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Volume 2 Number 4

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### May 2011

#### dates to remember:

[Scheduled maintenance slot](#)

The next maintenance slot is set for **15 May 2011** from 09:00 to 17:00.

[How effective are your web searches?](#)

Book your seat to attend the half-day [Effective web search course](#) from **19 to 20 May** (13:30 - 16:30).

[Create your own e-newsletter](#)

Book your seat to attend the half-day [E-newsletter design course](#) on **31 May** (13:30 - 16:30).

### Tell us what you think of our services

The [ICTS Customer Satisfaction Survey](#) is available until 15 May.

All UCT staff, third parties and postgraduate students should complete the survey.

### Need help?

Log a call via our:

- [Online call logging system](#)

## Expanding bandwidth through Southern Africa

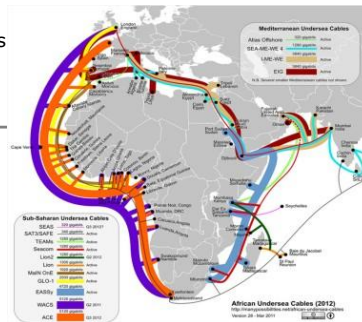
Recently many UCT students and staff were able to watch the *Royal Wedding* between Prince William and Kate Middleton as a streaming video feed via the Internet. A year or so ago this would not have been an option due to the limited bandwidth on campus. So what's making it a reality now?

[SEACOM](#), a submarine fibre optic cable that connects South Africa and Eastern Africa with Europe and Southern Asia has provided UCT with the bandwidth to access international websites and use online resources at a much faster speed than in previous years.

Two major projects currently underway will further increase the available bandwidth, speed and accessibility to online resources from UCT. The [South African National Research Network \(SANReN\)](#) is a high-speed network dedicated to research that will connect 204 sites across South Africa to over 3000 research and education organisations around the world. When the Cape Metropole part of SANReN is completed, UCT will have a 10Gb/second connection to the national SANReN backbone network - that's three times our current international bandwidth.

Also coming is the [West Africa Cable System \(WACS\)](#) that will link South Africa with the United Kingdom along the West Coast of Africa by the end of 2011. It is anticipated that [TENET](#) will negotiate additional bandwidth from WACS.

Our expanding bandwidth has enabled researchers to collaborate with their peers globally and cut expensive travel by using videoconferencing technologies such as [EVO](#). The benefits are endless and will continue to expand as we connect to the various networks being built around Africa.



## Stay informed about ICT at UCT

ICTS uses numerous methods to provide information to campus, and in some instances you have a choice in what you would like to receive. You can either subscribe to the [icts-announce-l mailing list](#) to receive all updates that are sent out, or visit the [ICTS website](#) for more information. However, when a major problem occurs, ICTS is required to send communications to the entire campus and ensure that all staff and students are informed.

By subscribing to the icts-announce-l mailing list, you will receive announcements about scheduled or unscheduled

Projects

Service catalogue

Log a new call

Secure your machine

myUCT

Outlook Web App

Password Self Service

Downloads

NetStorage



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Follow us on Twitter

- Email: [icts-helpdesk@uct.ac.za](mailto:icts-helpdesk@uct.ac.za)
- Telephone: (021) 650 4500

### Purchasing IT products made easy

Our [ICTS Acquisition Services team](#) provides advice and a one-stop-shop for any hardware, software or peripheral products.

Read our [Acquisitions Services](#) article for more information.

### Subscribe

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



### Contact us

[Email us](#) your feedback, questions and comments and we'll either publish it in the next newsletter or respond to you directly.

[FOLLOW US ON twitter](#)

maintenance slots, minor service failures or known problems affecting large numbers of users on campus. Minor service failures are also tweeted via the [ICTS\\_Feedback Twitter account](#).

General ICTS documentation and articles on the [ICTS website](#) help you make use of the wide variety of services at UCT.

The Bits & Bytes newsletter is another way to stay in touch, receive reminders and learn more about ICTS and the services you can access. You can receive this monthly newsletter by subscribing to the [icts-newsletter-l mailing list](#). From time to time ICTS will also publish articles in the [Monday Paper](#).

We also provide a way for you to contact us with communication suggestions or queries. Simply send an email to [icts-feedback@uct.ac.za](mailto:icts-feedback@uct.ac.za) and we'll respond as soon as we can.

### UCT hosts IT Service Management Conference

The Association of South African University Directors of Information Technology (ASAUDIT) focuses on the sharing of knowledge and collaboration between all South African university IT divisions. One of the Special Interest Groups (SIG) within ASAUDIT focuses on IT Service Management and UCT hosted their first conference on 7 and 8 April 2011.

IT Service Management Professionals from both industry and various South African Higher Education (HE) institutions attended the conference that was co-ordinated by UCT's Bruce Fielies. Eight keynote speakers presented topics on Service Management, Contextualising ITIL within HE institutions, and the development of a roadmap for 2011 and beyond. This initiative also provided the first opportunity for HEs to share and discuss service management baseline data that was collected in 2010.

For more information about ASAUDIT, go to their website: <http://www.asaudit.ac.za/>

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Last updated on Wednesday, 29 February 2012 @ 15:59 SAST. (Read 2138 times)

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