

# THINK IT

MAY 2011 | ISSUE 6



## Keep in touch, Alumni!

By Yasser Abdel Aziz

A warm welcome to former students! With almost 52,500 UAEU Alumni Students in United Arab Emirates and across the world, UITS, under the supervision of the Vice Chancellor and the Alumni committee, aims towards introducing new online services and ways of communicating with UAEU Alumni Students.

In October 2010, a new website was launched for UAEU Alumni. The new website has an online database that contains information about every student who graduated from UAEU over the past 12 years. The new online database allows each alumnus to update personal profile and career history information.

### ISSUE CONTENT

- 03 Unified Communication
- 04 Ankabut Network at UAEU
- 05 Stay Tuned, 2011 UITS Services
- 06 Enjoy Microsoft's offers
- 07 Sandy Bridge Processor
- 08 Customer Service
- 09 Interns' Diary
- 10 Hazelnut Chocolate

A new email and collaboration service has also been released in partnership with Microsoft Corporation. The service is known as *Live@Edu* and is the ultimate suite of applications provided to the UAEU Alumni community free of cost, accessible anywhere around the world, for life.

More enhancements will be introduced later this year to the Alumni services website to allow better communication and search functionality among UAEU Alumni.

In addition, the university is planning to roll out a new Alumni ID card which can be requested online as soon as the service is available. The new ID card will provide UAEU Alumni with special privileges such as retail discounts and access to university facilities.

Finally, the new enhanced services will provide students the ability to request transcripts online.

If you are a UAEU graduate or your family and friends are UAEU Alumni, you can tell them about all these new services and benefits. All you need to do is to go to the university website <http://www.uaeu.ac.ac/alumni> and register your alumni account.

As we are moving towards more innovative ways to keep in touch with you, and for you to keep in touch with each other, it's more important than ever that we hold your correct contact details. Please take a few moments to update the personal details.

Last, but not least, please stay in touch!



*More enhancements will be introduced later this year to the Alumni services website to allow better communication and search functionality among UAEU Alumni.*

## What You Can Do With Your UAEU Alumni Account?

With your Alumni account, you will be able to experience the service with varieties of features such as:

- Email with 10 GB of Inbox, 20 MB of attachment, instant messaging and more
- Enjoy chatting by using the account to login into MSN messenger
- Live space to store your documents, and access to them anywhere in the world
- Create blogs, group discussions, and set up e-profiles

You can access the services using your mobile, receive SMS, and email alerts. Moreover, with your account, you will be able to stay in touch and receive UAEU announcements.

*Find & learn more about those features by visiting UAEU Alumni Webpage.*

# Unified Communication at UAEU

By Usman Taokeer

The communication world is divided into two: real-time (synchronous) like voice and video and non-real-time (asynchronous) which includes email, voicemail, fax etc. Both of these run on totally different infrastructures and have their own set of protocols. UC is all about integrating real-time communication with non-real-time communication so the end user has only one interface to experience all types of communications e.g. a PC. In other words, it essentially allows a person to send a message from one medium and receive it in another medium, like receiving a voicemail message via email or answering a phone call from your PC.

Here at UAE University we have already started to roll out Unified Communications Platform and are offering services related to IP Phone, IP Fax, Voicemail and Presence.

Starting from mobility, users can now have their phone with them anywhere; users can take calls from a PC using softphone or using any SIP compliant mobile device (e.g. iPhone). The physical barrier of the desk phone is non-existent. You can remote access university via VPN and have your extension with you wherever you are in world. We have already started giving out this service to iPhone users, who can now use their extensions through their iPhone as long as they are connected to the university network (wireless or VPN).

Users can now send and receive fax directly from their PCs and this will soon be integrated with their email; incoming FAXs will be directed to their Inbox and they can send out FAXs directly from Outlook.

Voicemail is already integrated with Outlook; users can listen to their voicemails from Outlook or even by just dialling the voicemail number from any phone.



Soon users will be able to access their email as well via voicemail system.

Users can now do Instant messaging and make video calls using the softphone client from their PC's, the client also provides Presence information about the users; whether they are 'on phone' or in a meeting (integrates with Calendar) etc.

All these systems are integrated and provide a true unified communications experience to end users and run on the same IP infrastructure as the rest of the data network, reducing the cost of maintaining two separate infrastructures as used to be the case with legacy systems.

## How Can Unified Communications Be Useful?

Here are some examples of how unified communications can be useful:

- People that rely on mobility in connection can remain connected with their softphones or wireless IP handsets even when they are outside the office or at home.
- Enterprises can considerably reduce costs incurred for accommodating workers, with all the implications, by allowing them to work from home. Moreover, foreign human resources can be tapped at no increased cost and without the normal delays due to geographical distance.
- Web and video conferencing calls will allow for better interactivity and subsequently better productivity, thereby reducing the cost of travel and telecoms.

# Ankabut Network @ UAEU

By Syazwan Hisyam

Ankabut is the United Arab Emirates' National Research and Education Network (NREN) offering academic institutions connectivity to other education networks around the world. In addition to connecting universities, Ankabut can connect schools and public institutions across the UAE with an effective cost model.



Ankabut also co-operates in national, GCC, regional and international arenas representing the UAE in conferences, exhibitions and forums. Ankabut aims to offer QoS based networks with IPv4/IPv6, multicast and introduce advanced services on a 'Closed Group Network' with 'Public Interest Purposes'.

Some well-known research and education networks around the world are AARNet in Australia, Internet2 in the United States, JANET in the United Kingdom, SingAREN in Singapore and now Ankabut in UAE.

To enhance our research and collaboration efforts, UAE University is now fully connected with United Arab Emirates National Research and Education Network 'Ankabut'. This initiative will enable UAEU to be part of global research and educational closed community network to transfer real time services like cloud computing, e-learning, voice and video communication and library interconnections.

The Ankabut network @ UAEU aims to promote a research culture and the exchange of information through empowering researchers, academic and scientists in the UAEU to work with their counterparts in the country, as well as in different parts of the world. This will facilitate research collaboration, and con-

nected institutions will be provided with access to databases, electronic libraries and applications on super-computers.

This connectivity will also be used for teaching rich multimedia content and offering high-definition video conferencing. Ankabut enables effective collaboration and communication between students, researchers in addition to management.

UAE University is the first IPv6 enabled University in UAE which allows us to develop our information technology services to their fullest extent and lots of future enhancement will be applicable.

The way Ankabut solution is implemented in UAEU has not only made Ankabut connectivity simple and transparent to the end-users, but it also saves the network infrastructure operational costs of UAEU, as a separate network infrastructure for Ankabut is no longer needed.

This outstanding information and communication infrastructure will network our educational community and give us a leading edge as we transact and interact with the world.

## It's Online Now

Learn more about UITS services and achievements over the last year, find UITS Annual Report 2010 - 2011 online

[http://www.uaeu.ac.ae/uits/docs/UITS\\_Annual\\_Report\\_2010\\_2011.pdf](http://www.uaeu.ac.ae/uits/docs/UITS_Annual_Report_2010_2011.pdf)



UITS  
Annual  
Report  
2010 - 2011

# Stay tuned!

## The Upcoming 2011 UITs Services

By Fadi Anani & Sara Fathi



### The New Campus Google Maps

In a step to support the transition new university campus, UITs is currently working on developing a Google map for the new campus. The map will include interactive functionality and will be available through the university website with the ability to be browsed through mobile devices such as IPHONE and IPAD.

### Live Chat

UITs is currently in the process of implementing Help Desk live chat software which will be available to the UAEU community through a simple web interface enabling professional support in a proactive way.

### E-Procurement System

UITs is working collaboratively with the Secretary General division on building a new web integrated system to automate the

process of procurement within UAE University. The new system will provide different features to vendors as well as procurement committees and will be integrated with the university financial system.

### E-Payment System

UITs is currently working on introducing a new online payment gateway to securely manage UAEU online financial inflow and outflow transactions. This gateway will enable the university community to collect money for different payments, and it will facilitate the ability of Finance department to process payment to vendors and university employee directly to bank accounts.

### ERP System Upgrade

In process of providing our users with latest enhancements on exist systems, UITs is currently working with university adminis-

trative units on upgrading the current Banner ERP system to the latest release provided by vendor. Moving to the latest release will provide the users with more added functionality and more interactive and rich web environment. In addition, the newer release will provide fixes to existing bugs and provide utilities for easier vendor supported customizations.

### The Online Ticketing System

In UITs continuous efforts to provide the community with better service that meets their expectations. We are currently working on providing users with a ticketing system interface which will enable users to submit their problems/requests problem reporting facility ensuring that the steps needed to solve the problem will be taken.

# Enjoy

## Microsoft's Offers

By Jamila Al Ameri



As new offering from Microsoft, UAEU employees can now participate in Microsoft's software Assurance Program. This program has a distinctive set of benefits including end-user training which is designed to help employees become more productive with Microsoft software. This program has two major sub-programs which are Home Use Program (HUP) and e-learning.

Home Use Program (HUP) offers UAEU employees the latest version of Microsoft Office Suite for personal computer use with a low download cost. You will acquire a licensed copy of the corresponding Microsoft office suite which you have on your PC at work to install and use on your home PC. For only \$9.95 you can choose among the available products: Microsoft Office Suite, Microsoft Office Project, Microsoft Office Visio and Office for Mac.

The Software Assurance E-learning program, on the other hand, offers online training developed by Microsoft experts for different Microsoft software that can help you excel at using the available applications. This program uses simulations, demonstrations, animations and assessment to provide an effective learning experience. E-learning offers hundreds of hours of selected courses in multiple languages for Microsoft's most popular products grouped in three categories: Applications (such as Microsoft Office), systems (such as Microsoft Windows 7) and servers (such as Microsoft windows server 2008).

You may continue using these programs while you are in UAEU employment and as long as the corresponding software you use at work has active software assurance coverage.

To learn more about how to use these programs contact UTTS Help Desk via [help-desk@uaeu.ac.ae](mailto:help-desk@uaeu.ac.ae)



## Save Paper Save Environment

By Sumaya Al Shamisi

The **5th of June** every year is dedicated to the celebration of the environment we live in. It's a chance for everyone to participate in ways to help save our planet. Here are some steps to save paper which would save trees:

- Don't write on random pieces of paper to remember things. Use a "sticky note" program on your PC or laptop
- Use the "Fit to Page" feature in MS Office. This feature automatically re-scales output to print evenly on one or more pages
- Print only the pages you need by using the "Print Selection" function
- Use the "Print Preview" feature to make sure the document prints on just one page
- In MS Word, go to "Page Setup". Then choose "Reduce the Margins" and set your margins to smaller numbers. Compared to the normal settings, you could use up to 14% less paper!
- In MS PowerPoint, print "Handouts" not "Slides". This will allow you to print many slides per page
- Use the blank sides of unneeded single-sided copies for printing drafts before you finally put them in the recycling containers
- Use both sides of a sheet of paper, whether for copying or printing
- Designate a printer for draft printing, and use only used paper in the paper tray

# Sandy Bridge

## The 2<sup>nd</sup> generation Core i Processors

By Wael Hassan

Upgrading in processors becomes more and more essential with the great development in operating systems, applications, and games. In order for us to enjoy the great features of graphics, and great themes in Windows 7 and Vista, we need more processing force to achieve our targets.

One of the latest processors developed by Intel is the second generation of Core i family, Sandy Bridge Processors, which was announced on January 3, 2011.

The performance of SB processors is reaching up to 17% more than the CPU performance when compared to previous processors. Another feature is related to the high performance of the integrated graphic chips into a single chip, which gives around twice the performance of the previous ones.

Moreover, using enhanced new technology from Intel known with (Intel® Turbo Boost 2.0.) gives above the base speed limit. In other words, when the operating system requests the highest processing speed from the processor, the processor can run above its base speed for a certain time, after which it returns to work at its designated speed.

UAEU will shortly start to enjoy using those powerful processors with their great performance.



### Choose your processor


Here is a summary of SB Processors types against the needs of users:

- Extreme or High-End Users will usually choose Core i7 Extreme ( with 3.3GHz speed and 15 MB cache)
- Business users or users who require strong performance usually choose Core i7 (with speed 3.4 or 2.4 with cache 8 MB), they may also choose Core i5 (speed range from 3.4 to 2.5 with cache 6 MB)
- The best choice for home users will range between Core i3 (speed from 3.3 to 2.5 GHZ with cache 3 MB) and Pentium (speed form 2.9 to 2.2 GHZ with cache 3 MB).

## For safe browsing and internet banking | by Thanseer Ahammad

How safe do you think you are while you are browsing the Internet and using banking facilities? Typing your password using your keyboard may not be safe with the existence of key logging software, which has the ability to capture your password the moment you type it. However, Microsoft provides an 'On-screen Keyboard' utility to cope with this issue and gives you safe typing. On-screen Keyboard is a virtual keyboard pop-up on your desktop, where you can use your mouse to type the keys.

### How to get it?

1. Use  + R key to get it, run dialog box.
2. Write "OSK" and press enter.
3. Your onscreen keyboard is then at your service.



Alternatively, you can find it by going to: start menu > All programs > Accessories > Ease of Access > On-screen keyboard.

---

# Customer Service

By Eyad Elian



IT service delivery focuses on providing the best customer services to end users. It is measured in efficiency, quality, and response time. The key to success for any organization is based on how good the services provided and measured are and should be among the top objectives of any organization.

Customer Service can be improved and presented in a professional and practical way by introducing the right tools such as software, well defined processes, procedures, and personnel involved. The Customer Service desk can be contacted by end users to report the following:

- Incident: failure of one or more services.
- Request: an inquiry to gain additional information or request new/existing services.

## Customer Satisfaction

Satisfaction is always challenging to accomplish, especially in IT services. Therefore, it is always recommended that the service provider be kept close to customers to ensure follow-up after support is provided.

Customer Service is to ensure a consistent response to problem resolution, service requests, status reporting and notification of changes relating to the information technology environment.

Good customer service should ensure that users are kept updated on the progress of problem resolution.

## Prioritization

The Customer Service Centre will have to have a 'Prioritization and Resolution Model' which will be used to define priorities based upon:

- The business impact of the problem.
- The predefined timeframe.

- An appropriate response with the proper resources.

## Customer Notification

It is extremely important to keep the customers satisfied by continuously updating them on the progress of the request/incident. In the case of planned outage or service interruptions, the Customer Service Centre should ensure that all of its customers have been notified in advance to avoid any negative impact on the service provider of the organization.

---

*Our main objective is  
to meet and exceed the expectation of end users  
and provide problem resolution*

---



# Interns' Diary

## Internship at UITs

Every semester, students from different universities join UITs for their Internship program. In Fall 2011, students from the Faculty of IT at UAEU had their Internship program under the supervision of the UITs security team. This is what they wrote :



*I'm Azza Zayed Al Shamisi, in my internship at UITs I applied my understanding and knowledge that I gained from the college into real life work environment. It helped me to gain extra skills such as communication, demonstrate presentations, cooperation and work as a team member. I have improved my knowledge in security by searching and discussing with our supervisors in daily meetings about lots of subjects related to our projects.*

*In addition, our supervisors helped me to see what type of work that I can do as a person who specialized in Information Security. They helped me to see the future career opportunities that I may have after graduation and the importance to continue the professional development. My experience at UITs was different, enjoyable and beneficial. It will help me for sure in my future career”*

Meera Saeed Al Shamisi wrote:

*“My internship was like the workplace of my first career where the reward of my effort was the great experience I gain. Most of the experience I got came from the project I worked in with my colleagues. We ran the IT Security Awareness Program for UAE University students, which aimed to educate and make them more aware about the security behaviors and practices in their IT daily activities in which we gave serial of presentations with inclusion of related videos, games, prizes, souvenirs and brochures.*

*From the previous rich experience I learned that when anyone do something with passion; the faced obstacles become more than easy to be passed! My internship at the UITs was useful, enjoyable and effective.”*

*“As we are Information Security students, our focus was on IT security topics. In order to gain more knowledge we went through different search and discussion to accomplish the required results for the planned projects we have to do.*

*The Program we ran for the UAEU students was a great chance to communicate with the people and deliver the IT security in very successful and enjoyable way that helped into attracting the attention of the audience, and give them a good guidance of IT security they need in the daily life.*

*To sum up, in my internship I got to learn and know new technologies, and learn about UAEU IT services and support. I got to feel how the life of the real work environment, and gained a lot of experience and knowledge in my field.” Sara Mohamed Al Kathiri.*

# Hazelnut Chocolate, a step beyond coding!

By Buthaina Bu-Humaid

Inside most of IT people there is a programmer. Yes! We do have that mini guy inside us who cares about nothing but writing one code after another, and no matter how far we move forward in our careers, horizontally and vertically, there is that “mini-me” who still enjoys the most wonderful feeling in the world: ‘Writing a piece of code that accomplishes its purpose’.

However, a mistake that most developers make, including myself, is getting too involved with our code. We start to love our programs to the point where we complicate things more and more, which sometimes make us drift away from the original requirements.

Even though writing codes seems to be the most important thing in the world, there are many other related skills that we developers can utilize in order to polish our programming skills. One of them is the ability to understand the boundaries: how far we can go. How often is this very exceptional case going to be triggered? Oh...how much is it gonna cost? :)

Another skill is taking a maintenance module of the software development cycle seriously! That would include lots of documentation, code reviews, and providing high quality support. Unfortunately, it's

the same guy/gal inside of each of us programmers that hates documentation and also gets bored easily!

We need that mini-us to behave. Even if you work alone, without a team, at the end of the day, you will still benefit from a well written documentation more than any big salary given to you.

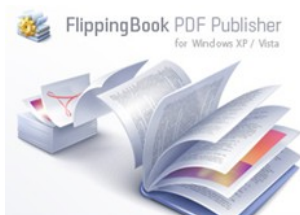
From one developer to another, learn to share. :) In a world of social networks and a semantic web (some call it web 3.0), sharing is a key factor of how good and well written programs are. How many times have you googled a syntax, command, or algorithm? Probably countless times...now it's time for you to push it forward; no matter how small your piece of codes is, there is always someone who is looking for it, someone who could benefit from your opinion as an expert in the field.

Let's move forward. Take that tiny step beyond the source code and see it as a service that is originally meant to solve a problem or add an enhancement. Let's take a bite of that hazelnut chocolate that will not only make us a better developers, but will also make us happier ones too. :)

Have fun coding!



## FlippingBook PDF Publisher | By Raed Shehada



FlippingBook software is the easiest to use and most powerful flipping book pdf publisher; it allows you to convert pdf to flipbook, present your brochures, eBooks, magazines or newsletters in engaging digital page flip effect. When you need this kind of presentation, here's the tool for you ! <http://page-flip.com/>

# On the shelf,

## A Common Sense Approach to Web Usability

By Mariam Ketbi



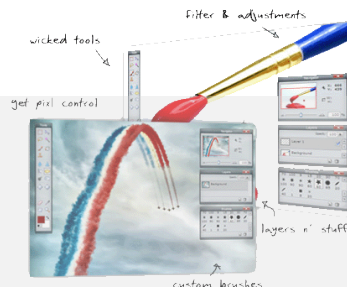
When Steve Kurg tied common sense to the concept of web usability, he quickly highlighted the most important way in which web usability can be summarized.

Web usability is one of the major concepts in web development. It can be said that it is the final image a user deals with. Therefore, it requires providing with a common sense approach in which users can find their way while browsing the website -Kurg's first law of usability – 'Don't make me think'. In his book, he conveys his experience with

usability reviews, and his experience with people in the workshops he got to run. He conveys those experiences in simple, easy words, with lots of examples, cartoons and colorful figures, all in 197 pages, so it is not that long a read.

The book is not a guideline for web usability as much as it is a transmission of what people mostly do or think while using websites, and the best way to enhance things is to know how people use them. Kurg highlights some effective points like - 'We don't read pages, we scan them' and 'We don't figure out how things work, we muddle through' and those principles underline the most important concepts for developers to focus on for a self-evident website.

## Pixlr.com , Photo Editing Service



A smooth, easy to use, pixlr! And guess what! You can make it stay along with your Firefox/Chrome web browser by adding "Pixlr Grabber" to your add-ons list. Pixlr is an advanced image editing service you can find online for free. It provides "Pixlr Editor" for your images, with a support of video tutorials that guide you through the basic tips. The one-click effect, "Pixlr Express" will help you to apply some effects to your images. Pixlr imm.io is also there for the images you'd like to upload and share with your friends. Learn more about all the news with Pixlr Blog, and Pixlr on Facebook.

## Wix.com , Design Your Website

Do you like web designing? Do you want to be able to create web pages like a pro? Are you tired of referring to tutorials and books?

Create your own free website that looks and functions just the way you want without the need to bother with any code or web programming. Add pictures, text, contact forms, Google maps, social network icons and links, music, video files and more with ease. Just sign up at <http://www.wix.com> and start to create great websites with a few mouse clicks.

## IP Phone Training

In the process of delivering UITS Services to UAEU Community, UITS Department arranged serial training sessions of 'CISCO IP Phone' for UAEU Employees in the first week of May, presented by UITS members.

Those sessions provided an overview of the features available in the IP Phones with hands-on practice on how to use them. Other services available to the UAEU community were also discussed; Phone web interface and what features can be managed from the web, and Cisco personal communicator and how to use it.



## Social Life at UITS

'Call for Detectives' was the latest event organized by UITS Social Group. On April, 21, UITS members put on their detective hats and enjoyed unlocking the mystery of a crime.

The winning team won the first UITS Social Group Cup.

### Newsletter & Publisher

Think IT is published for UAEU Community and produced by University Information Technology Services (UITS).

You can send your feedback or suggestions via  
Email: [thinkit@uaeu.ac.ae](mailto:thinkit@uaeu.ac.ae)  
Tele : +9713 713 6111  
Fax: +9713 7550683

### Newsletter Online

Visit our website at [www.uaeu.ac.ae/uits/](http://www.uaeu.ac.ae/uits/)

### Editors

Buthina Bu Humaid. Sara Fathi. Wael Hassan.  
Muhammad Aamir Idris. Azim Boblai. Mariam Ketbi

### Auditor

Robert L. Fielding

### Design & Layout

Raed Shehada. Mariam Ketbi