry, iPhone and/or an iPad. Students use their mobile devices as their primary device for communication and for consuming content; everything is now live and interactive. In response to this technological shift, the UAEU has created an environment for mobile devices and has developed in-house true native mobile based applications to empower students, faculty, and staff to access to the UAEU Services and contents anytime anywhere.

The iPad implementation includes rollout of iPad and supporting hardware and software required for all UAEU foundations students and faculty members. The UITs is in the planning stage of making sure that the network infrastructure and classroom technology are ready to meet the demand of expected additional 4000 wireless devices connecting the University Network and to improve the teaching and learning experience of students and faculty.

Disaster Recovery Plan

Within this fiscal year a dedicated UITs Disaster Recovery team was formed to maintain and build a disaster recovery plan and site in case of a major disruption to the critical information technology resources at the UAEU new data center. The team identifies the resources and actions needed to restore the campus network and computing infrastructure in the event current facilities are impaired. The team is actively progressing and expecting to create a fully functioned disaster recovery site within next academic year 2012-2013.

Publications



UITS Newsletter..

Think IT!

UITS Newsletter issued by UITS twice a year, and have the latest UITS news and projects, different tutorials along with different articles.

READ ME

UITS Services @ UAEU

UAEU University Information Technology Services (UITS) | جامعة الإمارات العربية المتحدة | United Arab Emirates University



READ ME..

For Faculty and Staff

Read Me, is an IT guide issued by UITS for the UAEU faculty and Staff. This guide has been developed to familiarize the UAEU Staff and faculty with the IT Services available.

Ready to Go

Student Guide to IT Services @ UAEU

جامعة الإمارات العربية المتحدة | United Arab Emirates University

UAEU



READY TO GO..

For Students

Ready To Go, is an IT guide issued by UITS for the UAEU Students. This guide has been developed to familiarize the students with the IT Services available to them.



The Role of ICT in Improving the quality and Availability of Higher Education

According to the seminar series on “New Technologies in Education”, University IT Services presented the “The Role of ICT in Improving the quality and Availability of Higher Education”. The presentation was focused on the role of ICT on human life, Role of ICT in higher education, historical approach of ICT within UAE and UAEU contribution. The presenter also briefly described the current UAEU infrastructure and the current services being provided by UITS. The whole session was much interactive and audience showed a positive feedback and satisfaction against the ICT services within UAEU.

Banner Access and Distributed Security System Presented at SunGard Middle East User Group Conference

UITS gave a presentation at SunGard Middle East User Group Conference (SMEUG 2011) on a system that was developed in-house. Previously if a UAEU employee required access to UAEU ERP system (also known as Banner), she/he had to complete a paper form, get required departmental approval, this form is then passed to UITS helpdesk who in turn creates a ticket to responsible teams to create/update the requester’s user account per the data custodian’s specified permissions. To help speed up the process and grant system data custodian a faster tool to manage user’s access to system, UITS developed a system that allows UAEU employee to submit an online request specifying the type of access required to Banner. This request is then automatically forwarded to requester’s managers for approval and afterwards to the appropriate data custodian. The data custodian can go online and immediately grant the appropriate access to the requester, who in turn can then access the system right away. At each stage of the request, the requester can view online the status of the request and will also receive email notifications on status updates. This solution has reduced the overhead on all departments involved in this process, and minimized the timeline considerably. In addition, UITS has developed ways to allow the data custodians full permission to manage their system access and specify the type of access for each form or report (update or query). Thus, this solution has empowered data custodians to manage their systems more effectively, and helped UITS to focus on other core functions.



Presentations and Conferences

UAEU Data Center Presented as most Efficient, Effective and Green in the region

In collaboration with Schneider Electric ®, UITS has implemented the state of the art energy and environment friendly data center in new campus. Power and cooling solution for new campus data center is designed in a modular fashion which can be increased as per the demands of critical and non-critical IT loads. This approach has helped UAEU to be more effective and efficient while keeping the green environment. Overall PUE (Power Usage Effectiveness) and DCIE (Data Center infrastructure Efficiency) values improved a lot in new campus compare to old design. Because of these inspiring results UAEU was presented as a role model in "IDC Cloud & DC Roadshow" which was held in Burj Al Arab Hotel, Dubai, United Arab Emirates dated May 7, 2012.

Higher Education CIO Council @ UAEU – January, 26

The Higher Education CIO Council- UAE (CIO Council) meeting was hosted by University IT Services within our new campus in the month of January, CIO council is a member governed group whose purpose is to provide an open and collaborative forum for higher education IT leaders in the UAE to share ideas, knowledge, expertise and resources for the purpose of advancing the effective use of technology in higher education in the UAE.

The Power of Video Conferencing Technology in Learning

The video conferencing technology available within UAEU campuses is changing the shape of educational platform and experience without any physical boundaries. Using state-of-the-art Internet video technology, the United Arab Emirates University and the private (and historically Catholic) LMU launched a joint course together in February that is coming to a close. It linked classrooms in Al Ain, UAE, and Los Angeles to fashion a simultaneous classroom experience for undergraduate students in both schools.



Exchange 2010 Migration

Prepare and migrate the existing Exchange 2007 e-mail system to the new Exchange 2010 version.

Implement SharePoint

Implement SharePoint 2010 Solution. To provide a wide range of services from collaboration.

eRecruitment System

Develop in-House an online e-recruitment system and integrate it with Banner to replace current people admin recruitment system.

Banner & ODS Database Upgrade

Upgrade the current Banner & ODS with the latest available version.

Petty Cash Management System

Develop in-house a Petty Cash Management System for requesting, processing and approving Petty Cash.

Part Time Student Payment Phase II

Further enhance the in-house developed web-based system for submitting, **processing, approving and paying students'** part time work.

Student Housing Transfer Request

Develop in-house an online system for students to transfer to another building or room.

Al-Ain Gate System Phase II

Build a web-based system for students to apply vehicle permit and track guardian information. Students will also upload online documents such as passport copy, car registration.

iPad Implementation

Deploy/Provide iPad for 2012 Foundation Students.



Upcoming Projects

Faculty Evaluation System

Online system in-house built system to enable implementing the new policy for Faculty Evaluation. The system is based on 2 years cycle of Faculty Evaluation according to the policy "Faculty Performance Review".

College Transfer

Develop an Online system where students can apply transfer from college to college or from major to another major.

Graduate Running Transcript

Develop in-house a new single Graduate Transcripts that shows all Graduate courses, GPA etc. by level in one transcript.

Online Password Reset

To reduce the response time and number of user calls for password reset, develop an online Password Reset system.

Domain Upgrade

Upgrade the Forest and domain to 2008 native domain.

New Campus Stage-3 Movement

Manage the End-Users computing resourcing during the migration of male side of New Campus.

Integrate Video conferencing & Tele-presence

Integrate Videoconferencing and Tele-presence at University-wide level.

Performance Management System

Develop in-house a web-based Performance Management System to replace the current manual paper based performance evaluation system and integrate it with Banner ERP solution.

eClearance & End-Of-Service

Further enhance the in-house developed eClearance & End-Of-Service system by Including additional functionality.



eProcurement Phase II

Further enhance the in-house developed e-Procurement system by Including option for Vendors Bank Guarantee dates and documents & Vendor Performance evaluation.

Student Housing Maintenance Request System

develop in-house an online system that allow student submit/track/approve maintenance request.

Clinic Health Service Application

Develop in-house, web-based system for students to track patient information, diagnosis and treatment.



Online Student Financial Aid Fund Request

Develop an online system that allow students to apply Financial assistance. The students will provide all the needed info as well as uploading any supporting documents.

Hostel Student Parking Entry Permit

Develop in-house an online system that allow student request/track/approve University parking permit.

Looking Ahead

In the fiscal year 2011-2012, UITS made significant improvement to UAEU strategic operations from enhancing responsiveness to delivering integrated solutions. We faced new challenges and expectations as well variety of new enterprise technology options. This enabled us to plan in a different way about our operations and the business value we can deliver.

Within this year we empowered thousands of students, faculty and staff members to use their own mobile devices to access UAEU enterprise information and learning resources and to increase productivity. In future we will continue these efforts by allowing our community to access more services via mobile devices and by enabling more functionalities and applications.

Server virtualization enables us to rapidly deploy new solutions in response to changing teaching & learning needs of UAEU and deliver greater efficiency, we are on track to meet the goal of virtualization and will continue to enhance and extend this solution in coming days. We will also continue further testing of client virtualization as a way to decouple our OS and application efforts from distributed to a centralized approach.

We will continue the strategic alignment and planning of IT practices within UAEU in terms of campus planning activities, IT governance, leadership involvement and IT performance and measurement. Five years strategic plan will serve as a road map for the development and renewal of information and communication technology at the United Arab Emirates University.

We've already initiated a number of internal researches to classify the key areas for development. We will continue to bring cheaper, faster and better solutions to improve business and process flexibility while retaining efficient processes that have proven to work well.



Communication **Efficiency**
Collaboration
Research *Effectiveness*
Outreach

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, UITs's focus is to create a future-oriented, effective, and an efficient organization providing 21st Century customer education, mobile learning, and development as well as work in the field to meet the connectivity needs of our students, faculty, and staff.

UAEU

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