



Enabling people

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# Bits & Bytes



Volume 2 Number 6

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### July 2011 dates to remember:

#### [Scheduled maintenance slot](#)

The next maintenance slot is set for **17 July 2011** from 09:00 to 17:00.

#### [Using Microsoft Word more effectively](#)

Book your seat to attend the half-day [Word templates, styles and page break course](#) on **28 July** (13:30 - 16:30).

#### Easy ways to use Excel

Book your seat to attend the half-day [Excel Tips & Tricks course](#) from **15-16 August** (13:30 - 16:30).

### Did you know?

ICTS recently donated five computers to the IkamvaYouth centre in Khayelitsha after hearing that a number of their computers were damaged in a fire. The computers were handed over to the centre last month.

### University-wide projects to improve ICT services on campus

In line with ICTS's stated strategy of "Enabling people", the ICTS department has been hard at work initiating a number of high-level, university wide projects. These [multi-year projects](#) will either improve on existing services or introduce new services to UCT.

One project likely to be close to most peoples' hearts is the replacement of GroupWise with a cloud-based email solution on the Microsoft Live@edu platform. Undergraduate students will be the first group to move to new MyUCT.ac.za mailboxes during the 3rd quarter of 2011. The more complex migrations for staff and postgraduate students will take place in late 2012.

Another hot favourite is the Wireless campus project which aims to increase wireless coverage as far across campus as possible - literally until the money runs out. This will allow people to wirelessly connect and access information from almost anywhere on campus.

The age of the traditional PABX and fixed analogue telephones has passed. The Communications Technology Renewal project will be looking at harnessing the latest technologies to enhance communications on campus. Vendors were invited to respond to a formal Request for Proposals by submitting tenders, which were formally evaluated to shortlist possible candidates who will help us take the design and costing process forward.

Bigger than just one single project, the Enterprise Content Management Program consists of a number of projects that will create an integrated and consolidated set of principles, frameworks, scope and governance for the implementation of enterprise content management.

Facilitating access to contact information for staff and post-honours students is no easy task especially when there are so many sources of ever-changing information. The White Pages project aims to provide a comprehensive electronic UCT directory to internal and external users.

### Student assessments via video conferencing

Three teams of Biomedical Engineering students from Northwestern University in Chicago have been in South Africa for six months conducting research on medical devices that they developed and tested here. They needed to present these devices and their latest findings to reviewers in Chicago last month.

ICTS set up a temporary video conferencing installation at ICTS on Main which, according to both the students and their reviewers was a huge success. Both parties were able to interact with each other and visually examine the devices on display.



[Projects](#)

[Service catalogue](#)

[Log a new call](#)

[Secure your machine](#)

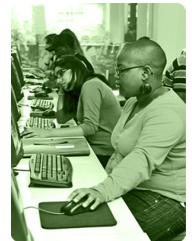
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IkamvaYouth is a non-profit organisation that focuses on empowering youth through education, e-literacy training and career guidance. They strive to assist Gr.9-12 learners in completing their schooling and then go on to either attend tertiary institutions or get employment-based learning opportunities.

**Need help?**

Log a call via our:

- [Online call logging system](#)
- Email: [icts-helpdesk@uct.ac.za](mailto:icts-helpdesk@uct.ac.za)
- Telephone: (021) 650 4500

**ICTS testing Internet Explorer 9**

Microsoft recently launched the latest edition of their Internet browser, Internet Explorer 9 (IE 9) for Windows 7 and Vista users. The company will not be releasing IE 9 for Windows XP.

ICTS is in the process of conducting product suitability testing to ensure that IE 9 does not conflict with existing software already in use on campus.

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If you want to receive this monthly Bits & Bytes newsletter, [subscribe to our icts-newsletter-l](#) mailing list.



Since then we have received numerous requests to assist with acquiring video conferencing equipment or providing advice on what would be the best method to use.



While ICTS doesn't provide a video conferencing venue, we offer a consulting service that will assist you with the hiring and/or installation and setup of [video conferencing solutions](#).

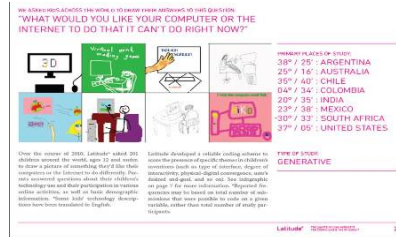
**Change to UCT's Internet Proxy Servers**

ICTS recently upgraded UCT's Internet proxy servers. This proactive change included upgrading ageing software and installing the latest version of the proxy server, but also merged the ResNet and CampusNet proxy arrays into a single new array called ProxyNet.

Staff and students can now access their [Individual Internet quota](#) usage reports using <http://bandwidth.uct.ac.za>. There is also no longer a separate Internet quota for ResNet because all students now have a single quota of 3GB per calendar month.

**Kids dream big when it comes to future technology**

The future of technology is limitless according to children 12 years and younger. The findings of a recent survey showed that the next generation would like their computers to talk to them, assist with chores and teleport them from place to place.



Last year 201 children from South Africa, Argentina, Australia, Chile, Colombia, India, Mexico, and the United States participated in a survey by drawing images of what they would like computers and the Internet to do for them in future.

[Read more](#)

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