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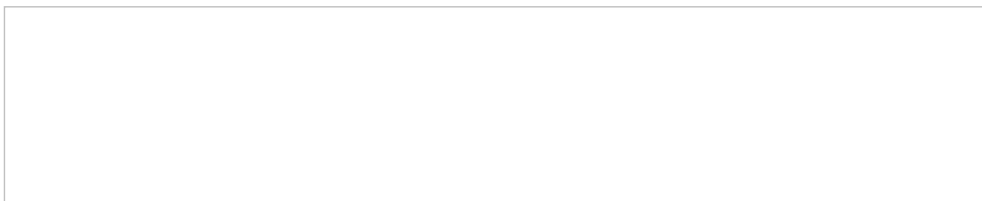
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August dates to remember:

Scheduled maintenance slot
The next maintenance slot is set for **15 August 2010** from 09:00 to 17:00. The full 2010 maintenance schedule is available on our ICTS website.

McAfee Anti-virus update
McAfee has released a new version of their anti-virus agent, which will be rolled out to campus in August. Information about the upgrade will be sent out via email and will be published on the ICTS website.

Have we met our obligations? The ICT Core Services Service Level Agreement 2nd quarter report (April to June 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.

Did you know?

Hello, this is the University of Cape Town. Brenda speaking. How may I help you?"

The friendly operators who answer the UCT Central Switchboard are part of ICTS's Customer Services Division, located in the ICTS building, 7 Main Road, Mowbray.

These knowledgeable operators answer calls coming in to UCT's main number and service approximately 4 500 extension users (across our many UCT campuses) and about 300 external connections.

Their office hours are Mondays to Fridays from 08:00 - 16:30.

After hours calls are directed to a night service, manned by Campus Protection Services.

Need help?

Log a call via our:

- Online call logging system
- Email: icts-helpdesk@uct.ac.za

Respect your future & WIN great prizes

You have until **13 August** to enter the UCT Respects Copyright quiz that is being run on Vula.

The competition is open to all UCT staff and students, and participants will be asked to look at 12 scenarios to identify whether or not copyright infringements have taken place. Only correct entries will be eligible for the main prizes, but spot prizes will also be awarded to those who just take part! All prize winners will be notified on 31 August.

Have a look at the UCT Respects Copyright page for competition and prize details.

Did you know that we offer a data capture service?

The data capture service, offered by ICTS to staff, students and external customers; reduces the amount of time you'd normally spend marking and capturing data (from surveys, tests, questionnaires, course evaluations or student exams), and allows you to focus on other aspects of your work. This chargeable service offers either manual or Multiple Choice Questionnaire (MCQ) data capturing. Information can be captured into Excel, Falcon 6.0, Access, Statistica, SPSS or even into your own customised database program.

The MCQ service includes:

- the cost of the actual forms (100 forms per pack),
- the processing of the forms,
- the automatic marking of up to 270 specialised multiple choice questions (where each question has up to 5 choices per question) or true/false forms that have up to 600 questions,
- an examiner's print out, which provides a list of the correct answers; a list of the students' results; useful histograms and a statistical summary that provides a descriptive analysis of the exam as a whole,
- an item analysis that assesses the quality of each question in the exam by analysing the pattern of the responses received,
- a notice board printout that includes a list of the students' results that you can display for your students/respondents.

The MCQ programme is a very powerful tool and allows you to (amongst other things) adjust scoring, treat abstentions as wrong answers, add a consistent mark per question, allocate penalties or delete questions on an exam. The programme can also assess the quality of the questions and indicate which ones were possibly answered in a random manner or should be deleted.

For more information, either phone ext 3021 or 3032 during support hours (Monday - Friday 08:00 - 16:00 and Thursdays 08:00 - 15:25) or send an email to icts-datacapture@uct.ac.za

Upgrade to MS Office 2007: It's as easy as 1,2,3

Don't get left behind! If you are not already using Office 2007 we recommend that you upgrade now. Microsoft has already released Office 2010 and ICTS will now start compatibility testing before releasing it to campus. In the meantime, if you're still using Office 2003, we encourage you to upgrade to Office 2007 now.

The following steps show you how to:

1. **Install Office 2007:** Read this article to see How to install MS Office 2007.
2. **Get hands-on training:** Visit the ICTS Training Calendar to view upcoming MS Office courses, dates and costs, and register online to book your seat.
3. **Watch video tutorials:** Log on to Vula and follow the LearnOnline link on the My Workspace pane. You'll find a number of interactive video tutorials showing you how to use Office 2007.

- Telephone:
  (021) 650 4500

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Contact us:

We welcome your feedback, comments and questions about this newsletter or any service ICTS offers.

Email: icts-feedback@uct.ac.za and we'll either publish your feedback/ answer in the next newsletter or respond to you directly.

For more information, go to the ICTS website | Desktop Support | Microsoft Office 2007.

ASAUDIT benefits ICT in SA universities

Sakkie Janse van Rensburg, UCT's Executive Director: ICT has been elected as the Chairman of ASAUDIT (Association of South African University Directors of Information Technology). ASAUDIT is a body of ICT directors from the 23 universities across South Africa.

The purpose of ASAUDIT is to promote and advance the use and support of computing and information technology in University teaching, research and administration through a variety of relevant means, including but not limited to the following:-

- Developing relationships with key members of the Higher Education sector, locally and internationally.
- Promoting professional skills and conduct in university IT management.
- Serving as unitary voice for the South African Higher Education IT profession.
- Providing mutual support mechanisms to members.
- Encouraging development and application of standards and best practices.
- Sharing expertise among members and colleagues.
- Organising informative events.

CAUDIT (the Australian equivalent to ASAUDIT) will be visiting South Africa and meeting the IT Directors in September 2010.

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

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