August 4, 2015

Dear AUB Community,

As you may be aware, we have embarked on the long-awaited network upgrade program to replace the ageing network infrastructure at AUB. When complete, AUB will have a new network infrastructure that will provide better reliability and faster performance.

The upgrade program will require approximately three years along three parallel tracks: upgrading the core infrastructure, enhancing wireless coverage, and improving internet performance.

The first phase of upgrading the core infrastructure has already started and is expected to be completed by the second quarter of 2016. We started with laying new fiber optic cables on the main campus and AUBMC. We are currently replacing old network components, which is a complex and delicate task. We are transferring elements from the old network into the new one, which we are building in parallel, while ensuring everything runs smoothly. The network interruptions we faced recently are all related to this migration. Despite extensive testing and planning, these interruptions were caused by unanticipated hardware issues, and incompatibilities between the old and new network.

In order to minimize the impact to you, we will continue to schedule major migrations during off-peak hours in collaboration with all AUB stakeholders. As usual, we will let you know of any upcoming work in advance by email bulletins. We would appreciate your patience in the event of any unscheduled interruptions, which may still occur despite our best efforts to avoid them.

We have also started planning the upgrade of wireless coverage. In fact, we are in the midst of upgrading the wireless network at Jafet.

In addition to the core network and wireless upgrade, our IT team is working closely with the administration to address the internet performance issues. Our connections are currently overloaded, causing slowness that is impacting your ability to use the internet. We are working closely with the administration to find ways to purchase additional bandwidth.

In the meantime please contact the IT Helpdesk at 2260 or it.helpdesk@aub.edu.lb for any issues or service requests that you may have. We will address your questions as promptly as we can.

Thank you for your patience and understanding as we work on upgrading our network.

Sincerely,

Dr. Yousif Asfour
Chief Information Officer