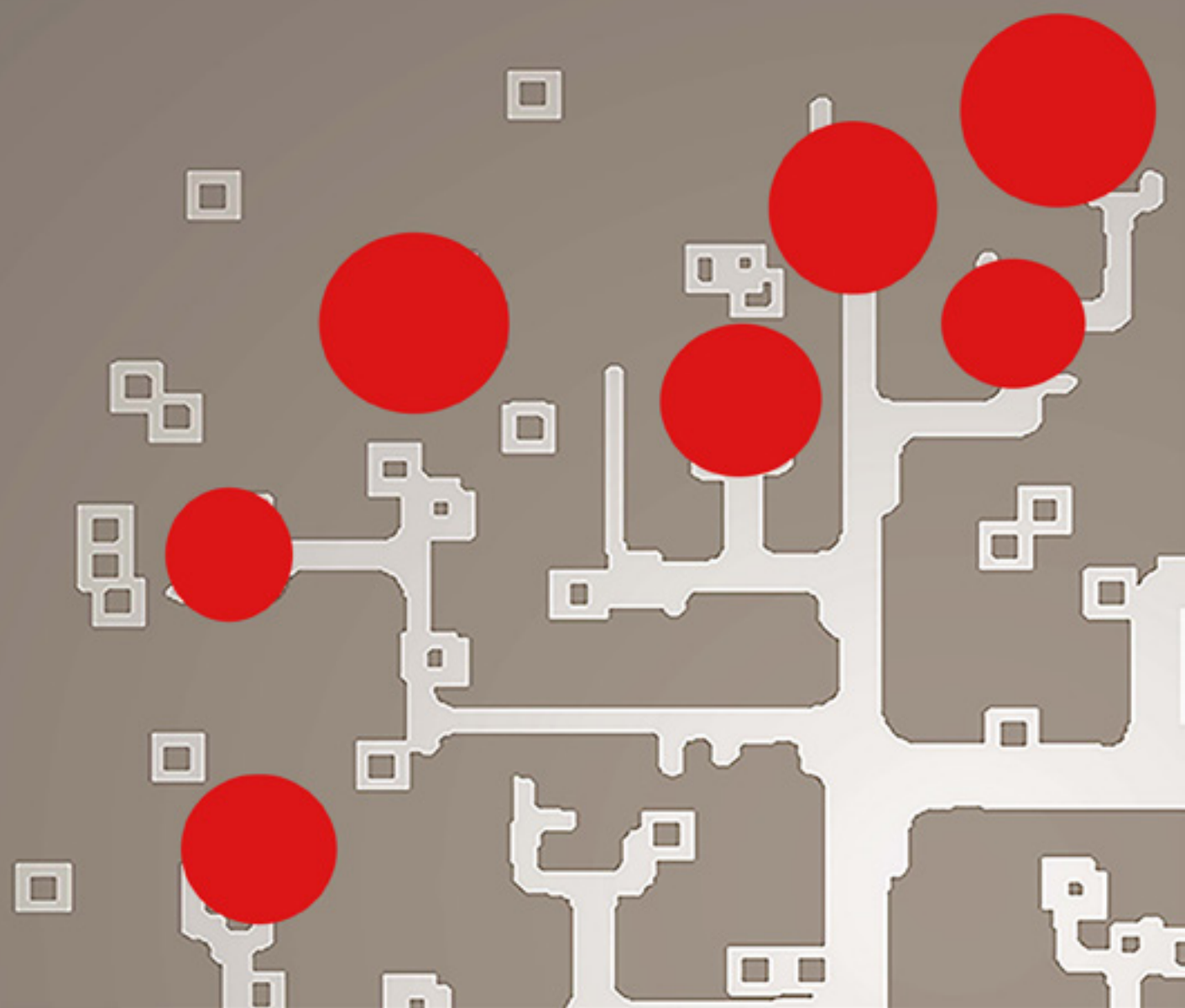


# wired@IT



NORTH-WEST UNIVERSITY  
YUNIBESITI YA BOKONE-BOPHIRIMA  
NOORDWES-UNIVERSITEIT

AUGUST 2016 Edition



# We can officially say goodbye to the winter of 2016 - spring is in the air!

What a year it has been up to now! It started with the “Fees-must-fall” campaign, which impacted all South African universities and seemingly will have more repercussions for tertiary education institutions in the near future. The restructuring of the NWU has become a reality for most of us and the implications are already felt in many ways. Building D1, where most of our IT colleagues are located, is being upgraded and the constant noise presents challenges of its own. As a result, some of us are scattered all over the Potchefstroom campus. Despite all of this, the articles featured in this edition of IT News Magazine show that a lot has happened:

- New IT Governance structures were established and the first Advisory Board meeting was held on 5 July 2016 – Mr. Boeta Pretorius gives us an overview.
- In the Teaching and Learning space we feature lecturers who use technology in innovative ways and in the research domain we focus on Research Data Management (RDM).
- Keeping IT infrastructure and services up and running for a large organisation is a mammoth task. IT does a lot of planning, maintenance and innovation behind the scenes. This is amplified in the articles about our new backup environment, Wi-Fi expansion, and systems that pro-actively detect errors.
- The use of cloud services raises some concerns and we take a closer look at keeping data in the cloud.
- Lastly, we celebrate our people and give you an opportunity to meet some of our colleagues on the Mafikeng and Vaal campuses.

The end of 2016 is in sight, with a mountain of work that still needs to be done. But, before spring fever inspires you to get going, take a deep breath, relax and enjoy the read!

# PERFORMANCE



## Adelle Lotter

Acting Director Academic & Office Solutions

# iNDEx

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As the University is heading towards implementing the new strategy and structure, IT is preparing itself for the new era as well. We've been striving towards unity in IT for some time and although we have achieved a lot, it will actually become real now. The possible inclusion of other business units with black, yellow and brown lines to IT, makes it much more viable to sustain service excellence especially in terms of enabling core business. We are well under way with our focus shift towards adding real value (customer intimacy and product leadership) to Teaching/Learning and Research activities of the NWU. Exciting times lie ahead of us.

**Boeta  
Pretorius**  
Chief IT Director

# ADVISORY BOARD MEETING

*The purpose of the advisory board is to give advice and recommendations*

IT struggled the past few years to get its Governance Structures in place. It is now confirmed that we will have three levels of governance, namely:

- A Council Governance Committee responsible for overseeing policy, big investments, strategy, etc.
- An internal NWU IT committee mostly responsible for

prioritisation of IT projects between three main domains (Research, Business Systems and Teaching/Learning)

- An Advisory board with membership composition as follows: DVCR, Chief Director IT, Secretary (minutes), three leading IT directors in Higher Education and the IT Management.

The purpose of the Advisory board is to collaborate around a wide variety of current IT issues, strategies and principles. In the 2016 meeting we discussed

- Governance – four different approaches, what works and what not.
- Risk related matters – Cyber maturity assessment, pen-

etration testing results, etc.

- Benchmarking – staff component
- New proposed IT structure changes in current structure
- Planning for future IT demand – how do we plan for the tsunami

• Gap between IT resourcing and the success model expectations – IT resourcing

- Extended support model – 24/7 and distance support
- New technology, experimentation, mainstreaming, partnership model

escalated as the #1 risk to the Council Risk Committee. The board identified the following gaps at IT-NWU:

1. Staff shortages
2. Automation projects
3. Cloud strategies for the future: This will free resources to focus on Research support.

## ATTENDEES

1. Wilhelm van Belkum (Director OI - NWU)
2. Mari Prinsloo (Director BSS - NWU)
3. Pieter Enslin (Enterprise Architect - NWU)
4. Claudia Pietersen (Director IT Mafikeng Campus - NWU)
5. Gerhard du Plessis (Director - Academic Support Services - NWU Potchefstroom campus)
6. Boeta Pretorius (Chief Director IT - NWU)
7. Chairman: Prof. Frikkie van Niekerk (DVCR - NWU)

8. Rika Nieuwoudt (Manager IT Potchefstroom Campus - NWU)
9. Louis Fourie (DVC - CPUT)
10. Aldine Oosthuizen (Manager IT Vaal Campus - NWU)
11. Adelle Lotter (Acting Director AOS - NWU)
12. Yvette Labuschagne (IT Project Management Office - NWU)
13. Jakkie Pretorius (Director of IT- UP)
14. Sakkie Janse van Rensburg (Executive Director IT - UCT)



# RESEARCH DATA MANAGEMENT

## *A Collaborative Drive at NWU*

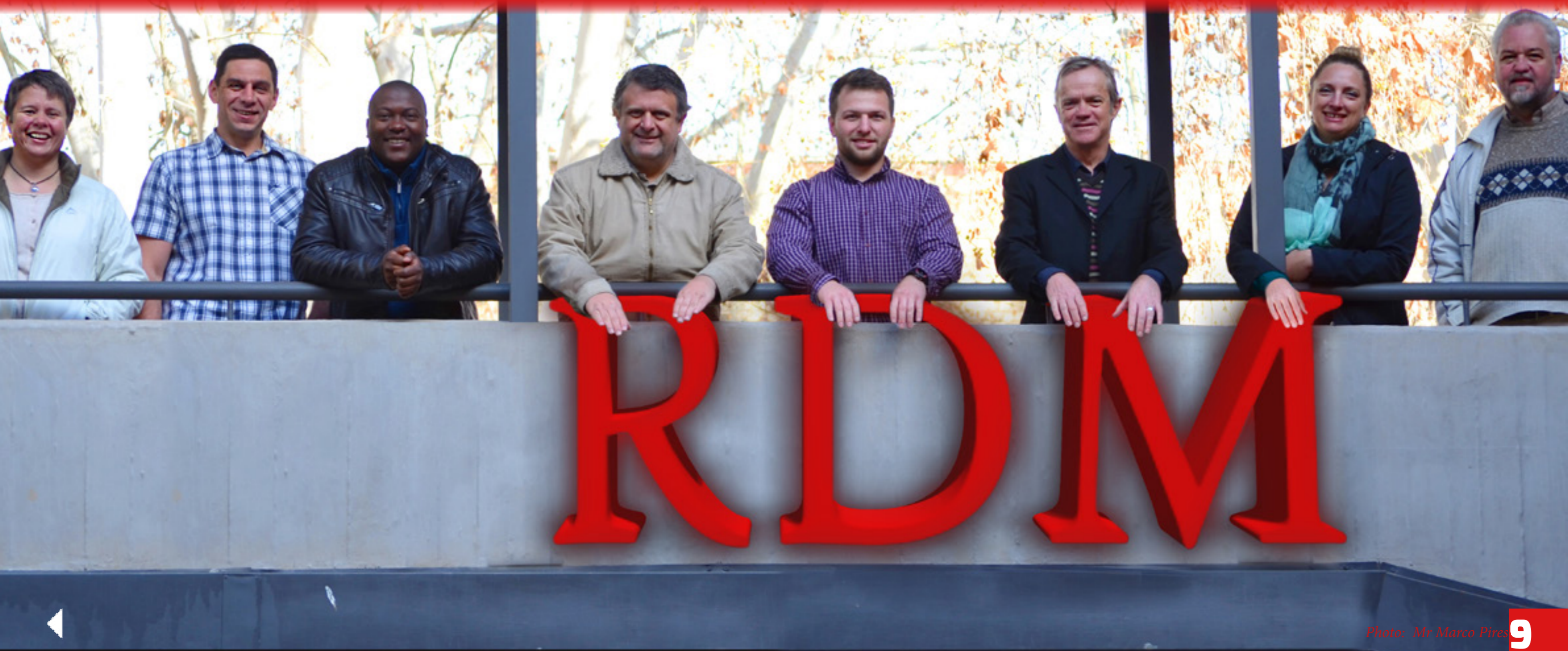
On 23 and 24 June 2016 colleagues from the NWU attended a Research Data Management (RDM) workshop held at the Potchefstroom Campus. The 35 participants hailed from Information Technology, the NWU Libraries, the Research Support Office, and from a variety of research areas. All three campuses were well-represented. This event was the first official institutional RDM workshop at the NWU and forms part of the larger NWU RDM initiative as announced by Prof Frik van Niek-

erk, DVC for Research, Innovation, and Technology in May 2016. Martie van Deventer and Lucia Lotter from the Network for Data and Information Curation Communities (NeDICC) were the facilitators and focussed on the theoretical as well as the practical aspects of RDM. The event was characterised by lively discussions between the various entities represented. Throughout the two days participants had the opportunity to work through several exercises and tools; some developed by Digital Curation Centre (DCC). These exercises allowed

the benchmarking of current policies, practices and infrastructure supporting RDM at NWU. A conclusion which everyone came to at the end of the workshop, was that RDM will require significant collaboration between IT, Libraries, and the Research Support Office, as well as the researchers who will need to manage their data. One of the recommendations from the workshop was that a small RDM task team should be established to connect with various research environments to gather more information about their requirements, challenges, existing

skills, and workflows. A task team consisting of Zine Sapula (Potchefstroom Libraries), Ishe Muzvondiswa (Vaal Triangle Libraries), Sabelo Chizwina (Mafikeng Libraries), Martin Dreyer (Information Technology), and Anelda van der Walt (eResearch) has now been established. Over the next four months the RDM Task Team will be meeting with researchers from various research entities. Throughout the process feedback will be provided to all stakeholders in terms of progress and findings. For suggestions or questions, please contact [eresearch@nwu.ac.za](mailto:eresearch@nwu.ac.za).

Meet the team - from left to right: Ciellie Jansen Van Vuuren, Eben Van Zyl, Thabo Molambo, Koos Brits, Martin Dreyer, Boeta Pretorius (Chief IT Director), Anelda Van Der Walt and Wimpie De Klerk.



# SAKAI 11 INCORPORATES NWU DEVELOPMENT

*OpenStack Object storage or "SWIFT" is designed to store: files, videos, analytics data, web content and backups...*

Meet the team - from left to right: Adelle Lotter, Ciellie Jansen Van Vuuren.

NWU developed an integration between eFundi and Openstack Swift - a distributed object storage system. The Apereo foundation included this development into the core release of the newest version of Sakai (eFundi is the NWU implementation of Sakai). This is the first of the NWU developments that have been incorporated in the core and we are very proud of this achievement. The need to store large video, text, images and other learning content and objects are constantly increasing. Therefore lecturers are making use of more and more of these, in all formats in their eFundi sites. eFundi file and site limits became annoying. This growing

demand for more storage lead to an investigation into affordable solutions. It was important to find a solution that would not compromise on performance, stability and availability of content, yet be affordable and sustainable. OpenStack object store project known as Swift, offers a cost effective, highly available, extremely scalable object store with integration capabilities to several applications. It checked all the boxes and the development were started in 2015. We were thrilled when the foundation agreed and used the code as part of the new release. eFundi will be upgraded to Sakai 11 during December and will be in production by January 2017.



# eFUNDI FORUMS TOOL PREPS CLASS

*Interested in using this tool? Contact ADS at:*

## **Mafikeng Campus**

Mr Michael Mogapi  
018 - 3892447

[Michael.Mogapi@nwu.ac.za](mailto:Michael.Mogapi@nwu.ac.za)

## **Potchefstroom Campus**

Ms Belinda Wessie  
018 - 2992003

[efundi@nwu.ac.za](mailto:efundi@nwu.ac.za)

## **Vaal Triangle Campus**

Mrs Elne van Niekerk  
016-9103317

[20686463@nwu.ac.za](mailto:20686463@nwu.ac.za)

Students say

**MOST OF OUR INSTRUCTORS  
ENCOURAGE US TO...**



use technology during  
class to make  
connections to the  
learning material



use online collaboration  
tools to  
communicate/collaborate

The eFundi Forums tool is being used for creating and managing discussion boards. It allows for students, lecturers, project leaders, and team members to discuss topics at length in a well organised digital environment. The instructors may set up threaded discussion questions that can be read or contributed to by the entire class or designated groups. In response, the students can write inline comments or exchange files. This tool records the number of posts by students, and forum posts can be linked to the Gradebook for grading. A keen adopter of this tool, Ms. Adèle Jordaan (lecturer for Academic Literacy) conveys that the biggest advantages for her include the following:

- to ensure the means by which individual work are supported by using forums;
- utilise forums as an integral part of the lectures;
- receive feedback on formative assessment;
- easily handle the assigning of marks; and
- include student's Forum answers lectures.

She mentioned that her new lecturing technique form part of the participation requirements of the Institutional Teaching Excellence Award (ITEA) (see presentation). This award is directed towards a lecturer for outstanding teaching and learning with consideration of the

entire spectrum of activities pertaining to teaching and learning. So far the efforts payed off, based on student feedback which pertinently stated that forums lead to better class preparation. It furthermore provides an opportunity to note other students' view on or explanation of certain topics. Some Forums tool features are:

- **Grading:** A point value and sent to the Gradebook with comments.
- **Availability dates:** Forums and topics can be released according to specified dates.
- **Moderation:** Instructors can choose to moderate messages posted to topics.
- **Counts of unread posts at a glance:** On the Home page, a student may see their unread Forum posts.
- **Email notifications:** New postings in conversations to which you have contributed will send notifications. The option to receive no email notifications is possible.
- **Statistics:** Forum statistics are available for lectures to view the level of individual participants.
- **Group awareness:** Lecturer may change forum setting to allow predefined groups to allow or deny access.
- **Composing messages:** A rich-text editor allows for editing. Here you may add attachments linking to files or web links in Resources.

**Ms. Adèle Jordaan**  
Lecturer for Academic Literacy

# TEACHING WITH TECHNOLOGY

*Using quizzes, deliver a means to understand hard-to-grasp concepts or processes ...*

Effective learning and knowledge conveyance are essential elements of success for most learning institutions, various technological options are available to assist in just that. Students may come to class with the belief about how information are going to be presented and received. At times learning can be challenging with a lot of information to convey, whether the lecturer targets limited or large subject areas. One such lecturer who understood the above clearly, is senior lecturer, Dr. Colin Read, responsible for CHEM 111.

His challenges are: class capacity and student comprehension. As he explained: “some study units in CHEM 111 are more challenging than other sections, therefore I was compelled to find a method to measure if the students in class are grasping the course content while I am explaining it...”

To support his endeavour he started a full investigation from 2010-2013 to address the above concerns. The clicker system posed to be an option, but unfortunately it was way too expensive to implement and alternatively, the Drupal Quiz option, came out trumps. **Curious to know how to start the proses?** Colin explained as follows: “I first had to attend Drupal’s quiz training. Once I was familiar with the procedures, it was time to plan the questions. During this phase one has to decide which

questions should be asked, the next step is to stipulate the correct answer and supply the distractors”. Colin reveals that the application of the quiz follow more or less this route: “As I display my PowerPoint slideshow in class one specific slide will contain the URL to the web based Quiz questions. But remember this lecture room should be equipped with Wi-Fi first, otherwise the whole exercise deem to be needless... The students will connect via Wi-Fi, to follow the URL, using their Smartphones. Once connected they will be able to supply the answers to the questions accordingly. The results are displayed in a column chart showing the AVERAGE score received PER QUESTION, grouping by the question number.” Colin admits he is currently the only lecturer using this method in class, but the benefits outweighed itself. The main factors are: “The anonymity factor protects the student’s identity plus they can correlate where they are standing with the content and I can immediately see where more explanation is needed... Before I implemented this system, students were reluctant to reveal with a showing of hands how many understood the work or not... “ If you are spinning your wheels in anticipation.... contact your campus’s Academic Support Services to set your ideals in motion.



**Dr. Colin Read**  
Lecturer for Chem 111



# IT BOOSTS LIBRARY SERVICES

*IT supports the library through the provision, maintenance and set-up of infrastructure...*

## Mr. Louw Venter

System Administrator Library Services



The library is more than a repository of books, more than a computer lab and more than a place to study; the power of the library lies in its services which are offered through contact on each campus of the NWU, but also digitally to all library patrons. Some of these digital services include:

- Portals for the discovery of information
- Reliable access to electronic resources
- Support guides and training material
- Increased visibility and dissemination of research

These services can only be realised through close partnership with IT Services which supports the library through the provision, set-up and maintenance of infrastructure on which these services are built, as illustrated as follow:

### **DB/Text WebPublisher PRO**

This publishing tool provides an easy web-based user interface to databases which are built by the library (such as the exam papers and other special collections). Many of these databases are maintained and populated by other departments, and during a recent upgrade IT moved the system to a new server which allows the library to give departments more direct access to their data effectively streamlining the maintenance process.

### **EZproxy**

EZproxy is used by libraries to give seamless access to patrons from outside of the NWU network to restricted electronic library resources such as subscription databases. Both the server and software were recently upgraded by IT which, through the addition of an SSL certificate, resolved vari-

ous problems which the library experienced, while also giving the library more control to prevent misuse or malicious access.

### **DSpace**

Boloka, the Open Access Institutional Repository of the NWU houses various research outputs from the university including journals, articles published by NWU researchers, theses and dissertations and rare books. Recently the library upgraded to the latest version of DSpace – the software on which Boloka is built – in preparation for integration with the ORCID system, and IT supplied and supported the installation of a security certificate necessary for the integration. IT also maintains the infrastructure for Boloka.

### **Library website**

The library website is the main starting point for most of the digital services of the library and as such easy access to it is essential for library users. IT upgraded the Drupal system on which the NWU website is built which allowed the library, with support from IT, to redesign the website to be much more mobile-friendly by scaling to whichever device a library patron is using. After the upgrade the library also received its own domain name (library.nwu.ac.za) which allows customizations on Drupal specifically for the library without any effect on the rest of the NWU site.

### **eResearch**

The Library Services on all three campuses are working with IT and the Research Office to investigate various aspects of eResearch at the NWU such as Research Data Management, Open Access and the implementation of ORCID. Continued close collaboration between these departments will be necessary to successfully implement comprehensive eResearch support at the NWU.

# BACKUP HARDWARE UPGRADE

*ensure students and staff consistent and reliable backups...*

Meet the team - from left to right: Klaas Van Dijken, Koos Brits, Charles Mokwena..

The importance of data storage and recovery should never be underestimated, which is why ITC decided to upgrade the backup hardware. According to Mr Koos Brits, IT Support Specialist of IM IT Operations and Infrastructure, "the main purpose was to ensure consistency and reliable backups and to increase the hardware's life expectancy...". The new system will be able to handle 48 tapes each with a storage capacity of 6 TB of data. The previous backup system was capable of only 32 tapes with

a storage capacity of 700 GB each. How does this benefit the user? Users registered on the NWU network immediately have access to the data storage and recovery service. This means that the user's data that has been stored on the p-drive will be protected and will be automatically backed up on a central storage area. The backup process runs on a regular basis, after hours. This ensures that the copied files will be preserved, in case of equipment failure or other catastrophes. Important notification: Data stored

in other places (e.g. C-Drives, flash drives, external HDD, public cloud, etc.) besides the P-drive, will not form part of the backup process and would therefore not be recoverable. Bear in mind that backups are only available for recovery for a limited time. For more information about this service, which is available to staff and students [click here](#). To request restoration of a backup, log a ticket or contact your Campus IT Service Desk. **Alternatively [contact us](#)**





# WIFI COVERAGE EXPANDED

*IT receives Government funding to upgrade Wi-Fi signal strength*

Meet the team - from front left to right: Jurgens Human, Moses Letshwenyo, Asanda Nqweniso, Wimpie de Klerk, Dawie Van Den Berg, Stefan Pienaar.  
Back left to right: Ivan Koortzen, Wally Du Plessis, and Wim Rankin.

**Click to view coverage area per campus**

[Mafikeng](#)

[Potchefstroom](#)

[Vaal Triangle](#)

Wi-Fi has, without a doubt, become the most profound and fundamental ICT enabler in universities. Access to Wi-Fi for both students and staff is of the utmost importance to enable new models of teaching, learning and research. Wi-Fi access has become a necessity and not a luxury. North-West University was an early adopter of open and free University-wide Wi-Fi and Internet for students and staff, and NWU IT has been steadily working towards the goal of providing total WiFi coverage on all our sites. When done, we will provide connectivity to tens

of thousands of users, each with an average of three active Wi-Fi devices connected to the network. As part of their programme to improve ICT on university campuses, the Department of Higher Education and Training has allocated us a grant of R 2.4 million, which, combined with R 2.5 million from strategic funding, enabled us to expand our total Wi-Fi coverage on all campuses. This welcome boost in funding has moved our combined coverage up to 58% of all areas, adding more than a hundred new access points, and significantly expanding the backbone network.

Students say

**THEY FIND THEIR WI-FI EXPERIENCE GOOD BECAUSE IT ...**



Provides reliable access to Wi-Fi in campus libraries



Provides reliable access to Wi-Fi in classroom/instructional spaces



Provides ease of login to Wi-Fi networks

Photo: Mr Marco Pires

# IMPLEMENTATION OF CALL CENTRES

*Mafikeng & Vaal Campuses...*

Meet our colleague:  
Mr. Adriaan van Graan, IT Support Specialist of IM IT Operations and Infrastructure

Quality of customer care is key to the success of any business, so if convenient features support phone-based communications processes, the importance of call centre cannot be overlooked. According to Mr Adriaan van Graan, IT Support Specialist of IM IT Operations and Infrastructure, “call centres provide guiding statistics by which the volumes of the incoming calls can be analysed on a daily, monthly and even a yearly basis. This allows for proper planning, as it will become evident how many staff is needed to man the call centres at any given time during the year. In a sense the indicative measurements supply the information needed by personnel to schedule their leave accordingly”. Furthermore, the implementation of a call centre guarantees that no important calls are missed. In light of the above, the campus IT Managers on the Vaal Triangle and Mafikeng Campuses requested the implementation of call centres on their campuses. The call centre system utilises a wallboard (a visual communication tool) to enable call centre agents and managers with the means to monitor call centre sta-

tistics in real time. The wallboard software is typically managed by the IT department in cooperation with the contact centre manager to ensure that the most useful data is being shown at all times. The User Interface is highly customisable, can be automatically saved, and can be accessed from anywhere and on any device via a web browser and internet connection. Providing both agents and managers with real-time data can significantly improve workflow, efficiency and effectiveness. By taking note of: how many callers are in the queue, the status of other agents, longest waiting time in the queue, average abandonment time and average waiting time, more informed decisions can be made. Managers can now recognise trends, anticipate problems and engage in reparative action, allowing the entire team to be more efficient. It provides a central point where customer contacts can be managed. Valuable information is routed to the appropriate people, and the general purpose of enhancing the company’s customer relationship management is achieved which – for IT – is regard as a most important focus.



# OnBase: ARTEFACT REPOSITORY

*Accelerating admissions processing with student admissions software*

Meet the team - from left to right: Dassié Janse Van Vuuren, Ahmed Bashir Ahmed and Nina Gelderbloem.

An artefact repository platform was recently deployed by Business Systems in order to streamline the undergraduate student application process.

According to Nina Gelderbloem, Manager: Collaborative Development, "the new student applications for 2017 are already utilising

this function. Students can now upload their documents and the applications office may view and upload received documents at any time..."

Interestingly, stats show that the system is deemed favourable as more than 2000 students have utilised the system.

This platform provides unlimited potential for the replacement of paper-based files by the electronic version, thereby eliminating duplication and empowering the business to become more efficient and effective. This translates into conserving time and capacity, as the hassle of the paper trail and manual labour is eliminated. The artefact repository centralises important business content (for example electronic documents) in one secure location, and delivers relevant in-

formation when and where it is needed,

**Longterm goals:** *the working progress*

- Our clients will reap the benefit as documents can be supplied and electronically attached only once when changes occur. No more sending several copies of the same type of document to the institution.

- Staff will reap the benefit as this system can be incorporated into many processes at the NWU: "A fair amount of business processes at NWU that are paper based, will in future become more electronic.

You would for example be able to change your address and credentials as long as it is accompanied by the relevant electronic documentation", says Nina.

## Current constraints

"At this stage only basic documentation can be uploaded, for example ID, passport or matric certificate", says Ms Dassié Janse Van Vuuren (business analyst). Nina explains that, "to overcome the constraints, applicable processes should be identified and prioritised, configuration conducted, and infrastructure needs and licencing costs, kept in mind. The strategy is to integrate this new architecture into the business processes and NWU systems, and this in itself will need more time." This new architecture implementation supports IT's strategy of continuous improvement to ensure higher availability and reliability, thereby increasing productivity and user satisfaction.



# 37 225

## ALARMS IN JUNE -

### “ WE KEEP THE WATCH ”

Meet the team - from front left to right: Klaas Van Dijken, Paul Buys, Gerhard Goossens, Wayne Cusens, Adriaan Van Graan, Wilna Oosthuizen and Charles Mokwena.

In order for users to perform their daily tasks seamlessly, users need their IT infrastructure to function optimally. IT@NWU is serious about delivering the IT promise. To ensure that IT complies with this undertaking, the Operations and Infrastructure team is responsible for keeping the watch. As Adriaan van Graan, IT Support Specialist of IM, remarks: “This is our early warning system, used by all three campuses”. Sintelligent monitors and covers a wide range

of technologies, thereby minimises the need for expensive specialist resources. The system pinpoints root causes as problems occur and route them to the responsible person via email for timeous resolution. “For example, if a problem occurs with the cooling system in the machine rooms (this is where the network servers are housed), we are in the fortunate position of picking up on it immediately and rectifying the problem...”, Adriaan explains. The monitoring system

uses a web-based interface which allows for fast and efficient troubleshooting. The Service Desks of the various campuses are equipped with the same tool. The services are aligned across all three campuses, which ensures coherence. Another advantage is that this system maintains statistical data that can be used by infrastructure managers as a guideline for making informed decisions. [Click](#) to view an example of the alarm details as received for the month of June.



# CAN CLOUD STORAGE BE TRUSTED - especially when

## it's free?

Are you influenced by headlines that report of hacked databases, compromised passwords and [secret service data probing](#)? And do you have an inner voice that warns you that a free service cannot be trusted? – For more information about the pros and cons of some of the popular cloud storage services, follow this [link](#).

### Dropbox

“Dropbox has survived security scares and hardened its security posture accordingly” Dropbox, who had an incident in 2012 with regard to security, admitted that a compromised password gave access to an employee’s Dropbox account where a document containing some user email addresses were used in a spam action. Stored data was never at risk, but it served as a wakeup call as to how easy the reputational damage can impact a cloud business. Since then Dropbox has upped its game on the login front. It now uses an optional two-step verification (via text mes-

sage or one-time password apps) adding an extra layer of security to user accounts. Like most cloud services, Dropbox employees cannot view the content of the data stored, but a small number of employees can access stored files if required to, for legal reasons. If you are interested in data encryption and the business version, Dropbox Pro, [click here](#).

### Google Drive

“One account shall access them all - so securing your login is paramount” Google has also fallen victim to a password compromise that impacted many of its services. Last year it was reported

that nearly 5 million Gmail accounts had been hacked. This was due to a database that had been dumped on a Russian security forum. Google Drive uses the same login account as Gmail, which in turn resulted in compromised data. The dumped database contained old phished passwords of which 2% still worked – Google performed password resets on all these accounts as precautionary measure. This is a perfect example of where a single login account is utilised to access multiple services and where its security depends on the user protecting their login. Google implemented HTTPS on all of their services, and they have

also employed the use of ‘internal measures’ to scan potential compromised login activity. If you are interested in data encryption and the two-set verification process, [click here](#).

### OneDrive

“Encryption at rest is available on OneDrive, but only for business users” Although hackers and cyber-criminals like to target Microsoft Windows platforms, OneDrive (formerly called SkyDrive) has remained free from serious breaches. This does not necessarily mean that this service is the most secure, it only implies that no user-compromised access

has yet come to their attention. Insecurities that occur are careless sharing of file permissions and passwords. In other words, no files are shared with other people unless the owner has saved it in a public folder or has chosen to share it with other people. Microsoft may scan your files for “objectionable content” (like Apple iCloud does) which could lead to deletion of data and even your account. The negative connotation that users have is that security cannot be guaranteed if the content provider decides which content is objectionable. For this reason users feel they must “shop” elsewhere. Access for all OneDrive users are

made possible through a two-step verification and login protection process managed by a one-time code app or text message. If you are interested in data encryption and OneDrive for Business version, [click here](#).

### Data encryption

If a user wants to ensure that no data peeking occurs, it is suggested that the data be encrypted BEFORE sending it to a cloud storage provider. If you want to read more about encryption, [click here](#).

### Best practice for NWU users

- While the NWU Information Governance Policy is still being finalised, users are best advised to refrain from storing any confidential or sensitive organisational information on cloud storage.
- If you do make use of cloud storage, be sure to create a backup of your information on other media. [Read more](#)
- Ensure that your anti-virus software is up to date, as cloud storage can also be infected by viruses.



# MICROSOFT OFFICE PRO PLUS

*The official version of Office for the NWU is MS Office Pro Plus 2013...*

North-West University has a Microsoft Campus Agreement for a variety of Microsoft products including Office (Word, Excel, PowerPoint, Outlook, Publisher, Access), and the Windows operating system. Our campus agreement includes home use licensing for Microsoft Office. (<http://www.nwu.ac.za/it/sc/office-for-home-use>).

- Official Office version for NWU staff installed on University's computers  
The official version of Office for the NWU is MS Office Pro Plus 2013 and is installed on NWU-owned computers only. The install file is available on the Software Down-

load portal of the NWU (<http://intranet.nwu.ac.za/it/app>).

- Different versions, different installs for MS Office, Project and Visio.  
The following tables indicate which applications are available when installing a certain version of MS Office and which other applications can be installed together with an Office version.

## What is the difference between Office 2013 and Office 365?

There is a clear distinction between the two options. By contrast, Office 365 is a Web-based platform that pairs the Office applications with

cloud storage.

The short answer is that "Office 365" is now the name given to Microsoft's subscription services. The official version of Office for the NWU is MS Office Pro Plus 2013 (standalone) and is installed on NWU-owned computers only. The install file is available on the Software Download portal of the NWU (<http://intranet.nwu.ac.za/it/app>).

## What is in die Offering of O365? Office 365 includes:

- Office ProPlus 2013
- Office ProPlus 2016

"See what is available"





# CLOUD STORAGE FOR STUDENTS

North-West University has a Microsoft Campus Agreement for a variety of Microsoft products including Office ...

Fast changing technology, improvement of services and changing needs are the main reasons to re-visit and rethink current services. The bring-your-own-email-address for students is an example of a changed service to students. A Google as well as Microsoft domain has been setup for the NWU and with this in place, new services became available:

- All staff and students have email addresses in both domains as it serves as the login id for the

respective domains. A student can choose to use one of these as his preferred email account. Groupwise is still the official email for staff members.

- Cloud storage is included in the offering from both vendors. Also see the article: [Can cloud storage be trusted?](#)

**Important:** P:-drives for students to be phased out by 1 October 2016

As a result of the new available storage space, network drives for

students, known as the P:-drives, become obsolete and will be phased out.

It is therefore very important that files currently stored on the P:-drives are removed before then.

- The service catalogue contains more information (<http://www.nwu.ac.za/ithome>) The IT service desk on your campus can also be contacted.



# NATE 2016

5 - 7 JULY 2016 @ UNIVERSITY OF JOHANNESBURG

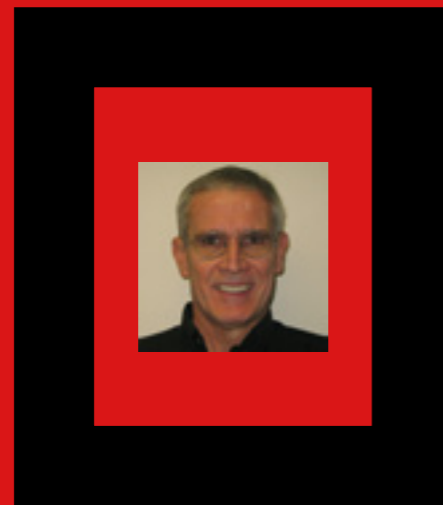
## “MEET OUR BRAVE ONES”



**GAWIE LE ROUX**

Is sustainable eCommunication  
really possible?

TUESDAY 5 JULY



**HENNIE ESTERHUIZEN**

Understanding what is essential to  
speech intelligibility in  
electronic communication

TUESDAY 5 JULY

## WHAT IS NATE?

National **ASAUDIT** Technology **Event** 2016 was held in the Albert Wessels B-Ring Building at the University of Johannesburg at the Auckland Park Campus. The purpose of ASAUDIT is to promote and advance the use and support of computing. ASAUDIT strives to promote professional skills and conduct in university ICT management and to serve as unitary voice for the South African Higher Education IT profession and to provide mutual support mechanisms to its members by encouraging development and application of standards and best practices through the sharing of expertise among members and colleagues in organising informative events, (ASSAUDIT, 2014).

## WHO CAN BENEFIT?

This event is intended for higher education IT staff from all 25 public universities who have a substantial responsibility for deploying or managing information technology, in the widest sense of the word, ranging from the purely technical domain to architectural and conceptual issues, (ASSAUDIT, 2014).



**ANELDA VAN DER WALT**

Landscape of Research Software Support

WEDNESDAY 6 JULY



**EBEN VAN ZYL**

African Research Cloud use cas  
Galaxy Online genomics data

WEDNESDAY 6 JULY



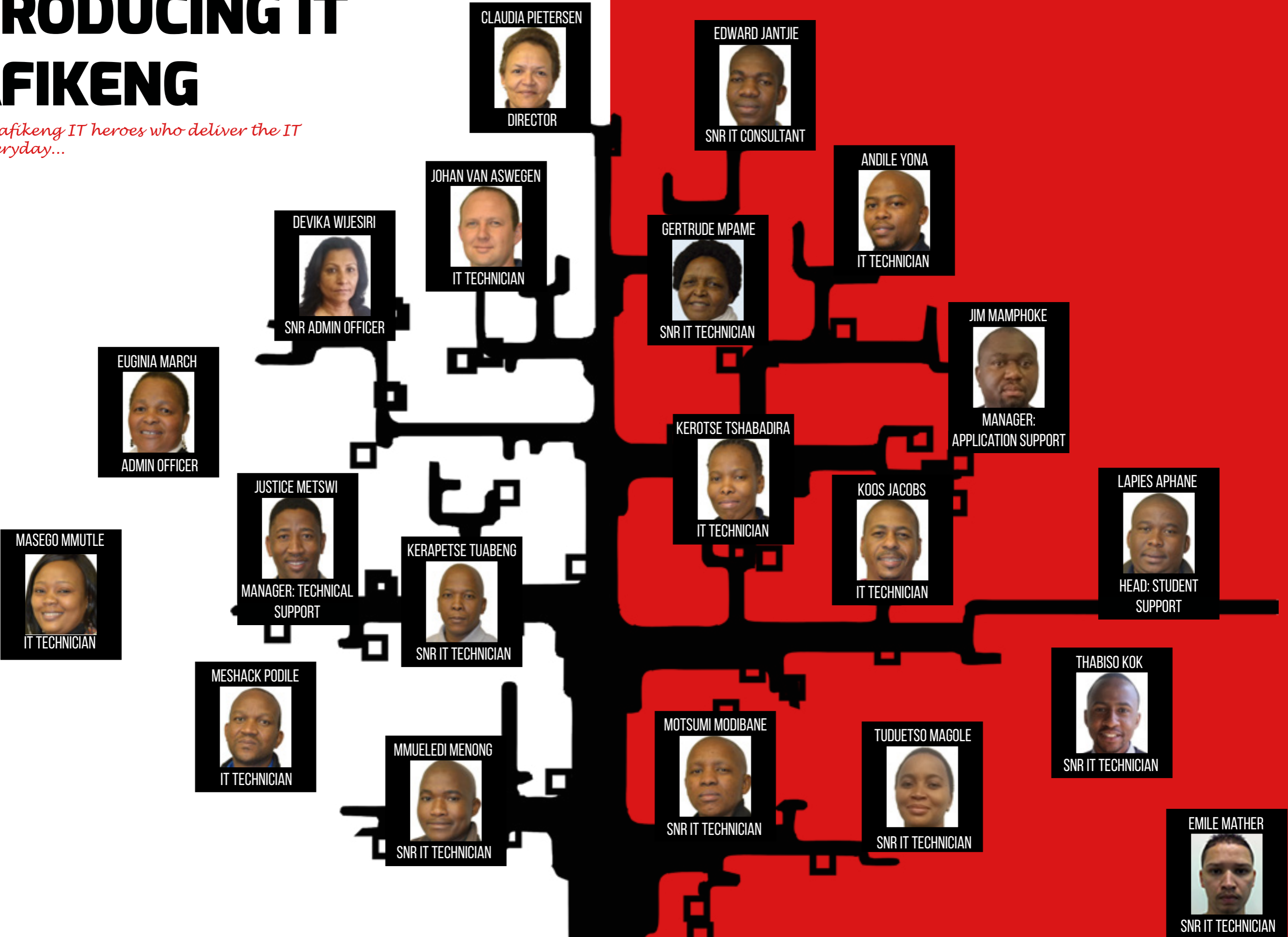
**EDWARD JANTJIE**

Asset Registration

THURSDAY 7 JULY

# INTRODUCING IT MAFIKENG

*Meet our Mafikeng IT heroes who deliver the IT promise everyday...*



# INTRODUCING IT VAAL TRIANGLE

*Meet our Vaal IT heroes who deliver the IT  
promise everyday...*

ALDINE OOSTHUYSEN



MANAGER

JAN ERASMUS



CONSULTANT

SANJUKA MAKHAN



IT TECHNICIAN

SUSAN WOLFF



CONSULTANT

OUPA KWALEDI



IT TECHNICIAN

NKULULEKO KHOMO



JNR SERVICE DESK  
CONSULTANT

LERATO SEMELA



JNR SERVICE DESK  
CONSULTANT

LORIKA JANSEN



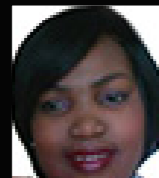
JNR SERVICE DESK  
CONSULTANT

FRANS ROODT



JNR SERVICE DESK  
CONSULTANT

PHINDILE MATHIBELA



JNR SERVICE DESK  
CONSULTANT

NICO KROUCAMP



JNR SERVICE DESK  
CONSULTANT

LETTA TEFO



JNR SERVICE DESK  
CONSULTANT

THACKS MAZIBUKO



JNR SERVICE DESK  
CONSULTANT

ROBERT AZWIDOWI



IT TECHNICIAN

YVONNE MONNAMME



ADMIN ASSISTANT

# PERSONALIA

June to August

## HENNIE ESTERHUIZEN

New Appointment



SNR RESEARCH ANALYST

## MARTIN DREYER

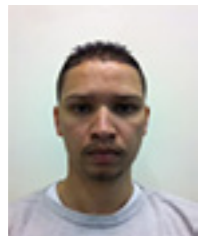
New Appointment



IT CONSULTANT

## EMILE MATHER

New Appointment



SNR IT TECHNICIAN

## ZAK VAN HEERDEN

New Appointment



SNR SERVICE DESK CONSULTANT

## RYNO HUGO

New Appointment



SERVICE DESK CONSULTANT

## ADRIAAN VAN JAARVELD

New Appointment



JNR SERVICE DESK CONSULTANT

## THAPELO MAKILE

New Appointment



SERVICE DESK CONSULTANT

## HILTON SEHELL

New Appointment



SERVICE DESK CONSULTANT

## IAN CONRADIE

Resigned



## URGENS HUMAN

Long service award



## CHUKU TAOLE

Resigned



To all our Colleagues who have celebrated a Birthday....

Congratulations and many happy returns!!!





Should you wish to provide us with feedback, feel free to drop us  
an email at  
**[talk2IT@nwu.ac.za](mailto:talk2IT@nwu.ac.za)**