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Bits & Bytes

Volume 6 Number 3

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Dates to remember:

ICTS scheduled maintenance slot

The next ICTS maintenance slot is scheduled to take place on **Sunday, 19 July 2015** from 09:00 - 17:00. During this time, there will be no, or limited, ICT services available.

We therefore recommend that you do not schedule any exams, tests, courses or events that will require ICT support.

Two in one - our latest annual report

IT is a fast-changing environment and ICTS is constantly introducing new services and upgrading existing ones. It is often only when we sit back and reflect on the past year's activities that we realise just how much change has taken place during the year. However, we missed out on telling you some of the things that we achieved in 2013. So this year, instead of an annual report, we've put together an ICTS bi-annual report covering our achievements in both 2013 and 2014.

The report highlights some of the big and small projects that we rolled out in 2013 and 2014 and includes feedback from staff and students about the services that we provide.

Some of the highlights you can look forward to reading about include the development of the UCT eResearch Centre, how ICTS facilitated Barack Obama's visit to UCT in 2013, the significant upgrades made to the teaching environment by the Classroom Renewal Project and the uptake of online training such as lynda.com and the Microsoft Imagine Academy.

Download a copy of the report from the ICTS website and read about how we are improving your ICT experience on and off campus.

The Microsoft Lync 2013 app helps you to stay connected

By the looks of things it seems as if loadshedding is here to stay. When the power goes off on campus you can stay in contact using your smartphone.

Install the Lync 2013 app on your mobile device and you can continue to make and receive calls and send instant messages. You can even participate in video calls if you have sufficient WiFi or cellphone data coverage. Just make sure that your smartphone is changed before loadshedding starts.

Using the Lync app on your mobile phone won't cost you anything if you use eduroam and will cost you much less than the cost of a cellular call if you are in an area without WiFi connection. An added bonus is that your colleagues, friends and family can stay in contact with you when are travelling - even if you go overseas. By dialling your UCT extension, their call will be directed (by Lync) to your smartphone and they will be charged for a local call. Similarly, if you need to get hold of someone at UCT while you're overseas, simply use the Lync app to make the call. No more expensive roaming charges.
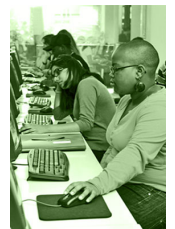
Training

The Excel Tips and Tricks course, which takes place **17 July 2015** (09:00-16:00), is aimed at giving you a quick overview of the features that are available in this application and how to use it. During the course you will be shown how to use pivot tables, conditional formatting, advanced formulas and charting as well as how to validate your data.

If you are starting out with Microsoft Word and would like to know how to format your document then attend the Microsoft Word 2013 basics course from **21-24 July 2015** (09:00-12:00). We will show you how to create, edit and format your document, insert graphs and tables as well as control page appearance.

UCT hosts national technology event

IT representatives from 17 South African universities gathered at the University of Cape Town for the fifth annual National ASAUDIT Technology Event (NATE) in June. Every year, a South African university is selected by the Association of South African University Directors of Information Technology (ASAUDIT) to host this techie event.

NATE 2015 was the biggest event yet with more than 200 delegates in attendance. A range of topics were presented over the three days, including presentations on eResearch, using eduroam on campus, videoconferencing, anti-virus, digital archiving and
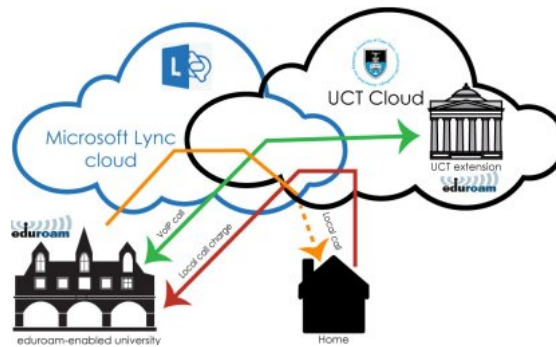
And if you don't have a smartphone, you can still receive calls on a regular mobile phone. Simply ensure that your Lync desktop client is either to set to forward your calls to another number or to simultaneously ring on both your desktop phone and the alternate number you provided. This call will then be charged to your UCT extension.

Ensure that you use the eduroam wireless network responsibly

UCT is just one of 100s of education and research institutions across the globe that uses the eduroam world-wide roaming access service. This secure wireless service allows students, staff and researchers to access the Internet on campus and when travelling to another university or organisation that also uses eduroam, by simply logging on with your UCT username and password. This removes the hassle of having to set up and connect to a wireless network using a visitor's account.

While the log on process is slick and user-friendly, there are eduroam rules and regulations that you as a user and the institution need to abide by to ensure responsible usage of this service. In order to uphold UCT's reputation as an eduroam participating institution, the onus is on you to stick to these guidelines and not be seen as an abusive guest by the institution that you are visiting.

So how does eduroam work? Well, when you log on to eduroam, a request will be sent by the institution that you are visiting to your home institution (UCT) to verify your account. Once your account has been verified, you will be able to access their wireless network and gain access to the Internet.

At UCT you can connect multiple devices to eduroam. We do, however, insist that you do not share your UCT credentials or mobile devices with others to access this service as you will be in violation of the acceptable use policies.

It is also worthwhile noting that some institutions have monitoring solutions in place to prevent abuse of the system and may see users that have multiple devices connecting to eduroam to be in violation of their acceptable use policy. For this reason, and depending on the which institution you're visiting, you may be limited to between 1 and 5 devices.

Should you exceed these limits you will receive an alert from ICTS informing you that multiple requests, whether on and off campus, have been sent using your log on details. You will need to change your password immediately to ensure that no-one else can use your credentials.

So be a responsible eduroam user by abiding to the rules and regulations in place and help UCT regulate its usage and protect its reputation, by not exceeding the maximum limit of connections.

ICTS pulls a rabbit out the hat for Matopo Road House

In May this year, students participating in the "Rhodes must fall" campaign took over the Avenue House residence, displacing the regular residents

technology used by people with disabilities.

While this networking event was aimed at connecting universities and sharing IT experiences, it also gave ICTS the opportunity to showcase some of the services that we provide to campus. Upon viewing the IT Helpdesk presentation a delegate from the University of Limpopo said: "UCT is always our exemplary university, this presentation will go a long way in improving our Service Desk operation."

One of the highlights of the event was the Oculus Rift demonstration, which allowed delegates to put on the Oculus Rift virtual reality headset and be transported to another world. After donning the headset delegates were treated to a fully immersive 3D experience, such as the feeling of being on a rollercoaster or going into space. While a number of delegates were hesitant at first, many came back to experience this relatively new form of technology over and over again.

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who had to move to 3 Matopo Road House.

Matopo Road House had been vacant until then and had no local area network or wireless access. Student Housing & Residence Life logged an urgent request asking ICTS to install networking and wireless equipment so that the displaced residents could access the UCT network, Internet and other ICT services.

ICTS engineers responded immediately to assess what was required to get the house connected to the network. The team then installed a fibre optic cable to the closest distribution site, and all other networking components to ensure that 3 Matopo Road had wireless network access and VOIP telephony services. This enabled the residents which were decanted to 3 Matopo Road to continue with their day to day activities within no time.

Director of Student Housing and Residence Life, Grant Willis said: "ICTS responded to our pleas for help very efficiently."

The affected residents have once again returned to Avenue House and the Matopo Road will now be used for staff housing.

Google Now is a virtual assistant that will make your life easier

There is always so much to do and never enough time to get it all done.

To make life just a little easier why not let the Google Now personal digital assistant help you keep track of your never-ending to-do list? It will also help you stay on top of the latest news, check the day's weather and even keep your mind sharp by offering a variety of brain games.

Google Now uses your Google search history and location data to provide you with information that is customised for you. For instance, by knowing your location, it will adjust your view of the weather forecast, will tell you the quickest route to reach your destination and will show you hangout spots that are nearby. As it becomes more familiar with your interests and needs, the information will be more useful to you.

The information is presented in a card-like format that you can either click to read or swipe to the right to delete. There is also a selection of applications that you can subscribe to to help you navigate your day.
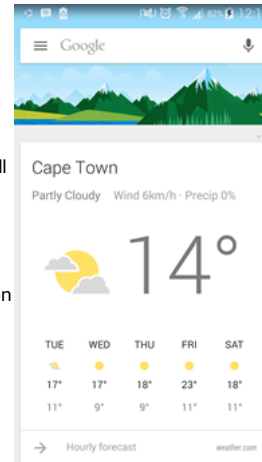
Wunderlist not only creates lists, but also lets you know what your schedule is for the day so that you can get everything done on time. The *Any.do* app can also help you manage lists, tasks and reminders. *Feedly* collates information from various news websites that you have bookmarked or subscribed to and lists them in one central location. This ensures that you don't have to go to each website separately.

In the coming months, the recently-launched feature called *Now on tap*, will let you search for information in any application you are using. If you are listening to music, you can tap and hold the home key and find out who the singer is. If someone texts you about going to see a new movie, Google will provide you an overview, trailer and even the ratings of that movie. The same applies to a restaurant where it will let you know the ratings, street location and reviews of the place.

These features are available on selected Android and Apple devices.

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