



# Read in this Issue

- UAEU Telepresence Service
- UAEU Service Desk
- Impact of multimedia in education
- Student Printing
- Windows 10 Features
- UAEU Application Cloud
- Disk Based Backup
- Virtualization Technology
- Storage Auto-Tiering
- Firewall for UAEU
- ISO 27001
- High Speed Wireless Network
- Solarwinds Centralized Infrastructure Monitoring
- Mobile App Updates
- Attendance Reporting System enhancement
- Electronic Document Services
- Tawasul Project



## UAEU Telepresence Service

The development of new technology has resulted in a new term for videoconferencing : telepresence. Telepresence is a set of technologies that work interactively to give participants in a videoconferencing session the feeling of being present in a location where they are not. Telepresence systems are highly integrated multi-codec, multi-monitor, multi-microphone and multi-channel speaker systems which support high bandwidth and provide HD quality audio and video with immersive experience. The objective of Telepresence is to present interactive video and audio between locations with near lifelike audio quality and with near life-size video images.



UAEU have three locations equipped with Polycom Architected Telepresence Experience (ATX300) systems on campus at C3, H3 and F3 buildings. The rooms are featured with a seating capacity of 6 and equipped with 3 large plasma screens, 3 HD cameras, 3 table top pop up screens and multiple input connectivity for presentations. This solution delivers a high quality communication experience which allows users to collaborate with peers around the world for academic and research pursuits with a real life size interaction. Thus, it can save time and reduce travel costs. These rooms are interconnected, which join with other participants from outside, and share contents for Educational meetings or collaborative research benefits through the internet 2 (Ankabut) connectivity for their professional interactions.



The rooms have other equally important uses besides Telepresence. They are meeting spaces ready for academic or research-oriented discussions and presentations. They not only provide the capability to present, share and compare multiple presentations at the same time but can be used for regular videoconference meetings as well.

Each room is operated and controlled by an iPad with a facepoint application installed. The user interface is easy, which helps users to select the functionality of their choice: presentation mode for discussions and sharing presentations or Telepresence mode for video communication and content sharing.



By Bijesh Thomas

To use or enquire about the service,  
please contact IT helpdesk - [helpdesk@uaeu.ac.ae](mailto:helpdesk@uaeu.ac.ae)

Reference: Polycom Architected Telepresence Experience: <http://ngw.ntt-at.co.jp/product/video/catalog/polycom/atx-300-datasheet.pdf>



# UAEU Service Desk

UAE University is in the process of establishing a service desk for the UAEU community: students, faculty members, staff and external users.

## What is Service Desk?

A Service Desk is a communication center that provides a central point of contact between the company and its internal and external customers. It aims to provide services in a timely manner.

## How does Service Desk work?

A Service Desk requires the following to work efficiently:

- First, customers must be able to reach the Service Desk Agent through a variety of communication channels such as email, telephone, live chat and through the portal.



PHONE



FAX



EMAIL



LIVE CHAT



ONLINE  
SUPPORT



WALK IN

- Once the customer reaches the service desk agent, s/he can explain his/her case (problem or request). The agent will gather the required information and input it into the service desk system.
- The service desk agent will assign this request to the relevant Expert Agent.
- The expert agent will resolve the case, update the resolution and update the status of the case.

## UAEU Service Desk

With these benefits in mind, the university has decided to embark on the establishment of a Service Desk to provide an enhanced communication experience with its stakeholders and to allow a speedy and smooth resolution of its stakeholders requests and problems.

# What is the difference between Service Desk Agent and Expert Agent?

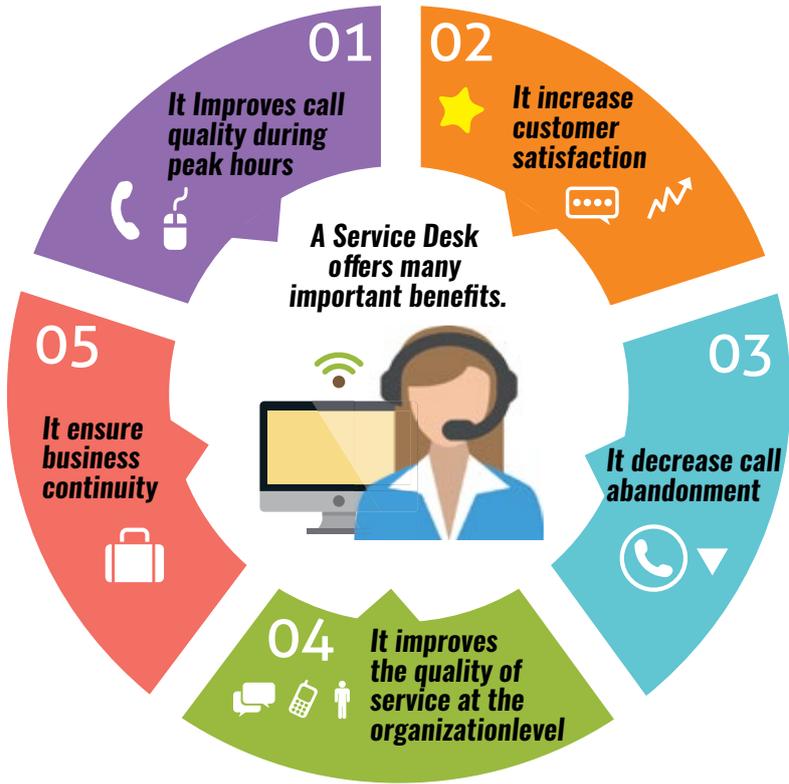
A Service Desk Agent is the employee who is the first contact point for the customer, and has general information about each department in the organization.



An Expert Agent, on the other hand, is the employee who works in a certain department and has detailed information about it and the services it offers. For example, an Expert Agent in HR is an employee in HR who is aware of all HR services.



# What are the benefits of the Service Desk ?

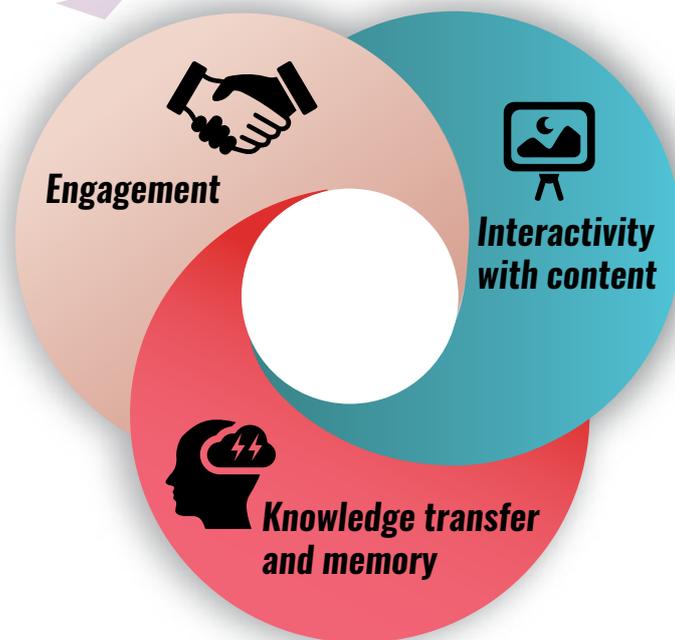


By Amna Al Dharmaki

Reference : Service Desk Definition : <http://searchwindowserver.techtarget.com/definition/service-desk>

# Impact of multimedia in education

Although the impact of video and multimedia technologies on educational outcomes is a field of ongoing research, the educational impact of video can be summarized by three key concepts:



Video combines many kinds of data (images, motion, sounds, text) in a complementary manner. Thus, learning can be adapted more easily compared with other tools. It provides opportunities for differentiated instruction to accommodate students diverse learning styles and individual learning pace. With video, the learner has more control over the information he receives and an additional opportunity for deeper learning. For example, the learner is able to stop, rewind, fast-forward, and replay content as many times as needed. Given this potential, UITS offers a wide range of multimedia services and assistance to help improve student learning outcomes at UAEU.

## UITS Multimedia Services Team

The Multimedia services team is committed to providing superior services to UAEU faculty, staff and student with multimedia production and instructional technology support. The services include:

- Production of instructional, training and promotional media for video and web distribution
- On-location and studio production services
- Post-production services, including editing, video format conversions, DVD authoring and media preparation for web distribution.
- Audio studio recording services
- Live and post-video encoding and streaming, both in studio and on location
- Multimedia duplication and conversion services
- Instructional technology consultation

*By Hazem Abdel Razek*

For further information please contact IT helpdesk - [helpdesk@uaeu.ac.ae](mailto:helpdesk@uaeu.ac.ae)

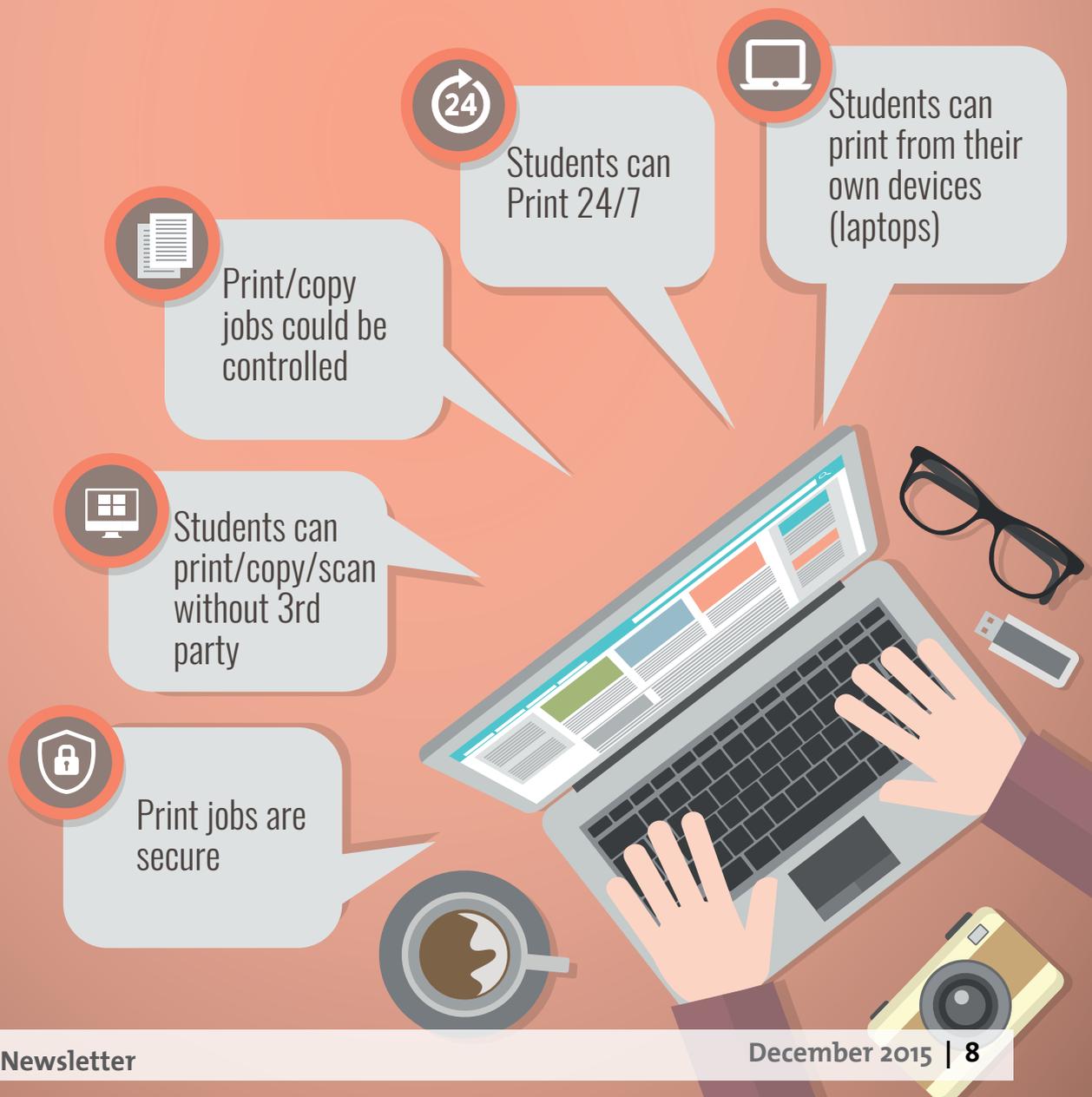
Reference: The Impact of Broadcast and Streaming Video in Education: <https://www.cisco.com/web/strategy/docs/education/ciscovideowp.pdf>

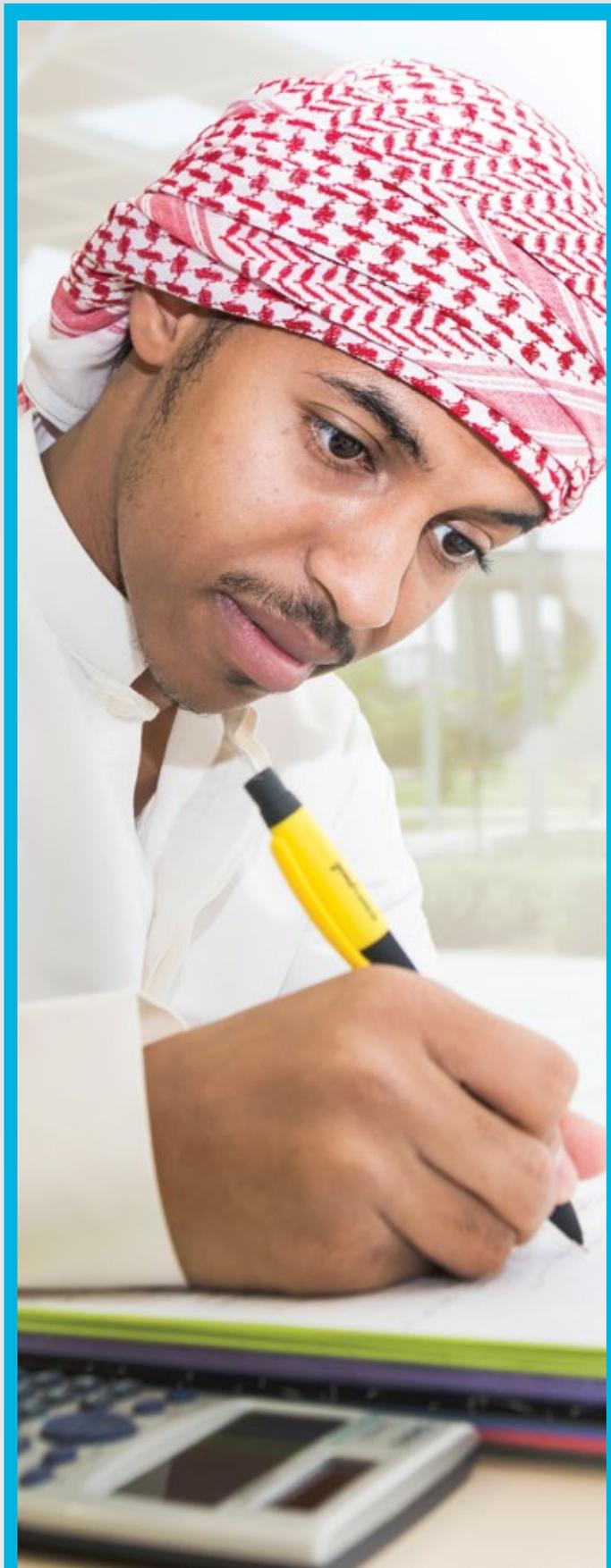


## Student Printing – A success Story with SafeQ

Four years ago, students at the College of Medicine had access to unlimited free printing in the library block. However, they had to print from library computers. There were two main problems with this: photocopying was in free flow with a lot of prints discarded. The other drawback was that a library staff had to be available most of the time to serve students. Also, a major cause for concern was the photocopying of copyright material by MNL staff. This led the college management to take action and asked UITS for an automated solution.

After some research and trial runs, UITS zeroed in on the SafeQ print management solution from Y Soft and put a proposal before the management who gave the green light. The solution offered the following benefits:





To implement the solution, both newly ordered and old photocopiers (4 photocopiers in total) were fitted with YSoft SafeQ card readers. In addition, the client devices that initiate the printing needed a client software installed to tag the identity of the print job owner, which we call a SafeQ client. Once the software is installed on the client machine, it will ask for a user ID and password every time the user initiates a print job to the SafeQ print system. After authentication, the job gets spooled in to a server. Once the user keys in a PIN or scans their student ID at the card reader of any of the 4 photocopiers, the card, in conjunction with the SafeQ server, identifies the print job and checks the print quota and credit availability of the student. If sufficient quota/credit is available, the job is printed and the credit balance conveyed to the student. If not, the job will not print and the user is notified. The same SafeQ terminal (touch interface), once logged in, allows the interface to do the copy/scan as well.

The advantage of this system is that students only need their ID card to authenticate. Also, after initiating a print job, a student can go to any of the four photocopiers and print their job.

The SafeQ printing project, which took around 6 months to implement, was a huge success. Its benefits far outweighed the restrictions on the print quota agreed by students, i.e 500 pages per semester. Students could top up the printing credit by paying AED 50/- for an additional 500 pages.

When the project began it didn't cater to Mac laptops, iPads and tablet etc. However, an upgrade early last year helped us to accommodate those client platforms as well. The Mobile Print module supports printing documents from any smartphone, tablet and laptop. In this case, they just attach the document to print and mail it to a specific e-mail address and the job is ready to be printed at any of the SafeQ terminal! The reporting/audit feature available is quite useful as well, with detailed reports available per device, user, student groups etc. and even how many trees are cut down with each print job.

Given the large number of female students, the success of this model prompted management to provide them with an additional photocopier and extended the solution to the staff area with 3 more units. We are now in the process of implementing the same setup for delivering color-printing solutions to students and staff. The system has a payment module, which can be integrated with an online credit card payment system in the future so that students can top up their printing credits without going through the finance department.

The SafeQ solution has augmented the university policy of Bring Your Own Device (BYOD). It has allowed over 600 students to print on the go, thus adapting their printing needs to their mobile lifestyles. In the process, we are contributing to a green environment. Yes, we did not plant more trees but certainly saved many!.

*By Alsajir M Basheer*



# What's new with Windows 10

Windows 10 provides a familiar and productive experience across your PCs, tablets, and phones. The new Windows 10 combines the strengths of both Windows 8 and Windows 7. The following is a summary of the new features in Windows 10.

## The Start Menu is Back

In Windows 10, the Start Menu is back. Now, Live Tiles are just like regular app icons, in (relatively) perfect harmony.

You can start typing as soon as you open the Start menu to find an app and launch it by name.

You can click "All Apps" to see a list of everything that is in your Start Menu.



## Microsoft Edge

Microsoft is replacing the old browser, Internet Explorer, for Microsoft Edge.

It has several unique features including a text-only reader mode an an annotation tool, and is integrated with Cortana.

## Central Notification Center

You can click the notification tray icon in the lower-right side of the screen or press Win-A to open up your notifications.

The notification tray also has links to various useful features like the Windows 10 Settings app, VPN settings, and quick toggles for things like location and Quiet Mode.

If you have a Windows machine connected to a touchscreen, there is also a button to quickly switch



Search the web and Windows



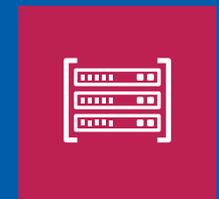
## 'Cortana' Makes the Start Menu Even Smarter

Microsoft has built its personal voice assistant Cortana right in.

Even if you are already using Google Now or Siri, having Cortana on your desktop can be handy.

You can perform web searches to get many of the same quick answers by simply pressing the Win key and typing a question.

Cortana's more than just voice commands. If you sign in with your Microsoft account, you can use Cortana to set reminders, add calendar events, and can even receive Google Now-style cards with relevant information like stock quotes or news stories.



## Continuum

The operating system includes a handy "Continuum" feature that dynamically switches the interface between the PC-friendly desktop and a Windows 8-like mode that is better suited for fingers.

In tablet mode, the Start menu expands to fit the full screen, as do the Windows apps. If you would like to force a switch, the new Action Center has a dedicated "Tablet Mode" button that you can enable or disable as you see fit.



## Add Multiple Desktops

Microsoft is finally adding the ability to create and manage multiple desktops.

You can add new desktops, quickly move windows between them, and jump between desktops by pressing Win-Tab.



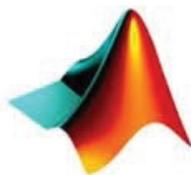
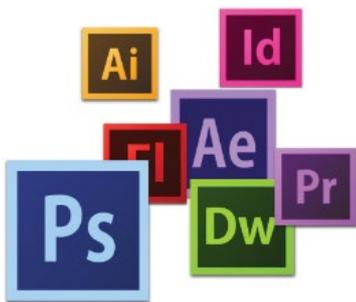
By Thanseer Ahammed

# UAEU Software Portal

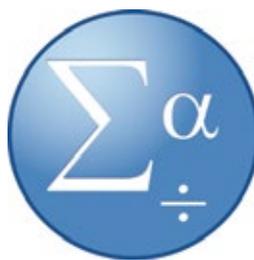
The demand for various college-related applications among students and faculty has massively increased. Every new semester brings a variety of application requirements. Based on this high demand, UITs management has decided to introduce the idea of delivering software as a service.

With Citrix® XenApp technology deployed at UAE University, applications are virtually delivered over the UAEU campus to any device, consistently and efficiently. Today, UAEU students, faculty and staff can use most heavy applications like Matlab, Minitab & SPSS without having to wait to install it on their personal computers and struggle with device compatibility limitations.

To avail of the service online, just browse the Application portal (<http://store.uaeu.ac.ae>).



MATLAB



**UAEU**  
**CLOUD**

## **Features & benefits**

*The key benefits the software delivery Service yields are listed below.*

**Easy to access from any device and anywhere within the campus**

**Help to achieve efficient IT operations**

**Owing to the availability of the Software portal, UITS has successfully hosted many training programs**

**By using cloud-based labs, UAEU has made huge savings on hardware cost by reutilizing the same hardware for the last 4 years**

**Availability of Windows on both MAC & android**

**Application delivery & desktop deployment give us very strong data governance techniques**

**By implementing the Application Cloud, UAEU now has a platform that is easy to manage, with applications and desktops rolled out across the campus very quickly**

*By Farrukh Fayyaz*

## Disk Based Backup Systems

Data is the most valuable asset of any organization, hence it is very important to back it up on a regular basis. Traditionally, backups were stored in tape cartridges but over the past few years, we have witnessed a change in this trend as disks are used more and more to store backups. In this article, we will discuss some of the advantages of disk over tape as a backup medium.



The main advantage of disk backups over tapes is reducing the restore time. To restore from a tape, it has to be first loaded into a tape drive and then forwarded to a specific point (linear medium) before data can be read. Once the data is read, tape is rewound and ejected. Think of them as an old VHS tapes used in VCRs. Conversely, disks do not need any loading time as they allow immediate access to data, significantly reducing recovery time.

Apart from performance, tapes are also quite fragile when compared with disks. They are prone to environmental factors like dust, temperature and moisture. Excessive heat or moisture damages the tape reel. Dust in tape drives or tape cartridges often cause mechanical faults. Faulty tape drives can actually break the tape itself as well. Disks on the other hand are much more rigid and resistant to these factors. Additionally, disk based backup systems have redundancy built-in, meaning that even if one or two disks fail, it can simply be replaced without any loss of data.

Disk backups also make it very convenient to migrate backups to offsite locations. Backups are simply copied over the network from one site to another. The entire process is automated and no human intervention is required. Tape migration on the other hand is a manual process where someone has to migrate the physical tapes from the primary site to the secondary site. Any human error in this migration process can result in loss of data.

It is evident from the above arguments that disk based backup systems are superior to tape based backup solutions. At UAE University, we use "EMC Data Domain", which is a disk based backup storage appliance, for storing our backups. Backups are first stored on Data Domain at the Maqam Campus site, and then replicated to the Data Domain at our Disaster Recovery site in Dubai, ensuring the safety and security of university's data, even in case of a disaster at one of the sites.

*By Mansoor Ahmad*

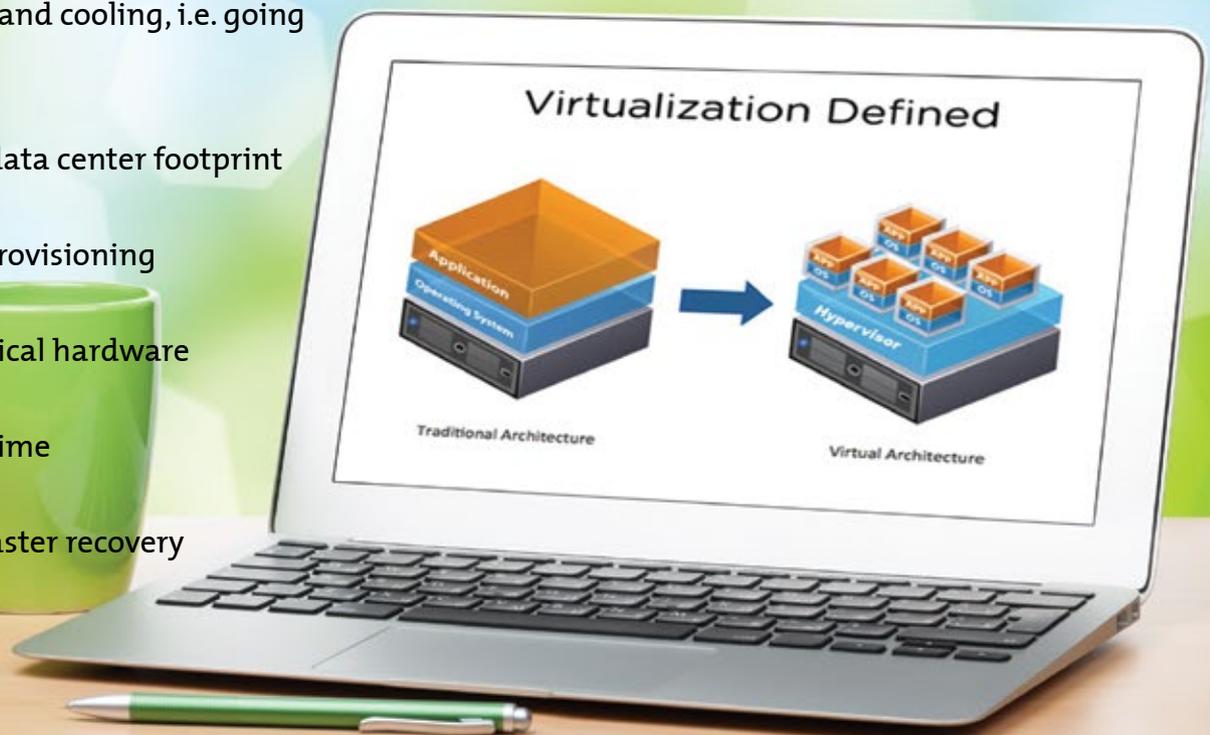
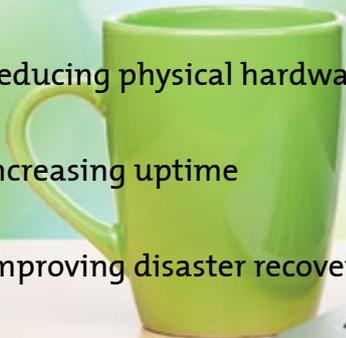
# Virtualization

In computing, virtualization refers to the act of creating a virtual (rather than actual) version of something like virtual computer hardware platforms, operating systems, storage devices, and computer network resources. Virtualization began in the 1960s, as a method of logically dividing the system resources provided by mainframe computers between different applications. Since then, the meaning of the term has broadened.

Virtualization or hypervisor emulates computer hardware allowing computers with different operating systems to run on a single physical computer host. Each virtual computer appears to have the host's processor, memory, and other resources assigned to itself. The hypervisor, however, actually controls the host processor, memory and resources. It allocates the needed resources to each virtual computer making sure that the guest operating systems (called virtual machines) cannot disrupt each other.

**Most organizations have adopted the Virtualization technology as it provides several benefits such as:**

- Saving energy and cooling, i.e. going green
- Reducing the data center footprint
- Faster server provisioning
- Reducing physical hardware
- Increasing uptime
- Improving disaster recovery



UITs adopted the Virtualization technology in 2010 and started virtualization with a minimal number of virtual machines. Currently, almost 82% of servers hosting the UAEU critical business services are already virtualized. UITs has a 2 year strategic plan for Virtualisation to reach 95%.

*By Nithin Damodaran & Ahmad Talal*

Reference: Virtualization: <https://en.wikipedia.org/wiki/Virtualization>

# Storage AUTO-TIERING Technology

Information has become a major commodity in our daily lives. We are producing massive amounts of data daily. At UAEU Students, Staff and faculty members take advantage of readily available IT resources and services to send and receive e-mails, share documents and videos, and use many other applications. With so much data out there, the need for an efficient and secure solution to Data Storage becomes extremely important.

With the range of storage devices available these days, the task of choosing the right option can be challenging. What type of hard drive is best to use: Serial Attached SCSI (SAS for Performance), Near Line SAS (NL-SAS for Capacity) and solid-state disks (SSD for Extra Performance)? There is a number of factors to consider when choosing storage technology. These include capacity, random access, performance, cost, density and reliability. With these requirements in mind, one type of storage that is highly recommended for storage management efficiency is Automated Storage Tiering.

As the name suggests, AUTOMATED STORAGE TIERING (AST) can simply be described as the storage of the right data on the right device at the right time to meet space, performance and cost requirements. Thus, data moves from one level to another based on the frequency of use of data.

The adoption of AST at UAEU has helped the university to optimize the utilization of the storage systems by reducing the Total Cost of Ownership (TCO) and increasing performance. How is this done? The storage administrator assigns a policy that automatically relocates data based on the frequency of use. In other words, infrequently used data is initially assigned to slower, less-expensive NL-SAS disks. However, as and when its usage frequency increases it is automatically moved to higher-performing SAS or extra-performing solid-state drives (SSDs) and vice versa.

*By Mohammed Makadmeh*



# Next Generation Security Platform

IT infrastructure security presents a number of challenges to any higher education institution. Examples of these challenges are:

- Protection of student, faculty, staff, alumni and clients' personal and academic data.
- Protection of academic and research resources.
- Prevention of dangerous or bandwidth-heavy application use.
- Protection of unpatched systems from known cyber-threats and reduction of downtime due to cyber-incidents or patching.



To address these challenges and effectively secure UAEU networks, a disruptive and comprehensive approach - a platform approach - is necessary. Next Generation Security Platform eliminates the complexities involved in point products - Firewall, IPS, IDS, URL Filtering, antivirus, and many more.

## Comprehensive Security with integrating on NG-Firewall and Threat Intelligence:

The NG-Firewall, with its innovative layer-7 (Application layer) classification engine, not only provides granular traffic visibility and reduces the attack footprint but It also further secures the allowed traffic by natively blocking known threats such as exploits, virus and spyware.

The threat intelligence analyzes and correlates intelligence from all platform security functions URL filtering, IPS/threat prevention and the virtual execution engine.

## How UAEU Benefits from NG-Firewall

Next-generation Security Platform helps UAEU to deploy new technologies without compromising security or network bandwidth. It allows us to:

- Unify security policy and enforcement capabilities across the internet.
- Detect, analyze and prevent both known and unknown threats from one consolidated security platform (IPS/IDS, URL filtering, anti-malware, anti-virus and threat intelligence).
- Improve threat and overall network visibility through rich, granular reporting that highlights usage patterns and potential security gaps.
- Give access to users with customizable security permission that comply with ISO 27001:2013 thus allowing more control over the applications, content and users on the network.
- Integrate the Next-Generation Firewall seamlessly into the existing network, including the Radius Server access which the UAEU uses to allow wireless access to staff and students.
- Map userid-based behaviour against policy.
- View network bandwidth and applications consumed by each and every user, thanks to NG-Firewall User-ID technology.

*By Sajid Ali*



The word ISO was derived from a Greek word "ISOS" which means equal. The International Standard Organization (ISO) is an international body that has developed a number of "common or equal" standards for different types of business. Examples of standards for the IT industry are: ISO27001 for Information Security Management and ISO20000 for IT Service Management.

ISO 27001 is an auditable standard that demonstrates the seriousness and commitment of an organization to the protection and security of information assets. The standard provides a framework for Information Security Management through the implementation of an Information Security Management System (ISMS).



ISMS works around the principles of PDCA (Plan - Do - Check - Act) cycle and management system processes like:

- Information Security Awareness: Participants should be aware of the need for security of information systems and networks and act to enhance security.
- Information Security Roles and Responsibilities: All participants are responsible for the security of information systems and networks.
- Incident Response: Participants should act in a timely and co-operative manner to prevent, detect and respond to security incidents.
- Risk Assessment: Participants should conduct information security risk assessments.
- Security Program Design and implementation: Participants should incorporate security as an essential element of information systems and networks.
- Security Management: Participants should adopt a comprehensive approach to security management.
- Continuous Improvement: Participants should review and reassess the security of information systems and networks, and apply appropriate modifications to security policies, practices, measures and procedures as needed.

The ISMS system adopted at UAE University has managed to improve its security posture by:

- Reducing the risk of data loss through error or malicious circumstances.
- Ensuring compliance with regulatory requirements with regards to information security.
- Achieving an acceptable security control baseline.
- Protecting our organization from external and internal threats.
- Scrutinizing existing security controls by both internal and external ISO auditors with the view of obtaining the ISO27001 certification.

*By Asad Mukhtar*

## High speed Wireless Network in Food Court

Given the significant increase in the use of smartphones, tablets and other mobile devices, wireless connectivity has become a universal expectation for students. Wireless networks have become major communication tools in today's education across the world because they allow mobility and immediate and easy access.

The wireless network at UAEU has become an important amenity in food courts where students can access the university's online resources and do their assignments while enjoying a bite. Students can have easy access to academic information, university schedules, events, and the ability to connect with peers, friends or relatives. The network provides an opportunity for students to be more proactive and productive.

To meet this increasing demand for wireless connectivity, UITS has just upgraded the wireless network and its underlying network infrastructure to satisfy the needs of the ever increasing number of customers in the food courts. Indeed, The current wireless network supports very high data rates based on latest IEEE standards 802.11ac/b/g/n. With this upgrade, high performance and better wireless coverage are guaranteed.

*By Umair Gul Memon*



# Centralized Infrastructure Monitoring – Solarwinds

UAEU has recently upgraded to a new and more integrated monitoring and alerting platform by Solarwinds. The product has a broad variety of infrastructure monitoring capabilities under a single dashboard. Now at a single glance, a team can monitor most aspects of IT such as network (wired & wireless), servers (physical & virtual), storage and applications. It allows us to quickly detect, diagnose and resolve network performance issues and outages. The system uses SNMP and WMI to poll performance metrics and alert the relevant team in case of any potential or current failures. The User Interface is intuitive and self-explanatory, which saves the operation team valuable time by quickly identifying the root cause of any failure.

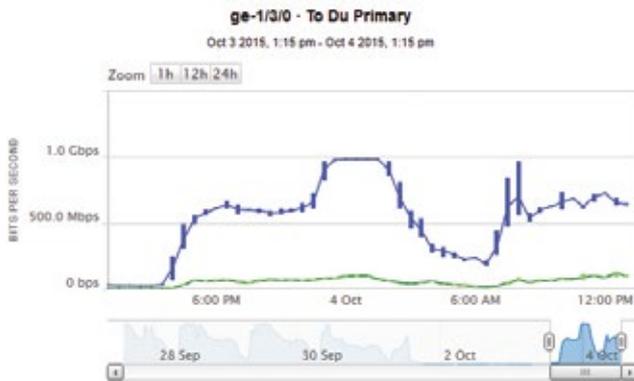
## Hardware Details

 Server	<b>Hardware Status</b>	Up
	<b>Manufacturer</b>	Dell Inc.
	<b>Model</b>	PowerEdge M620
	<b>Service Tag</b>	B21B002
	<b>Last Poll Time</b>	10/4/2015 1:17:22 PM

## Current Hardware Health

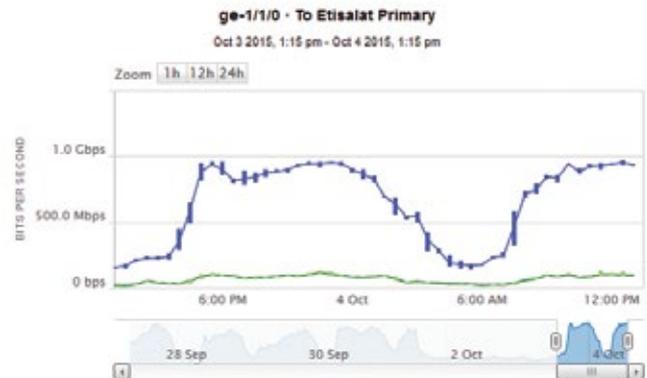
SENSOR NAME	STATUS	VALUE
 Power Supply		
 Temperature		
 Disk		
 Battery		
 Memory		
 CPU		

UAEU-AS51182-RTR1-re0 - ge-1/3/0 - Min/Max/Average bits per second



- Average Receive bps UAEU-AS51182-RTR1-re0 - ge-1/3/0 - To Du Primary
- Min/Max Receive bps UAEU-AS51182-RTR1-re0 - ge-1/3/0 - To Du Primary
- Average Transmit bps UAEU-AS51182-RTR1-re0 - ge-1/3/0 - To Du Primary
- Min/Max Transmit bps UAEU-AS51182-RTR1-re0 - ge-1/3/0 - To Du Primary

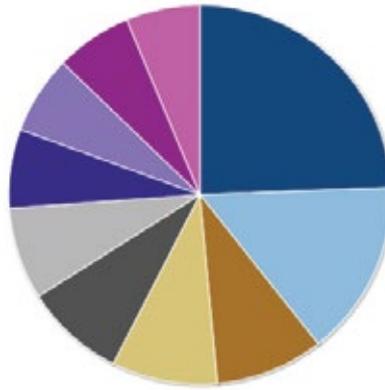
UAEU-AS51182-RTR2 - ge-1/1/0 - Min/Max/Average bits per second



- Average Receive bps UAEU-AS51182-RTR2 - ge-1/1/0 - To Etisalat Primary
- Min/Max Receive bps UAEU-AS51182-RTR2 - ge-1/1/0 - To Etisalat Primary
- Average Transmit bps UAEU-AS51182-RTR2 - ge-1/1/0 - To Etisalat Primary
- Min/Max Transmit bps UAEU-AS51182-RTR2 - ge-1/1/0 - To Etisalat Primary

**Top 10 Endpoints**  
BOTH, LAST 1 HOURS

EDIT HELP



HOSTNAME	INGRESS BYTES	EGRESS BYTES	INGRESS PACKETS	EGRESS PACKETS	PERCENT
cache.google.com	152.9 Gbytes	152.8 Gbytes	160.95 M	160.9 M	2.6%
10.80.60.20	94.0 Gbytes	93.9 Gbytes	109.14 M	108.92 M	1.6%
defra1-vip-bx-001.aaplmg.com	57.3 Gbytes	57.3 Gbytes	59.41 M	59.41 M	0.97%
wm-in-f141.1e100.net	56.2 Gbytes	56.2 Gbytes	56.77 M	56.77 M	0.90%
defra1-vip-bx-005.aaplmg.com	53.3 Gbytes	53.3 Gbytes	55.11 M	55.11 M	0.91%
wk-in-f141.1e100.net	49.3 Gbytes	49.3 Gbytes	51.6 M	51.6 M	0.84%
2.21.231.33	42.1 Gbytes	42.1 Gbytes	45.36 M	45.36 M	0.72%
defra1-vip-bx-003.aaplmg.com	41.8 Gbytes	41.8 Gbytes	44.08 M	44.08 M	0.71%
defra1-vip-bx-007.aaplmg.com	40.5 Gbytes	40.5 Gbytes	42.67 M	42.67 M	0.69%
2.21.231.9	39.3 Gbytes	39.3 Gbytes	42.46 M	42.46 M	0.67%
Remaining traffic	5.3 Tbytes	5.2 Tbytes	5.47 G	5.46 G	89.34%

By Usman Taakeer

## The Journey continues with UAEU Mobile App

The journey of UAEU mobile app development continues with more updates, that should bring more value added to UAEU community on the move. September 2015 has witnessed the latest release of UAEU mobile app with enhancements as well as new services.

UAEU Academic programs service now provides more information about the various academic programs. The service allows you to browse the list of undergraduate and graduate academic programs along with the required credit hours, the areas of specialization, the policies and other related information.

Finding your way round the campus has just got easier. With the new update to the campus map, you can now search for key locations around the campus and get directions on how to get there.

### What's New?

UAEU mobile app latest version has a number of new services for different target audiences:

- **Student Transportation** : Besides booking a bus service, the bus schedule can help students to find the bus timing from UAEU to the hostels & city and vice versa.
- **Library** : The library's main services are now available via UAEU mobile app. Users can browse the library catalog, renew books, request document delivery, ask Librarian, and check library work hours.
- **Return Notice for Employees** : Through a push notification, UAEU employees can now be notified of the travel return notice submission date. They can also submit a return notice request for approval by attaching training fees and other receipts. Further, approvers can approve/reject his/her employees training return notice via the mobile app.

With your continuous feedback and suggestions, UAEU mobile app will continue to be updated with new and fun enhancements and features.

To get your latest version of UAEU mobile app, visit your preferred app store (Apple, Google Play, BlackBerry, & Windows ) and enjoy easy access.

*By Mariam Ketbi*

## Attendance Reporting System enhancement

Study shows that there is a strong relationship between class attendance and student academic performance. Not attending classes has an adverse effect on performance. Therefore, having a system in place to facilitate the attendance reporting process is an important element in the improvement of student academic performance.

The UAE University has clear and transparent attendance policy that encourages students to attend classes. Thus, UITS has recently revamped the attendance system with two objectives in mind: to comply with the university's attendance policy and audit requirements and to introduce new features and functions that make the system more user-friendly. These include:

- Easy to input attendance for instructors.
- A friendly automatic email reminder for teachers to enter attendance.
- An option for students to request that an absence with a valid excuse be waived.
- More system management control options for administrators.

The system's performance and ease of use is continuously monitored for future improvement.

*By Abdullahi Qani*



# Electronic Document Services

Electronic document services available to UAEU community and administrative units

UAEU initiatives for a paperless community is bearing fruit today.

The electronic document initiative has helped UAEU to dramatically reduce the cost and the human resources required to serve the community.

Each year university departments are migrating and/or producing an average of 500 GB worth of electronic documents.

Documents that used to take 3 days to one week are now instantly delivered to email or available the next day.

Supporting documents are no longer required for financial approval processes as they are now electronically available and attached to the ERP.

required for financial approval processes as they are now electronically available and attached to the ERP.

As part of the continuous efforts of UAEU towards a paperless environment, UITS has again introduced new green initiatives like the conversion of documents into electronic form. This service offered to students, staff and faculty is already bearing fruit as the dramatic reduction in paper usage, visits to administrative offices, and the resources required to provide paper documents suggest.

## Services available to students

A number of document services which used to take time and resources are now available as self-services to both current students and alumni. These include:

- Arabic and English Transcripts
- To Whom it may concern letters

These services are available through the University portal as well as from UAEU Mobile app. Documents such as standard letters are directly delivered to students emails as soon as the request is submitted. Any special documents like transcripts require a short visit to the admin office, upon prior notification, for document collection.

Soon, UAEU Alumni will be able to request documents such as attestations and transcripts electronically, and these will be delivered to their locations.

## Services available to staff and faculty

A number of HR letter services are available to staff and faculty as self-service through the UAEU portal website. Most of these letters are directly delivered to the requestor's email as soon as the request is completed. Any special purpose letters may require a short visit to the HR office upon prior notification.

To Whom It May Concern letter and Experience Letter were the first HR letters Introduced to the community. With its successful implementation, other letters have recently been added to allow UAEU staff and faculty to request them in an efficient manner. For example, Oct 2015 saw the release of the electronic Health Insurance Coverage Letter and the Housing Letter for Etisalat and Immigration.

## Electronic document management for administrative units

Electronic document services are not for faculty, staff and students only. Administrative units are also taking advantage of electronic document services. A centralized document management system helps all administrative units of the university to manage documents in electronic format. Some of the major milestones of this document management system are:

- the ability of finance staff to upload documents to a central location and attach them to the corresponding records in the University administrative ERP system. This dramatically reduce the time required to transfer documents between offices for various approvals.
- Academics and Registration office's ability to screen capture old transcripts from 1980's onwards and store in electronic format. This enables alumni from 1980s to request their transcripts in electronic format.

Since the advent of the electronic documentation service in 2010 more and more entities at UAEU are embracing the electronic document services, which clearly demonstrates the importance of this initiative and its success.

*By Zammi Kahan Mohamed*

## Tawasul Project

The recently launched Tawasul website is one of the most important initiatives of the Admissions Department. Its target population is primarily grade 10 to 12 high school students. Tawasul is a point of contact between students and UAE University Admission department where students queries are answered. It is also a one stop shop where they can browse information about the university. The site provides links and important information about colleges, departments, majors and student services.

In addition, Tawasul has many useful links to other organizations, institutions, and self-assessment exams that help students decide whether to join the university and, if so, what to study. The site is also fed regularly with important information and announcements that will benefit future students and keep them up to date with University Admissions policy, regulations, and important dates and deadlines.

Students can access the site by clicking the Tawasul link under the Admissions page of the UAEU website. The site has comprehensive information available. However, if a student needs further information or if they wish to participate in the recruitment activities of the Recruitment Section (Admissions Department), they need to register using the application designed for this purpose.

*By Amna Nasser*



#### Newsletter & Publisher

Think IT is published for UAEU Community by  
University Information Technology Sector (UITS)

You can send your feedback or suggestions via

Email : [thinkit@uaeu.ac.ae](mailto:thinkit@uaeu.ac.ae)

Tel: +971 3 7136111

Fax: +971 3 7136999

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

#### Editors

Fatima Al Nuaimi, Mahdi Ismail, Nouf Al  
Naqbi, Mariam Al Khealy, Mariam Al Ketbi

#### Auditor

Dr. Omar Hachimi

#### Design & Layout

Sharan Ramalingam

