



Enabling people

Search

**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 ▶

## Information and Communication Technology Service [Share](#) |

[About](#) >> **ICTS Bits & Bytes Newsletter Vol2 Number 10**

[ [Edit](#) | [Delete](#) ]

# Bits & Bytes



Volume 2 Number 10

**In this issue:**

1. [TechFest showcases the latest gadgets](#)
2. [National deal reduces laptop prices](#)
3. [ICTS staff achievement](#)
4. [How to be a good email citizen](#)



### November 2011 dates to remember:

The [National Student Laptop Initiative](#) launches on **14 November 2011**.

**ICTS Technology Festival**

The latest technology will be on display at the ICTS TechFest from **17-18 November 2011** (10:00 to 15:00).

**Scheduled maintenance slot**

The next maintenance slot is set for **20 November 2011** from 09:00 to 17:00.

**Excel Level 2**

Get to know a bit more about Excel 2007 by attending the [Excel 2007: Level 2 \(intermediate\) workshop](#) from **29 November - 02 December** (13:30 - 16:30).

**Take Access 2007 to the next level**

If you have a basic understanding of Access 2007 but would like to know more. Attend the [Access 2007: Level 2 workshop](#) from **28 November-02 December** (09:00 - 12:00).

### HPC used in blast and impact studies

### TechFest showcases the latest gadgets

We have asked our preferred vendors to showcase their latest ICT products and software at the upcoming [ICTS Technology Festival](#) (TechFest) from 17-18 November 2011, at ICTS-on-Main. This exciting two-day event always draws a crowd and provides you with an opportunity to view and play with the latest gadgets, notebooks, servers, printers and software and to talk to specialists about the products on show. Thanks to our vendors, we also have some great prizes to give away including a Proline Notebook, an Acer Iconia Tablet, an iPod Nano and a Lexmark printer.



ICTS staff and our vendors will host a series of demo and [information sessions](#) for you to attend. Various spot prizes and promotional items will be handed out during these sessions.

Most of our vendors are not allowed to sell directly to the public but we have however made special arrangements so that you can place private orders on the day. The Acquisition Services team will be available at the event to assist you with any purchasing queries you may have. A number of other ICTS staff will also be there to provide you with information about ICTS and the services we offer.

Bring your colleagues and students along and have an enjoyable IT visit with ICTS. Jammie Shuttle buses [will depart every 30 minutes](#) from the Information Centre on Upper Campus to transport you to the event.

### National deal reduces laptop prices

If you are in search of a new laptop then we may have the ideal solution for you. From today (Monday, 14 November 2011), UCT students will be able to purchase Lenovo and Acer laptops at reduced prices from Pinnacle and Acer Education. This is made possible through the national [Student Laptop Initiative \(SLI\)](#) which is a joint initiative between the Association of South African University Directors of Information Technology (ASAUDIT) and the purchasing consortium (PURCO) for South African higher education institutions. These associations negotiated with the two hardware vendors to sell laptops at reduced prices to university students.

UCT is one of a number of South African universities that will benefit from this exciting initiative. UCT staff shouldn't feel left out though as they can purchase a laptop in their personal capacity as part of this deal.

[Pinnacle](#) and [Acer Education](#) have each made four laptop models ranging from a basic entry level to a top-of-the-



[Projects](#)

[Service catalogue](#)

[Log a new call](#)

[Secure your machine](#)

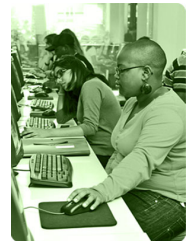
[myUCT](#)

[Outlook Web App](#)

[Password Self Service](#)

[Downloads](#)

[NetStorage](#)



[Contact us](#)

[Like us on Facebook](#)

[Follow us on Twitter](#)

We often hear about car accidents, aircraft crashes or explosions at industrial plants. Depending on the type of incident, hopefully those involved walk away with minor injuries, but sometimes they may not be that lucky.

UCT's [Blast Impact and Survivability Research Unit](#) (BISRU) is conducting research on methods to reduce the risk of injury and to save lives when these incidents occur. The team uses analytical, computational and experimental techniques to understand the mechanics and dynamics of blast and impact loads.

Recently, BISRU research students started using the [ICTS High Performance Computer](#) (HPC) service to assist with their studies. One PHD student is using HPC to investigate the effects of different levels of blast confinement to the response of deformable plates, while a second-year Masters student is using HPC to assist with his research in the field of structural impact loading.

The HPC team added a new application called LS-DYNA (a combined Implicit/Explicit solver) to the HPC cluster application to accommodate their research datasets.

### Need help?

Log a call via our:

- [Online call logging system](#)
- Email: [icts-helpdesk@uct.ac.za](mailto:icts-helpdesk@uct.ac.za)
- Telephone: (021) 650 4500

### Subscribe

If you want to receive this

range model. All laptops purchased by students will be pre-installed with Windows 7 and Microsoft Office 2010, but it will be at the vendors' discretion as to whether this applies to staff as well.

Each vendor has created a website displaying the various models' specifications to help you decide which one would suit you best. We recommend that you carefully review the options available so that you don't base your final decision purely on look or price, but rather on what would suit your needs best.



Once you have made that all important decision you can then purchase your preferred model directly from the vendor's website. The vendors will manage the entire process from initial purchase right through to after-sales support and warranty cover.

All the models will be on display at the [ICTS TechFest](#) from 17-18 November 2011. So come and have a look and use this opportunity to ask the vendors any questions you may have before making your purchase.

### ICTS staff achievement

ICTS technician, Philemon Ilyihamije, was recently awarded his Bachelor of Science degree after completing his studies in *Information Technology and Computer Science: Information Technology Management Stream*.



We're really proud of Philemon's success and would like to publicly congratulate him on his academic achievement.

### How to be a good email citizen

Way back in October 1971 Ray Tomlinson was the first person to send a message from one computer to another computer - a metre away. Forty years later, with a few enhancements here and there, email messages are still being sent from computer to computer although the distances covered have expanded considerably.

Every day over 200 billion emails are sent worldwide, the majority of which are spam messages. You are therefore likely to spend most of your day reading and responding to email as it has become a business tool. Despite its increased usage, many people are still unaware of the etiquette involved in corresponding via email.



You can become a good email citizen and assist people to process their email a lot quicker by keeping the following tips in mind.

Before sending an email always think about what you would like the recipient to know or what you require from them. Is an email the best way to get this answer? If you expect detailed answers to open-ended questions it may be better to pick up the phone and discuss all the options in person.

If you do decide to send an email, ensure that the information is relevant and that it is easy for the recipient to process. Make sure that any requests are easy to spot so that the reader can take the necessary action. A good

monthly Bits & Bytes newsletter, [subscribe to our icts-newsletter-l](#) mailing list.



### Contact us

Email us your feedback, questions and comments.

FOLLOW US ON [twitter](#)

### Look what we've found

For statistics on how many South Africans currently use cell phones or to get the solution to a complicated mathematical equation, navigate to [Wolfram Alpha](#).

This computational knowledge engine can provide you with any facts and figures you may need, provided you phrase your question in the right way. So the next time you want to know the number of active Facebook users or the population of China you know where to go.

subject line that clearly states the topic and if possible a status category (action, urgent, low) will help the reader to assign a priority to their reply.

Avoid cc-ing too many people in one message. Does the message apply equally to all involved or will it just add to their burgeoning Inbox? MOST IMPORTANT OF ALL, DO NOT TYPE EMAILS IN CAPITAL LETTERS, BECAUSE PEOPLE MAY THINK YOU ARE SHOUTING AT THEM! Remember that tone is hard to convey in an email so, before you hit that Send button, re-read your message to ensure that your tone won't inadvertently cause offense.

Because email is quick to send and receive, there is often a misconception that it also requires an instant answer. People are busy and may not respond to your email immediately; be patient and give them sufficient time to respond. You can always give them a call if you require the information urgently. While email is a useful tool, it shouldn't replace the normal relationship-building that takes place when you interact person to person.

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

Last updated on Monday, 16 May 2016 @ 11:44 SAST. (Read 2245 times)

 [Printer Friendly Page](#)  [PDF file](#)

#### Related Links

• [PHP HomePage](#) • [Microsoft](#) • [Microsoft](#) • [Hewlett Packard](#) • [More about About](#) • [News by Cindy Mathys](#)

**Most read story about About:**  
[ICTS Project overview and progress](#)

#### Admin:

[ [Add](#) | [Edit](#) | [Delete](#) ]



© 2016 ICTS - All rights reserved. [Legal Notices](#).

Last updated 03 October 2016 @ 15:42

Page Generation: 4.80 Seconds