

ITC connect



Department of INFORMATION TECHNOLOGY



IN THIS ISSUE:

The first e-newsletter to publish by ITD Department. To enlighten the readers the role and its part of this organization in PMU and to the community.

CIO Corner:

Well, twelve years passed indeed since PMU started its operation on this campus, September, 2006. I still remember the good old days when we were in the mini0campus working as a foundation team after his excellency Dr. Issa have worked hardly with a smaller group of consultants to establish and

develop the university system design. ITD came to add the technical edge to the infrastructure, management of information systems and the academic computing as advised by TIEC.

Rejoining PMU comes to me as a "home return" to work with a professional team of executives to take PMU to its next evolution with a number of strategic projects that is aligned with the Saudi 2030 vision. Also the second family feeling that overwhelm me in working with you all dear colleagues in the department eases a lot of my worries and motivate me to orchestrate the symphony. For that I will elaborate in my next contribution to this newsletter.



Osama S. AlSaif, PMP
Chief Information Officer

CIO Corner	p1
MIS	p2
Academic Computing	P4
IT Infrastructure	P5
Audio/Video	P6

Announcements

- Welcoming the New Chief Information Officer in the person of Mr. Osama AlSaif, PMP.
- We are pleased to announce that Mr. Abdul Aziz Abdul Saleem Has re-joined PMU IT Team as Senior Academic System Specialist resuming the MIS team responsibilities as well as providing additional support to Student Affairs Department.
- Mr. Shafey Hassan Qureshi has announced his resignation as Senior System Specialist effective Last July 27th of 2018, 10 years in MIS Department. We wish every success in his new endeavors.
- Mubasheer Ali Khan Dousi recently joined PMU under ITD-MIS team as Senior Database Administrator

Message to the Readers

It is our great pride to announce our very first e-newsletter in behalf of the IT Team to keep you in touch with news and developments within the organization We would like to thank you for giving us a minute of your time reading our e-newsletter. PMU is striving to provide the community the best services, learning experience we could offer through Technology and Innovations.

A communication tool to enlighten our readers our vital part to PMU and to the organization. We will continue to explore new ways showcasing groundbreaking work and ideas while having fun in the process.

Sharing is Good, and with Digital
Technology, Sharing is Easy
Richard Stallman

Management Information Services



Our team provides enhance services to the Colleges through the use of internet and intranet. Capable of providing software analysis, planning and decision making support systems, data resources such as databases and any computerized process that enable a company to run efficiently.



OTP Activation

In order to secure and protect the data related to the academic records in Banner Student Module, and in meeting with the university goals we are pleased to announce that One time password (OTP) has been activated for the administrative staff only for Banner INB Module. The enable of this feature means it will add extra level of security and only authorized user will be able to access the system records it and perform their duties as assigned.



Banner Workflow Announcements

In coordination with Student Affairs department and Admission office we are pleased to announce that the following 2 Banner workflow are developed and available to use they are

- Course Withdrawal Workflow.
- Banner Admission Notification.

Both this workflow has been design and developed to help the students, registrar, and admission office to reduce the paper work involved and facilitate them in providing better service. The MIS team is consistently working with all other departments as well to create more such workflow to achieve the delivery of student services through automation process.



Sadad Payment SMS Notification

We have updated our Sadad Payment SMS Notification service that will deliver SMS message through our new service Provider Mobily.ws on any payment made through sadad payment.

MOE Scholarship Renewal Preparation

In preparation to the MOE Scholarship Renewal and coordination of Financial Aid Team assisted those in providing the relevant data required for renewal purpose. The MIS team successfully accomplishes the task within time frame and providing the assistance they required.



Banner Degree works Road Map

The Banner Degree work is advisement tool which provides students and advisors with an organized outlook on degree plan evaluations. The Banner Degree works currently in the final stages of testing to validate the PMU Degree Plans and its features. As we expect the testing phase to be completed soon and its launching date will be announced soon.

Planning is Underway for an Upgrade to Banner 9

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ACADEMIC COMPUTING



Provides technology services, resources and expertise directly to Students and Faculty, and to other organizations. Provides use of technology in learning and teaching environments, manages and operates classrooms and labs, network printers and multimedia systems. Committed to deliver best practices for teaching with technology.



At your Service...

Cable Management in Traditional Classrooms & Labs

Both in Male & Female Campus, this task is being performed by the Technical Support team (3) times every academic year or whenever required. The various benefits of these task are as follows;

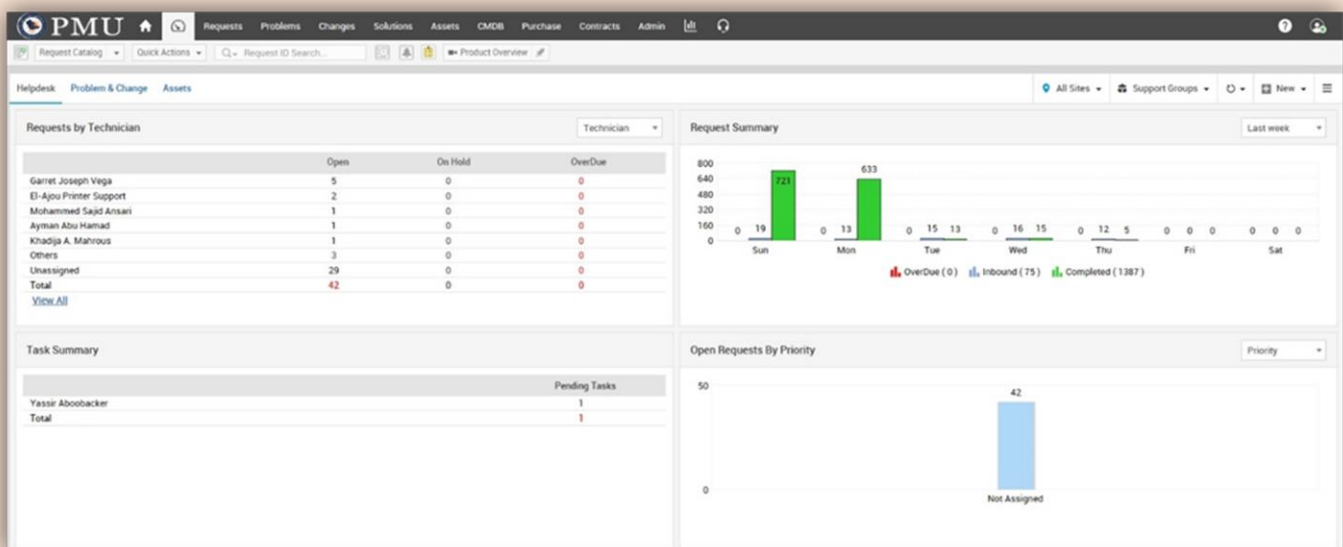
- ✓ **Safety** - tangled and unorganized wires and cables can cause sparks and even fire. You can also trip over cables if left unmanaged.
- ✓ **Troubleshooting** – if wires are well organized, troubleshooting an issue will be easier.
- ✓ **Ease of use** – to provide ease of access to the I/O ports and devices connected to the PC.
- ✓ **Electro Static Discharge (ESD)** – well placed CPU and organized cable can minimize electro static discharge which can cause accidental injury and damage to sensitive devices.



In the past few weeks, the team have started the task and reorganized the PC placement especially in Labs. (*Please see image sample*). This task is still in progress and hopefully will be completed before the beginning of Fall Semester 2018.

New Helpdesk Software – Manage Engine Service Desk Plus

The Technical Support Team has piloted the use of the automated helpdesk system, the Manage Engine Service Desk Plus. Technically, all emails being sent to the IT-helpdesk will be automatically forwarded to Manage Engine software and will be dispatched to the concerned person / technician for them to attend. Service Level Agreement (SLA) were being monitored to make sure that service standards are being met. Although we are still using enterprise trial version, the team is optimistic that it will be beneficial to PMU once this system is acquired and applied.





Audio/Video



Focused on providing School events with most advanced audio visual, digital signage and video conferencing technologies. Strive to provide best technologies, applications and system integrated solutions to meet and deliver best possible audio/video experience.

A number of inovative ideas are being considered. The following are some and many to come..



Colored Screens

Upgrading the video systems in the main Auditorium by replacing the projection system with full colored LED screens, which supports 2K and 4K technology. And then updating the audio systems by replacing the software system with hardware digital mixer and changing the cables.

In addition to change the tables on the stage by movable once, also replace a number of wireless microphones.

Audio and Video

Upgrading the audio and video and video conference at the male lecture hall, by adding two repo tic cameras with vision mixer, also adding HD recording system .As well as Audio mixer with two speakers inside the lecture hall.

At the Female Lecture Hall we upgraded the audio systems and video conference as the males lecture hall but without cameras and vision mixer.

Re-programming

Re-programming the main conference room at the admin building, the Rector's office and VIP room so that the operating system, on/off, control audio and video systems and videoconference communication via touch screen.

Broadcasting

Installing two devices for broadcasting all important events at the Main Auditorium to outside university via PMU YOUTUBE Official channel.

Activities..

December 18, 2016 we participated in the volleyball tournament at PMU, and the team consisted of a number of players:

1. Hilme Yousef Abu Hamad
2. Ayman Abu Hamad
3. Ahmed A. Khaliq Ali
4. Mustafa A. Ashour
5. Abdullah Al-Dossary
6. Murtada A. AISofan
7. Abdulrahman F. Albahkeet

We reached the finals after three difficult matches against two teams of students and a team of Filipino staff.

The final match was with faculty's team, we managed to win the game after a fun and enjoyable match.

