



The ICTS 2020 vision

Changing the traditional way of doing things at an organisation may be a huge adjustment, but ICTS has taken on the challenge of undergoing a transformation that will

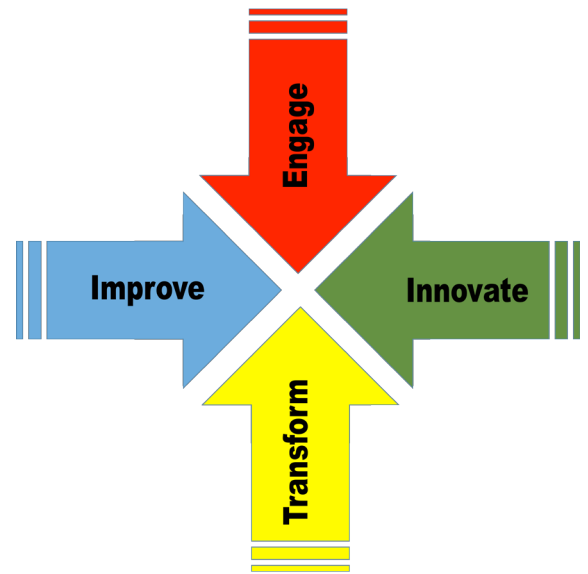
- maintain and continue to develop the current ICT infrastructure
- make sure that ICTS enables people to be effective and efficient
- use the current infrastructure for future opportunities to gain economies of scale

During 2015, ICTS contracted the services of Simplify Solutions, a consulting company that assists organisations in shaping their future. This is done by coaching them in developing sustainable innovation during times of high change with constrained resources.

With their assistance, ICTS started the process of changing its vision and mission that will not only seek to improve the services provided to campus, but also change the culture within the department.

In preparation for the coming changes, ICTS management scheduled a number of sessions aimed at providing staff with an overview of what this process will entail.

Building on the existing motto which is to enable people, the new strategy will look to transform ICTS so that there is stronger engagement, continuous improvement and innovation. ICTS therefore hopes to forge a common ownership of UCT over the next five years through valuing and affirming diversity, actively engaging with our African identity and becoming more representative of the country's demographics.



The ICTS 2020 vision logo highlights ICTS's focus for the next few years.

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Message from the ICT Executive Director



2015 was a challenging year for UCT and higher education institutions as a whole. Students stood up and made sure that their voices were heard during the #mustfall campaigns.

These protests resulted in some online processes needing to change in a matter of hours in order to accommodate the new developments. One of the benefits of having a number of our systems and services online is that UCT staff could continue working off campus during the university closures.

Researchers are continuing to generate vast amounts of data that need to be stored and processed. In order to accommodate these datasets, ICTS has built a dedicated

data centre for UCT researchers. This data centre will also accommodate the African Research Cloud, which is a collaboration between South African universities. It links South African Universities to their African and international counterparts. UCT and North-West University are the first two universities to sign a Memorandum of Understanding which outlines each university's responsibilities. We hope to grow the membership in 2016.

Overall it has been business as usual, but none of the services that we offer would be possible without the dedicated team of ICTS staff. We are a family and support each other in order to get things done. I would like to thank each and every one of the ICTS team members for a job well done in 2015. I look forward to seeing what great things we can accomplish in 2016.

Sakkie Janse van Rensburg
Executive Director of ICT at UCT

Snapshot of 2015

Communication tools

With an increase in terrorist attacks and mass shootings taking place globally, ICTS developed an emergency evacuation SMS system in a matter of hours. The system enables UCT's Communications and Marketing Department to send out an evacuation SMS to over 48000 students and staff. The system will only be used should it be necessary to evacuate all staff and students from campus in an emergency.



Extended support hours offered during loadshedding



During the first part of the year when the country was experiencing bouts of loadshedding, ICTS introduced extended emergency support hours. This was to address any problems that affected the network infrastructure and the telephone system on which a number of critical UCT services are dependent. A dedicated mobile number was put in place for staff members to report problems after hours. These issues were addressed and resolved as quickly as possible by the standby team to avoid a general loss of service.

Email

UCT retirees can now choose to keep their UCT email address and mailbox after they leave UCT. Retirees wishing to do this simply need to complete the necessary documentation six months before their employment contract ends.



Staff mailboxes have been hosted on the onsite Microsoft Exchange mail server since the migration from GroupWise in 2012. Students have, however, been enjoying the benefits of the cloud-based email system Office365 for a number of years. After conducting the necessary testing, ICTS migrated one faculty/department at a time to Office 365. The migration will continue during the first half of 2016. One of the benefits of this system is that a staff member's mailbox size increases from 10GB to 50GB. This platform also offers advanced security and functionality and significant savings in infrastructure costs for the university.

ICTS audit



ICTS received a clean audit. The Ernst & Young annual IT audit's scope varies each year, but places emphasis on logical user access, server security settings (SAP and PeopleSoft), change control, backup processes and policies underlying the above aspects. After the 2014 audit, ten findings and recommendations were presented to ICTS management to resolve. Since then, six of the findings have been completed and four are partially resolved. It is worth noting that the four partially resolved findings do not have a high risk impact to the university.

Identity access

UCT embarked on an exciting project to use fingerprints to identify students during examinations. ICTS purchased and tested the necessary equipment together with Properties & Services to capture the fingerprints of all undergraduate students.



Snapshot of 2015

Internet access



UCT'S Internet service provider, TENET, introduced a low-bandwidth, flexible system for conducting a video conference. Vidyo allows staff to participate in video conferences from any device – whether desktop, laptop or mobile. The service is available on Windows, Linux and Mac OS X and includes clients for Android and iOS. The benefit of this system is that it requires low bandwidth so users with a slow connection can still make a call. It is also ideal for webinars or other conferences where static images, such as PowerPoint presentations, are used.

Internet access became proxy-free in UCT residences, meaning that students who connect to the Internet via a network cable no longer have to go via UCT's proxy server. Instead they can access the Internet directly. This is particularly beneficial for those who use specialised software that isn't compatible with proxies.

Leadership development

Customer Services Division Director, Kira Chernotsky, joined the ASAUDIT Leadership Institute (ALI) as a faculty member. The Institute is designed as a development program for higher education professionals who manage some aspect of information technology and resources. The faculty comprises experts in Higher Education from Australia, USA and South Africa. Kira's expertise lies in *Speaking with Impact* which provides delegates with tried and tested methods to conduct presentations.



Software



Microsoft no longer supports Windows XP or provides support, updates or patches for this operating system. This means that machines still using Windows XP pose a potential risk to the UCT network. ICTS therefore encourages people to upgrade to a newer operating system as soon as possible.

Telephony



Gone are the days of seeing “private number” appear when receiving a call from UCT. Call line identification (CLI) has been activated at UCT thanks to a change to the Independent Communications Authority of South Africa (ICASA) regulations. When an external number is dialled from a UCT extension, the UCT number is now visible to the other party.

Over the past few years, ICTS has been moving UCT staff from the old telephone system onto a new IP-based telephone system. During 2015, the last few staff members using old analogue phones were migrated to IP phones and ICTS engineers were able to shut down the old PABX.

ICTS arranged a number of information sessions across campus to help staff use the IP telephony system more efficiently. ICTS engineers answered questions, had in-depth discussions about Microsoft Lync and gave a live demonstration of the video conferencing capabilities available via Lync.

The call waiting feature on IP phones alerted staff members to a second incoming call to their number, which, if unanswered, would then go to voicemail. A decision was then made by the University Information and Communication Technology Committee (UICTC) to deactivate this feature as callers were under the false impression that calls were going unanswered when in fact the person was busy on a call. Following this decision, a change was made so that callers will hear a busy tone and will be diverted directly to voicemail if a staff member is already on a call.

The eduroam Configuration Assistant Tool (CAT) helps staff and students connect their mobile devices quickly and securely to UCT's wireless network. Installation files are available for Windows, Mac OS X, Linux laptops and for Android and iOS mobile devices. The tool also offers protection from rogue WiFi networks that may be impersonating the authentic eduroam service at UCT.

Web management



UCT's bandwidth reporting website was upgraded. The improved site, <http://bandwidth.uct.ac.za>, allows staff and students to track their bandwidth usage and see how their Internet traffic is categorised. The usage graphs and statistics offer an in-depth summary of an individual's web usage and comprehensive reporting about their Internet traffic.

The WordPress blogging system was introduced to campus allowing staff, postgraduate students and student organisations to create an official UCT blog.

Blogs@UCT, which requires no coding or HTML experience and whose interface has similar features to the Microsoft Word toolbar, makes it easy to add text, images and hyperlinks. This platform replaces the old blogging site, which is still available at www.blogs.uct.ac.za.

Wireless



UCTS made Guest WiFi access easier. Any permanent UCT staff member can now sponsor a guest account on the UCT Guest wireless network via the UCT Guest WiFi portal. Once a guest account has been created, visitors are able to access the Internet from any of the UCT campuses for an initial period of three days.

ICT in numbers



Wireless access points

>3500



Outgoing emails sent by UCT staff

36 918 859



Incoming emails sent to UCT staff

74 915 333



Rejected as spam

47 676 875

ICTS implements online exam deferral system within 72 hours



The #feesmustfall protests saw universities across South Africa unite against an increase in student fees for 2016. Many universities, including UCT, closed their doors in order to address the situation, which saw thousands of students march to Parliament in Cape Town and the Union Buildings in Pretoria. The university also made a decision to postpone the final exams for two weeks and to give students the opportunity to defer their exams to January 2016.

Under normal circumstances, deferrals are a lengthy process and this, together with the timing of the protests and examinations, made it impossible for the standard deferral process to be used. Instead the Deputy Registrar, Karen van Heerden, asked ICTS put together a solution that would allow students to defer their exams quickly and easily.

“We had to put a plan together to defer exams against a very tight timeline. It took 72 hours from the time that the request was made to getting it up and running. ICTS created an option for students to defer their exams by

simply logging on to PeopleSoft and clicking a button. It was amazing,” said van Heerden.

Even though the process was simplified for students, the complex background process was still the same. In addition to the online deferral method, ICTS created a process to send a confirmation letter to those students who opted to defer their exams. A daily report was sent to UCT management team to keep them informed about the number of referrals. By the end of the process, there were 3370 online deferrals and an additional 2000 paper deferrals.

“We usually only have 350 deferrals at any given time - already a lot to process. And the #feesmustfall campaign resulted in 10 times more than the average. This was a good example of how ICTS supports the business and does what is necessary to get the job done. We are very system dependent and ICTS has once again shown how fabulous they are in terms of production,” added van Heerden.

Loadshedding affects UCT

At the start of 2015, South Africans suffered regular bouts of loadshedding - which often occurred during working hours.

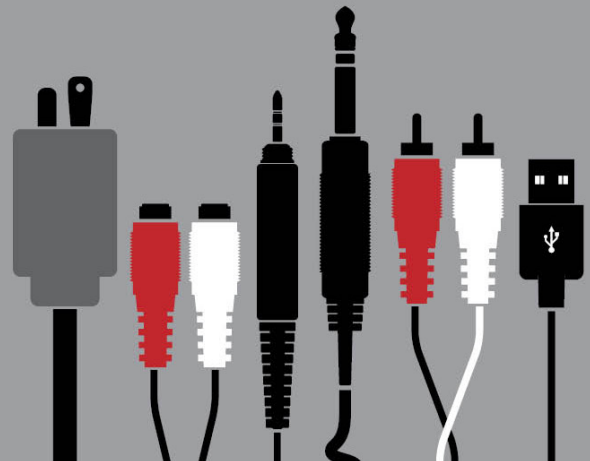
In order to ensure that staff were aware of when campus would be affected by loadshedding, a schedule was made available on the ICTS website with icons for the various stages. Posters were also placed across campus with tips on how to prepare for load shedding and how to protect data and equipment.

One of the challenges with load shedding is that the IP telephony system does not work. For this reason, ICTS recommended that people download and use the Lync 2013 app to stay connected during load shedding by using their mobile smartphones to make and receive voice calls, chat via instant message and participate in video conferences. When the mobile device is connected to a wireless network and the call is routed via Lync 2013, the cost of the call is much lower than if made via the cellular network.

Keep it charged

Make sure all your devices are charged and ready to run on battery power

#loadshedding



ICTS assists UCT phonathon with loadshedding challenge

Every year, a group of UCT students volunteer their evenings to participate in the annual UCT Phonathon. These students contact UCT alumni and ask them to make a donation that will help fund UCT's financial aid scheme and other strategic projects.

The threat of possible loadshedding prevented the phonathon from taking place in the Baxter student computing lab, which has been used for the past three years. The organisers sent an urgent request to ICTS, who offered the after hours use of the IT Helpdesk area which uses an Uninterruptible Power Supply (UPS).

Individual Giving Liaison Manager, Jasmine Erasmus, who coordinates the phonathon each year, said that after considering the feasibility of the various options, the IT Helpdesk was the most appropriate solution. "Thank you for all your support in swiftly establishing a 'load-shedding free' space for the UCT Phonathon at the ICTS-on-Main Building. We were welcomed by Farai, Kurt and the Helpdesk team and were able to run the phonathon without the challenges and disruptions of the scheduled power outages.

"Once again the ICTS partnership has provided solutions in strengthening the phonathon programme," added Erasmus.

Cyber security stepped up at UCT

South Africa loses more than R5.8 billion a year to cybercrime. The country has also been rated 3rd highest in terms of cybercrime on a list of 24 countries included in the 2013 Norton Report.

Higher education institutions are known for producing cutting edge research and owning large data repositories of confidential information. This marks them as sought-after victims for hackers. Following cyber attacks on well-known companies and universities in recent months, UCT established a Computer Security Incident Response Team

(CSIRT). The CSIRT responds to, controls and manages computer security incidents such as attempted or successful unauthorized access, disclosure, or misuse of computing systems, data or networks (including hacking and theft). Once the team is alerted to a potential incident the issue is investigated, assessed and resolved as quickly as possible.

Staff members or students can report a computer security incident by sending an email to csirt@uct.ac.za.

Report security incidents!



UCT's eResearch HPC blog wins accolade

The results are in and UCT's High Performance Computing (HPC) blog, Big-Bytes, came second in the Best Science and Technology field of the 2015 South African Blog awards. Travel Start was named the overall winner for 2015.

Best Digital Street SA took top honours in the Best Science and Technology Blog, followed by UCT's Big-Bytes blog and the Silicon Cape Initiative.

Big-Bytes has been running since June 2009 and documents the experiences of the UCT HPC team, providing insight into their technical research as well as their ability to provide solutions to problems they encounter. The blog describes a lengthy technical journey which has delivered a stable and robust HPC platform for UCT researchers.

Senior Technical Specialist, Timothy Carr, one of the blog administrators, said that this is the first time they've entered the awards.

"The SA Blog Awards provides a platform to showcase the blog so that other institutions, who have never heard of what we do can read about the technical challenges we encounter," said Carr.

He added that they never expected to be a runner-up, but are chuffed with the outcome. "This is a great achievement for the team and everyone here is delighted with the award."

The annual awards showcase and recognise the best South African blogs. Bloggers can enter their blog into any two of the 16 categories. The public is then invited to vote from 25 November to 31 December.

With this sort of success Carr says the team is determined to publish articles more regularly. "For 2016 our readers can expect a 'Year of Adventure' with the blog not only focusing on High Performance Computing, but also other research domains within the University. The journey continues ..."



HPC experts Andrew Lewis and Timothy Carr at work in the Upper Campus Data Centre.

African Research Cloud fosters collaboration

With an increase in demand to meet big data requirements, North-West University and the University of Cape Town have signed a Memorandum of Understanding (MoU) to support South African and African researchers via the Africa Research Cloud (ARC).

Big data projects such as the Square Kilometre Array (SKA) and the MeerKAT, which is being built in South Africa as a precursor to the SKA, have placed extra pressure on ICT resources to meet their demands in managing big data.

The University of the Western Cape, North-West University and the University of Cape Town have therefore joined forces to establish the inter-university Institute for Data Intensive Astronomy (IDIA).

This project brings together researchers in the fields of astronomy, computer science, statistics and eResearch technologies to create data science capacity for leadership in the MeerKAT SKA precursor projects, other precursor and pathfinder programmes and SKA key science.

The ARC will provide distributed data storage, compute resources, other cyber infrastructure and skills



North-West University IT director Boeta Pretorius (left) and Sakkie Janse van Rensburg, Executive Director for ICT at UCT at the signing of an MoU on the Africa Research Cloud.

development among the partners into a networked research and development platform for data intensive radio astronomy.

By signing the MoU, both universities have agreed to co-operate in designing, building, maintaining and supporting the ARC, which is based on Openstack and Ubuntu. The three universities have set aside R50 million in funds for IDIA over the next five years.

UCT assists in setting up Cape Big Data Facility

While UCT has dedicated storage for research data, there is a need in the Western Cape to provide storage for research projects that stretches across government, academia and business.

The proposed Big Data High Performance Computing Centre will provide the required high performance computing and data storage requirements to the SKA Project, and to clients within these industries.

This will allow them to exploit the opportunities offered by advanced computing, storage and networking systems to enhance their processes, products and services.

UCT will assist with building a commercialised high performance computing facility containing super computers and parallel processing techniques to solve complex computational problems.

Researchers are shown the ropes in using High Performance Computing

Thanks to enormous advances in information and communication technology (ICT) in the last decade, researchers in every discipline and at every level are working with data sets of a size previously inconceivable. High Performance Computing (HPC) offers researchers the capacity to handle and analyse enormous data sets at very high speeds. With the use of HPC, tasks that would normally have taken weeks or months can be reduced to a matter of hours.

A challenge for researchers, particularly postgraduate and emerging researchers, is that while the technology exists to manage these data sets, researchers may not be adequately equipped to use these technologies. The eResearch Centre fills this skills gap by offering both a

beginners and an advanced course on High Performance Computing (HPC). During the basics course that took place in March, HPC specialists, Timothy Carr and Andrew Lewis provided an introduction to Linux - the operating system on which the HPC facilities are run. They also provided more detail as to what kind of HPC facilities the eResearch Centre offers, what the difference is between a CPU (Central Processing Unit) and a GPU (Graphics Processing Unit) and how to submit jobs to the HPC scheduler. The advanced course covered higher level concepts in HPC such as interactive job submission and parametric jobs and offered insight into software and storage, common network file systems, storage types and data transfer.

High performance computing statistics

53

Citations

1450

HPC cores

12million

HPC computational hours

220TB

Research data storage

New detailed transcripts a first in South Africa

In previous years, student transcripts showed only the subjects that students had passed. Even though all the subjects were listed, there wasn't sufficient detail on what each subject entailed.

Using PeopleSoft functionality, the ICTS Systems Division was able to add a description of each subject to the transcript. This gives employers a better understanding of the skills acquired on each course.

Deputy Registrar, Karen van Heerden said: "This was a long complicated project, but it is the first in South Africa. The transcripts, which will be rolled out in 2016, will include the SAQA registration number and an outline of the students' qualifications."



ICTS Data Centre aids research

ICTS commissioned the construction of a R6.1 million self-sufficient state-of-the-art data centre (DC) in the basement of the ICTS-on-Main building. This was necessary due to both the Upper Campus and Bremner data centres nearly reaching capacity. The new DC currently provides additional redundancy in services and network connectivity to both data centres. It also provides the University with additional cloud and high performance computing services, with the African Research Cloud (ARC) becoming the first resident of the data centre.

The ICTS DC was designed and built from the ground up in partnership with Infrastructure Solutions (Infrasol). It consists of a 20 rack fully contained pod, with hot aisle containment cooling, facilitated currently by 4 air-conditioning units. Provision was made for the addition of two units as needed. Power supply is from existing feeds to the ICTS on Main building, IT equipment is supplied and protected by 2 x 200Kva UPS units, backed up by a 400Kva emergency diesel generator. The ICTS DC environment and infrastructure are monitored by an APC NetBotz system. The ICTS DC also features a customised cable management solution designed by Panduit.

The DC officially handed over to UCT on the 30 June 2015, provides the following benefits:

- Increased compute, storage and network capacity at UCT.
- Increased redundancy for the UCT network.
- State-of-the-art data centre for ARC equipment and other equipment to follow.
- Fully automated and holistically managed NetBotz monitoring system which reduces human resource overhead.
- A convenient location in the ICTS basement in close proximity to ICTS technicians.

UCT represented in national Business Analysts organisation

After attending the Business Analysis Summit Southern Africa (BASSA) conference in 2012, ICTS Senior Business Analyst, Trevor Joubert, was nominated and elected to serve on the board of the South African IIBA Chapter (IIBA®-SA).



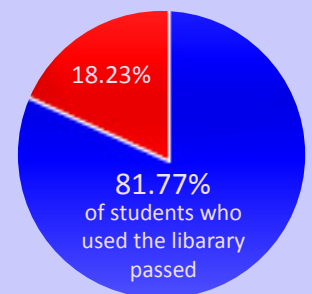
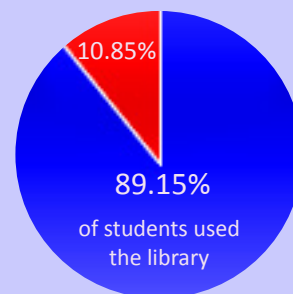
The IIBA, an organisation based in Canada, focuses on the global community of professional business analysts and specifically the business analysis profession. IIBA®-SA is a registered section 21 (not for profit) organisation and exists within the broader structure and goals of IIBA®. It focuses more specifically on the needs of the South African community of professional business analysts. It is active in both Gauteng, Kwazulu Natal and the Western Cape regions. The IIBA®-SA Board and various committees are made up of volunteer business analysts from all over South Africa.

Since joining, Trevor has served on the IIBA®-SA board as the Communications portfolio holder and currently as the Treasury portfolio holder. He has also participated as a member of the annual BASSA conference organisation committee.

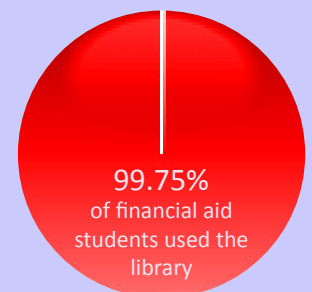
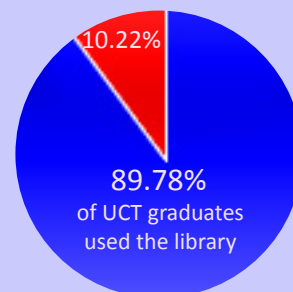
"I think the most rewarding aspect of my involvement with SA IIBA Chapter has been the opportunity to work, learn and become friends with a small, incredibly dedicated and resourceful group of fellow business analysts. I encourage anyone to seriously consider getting involved in an organisation or society representing something they're interested in or passionate about," said Trevor.

ICTS helps UCT Libraries analyse how their services help students

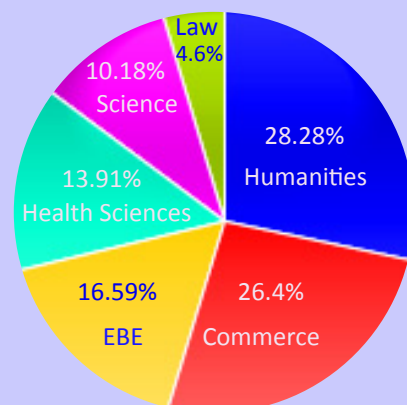
UCT Libraries wanted to determine how the services that they provide to students assist them with their studies. The department met with ICTS to discuss their requirements and to provide data that they had collated in 2014. Using this data in conjunction with students' 2014 academic results, ICTS developers were able to create a library data warehouse including pass rates, numbers of graduates and usage of the facilities by financial aid students.



2014 data



Library usage per faculty



ICTS staff member elected to global Oracle user group

Every two years, IT people from around the world nominate themselves to be part of the Oracle user groups. Anyone applying to sit on a user group must be a full-time employee at an institution that uses Oracle. Their nomination is then reviewed by the Oracle board and shortlisted nominees with the highest votes are elected to the various user groups.

Christo Saunders, Specialist Developer in ICTS's Systems Division Team, submitted his nomination and was elected in 2015 as a member of the Global Higher Education User Group's Product Advisory Group. This user community group represents the interests of higher education institutions worldwide who use the PeopleSoft Campus Community module. His co-members include representatives from Ireland, Canada, USA, UK and Australia. An Oracle representative and Oracle Board member are also assigned to each user group. Saunders' role is the Campus Community Forum Monitor, which involves regularly checking feedback and issues raised by institutions around the world. He can either resolve an issue or report to it to the Oracle team for resolution. He can also recommend changes that will improve the way that PeopleSoft is used at UCT.



"Even though I volunteer my time to the user group, I get to work with international people, including a member of the board, and get the latest news on what Oracle is working on. I can also contribute ideas and information based on the feedback I get from other institutions."

One of his tasks includes creating Oracle user documentation and he has already uploaded a number of YouTube how-to videos.

Members from all the user groups are invited to attend annual international and regional conferences at which institutions using PeopleSoft and Oracle get together. The Southern African Higher Education User Group (SAHEUG) conference took place at the University of Cape Town in 2015 and over 200 national and international delegates attended.

"The conference is useful in that we can see what other universities are doing, what their issues are and how we can learn from each other," said Saunders.

Online forms streamline the logging of maintenance calls

P&S's Director of Maintenance & Operations, Christo Odendaal, recently attended a workshop where a consultant mentioned how online forms were used to quickly and easily log requests in SAP PM.

"I got hold of the consultant after the workshop and arranged for him to investigate the possibility of such a form to be developed in the UCT maintenance environment. We then contracted him to develop the online form according to our specifications. In this development process we required ICTS to assist the consultant with SAP PM accessibility," said Odendaal.

ICTS's Systems Division team facilitated access and technical support on SAP PM configuration. An Adobe Acrobat form was created to allow both SAP and non-SAP users to submit a maintenance request directly to SAP PM. Once an incident is logged, the originator receives an automated confirmation email with the notification number. Any work executed or changes made on that

request are automatically communicated via email to the originator. A final email is sent to the originator once the work is completed.

"We provided training on how to use the form to various groups that log maintenance requests and they have adopted this method of logging an incident. We have already seen time saving in terms of incidents being logged. The form will be rolled out to the wider UCT community early 2016. This form has drastically changed the way in which a request is logged and communication on the status of the work."

"We are grateful to ICTS for the role that they have played in assisting to get this form up and running. We especially commend the Content Management team who setup the form on the UCT website as well as create a help manual and video. We look forward to continuous support in the new year", added Odendaal.

New vendor take-on process saves time

The university takes on new vendors all the time and they all need to be paid whether they are student, trade or temporary vendors. However, the vendor creation process was a lengthy, time consuming process involving many hard copy forms and lots of communication between UCT and the prospective vendors. UCT's Procurement department wanted to automate this process and make it more efficient by opting for an Adobe interactive form solution.

"Previously a UCT staff member would need to send an email to Vendor Management with details of a proposed vendor. This team would review the draft to see if the vendor met UCT requirements. After this initial approval, the vendor would then need to provide the necessary supporting documentation. Sometimes a vendor would send this pack of information on the same day while others would take a few weeks to send it. Vendor Management would then review the documentation again to ensure that it met UCT requirements and give the final go-ahead," said Cindy Hiebner, Systems Support Administrator at UCT Procurement & Payments.

The procurement team were invited to a demonstration showing how to use Adobe Acrobat forms and the SAP Business Workflow. After seeing what the system can do, they contracted an external company to show them how to set up a similar system in Procurement. ICTS was then asked to provide assistance with specifications and getting the system set up on campus. After months of development work and a number of changes, the system was rolled out.

"One of the issues that we previously had was that the requestor wasn't kept in the loop on where the vendor application was. The system now sends an email to the requestor each time a step is completed in the process.

"We are continually working to improve the process with the support from ICTS," added Hiebner.

Business Objects assists in tracking student throughput

Not all students who register at UCT graduate at the end of their studies. Some drop out while others move on to other degree programmes or higher education institution. In order to determine student throughput, the Department of Engineering and the Built Environment (EBE) embarked on a fact finding mission to see what happens to those students who apply to study in the EBE faculty.

Professor Kobus van Zyl said that the Faculty (and the university) has never had one system in place to manage throughput. "Each department had their own way of calculating throughput, making comparisons between departments unreliable. Even the IPD calculates throughput in a way that differs from the Department of Higher Education and Training's (DHET) definition. This means that the throughput statistics reported in our teaching and learning reports were not the official DHET numbers, which may have create a false impression of our throughput".

With a background in coding, van Zyl knew what he and his colleagues required from such a report, but he still needed assistance in developing a system that would generate the report. He approached ICTS for assistance and after a lengthy development and testing process, they were able to generate the required reports.

"They developed a number of user-friendly Business Objects reports of student performance for the Faculty. These reports are a great benefit to our staff as they come in handy when advising students or managing throughput.

"There are ways to calculate throughput, depending on what the results will be used for. For instance, the DHET definition does not include students who drop out in the first semester of their entry year, while internally the faculty may want to include these students to get the bigger picture. I think it is important that we acknowledge the different methods and mention the method we are using when reporting throughput statistics," added van Zyl.

He added that even though the system is now in use, the faculty will continue to work with ICTS to tweak the system.

Software highlighted in 2015

During 2015 ICTS introduced, rolled out or tested the software packages, applications and Internet browsers listed below.

Adobe Acrobat Pro

ICTS attained the site licence for Adobe Acrobat Pro for use by UCT staff and on UCT machines. This software is a powerful application offering versatile features that allow one to work with and manipulate files to create slick and professional documents. Acrobat Pro can be used to create secure PDFs, edit PDFs and combine different file types into a PDF.



UCT staff get to use MS Office for free

Microsoft's online productivity suite, Office 365 was made available for free to all UCT staff members and postdoctoral fellows in their personal capacities.



The suite offers most of the popular Microsoft Office 2013 applications and can be installed on up to 5 personally-owned computers (PCs / laptops and Macs), 5 tablets and 5 phones. This includes Apple, Android or Windows mobile devices. The applications can also be installed onto UCT-owned mobile devices, but not onto UCT-owned desktop computers or laptops as these are already covered by the Microsoft campus agreement.

Office 365 synchronises files seamlessly from one device to another. A staff member can start working on a document on campus and continue working on it either on their mobile device or on a home computer.

Skype for business

Microsoft recently rebranded Lync, their popular communications suite, to Skype for Business.



UCT wasn't immediately moved over to Skype for Business, as ICTS first had to conduct the obligatory product suitability testing. Once that stage was successfully completed, the software was rolled out to all staff members.

The importance of installing Windows patches

ICTS created easy to follow instructions for staff to ensure that their operating system (Windows 7, Windows 8 and Windows 10) is up to date. Computers that are not updated with the latest security and application patches can put the UCT network at risk and make the machine vulnerable to cyber attacks.

Windows 10, El Capitan and Office 2016

Microsoft and Apple both released their



new operating systems, Windows 10 and El Capitan OS X 10.11, respectively during 2015. In addition, Microsoft also released Microsoft Office 2016 for Windows and Mac.



Every new operating system, browser or Microsoft Office suite that is released goes through extensive product suitability testing to ensure that it does not conflict with existing systems and services in use on campus. ICTS does most of the testing, but requested assistance from other IT staff and departments on campus to conduct testing on the services that they manage.

NATE comes to UCT

More than 200 representatives from 18 South African universities gathered at the University of Cape Town to attend the National ASAUDIT Technology Event.

Each year ASAUDIT asks a different South African university to host the event. This three-day event invites IT staff to present on the work and projects that are currently underway at their universities. It is also a great place for collaboration and networking.

In 2015, presentations covered a wide variety of topics ranging from eResearch, identity management and firewalls to service desks, audio-visual applications and cloud computing. There were also demonstrations by Microsoft on the various services and applications that they offer. With more universities starting to use Office 365, there was a dedicated session that covered all aspects of Microsoft's online solution.

Vendors were also invited to showcase their products and to answer any questions delegates had about their products or services. ICTS also had a number of stands to showcase the range of services they provide. One of the highlights of the event was the Oculus Rift which was on display at the UCT eResearch Centre stand. After putting on a pair of hi-tech goggles, delegates were transported to a virtual reality world where they could experience the thrill of being on a rollercoaster or taking a trip into space.

Giving feedback on the event, one delegate said "I gained more knowledge than expected", while another added "I enjoyed the three days. Some presentations were very informative and I have met several people who have opened doors to visit other universities so that I can gain more IT knowledge and provide solutions."



Chris Mtshengu from the UCT eResearch Centre team looks on as a NATE delegate tries out the Oculus Rift

ICT conference support on the rise

The University of Cape Town played host to a number of events and conferences during 2015. For most of these events, ICTS was contacted to provide wireless access for delegates. There were also a number of events that required audio-visual support, which was provided by ICTS's Classroom Support Services (CSS) team.

Departmental Manager at the School of Economics, Nondwe De Caires, contacted CSS to provide assistance with the biennial Economic Society of South Africa conference which took place in September. The conference, attended by more than 340 people, covered a range of topics including the history of economics, economics of tobacco control, labour markets, policies, inflation, international trade, money and banking and firm behaviour.

The CSS team were asked to assist with computer equipment, sound and lighting in the conference venue. "The team was very efficient and kind – Ansell was the best. He was very kind, patient and helpful throughout the conference. Thank you to all the guys who were involved in the conference. They made it a success and I could not have asked for a better team," said De Caires.

Organiser of the Wildlife in Crisis Conference, Kat Couzyn, also requested audio-visual and ICT support for their event which took place in May. This conference took on a different format from normal proceedings as the event was scheduled for three-hour long evening sessions over three days. The conference's focus was on wildlife

poaching, trade and trafficking. Speakers came from a range of wildlife organisations, government departments and parastatals and law enforcement situated in South Africa and abroad.

The public was invited to attend for free on a first-come, first-served basis. A webcast was also set up to accommodate those unable to get to the venue. In addition to the ICTS technical team ensuring that there was sufficient bandwidth to do a webcast, the CSS team was also onsite each night to assist with microphones for speakers and audience members and to assist speakers with setting up their presentations.



"The team was very responsive and were active in their aid and accommodation in all areas. They made themselves available to do support after hours on each of the 3 nights and were there to assist when we experienced minor hiccups with regards to microphones and screen presentations," said Couzyn.

Overall the event was a success with the 350-capacity venue almost full all three nights and an additional 150 people watching online.

Cape Epic kicks off at UCT

Rated as the world's premier mountain bike stage race, the ABSA Cape Epic takes members of a two-person team on a challenging eight-day adventure ride through the Western Cape. The roughly 800km challenge race changes routes annually and last year's event kicked off and ended at the University of Cape Town's rugby fields.

In order to ensure that the world could follow the race, ICTS was called in to stream the event live. They also provided Internet connectivity and wireless access for the many journalists covering the event. This meant installing sufficient fibre optic cables to meet intensive network requirements.

The event was successfully televised live on SuperSport and streamed via the Cape Epic website.



Gaming event raises funds for charity



“What better way to raise funds for a charity, than by doing something I love, which is gaming”, said UCT student, Chadley Kemp. He hosted a successful Cause Gaming Charity LAN on campus, which raised R5000 for the Red Cross Children’s Hospital Trust.

“There are many influences for me hosting a charity event, although one of the main reasons was because I wanted to start something unique. I wanted to start something that would ultimately help others”, said Kemp.

Nearly 80 people of all ages attended the event which saw an array of games being played including DOTA 2 (an old classic from the Warcraft 3 days), League of Legends, Call of Duty and Counter Strike.

Thanks to the ICT support provided by ICTS, there were about 60 games on the go at any given time. “We asked for 80Mbps synchronous bandwidth, with privileged connections to various gaming servers (Valve, Origin, etc). We also supplied ICTS with the UDP/TCP/IP ports to be unblocked and they were extremely efficient getting things sorted for us.

“Working with ICTS was incredibly smooth and easy - I think Bruce Fielies gave me the most direction with regard to hosting the event at UCT, especially considering the requirements we needed. I had great communication from him and his team and when they dispatched engineers to set up, they were fast, efficient and really friendly. The people I worked with were also very kind in explaining certain things that I didn’t quite understand to ensure that ICTS was able to supply us with what we needed,” said Kemp.

With his first charity event a raving success, Kemp hopes to establish a platform for competitive gaming to promote South African e-sports through gaming for a cause. “I want to connect people through gaming so that we can create a better future for all by positively changing the lives of others”, added Kemp.

ICTS on the ground

IT liaisons get sneak preview of what's to come

Some faculties have dedicated IT managers and IT liaisons to assist them with any ICT-related issues. These IT liaisons are the vital link between their faculty and ICTS.

In order to show appreciation for the contribution that these representatives make, ICTS arranged a special tea where IT managers and liaisons could find out first-hand about upcoming changes to the ICT environment that were likely to affect their departments and faculties. Following a short presentation, ICTS project managers and service owners were on hand to answer questions.



Personalised visits from ICTS staff members

ICTS staff visited colleagues located in the Kaplan Centre, Oppenheimer Institute, AC Jordan Building and Mathematics Building on two occasions during the year. Each visit showcased new or improved services offered by ICTS and gave faculty and support staff the opportunity to raise questions or concerns regarding ICT services.

The majority of the staff were satisfied with the support provided by ICTS, there were a number of academics who were unaware of the range of services provided by the UCT eResearch Centre. Some also highlighted the need for better Linux support.

ICTS assists first-year students to become ICT ready

Starting as a first-year student can be quite daunting. Students have to come to terms with a new environment, different campuses, new classmates and lecturers and figure out the Jammie shuttle routes. While some can easily adapt to their new educational home, most don't know where to begin.

At the start of the academic year, UCT hosts O-week where ICTS has a stand. ICTS staff members assist students with changing their passwords, setting up wireless and email on their mobile devices, installing anti-virus and promoting the services that ICTS provides to them. They also answer any questions students may have and hand out postcards and how-to instructions.

This is some of the students' feedback after visiting the ICTS stand:

- "I received full attention and my problems were sorted out."
- "So helpful! Clear, effective, and patient. Thank you!"
- "Really helpful, immediately fixed my problems. Friendly."
- "Great assistance and attention."
- "Very approachable and ready to help."
- "Every time I have come to ICTS I have been helped efficiently and the ICTS staff have been exceptional."

Classroom Support Services gets thumbs up

Academic Development Lecturer, Anita Campbell, has been using ICTS's Classroom Support Services since 2013, but had quite intense interaction with them during the first semester of 2015.

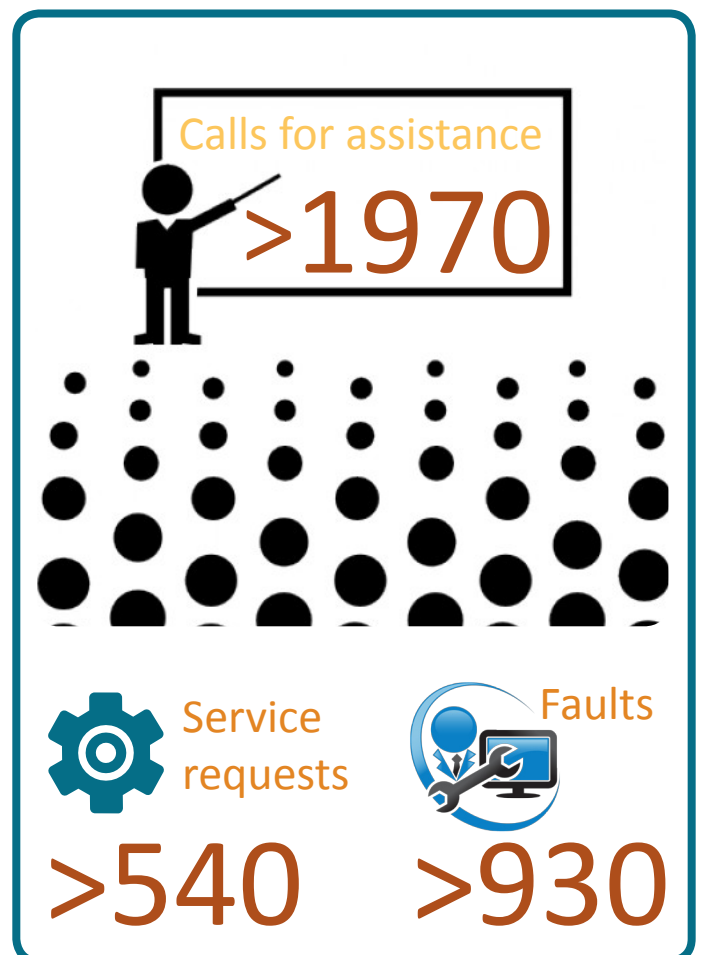
Anita, who lectures mathematics to students in the ASPECT programme at UCT said "I have been using a classroom that has the full set up and occasionally things go wrong. I use the phone in the classroom to log a call and a CSS consultant shows up within minutes to assist me."

The CSS team doesn't only provide support when things go wrong. They act as technology guides in the newly renovated classrooms. "They showed me how I could duplicate the information onto both screens or show separate images on separate screens. They are not only providing support but also teaching us how to use the technology to our advantage."

In the second half of the year, Anita had to use a centrally bookable venue that had not yet been upgraded and it only had a projector screen and television. Luckily she had her own data projector, but she was able to rely on CSS to provide her with a loan document camera.

Jill Patel from the Department of English Literature agrees. "It feels good to know that the Classroom Support Services team is there to provide assistance if we need a cable or if there is a problem with equipment in a lecture theatre".

Jill regularly logs calls via the Classroom Support Services Helpdesk on behalf of the academics in her department. "I am the go-to girl in our department and academics will report any issues to me. I simply phone and they either come with a cable or resolve the equipment problem in the lecture theatre. I am extremely happy with them and don't know what we would do without them."



How-to video shows academics how to capitalise on the flexibility of the UCT classroom

The new UCT classroom not only offers the latest audio visual and IT equipment, it also caters for different styles of teaching so that lecturers can either continue to use their preferred methods of instruction or leverage the new technology to create exciting multimedia lectures. To show how all new equipment works, ICTS created a short video aimed at lecturers and other users of the classroom equipment. The video is available on the ICTS website.

Feedback about the video has been positive. "This is AN EXCELLENT demo video on the fabulous new classrooms. I have floundered about in a few of them this last year thinking that I was doing quite well, but I have discovered that I was using only half the options available. The video content is comprehensive and accessible, the presenter friendly and clear and the



production tightly edited with appropriate musical background and text prompts," said Associate Professor Jane English.

Flash drives help first-year students acclimatise to university life

In 2014, high quality, data-loaded flash drives were handed out to all first year students in the Health Sciences and Law faculties, to IAPO students and to a contingent of postgraduate students. Based on the overwhelmingly positive feedback from both staff and students to this initiative in 2014, ICTS made this option available to all faculties again for 2015. This time around, Commerce also opted to go the paperless route.

The concept behind the initiative is to front-load information for students to help them acclimatise to their first year of higher education. They are provided with faculty-specific information as well as other useful information such as Jammie Shuttle routes, campus maps, student health and safety information. The flash drive also includes information about the range of IT services available to them, instructions on how to connect to the UCT wireless network, useful software



such as McAfee antivirus and a copy of RapidTyping to help students improve their typing ability.

Students from the Faculty of Health Sciences had the following to say about their flash drives: "The flash drive provided information that made the transition into university life a lot easier in terms of getting to know all of the services available, rules and regulations and what is expected. Informing the students of all of the support systems is also very useful. By storing this information on a flash drive, a student can easily access it during the year when necessary."

"The flash gave me an overview of what to expect at UCT. It got me started with how things work. It gave me more details and explained in depth things that were not very clear in the undergraduate prospectus."

Keep in touch with video conferencing

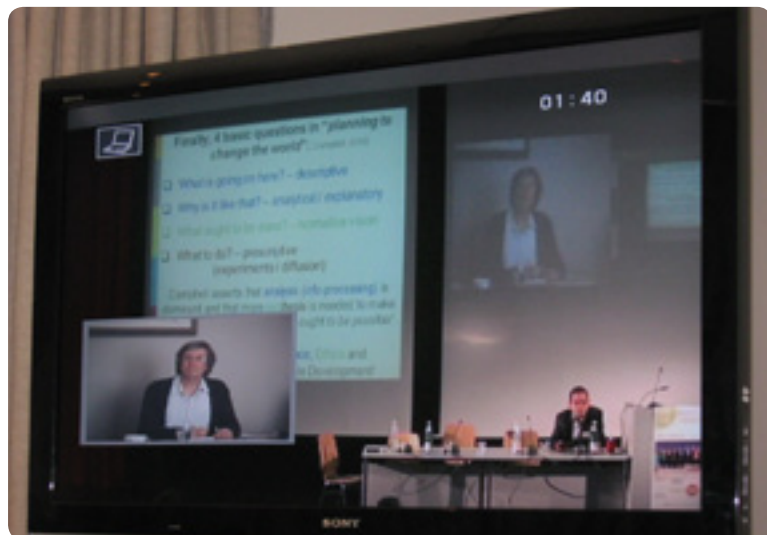
UCT regularly hosts international students who conduct their research under the supervision of UCT academics. However, they are still required to provide their respective home institutions with regular research updates.

One such case is academic, Dr Raymond Roman from the Department of Oceanography who works with a number of international universities and institutions. "We have 1-2 video conferences a week with the various French institutions that we are collaborating with."

Dr Roman is also part of the International Union of Geodesy and Geophysics (IUGG) and often has to sit in video conferences with about 5-10 people from multiple organisations that are also part of IUGG.

"Video conferencing is so easy to set up. We can choose between the Polycom solution that we already have or Vidyo, which is a solution that TENET has made available. Microsoft Lync works well if it is just a few of us and it can be used to share presentations."

He is also a member of a number of international science institutions who often stream seminars. UCT assists in streaming these talks to the University of KwaZulu-Natal, Nelson Mandela Metropolitan University and Pretoria.



"I am grateful for the technology that UCT has. It works well for the academic setup that we have and we can't do without it. We get far better quality here than you would at other places.

"We also have a good quality Internet connection, which is sufficient for what we need to do. Last year there were a few dropped connections, but this year we haven't experiencing any," concluded Dr Roman.

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Students get the opportunity to earn an income while studying at UCT



ICTS employs a number of UCT students on an ad-hoc basis to provide additional assistance in the IT Helpdesk and student computing labs located across campus. Previously separate recruitment processes were run for each of the different teams. In 2015, ICTS decided to streamline the process.

The recruitment process used to end just days before the start of the final exam, but the improved process ends at least two weeks before the exams, allowing students to put all their focus on their studies instead of having to worry about an interview. More than 400 students uploaded their CVs to Vula and were invited to write a competency-based test. Based on their test results, the successful students were invited to attend an interview. ICTS offered 150 students short-term

contracts to assist in the IT and Classroom Support Helpdesks as well as in the student computing labs.

Like their predecessors, these students will be able to manage their shifts using the web-based WhenToWork application. Lab administrators previously had to manage lab assistants' shifts using an Excel spreadsheet. In order to create a more centralised approach, ICTS opted to use WhenToWork which allows lab administrators and managers as well as students to manage shifts in one location. Management can monitor shifts and keep track of who is working at a particular time, while students can swap shifts when necessary.

The system also generates reports and is always available as it is web-based.

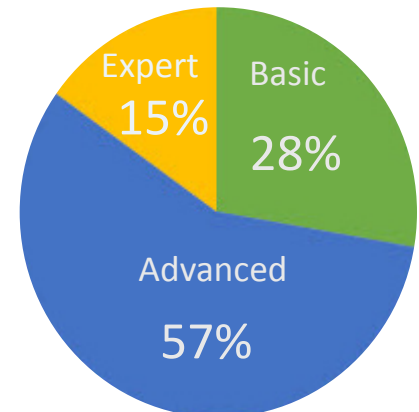
Campus rates their satisfaction with ICT services

Over 30% of the 255 respondents who participated in the 2015 ICTS Customer Survey indicated that they have seen an improvement in Internet access on campus. 56% of respondents said that they prefer using email when logging a call.

The ICTS Customer Survey, which takes place every two years, gives UCT staff the opportunity to rate their satisfaction with ICT services. It also provides ICTS with a platform to determine how the department is fairing and where improvements or changes are required.

88%

Satisfied with level of support received from ICTS



Respondents rate their computer expertise

Rated as the most important ICT services

Internet access

Email and calendaring

Internet speeds

Anti-spam & Virus

Wireless



Top methods for resolving an ICT-related problem

66% Figure it out myself

56% Search the web

56% Email the IT Helpdesk

55% Look on the ICTS website

52% Ask a colleague



Feedback from respondents

"I am very reliant on computer access for many of my work functions as well as communication. In the rare instance that ICT/computer service is interrupted it makes me realise the luxury of having a fast, comprehensive and well supported service at UCT."

"I find the consultants on the whole are really helpful and they are generally really patient; a key attribute!"

"99% of requests placed with ICTS receive a response almost immediately / without having to check with them. If the Helpdesk cannot assist 'immediately' they make the effort of getting assistance."

"ICTS has improved significantly in the last few years. I can quite honestly say that you guys are doing well."

"I have always received prompt and appropriate responses to my queries. The follow up communication in the form of the email notifying closure of the call is helpful."

"Aside from waiting on the phone line, I believe that the quality of service and communication has improved."

Meeting IT training needs

IT Academy helps staff and students to become Microsoft Office specialists

Sinethemba Mandyoli, e-Learning Consultant at the Faculty of Health Sciences' Educational Development Unit, was looking for a course to help him with his 2015 personal development goals. After ICTS signed up for the Microsoft IT Academy, he accessed the site and selected the Microsoft Outlook and Microsoft Word courses.



"The IT academy is a beautiful resource that does not only allow you to read content, it also allows you to test your knowledge with small exercises," he added. "It takes away the rigid learning that happens when one reads manuals. The combination of video and audio learning works much better than a manual".

Over 500 students and staff have already accessed this online training library that contains thousands of videos on Microsoft's Office programs, ranging from basic computing to more advanced courses. Access to the course material is free, but those wanting to write the Microsoft Office Specialist, Expert or Master certification exams must pay their own examination fees.

"As someone who also trains ICT to Faculty of Health Sciences staff and students, this allows me to have an edge as far as the improvements of the Microsoft packages are concerned. Microsoft 2013 has been rolled out in our student computing labs, which means that I need to keep abreast of the latest developments in our faculty" says Mandyoli.

Free IBM SPSS Statistics training courses offered

With an increase in the number of people using statistical packages to process and analyse data, ICTS arranged a basic IBM SPSS Statistics course to assist those with little or no experience to use this software. The one-day course introduced the IBM SPSS Statistics package and showed delegates how to import and modify data, set variable properties, summarise individual and variable relationships, and to create and edit charts.

The course was initially scheduled to be a once-off event, but due to popular demand a number of subsequent courses were then scheduled.

2015 Training

51 Application training courses



313 attendees

30 Systems training courses



297 attendees

Top 10 lynda.com courses accessed in 2015 at UCT

- | | |
|--------------------------------|--------------------------------|
| 1 Excel 2013 | 6 Word 2013 Essential training |
| 2 Foundation of programming | 7 Android-related |
| 3 Excel 2010 | 8 Java Essential Training |
| 4 How to you use lynda.com | 9 AutoCAD |
| 5 WordPress Essential Training | 10 HTML Essential Training |



“lynda.com is the greatest thing that has happened to me”



Third-year BComm accounting student, Dudley Mutero, has been using lynda.com since he joined a society in 2014.

“They were looking for someone to take photographs and make posters. I needed to learn Photoshop basics and started watching YouTube videos. Then I heard about lynda.com from ICTS. It is the best thing that has ever happened. There are thousands of videos that you can access and the best part is the app - because you can download videos to your phone and watch them later. That way it doesn’t use up your data,” said Mutero.

Since then he has used lynda.com to assist with his videography and Excel skills. “The exercise files are really helpful because you can practice what you have just learnt. There is just so much you can do with lynda.com. You can improve your communications skills, develop your presentation skills and even pick up tips on how to improve your body posture.

“I have told so many people about this resource and how helpful it has been to me,” added Mutero.

“lynda.com helped polish my skills”

Senior Library Assistant Awot Gebregziabher has been using lynda.com since it was made available to campus and said it has definitely helped improve her skills. “I like the content and skills training available on lynda.com and I would like to thank ICTS for making it available to the community. I even suggest that my non-UCT friends buy a licence and make use of the courses.

“I am specifically interested in filmmaking and camera recording and therefore I spend a good few hours of some evenings and weekends viewing the training. It really helped me to polish my skills.

“The challenge is making time for it and making data available for off campus viewing,” said Gebregziabher.

IT Helpdesk home to a third of SA's Apple Certified Support Professionals

With more people on campus using Apple Macs, members of the IT Helpdesk team thought that it would be beneficial to them and to campus to become Apple Certified Support Professionals (ACSP). This certification is rated as one of the best helpdesk certifications for 2016 and so the consultants willingly set aside their Saturdays to attend the five-week OS X Support Essentials course in preparation for the exam.



The course was run by fellow IT Helpdesk consultant, Gershon Hutchinson, who has previously attained his ACSP certification. "This is not the first time I have conducted this type of training. I try to do it once a year as my way of giving back to the University," said Hutchinson.

The course covered content in the Apple OS X Support Essentials book as well as potential practicals that the consultants might come across in the exam. At the end of the course, the consultants wrote a mock exam put together by Hutchinson to test their knowledge.

"Not only did the consultants give up their time (Saturdays and evening studies) to go through a 1000-page book, they have also mastered the material." All seven consultants, including Hutchinson, wrote the external exam and passed. They join the ranks of a small group of South Africans who have also attained this certification.

"I have been wanting to do this course for a number of years, but kept on putting it off. The course was intense, but Gershon was very encouraging and told us that we will pass. Once we had gone through the user guide, he set up a mock exam which gave us the boost we needed to take the final exam. Since then I feel more confident helping staff who have Apple Macs and have been able to resolve a number of issues. I would encourage my colleagues to go on the course as it gives you the confidence to handle any Apple Mac-related issues."



Goolaam Mohamed

"I have been wanting to do this course for the past few years, but every time Gershon ran the course I was too late to apply. Since becoming a Junior Helpdesk Consultant this was one of the things I needed to do and the moment the email went out I immediately responded. "It was not easy giving up my Saturdays, but in the end it was worth it. It has made me feel a bit more confident in handling calls relating to Apple products."



Shahiema Jaffer

"I realised that my Mac skills needed some brushing up and this course gave me the confidence to assist customers and understand the operating system better. I like showing them new things that I have learnt in the course. I feel part of a Mac culture now. I always had an interest in Macs and this certificate will help me maintain that culture."



Ishaq Khan

"I saw the course as a golden opportunity to gain valuable skills and knowledge about one of our supported operating systems. The course was intense, but very enriching. Gershon gave us loads of practical work to do that supported the theoretical information. The course has improved my knowledge and understanding of this OS and has made it less daunting to tackle from a troubleshooting standpoint"



Jamiela Dawood

"The IT environment is always evolving so continuous development is important or else you just stagnate! The course was fun and informative. It definitely improved my confidence when working in the Apple environment. A few days after the certification exam I was at a customer's office answering questions on Time Machine, I grabbed some paper and a pen and explained using diagrams."



Marvin Mellem

ICTS shows the benefits of having a dedicated research and development team



IT Helpdesk consultants (shown above) take turns to work in the R&D team

During the annual NATE conference, research and development (R&D) consultant, Andries Du Toit, presented on the benefits of having a dedicated R&D team in the IT Helpdesk. The IT Helpdesk is made up of different teams who log, route and resolve incidents, a workshop team to conduct hardware maintenance, installations and make deliveries and the UCT switchboard. The R&D team tests new software, patches, systems and operating systems before they are rolled out to campus.

ICTS enables the UCT community to adopt and exploit information technologies to enhance their work. “For this reason, there is a diverse device and software support base running Windows 7, 8.1 and 10, Mac OS X Mavericks, Yosemite and el Capitan, Linux, iOS and Android. There is also an increasing presence of Apple devices on campus and a need to accommodate a range of features,” said Du Toit.

This team therefore needs to ensure that each application introduced to campus can operate on the UCT network. They are responsible for participating in or running projects to conduct product suitability testing which

ensures that any new rollout is compatible with existing UCT core IT applications and services. They also ensure that the Helpdesk has the necessary skills and knowledge to support new applications or systems. Once approved they upload new and updated software to the Downloads section on the ICTS website. In addition to testing, the team also assists with handling complex incidents logged via the IT Helpdesk.







IT Helpdesk consultants rotate through different roles on a regular basis so that each member gets to experience the full spectrum of what the Helpdesk has to offer. “The benefit of using Service Desk consultants in the R&D function is they understand the end-user perspective and that they are able to step in for Service Desk consultants as described above,” added Du Toit.

“Being part of the R&D team allows the individual consultant to adapt to a different style of work and, therefore, the chance to acquire new skills like project management, workshop and meeting facilitation and technical business writing,” he said.

IT Service Desk: Helpdesk, ICTS Front Office, Workshop, Installations, Research & Development and the UCT Switchboard

This team logs, routes and actions all Helpdesk incidents and service requests. It does testing as well as research & development, and provides support to users of Windows, Apple Mac and Linux computers. It includes hardware, software support, computer installations and repairs.

Services include:

-  The logging, routing and resolution of ICT incidents, service requests, complaints and queries from customers.
-  First level user support (telephone, email and onsite visits)
-  Hardware maintenance
-  Computer and telephone installations
-  Delivery and collection of computer equipment
-  Research & development and testing of hardware and software



Staff members, include:

- Service Desk consultants*
- Workshop technicians
- Installation consultants
- Research and Development consultants
- Customer service representatives (deliveries)
- UCT Switchboard operators

*Team members rotate through all the various teams once or twice per year and are supplemented by a pool of students



The UCT Switchboard

- Professionally handle telephone calls coming into the central switchboard
- Provide accurate and creative responses to customer requests
- Route calls appropriately
- Co-ordinate emergency responses to campus in the event of a disruption to campus
- Maintain a high level of or organisational knowledge and understanding


> 7000 calls received monthly

Supported customers

Researchers
Staff
Students
Third Parties



49%

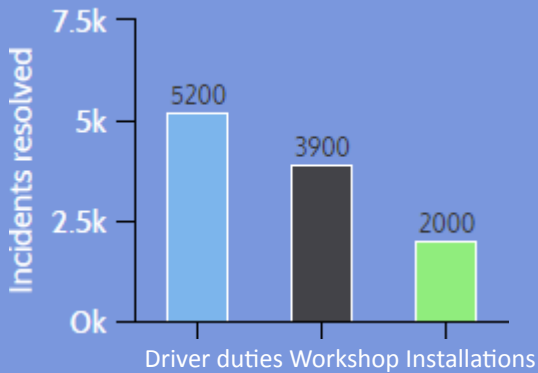
 Incidents logged via email

55 000
Calls closed per year

39%

 Incidents logged via telephone

Annual workshop and installation stats for 2015



Example of incident resolution



A customer contacts the service desk with a problem. The consultant begins troubleshooting over the phone or by connecting to their computer

Incident not solved



Incident resolved



Call closed



Incident assigned to an onsite consultant who visits the customer in person to solve the problem

Incident not solved



Incident resolved



Call closed



Customer's faulty hardware is collected and booked into the workshop for further troubleshooting and repairs.



Driver returns customer's machine and sets it up as per the customer's requirements

Call closed

Engage. Innovate. Transform. Improve.

ICTS staff put their hands deep in their pockets



Representatives from The Goedgedacht Trust and Mustadafin Foundation attended two free weekend workshops that covered critical skills in IT literacy and MS Office.

At the start of each year, ICTS selects four social responsibility initiatives that they will support during the year. Run by the ICTS Training and Communications team, fundraising activities are linked to fun events that help to bring the ICTS staff together. This includes selling cupcakes, stickers and badges, dressing up and running competitions.

The first event of the year was set up to raise funds for the Smile Foundation which helps to organise free corrective surgery for kids with facial abnormalities. In April, we ran Operation Smile and sold badges and cupcakes and ran a hugely successful 'Guess the baby' photo competition to raise R1500 for this noble cause.

The Goedgedacht Trust and Mustadafin Foundation are two local NGOs that provide vital support to rural and impoverished communities. Recognising a need for hands-on IT training, the ICTS trainers hosted two free weekend workshops in August to equip their volunteers and school teachers with critical skills in IT literacy and MS Office. The participants thoroughly enjoyed the training and were eager to learn even more at a later stage.

The Dassenberg Horse Rescue Centre cares for abused and abandoned horses (and other animals). We sold purple ribbons and collected donations amounting to R700, which was used to buy bales of hay for the horses and dog food for the rescued dogs that the centre also looks after.



Training offered by ICTS in 2015

Customised training

ICTS offered customised training in Access 2013, NetStorage, Excel for Mac, Word 2013, Web CMS Foundation, iManager and Right Fax to over 40 people in the following departments:



- Department of Surgery and Gynaecology
- Schools Development Unit
- Child Nurse Practice Development Initiative Office
- Postgraduate Funding Office
- Student Housing
- Dept. of Electrical Engineering
- Institute for Ageing in Africa

The training team first met with these departments to assess their team's needs and then custom-designed and implemented a training solution that addressed their needs.

Info sessions

The one hour Learn @ Lunch information sessions covered a range of application and technology topics.



During 2015, 10 sessions took place on upper campus and at medical school. The topics included:

- Excel Tips and Tricks
- Accessing your data from anywhere
- PowerPoint
- Advanced Internet Searching
- Google Docs, Sheets and Slides
- Cloud storage
- Google Apps for Education

Over 60 people attended these courses which were advertised on the UCT and ICTS websites as well as the UCT pop-up noticeboard.

Hands-on classroom training in 2015

The Excel 2013 essential skills, intermediate and advanced courses proved to be the most popular in 2015. More than 150 people attended the 21 courses that were scheduled for the year.



Over 60 attendees registered for the Outlook courses, which are based on the principles of using this application as a productivity and time management tool. The two courses cover effective email management and time management with calendar and tasks.

In addition to the Microsoft Office 2013 suite, ICTS Training also offered Adobe Acrobat courses. The Acrobat for rookies course introduced the features available in this tool and how to use it effectively. The eForm course was more focused on using this tool to create online forms and organise data. Four courses were run during the year, with just over 20 people in attendance.

Contact us

Go to **www.icts.uct.ac.za** > **Training** for more information on the training offered by ICTS.

Should you have any questions regarding training, please contact the ICTS Training Co-ordinator:

- Email: icts-training@uct.ac.za
- Phone 021 650 5329.



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