

Driving Digital Transformation in the
4th Industrial Revolution



This brochure aims to showcase the various IT services. It will further attempt to introduce you to the multiple services available to your disposal. Upon opening these links, you will find how these IT services can make your life easier!



SERVICE CATALOGUE

Service Catalogue 2021



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Workplace

Technologies



SERVICE CATALOGUE

ACCOUNTS & PASSWORDS

- Guest Registrations (DIY) Password Management
- Password Management
- Staff Registrations
- Student Registrations

OFFICE AUTOMATION

- Afrikaans Spellchecker
- Google Drive for Staff
- Google Drive for Students
- NWU Templates for MS Office
- NWU Templates for Postgraduates
- PC Lab Virtualisation

WORKSTATION HARDWARE & SOFTWARE

- Antivirus Software
- Laptops & Tablets
- Office 365 ProPlus
- Printing
- Remote Support Software AnyDesk
- Student Laptop Support for NWU issued Laptops



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Information Technology Infrastructure

DATA STORAGE & RECOVERY

- Data Storage & Recovery

ELECTRONIC SERVICES

- Class-room technologies
- Research support Equipment
- e-Conferencing systems
- Sound and visual systems
- CCTV
- Access control
- Alarms
- Automation & monitoring
- Fire detection systems
- Other



NETWORK & WIFI

SERVICE CATALOGUE

- eduroam
- Internet
- Network Cables
- Network Point
- Open Port
- ResNAC (Residence Network Access)
- VPN (Virtual Private Network)
- VPN Limited (Virtual Private Network Limited)
- WiFi (Wireless Network for Mobile Computing)

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Communication & Collaboration



COLLABORATION & WEB SERVICES

- Intranet
- Nextcloud
- NWU Mobile App
- QuestionPro
- Skype for Business
- Web Publishing

EMAIL & CALENDARING

- Email & Calendaring
- Mobile Email & Calendaring
- Spam Filtering

TELEPHONY & MESSAGING

- Bulk SMS
- Office Telephones: Change Service Class & Pick Groups
- Office Telephones: Instruments and Cables
- Office Telephones: New Extension
- Office Telephones: New Pin Numbers
- Office Telephones: Resignations & New Appointments & Personal Detail Changes
- Office Telephones: Telephone Billing
- Office Telephones: Transfers & Swaps
- Office Telephones: Voicemail



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Services supported by IT

- Institutional Advancement System (DEVMAN)
- Kuali Financial System (KFS)
- NWU-Vending (VV)
- Oracle HR
- Site Administration & Access Control (NWU-SAS)
- Space Management System (VSS SPM)
- Student Administrative System (VSS)

SERVICE CATALOGUE



VISIT OUR
DIY PORTAL



SEE WHAT'S IN STORE FOR YOU!

New Apps | Undergraduate Students | Postgraduate Students
Staff | Guests

SHARE YOUR EXPERIENCES WITH US



Contact Information



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Contact us

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