Mustapha (Mike) Hamam

Mr. Hamam joined AUB in 2003 as system analyst. His customers are the faculty members, staff, and students in the department of Computer Science in the Faculty of Arts and Sciences. He occasionally provides support to other academic units within and outside FAS, providing them IT strategies and system recommendations.

In the Computer Science department, Mike has shown a high level of creativity and competence. He built from scratch and he manages single-handedly a complex environment that includes over 150 PCs, file servers that use different operating systems, an "Oracle" database server, and a specialized Graphics lab, all on the same network linked to the AUB backbone. He has shown creativity in setting up another cluster at the Computational Sciences Program that allows for parallel programming, and played an important role in setting up another sophisticated cluster at the Center for Advanced Mathematical Sciences.

Mike is highly cooperative and extends himself beyond the normal course of his duties. In addition to providing IT recommendations to academic units other than his own department, Mike offers on-line Moodle exams for departments at FAS such as Biology, Physics, and Economics; exams that are usually conducted outside office hours, and mainly on Saturdays. He also works closely with graduate students, helping them advance their computer and networking skills. Mike **literally** goes beyond the call of duty in order to serve customers: When he is outside his office, attending to some customer need within the building, Mike carries his office phone (which he has outfitted with an extended-range antenna) so that he can be reached by anybody at anytime.

Customer satisfaction with Mike's services is best articulated by the numerous messages that Faculty members from CMPS and other units at the University send to Mike, thanking him for the support that he courteously provides. One of the satisfied "customers" wrote: "Mike is one of the most dedicated, unassuming, conscientious staff people I've met on Campus. His dedication to the Computer Science department is almost unparalleled. The care with which he handles the computing budget and its optimal spending should be a model for others."