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Volume 1 Number 6

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### December 2010

#### dates to remember:

[Scheduled maintenance slot](#)

The next maintenance slot is set for **19 December 2010** from 12:00 to 17:00.

#### Have we met our obligations?

The ICT Core Services Service Level Agreement [3rd quarter report](#) (July to September 2010) is now available on our ICTS website. The report gives an overview of the availability, incident resolution and response Key Performance Indicators (KPIs) for the quarter.

#### Set up your vacation reply:

Let people know that you're on leave and when you'll return by using the easy wizard in the GroupWise windows client.

1. Click *Tools* | *Vacation Rule...*
2. Tick *Activate my vacation rule.*
3. Type a *Subject* and a *message.*
4. Untick *Reply to External Users.*
5. Select a *Start* and an *End date.*
6. Click *Save.*

### PDPs are due by the end of Feb 2011:

[We can help you determine what ICT training you may need](#)

It's that time of the year again - when you and your line manager need to start thinking about setting objectives and creating Personal Development Plans for 2011. The ICTS Training Team can help you to define your specific training needs.



We use a computer-based testing system to quickly assess your own, or your team's, computer literacy levels. Then, depending on your requirements, we'll provide you with group training recommendations or assist you in drawing up personal learning programmes for individuals within the team.

Our existing training courses can be customised to suit your teams' needs, budget and schedule and can be delivered either in your own offices or in the ICTS training room.

For more information on how we can help with your training needs, see our [ICTS Training](#) article.

### University calendars for 2011

*iCal* is a standard Internet calendar that helps you create and share electronic calendars across different computers and different programmes. At UCT, there are a number of Internet calendars (iCals) that you can subscribe to using either GroupWise or any other compatible iCal client. These calendars include public holidays, ICTS maintenance slots, UCT meetings and provisional academic year dates. These published calendars are updated as new dates and changes become available. You can even [publish your department's own calendar](#) for others to subscribe to.

Read our [UCT Internet calendars](#) article to see how to subscribe to the 2011 calendars.

### SANReN comes to Cape Town

The substantial increases in Internet bandwidth that UCT received during late 2009 and again earlier this year may have alleviated some of the pressure on Internet access, but is there anything else on the bandwidth horizon?

The simple answer is "Yes!" All going well, UCT can expect to be connected to SANReN in June/July 2011. The South African National Research Network is a project being driven by the South African Department of Science and Technology (DST) as part of their cyber-infrastructure initiative.

UCT will be connected to SANReN via its Cape Town Metro dark fibre network, which is currently under construction. According to the Meraka Institute, who are contracted to deploy and manage SANReN, most of the groundwork for the Cape Metro network has been completed. Contractors have completed almost all of the site surveys and have started trenching and

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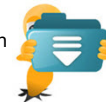
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building the core routes.

SANReN isn't just about faster Internet access - although that is definitely a benefit. SANReN will also link South African research and education communities to each other, to the research networks around the world and to the commodity Internet.

**McAfee Internet security comes in at number 2**

The latest [tests by NSS Labs](#) show that some consumer antivirus software products are declining in performance as the number of malicious software programmes and websites increases. On the plus side though, McAfee's Internet Security came in second out of 11 products tested.



According to Rick Moy, president of NSS Labs, "It's a cat and mouse game. The bad guys basically are getting smarter. At any given point, the antivirus products have to catch up". This is adding the latest t all the more reason to make sure that you [test your version of McAfee](#) to make sure it is the up-to-date and correctly configured on your computer.

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