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Bits & Bytes

Volume 5 Number 3

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Dates to remember:

Training

As the usage of Office 2013 increases on campus, so does the need to provide training on its various applications. From July this year, all our courses will change over from Office 2010 to Office 2013. We will offer beginner, intermediate and advanced courses in Word, Excel, PowerPoint, Access and Visio. Until then, we will continue to offer our popular Office 2010 courses.

During our [Word basic](#)

Coming soon - 3D visualisation for researchers

UCT Libraries, together with the UCT Postgraduate Centre, recently hosted the university's first Research Week with the intention of fostering and maintaining collaborative relationships between postgraduate researchers and key stakeholders in support of research. Research Week provided postgraduate students with the opportunity to showcase their research via poster displays. Students were also invited to attend talks and panel discussions on topics such as research ethics, open scholarship and publication.



At the event, ICTS's eResearch team took the opportunity to introduce the new eResearch Centre, which is a partnership between ICTS, UCT Libraries and the Research Office and is supported by Prof Danie Visser (DVC Research). While still in its development phase, the centre will provide dedicated staff and resources to assist researchers in managing, analysing and storing data, using high performance computing and collaborating with local and global partners in an effort to enable and enhance research.

One of the exciting future offerings demonstrated by the eResearch team at the event was the ability to use 3D visualisation for research purposes. This interesting tool allows you to integrate multi-dimensional datasets in a single visualisation and facilitates visual analysis of your data or scientific problems. Two screens were used to display the difference between standard 2D images and those that are in 3D.



While not currently available to campus, the eResearch team noted a high demand for this kind of technology and will be working to address researchers' needs in the very near future.

UCT staff and postgraduate students rate ICTS's services

"I am extremely impressed with the service provided by ICTS and the quick turnaround time for calls to be actioned. I cannot function without you, so thank you!" This was just one of the comments that we received from staff and postgraduate students who completed the 2013 ICTS Customer Satisfaction Survey.

Over 300 customers completed the survey, which asked them to rate our services, provide feedback on the communications and training offerings and give their overall opinion of ICTS. The highest percentage of respondents were from the Faculty of Health Sciences.

Ninety percent of respondents were satisfied with ICTS services, with one respondent saying: "Whenever I have required help from ICTS they have

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[course](#), our trainers will show you how to create, edit and proof a document, format text and paragraphs, add tables and graphic objects and control your document's appearance. The course takes place **10-13 June 2014** from 09:00-12:00.

Would you like to design PowerPoint templates or create exciting and dynamic, media-rich presentations? Attend the [PowerPoint Level Two](#) course from **25-27 June 2014** (13:30-16:30) and our trainers will show you how to customise your PowerPoint environment, design templates and slide show presentations, add diagrams and special effects, and secure and distribute your presentation.

Add Internet calendars to your Outlook calendar

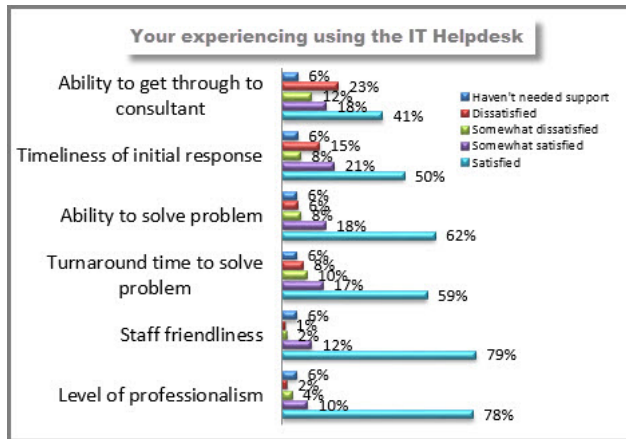
Your busy schedule may cause you to forget about an upcoming public holiday or the next ICTS scheduled monthly maintenance slot. To prevent this from happening in future, import an [Internet calendar \(iCal\)](#) into your Outlook calendar. Once you have successfully added it, either click on the checkbox each time you want to view it, or simply leave it open next to your personal calendar.

If you want to include appointments from additional calendars in your personal calendar, simply overlay those calendars onto your own calendar. For instance, if you'd like to keep track of what is happening on campus, view the [Meetings](#) and [Year](#)

always been most helpful, prompt and sorted out my problem". Of those reporting a problem to the IT Helpdesk, 38% send an email, 36% phone x4500 while 28% prefer logging an online call.

Concerns were raised about the wireless network, IP telephony and length of time it took for IT Helpdesk phone calls to be answered. However, respondents were happy with the migration from GroupWise to Microsoft exchange, noted improvements to Internet access and "loved" using the online training resource, lynda.com.

The information gathered from the survey is already helping ICTS to assess our own performance and giving us insight into improvements that customers would like.



June maintenance slot scheduled for two days

The upcoming scheduled maintenance slot will take place over Saturday and Sunday, instead of the customary Sunday-only slot. Every year ICTS uses either the June or July maintenance slots to shutdown both UCT data centres and perform routine and preventative maintenance and tests on electrical equipment.

There will be no access to any ICT services from Saturday, 21 June 2014 (09:00 a.m.) until Sunday, 22 June 2014 (17:00 p.m.) This will also affect IP-based telephones. These specific dates were selected because they fall within the winter vacation and would cause the least amount of disruption to campus.

Before planning for this extended maintenance slot ICTS obtained approval from various role players including faculty and PASS IT representatives, the UCT Library, the University ICT committee and the Operations Management Advisory Group. The go ahead was given in March and an initial email notification was sent to campus at the time. Since then our engineers and technicians have been putting plans in place to ensure that everything is ready for the set dates. This maintenance will ensure that the data centres are more environmentally-friendly and better equipped to deal with power outages.

We therefore recommend that you do not set up any courses, meetings, tests or exams, etc., that would require ICT services during this time or on any of the remaining [monthly maintenance](#) slots scheduled for 2014.

Could the new Surface Pro tablet replace your laptop?

Microsoft says that its latest edition, the Surface Pro 3, "has all the power, performance and mobility of a laptop in an incredibly lightweight, versatile form." Even though the device is meant to be a tablet, with a simple adjustment of the keyboard cover, it can be transformed into a laptop - making it easier to use as a productivity tool.

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Numerous reviewers have remarked on the Surface Pro 3's new look and feel, which they say is a huge improvement to its predecessors. The device is bigger than the standard tablet size, but its slim design still makes it easy to carry around. "So



many people carry both a laptop and a tablet, but really want just one device that serves all purposes," said Panos Panay, corporate vice president, Microsoft Surface. "Surface Pro 3 is the tablet that can replace your laptop" packing all the performance of a fully powered laptop into a thin, light and beautifully designed device."

The Surface Pen also has a new look and feel, making it easier to draw or take notes. Simply click the pen and One Note automatically opens. You can even watch HD movies with enhanced sound or insert an external device directly into the USB 3.0 slot.

Surface Pro 3 will be available from June in the USA and Canada and elsewhere by the end August - though no date has been announced for South Africa.

University of Cape Town: Information and Communication Technology Services (ICTS) 7 Main Road, Mowbray, Cape Town 800

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