

# IT at UCA & GDM

University College

bachelor of graphical and digital media - © 42nd IC 2010 Willy Van Gestel



# HARDWARE

✓ done by the University College Arteveldehogeschool

## ➤ SERVER MANAGEMENT AND UPDATES

### - Fileservers in every department-location

At check-in a new student gets a centrally given UCA-wide unique **login** and **password**

It gives our students the opportunity to login on every pc or laptop in the student sub-domain of the UCA-network no matter at which UCA-location

### - Homefolders on this fileserver

On the fileserver of their main location students get their own folder  
Digital documents stored here are locked for others

*Lecturers and administrations have homefolders and critical software on separated servers and domains*

# UCA

UCA

Main ICT-  
services  
usable for all  
departments

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## ➤ HELPDESK

### - Telephone answering during office hours

Everyone, students and lecturers, can call the helpdesk to report an it-problem

The it-specialist tries to help the user on the phone

If that's impossible he registers a "call" in a database  
So every problem gets its own "call number"

### - The emergence ict-team

The "calls" are divided on their urgency and location and a team of ict-specialists goes on location trying to solve a group of problems together at a certain location

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*People  
always  
want  
more*

24/24 support

It takes too long before the team comes to solve my problem

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## ➤ LOCAL NETWORK

### - Network cabling and switches

There always will be new locations that need network cabling or faster connections and switches

- From 100 mbs (cat 5) => 1000 mbs (cat 6)
- Megabit switches => Gigabit switches
- Fiber for long distance on a location
- Phone-connections => fiber between locations

### - Wireless network

**da:** flexibility in locations of laptops to make connections

**het:** lower safety and slower speed 100 => 54 mbs

Students can use this on a small scale at some locations for surfing on the internet during their free time

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## DMZ-zone Demilitarized zone

Servers that can be accessed over the internet are placed in a separate network outside our local network

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## ➤ For regular internet use

### - Farm of proxy-servers

Proxy-servers on locations  
for caching and distributing internet-data

### - Firewall and anti-virus-servers

to keep malicious attacks and virusses  
outside the netwerk

## ➤ DMZ

- Mail-server: [willy.vangestel@arteveldehs.be](mailto:willy.vangestel@arteveldehs.be)  
[xyz.abc@student.arteveldehs.be](mailto:xyz.abc@student.arteveldehs.be)

- Webservers

## ➤ Purchases of hardware

Agreements for better prices for bigger amounts  
Bying hardware : Dell, HP and Cisco-switches

# UCA

## Virusses

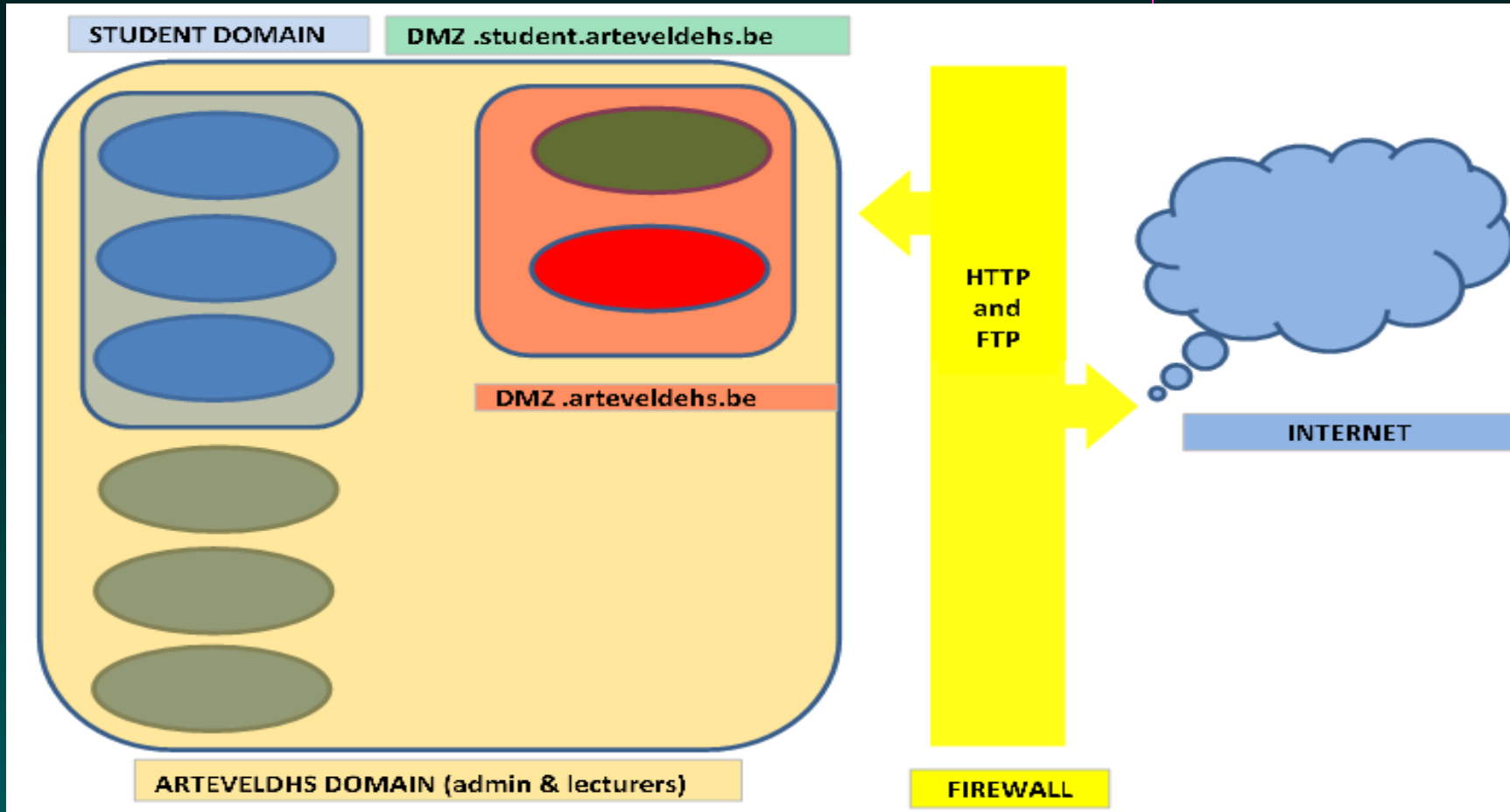
If Dutch speaking people are attacked by a virus people say that they have been visited by

**vier Russen**  
(vi-russen)

**four** Russians

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## THE UCA NETWORK STRUCTURE



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## ➤ WEBSERVER UPDATES

### - Webserver used by GDM for our webdesigners

Because web servers are not integrated in the local network they don't have the student information local network servers have.

For domains the information is stored in a so called Active Directory (AD). In DMZ, where the web servers are located, we can't use the AD-information. So we have to do it ourselves for our web servers

If we have problems with other servers at our location we have to inform UCA what exactly is going wrong

### - Webfolders

we have to keep track of web folders for our students and our own GDM-web applications

# GDM

## *Server problems*

This kind of problems always have the highest possible priority

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# HARDWARE

GDM

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➤ **WE HAVE OUR OWN HELPDESK TOO**

- *For gathering the information of local problems*

Because our department is ict-related it is important that we can do firstline aid ourselves

So students and lecturers report problems not directly to the helpdesk but to us

For problems that can wait or cannot be solved quickly we make a call for the central helpdesk

- **A specialized GDM ict-team**

Specialized hardware only used in our department, e.g. scanners, densitometers, microscopes, large-format printers, plotters, platesetters and digital printing aren't handled by the central team

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## ➤ ADMINISTRATION

- *A database with all the material included*

Serial number, central ict-number, date of delivery specifications and the position in the classroom where you can find it

- *Budget proposals and orders*

Once a year we're asking lecturers what their needs are for the next year about hard- and software

After collecting this information we make a budget proposal

For things that are allowed to buy we can decide at what time in the year we place an order

Central service controls the allowed budget and buys it

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## SOFTWARE

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### ➤ UCA WEBSITE

A portal with all kinds of information:

- for students and for lecturers
- for everyone interested in our university college  
*for instance: **ECTS-files***  
detailed information about the courses

<http://www.arteveldehs.be>

Administrative employees can make changes in the site:

- putting ad valvas messages online;
- add new documents: timetables of lessons, exams...

## UCA

### *Information screens*

In the central hall of the departments there are ad valvas flatscreens to inform students about the latest new messages

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Startpagina

Opleidingen

ECTS

Studentenwerking

Studiemateriaal

Specifieke statuten

Sociale voorzieningen

Internationalisering

Studentenforum

ICT

Dileahs

Uitgebreid zoeken

Nieuwsberichten

Links

Campus Kantienberg

🔍 **Je Zoekt...**

[Home](#) > [Student Arteveldehogeschool](#) > [Opleidingen](#) > [Bachelor in de grafische en digitale media](#)

## Bachelor in de grafische en digitale media

### Intranet voor Studenten GDM

Studenten GDM vinden via de items in het rechter menu online informatie van de opleiding GDM:

- ad valvasberichten bevatten steeds recente mededelingen zoals afwezigheden van lectoren;
- nuttige informatie over beschikbare diensten zoals Leertrajectbegeleiding, Internationalisering, SovoArte;
- nieuwe les- of examenroosters kan men hier downloaden;
- allerhande documenten worden via deze weg beschikbaar gesteld voor download;
- deze menu's bevatten ook links naar opleidingsgebonden applicaties zoals klaslijsten of pdt-trajecten.

Via het linker menu verlaat je het Intranet voor Studenten GDM. Dit menu bevat Arteveldehogeschool brede informatie welke niet specifiek gebonden is aan de opleiding GDM.

Op het Intranet voor Studenten GDM zal je geen lesinhoudelijke informatie vinden. Communicatie rond uw leereenheden verlopen via de Digitale Leeromgeving van de Arteveldehogeschool (DileAhs). DileAhs cursussen zijn te bereiken via het studentenportaal voor zover je jezelf ingeschreven hebt op de cursussen die jou aanbelangen.

Wees professioneel en gebruik in je communicatie met lectoren en opleidingsmedewerkers enkel je Arteveldehogeschool e-mailadres. Kuis regelmatig je mailbox op, zowel inbox, send items, deleted items als drafts. Zo voorkom je dat het toegestane quota overschreden wordt waardoor je verder geen mail meer zou ontvangen.

**Ad valvas GDM**

**Onze mediacampus**

**Opleidingsorganisatie**

**Opleidingsdirecteur**

**Opleidingssecretariaat**

**Klaslijsten**

**Roosters**

**Examens**

**Inschrijven GDM**

**Start academiejaar**

**Cursussen en boeken**

**Leertrajectbegeleiding**

**ICT GDM**

**Inspraakorganen**

**Leerbegeleiding**

**Mediatheek GDM**

**Stages/projecten**

**Studentenvoorzieningen**

**Zorgcoördinator GDM**

**Wat na je studies?**

**Internationalisering**

**Uitschrijven GDM**

 **Mijn Account**

- Kijk binnen in het luik student
- Naar medewerker
- Uitloggen

## SOFTWARE

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### ➤ Digital learning platform

Communication channel between lecturers and students about a specific course

- lecturers can put documents online that students can download at home
- lecturers can make announcements (including mail)
- students can drop documents from home in a folder of a lecturer or in folders of other students
- lecturers can drop results in student's dropfolders too

<http://dileAhs.arteveldehs.be>

## UCA

### *DileAhs*

Is used very frequently by lecturer and students to interchange online information about a course

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KANSRIJK STUDEREN  
IN GENT

## Mijn cursussen

## Mededelingen

17-09-2008 **Studietijdmeting studenten Grafische en digitale media**

[Meer](#)

-  **3D-technologie 3MMP A, B**  
Tom Neuttiens 
-  **Project GDM 1GDM**  
Sintobin Inge   
-  **Advanced Scripting**  
't Kindt Liliane 
-  **Authoring II - RIA applicaties**  
Dany Dhondt
-  **Eindwerk 3MMP**  
Tom Neuttiens
-  **KMO-management CMO-GMT-MMP - KMO-beleid 3MMP**  
Marie-Pierre De Coninck  
-  **KMO-management CMO-GMT-MMP - Sociale wetgeving 3MMP**

## Hoofdnavigatie

[Mijn voortgang](#)

## Gebruiker

[Cursusbeheer](#)

## SOFTWARE

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### ➤ Students' portalsite

An overview of information and links bundled on one single page:

- online ad valvas information from the UCA-website posted by our GDM-administrative employees;
- recent announcements by lecturers in DileAhs;
- links to the DileAhs-courses they belong to;
- UCA-central placed information;
- Quick links to ECTS etc.

<http://portaal.arteveldehs.be>

## UCA

### *Starting point for students*

Give students an overview and links on one single page to easily find all the information stored on different locations

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# STUDENTENPORTAAL

PORTAALSITE VOOR STUDENTEN VAN DE ARTEVELDEHOGESCHOOL

Helpdesk

Uitloggen



KANSRIJK STUDEREN  
IN GENT

## Grote tevredenheidsenquête

Zeg je gedacht en win twee filmtickets!



Doe mee aan de grote tevredenheidsenquête voor studenten

## Opleidingsaankondigingen

Op datum

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Pagina 1/3

**Examenrooster derde examenperiode beschikbaar**

zaterdag 26 juni 2010

Bachelor in de grafische en digitale media

**Bachelorproef GMB-GMT voorbereiding 2010-2011**

maandag 21 juni 2010

Bachelor in de grafische en digitale media

## OLOD-Aankondigingen

Op datum

**2de examenkans - H21 om 13.00 uur**

woensdag 1 september 2010

Projectmanagement - 2MMP

2

**2e examenkans projecten**

dinsdag 31 augustus 2010

Project I CMO-MMP - 2CMO & 2MMP

## AHS-Aankondigingen

Op datum

**Sollicitatietraining voor laatstejaarsstudenten**

woensdag 28 januari 2009

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## Opleidingsinformatie

+ Belangrijk +

4

Opleidingsinformatie GDM

## OLOD's



Op naam

Pagina 1/3

**Anderstalige Communicatie II - Engels 2**

2MMP

1ste semester

**Anderstalige Communicatie II - Presentatie- en onderhandelingstechnieken 2MMP**

1ste semester

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## DiLeAHS-Documenten

Op datum

Pagina 1/2

**diepdruk**

dinsdag 26 mei 2009

Algemene Technologie 1GDM

**zeefdruk en afwerken**

dinsdag 26 mei 2009

Algemene Technologie 1GDM

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## Artevelde mailbox

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Ga naar **Live@edu** en ontdek je nieuwe mailbox!

Alle nuttige documentatie omtrent het gebruik van Live@Edu is te vinden op [help.outlook.com](http://help.outlook.com) & op [workspace.office.live.com](http://workspace.office.live.com).

Vragen of problemen? **Klik hier voor meer informatie of contacteer de helpdesk.**

## Kwaliteitsonderzoek

Geen enquêtes beschikbaar. Probeer het later nog eens.



## Quick links

- ECTS
- Uurroosters Kantienberg
- Studieadvies
- Studiemateriaal
- Studiecontract
- ICT
- Mediatheken
- Studentenvoorzieningen
- Studentenwerking
- Digitaal secretariaat

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✓ **done by the Graphical and Digital Media department**

## ➤ **MAKING A LISTING OF OUR SOFTWARE NEEDS**

We examine where the software can be purchased or download links

We are looking for freeware or good alternatives

For specific GDM-related software we try to make deals with our software-partners: Kodak, Agfa, Esko...

## ➤ **INSTALLING ONE COMPUTER FROM SCRATCH**

When all the new software is delivered we install one machine of every model with significant other hardware from scratch including the new software and ignore the older versions, we download all the latest updates over the internet and install all recent players



# SOFTWARE

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## ➤ CREATING IMAGES

After testing the software we make an image of the hard disk by using network startup and dhcp-services

For windows we use norton ghost and afterwards the image is centrally placed in SCCM

For mac we use deploy studio (freeware)

## ➤ GHOSTING MAC AND PC

Together with the ict-team of UCA we "ghost" the image to the other machines over the network

So we get exactly the same installed good working machines every year again

# GDM

*Stand alone software*

If only needed on a specific machine this, mostly gdm-dedicated, software is installed afterwards on the individual pc by our own team

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# SOFTWARE

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## ➤ DEVELOPMENT OF SOFTWARE BY COLLEAGUES

All kinds of software are developed by our own GDM lecturers in function of the working of our department

- registration of feedback, internship
- seminars
- class lists
- lists quoting absent students
- registering digital tools being hired by students
- personal route of students, their degree choices

## ➤ DEVELOPMENT OF SOFTWARE BY STUDENTS

If students develop software, website or other graphical media products we try to let it be useful for us or others (UCA or even wider in society)

# GDM

*Examples  
of student  
software*

Evident

Room  
management

Movies

...

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## Movies

- ✓ <http://www.youtube.com/watch?v=FlomTOunl-s>
- ✓ <http://www.youtube.com/watch?v=I2TDaAqMtmU>
- ✓  
<http://www.youtube.com/watch?v=1fMfWXpv8f8&feature=related>
- ✓
- ✓  
<http://www.youtube.com/watch?v=qGJrX7iyj1c&feature=related>
- ✓

## GDM

*Examples  
of student  
software*

Evident

Room  
management

Movies

...

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**any  
questions?**

**For more info mailto:  
willy.vangestel@arteveldehs.be**

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