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## UAEU Successfully achieved international standards for IT Service management and IT Security management.



**October 2 nd, 2014**

His Highness Shaikh Hamdan bin Mubarak Al Nahyan **Minister of Higher Education and Scientific Research and Chancellor of U.A.E. University** receives formal certifications from the International Organization for Standardization (ISO) / International Electrotechnical Commission (IEC) 2011 :1-20000 standard for UAEU IT Service Management and 27001:2013 for UAEU IT Security Management.

In his remarks as he received the two certificates, His Highness Sheikh Hamdan bin Mubarak said the university's achievement of the important certifications was made possible by U.A.E. leaders' interest in, and support for the country's higher education institutions.

His Highness Sheikh Hamdan bin Mubarak emphasized that the university is committed to advancing its educational services to the highest levels, and that its fulfillment of ISO certification requirements is in line with its strategic goals of quality, efficiency and transparency as well as capability enhancement.





## UAEU is the 1st academic institute in UAE to be able to achieve both ISO 20000 and ISO 27001 certifications

The ISO/IEC 1:2011-20000 standard sets requirements for an IT Service Management system, including the expectation that the organization follows the necessary processes to deliver effective, consistent and high quality IT services. The focus on services, management systems and controls helps to ensure an integrated process approach to providing managed services. The standard is aligned with the IT Infrastructure Library (ITIL) framework, globally recognized as the set of best practices for IT Service Management.

ISO/IEC 27001 is a well-structured auditable standard with International recognition which provides a comprehensive set of controls comprised of best practices in information security. It also formally specifies how to establish what is known as an Information Security Management System (ISMS). Compliance with ISO27001 can be formally assessed and certified. ISO Certification increases trust in an organization and gives assurance to its customers that security best practices have been adopted.

UITs team of experts worked together over a period of 1 year to achieve this important milestone. We are excited to be part of elite group of organizations around the globe who have previously been certified.

These certifications demonstrate our commitment that UITs provide secure, reliable, robust, consistent, customer focused and documented services to UAEU community. Both certifications are valid for a period of 3 years considering successful completion of audit annually by certified ISO auditors to ensure the consistent maintenance and improvement.

We are continuously striving to enhance our infrastructure and service to provide the best technology platform as per UAEU academic requirements.

*By Eltigani Tawfig*

# Email Security Best Practices

## E-mail - so simple, so important Security

Email messages containing Spam, Phishing or those containing viruses as hoaxes are becoming more and more challenging to identify. Spammers and phishers are getting better everyday at making these messages look legitimate. However, these messages often fail on a number of counts. They usually contain bad spelling and/or grammatical mistakes. Also, some such emails ask for your personal information, namely username/password. You are of course strongly advised against replying to such emails. You should also inform IT Help Desk ([helpdesk@uaeu.ac.ae](mailto:helpdesk@uaeu.ac.ae)).

### Recognize Scam

Scam tactics are constantly changing and becoming increasingly sophisticated. If an email looks genuine, be careful and look for these warning flags

- The message is unsolicited and asks the user to update, confirm personal information.
- The message is labelled as urgent.
- The message has an unusual source address or and unusual reply-to address instead of "@uaeu.ac.ae" address.
- The web address does not have 's' after http://, indicating it is not a secure site.
- Opened-link does not match the given link in the email.

## Phishing by Numbers

91% of cyber-attacks begin with spear phishing email.

94% of spear phishing emails use malicious file attachments.

### Handling email Attachments

Be careful of all attachments and links:

- The most dangerous ways malware can be spread is via attachments and harmful links (Any attachment, especially .exe). Avoid clicking on links / attachments in unsolicited emails.
- Never open email attachments or links you don't recognize.
- Never respond to spam/phishing emails.
- Don't provide sensitive or personal information over email. Use email Encryption New Service (ask Help Desk for email Encryption), when sharing personal or confidential information.





## Identity Protection

- Never send credit card or bank information via email.
- Before opening any link given in the email, type them into the browser to ensure you are opening the right site.
- If you are not sure about the given link or email ask UAEU IT Help Desk ([helpdesk@uaeu.ac.ae](mailto:helpdesk@uaeu.ac.ae)) or IT Security Team ([Security@uaeu.ac.ae](mailto:Security@uaeu.ac.ae)).



## Avoiding scams and hoaxes

- Scam and hoax emails are designed to trick user into disclosing personal information, such as account detail, passwords etc.
- Scam emails are also often used to get your attention into paying money for fake get-rich-quick offers, prize or lottery wins etc.
- Be careful about emails received from people or businesses you don't know, particularly ones that promise you money.
- Remember - Banks never ask for confidential information via email. So, you should be careful about email received from banks discussing your account details etc.
- Scammers put a lot of time and money into making email and website look real. Don't be fooled.

**SCAMS**  
**TARGET YOU**  
**PROTECT YOURSELF**



# Do's & Don'ts



- ✔ Ensure your computer is locked or logged out when you leave your desk, as someone else could send message in your name.
- ✘ Never reply to unsolicited "spam/phishing" email, even when given an option to remove your name from the mailing list as this just trick to confirm to that your email address is valid or steal your personal information.
- ✔ If you subscribed (journal/newsletter etc.), then its' safe to use the instructions given by the host. Keep your passwords secure and ensure they are not visible to the casual observer.
- ✔ If you need to send confidential information (e.g. exam questions/result or sensitive communication) contact UITs Help Desk and ask about encryption.

## Reporting Suspicious Email

If you receive a phishing email, kindly forward to IT Help Desk at [helpdesk@uaeu.ac.ae](mailto:helpdesk@uaeu.ac.ae) as attachment.

## New Email Spam Filtering System Cisco IronPort

University Information Technology Services (UITs) has implemented a new spam-filtering gateway as of April 2014 that is expected to reduce the amount of spam/Marketing email received by the University.

In the new system, Suspected spam and Marketing mails will be quarantined.

To access your quarantined email, login to <https://myspam.uaeu.ac.ae> using your UAEU email address as username and password.

*By Sajid Ali*

# PHISHING

I just received an e-mail from the service call centre asking me to send them my login and password.

Do not reply to any e-mail asking you to forward such confidential information.



Phishing is a technique where a user is tricked into submitting personal / confidential information thinking that the request is coming from trustworthy source.

Avoid becoming a victim of phishing by following these simple rules.

- Do not reply to e-mails requesting you to forward details such as passwords, account information etc., even if the e-mail seems to be from a legitimate source.
- Do not use a link in an e-mail to get to a web page. Instead, type in the URL directly into your browser's address bar.
- Be vigilant when downloading e-mail attachments on your computer. If in doubt, do not download.



# STRONG PASSWORDS

Well don't make it too easy!  
Your password should be easy  
to remember but hard to guess!

Time to change my password  
again! better choose  
something easy so that I can  
remember it!



**Follow these easy tips to make sure that your password is easy to remember but hard to guess!**

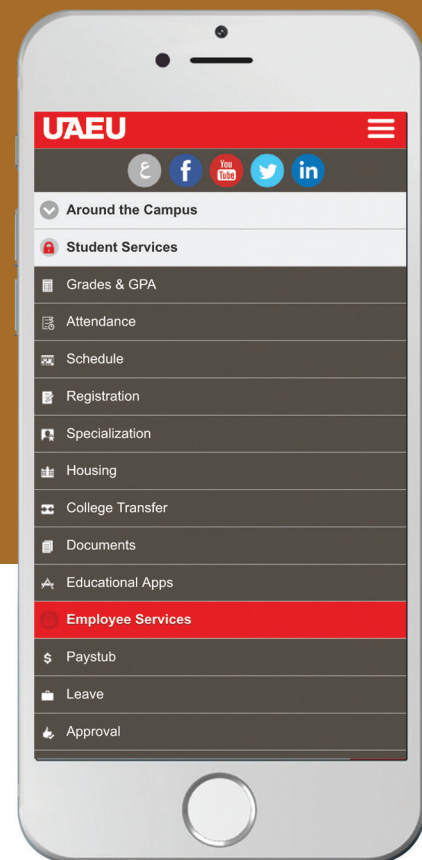
- Is at least eight characters long.
- Includes at least one character from three of the following four categories:
  - Uppercase characters ( A to Z )
  - Lowercase characters ( a to z )
  - Numbers ( 0 to 9 )
  - Symbols ( for example: !, \$, #, %, etc.)
- Do not include three or more consecutive characters from your login or full name.

# His Highness Sheikh Hamdan bin Mohammed Launches the UAEU Smart Application during the Opening of GITEX 2014

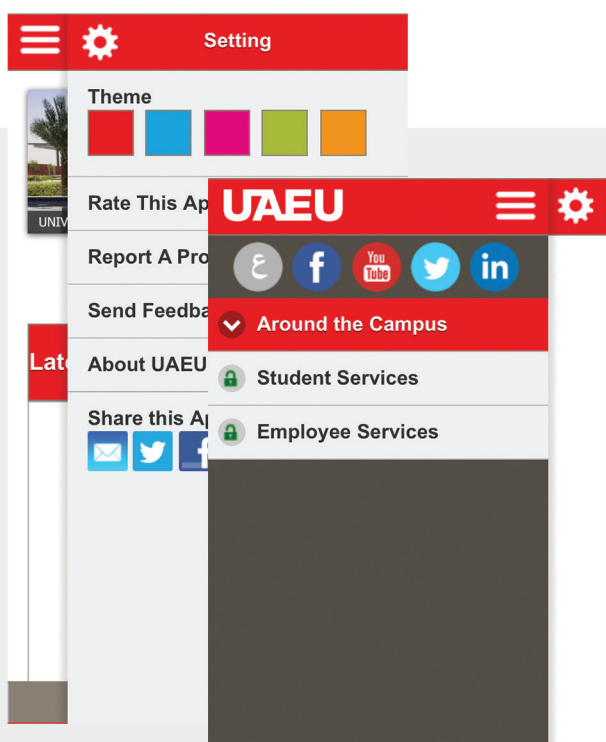


His Highness Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum, Crown Prince of Dubai, Launches the UAEU's new smart application. This came during the opening press conference in GITEX 2014 in Dubai in the presence of both local and international press agencies and Mrs. Afraa Al Shamsi, Chief Information Officer at UAEU.

On Dec 2013, UAEU Mobile app full makeover was released with a focus on student services. Since then, to ensure further development of the application and better service delivery, the app has been injected with analytics functionality that helps to track usage. At the same time, students' feedback about the app's worth and possible future enhancements were collected.

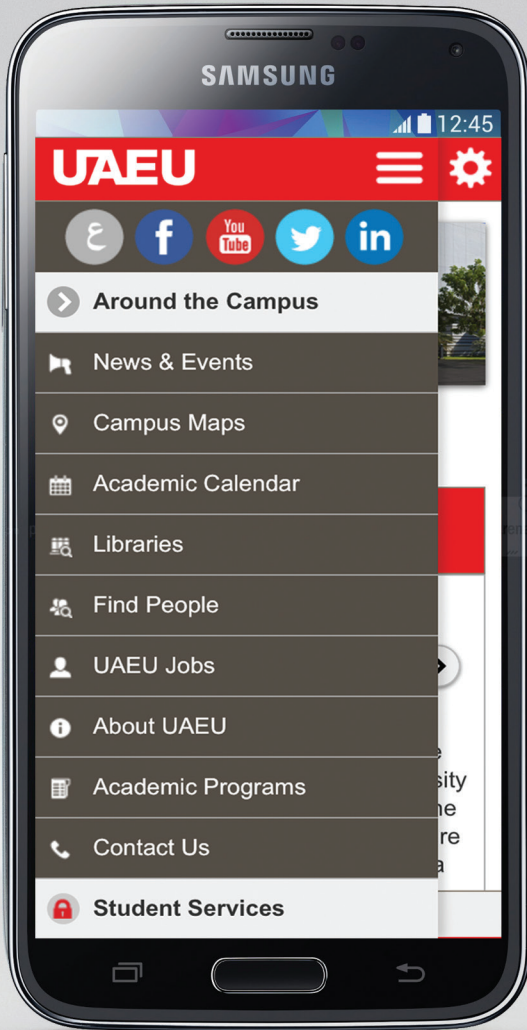


The new release has some major enhancements, new features and new services that will improve the app's usage on the go. To achieve better performance and user friendly interface the application has been upgraded to the latest Web Framework for Smartphones & Tablets. Other new features such as "Remember me" option for login, left & right menu Swipe feature, and a new Setting menu have been added.



In addition, the UAEU students will start to receive notifications via UAEU mobile app for major events like registration, housing transfer and college transfer. A notification will be pushed to remind students about the time of these events.

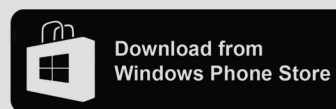
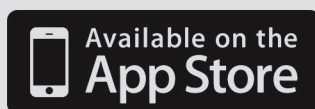




### Other new services include

- UAEU Programs: UAEU community and prospective students will be able to view the graduate and undergraduate programs offered by UAEU.
- Housing Maintenance Request: UAEU Students will be able to submit housing maintenance request via mobile as part of housing services.
- eDocument Request with ePayment: UAEU students will be able to request documents such as transcript and pay the fees online with their Student ID Card.
- Approval: Travel Requests, Leave Requests and finance documents such as Requisitions, Purchase Orders, Journal Vouchers, & Encumbrances can now be approved on the go.

The new enhanced app is available across major mobile platforms ( Apple, Google Play, BlackBerry, & Windows ) and you can download it with a single click from your preferred app stores. Stay tuned !



## Students Feedback

I really used all the features and they really good.

**Moemin Ammourah**

The UAEU app new version is better than the last version. I like the things you have added to it. Everything is perfect.

**Eisa Ahli**

This app is very useful for each student in this university , it includes everything that a student would need so they can reach it anywhere and anytime and its very simple to use, everything is well organized and its a good thing that you made this app

**Eiman Almemari**

برنامج سهل لإيجاد معلومات الطالب الجامعي من تسجيل و تواصل و معرفة الدرجات و هو سهل الاستخدام و اشكر من كل الذين بذلوا جهدا لتطوير الشئ و بارك الله لهما و لهم منا كل التقدير

**Basmah Salem Al Abdouli**

The app is fabulous in my opinion as it allows as to interact with faculty, students and campus. It made everything for us much easier than before. we are able to check our attendance and results within our home so that's one of the great feature it has got.

**Mughair Abdul Aziz**

The application is easy to use and provides the students and the staff full access within seconds to class schedule, courses grades, attendance status, academic calendar and many more with our smart phones anytime anywhere! The app helps increasing the educational experience and productivity as well. To be honest I think that the application is great

**Ebtihal Ahmed Abdu**

Great app! Has everything i want. The app is very helpful and easy to use. I think the app is fully loaded with services we want.

**Fatima Mirza Munawar**

Thank you so much for this app which helped me alot about figuring more about uaeu and an easy way for my first academic year.

**Nouf Mubarak Ahmed**



*By Mariam Al Ketbi & Mahdi Ismail*

# Printing Guidelines

University Printing Infrastructure represents one of the highest IT equipment expenditures and our goal is to facilitate the appropriate and responsible business use of printer assets, as well as the control of overall financial commitment by preventing the waste of paper, toner, ink, etc. UAEU is moving ahead towards getting national as well as international recognitions and certifications in terms of its academic and administrative operations and infrastructure. One of our major role is to collectively develop and implement a green computing environment by adopting new approaches and best practices.

UITs is currently working on implementing best practices for managing UAEU printing resources. One of our major challenges is to eliminate the local printing practices. Considering usage, health and environmental issues related to local printers like energy consumption, Carbon footprints and heavy consumption of consumable waste such as paper, ink, toner and cartridges as well as financial resources, we highly discourage their usage within UAEU environment. Comparatively, the network printers and multifunction printers are more reliable, efficient and cost effective.

The best printing practices listed below can help to reduce the carbon footprint and minimize the cost associated with inefficient printing:

## Before you print

- Use shared network drives to share files and collaborate with colleagues.
- Use AV and presentation equipment in meetings to display agendas, minutes, and other documents on screen instead of printing copies for each individual.
- Choose scanning to email instead of photocopying documents.
- Copy and paste from Web Browsers only the information you need into Word or a .txt file and use the bookmark feature for web page information that you wish to retain rather than printing.
- Configure the network printers and/or multi-functional printers to duplex (double sided) and set mono (black & white) color as default setting.



## When you print

- Print using draft mode for working documents or internal copies.
- Print several pages per view i.e. 2 pages multi-up on an A4 size sheet.
- Use narrow margins to get more out of the sheet.
- Use smaller font size and keep the single-line spacing.
- Print only the number of pages you require.
- Use 'Print Preview', this function will give you the opportunity to see an approximation of what you are about to print.
- Collect immediately the printed confidential documents from printers.

It is important to emphasize that the above objectives can only be achieved if we all work together to make UAEU a healthy & green environment. Nonetheless, embracing the environmentally-friendly practices listed above is an important first step.

*By Sumaya Nasser*

## UAEU in Gitex

United Arab Emirates University (UAEU) students participated in the GITEX Technology Week in Dubai, presenting both technical and scientific projects. The UAEU pavilion attracted many visitors, especially those who were interested in new technologies and innovations.



# Left in the Printer for all to see

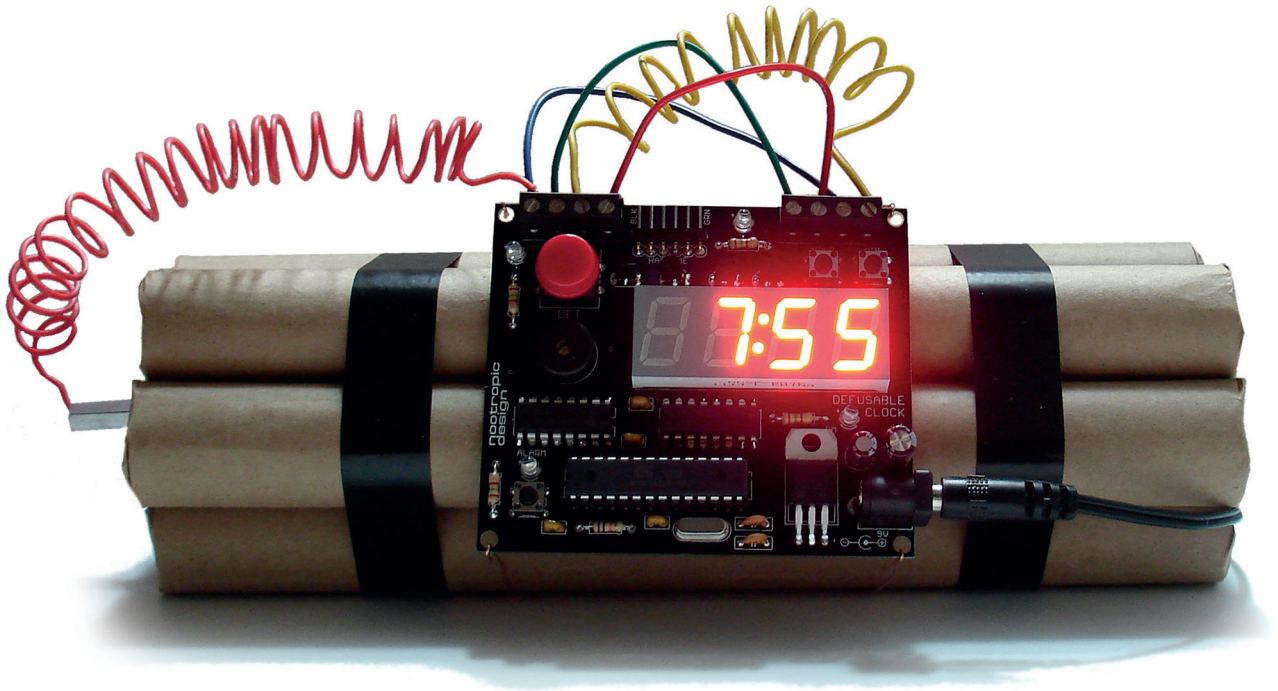
Immediately Collect the Document After Print Command





REPORT ANY SECURITY INCIDENT  
AS SOON AS POSSIBLE

DON'T DELAY  
REPORT RIGHT AWAY  
BEFORE ITS TOO LATE





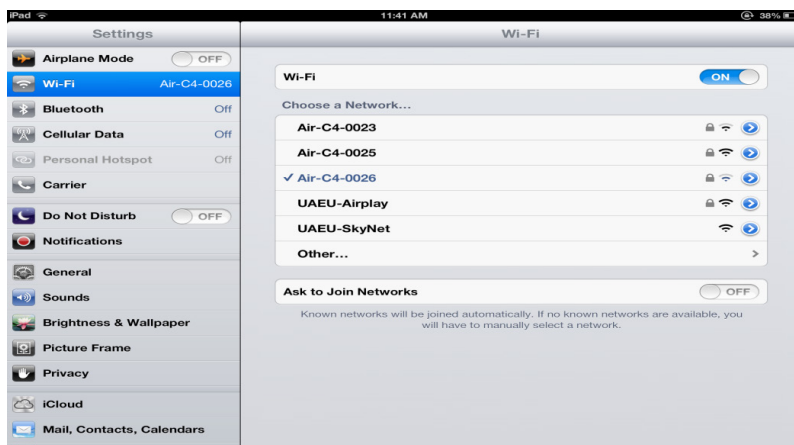
# SmartBoard Connectivity

The introduction of the iPad in UAEU classrooms has fundamentally changed a teacher's ability to enhance the student's learning environment. Also, the iPad with its true mobility has made the paperless classroom practical with its functionality and versatility. This has had the effect of having to rethink course content, course presentation, testing, communications, and activities.

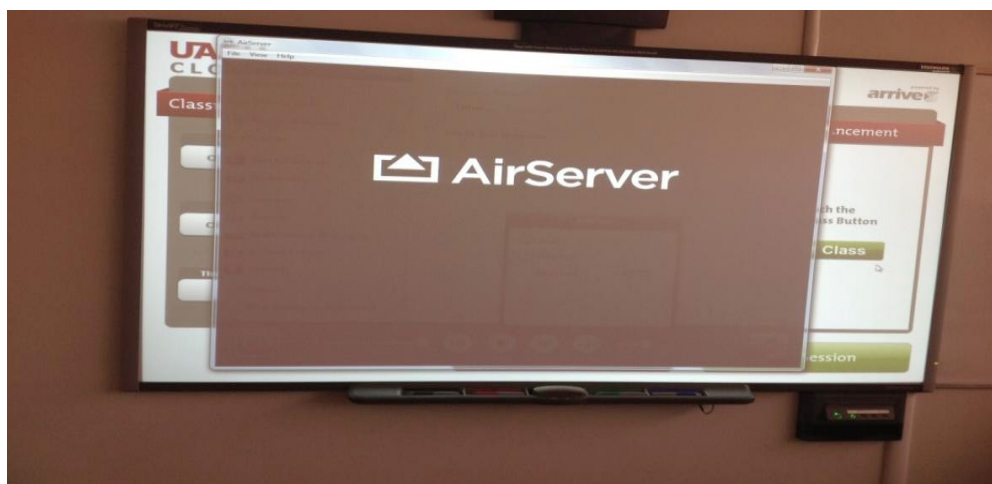
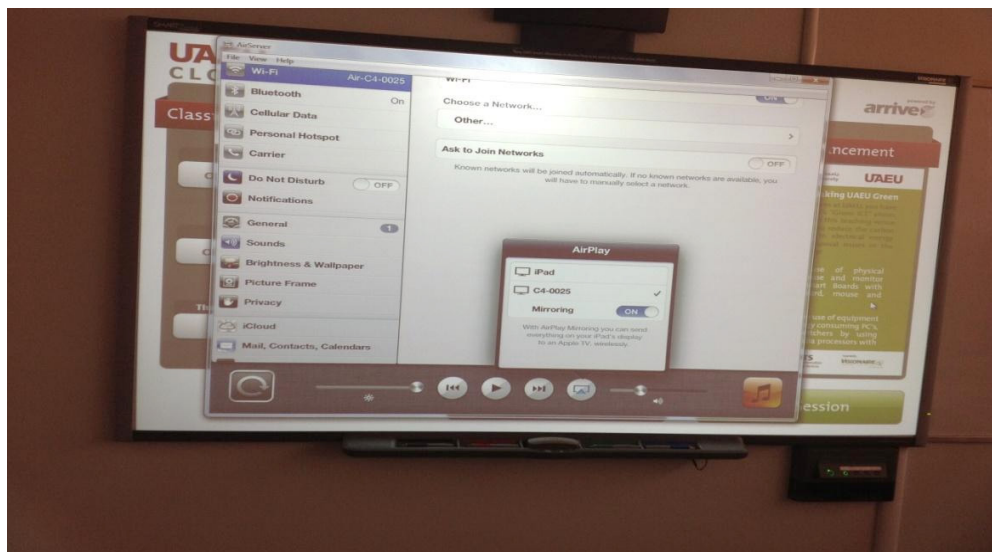
Technology has provided teachers with more tools than ever before to support a rich and personalized learning experience. Through a technology called Airplay, faculty member can connect their iPads wirelessly and stream any content to the classroom projection system. AirPlay allows Faculty member the freedom to move among the students while controlling all aspects of their presentation. Teachers are no longer trapped at the front of the classroom in order to share content with students. Students can also use it to share their work with their peers.

## Connecting to Airplay on an iPad

- Before you attempt to mirror your iPad's screen, you need to first ensure that your iPad, and the AirPlay device you are connecting to (Smart Board -MPA) are on the same WiFi network.



- Next, swipe up from the bottom bezel on your iPad to reveal the new iOS 7 Control Center.
- Tap the AirPlay button and select the device you want to connect to - Smart Board MPA (e.g: Air-H0019-4). Turn on the Mirroring option to send the image of your screen to the projector.



iOS 8 will support "peer-to-peer AirPlay discovery and playback," which means that you won't need to be connected to a wireless network to use AirPlay. That's a really nice and practical evolution of Apple's wireless media streaming protocol. It will help us immensely in fine tuning our present arrangement.

*By Sharath Hegde*

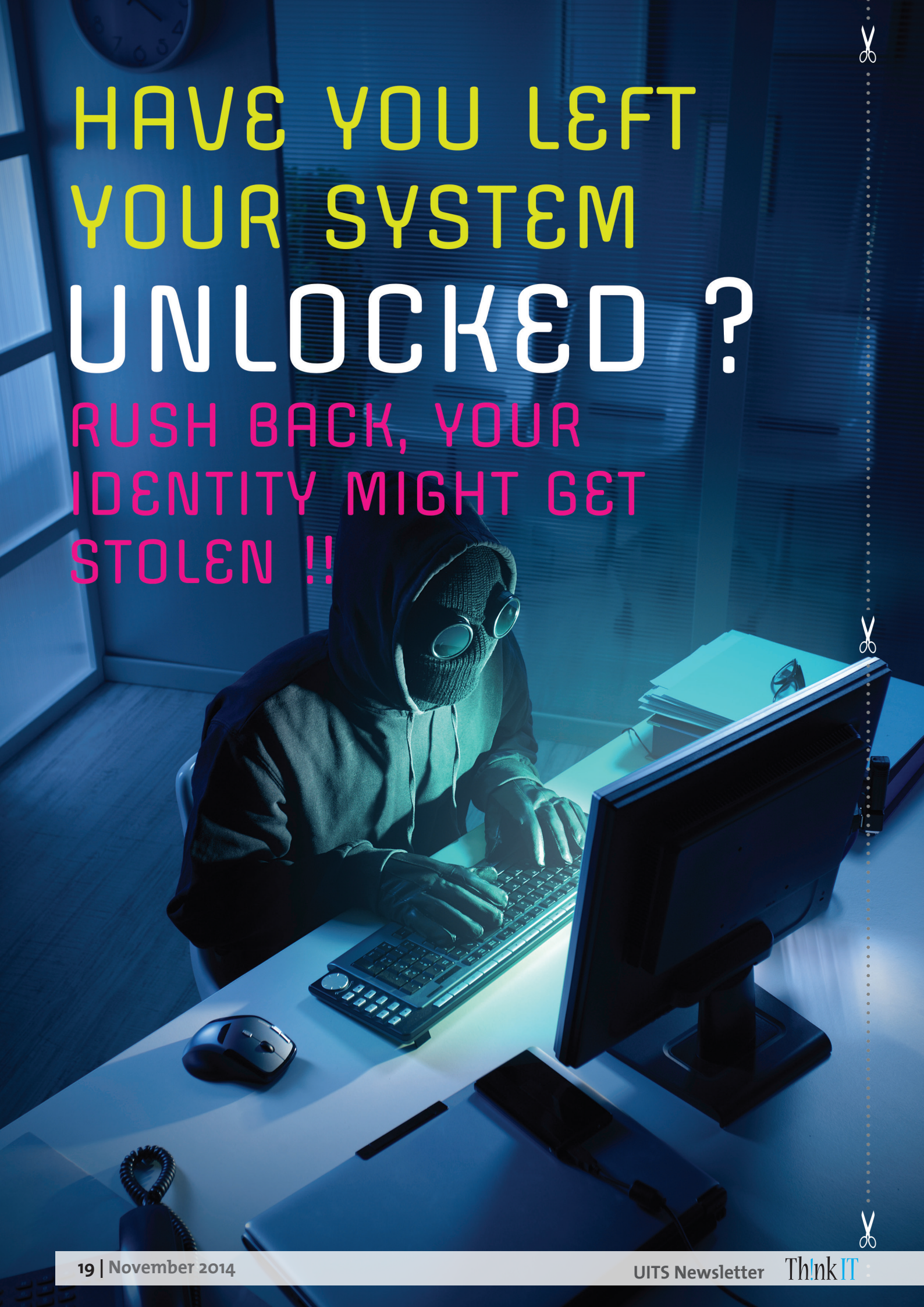
# E-MAIL USE GUIDELINES



## Follow these easy tips to make sure that your e-mail account is safe :

- Do not use your uaeu.ac.ae account irresponsibly or for personal purposes.
- Do not disclose your uaeu.ac.ae e-mail address without any consideration.
- Do not mix your uaeu.ac.ae e-mail with your personal e-mail accounts.
- Do not open or download e-mail attachments from unknown sources.
- Do not leave your desktop unattended. Always log out of your computer.





# HAVE YOU LEFT YOUR SYSTEM UNLOCKED ?

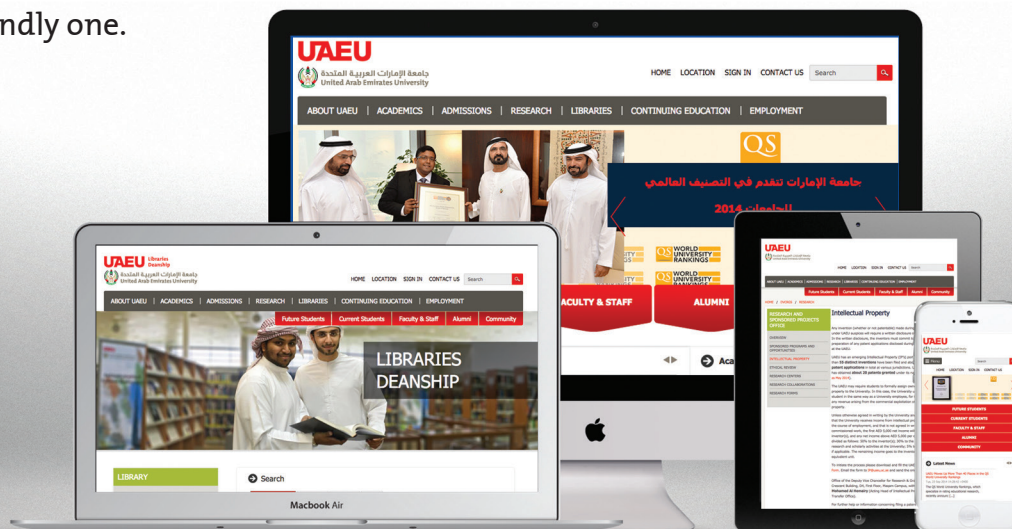
RUSH BACK, YOUR  
IDENTITY MIGHT GET  
STOLEN !!



# UAEU Website

The ability to cope with the new challenges that higher education poses and to compete with other universities for accreditation requires a fresher look at your marketing strategy. An important part of this is branding. Thus, UAEU decided to redesign its website last year. As a result, all UAEU websites, including those of the colleges, have undergone a major uplift. The aim was to integrate marketing and branding in which different entities on campus will all have a similar look and feel, making the website instantly identifiable as belonging to UAEU.

The basis of a new website was to know the university's customers and what the short-term and long-term goals are. This knowledge results in a new site structure and content navigation. As such, we removed the old outdated form of navigation and produced a more user-centric and visitor-friendly one.



## Below are some of the key improvements to the website

- Bilingual website: to provide Arabic speakers, particularly parents, with easy access to information, all content will be delivered in both Arabic and English.
- Responsive design: a design that responds to a range of viewers' screen sizes and device types. The website can now be displayed properly on a number of platforms, including computers, tablets, and mobile devices of varying sizes.
- The website is designed to support recent versions of common browsers that account for the majority of all visits, and still be usable with the remainder.
- The website is easy to navigate, delivering information seamlessly to its target audience.
- Enhancement of the visual impact: the website's new design works towards the inclusion of more graphic and media elements.

## Some Facts about the new website

The whole process of building the new website started with the adoption of the best design option followed by the creation of new templates that can be easily used to build content pages. The most difficult part, however, was reviewing the whole content of the website to identify what targets the university community only and what targets the general public. This operation resulted in the removal of huge amount of content and placed in the University Intranet Site, i.e. my.uaeu.ac.ae.



*By Yasser Abdel Aziz*

## Video Conferencing Technology

### Scope and Features at UAEU

With the advent of video conferencing technologies, everyone can now connect, share or attend meetings anywhere anytime from the comfort of their own desk. This has of course opened new possibilities for distance learning.

UAEU staff, faculty and students can now take control of their academic classes, meetings, seminars, conferences or HR Interviews. This service is meant for interactive video communication between two locations or more either inside the campus, within the UAE or in any location outside the country. The technology is user-friendly, interactive, and provides ease of sharing documents. As a result, institutions and organizations can have effective live sessions in HD video communication that can save time and money. It is also an important step towards creating an environment friendly Green infrastructure.





UITs is committed to achieve the highest level of excellence and reliability in providing its services. Thus, the facility is equipped with the latest technology, globally known products, HD Audio and video delivery with a high bandwidth infrastructure and a professional team to support and maintain the service.

We have over 30 different locations throughout the campus to serve the needs of UAEU community. Also, multiple locations can be connected together in the same conference. Moreover, our PC client software allows for a quick and easy to use conference solution that connects users from anywhere in the world. We have different types of rooms to facilitate the service like classrooms, lecture halls, Auditoriums and meeting rooms as per your requirements, with the option of recording live sessions. For research and educational purposes we utilize the UAE's national network ANKABUT (Internet2) which provides a secure and high end connectivity to communicate with educational institutes worldwide.

The video conferencing day-to-day functions include academic classes between male and female campuses, administrative meetings, events hosted by various departments and HR interviews. This feature has already proved to be very useful in increasing attendance by giving those who are unable to join the meeting physically the chance to participate from anywhere in the world with the help of a PC. One example of a successful event was in last semester when the "Loyola Marymount University" in Los Angeles, USA had a video conference with our students from Mass Communication Department, College of Humanities and Social Science, headed by Prof. Tom Plate.

Please find the web link for reference <http://vimeo.com/41570078>.



**More information about video conferencing can be found on UITs sharepoint under Service Directory under Communication Services**

*By Mohamed Asim*

# Attendance Reporting System enhancement

The current attendance recording system is being re-developed to enhance its interface and usability and to add additional features and functionality. Administrators will have more control in setting up and managing the system. The new system will also comply with the University's new attendance policy and audit requirement.

*By Abdullahi Mohamed Qani*

# Admission Application Online fee payment

As part of the application process to UAE University, prospective students need to pay an application fee. Currently, applicants deposit the required fee in a specific account at Union National Bank. They then bring or send the payment receipt to a UAEU cashier, and the payment is entered into Banner. This of course causes unnecessary delays in the application process. The good news is this has now been remedied.

The application process has been enhanced to include a more convenient way of paying the application fees. Applicants will be able to pay online using a credit card in a secure payment gateway. The system also provides the applicant with full details of the payment transaction for future reference.

*By Abdullahi Mohamed Qani*

## Newsletter & Publisher

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Tel: +971 3 7136111

Fax: +971 3 7136999

Newsletter Online at : <http://www.uaeu.ac.ae/en/vc/uits/newsletter.shtml>

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