CIS Departments

- Helpdesk
- Systems & Applications
- Network & Security
- Learning Technology
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
- MySQL
- Apache
- Linux
- PHP
- MySQL
- Adobe
- Microsoft SQL Server 2008
- Microsoft Office
- Microsoft Visual Basic
- Cisco
- Longman Dictionary of Contemporary English
- Oracle
- AutoCAD
- Kaspersky
- SPSS
- ETS
- TOEFL
- IC³
# Helpdesk Satisfaction Survey

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

<table>
<thead>
<tr>
<th>Learning Management Systems</th>
<th>eduWave</th>
<th>moodle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uploaded Learning Objects</td>
<td>2047</td>
<td>200+</td>
</tr>
<tr>
<td>Downloaded Learning Objects</td>
<td>75750</td>
<td>N/A</td>
</tr>
<tr>
<td>Assignments Created/Finished</td>
<td>126/560</td>
<td>30+/1000+</td>
</tr>
<tr>
<td>Assessments Created/Finished</td>
<td>9/56</td>
<td>50+/1000+</td>
</tr>
<tr>
<td>Number of users</td>
<td>6000+</td>
<td>6000+</td>
</tr>
</tbody>
</table>

● Challenges:
  ● Paper based course portfolio
  ● Reluctant participants
  ● Limited bandwidth
https://sites.google.com/a/unizwa.edu.om/cis/

Thank you