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Activate application licenses

This service allows user to renew under support application’s license.

Deanships, departments and colleges

Request technical Consultation (Databases, technical system, etc ...)

It is a service to provide technical advisory services as needed for deanships, departments and colleges

Deanships, departments and colleges

Hosting content services

This service allows user to host files in UOD servers and grant access right upon request. The user will be able to access the hosted files from anywhere in the UOD network.

Deanships, departments and colleges

You can request the service by Help Desk

helpdesk@uod.edu.sa  31111  @ICTUD
Set-up new computer or check exciting PC.

This service allows user to request installation of new computer desktop and set up all required setting to be connected to UOD network. This service assures that the new PC is complying UOD policies.

Deanships, departments and colleges -
Staff and faculty members

Set-up new computer's Peripheral (Printer, Scanner).

This service allows user to request installation of computer's peripherals. It will help the user to increase his productivity and enhance his daily activities.

Deanships, departments and colleges -
Staff and faculty members

Check of computer's peripheral and fix errors

This service allows user to request for checking of computer's peripherals. It will help the user to do his daily activities with no interruptions.

Deanships, departments and colleges -
Staff and faculty members
Install Supported Applications

This service allows user to request installing supported application on their PC based on applications licenses

Deanships, departments and colleges - Students
Staff and faculty members

Create VM machine

This service allows user to request creating VM machine that hosts system, service or content. The server can be reached over the internet or UOD network.

Deanships, departments and colleges

Convert PCs to VDI Technology

This service allows user to convert their PC to work on VDI technology. All processing activities and data will be stored at UOD main data centre. So the user will be able to use all licenced software from any where in UOD and out of UOD. Note: While using the service should save your work on an external memory (Flash memory or upload online) where the interfaces is virtual.

Deanships, departments and colleges - Students
Staff and faculty members

You can request the service by Help Desk
helpdesk@uod.edu.sa  31111  @ICTUD
Provide VM machine and Network as IaaS

This service allows user to request a combination of VM machine and network accessibility to work on the server by his own without support of DICT technical support. So the user will administer the server and install software of his own.

Deanships, departments and colleges - Students
Staff and faculty members

Provide VM Machine as Database or Web Server on PaaS Technology

This service allows user to request VM machines as database or web service or execution runtime environment without support of DICT technical support. Notes: This service targets advanced user who has experience on developing tool.

Deanships, departments and colleges - Students
Staff and faculty members

Software as a Service (SaaS)

Software as a Service (SaaS) is a software distribution model in which applications are hosted in the Data Centre and made available to the users from any device from any network.

Deanships, departments and colleges - Students
Staff and faculty members

You can request the service by Help Desk
helpdesk@uod.edu.sa 31111 @ICTUD
E-Fax Service

This service allows user to send and receive fax electronically by using UOD email. This service is the best solution for digitized faxes and paperless office.

Deanships, departments and colleges

Account for using WebEx

This service allows user to have WebEx account for internet meeting. The user will be able to have online meeting and online training.

Deanships, departments and colleges - Staff and faculty members

New/change Extension number

This service allows user to have extension number to make voice call internally and externally. The user will be able to make conference call and voice mail as well.

Staff and faculty members

You can request the service by Help Desk

helpdesk@uod.edu.sa  31111  @ICTUD
Install cisco jabber for mobile

This service allows user to use all features of cisco extension on their mobile. They need to install Cisco Jabber from mobile store, then all incoming calls and received calls will go through user’s smart phone as well as office phone.

Staff and faculty members

Check printing errors

This service allows user to request for checking of printing errors. This service assures that the user will be able to resume his daily activities with no printing errors.

Deanships, departments and colleges - Staff and faculty members

Format PC operating system

This service allows user to request re-installing a faulty operating system.

Staff and faculty members

You can request the service by Help Desk

helpdesk@uod.edu.sa  31111  @ICTUD
433310

Request Installing Software on Labs PCs.

This service allows user to request checking of college’s computer lab. The lab will be assessed by helpdesk team who will create a technical report based on college needs. Thus, a recommended setting and technology will be installed for the lab including PCs, network, computers layout. This service is only for colleges upon request.

Deanships, departments and colleges

433311

Join PC to UOD domain

The user may request to join his PC to UOD domain.

Deanships, departments and colleges

433312

Request to create a new UOD account or UOD email

The new user may request for a UOD user account.

Deanships, departments and colleges - Students
Staff and faculty members

You can request the service by Help Desk
helpdesk@uod.edu.sa 31111 @ICTUD
Request Shared folder in servers

Service enables you to share files Groups.

Deanships, departments and colleges

Request reset password (On Line)

It is a service that enables the user to receive a password if forgotten

Deanships, departments and colleges - Students
Staff and faculty members

Install UOD Digital Signage System

“This service allows user to request installing of UOD digital signage system so the user will be able to broadcast regular announcements, advertisements and receive UOD public announcement.”

Deanships, departments and colleges

You can request the service by Help Desk
helpdesk@uod.edu.sa  31111  @ICTUD
Manage UOD Digital Signage System privileges

This service allows user to get a new privilege or change it for UOD Digital Signage system. So, the requester will be able to use the system for broadcasting announcement and receive it from public relation.

Deanships, departments and colleges

Check Digital Signage System errors

This service allows user to request support for UOD Digital Signage system for errors that effects quality of the service. Errors will be fixed by helpdesk team. Monitor is not included.

Deanships, departments and colleges

Request for New Cabling Nodes

This service allows user to request installing a new network point to enjoy of the network features.

Deanships, departments and colleges
Network point test

“This service checks user non-functional Network point. The service will assure that the user gets connected to UOD network perfectly.”

Deanships, departments and colleges - Staff and faculty members

Install New Video Conference Device

This service installs a new video conference device for user. The user will be able to make a conference calls with UOD intities or externally.

Deanships, departments and colleges

Check Video Conference Device

This service allows user to request checking of video conference device. The service assures that the device is working properly with no errors.

Deanships, departments and colleges
Technical Support Services catalog

Multiple Video Service Calls (MCU Servers)

This service allows user to connect with multiple video calls at the same time. Helpdesk team will enable all parties are connected and see each others.

Deanships, departments and colleges

Wireless network connectivity

This service allows user to request checking of wireless network connectivity in case of building disconnectivity or part of it

Deanships, departments and colleges

Network assessment

This service allows user to request network assessment for a building or a floor. Technical report will be provided for network readiness service in the building or for an event or activity.

Deanships, departments and colleges

You can request the service by Help Desk

helpdesk@uod.edu.sa  31111  @ICTUD
Request for publishing system or service on the internet

This service allows user to publish new system or new service on the internet. Public users will be able to reach the system or the service from out UOD network.

Deanships, departments and colleges

Managing New project

This service allows user to request managing a new project with related department, coordinating and follow up to meet project deadline.

Deanships, departments and colleges

Web-Filtering Request

This service allows user to request unblocking a web site or filtering a web site. However, it must not breach UOD information security policy.

Deanships, departments and colleges - Students
Staff and faculty members

You can request the service by Help Desk
helpdesk@uod.edu.sa  31111  @ICTUD
432006

Develop an application

This service allows user to request a new information system to be developed in house and integrated with other internal systems such SIS, HR.

Deanships, departments and colleges

432007

Request for service improvement of traditional service

This service allows user to transform traditional service level through enhancing process to be published on UOD eservices portal.

Deanships, departments and colleges

432001

Managing Databases privilege

This service allows user to request a new Database access or change existing privilege to the Databases.

Deanships, departments and colleges

You can request the service by Help Desk

helpdesk@uod.edu.sa  31111  @ICTUD
Designing new database

This service allows the user to request designing and create a new database.

Deanships, departments and colleges

Request e-Service through other GSN.
(This will be done through eGovernments program »Yesser.gov.sa»).

It is a set of services provided by Yesser to support government agencies to shift to a digital society.

Deanships, departments and colleges

Request remote access through VPN
(Add/Modify/Delete/Troubleshoot)

This service allows users to request VPN access to use UOD network resources from outside the university. The service will be for technical consultation or reach service only available internally.

Deanships, departments and colleges

You can request the service by Help Desk
helpdesk@uod.edu.sa  31111  @ICTUD