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[Edit | Delete]

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 ▶

Bits & Bytes

Volume 4 Number 2

In this issue:

1. Pilot laptop project looks at the effectiveness of using laptops in the classroom
2. Customer relationship management comes first for ICTS's Charl Souma
3. Share you favourite lynda.com videos
4. 900 million smartphones set to be shipped globally in 2013

[Twitter]

[Facebook]

Dates to remember:

Scheduled maintenance slot
The next ICTS scheduled maintenance slot will take place Sunday, **21 April 2013** from 09:00 - 17:00.

Training

Getting started with PowerPoint 2010
Have you been asked to do a presentation, but don't know where to start? Our PowerPoint 2010 Level 1 course shows you the steps needed to get started - including formatting text, adding graphics, tables and charts, and modifying objects. Also included are tips on how to deliver your presentation. The course takes place **10-12 April 2013** (09:00-12:00).

Pilot laptop project looks at the effectiveness of using laptops in the classroom

First year students who signed up for the Physics (PHY1004W), Chemical Engineering (CHE1005W), Law (RDL1008/9H) courses and second year students doing the Architecture Design and Theory Studio course are participating in a pilot project to determine the effectiveness of having a laptop on campus. This project supports Dr Max Price's vision that every student should have their own laptop.

Managed by ICTS, the "Laptop Pilot Project" aims to provide students with the knowhow and tools to study and compete in the electronic age and in the globalised workplace.

Upon registering for these courses, the students were informed that they would need a laptop. They could either bring one they already had or purchase one at a reduced price via the Student Laptop initiative. Financial Aid students who couldn't afford to purchase a laptop were given one by the project.

Prior to the courses starting, the 500 students were given hands-on ICT training by experienced ICTS staff. They were also provided with informational materials and useful software on a 2GB flash drive.

A researcher from the Centre for Educational Technology (CET) will examine how teaching and learning is affected by students having access to laptops.

Kira Chernotsky, Director of ICTS's Customer Services Division, initiated the project and procured the funding. Commenting on the project, she says: "It has the potential to be a real game-changer in terms of how teaching takes place - and how students learn. It's only once lecturers can be sure that every student in their course has a laptop (regardless of their economic situation) that they can use technology to fundamentally change the classroom experience."

Customer relationship management comes first for ICTS's Charl Souma

The Customer Relationship and Service Level Management (CRM) team provides specialist support to UCT's executive team. They also monitor and measure service levels in

ICTS TechFest showcases the latest gadgets and software

We have asked our preferred vendors to showcase their latest ICT products at the upcoming 2013 ICTS Technology Festival (TechFest). The two-day event, which takes place from 11-12 April 2013, gives you the opportunity to view and play with the latest laptops (including those available via the Student Laptop Initiative), servers, mobile devices and more. You can also talk to specialists about the products on show.

We will also be making some exciting announcements about a new tablet initiative and about ICTS plans to provide ICT support to students.

The event will be held at ICTS on Main, 7 Main Road, Mowbray, and is open to all staff and students. Those attending will be treated to some delicious snacks and they stand a chance of winning one of many lucky draw prizes.

Over the two days, ICTS, together with some of our vendors, will also be hosting some interesting demonstrations and information sessions.

Grab a special TechFest Jammie Shuttle and pop down to ICTS on 11 & 12 April.

ICTS helps PhD student run modelling simulations

More than 50 researchers from 17 departments at UCT have been using the ICTS high performance computing (HPC) resource. With more than 60 jobs running at any given time, this resource has been able to clock over 450 000 processing hours since inception in 2010. That's nearly half a century's worth of data processed in just under three years!

As this resource's popularity continues to grow, ICTS ensures that the necessary software and hardware is in place to process jobs quicker - no matter how big the data file is. Last year ICTS purchased additional graphic processing units (GPUs) for specialised computing, allowing researchers to

accordance with the ICTS Core Service Level Agreement (SLA).

Last year, CRM Consultant, Charl Souma played an integral role in ensuring that the University's Senior Leadership Group (SLG) and their PAs were ready to use the new email platform introduced to campus. "I have a good understanding of their business needs and adapted Outlook so that they could manage venue bookings in the same way that they did using GroupWise," says Charl.

He also installed a desktop backup tool on each of their laptops which will help to prevent the loss of valuable information in the event of the computers being stolen or lost.

In addition to his support role, Charl runs monthly reports and monitors the services ICTS provides to ensure that any service delivery issues that arise are addressed accordingly.

Besides his heavy workload, Charl still finds time to enjoy his passion: running. In 2012 Charl won the New Balance Elite Impi Challenge for the second year in a row and in February this year he won the 2013 Bat Run in a time of three hours, 23 minutes and 53 seconds.

More recently, Charl came third in the 76km South African trail championships which took place at Addo National Park. He was one of six athletes to qualify and will represent South Africa in the World Championships Ultra run in Wales this July. He says: "I am very excited as I always wanted to be part of a team representing South Africa."

Until then, he'll continue walking to meetings and appointments across campus - all of which form part of his day-to-day training.

Share your favourite lynda.com videos

Thanks to lynda.com's new nifty playlists feature, you can collate and save courses in a playlist which can then be shared.

Managers and lecturers can now recommend courses to staff and students, especially if they need to learn a new software package or perform a specific task. Playlists can also help you keep track of training you've already completed and courses you'd like to do in future.

To create the playlist log on to lynda.com and find courses either via the search functionality or under the *subject, software* and *author* tabs. If you see something you are interested in click the ⊕▾ button and add it to a new or

compute applications faster than they would have in the past.

Computer Science PhD student, Neann Mathai, recently used HPC for his work on modelling Streptococcus Pnuemoniea Serogroup 6 outer polysaccharides - some of which are used in vaccines.

"I am currently using the ICTS HPC facilities to run molecular dynamics simulations on these polysaccharides. The results of these simulations will elucidate structural details of these serotypes, not normally visible through traditional experimental methods. These simulations are very computationally expensive, and as a result the Dell C6145 64 core nodes on the ICTS cluster has been especially useful in hastening calculations and the rate at which data is produced," says Neann.

ICTS urges all researchers who have used the HPC facility to acknowledge the HPC in their thesis or research paper. This will help to encourage other researchers to make use of the facility. You can view some of the results on the ICTS HPC Cluster website.

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existing playlist. All your playlists are available under the *my courses* tab.

Click on the playlist you want to share and select the *share* checkbox. A unique URL will be generated for you, which you can include in an email to colleagues and students.

For more information about playlists in lynda.com, watch the Creating and managing your playlists video.

900 million smartphones set to be shipped globally in 2013

For the first time since the introduction of smartphones, forecasters are predicting that 50.1% of the 918 million mobile phones to be shipped globally this year will be "do-it-all" devices. Thanks to reduced prices and the introduction of the 4G network, more people are opting for a smartphone instead of the simpler feature phones.

In previous years the demand for smartphones has mainly been in countries such as the United States of America. This, however, is changing as more and more mobile phone users in China, Brazil and India are opting for smartphones.

A study conducted by the International Data Corporation (IDC) attempted to determine the increase in smartphone growth from 2013-2017. The Chinese - who are currently the leaders in acquiring smartphones - are opting for Android devices. This contrasts with the USA, where the majority of mobile users own a smartphone and prefer Apple devices. Those living in India still use feature phones, but as smartphone prices continue to drop, forecasters predict that this market will continue to grow over the next five years.

Senior Research Manager, IDC Asia/Pacific, Melissa Chau says: "While we don't expect China's smartphone growth to maintain the pace of a runaway train as it has over the last two years, there continue to be big drivers to keep the market growing as it leads the way to ever-lower smartphone prices."

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