



جامعة نِزْوَى  
University of Nizwa

Center for Information Systems

# CIS Annual Report

September 2009 – September 2010



# Introduction to the Center for Information Systems

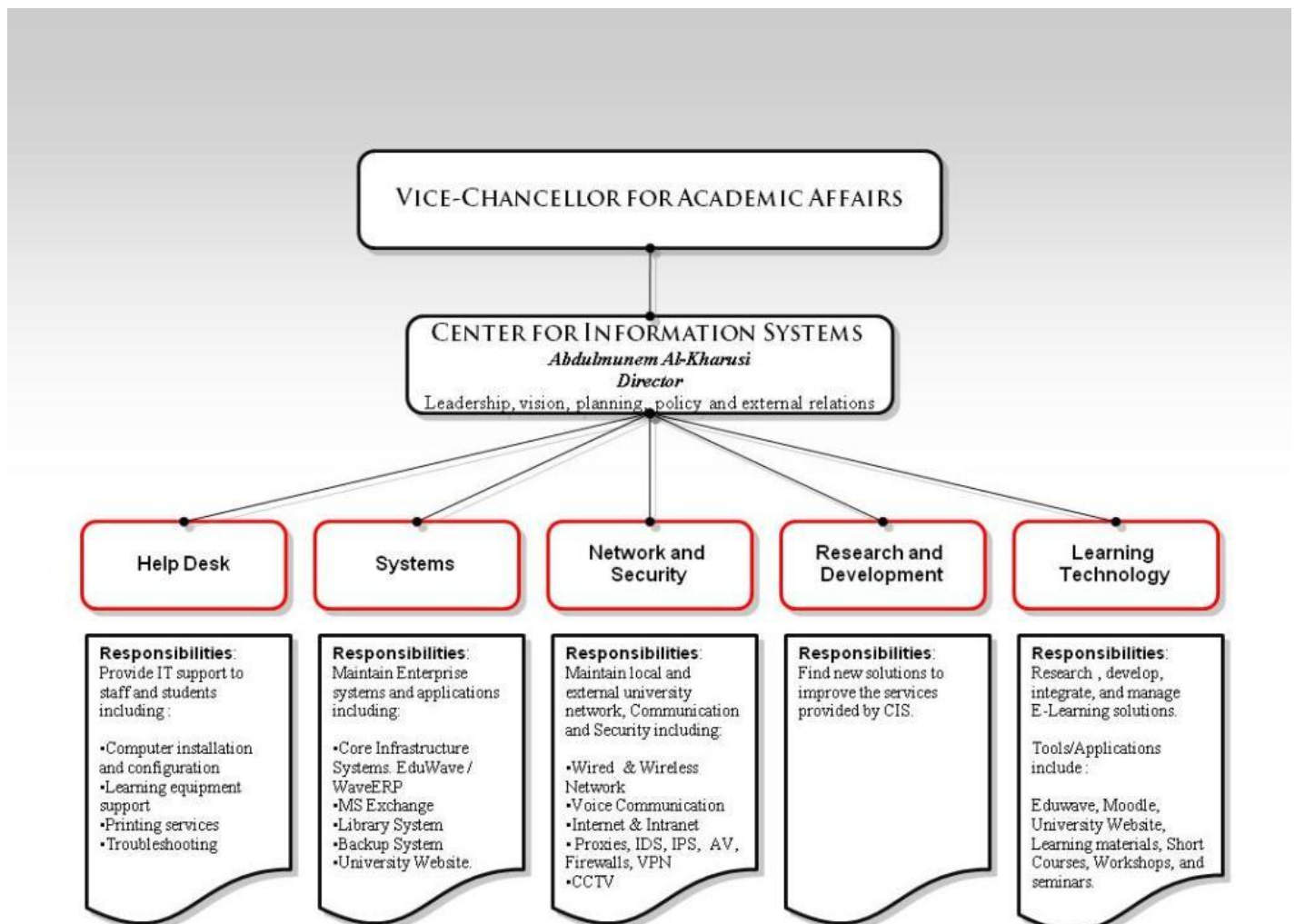
## **Vision:**

To empower the University of Nizwa community to fully utilize technologies appropriate to their disciplines by supporting required Information and Communication Technology requirements.

## **Mission:**

The Center for Information Systems (CIS) continually researches and implements Information Technology solutions as strategic resources while focusing on optimum user experiences for all members of the University of Nizwa community. Enabling and facilitating growth by integrating technology into the fabric of learning, teaching, research, and services, the Center for Information Systems aims to support the University's goal of becoming a hub of knowledge and enlightenment.

## **CIS Organizational Chart:**





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# 1. Helpdesk and Support Services

The Helpdesk at the University provides an on-campus space where all members of the University can get solutions and consulting for their IT issues. The Helpdesk also troubleshoots printing services, learning support technologies (interactive whiteboards, headsets, cameras, etc), and various other hardware and software solutions.

## Developments during this year:

- Deployment of new helpdesk system “SmartITSM” that comply with ITIL standards. This application has important benefits which can be summarized as:
  - Optimize helpdesk team effectiveness and efficiency by following best practices. (Call Logging & Tracking, Follow ITIL guidelines, Insure quality auditing and accreditation)
  - Reduce helpdesk services cost.
  - Build self-service capabilities through Knowledge-base system
  - Provide dynamic inventory for ICT equipment
  - Report ICT utilization, efficiency and status through Dashboard
  - Reduce costs for training new support staff and internship programs



A thorough analysis was carried to select the best practical application for the university. The final short list includes three competitive solutions; Service desk plus, Track IT and SmartITSM. The latest was selected for its compliance with ITIL Licenses, and support. The project cost about 10 K Omani Rials.

- Recruiting new technical staff members (Mohammed Al Manthari & Abdullah Al Rahbi).
- Redesigning of help desk office.
- Equipping the main stage with Audio and Video requirements.
- Optimize help desk process and team distribution to enhance response to calls.
- Establishing workshop section to repair out of warranty devices and train students.
- Migrating to new MS office version (2007).
- Installing new software at teaching labs as per faculty requirements. this include: (Strap, Auto Cad, 3D Max and MS Visual Basic 2008).
- Installing new lab in bldg 5 (Bldg5B-6).
- Replacing Lab 6 and Lab 5 furniture and layout to comply with instructors requirements as shown below:



## 2. Development in Systems & Applications

The Systems division is offering excellent enterprise systems and applications. It supports and maintains the Core Infrastructure Systems, “EduWave” student information and content management system, “WaveERP” for Enterprise Resource Planning and Workflow, Email System, Library Management System, Backup System, and the University Website.

### ❖ Developments in EduWave & WaveERP:



- Activation of Admission module
- Activation of Auto scheduling module
- Activation of WavePortal module with single sign on.
- Updates on Students payments module
- Establishing a new module for foundation year students
- New release of personnel module to cover new feature for vacation and ticketing work flow as well as comprehensive reporting.
- New update on registration module to cover new registration rule, Master degree bridge courses and degree transfer requirements.
- Enhancement in Learning management module to cover historical courses details, advance learning objects and advance collaboration tools with students.

### ❖ Development in supportive applications:

- Deploying application for Foundation Institute to Cover Teacher absence . This system helps FI staff to monitor absence of teachers and suggest the cover teacher as well as calculates the overtime for the cover teachers.
- TOEFL Registration for Student Support Fund (Mean). It helps students to request Maeen support for Toefl fees.
- LLLC based Courses Registration. It helps Lifelong Learning Center to manage and report offered training courses for the outsiders.
- Think Bank system for university staff. It is a place where members can put their innovative ideas.
- Call Manager System: Reports telephone calls and produces invoices per department or individuals
- Placement Test Registration System for R&R department..
- New enhancements for the University Website, Student Support Fund system and Books system
- Developing application for Istiqamah Institute (Tanzania) for Institute processes administration, management and reporting.

#### ❖ Launching Google Apps:

This is a new cloud based email and other services such as documents, calendar and sites. This project is expected to save the university about 175 thousands Rials during the coming three years as compared to continuing with the Microsoft Exchange based email service. This service give the following feature:

- Mail – 7GB Per User
- Docs – 1 GB Per User
- Sites – 10 GB for Account
- Individual sites – Shared 500 MB for Each Users
- Google Video – 10 GB for Account
- More mobility
- Better collaboration for scheduling meetings, sharing documents, making surveys, chatting and audio/video conferencing



### 3. Network & Security Improvements

The Network and Security team maintains the Network Infrastructure, Communication and Security services for the University. These services include the following; CCTV, proxies, IDS, IPS, AV, firewalls, VPN, voice communication, and wired and wireless networks.

#### New buildings networks

Around 700 new network points added in the new buildings covering the following:

- Buildings 5 A , B , C , and D
- Building 26
- Hostels 5,6, and 7

#### Wireless Coverage:

More locations were covered with the wireless network including:

- Hostels 5, 6, and 7
- Campus meeting rooms
- Building 14
- Building 12
- Building 35
- Building 26

#### Added cameras (CCTV)

Around 30 New CCTVs added around the campus which include the following:

- The new reading area in the library
- College of Pharmacy and Nursing labs
- College of Engineering labs

#### Increase of Internet bandwidth

The Internet Bandwidth has been upgraded from 4Mbps to 16Mbps to serve the high Internet demand from the staff and students for the new E-learning features.

## 4. Learning Technologies



Learning Technology provides members of the University of Nizwa with access to course materials and learning methods in an on-demand fashion. Amongst the tools and applications used in the Learning Technology branch are: EduWave, Moodle, workshops, and seminars.

Development in Learning Technologies



- Approval of e-Learning Strategy
- Provided Status report by March 2010. This covers the following targets:
  - Reduce the overuse of photocopies for learning material delivery. chancellor's edict is expected
  - Unifying materials for courses to avoid misuse of textbook and references. Expecting proposed committees formation.
  - Preserving consistency, efficiency and effectiveness of course delivery through creating materials based on Oman MOE course objectives and outcomes.
- Successfully implementing online placement testing. This saves a great deal in test management, invigilation's, classrooms and over 20 thousands papers of test photocopying.
- Large list of training sessions to faculty and staff members on using technology applications at campus.

## 5. Other Services

### - Printing Press:

The print press at the campus is providing special printing services including printing business card, letter head, Student plastic card, etc.

Summary of the major print jobs for the year is given below.

Job Title	# of Jobs	Total copies
book	6	16,620
broachers	40	20,567
business card	1	6,275
Calendar	1	1,000
card / invitation cards / student card	8	1692
Certificate	24	2,041
cover cd	1	100
document	134	17,862
gana forms	1	2,000
lamination	4	340
letter head	40	28,874
photo / poster	89	3,638
<b>Grand Total</b>	<b>349</b>	<b>101,009</b>

Total estimated cost of the print jobs is 16,778 Rials

### - Photocopy Center:

Photocopy center is undertaking major photocopy jobs at the university. Most of the jobs here can be replaced by the online content management tools including EduWave, Moodle and Google Apps.

Summary of photocopy jobs undertaken during this year is given below:

Month	Jobs	Papers	Total Cost
Jan	458.00	669,816.00	6,698.16
Feb	800.00	1,179,144.00	11,791.44
Mar	696.00	963,946.00	9,639.46
Apr	716.00	789,306.00	7,893.06
May	582.00	401,001.00	4,010.01
Jun	554.00	498,767.00	4,987.67
Jul	520.00	463,201.00	4,632.01
Aug	62.00	140,345.00	1,403.45
Sep	1,075.00	2,503,416.00	25,034.16
Oct	998.00	991,519.00	9,915.19
Nov	670.00	609,027.00	6,090.27
Dec	637.00	416,235.00	4,162.35
<b>Grand Total</b>	<b>7,768.00</b>	<b>9,625,723.00</b>	<b>96,257.23</b>

Total estimated cost of the photocopy jobs done during the year is close to 100 thousand Rials. This does not include the print and photocopy jobs done at departments and personal printers.

Currently we have 67 departmental printer serving all faculty, staff and students. We also have 73 Personal printers that cost from 3 to 7 times more than the departmental printers. We plan to reduce the distribution of personal printers to optimize this service.

## 6. Events and Training

- Participating with a paper at Global Learn Conference – Malaysia, May 2010
- Attending IBM Academic Days – London, May 2010
- Attending Microsoft Windows 7 launch
- Attending GITEX 2009 with group of students.
- Participating with a paper at Arab Federation for Libraries & Information conference - Lebanon, September 2010





- 6 members have been trained in LINUX LPI under the memorandum of understanding with ITA for the Free and Open Software initiative.
- 14 students from different colleges have been trained during this year.
- Over 20 Knowledge transfer sessions were held between CIS and LLLC team.

## 7. Facts and Figures

Statistics and figures are presented below encompassing the main support services offered by the Center for Information Systems since the inception of the University of Nizwa.

Year	No of students	Supported Staff		CIS Staff	No of computers for teaching	financial investment (Thousands OMR)	# of trained Students	cumulative of labs
		Academic Staff	Non Academic Staff excluding services					
2004/2005	840	80	48	4	124	125,224	4	4
2005/2006	1799	171	85	7	186	229,820	19	6
2006/2007	2786	261	102	10	186	289,841	18	6
2007/2008	3857	345	147	16	554	253,306	18	14
2008/2009	5100	426	166	22	668	105,170	38	24
2009/2010	5802	?	?	24	913	232,793	14	35
2010/2011 expected	?	?	?	26	1100	350,000	16	38

### *Other interesting Statistics:*

- Expected savings in email services by introducing Google Apps for the coming 3 years = 175,000 Rials
- Expected savings of printing services by using departmental printers instead of personal printers 3 to 7 times
- Expected savings of implementing e-Learning strategy (Only photocopy savings) > = 100,000 Rials
- Expected savings in power, administration and user experience by implementing the Thin client and Data center consolidation = 148,000 Rials for 3 years and 270,000 for 5 years.
- Internet Speed was increased 4 times. This is the maximum we can get from the ISP (OmanTel)
- Total number of computers at campus reach 1770.



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With Knowledge we serve

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