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Enabling people

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Bits & Bytes

Volume 3 Number 4

In this issue:

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2. STOP. THINK. CONNECT.
3. Expect to hear more from us over the next few months
4. What happens on the Internet on an average day?

Dates to remember:

Scheduled maintenance slot
The next ICTS monthly maintenance slot is scheduled to take place on Sunday, **24 June 2012** from 09:00 to 17:00. Read why it is necessary for ICTS to schedule these monthly maintenance slots.

Training
Taking Access to the next level
Do you have previous experience of working in Access and would now like to improve upon those skills? Depending on how well you know the program you can either attend the Access Level 2 (Intermediate) (**18-22 June**) or Access Level 3 (Expert) (**25-29 June**) half-day courses.

Let us help you get to know Excel
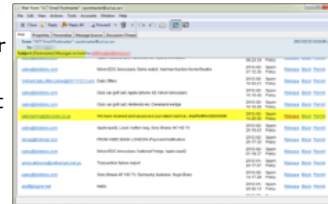Come and learn the basics of Excel by attending the Excel 2010 Level 1 (Basic) course from **11-12 July** (09:00-16:00).

Create your own website using Adobe Dreamweaver
Let us show you all you need to know about creating a website

Take control of spam

Within seconds of being received by the UCT mail gateways, email messages coming in to UCT pass through a number of security checks before being delivered to your mailbox. This is to prevent as much spam as possible from coming into the organisation. UCT has to deal aggressively with spam because the higher education sector is one the most targeted by spammers. However, sometimes aggressive spam controls prevent legitimate messages from getting through to your mailbox. There are a number of reasons that this happens, but to help you retrieve those messages UCT has enlisted the services of the Mimecast online email management tool for use by UCT staff, third parties and postgraduate students.

You get to decide whether a message that was declared as spam is in fact a legitimate message or not.

The way it works is that if the system suspects that a message is spam, instead of removing it from the system, it will place it into your personal On Hold queue for a period of 30 days. You will receive notification via email telling you that a message has been placed in your On Hold queue. The notification allows you to identify the sender, the email subject, the date it was received and the reason why it was blocked. You then have a choice to either **block** (rejects the message and blocks the sender), **release** (allows the message to be delivered to your mailbox) or **permit** the email (delivers the message to your mailbox and allows future messages from the sender). The choice between using a **release** or a **permit** option will determine how the system handles an email from the same sender in the future, so think carefully about which option you choose.

Hopefully over time you will receive less and less spam as the system "learns" from you depending on what you do and don't allow through. Now, if those spammers would just take a break…

STOP. THINK. CONNECT.

When you access the Internet, do you ever stop to consider what the potential risks are of going online? This month, the US-based National Cyber Security Alliance (NCSA) is encouraging all Internet users to do just that: STOP. THINK. CONNECT.

June has been declared Internet Safety month. Even though it is only celebrated in the USA, the NCSA - who focus on cyber security awareness and education for all digital citizens - is

Projects

Service catalogue

Log a new call

Secure your machine

myUCT

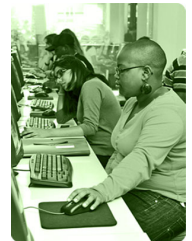Outlook Web App

Password Self Service

Downloads

NetStorage

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using Adobe Dreamweaver from **16-20 July** (13:30-16:30).

ICTS staff achievement

ICTS network engineer, Erisan Nyamutenha, recently attained his Cisco Certified Design Professional (CCDP) certification. This is in addition to his Cisco Certificate Network Professional (CCNP) certification.

We're really proud of Erisan and would like to publicly congratulate him on his achievement.

ICTS data capturers play an integral role in UCT's Maths Competition

Earlier this year over 8000 Western Cape learners in Grade 8-12 took part in the annual UCT Mathematics Competition and each learner was given 30 questions to complete during this prestigious event. You may not want to do the maths yourself, but have you ever wondered who does all that marking?

Well, as in previous years, the competition organisers used ICTS's data capture service to process the scripts. We don't only do the Maths competition; our data capture service is available to all UCT departments (research and non-research based), UCT students and to external customers.

Need help?
Log a call via our:

- Online call logging system

encouraging all Internet users to be aware of their online security and to take the necessary precautions before going online.

STOP and take time to think of potential risks that you may across while you are browsing the Internet and learn how to spot these problems. Always be on the lookout for warning signs and THINK about how your actions online could impact your safety. Only then CONNECT knowing that you have taken the necessary precautions to ensure that you can safely browse the Internet.

It only takes a few minutes to do these safety checks, but it can protect you and your machine in the long run. While you're at it, why not offer online safety advice to young Internet users so that they are also aware of the potential risks of using the Internet. Go to www.stopthinkconnect.org for some tips and tricks regarding online security.

Expect to hear more from us over the next few months

Over the next few weeks and months, you will be receiving a number of emails from the ICTS Communications team as we keep you informed about new services that will be introduced to campus. This is due to the fact that many of the projects we've been working on in the background are now ready to move into implementation.

You'll be provided with information about Mimecast, the upcoming email migration, the new telephony services that will be introduced to campus, the UCT web renewal project and other exciting developments.

While we are excited to inform you about these services, we are also aware that you receive numerous emails on a daily basis and that you may miss one of the messages sent from ICTS Feedback. For this reason, we will send out a monthly digest-like email that will provide you with a list of emails that were sent out for a specific period. The email will contain an overview of all of the emails that were sent out as well as links to the information on the ICTS website. We will then highlight which ones are only for information purposes and those that require action.

We will also continue to provide you with problem and resolved notifications and ensure that you are always informed about what is happening on campus. These emails will, however, not be included in the digest email.

What happens on the Internet on an average day?

Have you stopped to wonder just what the rest of the world does on the Internet every day?

Well, MBAonline.com decided to investigate and they found that 294 billion emails are sent (imagine what your inbox would look like!), two million blog posts are written and that enough information is consumed by Internet traffic to fill 168 million DVDs. Wow!

What's even more phenomenal is that 172 million people visit Facebook and spend 4.7 billion minutes on it. "Doing what?" you may ask. Well, based on the stats, 532 million statuses are updated and 250 million photos uploaded. By stacking the images you would create 80 Eiffel Towers.

The cherry on top though is that iPhone sales (378 000)

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currently outpace the number of babies being born (371 000) every day.

This just goes to show that technology has consumed the world we live in and it is hard to imagine life without it.

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