Information and Communication Technology Services

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Bits & Bytes

Volume 5 Number 2

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Dates to remember:

Scheduled maintenance slot
The next scheduled ICTS maintenance slot will take place **18 May 2014** from 09:00 - 17:00. During this time, there will be limited or no ICT services available.

Extended June maintenance slot
The upcoming June slot, **21-22 June 2014,** will take place over two days as ICTS will shut down both of the UCT data centres to perform routine and preventative maintenance and conduct tests on electrical equipment. If you have any specific questions or concerns about the June slot,

Say goodbye to frequent password changes

Password management at UCT is set to change in the next few months as students, staff and third parties will no longer be forced to change their passwords every 90 days. This follows a decision made by the UCT Risk Committee and the University and Information Communication Technology Committee (UICTC). Some users will be excluded from this new arrangement, such as those accessing privileged information in systems like PeopleSoft and SAP.

Once the new system comes into effect, you're in control and can decide when you want to change your password. If you ever forget your password, simply request a reset and a one-time PIN will be sent either to a cell number or an alternate email address.

Even though password management will become a less cumbersome affair, ICTS would like to remind you to always be vigilant and protect your online identity.

Track your logged calls anywhere, anytime

ICTS has been using ServiceNow internally for a few months now to log support calls via the IT Helpdesk, place orders and manage ICT service requests. Now we're introducing the ServiceNow Customer View which allows you to keep an eye on the status of calls you have logged. You can also add new information which may assist the consultant to resolve the call more quickly.

Use your PC, laptop or mobile device to log on to the system and select one of the services with which you need assistance. Complete the online forms and submit your call.

Phone and Communications Services

Email and Calendar

Software and Business Applications

The ServiceNow Customer View gives you the freedom to track calls and log new ones at a time that is convenient for you whether you are on or off campus.
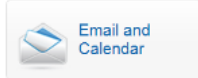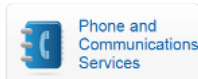
Internet celebrates its 25th anniversary

Most of us couldn't imagine life without the Internet, email, social media and online retail. It's hard to believe that this has all taken place in only two decades. In March 1989, Tim Berners Lee submitted his proposal for the World Wide Web. Since its implementation 25 years ago, the world as we know it has changed.

UCT, globally recognised as an early adopter of network technology, started using the Internet, bulletin boards and email in the 1970's. In 1990, a computer on campus registered an IP address for the first time, less than a year after the WWW proposal was submitted. The

please let us know.

Training

Do you spend too much time dealing with email? The Outlook 2010: Time management with calendar and tasks workshop on **06 May 2014** (09:00-12:00) looks to assist you with managing your mailbox more effectively. The course shows you just how easy it is to organise mail using flags and categories, create a to-do list, manage tasks and set up meetings an appointments directly from an email.

Managing a project is easier if you have the right software to help you keep track of all your activities. The Microsoft Project basic course will show you how to use this software to effectively manage your project. During the course, which takes place **12-16 May 2014** (13:30-16:30), our trainers will show you how to create a project plan and manage your tasks and resources.

If you already understand the basics of managing databases with Microsoft Access, then why not increase your knowledge by attending the intermediate course. You'll learn about controlling data entry, joining tables, creating flexible queries, improving forms, customising reports and sharing data across applications. The course takes place **19-23 May 2014** (13:30-16:30).

Microsoft no longer supports Windows XP

As of this month, Microsoft no longer provides support or vital security updates for Windows XP and Office 2003. If you are still using either of these products, your machine will still function normally, but you may be exposing your computer, departmental data and UCT network to security risks.

We recommend that you upgrade to newer versions as

term "the web" only caught on a little later and became the new buzzword on campus around 1992. Adoption of WWW at UCT began in earnest with the installation of Windows

3.1, which contained an early web browser, on a few campus machines in 1993.

LALA simplifies local African phrases on Android devices

Kuyabanda, mamela and *dumelang* are just some of the African phrases that you may hear daily in South Africa. With 11 official languages being spoken across South Africa, LALA can definitely help you to learn some Xhosa, Zulu, Tswana, Sotho and Pedi phrases in no time.

LALA which means sleep in Xhosa is the name of the newly developed Learn an African Language Apps which is available for download on Android devices. Through the UCT-Samsung Mobile Innovation Lab, Professor Jean-Paul van Belle (Information Systems Department) and Dr Tessa Dowling (Senior Lecturer in African Languages - School of Languages and Literatures), combined their skills and created this app to aid people in learning a new language.

Each language tutor has a number of conversational phrases that you can learn at your own pace. The phrases are randomly selected and depending on how you would like to learn them, you can either listen to them in one go or increase the pause between sentences so that you can repeat it. Each phrase also includes an English translation - which you can choose to switch off.

Positive reviews have already come in from those who have used it, so if you're looking to learn something new, support this locally produced app.
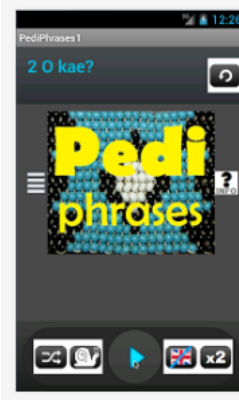
Social media posts: fact or fiction?

Researchers at four European universities have set themselves the task of creating a system that will quickly verify whether a post or tweet is factual, especially those that are about natural disasters, celebrity deaths or of extensive damage to prominent landmarks. This would have helped in the case of the missing Malaysian Airlines flight MH370 where there were inaccurate reports that the aeroplane had been found, even though the search was still ongoing.

The project, called PHEME, aims to identify four types of information posted on social media: speculation, controversy, misinformation and disinformation. Using a variety of skills from different disciplines, the researchers aim to create a system that can automatically check if the information is indeed true, that the original source can be cross-referenced and which methods were used to disseminate it. The researchers are hoping that their system will prevent governments,

soon as possible to avoid your PC from being a security risk. To see if your machine can be upgraded to Windows 7, run the CanRunWin7 tool. Depending on the outcome, you may either need to arrange for a software upgrade or you will need a new computer.

emergency services and the private sector from reacting to false claims.

Pheme is being funded by the European Union and is expected to be completed in 18 months' time.

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