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Bits & Bytes

Volume 2 Number 5

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4. Who is TENET?

June 2011

dates to remember:

Scheduled maintenance slot
The next maintenance slot is set for **19 June 2011** from 09:00 to 17:00.

Manage your long Word documents
Book your seat to attend the half day Word 2007: Working with Long Documents course from **29 June to 1 July** (13:30 – 16:30).

Tips on publishing on the Web
Book your seat to attend the half day Web Publishing Starter course from **13-15 July** (13:30 – 16:30).

Recent lucky draw winners

Justin de Klerk and **Alinani Simukanga** recently each won an Apple iPad2 for taking part in the Customer Satisfaction Survey and the Mobile Phone Survey respectively.

Need help?

Log a call via our:

ICTS scores top marks for first quarter

On-going monitoring of ICTS' activities has enabled the team to provide stable and efficient services to the UCT community. These achievements are highlighted in the recently published 2011 1st Quarter SLA report.

From January to March this year, most core services achieved well above the 98% targets that are defined in the Core ICT Services Service Level Agreement. In fact, most core services were available for over 99% of the period and a number of services achieved 100% uptime.

These successes are due to ICTS regularly analysing data from the call logging system to review business processes, implement service improvement plans, establish good working relationships with the vendors and improve overall call handling.

The first quarter of the year normally sees a significant increase in the number of calls logged - largely due to student registration. These calls flood the IT Helpdesk creating backlogs and increasing the time taken to resolve logged calls. By analysing call patterns, we ensured that sufficient resources were in place this year to assist with the anticipated increase and were able to successfully complete or respond to more calls within the allocated time.

The Quarterly SLA reports are published to the ICTS website each quarter so that, as an ICTS customer, you can review the levels of service that have been achieved. We're very proud of our achievements and hope that you'll agree with us after reading the reports.

ICTS successfully participates in World IPv6 Day

Do you know what an IP address is? That long number you sometimes have to read out to an IT technician? Well, simply put, an Internet Protocol address is a number that is assigned to any device that forms part of a computer network. It identifies the device and also helps with routing or "addressing" - helping your PC, tablet, smartphone or other device to connect to the Internet and find other addresses out there.

The IP numbering standard, IPv4, which has been in use since year dot (in Internet years) officially ran out of numbers recently when the Internet Assigned Numbers Authority allocated the last remaining blocks of IPv4 numbers. This means that no more IP addresses using the IPv4 standard can be allocated to new devices once these last blocks of numbers are used up. However, all is not lost. A new numbering system called IPv6, developed in 1998, is starting to be used more widely. Companies who currently use IPv4 will eventually have to migrate to IPv6, but this is likely to take place gradually over a number of years.

Projects

Service catalogue

Log a new call

Secure your machine

myUCT

Outlook Web App

Password Self Service

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

Email migration update

The new cloud-based email and calendaring solution set to replace the GroupWise system will be executed in two phases: students will be provisioned from July 2011, and from mid-2012 a migration of staff accounts will take place.

Follow the project progress on the ICTS website. You can also send us your questions and we will liaise with the project team.

Tip of the month

Have you forgotten the responses to your Password Self Service questions? No need to stress, because you can change them.

On the "Password Challenge Response" page, untick "Use Stored Response" and this will allow you to reset your own questions and responses.

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To draw attention to the IPv6 transition, a non-profit group called the Internet Society declared June 8, World IPv6 Day and asked top Internet companies to take part in a 24 hour "test flight" of the new IP protocol. Some of the participants included Facebook, Yahoo, Google, Akamai and Limelight Networks, You Tube, Cisco Systems, Juniper Networks and Microsoft Bing.

Not to be left out, ICTS and Computer Science both participated in World IPv6 Day and conducted tests using their IPv6 infrastructure. According to Rifaat Emeran, ICTS's Network Infrastructure team leader, all tests were successful, proving that ICTS is in a position to move UCT over to IPv6 addresses when the time comes.

What to do when there is a virus on your pc

Everyday new computer viruses are finding their way onto computers. No matter how big or small the virus impact may be, if you have not installed anti-virus protection software on your computer, you could lose valuable data.

McAfee will only scan for viruses that it is aware of. With new viruses being discovered every day, it is likely it will not pick one up until it is too late. Keeping your anti-virus software updated is the best prevention. If you suspect there is a virus on your computer, take note of the symptoms (pc is slow, constantly logging in and out, browser not loading webpages, etc) and report it to the IT Helpdesk immediately via phone (X4500), email or online.

Who is TENET?

You may have seen us occasionally refer to TENET in the articles and alerts that we publish - but do you know who they are or what they do?

The Tertiary Education and Research Network of South Africa is a non-profit, public benefit organisation that sources and secures Internet and information technology services on behalf of higher education and research in South Africa.

In addition to providing Internet access to HE institutions, TENET has been intimately involved in the planning and deployment of many aspects of the South African National Research Network (SANReN) roll-out and is considered as a crucial partner of the CSIR.

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