



Information and Communication Technology Services

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Volume 7 Number 4

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Dates to remember:

ICTS scheduled maintenance slot

The monthly ICTS scheduled maintenance slot will take place on **Sunday, 24 July 2016** from 09:00 – 17:00.

There will be no or limited ICT services during this time.

Training

Learn how to import, export and analyse data at the

Learn a new skill in your own time

Finding time to learn a new skill or improve upon existing skills can be challenging due to workloads and busy schedules. The range of [online training resources](#) available to UCT staff and students can help you learn at a pace that suits you.

[Lynda.com](#) gives you the freedom to choose what and when you want to learn. There are thousands of courses to choose from ranging from software and business to photography and design. If you're unsure of which course to take, use the learning paths option instead. Lynda.com has put together a range of courses that can help you become a manager, project

Learning Paths

coordinator, IT security specialist, bookkeeper, C++ developer and more. You can either watch these [videos online](#) or download them onto your [mobile device](#) or computer to watch later.



Another option is to use the [Synergise Training](#) to get to know more about Google Apps for Education. This online training resource provides beginner to advanced training on how to use Google Drive, Google Sheets, Google Docs and Google Slides. While training is provided for all the available applications it is worthwhile noting that some applications are not available at UCT.

Learning a new skill has become so much easier. All you need to do is schedule some time in your calendar, even if its just a few minutes a day.

Stay up to date with the latest ICT news on campus

Technology changes all the time. This is why ICTS introduces new services or upgrades existing ones to ensure that campus has the necessary ICT resources to perform varying tasks.

Each time this happens, ICTS sends a notification to UCT staff and students to ensure that they are aware of what is available. In most instances these notifications are sent to the icts-announce-l mailing list, which is dedicated to keeping campus informed about new or updated services, issues and training opportunities. [Subscribe to the list](#) to stay informed.

Alternatively, you can also follow us on [Twitter](#) or like our [Facebook](#)

Announcement

A new look for our email announcements

Dear UCT staff and students,

ICTS Communications periodically sends you notifications about ICT news on campus which may or will affect you, as well as information on new services, maintenance notifications and other announcements.

We have redesigned our email templates to bring you a simpler, cleaner and more streamlined look.

The messages we send you fall into several categories, which are colour-coded for your convenience.

The categories and colours are as follows:

Communications and meetings
Building works
Notice
Problem notice
Problem update
Problem resolved
Scheduled maintenance
Wrong mailbox notification

Regards,

ICTS Communications
ICTS - Information & Communication Technology Services (ICTS)
University of Cape Town

Need help?

Link a self-help icon

021-406-1000

Email: ictsc@uct.ac.za

Tel: 021-406-4000

Stay informed!

Subscribe to our mailing lists

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Please note:

ICTS staff will never ask you to communicate or share your password.

Projects

Service catalogue

Log a new call

Secure your machine

myUCT

Outlook Web App

Password Self Service

Downloads

NetStorage



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Excel 2013 Advanced workshop from 26-29 July 2016 (09:00-12:00). The course also covers methods to streamline your workflow, collaborate with others, audit worksheets, work with multiple workbooks and how to use Excel online.

Setting up a mail merge makes it easier to send documents to a large number of people. The ICTS trainers will show you how to setup the data source that contains the receivers' contact details and the main document or letter that will be sent to them. They will also take you through the process of how to print the mail merge documents. The **Word - Mail Merge workshop** takes place 27 July 2016 (09:00-12:00).

Learn how to save time by managing your mailbox more efficiently. The **Outlook 2013: Time Management with Calendar and Tasks course** takes place on 27 July 2016 on (13:30 - 16:30). The course shows you how to create appointments, meetings and events, organise email with flags and categories and manage tasks and to-do items.

During the **Access 2013 Essential Skills** course you will gain an overview of the Access 2013 environment and learn how to design, query and build a database, manage data in a table, design forms and generate reports. The course takes place 15-19 August 2016 (13:30 - 16:30).

Learn the basics of how to use IBM SPSS Statistics to analyse your data

page. Both platforms are used to keep campus informed about ICT matters. We post handy safety tips and keep you up to date on the latest technology offerings. And if you're experiencing a problem just post or comment and we'll get back to you.

Have an ICT question? Send your questions, concerns or comments to the [ICTS Feedback account](#). We will either provide you with the necessary information or ensure that a call is logged on your behalf. You can also use this email address to report a problem with the ICTS website.

Keep your mailbox in check

Depending on your role at UCT, you may only get a handful of emails, or you may get 100s which you need to process and keep track of.

Irrespective of the size of your mailbox, there are many ways that you can effectively manage incoming mail and reduce the number of emails in your inbox. The easiest to remember is the four Ds: Do, Defer, Delegate and Delete.

Do respond to emails that are urgent or that will take two minutes or less to process.

Defer an email if it's going to take a bit longer to respond to by marking it with a Task flag and setting a date by which to complete it. Alternatively, set an appointment in your calendar so that you process it on time.

Delegate emails that require action by another person, but keep the email in your mailbox so that you can monitor the process.

Delete emails that have been processed or that you no longer need. If you would prefer to keep an email for your records, file it in a designated folder in your mailbox.

Follow these useful steps and discover the benefits of using your inbox as a temporary holding place for new and unprocessed emails.

Let ICTS Acquisitions help you with your ICT purchases

Purchasing a new desktop computer or laptop can be quite a daunting experience. There are so many options to choose from - each with their own set of specifications.

The [ICTS Acquisitions team](#) listens to your requirements and provides you with options from the preferred UCT vendors at the best price. This service is available to UCT staff members who are purchasing using a cost centre and fund number.

The Acquisitions team can source Windows, Linux and Apple Mac desktops and notebooks, software as well as computer peripherals such as printers, keyboards and a mouse. All desktop systems, monitors and printers are fully supported and backed by the manufacturers' warranty. Some hardware has an [extended warranty](#). They also conform to, and are compatible with, the UCT standard and environment.



Take a look at the [Acquisitions price list](#) to see what is available. If your requirements are a little more specific, then the team will shop around and give you some options to choose from.

Once you are ready to place an order, simply [send an email](#) with the completed [MM010 Purchase order request form](#) containing the details about the item you wish to purchase, the cost centre and fund number and who the items are intended for. If you have opted for delivery, please ensure that you add the building name, the room number and a contact

Does your job entail statistical analysis, data management or data documentation? We've once again scheduled a free workshop to show you how you can use IBM SPSS Statistics to perform some of these tasks. The free introductory workshop will take place at the Health Teaching lab 1 & 2, Level 1, Anatomy Building (Health Sciences Campus) on 29 July 2016 (09:00 – 16:00).

The workshop will include an introduction to SPSS; how to read, understand, modify and prepare data; summarise variables; select subsets of cases; create and edit charts; and present results.

If you are interested in attending, please book via the [ICTS course booking form](#) (search for course number 3671) or send an email to icts-training@uct.ac.za.

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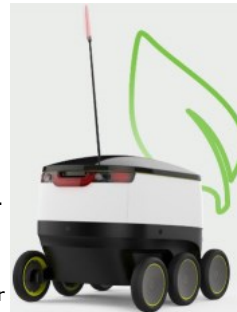
number. Once the item has been purchased, the purchasing consultant will remain in contact with you until you receive the item.

Delivery of packages just went robotic

How often do you cook for a dinner party only to discover halfway through that you are missing an ingredient or two? It happens, and often at times when you are running late and don't have the time to go to a store.

The creators of [Starship Technologies](#), co-founded by Skype co-founders Ahti Heinla and Janus Friis, understand your pain and have developed a six-wheeler self-driving robot that will deliver packages to your door at a time that is convenient to you.

A robot can cover a 5km radius and carry packages up to 9kg. Once a purchase is made, the robot's travel path is plotted by a member of the team. The robot is fitted with a GPS, radar and camera which it uses to find its way. The items are then placed in the carrier and the robot hits the roads. A delivery can take between 5 to 30 minutes depending on how far you are located from the centralised hub.



The robot is monitored throughout the journey to ensure that there are no thefts or incidents. It has also been programmed to navigate around people, cars and pets. In the event that it is unable to handle an incident, a team member will take control. The recipient can also track the robot's journey and is the only person that can open the cargo area once it arrives at its destination.

The company has partnered with a number of grocery and delivery companies in Switzerland, Germany and the UK for the testing phase, which commences this month. Residents in these countries can either buy online via the participating stores or use the Starship Technologies app. Unfortunately this robotic delivery service isn't available in South Africa. The company is, however, looking to expand to other European cities and to the USA.

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