

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

