



Information Sheet - ICT Projects upgrades for SMJK Schools

1 Introduction

We had been upgrading a few of our support structure for our product lines, together with the opening up for our support sites for schools to have access to our online resources, including manuals, FAQs, documentations, and knowledge based information.

This special write-up will give detail information on how each of the school products are being supported, and we hope to provide a guide to our existing users on how best to tap into our support structures.

2 Google Apps for Educations

Perridot had partnered with Google in a strategic alliance to provide their Google Apps suite of products and services to our education sector customers, by providing value-added services and integrations to our existing education products like School Management Systems (SMS) and School Portal; and to help our customer stage pilot implementation and keep watch over data migrations.

In second half of 2006, we had managed to get approval from Google to allocate 200,000 Google Apps for Education (GAfE) accounts to be offered to the 78 SMJK schools, using the existing @smjk.edu.my domain. This strategic alliance allowed us to gain access to some Google's API programming, and enable us to provide the needed integration with our SMS and Portal products.

We had managed to cutover and implement the Google Apps in January 2007, where all existing SMJK users on the old Qmail service had been migrated to the new Google Apps' Gmail service, and we will continue to get more schools to sign up for the services.

2.1 What is available for this Google Apps for Education service?

There are around 129,000 students and 7,500 teachers and administrators in the 78 SMJK Schools spread throughout the whole of Malaysia, and looking at the new intakes of 20,000 students annually, we would need around 200,000 accounts in the next three years of operations. From the above requirement, for a total of 200,000 accounts, each with 2GB of mailbox, which would make up a whopping 400 Terabytes of disk space for the SMJK community, when the total numbers of users eventually sign up for the services.

Google Apps for Education provides the following services:

- **Google Gmail**
- **Google Calendar**
- **Google Docs and Spreadsheets**
- **Google Talk**
- **Google Start Page**

For more details on the project – please visit our project site at <http://ischool.tv/projects/gmail-for-smjk-schools/>

For project background, please read - <http://ischool.tv/projects/2007/01/07/gmail-for-smjk-project-background/>

For quick overview of the Google Apps services, please visit - <http://ischool.tv/googleapps/2007/03/14/google-learning-centre-google-apps/>

2.2 Who can have access to the services under Google Apps?

We are offering the Google Apps to all teachers, administrators and students in the SMJK schools, where each user will be allocated a Google Apps account, to have access to the Google Apps services online.

For more detail information on how the accounts are created and managed, please visit the following link - <http://ischool.tv/projects/2007/02/06/smjk-email-service-migration/>

2.3 How is the migration done?

For the Google Apps accounts migration, we had provided a specially written utility program that is available in our School Management Systems (SMS); existing SMS users can run that program in our SMS, where we will export a list of users information, both students and teachers, like user names, ICs, class information, including a suggested user ID, into a file.

This file will then be forwarded to our System Support personnel at support@perridot.com where we will create the user accounts in the new SMJK Web Portal, and later uploaded to Google to create the necessary Google Apps accounts. Once created, the appointed School Portal Administrator in each school will receive a PDF generated User Notification Letter (UNL), where the School Portal Administrator will print them in their own school, and distribute among the students and teachers, class-by-class.

After receiving the UNL from the School Portal Administrator, which contain the newly created user ID and passwords, including instructions on logging in, the user will proceed to log-on to the Google Apps at <http://start.smjk.edu.my>.

For detail steps, please visit - <http://ischool.tv/projects/2007/02/18/special-notice-for-smjk-schools/>

2.4 Integration with our iSchool products – Single Sign-on

Once the user had their Google Apps account activated, they will immediately have access to their 2GB Gmail account, together with access to individual Google Calendar, GTalk and Google Docs & Spreadsheets.

With the same Google Apps ID and Password, user can also log-in to the new SMJK Web Portal. At the same time, they can also log in to our iSchool support site at <http://www.ischool.tv> for access to online documentation.

Integration with the School Management System is also available, by using the same Google Apps ID and password. However, the school needs to have their SMS application hosted in a co-location data centre, and users accounts synchronized with the new Google Apps ID.

2.5 Product Support site

We had set up a special support site for Google Apps where we will provide some of the already available online training videos and features for all the Google Apps services. We also maintain a blog to post new features for the various Google Apps services. The Support site is at - <http://ischool.tv/googleapps/>

3 New SMJK Web Portal 2.0

We will also be launching the new Web Portal for the SMJK schools, based on Perridot's new iSchool Portal engine. We will be doing a soft launch of the new Portal site on the **24th of March 2007, Saturday**, and before that, we will be shutting down the existing portal for the whole of **Friday, 23rd of March 2007**, for us to migrate all existing contents to the new portal.

3.1 What are the new features of the new Portal?

Apart from the common functionalities of the existing Web portal, which will be ported to the new version, we had also enable all contents in the new Portal to be RSS (Really Simple Syndication) ready, and introduce many of the Web 2.0 features into the new Portal functionalities.

3.1.1 Templates Design

We had made available 20 different template designs in the new Portal, where each school can select their own preferred template design, and can also change the preferred template anytime they like, subjected to certain text and graphics alignment adjustments in various templates.

During the soft launch, all schools will be configured to a single similar template, where every school's individual site look similar, after which, they will need to log-in and decide their preferred templates and change after the soft-launch.

Only 20 templates were designed for this project, if the school wants their own unique template, they will need to source for their own, where we will provide the needed binding codes to the new template at a separate cost, chargeable to the school.

3.1.2 Multi-Lingual

The new portal is also multi-lingual, where the school can choose to have their preferred language label – e.g. English Only, Chinese Only, Malay-Only, English-n-Chinese or Malay-n-Chinese.

3.1.3 Web 2.0 components

We had incorporated some of the Web 2.0 components into the new Portal, schools can now upload both audio and video contents to their schools site, and make them available for subscription through a published RSS feed.

We had also created a Podcast section, where schools can upload their own recorded audio content and posted in their own school site.

With the new TinyMCE editor, school can also include publicly available multimedia content ranging from photos, audio and video contents from sites like YouTube, Google Video and Flickr.

3.1.4 Editing Tools

Individual schools will need to purchase their own software production tools for their multimedia contents productions, including audio & video editing and converting software; if they want to use some of the Web 2.0 features.

Please visit - <http://ischool.tv/tools> for a list of software recommended

3.1.5 Other Optional Hardware and Equipments

Schools also need to have their own hardware purchased, including a good microphone for audio recording and podcast productions; or digital camera and digital video recorder, for in-house video shooting and production.

3.2 Content Migration

We will be migrating all contents from the existing Web portal to the new version, which will involve a large volume of formatted text and graphics files. Due to the different nature of coding between the old and new system, where we are migrating from a GB character based code to UTF, the following old contents may be affected:

- Some of the Chinese Characters may be missing, or display not correctly;
- Some of the old graphics may not be properly aligned due to different text size and templates;
- Some of the html coded news may not be displayed properly in the new templates;

You may need to re-edit some of these contents to make them properly aligned.

3.3 User Management and Portal Administrator Account to Access

Together with this Information sheet, we will also be enclosing a User Notification Letter containing a new Google Apps account for each school, with a standard user ID – portaladmin.xxx@smjk.edu.my

where xxx indicate the new Google Apps school suffix, previously decided by the SMJK council, for a full list of this Google Apps school suffix, please visit - <http://ischool.tv/projects/2007/02/06/smjk-email-service-migration/>

The School Principal will handover this User Notification Letter (UNL) to the existing School Portal Administrator or, if there is no existing one, appoints a new School Portal Administrator and passes him/her the letter.

The PDF generated User Notification Letter will contain a temporary School Portal Administrator account, please use the ID and password given in the letter to log into Google Apps – <http://mail.smjk.edu.my>, making the necessary first password change and Google Apps Terms-and-Conditions acceptance.

After which, please wait until noon, **24th March 2007, Saturday**, after we had migrated the new Portal, to log in to the new portal at <http://ww.smjk.edu.my> to perform the necessary Administrative functions as the School portal Administrator.

If your school already have the Google Apps accounts activated earlier for all teachers, you can simply log into the new portal and assign the School Portal Administrator role.

3.4 School Information Sheet Updates

The existing Portal may contain school information that had been outdated, since some of the information was originally created in 2003, when the first version of the portal was launched.

We had also enclosed a copy of the School Information Sheet, plus a set of Explanatory Note providing instructions on how to complete the Information Sheet, where we had extracted the school's information from our existing records in the portal, we hope all SMJK schools can make the necessary corrections to any incorrect information given in the School Information Sheet, so that we can make the necessary updates in our records.

The School information Sheet contains the following:

- School's Name in English and Chinese (there could be some mistakes in some school previously, and we hope you can verify them this time)
- School's Address
- School's General Contact info – Telephone, Fax & email
- School Principal's contact Info
- School SMS Administrator's Contact info
- School Portal Administrator's Contact info

The above information can also be updated by the individual School portal Administrator in the future, as and when the schools have changes in staff.

3.5 Soft Launch

The soft launch of the new Portal will be on Saturday, the 24th March 2007, after we had shut down the existing site on Friday, 23rd March to perform the necessary data migration. After the soft launch, school users will log-in using the newly dispatched Google Apps accounts. There are not much changes in the current commonly used functionalities like school news posting, and schools should not encounter much problems in the new interface.

The new features of the portal will only be covered in the coming trainings, tentatively schedule in April 2007, for schools that are adventurous, you can try out some of the new feature on you own before the official trainings.

3.6 How Do I log in to perform the Portal Administrative functions?

All individual school's appointed School Portal Administrators will use the given admin ID and password to log in to perform the admin functions. If your school had already started using the Google Apps, you can assign the School Portal Administrator role to any active Google Apps users in your school.

3.7 Do I manage my School's Google Apps Accounts using the new School portal Account?

Yes, once you can successfully sign on to the new portal, and is having the School Portal Role, you can start creating individual user account in your school, re-issue lost passwords for your users, or manage your school's mailing list, under the "User Management" section.

For Schools that had yet to start the Google Apps, we would suggest you use the

utility program provided in our SMS, where we can assist you in batch creations of accounts, instead of creating them one by one, which may take ages

3.8 Trainings

The SMJK council had made arrangement for trainings to be conducted for the new portal features, together with the Google Apps services, some time in April 2007. A separate notification will be issued by the council, giving detail schedules and locations for the proposed Web Portal & Google Apps Training.

3.9 www.ischool.tv product support site

We had also made available the support site for both the School Portal and Google Apps product – www.ischool.tv where we provide the various product and projects information

- a) **Support and FAQs - <http://ischool.tv/support>**
We will maintain a list of Frequently Asked Questions (FAQs) for all users to share, so that we can reduce the amount of support calls, and the overall turnaround time before user can solve their problems, and for users to find their own answers from the FAQs. User can subscribe to these FAQs through the RSS links provided.
- b) **Online Documentation - <http://ischool.tv/documentation>**
All user manuals to the product will now be made available online, where all registered users can now have direct access. You will need a SMJK Google Apps account to have access to these online documentations.
- c) **Software Updates - <http://ischool.tv/updates>**
We will publish all new releases of software updates here, user can either visit this section regularly, or subscribe to these Software Updates through the RSS links provided.
- d) **Project - <http://ischool.tv/projects>**
All project related news, instructions, bulletins will all be published here, similar to our previous launching of the Google Apps project, for this round of the new portal soft launch, and all subsequent activities leading to the training sessions will all be updated here.
- e) **Tools - <http://ischool.tv/tools>**

Since a lot of third party tools may be required to create the various content productions, we will be recommending some of those that we are using in the project and publish here.
- f) **School 2.0 - <http://ischool.tv/services>**

Here we provide some of the explanations to some popular Web 2.0 services and applications, and how they are being deployed, so that schools users can have more understanding of the features.

4 School Management Systems – Integration with iSchool Portal

Up until the end of January 2007, there were a total of 61 SMJK schools that had implemented the School Management Systems, in 3 separate batches, and there had been many enhancement and customizations works being done to the system, including the latest “*Assessment on Buku Panduan Penilaian Aktiviti Kokurikulum*”, which will be implemented on the 15th March 2007.

4.1 RSS generated contents from iSchool Portal

We will be providing more integration functions with both Google Apps and iSchool product lines in the future.

After the launched of the new School Web Portal, you can start displaying some of the RSS feed new on your SMS start page.

4.2 Support Site – <http://www.schoolnet.com.my>

We had made available the support site for School Management Systems – www.schoolnet.com.my where we provide the various product and projects information to our users.

- a) **Support and FAQs - <http://schoolnet.com.my/faq>**
We maintained a list of Frequently Asked Questions (FAQs) for all users to share, so that we can reduce the amount of support calls, and for users to find their answers from the FAQs. User can subscribe to these FAQs through the RSS links provided.
- b) **Online Documentation - <http://schoolnet.com.my/manuals>**
User manuals to the School Management Systems modules will now be made available online, where all registered users can now have direct access.

You will need a SMJK Google Apps account to have access to these online documentations.
- c) **Software Updates - <http://schoolnet.com.my/releases>**
We will publish all new releases of software updates here, user can either visit this section regularly, or subscribe to these Software Updates through the RSS links provided.

4.3 Support Contacts

As usual, please direct all support calls and email to the following contacts:

Support email : support@perridot.com

Kuala Lumpur Office - Tel – 03-2166-5886 Fax – 03-2166-1668

Sarawak Office Tel – 084-348866 Fax – 084-343366