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Bits & Bytes

Volume 2 Number 7

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August 2011

dates to remember:

Scheduled maintenance slot
The next maintenance slot is set for **21 August 2011** from 09:00 to 17:00.

Interested in creating an electronic newsletter?
Attend our half day Electronic Newsletter Design course on **22 August** (09:00 - 12:00).

Ready to take Access 2007 to the next level?
Book your seat to attend the half-day Access 2007, Level 3 workshop from **22-26 August** (13:30 - 16:30).

Make Excel work for you
Learn the basics in the half day Excel 2007: Level 1 workshop from **23-26 August** (09:00 - 12:00).

Create an Excel Pivot Table
Attend the Excel Pivot Tables and Lists workshop on **6 September** (13:30 - 16:30).

Hire a PC or laptop from ICTS

You can now hire a netbook, notebook or PC from ICTS for a daily rate. Over the years, the ICTS Acquisition

Student computing mid-year lab imaging project

Every year faculty lab owners submit requests to ICTS detailing the work they would like done in their student computing labs and, in turn, we compile a work schedule to be carried out during the vacation period.

This year ICTS completed all the requested jobs in just three weeks. This included upgrading the memory of 150 PCs and installing 389 PCs and 334 monitors. We also changed the software configuration for 1 400 machines, updating 15 different configuration sets. We start off with a "base configuration" which is a set of pre-configured software that is installed onto all lab PCs. On top of this, faculties can request additional applications for their specific labs.
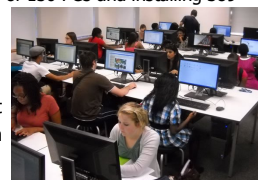
During this mid-year break we updated applications in the base configuration and installed and configured over 415 additional applications for faculties. This process alone generated about 30 000 gigabytes (30 terabytes) of network traffic. That's a lot of data processing!

The benefit of using a closed configuration set is that each time a managed PC is restarted all applications and software are returned to a pristine state. This has obvious advantages when you consider the number of students working on those PCs.

In addition to the configuration process we also receive numerous requests to install Windows 7 on lab PCs. The roll out of Windows 7 to all labs depends on whether software currently used is available in a Windows 7 version.

Which tablet suits your needs?

You'd be forgiven for thinking that an Apple iPad is the only "mobile media consumption device" or "tablet" on the market. In fact there are a number of other brands that could suit your technology needs.
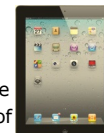
So, what is a tablet you might ask? It is a mobile device with a flat touchscreen that makes use of an on-screen virtual keyboard or digital pen. It is lightweight, easy to store and best of all is that it can be used wherever you are. You can use it to surf the web, check emails, type or edit documents, interact via social networking, play games, read e-books and view photographs. In fact, this device is the ideal tool for those who are always on the go, yet still like to get a lot done.

To help you decide if this lightweight device will work for you, we've written an online guide that compares the *Apple iPad (2)*, *Dell Streak 5*, *Samsung Galaxy*, *Proline Stealth* and

Services team has unofficially offered this facility, but after seeing how popular it became, we decided to offer the ICTS Equipment Rental Service as one of our standard services.

Need help?

Log a call via our:

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

Core ICT services SLA 2nd quarterly report

ICTS recently completed its Service Level Agreement (SLA) second quarterly report for 2011. This report highlight's ICTS's performance from April to June.

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Mecer Slate. The guide shows each product's specifications, pricing, and whether or not it can connect to the UCT Wireless network and the Internet. Some devices are unable to connect to UCT's wireless network due to the way in which their operating system deals with NTLM authentication and proxy support.

While the tablet might seem like a replacement for a PC or notepad, this is not the case at all. Some applications or tasks are still better suited to more robust productivity devices like laptops or PCs. If you are unsure about which option to purchase, chat to our friendly staff in the ICTS Acquisition Services team.

Beware of fake security alerts

While browsing the Internet, has a pop-up window ever appeared on your screen advertising security update software? If this happens, do not click anything inside the box, because it is most likely a fake security alert.

Hackers or, in this case, rogue security software designers use various tactics to try and access information on your PC. With this latest trend, a virus alert or security software update pops up either warning you of a virus on your PC or telling you that you need to install security software to protect your PC. Once you click on *install* or *update software*, the rogue software automatically installs on your PC.

In most cases these security software packages offer little or no protection and can slow your computer down or corrupt your files.

So, when browsing the Internet, don't click on pop-up windows that offer services to protect your PC. UCT makes use of the McAfee anti-virus software and by keeping it updated you will prevent your PC from being infected.

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