Information and Communication Technology Services

Share |

Enabling people

[Search]

About >> ICTS Bits & Bytes Newsletter Vol4 Number 3

[Edit | Delete]

ICTS Newsletter header

Admin ▶
About ICTS ▶
Core SLA ▶
Helpdesk ▶
Desktop Support ▶
Anti-Virus & Security ▶
Identity & Access Management ▶
Training ▶
Email & Newsgroups ▶
Phone & Fax ▶
Networking ▶
Admin Systems ▶
Academic Computing ▶
Classroom Support ▶
Research Computing ▶
Student Computing ▶
Web Publishing ▶
Technical Writing ▶
About This Site ▶
Contact Us ▶
Utilities ▶
Web-based services ▶
ICTS Staff only ▶

Volume 4 Number 3

In this issue:

1. ICTS hosts one-stop ICT shop at TechFest
2. UCT students can now request ICT support via Facebook and Twitter
3. Improve your writing skills
4. Repairing the SEACOM cable is no plain sailing

[Twitter]

[Facebook]

[Calendar]

Dates to remember:

Scheduled maintenance slot
The next ICTS maintenance slot is scheduled to take place on Sunday, **21 April 2013**. Please note that from 09:00-17:00 few or no ICT services will be available.

Training

The Outlook 2010: Effective Email Management course is aimed at providing you with advice on how to minimise the amount of time you spend managing your mailbox. On **29 April 2013** (13:30-16:30), we will show you how to review messages, change the way you view mail in your mailbox, use folders and process mail using Quick Steps.

Are you currently using Excel but would like to know how to use pivot tables or use the advanced list management

ICTS hosts one-stop ICT shop at TechFest

The 2013 ICTS Technology Festival (TechFest) was the place to be for all those in the market for a new laptop or tablet. The event, which took place from 11-12 April at ICTS on Main, saw some of our preferred vendors setting up shop and showcasing the latest laptops, mobile devices and accessories currently available. They were also on standby to give brief demos of their products and answer any questions staff or students had.

Throughout the event, the vendors and ICTS hosted numerous information sessions - including demonstrations on effectively using Adobe Acrobat as an academic tool, tips and tricks for using an iPad and the benefits of using lynda.com's online training both on and off campus.

We also provided an entertainment area in the Student Support tent, where everyone was welcome to relax and indulge in a bit of gaming.

Attendees were treated to delicious snacks and entered into a lucky draw. Winners will be notified by ICTS in the coming days.

UCT students can now request ICT support via Facebook and Twitter

Since launching the ICTS Twitter and Facebook accounts in 2011 and 2012 respectively, a number of students and staff members have used these channels to inform us about IT-related problems, request assistance, and ask questions. Since both platforms are popular on campus, it's been decided that the ICTS social media accounts will serve as an online support mechanism for students.

All UCT students who require ICT support can contact us via Twitter if they have a small problem and on Facebook if their issue is a bit more complex. Our team is on duty from 07:00 - 22:00 daily (even on weekends), and they'll try to assist you as quickly as possible. More complicated problems, or those

feature? Then book to attend the Excel Pivot Tables and Lists which takes place **08 May 2013** (09:00-12:00).

We have two new Adobe Acrobat courses which will help you create and manage PDFs. The Adobe Acrobat on the Go course, which takes place **07 May 2013** (09:00-12:00), will provide you with the skills necessary to create multiple files, add and remove pages and create portfolios.

The Acrobat for Rookies course will show you the basics of using this software. You will learn how to create a PDF, add form fields, organise compiled data, compile returned forms and submit and track a form. The course takes place **13 May 2013** (09:00-12:00).

Student Laptop Initiative evolves into Student Technology Initiative with tablets being added to the mix

In the coming weeks, Pinnacle Africa, Acer, and new participant, Tarsus, will be adding tablets to the range of equipment available via the rebranded Student Technology Initiative. The full range of discounted laptops or tablets were showcased at our recent Techfest, where anyone interested in getting one was able to get information directly from the vendors.

We'll be updating our web page with information about the new initiative soon and will also be sending notifications via email, Facebook and Twitter.

Keep track of jobs on our High Performance Computing resource

Do you have to frequently log on to ICTS's High Performance Computing (HPC) resource to check how far your job is? Well, to streamline the process, ICTS has written directives that can alert you when specific actions are taking place.

By inserting #PBS -m abe in your job submission script, you can set up alerts for when your job starts,

requiring technical assistance, will be addressed during normal working hours (08:00-16:30).

ICTS's social media support complements the existing support mechanisms that are currently available for

- undergraduate and honours students: faculty lab administrators and the ICTS Front Office, and

- masters and doctoral students and postdoctoral fellows who can log a call via the IT Helpdesk.

Staff can continue using the IT Helpdesk to request assistance.

So if you haven't liked us on Facebook and are yet to follow us on Twitter, then look us up today and see how we can help you.

Improve your writing skills

Writing is one of the key methods that we use to share information. Whether via an article, a novel or a script, we rely on this skill to tell our stories.

Lynda.com offers a writing course that can enhance your writing process, helping you to craft a story that encapsulates everything you want your reader to know. The Writing Fundamentals: The Craft of a story gives you a basic overview of how to write a compelling story that'll keep readers hooked from the first word until the conclusion. During the short course, you'll learn how to identify a story, hook your reader, make your point, and - critically - how to successfully manage your story's protagonist.
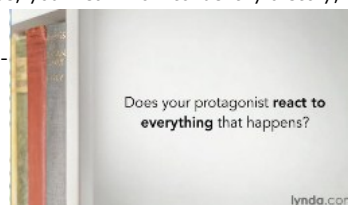
With lynda.com's flexibility, you can either complete the course in one sitting in less than two hours, or watch snippets of it whenever you get a chance. Use your iPhone or iPad (or even a regular PC or laptop) to access lynda.com - either from campus or from anywhere off campus via EZProxy.

Repairing the SEACOM cable is no plain sailing

Over the past few weeks, we've received numerous queries from students and staff asking why the Internet is so slow. And the answer lies far, far away - under the sea, off the coast of Egypt - where the SEACOM fibre optic cable was damaged on 22nd March 2013.

The SEACOM cable is a 17000km submarine fibre optic cable that connects Southern and Eastern Africa to global networks via India and Europe. TENET, our Internet Service Provider, has acquired international bandwidth on this cable as well as on the WACS cable - both of which allowed UCT to substantially increase its international bandwidth in recent years.

As soon as the SEACOM problem was detected, TENET automatically routed all traffic to go via the WACS cable to ensure that South African higher education institutions still have Internet connectivity. However, this route is also used by other ISPs and during a crisis such as this, is often a bit

if it is aborted and when it ends. Or if you only want an alert when your job is completed, then simply add #PBS -m e " to your code.

All you then need to do is enter the "PBS -M emailaddy{at@}domain.co.za" directive - which will indicate the recipient that should receive the alerts.

For more titbits on using the ICTS HPC resource, visit the HPC big bytes blog.

Subscribe

Subscribe to our icts-newsletter-l mailing list.

Contact us

Email us your feedback, questions and comments.

slower than we are used to.

Neither UCT nor TENET is responsible for fixing the SEACOM cable - we merely rent services from them. SEACOM have to commission a cable repair ship to sail to the area where the cable has been damaged and then start the repair - a weather-dependent feat that can take up to a month to complete.

Read more...

University of Cape Town: Information and Communication Technology Services (ICTS) 7 Main Road, Mowbray, Cape Town 8000.

Last updated on Wednesday, 15 May 2013 @ 10:42 SAST. (Read 1320 times)
Printer Friendly Page   PDF file

Related Links
▪ PHP HomePage ▪ HotScripts ▪ W3 Consortium ▪ HTML Standard ▪ Hewlett Packard ▪ More about About ▪ News by Cindy Mathys

Most read story about About:
ICTS Project overview and progress

Admin:
[Add | Edit | Delete]