Bits & Bytes

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Dates to remember:

Scheduled maintenance slot

The next ICTS monthly maintenance slot will take place on **Sunday, 26 March 2017**. During this time there will be limited or no ICT services available. Please ensure that you check the 2017 schedule before planning any conferences, meetings, tests or exams.

Looking back at ICTS's 2016 achievements

ICTS strives to assist UCT staff and students to use the latest, most effective technology efficiently. Our main goal is to add value to campus and continuously improve the user experience. In the rollercoaster year of 2016, ICTS achieved these expectations – despite the major challenges that arose.

Successfully supporting 25670 Students, 7779 Staff and 182 off-site Staff

ICTS staff worked from home to maintain operations during the shutdown, providing support and enabling other UCT staff to continue working remotely. On campus, student computing labs also remained open where possible to ensure that students could carry on with their studies. To aid those who couldn't make it to campus, ICTS successfully engaged with mobile companies to provide zero rated access to UCT websites during the relevant period. This meant that students could access UCT resources via their mobile devices without using up their mobile data.

ICTS also extended its support in 2016, with the insourcing of custodial staff prompting an expanded walk-in service. Along with the existing ICTS Front Office service, we also offered support from the ICTS-on-Main Building. This proved popular with staff and students from Lower, Middle and Medical Campuses. The remote desktop service was also updated, providing IT Helpdesk consultants with a quick and easy way to assist customers.

Security was another major focus in 2016, with UCT being the first university to establish a Cybersecurity and Information Response Team (CSIRT). All reported security incidents were investigated and handled accordingly in the required timeframe. Additionally, security was stepped up during the exam period, with students having to scan their fingerprints on biometric devices before entering exam venues.

Lecture recording continued to be popular, with more students opting to watch recorded lectures. There are now 80 lecture recording venues on campus, and most lectures are made available in less than 24 hours.

In keeping with the times, ICTS decommissioned a number of old technologies – including the 20-year old GROA web server which hosted a large number of UCT websites. Most of these websites have since been migrated to the Drupal web platform.

These are just some of ICTS's 2016 highlights. We will share more of these successes throughout the year, while also keeping you up-to-date on new developments and services.

ICTS kicks off 2017 with brand new website

The ICTS website (www.icts.uct.ac.za) has a fresh new look and feel. It's been redeveloped to help you find the information that you need in just a few clicks. The web content has also been simplified and shortened so that you can quickly get the gist of what a service is about and how to access it without having to trawl through too much IT jargon.

You can find information in a number of ways. You can use the colourful blocks on the homepage, navigate to the Services page, or use the standard search bar in the top right corner. We have also introduced the **I am a...** and **I want to...** drop-down lists, which help you find information based on your specific role.
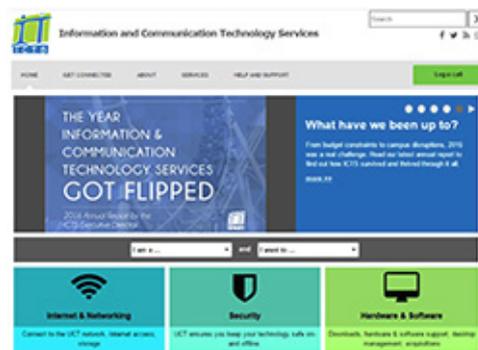
The **Services** page provides a brief overview of what you can find under each service and includes an extensive A-Z services guide which you can scroll through to get the information you require.

The **Help and Support** tab lists all the methods you can use to get ICT support. Alternatively, you can use the green **Log a call** button as well as the Facebook, Twitter and email icons to quickly report a problem or ask a question.

Not everything has changed, though. You can still get service updates, the latest ICT-related news and information about upcoming training at the bottom of the homepage.

We hope that you'll enjoy using our new website. If you'd like to give us feedback or ask a question, please email us at icts-feedback@uct.ac.za. We'd love to hear from you.

Using the self-service portal is the quickest way to contact the IT Helpdesk

Most of you know that you can email or phone the IT Helpdesk, but did you know that logging self-service calls via ServiceNow is the fastest way to get support? Navigate to https://uct.service-now.com and log on with your UCT credentials. Select the appropriate option from the range of service categories and complete the short form that follows. You can also log a call on behalf of a colleague by replacing your name with theirs. Add detailed information about the issue so that the IT Helpdesk consultant can investigate solutions before getting back to you.

behalf of UCT in 2017. The events aim to bring together those working in these respective fields.

Now in its third year, the eResearch Africa conference is aimed at providing researchers with the platform to showcase how they are using IT resources to conduct their work and the methods they employ to process their data. This year's theme is Data Driving Discovery and participants will present on data storage management, data transfer, high performance computing, processing and analysis, data visualisation and research data management. Visit www.eresearch.ac.za for more information on how to participate and register.

eResearch Africa 2017 takes place 02-05 May on upper campus.

UCT will also host the inaugural Cyber Security Symposium Africa from 17-19 July 2017. With cybersecurity once again being listed as a top global risk in 2017, higher education, government and research institutions need to be prepared for the worst.

A range of experts in the security field will present at the conference, including Dr Nick Tate from BCI Technology in Australia. He will also launch his book: A Director's Guide to Governing Information Technology and Cybersecurity. Owner of Ellipsis Regulatory Solutions, Dominic Cull, CSIRT Manager at SANReN, Roderick Mooi, and Managing Director of DFIRLABS, Jason Jordaan will also be sharing their

You can also request a quote from the ICTS Acquisitions team by simply selecting the **Hardware and Software Acquisitions** option.

Once you log your call, you can manage and check progress any time under the **My Calls** or **My Orders** sections in the top bar of ServiceNow. You can also update your call or order by entering the required information under additional comments.

Alternatively, if you prefer trying to solve your own issue then use ServiceNow's extensive Knowledge Base by searching for your issue in the top right corner of ServiceNow.

In most cases, if there's a widespread issue, we will send an email notification to campus and place a notice on the ICTS homepage. To keep up to date with service or system issues on campus, regularly check that page and/or subscribe to our mailing lists.
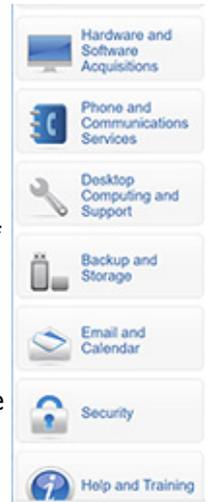
Keep your contact details up to date

When members of the public phone UCT looking for staff members, the UCT switchboard uses the UCT White Pages to find contact information about staff. Similarly, the IT Helpdesk also uses this platform together with ServiceNow to find staff on campus who require onsite support or who need hardware collected or delivered.

To keep such services running efficiently, it's essential that this information is up to date.

UCT staff and post-doctoral fellows can log on to White Pages and update their work number, mobile number, building name, floor number, room number and which room visitors should report to (e.g. reception). However, if you want to update other details – such as your marital status or surname, then you will need to complete the HR101 form and submit it to your departmental HR advisor. If you change jobs within UCT, complete the HR102 form.

Stray USBs may not be as innocent as they seem

USB drives are often left behind in public PCs or on desks. Finding one may seem like you've scored a prize, but often, these devices may be riddled with viruses. In some cases, a lone USB device may even be a trap.

Cybercriminals have been known to put viruses and other malware on these portable storage devices and then leave

cybersecurity insights. Visit www.cssa.ac.za to register and view further information about the conference.

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them in public spaces on purpose. When an unsuspecting victim picks up the USB and plugs it in, the malicious software gets to work – installing a virus that can corrupt files, lock data (ransomware), or allow the criminal to take control of the machine.

Another method cybercriminals use is to reprogram them to act as a human interface device (HID), e.g., a keyboard that contains malicious code. Once you plug in the flash drive, the device fools the computer into thinking that it is a keyboard and it uses fake keystrokes to release a set of commands which will take over your computer. A virus can also be installed on your computer once you open a file.

Numerous studies have been conducted to determine how frequently people access flash drives they find. In one study, 297 USB drives were randomly dropped on an American university campus. 48% of these were picked up, plugged into a PC and a file was opened. 68% of those who opened the file said they did it to locate the owner of the drive, while 18% said their curiosity got the better of them.

So the next time you find an unclaimed flash drive lying about, think twice before plugging it in to your machine.