



# IT Connect

PMU Department of INFORMATION TECHNOLOGY

Issue – 02

September - November 2018

## What's NEW

Motto of the Year 2019



Together Towards a Sustainable Campus

### Successful Data Migration of Centralized Storage Area Network

The Network File Storage is central backbone of PMU File server and it is playing a very important role while loading user Profiles in the local computer on network. The storage systems used are powerful in performance wherein data is saved on several levels. The architecture of the storage infrastructure allows operation secure in terms of data protection even when many users are using the systems simultaneously.

Mr. Moazzam Ali Dar is no longer connected with PMU as we wish all the best to all his future endeavor.

We would like to congratulate Mr. Mohammad Fahad Khan, our IT Helpdesk (Male Campus) for upcoming marriage before of year end.

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### GREETING FROM PMU RECTOR



## Message from the CIO

Welcome to the 2<sup>nd</sup> issues of newsletter of Department of Information Technology at Prince Mohammad Bin Fahd University.

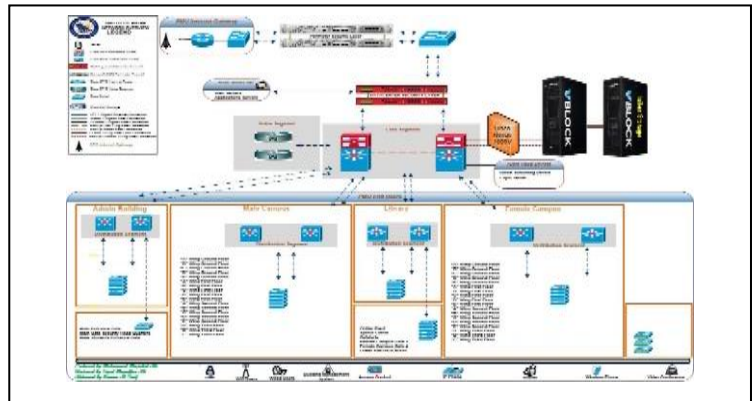
Welcome back to our students and faculty. It is always a difficult challenge working in an environment where there is almost infinite demand for services. As the year 2019 fast approaching, we are excited to bring on the latest and sophisticated suitable new systems to enhance the functionality of digital era. We are busy on the year 2019 implementing many initiatives.

Our 2019 plans already have Business Continuity strategy among other initiatives and it is underway focusing on delivering projects to support streamlined students' systems, efficiencies across business processes and excellence in academic and research outcomes of our university.

By the time you read this, you must have noticed the incident we had in our datacenter which we are rectifying by enhancing our business continuity strategic plan. A new symphony is being drafted by the orchestrator with a great team to play it.

Osama S. AlSaif, PMP  
Chief Information Officer





“Business Continuity Plan is a comprehensive plan that guaranties the continuity of providing services having information about the vulnerable information, points and situations.”

In this regard, one of the PMU KPIs for 2019 will be to review the current plan and to work in enhancing it with the proper IT components and solutions to avoid any interruption of the IT services.

This includes a 360 holistic and comprehensive review of the setup, procedures, technology and unforeseen risks that may occur which may impact PMU setup.

The management of PMU realizes the importance of this matter and have directed the IT Department to develop and supervise the creation an execution of the BCP as an immediate action.

More in this regard in our next issue of IT Connect, till then, be connected.

## Student Orientation 2019

The CIO gives his Opening Remarks to new PMU students for the Fall Semester Academic Year 2019 held at PMU Auditorium. He stressed the applied technologies in coping their college life in the university. The PMU policy of open door and welcoming feedback of the IT services was emphasized. The University is going through a major upgrade and update initiative in which the IT services will be affected for some time as the technology, network and application are being reviewed and modernized.



PMU is striving to enhance its facilities to cope current technology trends and one of those is virtual assistant like Cortana by Microsoft, Siri from Apple, Alexa from Amazon and PMU will soon developing Artificial Intelligence which is underway once approved.



## FACTS

“The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency. The second is that automation applied to an inefficient operation will magnify the inefficiency.”

Bill Gates

## Management Information Services

# ORACLE®

## E-BUSINESS SUITE

### Implementation of Oracle EBS Phase 2 Update

The various oracle EBS phase 2 modules have completed the UAT stage as per the project time line. Additionally the Oracle Mobile SCM and Purchasing module went go live on 18<sup>th</sup> November 2018 the remaining module that completed the UAT is scheduled to go live soon in upcoming weeks they are:

- Oracle Time and Labor
- Oracle Talent Acquisition Cloud Service (Taleo)
- Oracle Internet Expenses
- Oracle iAssets.

### Technical and Functional Adoption to Banner 9

In preparation and getting ready to Banner 9 as per the project scope and plan had undergone various training workshops conducted by our partners “Ellucian” within the premises.

The functional training workshops were held in LRC campus for both male and female staff based on the banner modules designated to their area of work and expertise. The workshop proved to be



beneficial to the staff as this involves getting familiar with the new modules and features that are available in the new version as well as hands-on training and practice involved.

The MIS team too attended an additionally 2 weeks technical adoption training related to development for Banner 9 Administrative and Self Service application as this will help in extending the banner 9 with customization applicable as per PMU business process.

All the training was conducted from the well-known professional trainers provided by the Ellucian in their respective fields.



### Pilot Blackboard Learn Migration Project

The ITD team currently working on the pilot project for the Blackboard Learn to migrate to a new cross-platform environment Linux. Moving to a new environment means more storage, improves performance, new hardware, fast access to the contents as well as upgrading to new releases and functionalities offered by Blackboard Learn.

As this is a critical project that involves the participation of all the teams within ITD, to input their expertise in overcoming challenges ahead to the cross-platform migration task. The team has managed to set up the new servers and database configured as per the blackboard recommendation and in the upcoming weeks, the team will be working on migration of the contents to a new pilot instance.



## Single Sign-On for Oracle E-Business Suite

As part of our ITD plan is to have Single sign-on authentication process for all critical applications using within PMU that includes as well as Oracle e-business suite using our existing identity provider WSO2. To achieve this RFP (Request for Proposal has been released) and completed the stage of evaluation and bidding. The project is in the stage of final approval and more information will be shared with you as we move ahead.

## Request for Proposal Projects Released

The ITD department has released RFP (Request for proposal) for the below related projects they are:



**Oracle Hyperion Planning:** Oracle Hyperion Planning is the on premise solution

for managing the process of creating enterprise-wide financial plans, budgets and forecasts based on multidimensional analytics. The result is greater visibility into your business and more accurate information for making business decisions.

**Document Management System:** PMU is looking for centralized document management solution to capture and retrieval of documents as these records could be store in either of the systems used across various systems within the organization.

On completion of evaluation of proposals submitted by vendor, the more information will be shared later with you all.



## Banner Workflow Announcements

To facilitate the Student Affairs department the MIS team is working on the below 2 Banner workflows and currently, they are in the stage of development. The workflows are:

- Change of Major Workflow.
- Graduation Clearance Workflow.

## Academic Advisor Training Workshop to Banner Degree Works



The ITD team in coordination with LRC Director Dr. Mohamed Elgeddawy conducted one-week training for academic advisors assigned representing various colleges. The aim of the session was to get them familiar with the academic advising tool and to aid and facilitate academic advising. The measurable outcome of the workshop was:

- To help advisors track student degree progress
- Reviewing Audit Sheet.
- Preparing a plan for graduation.

In parallel, the audit sheets are being reviewed by the registrar office for accuracy purpose in the production environment.

## Banner Credit Card Payment Integration with Hyper Pay

To facilitate and assist the PMU students by providing them an additional method of payment such as credit cards can pay their fees and various charges applicable using their Student Banner self-service account. Likewise, as this critical financial transaction has to be secured to prevent theft and security breach this transaction will be done in a secure environment with integration with our payment gateway providers HyperPay. The project is in the early stages of development and keeps you posted with our updates as we move forward.



## Business Intelligence Reporting Tool Update

Prior to our last announcement, we have completed the technical evaluation and bidding process for all the RFP received from vendors. After the careful review and proposal proposed, the PMU has selected the product “Oracle Business Intelligence Tool”.

Furthermore, the kick off the project has been started this week.

## Mobile Application Development Projects

The ITD recently released the mobile application development projects for Engineering department and Student Affairs. The details of the project are:

**PMU Ticket Management System:** This mobile application developed to provide a platform for PMU end user on the go to report incidents related to ETA maintenance with in PMU premises and ability to assign images and the location. This app will be available to users on both the platforms android and iPhone. All the tickets generated using the app will follow the business process cycle and be served by the engineering department.



**PMU Dispute System:** The dispute system mobile app is developed for staff and student to report a general and academic dispute. This application will be available in both android and iPhone store. All the disputes will be answered by the assigned person assigned for staff and students.

## IT Infrastructure Services

The 30<sup>th</sup> of November is known as  
“Computer Security Day”

FACTS

## Successful Data Migration of Centralized Storage Area Network

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## CONTINUED... Successful Data Migration of Centralized Storage Area Network

PMU File Storage provides secure, centrally-managed, storage environment for individual or department level file storage. This service provides a common location to store and share files based on Microsoft Active Directory (AD) permissions that can be managed with the assistance of PMU ITD Team.

Recently, ITD analyzed that Network File Storage is having slowness and performance issue during the user login process on campus network and it is interrupted while accessing Home Folder and Department Folder. This service inconsistency brought notice to Mr. Osama (CIO) hence, he announced that we will migrate the current Storage system into our **New EMC ISILON** storage system.

In the storage consolidation realm, data migration process of moving data from one storage to another storage system is crucial for storage system is crucial for storage preparation and business continuity management. Selecting the appropriate technique depends on the status of critical data being moved, the resources available, and other business constraints and requirements. The different techniques have different risks. Selecting the right technique on right time that provides the best combination of efficiency of migration and low impact to system and PMU users.

This critical migration required to engage principal vendor professional service and support in order to avoid any single failure. Since Mr. Osama (CIO) knows about his team capability and expertise on technology research, he asked ITD team to take this challenge to migrate entire data (Home Folders & Department Folder) from old Storage system to new ISILON storage system and with the excellent effort of PMU ITD team, all data have been successfully migrated to a 10 times much faster and newer technology storage system by seamless way without affecting any of service interruption to PMU end-users.



*The English word for red panda is "Firefox" which is where the browser gets its name from - this means the Firefox logo is actually a red panda, not a fox!*

FACTS

## Academic Computing Services



### Dell OPTIPLEX 7450 AIO Computer (Instructor's PC)

All-In-One (AIO) Dell Optiplex 7450 computer have been deployed to designated (*pilot*) area in male campus. Previously under Registrar's & Admission Department, rooms G046, G047, F048, G049, G050, G051, G052, G054 & G056 have been converted to traditional classrooms to accommodate the increasing number of students at PMU. Aside from being flexible and having manageable design, this computer is equipped with 7<sup>th</sup> generation processor with Vpro technology for ultimate performance suitable for traditional and interactive way of presenting teaching materials. This technology will soon be deployed to all traditional classrooms both in male & female campus.

## Technical Support Workshop



The construction for the workshop of the technical support team (male campus) is in progress (room G-012) and the workshop for the female side will follow. The workshop is designed to enhance hardware repairs, testing and modifications for PMU desktop & laptop computers, handheld devices, printers, scanners, projectors & audio-visual equipment.

## Lenovo Thinkpad E580 Laptop



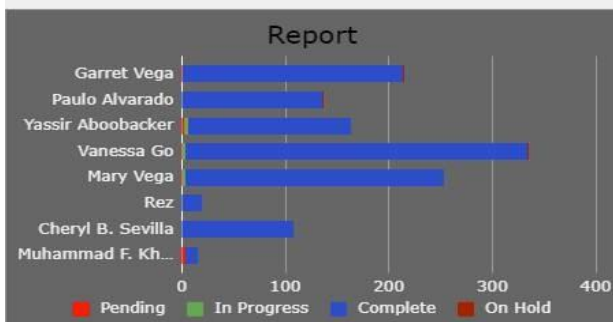
ACS and ITD welcomes the new faculty for Fall Semester 2018. As a part of their onboarding process, PMU provided the new faculty with new Lenovo Thinkpad E580 laptop. ITD decided to choose Lenovo to test the brand's performance and to express the department's perception in considering emerging technology. With the laptop's portability and features, new faculty will have more time preparing their teaching materials and presentations before heading to their classes.

## Statistical Report of IT Helpdesk tickets from September to November 2018

Name	Pending	In Progress	Complete	On Hold
Garret Vega	1	0	213	1
Paulo Alvarado	0	0	135	2
Yassir Aboobacker	2	4	157	1
Vanessa Go	1	3	330	1
Mary Vega	1	2	250	0
Rez	0	0	19	0
Cheryl B. Sevilla	0	0	108	0
Muhammad F. Khan	3	0	13	0

Category	Total
PC	482
Network	68
IPT	16
Projector	101
Printer	84
Interactive Board	3
Card Reader	2
Peripherals	100
Queuing System	0
Lecture hall	37
Software	142
Email	174
Blackboard	9
Banner	20
EBS	2
Elsmart	6

Total Ticket	1231
Pending	5
In Progress	9
On Hold	5
Complete	1212



We are improving and we trying to minimized backlog and serving our PMU stakeholders in effective and efficiency manner based on the statistical report. The Service Desk Engine and the new office for IT Helpdesk in Male Campus will serve a physical hub between end user and IT.

## Audio Video

### PMU 5<sup>th</sup> Graduation Ceremony

Audio Visual Section played an important role in providing services for the Fifth Male graduation ceremony in 14 October 2018 which has been held in Main Auditorium, Through the control room was running reinforcement sound system for Public address, Video coverage, HD PTZ Cameras live editing and recording, live streaming via campus LAN and at PMU official channel on youtube which enhance university visibility that number of viewers reached more 13479 views. And also support the female team who provide AV operation for the 6th female graduation in 17 October 2018.



### CCTV System

Currently AV section is involved in university ongoing projects like CCTV system wide university to get higher coverage and high quality, this project is in the final stage that All hardware device and Video management system have been installed and configured while next step is to extend coverage to the busses and extend number of cameras to achieve very high coverage for various locations. Al Nahda and Oryx compound and the new housing project are included in this enhancement.

### Queuing System

Second project is installing Queuing system in the new area of female registration and admission offices so equipment already delivered and waiting the vendor to start installation in the couple of next few days.

### Moot Court

AV section finished installing AV infrastructure cabling requirement in the Moot Court project and Student support center.

### Digital Signage

In the New Year action plan AV section supposed to put proposals for Digital signage system with video walls and screens wide university and expected to get 360 degree signage in Main cafeteria. Also replacing video projection in Lecture halls into Video wall technology, and to replace old projectors with short throw technology for best performance.

## Web Services

The web services team manage, create and maintain the complete content of the PMU Website (<https://www.pmu.edu.sa/Default.aspx>). The website content updates are being published on a weekly basis in coordination with the concerned academic college or department.



Currently, the team is working on projects such as;

**WEBOMETRICS** - The largest Academic Ranking for Higher Education Institutions.

**ACADEMIC ADVISING CENTER for the LRC** - Centralized academic advising services for students.

**GLOBAL ENGAGEMENT UI & UX** - For enhanced User Interface & User Experience on PMU website.

We will continue to strive to offer cutting edge IT services and deliver sector-leading service standards for the benefit of our PMU officials, faculty, staff and students.

For any questions, requests and suggestions please email us at the following:

IT Infrastructure  
 Blackboard / Banner systems  
 Technical Support Assistance  
 PMU Website  
 For other matters not covered by the above  
 For CIO meetings & appointment

[ITDOperations@pmu.edu.sa](mailto:ITDOperations@pmu.edu.sa)  
[MIS@pmu.edu.sa](mailto:MIS@pmu.edu.sa)  
[ITHelpdesk@pmu.edu.sa](mailto:ITHelpdesk@pmu.edu.sa)  
[WEB-IT@pmu.edu.sa](mailto:WEB-IT@pmu.edu.sa)  
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Or Call us @849-8888 and toll free no. 800 123 0 123