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# Bits & Bytes



Volume 3 Number 6

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### Dates to remember:

[Scheduled maintenance slot](#)  
The ICTS [maintenance slot](#) is scheduled to take place on Sunday, **26 August 2012**.

### Training

ICTS has a variety of a Microsoft Excel and Word workshops and short courses scheduled for the next few weeks. These courses are aimed at assisting you with using these programmes more effectively in the workspace.

### Microsoft Word

Have you attended the Microsoft Word Beginner and Intermediate courses or do you have excellent knowledge of this programme? If you do, then you may be interested in attending the Microsoft [Word 2010: Level 3 \(Advanced\)](#) course which takes place **4-7 September** (09:00-12:00). A section of this course looks at using Word with other programmes, as well as collaborating on and managing document versions.

Another Microsoft Word course that you may find useful is the [Word 2010: Manage Long](#)

### BluPeach IT shop to open soon

ICTS is happy to announce that an IT shop, called BluPeach will open its doors on the Cissie Gool Plaza in September.

The [shop](#) will enable students and staff to leverage UCT's huge purchasing power to their advantage, offering fantastic educational discounts. They will also act as an outlet for shop-soiled merchandise and demo models from retail stores.



The vendor, who supplies some of the largest computer retailers in South Africa, was chosen through a tender process run by ICTS and the finance department. They have guaranteed competitive pricing and frequent sales and special offers.

The shop was initially intended to facilitate the [Student Laptop Initiative](#) (SLI) but grew into a fully fledged sales and pickup point initiative. Sample models of the laptops that are available via the SLI will be on display for prospective customers to try out. Demo equipment for many of the other gadgets will be on sale.

A technical specialist will be on hand to help customers with their purchases and to perform installations of computer components purchased in the shop. The vendors will also try to facilitate any IT repairs customers may need.

The vendor is planning a big launch event in September with special offers on hardware and software as well as a lucky prize draw. Details about the launch will be announced soon, so keep an eye on the ICTS website and around campus for more information!

### Thembela Sonteya wins Best Paper Award in Montreal

It is with great pride that ICTS staff members learned that our very own Thembela Sonteya was awarded the Best Paper Award at the Informing Science & IT Education Conference at the John Molson School of Business, Informing Science Institute, Concordia University in Montreal this year.

Thembela, a SAP technical specialist in ICTS, has just completed her Honours degree in Enterprise Systems and Business Process Management at the Information Systems Department at UCT.

Her paper, *Towards an Understanding of the Business Process Analyst: An Analysis of Competencies*, co-authored by her mentor and supervisor, Lisa Seymour from the Information Systems Department at UCT, was first published in the Journal of Information Technology Education in 2012.

Their research, which involved interviewing industry experts in the



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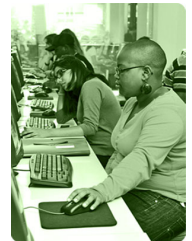
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**Documents** short course from **5-7 September** (09:00-12:00).

This course will help you to navigate, control formatting, use bookmarks and insert section and page breaks.

#### Microsoft Excel

Depending on how well you know Excel we have a course that is suitable for you. If you are starting out with Excel then attend the **Excel: Level 1 (Beginner Course)** which takes place **18-21 September** (09:00-12:00).

If you have used Excel before and would like to improve upon your existing skills then the **Excel: Level 2 (Intermediate)** course which is scheduled for **11-14 September** (09:00-12:00) may be more applicable to you.

#### Create a website in a few easy steps using WordPress

If you need to create a website for your department or faculty then attend the **WordPress Basics workshop** either from **12-14 September 2012** (09:00-12:00) or **19-21 September 2012** (13:30-16:30) and see how easy it is to use this content management system.

### Postdoctoral Fellows added to Microsoft Campus Agreement

ICTS recently renewed UCT's **Microsoft Campus Agreement**, which makes it convenient for UCT individuals to use Microsoft software both at work and at home. Along with existing beneficiaries, Postdoctoral Fellows are now also able to take advantage of this agreement.

### Mountain Lion and Windows 8 testing commences

Whenever vendors release new versions of their operating systems or software, ICTS conducts product suitability testing to ensure that these products do not conflict with the software already in use on campus.

We are currently testing the latest Apple operating system, **Mac OS X 10.8** (Mountain Lion), which was released in July and, even though Microsoft's Windows

field of business process management (BPM), was aimed at gaining an understanding of the competencies and skills required in individuals to become efficient business process analysts. Their results were used to develop a pyramid model for competencies, detailing what skills and qualities were required at which levels in the industry. They propose that this model could be useful for systems educators when designing curricula.

Thembele feels that there is still a huge knowledge gap in the field of process analysis in South Africa and she is now applying for her Master's Degree to further her research. She says without the support and understanding of her mentor Lisa Seymour she would never have come this far, and she feels that the award is a great validation of all the hard work they have put into their research over the past year.

## The new Governance Intranet facilitates the management of committee documents

Have you ever wondered what is discussed in committee meetings across campus? Or have you ever struggled to find the latest Principal's Circular? The new Governance Intranet provides secure, authenticated role-based access to both open and closed committees. It also hosts UCT policies and Principal's Circulars.

In early July, all UCT committee chairs and servicing officers were invited to attend the launch meetings, hosted by the Registrar, where the basic functionality was demonstrated. The easy-to-use site allows servicing officers to effortlessly maintain, manage and distribute minutes, agendas and any other committee documents to members of their respective committees. The site makes use of automated triggers that will either send reminders to servicing officers, inform committee members that the minutes are available for viewing, or inform policy owners that their policies are up for review. The Governance Intranet provides a secure central location for all official UCT governance documentation and provides the mechanisms for ensuring that they remain up-to-date.



All servicing officers on campus are urged to start using the Governance Intranet to store their committee documentation. Before being granted access to the site, however, they will need to attend one of the full-day training sessions offered by ICTS. UCT staff members who are neither servicing officers, committee members or policy owners don't need to undergo any training and can simply log on to the site to view open committee documents, policies and Principal's circulars. To access the Governance Intranet site, navigate to <http://governance.uct.ac.za> and log on using your UCT username@wf and password.

## How to prepare for your move to Outlook

Over the next few months, you will receive an email notification from ICTS informing you of when your GroupWise mailbox and archive will be migrated. A number of ICTS and Finance staff who formed part of the pilot group have been migrated and are already enjoying the benefits that the new email platform has to offer.

We have created an email migration guide that provides an overview of everything you need to be aware of before, during and after the migration. The guide also provides instructions on how to recreate some of the GroupWise features that we are unable to migrate to Outlook. These include your signature and junk mail rules. Our engineers are in the process of testing a tool

8 will only officially be launched in October 2012, the preview version allows us to get a head start on our product suitability testing.

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to migrate all your GroupWise rules, but until such time that this tool becomes available you will need to recreate these rules in Outlook.

All the email migration information as well as the Outlook user documentation can be found at [www.icts.uct.ac.za](http://www.icts.uct.ac.za) | [Email & Newsgroups](#) | [Outlook](#).

**Take me home, Google!**

Google is attempting to get you home quicker by providing regular traffic updates in and around Cape Town, Johannesburg and Pretoria. "How?" you may ask. The Internet search engine has made a traffic layer available that you can select when accessing [Google Maps](#). South Africa is just one of a number of countries that has access to this useful service. You can even view the traffic layer on your mobile device by installing the Google Maps app.



Once the traffic layer is selected, a shade of green, yellow or red will appear on the map you are currently viewing. Green shows that traffic is free-flowing, while red indicates slow moving traffic. In some cases, if you click [Get Directions](#) and then insert your *To* and *From* destinations, you will get a rough estimate of how long your journey will take. How cool is that?

So the next time you miss the traffic update on the radio, just log on to Google Maps and see what the traffic is like on the route you take.

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

Last updated on Monday, 31 August 2015 @ 14:03 SAST. (Read 1421 times)

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