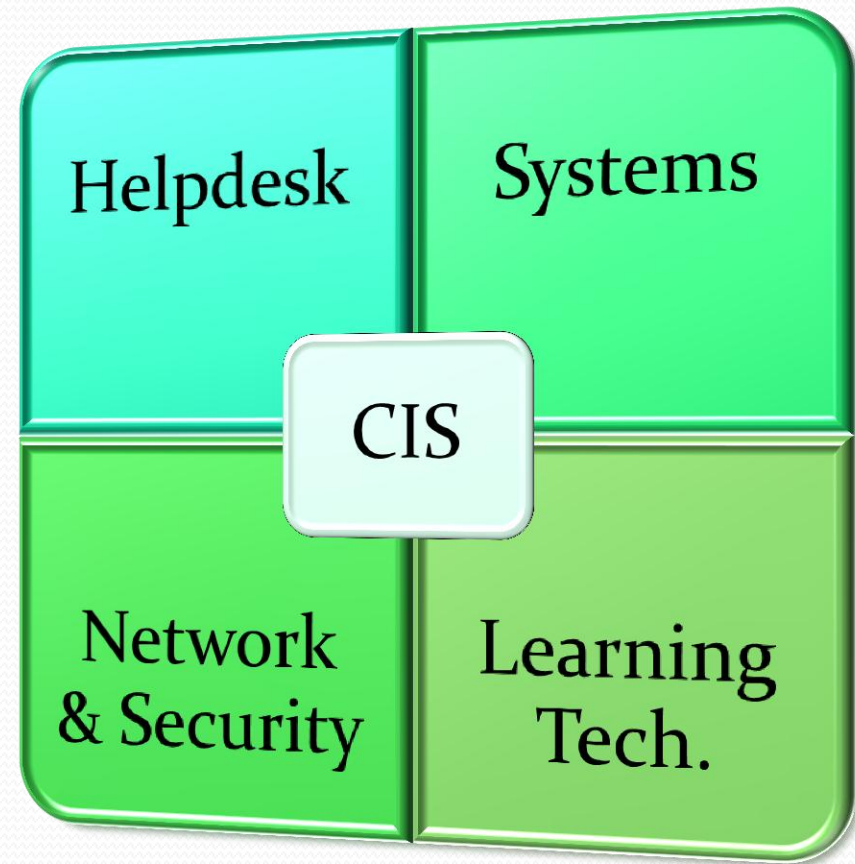




CIS Departments

- Helpdesk
- Systems & Applications
- Network & Security
- Learning Technology



VICE-CHANCELLOR FOR ACADEMIC AFFAIRS

CENTER FOR INFORMATION SYSTEMS

Abdulmunem Al-Kharusi

Director

Leadership, vision, planning, policy and external relations

Help Desk

Responsibilities:
Provide IT support to staff and students including:

- Computer installation and configuration
- Learning equipment support
- Printing services
- Troubleshooting

Systems

Responsibilities:
Maintain Enterprise systems and applications including:

- Core Infrastructure Systems EduWave / WaveERP
- MS Exchange
- Library System
- Backup System
- University Website.

Network and Security

Responsibilities:
Maintain local and external university network, Communication and Security including:

- Wired & Wireless Network
- Voice Communication
- Internet & Intranet
- Proxies, IDS, IPS, AV, Firewalls, VPN
- CCTV

Research and Development

Responsibilities:
Find new solutions to improve the services provided by CIS.

Learning Technology

Responsibilities:
Research , develop, integrate, and manage E-Learning solutions.

Tools/Applications include:

Eduwave, Moodle, University Website, Learning materials, Short Courses, Workshops, and seminars.

11+3

4

4

1

Our Objectives:

- Create reliable solutions concerning Information & Communication Technology use in all educational contexts.
- Maintain data integrity through the latest available technologies in the fields of Information Technology, computer applications and security methods.
- Offer professional development opportunities in computer usage to faculty, staff, and students.
- Give advice in the field of educational technology program design and delivery.
- Adopt necessary procedures for the provision of resources and expertise to academic staff members in designing and making educational aids.
- Provide computer programs and applications to the University's community.



Helpdesk and Support Services

- Provides an on-campus space where all members of the University can get solutions and consulting for their ICT issues.
- Troubleshoots printing services, learning support technologies (interactive whiteboards, headsets, cameras, etc), and various other hardware and software solutions.



Installed Software



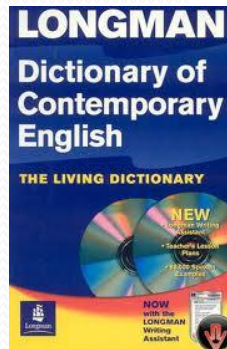
Windows 7™



Linux™



Microsoft®
SQL Server® 2008





Helpdesk Satisfaction Survey

	Agree	Neutral	Not Agree
1 . What is the method you typically use to contact the Help Desk?	77%	0	23%
2 . How important is it to you for Help Desk services to be available AFTER 4:00pm ?	43%	33%	34%
3 . The Helpdesk technicians are courteous and professional.	86%	13%	1%
4 . The Helpdesk answered my question in a timely manner.	86%	6%	8%
5 . The solution provided by the Helpdesk answered my question or fixed my problem.	85%	13%	2%
6 . Based on your call or calls, how knowledgeable was the Helpdesk technician ?	85%	13%	2%
7 . If required, the Helpdesk followed-up with me to be sure my problem was resolved.	67%	10%	23%
8 . I have accessed the Helpdesk web site and found it helpful.	31%	39%	30%
9 . What is your overall satisfaction with the Helpdesk services?	74%	21%	5%



Systems & Applications

- WavePortal
 - EduWave (Admission, Registration, LMS, Std Financials)
 - WaveERP (HR, Finance, Inventory, Proc., workflow, etc.)
- Main Library Application
- Moodle LMS System
- Self Deployed Applications:
 - Recruitment System
 - F I Cover Teaching Assistance
 - TOEFL Registration & Grades.
 - LLC Courses Management.
 - Think Bank system.
 - Telephone Billing System.
 - University website
 - ++





Systems & Applications

- Google Apps

- Mail – 7GB Per User, Docs – 1 GB Per User
- Sites – 10 GB for Account
- Google Video – 10 GB for Account
- More mobility and better management
- Better collaboration for scheduling meetings, sharing documents, making surveys, chatting and audio/video conferencing
- Email recover and Archive

- Participating in community services:

- Developing application for Istiqamah Institute (Tanzania)
- Developing Website for library Association



Online Services

Administrative:

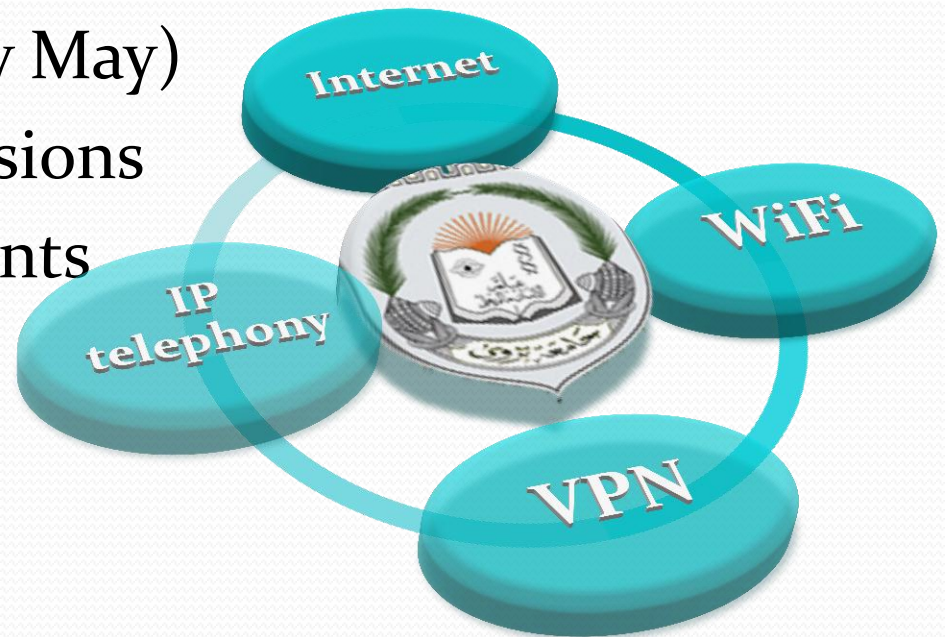
1. Recruitment
2. Leave & Ticket Requests
3. Timetabling
4. Al-Shahba Reservation
5. Text books Inventory
6. Helpdesk
7. Telephone billing
8. FI Cover Teaching Assistant
9. LLLC course management
10. Quality Assurance Docs
11. Rooms Reservation
12. Online Surveys
13. Think Bank
14. Training Site
15. Google Apps

For Students

1. Admission
2. Registration
3. Academic Progress (Parents, Sponsor, advisor, Dean, students)
4. Online Learning (EduWave, Moodle)
5. Student Council Election
6. Course/Teaching Evaluation
7. Students Financial
8. Student Support Fund (Maeen)
9. Placement Test Reg.
10. Toefl Registration & Grades
11. Google Apps
12. Print Management
13. Library system

Communication and network

- 3000+ NW points in campus
- Internet → 16 Mbps (34 by May)
- IP telephony → 560 extensions
- 100 ++ Wireless access points
- Remote Access
- Mobile solution



Security

- IDS & IPS
- HA & DR
- VPN & EZ Proxy
- eCampus solution with Access control , follow me print, identification
- CCTVs 300 + cameras





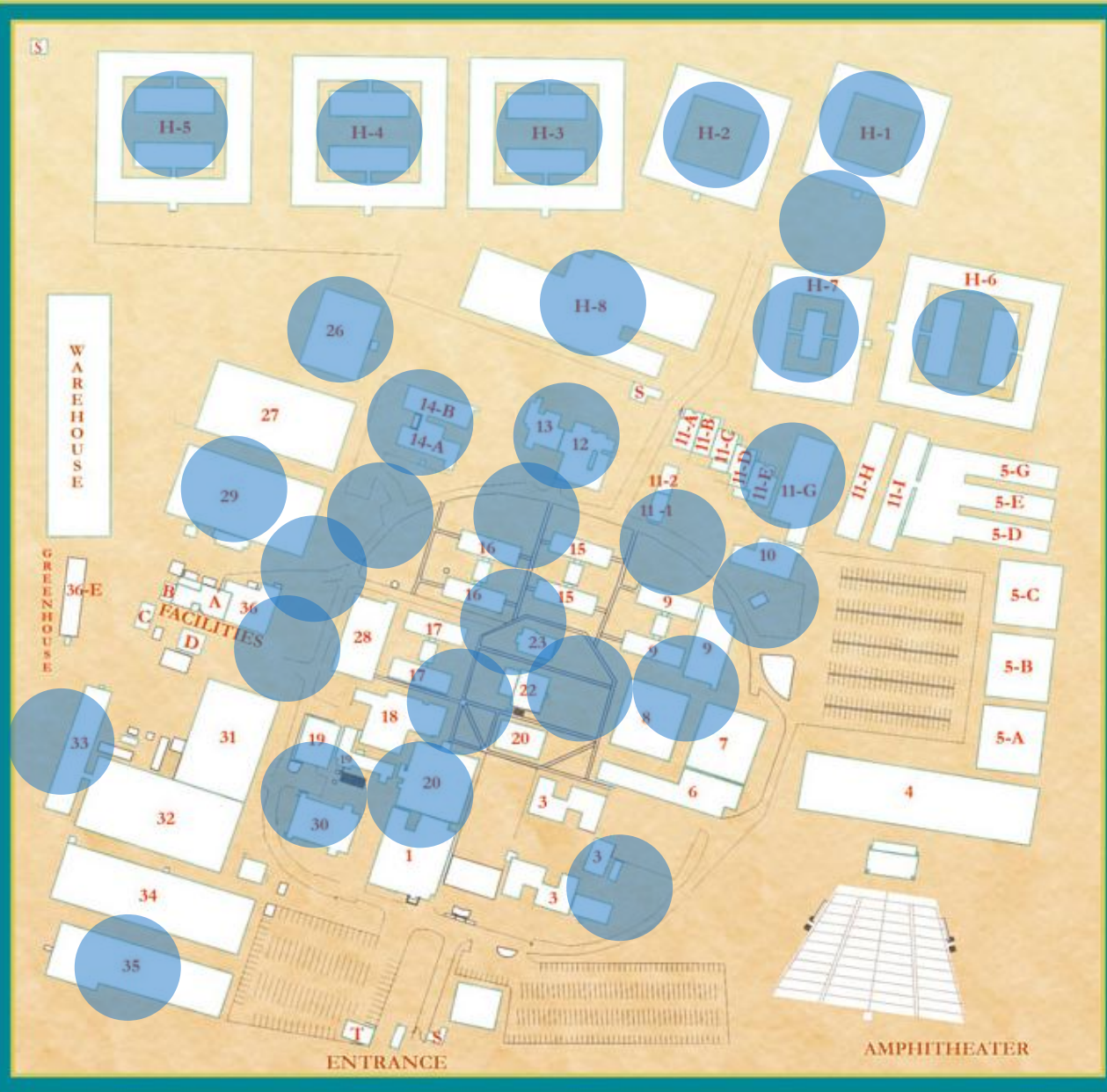
WiFi coverage

PoE Coverage

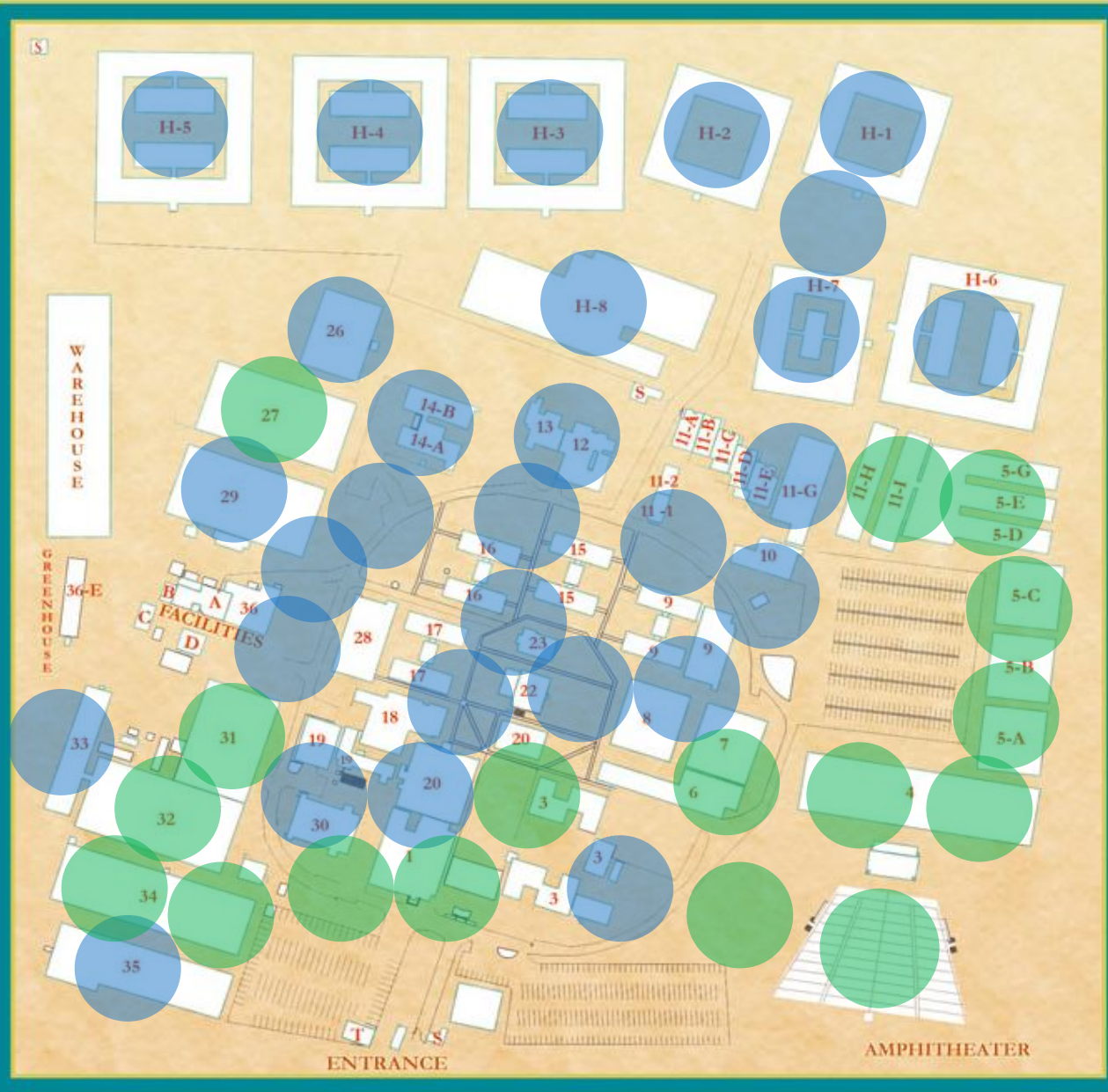
Printing Service

CCTV

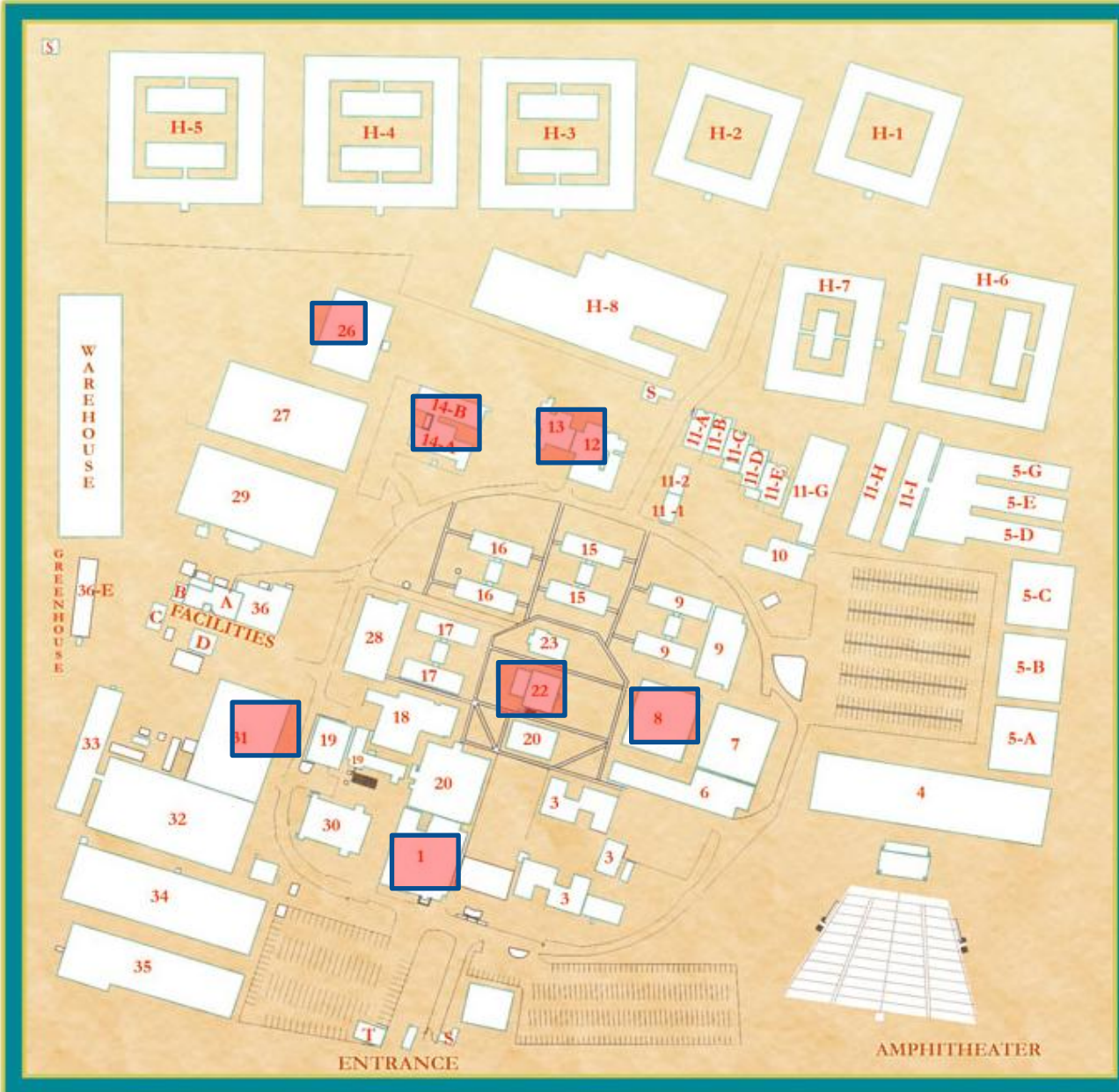
Thin client



WiFi coverage



PoE Coverage





Printing Service





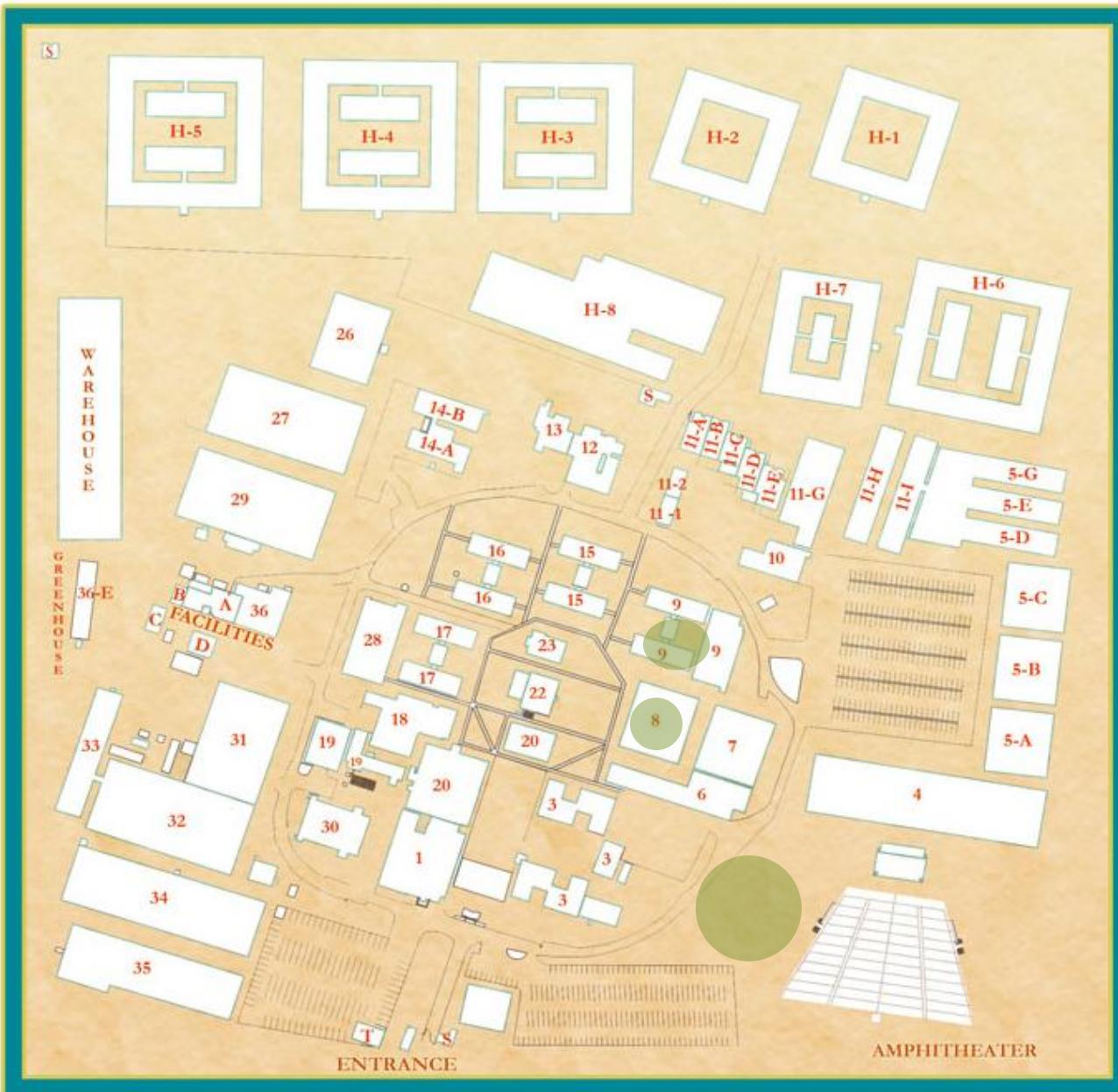
CCTV



ENTRANCE

AMPHITHEATER

Thin client





Learning Technology Support

- E-Learning Strategy
 - Reduce photocopies of learning material.
 - Unify Learning materials.
 - Consistency, efficiency and effectiveness of course delivery.
- Online Testing – Placement / TOEFL
- Digital literacy workshops for staff and faculty



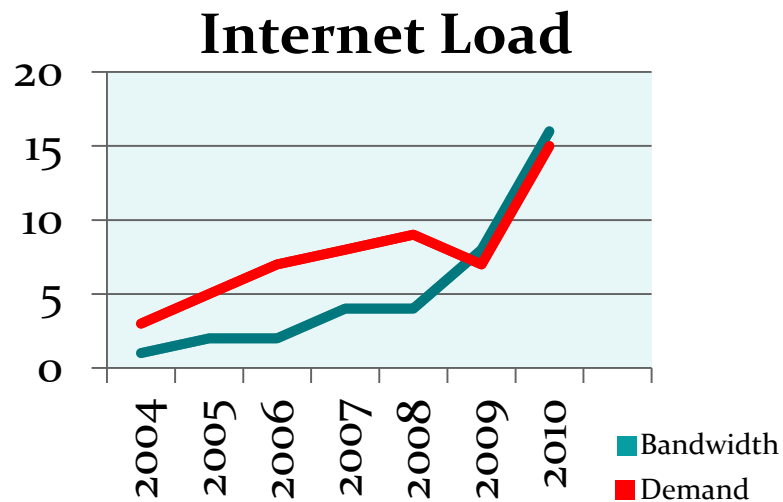
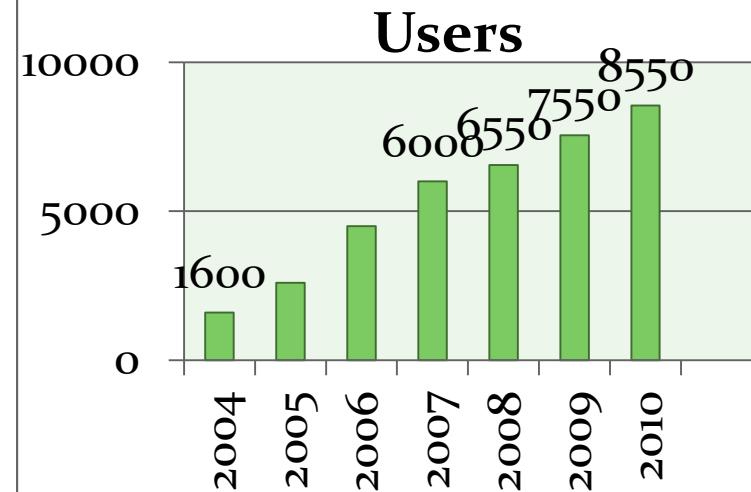
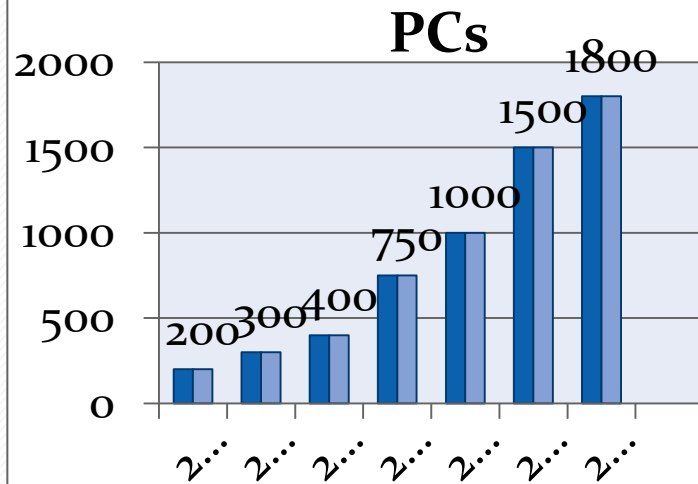
Learning Technology Support

Learning Management Systems		
Uploaded Learning Objects	2047	200+
Downloaded Learning Objects	75750	N/A
Assignments Created/Finished	126/560	30+/1000+
Assessments Created/Finished	9/56	50+/1000+
Number of users	6000+	6000+

Challenges:

- Paper based course portfolio
- Reluctant participants
- Limited bandwidth

Statistics





<https://sites.google.com/a/unizwa.edu.om/cis/>

Thank you