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July dates to remember:

Scheduled maintenance slot
The next maintenance slot is set for **18 July 2010** from 09:00 to 17:00. The full 2010 **maintenance schedule** is available on our ICTS website.

Training schedule
Our latest **training schedule** of ICTS courses has been published to the ICTS website.

UCT respects copyright campaign
The **UCT respects copyright** campaign will continue in July and will include information about copyright, a list of copyright FAQ's and an online Quiz, hosted on Vula, that has awesome prizes up for grabs. Watch your mailbox for more details.

Need help?

Log a call via our:

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

Subscribe:

You're welcome to subscribe to our icts-newsletter-l mailing list by going to: <https://lists.uct.ac.za/mailman/listinfo/icts-newsletter-l>



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 the answer in the next newsletter or respond to you directly.

Welcome to our first newsletter

We like to keep our campus community in the know, which is why you've been selected to receive our first ICTS Bits & Bytes newsletter for 2010.

Your email address was copied from our icts-announce-l mailing list into the icts-newsletter-l list. Once a month you will receive this newsletter filled with service updates, hints and tips, reminders and IT industry highlights. We hope you enjoy it and look forward to each new release. You are welcome to forward or print this newsletter to encourage your colleagues to subscribe to our [mailing list](#).

We've moved!

ICTS has moved to 7 Main Road, Mowbray, which is situated near the JP Duminy residence. The ICTS Front Office remains on Upper Campus where you can drop off equipment, collect disks and access other services. The ICTS Training courses will continue to be held in the Kramer building. [Directions and maps](#) to our new building are available online.

Individual caught sharing copyrighted software

UCT was recently served with a *take down* notice by the Internet Enforcement Team at [Business Software Alliance](#) (BSA). BSA had established that copyrighted software was being illegally shared using BitTorrent, a peer-to-peer file sharing protocol.

This is an extract from the take down notice:



Making copyrighted software available for unauthorised downloading online is highly damaging to copyright holders and wastes your network resources. Furthermore, such unauthorised activity exposes the offender and related third parties to potential legal liability.

The individual responsible for sharing the software, and his line management, were approached and the software has been removed. UCT respects copyright and does not sanction any type of unauthorised use or sharing of any type of copyrighted content, whether it is software, fonts, music, movies, TV series, pictures or images.

Can we use Skype at UCT?

The SEACOM cable, switched on in late July 2009, has provided UCT and other Higher Education institutions (HEs) with high capacity connectivity at a lower cost and has increased the speed at which information can be downloaded off the web. This means that online applications like Skype can now be used on campus.

Skype is a great tool for live video conferencing, instant messaging, file transfers, short message services and even for making telephone calls from your computer to other Skype users (who are online), and to non-Skype users by calling their landline or cellphone numbers.



Getting started: Download the latest version from the [Skype website](#) and then **disable supernode behaviour** using the instructions on the ICTS website. If you need a headset and webcam, contact our [Acquisitions Department](#) so that you can start "skyping".

Top ten IT issues in higher education

The recent 7th Annual EDUCAUSE Current Issues Survey revealed the top ten IT issues of strategic importance in higher education. The top five issues were: 1) Funding, 2) Administrative/ Information Systems, 3) Security, 4) Teaching and learning with technology, and 5) Identity/ Access Management. The report recommends that current and future IT leaders in higher education adapt to and balance their tasks against the identified top ten IT issues when planning for the future. The full report and results are available on their [website](#).

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