

ResNet services – Roles and responsibilities

Suppliers: Information and Communication Technology Services (ICTS), Student Housing and Residence Life (SH&RL)

Customer: Residents in UCT accommodation (that is managed by SH&RL) who have network connectivity from their rooms

NOTE:

In residences, the body responsible for support is Student Housing and Residence Life.

ICT services

- Access to the UCT network in residence rooms
- Access to:
 - the eduroam wireless network
 - the myUCT email system
 - licensed national and international online Library services
 - academic and administrative material on the UCT website and departmental websites
 - TURNITIN, the plagiarism detection software licensed for the campus as a whole
 - self-training resources including Lynda.com, Coursera and the Microsoft Imagine Academy
 - site licensed software including Statistica, SPSS, Nvivo, Endnote and McAfee anti-virus software
 - Office 365 for the duration of studies at UCT
 - patches for the Windows operating system
 - web browsing
 - files on home directory via the NetStorage web interface

Supplier constraints

Constraints are those things that would prevent SH&RL and ICTS from providing a service, over which SH&RL and ICTS have little control. For example, ICTS service delivery may occasionally be restricted by the service it in turn receives from vendors such as Eskom, despite best efforts to manage our relationship with them.

Prioritisation

ICTS prioritises issues and logged calls on the basis of their impact on University business. For example, a call logged by administrative staff during critical times such as registration, marks processing, etc. would get priority over a non-critical call logged by the Dean. Similarly, problems that affect several users would typically be prioritised over those affecting only one person.

Services	ICTS responsibility	SH&RL responsibility	Student obligations	Supplier constraints
Cabling and network points - installation	<ul style="list-style-type: none"> ICTS will install network points on an ad hoc basis by arrangement with SH&RL 	<ul style="list-style-type: none"> Must request an installation by logging a call with the IT Helpdesk Must fund the installation of all new network infrastructure Only one network point will be provided per student Must provide ducting, electrical work, secure and well-ventilated spaces to be used as wiring closets 		<ul style="list-style-type: none"> Location on campus will determine what kind of network infrastructure will be put in place Physical state of the building, ducting, underground sleeves, etc. will affect time taken for cabling
Cabling and network points – problems with individual points	<ul style="list-style-type: none"> Troubleshoot and fix 	<ul style="list-style-type: none"> Test with a working fly lead Log call with ICTS and provide all necessary information Provide budget for network infrastructure 	<ul style="list-style-type: none"> Inform Student Housing of problem If the damage is due to vandalism, the cost will be for the account of the student 	
Cabling - fly leads	<ul style="list-style-type: none"> As each new point is installed, provide one fly lead 	<ul style="list-style-type: none"> Manage fly leads Additional fly leads may be purchased from ICTS by arrangement 	<ul style="list-style-type: none"> If fly lead is lost or damaged, the cost will be for the account of the student 	

Room allocation	<ul style="list-style-type: none"> • Ensure that each student has access to either wired or wireless network in their residence. 			
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Services	ICTS responsibility	SH&RL responsibility	Student obligations	Supplier constraints
Secure operating system on computer	<ul style="list-style-type: none"> • Provide information on how to secure the computer 	<ul style="list-style-type: none"> • Advise students on how to secure their computer operating system 	<ul style="list-style-type: none"> • Use a secure computer operating system. • Ensure that computer is configured to receive regular OS patches and updates. • Install patches and updates. 	

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Virus protection	<ul style="list-style-type: none"> • Provide an anti-virus software package for all computers connected to the UCT network • For all computers connected to the UCT network, provide automatic updating of virus signatures on a regular basis • Keep the anti-virus section of the ICTS website up to date with current versions of anti-virus software, latest signatures and relevant documentation/info • Post relevant warnings about viruses to the ICTS website • Provide information about how to install the virus scanner 	<ul style="list-style-type: none"> • Provide desktop support for anti-virus software package • Assist students with installing the anti-virus software. • Report infected computers to the CSIRT. (csirt@uct.ac.za) 	<ul style="list-style-type: none"> • Install an anti-virus program such as the ICTS- recommended McAfee anti-virus on any computers connected to the UCT network. • Ensure that computer is configured to receive regular virus updates. • Do not install multiple anti-virus packages. • Respond to anti-virus messages and attempt to disinfect computer when instructed by anti-virus software on the desktop (i.e. do not ignore messages and warnings) • Inform Student Housing and CSIRT immediately when a computer has been infected by a virus and disinfection was not successful. • Remove infected computer from network • Read virus warnings and follow relevant instructions posted by ICTS on the ICTS website 	

Services	ICTS responsibility	SH&RL responsibility	Student obligations	Supplier constraints
<p>Network management and security</p>	<ul style="list-style-type: none"> • Network design, installation, configuration, troubleshooting and monitoring • Scheduled maintenance, e.g. upgrading of network equipment • Customers will be informed about scheduled maintenance at least 10 working days in advance via the icts- announce-l mailing list • Remove network access from insecure devices to protect network (i.e. unplug computers that are not patched or do not have updated anti-virus) • In the case of a serious infraction, inform SH&RL 	<ul style="list-style-type: none"> • Communicate the importance of network security to students. • In the case of a serious infraction, institute disciplinary proceedings against student(s) concerned. 	<ul style="list-style-type: none"> • Must inform SH&RL as soon as possible of any failures (ResNet or IT representative). • Must not deliberately compromise the security of the network. • Only one end-user device must be connected to each fixed network point (i.e. one computer or laptop). • Only valid UCT students may make use of UCT's network resources. 	<ul style="list-style-type: none"> • Power supply availability • Services (in some residences) provided by: <ul style="list-style-type: none"> ○ SANREN ○ Mikrotik Wireless Networks

Services	ICTS responsibility	SH&RL	Student obligations	Supplier constraints
<p>Access to:</p> <ul style="list-style-type: none"> • licensed national and international online Library services • academic material on the UCT website and departmental websites • TURNITIN, the plagiarism detection software licensed for the campus as a whole • online learning environments such as Lynda.com, Coursera, Microsoft IT Academy. 	<ul style="list-style-type: none"> • Traffic management: blocking, optimising, etc. • Provide information about how to configure the web browser. 	<ul style="list-style-type: none"> • Assist students with setting up their computer to access the web. 	<ul style="list-style-type: none"> • Must abide by UCT's acceptable internet usage policies. 	<ul style="list-style-type: none"> • Availability of the web- site being accessed and the internet links connecting UCT to it. • Speed cannot be guaranteed. • Speed as restricted by external suppliers.
<p>Web browsing</p>	<ul style="list-style-type: none"> • Monitor bandwidth usage by volume. • Remove network access from any student causing a Denial Of Service or posing a security risk. 	<ul style="list-style-type: none"> • Assist students with setting up their computer to access the web. 	<ul style="list-style-type: none"> • Must abide by UCT's acceptable internet usage policies. 	<ul style="list-style-type: none"> • Availability of the web- site being accessed and the internet links connecting UCT to it. • Speed cannot be guaranteed. • Speed as restricted by external suppliers.

Email	<ul style="list-style-type: none"> • Provide myUCT email service. • Provide info about the email service on their website. 		<ul style="list-style-type: none"> • Use Password Self-Service website to reset forgotten password. 	
<p>Software access</p> <p><i>Note:</i> ICTS provides a number of site-licensed software programs to students, which can be accessed from their downloads page at www.icts.uct.ac.za Downloads. These programs include McAfee anti-virus, EndNote, NVivo, Statistica, SPSS, Office 365 for up to five devices, and more.</p>	<ul style="list-style-type: none"> • Provide the latest licensed versions of available site-licensed software on the ICTS Downloads page. • Ensure that copies of the software are kept at the ICTS Front Office. • Manage the loan process for the CDs. 		<ul style="list-style-type: none"> • Bring a R20 deposit and student card in order to borrow CDs from the Front Office. 	

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Communication roles	<ul style="list-style-type: none"> • ICTS will abide by procedures outlined in the “Crisis Communication Procedures” document (see www.icts.uct.ac.za, About ICTS Policies) • All ICT notices, including scheduled downtime notices, will be posted to the icts- announce-l mailing list. • All ICTS notices will be posted to the ICTS Facebook and Twitter feeds. • ICTS will maintain the ICTS website and use it to communicate messages to the campus community Communication will precede all major changes and new service releases. 	<ul style="list-style-type: none"> • Ensure that ResNet staff are subscribed to the icts- announce-l mailing list. • Ensure that ResNet staff regularly read the ICTS website and are familiar with the policies and procedures in place. • ResNet staff should subscribe to the ICTS Facebook and Twitter feeds and check them regularly for announcements. • Ensure that all crisis communications are adequately communicated to students in residence. 	<ul style="list-style-type: none"> • Student IT representatives must be subscribed to icts- announce-l mailing list and regularly check their email for announcements. • Regularly read the ICTS website and follow all policies and procedures. • Other students in the residence are welcome to subscribe to icts- announce-l mailing list. • Subscribe to the ICTS Facebook and Twitter feeds and check them regularly for announcements. 	

Manage ICT service provision	<ul style="list-style-type: none">• Provide training on request from SH&RL.	<ul style="list-style-type: none">• Appoint a ResNet administrator.• Hold training workshops for ResNet student assistants and IT reps	<ul style="list-style-type: none">• Vote for and appoint an IT rep for each residence.• IT reps to timeously communicate issues and problems to the ResNet Administrator.• IT reps to provide feedback to students about logged calls.	
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