

## Achievements of Smart Umm Al Quwain

PROJECT START  
**2021**

PROJECT IMPLEMENT  
**2021-2022**

PROJECT LUNCH  
**2022**



### Disaster Recovery Center

Disaster Recovery Centre is a backup data centre allocated in different place from the main data centre which includes a copy of all database that's in the main data centre. It can be used if any disaster happen suddenly to ensure business continuity

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### ISO form in ERP

ISO models are tracking procedures to fulfill many requirements, including creating a new user, canceling, or any modifications that may be requested in systems. The forms were word files and were converted into models through the ERP system that are following a series of inputs & approvals until they were completed

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### Helpdesk Application

It is a program used to register and track all IT problems by creating a ticket of the problem and forwarding it to the concern team to solve it. The program systematically writes down problems and converts them to the people responsible for them to solve them, as well as displays a dashboard with graphs showing the number of open and closed issues and other results that are also extracted through reports