

IT@NWU

We deliver the IT Promise

REFLECTION 2017

IT ALWAYS AIMS TO ALIGN ITSELF WITH THE INSTITUTIONAL VISION, MISSION AND GOALS, AND WHENEVER THERE ARE MAJOR CHANGES WE RE-EVALUATE OUR CURRENT STRATEGIES. AN EXCITING 2018 AWAITS.



018 -389 2370/1



018-299 2700



016-910 3321/4

IT@ NWU Management

“the year 2017, was characterised by numerous challenges...”

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, there is still some way to go. IT slowed down but was definitely not derailed by these events and

we kept our focus on the mission of IT, namely:

- To align IT strategies and value disciplines with business strategies and become a strategic business partner;
- To improve the balance and apply the optimal value disciplines between the five functional areas of IT by moving from a low val-

ue support focus towards a higher maturity level in terms of business value for Research, Teaching and Learning, while sustaining the maturity of administrative systems and shared services. Regarding the latter, IT will be a core contributor to the successful implementation of the new Teaching and Learning strategy.

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STRATEGY &
STRUCTURE

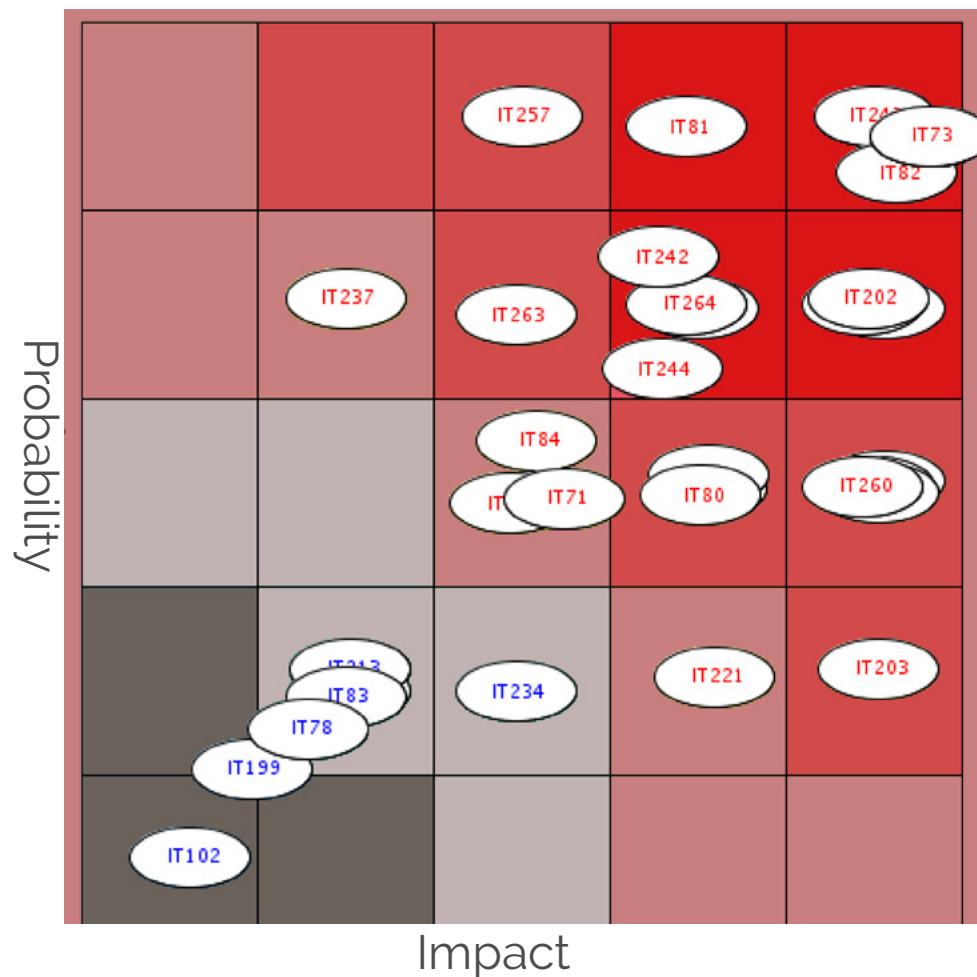
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HIGHLIGHTS 2017

- Projects
- Strategy
- Survey
- Budget



Risk management is the process of recognising, evaluating and managing threats. These risks may originate from various sources like for instance global scale financial and environmental demands which are driving us to achieve more with less. Diminishing IT security threats, data-related risks, and the risk management strategies, become a top priority for IT@NWU. Taking the latter into consideration, our risk management plan strive to recognise and control threats to our assets, including proprietary corporate data, a customer's personally identifiable information and intellectual property.



Project: Information Technology Risks

Project: Information Technology Risks	Inherent State			Treated State		
	Prob.	Impact	Tol.	Prob.	Impact	Tol.
IT275 - Lack of coordinated security responsibility	4	5	5	1	5	3
IT271 - Audio Visual in classrooms	4	4	5	3	3	3
IT270 - Virtualisation of applications	3	5	4	3	4	4
IT266 - Centralised CCTV users administration software: POPI and security risk	3	5	4	3	4	4
IT265 - Lack of fire alarms in residences : Compliance to DHET regulations risk	3	5	4	1	1	1
IT264 - Alignment and serviceability of security systems : MC greatest risk, business continuity and disaster recovery risks	4	4	5	2	2	2
IT263 - PC C1 room 135 Council Chambers upgrading : Reputation and business continuity risks (Priority 10)	4	3	4	1	1	1
IT262 - MC Ccouncil Chambers audio and e-Conference upgrade (Priority 12) : Reputation risk and business efficiency	5	5	5	1	1	1
IT261 - PC (SANLAM auditorium) and MC (Great Hall) Sound systems need replacing: Reputation + business continuity risks	5	5	5	1	1	1
IT260 - Campus main gates : Maintenance and Reputational risk	3	5	4	1	1	1
IT258 - Protection Services Control Rooms : Security risk - Vulnerability to sabotage	4	5	5	2	2	2

Project: Information Technology Risks	Inherent State			Treated State		
	Prob.	Impact	Tol.	Prob.	Impact	Tol.
IT257 - Namitech access control technology : Dated equipment, not maintainable anymore. Business continuity risk	5	3	4	1	1	1
IT244 - PABX patch not maintained	4	4	5	2	2	2
IT243 - RANSOMWARE	5	5	5	5	5	5
IT242 - Sustainability of IT Skills to support and maintain system solutions	4	4	5	1	1	1
IT241 - Demand Management	3	4	4	1	1	1
IT237 - Aging HR Reporting and distribution infrastructure	4	2	3	2	2	2
IT235 - Business ownership on development projects	4	3	4	2	2	2
IT234 - Quali Student Development of Enrollment	3	4	4	2	3	2
IT233 - Delayed implementation of Quali Curriculum Management/ ICAS	2	2	2	2	2	2
IT230 - ECM on old software and data Stack	4	2	3	1	1	1
IT221 - Anti-piracy	2	4	3	3	3	3
IT218 - Location of MC student IT service desk	2	2	2	1	1	1
IT214 - SLA on VMware	2	4	3	2	2	2
IT213 - Maintance SAN 3PAR	4	4	5	2	2	2
IT211 - Monitoring SNMP traps	2	4	3	3	3	3

Project: Information Technology Risks	Inherent State			Treated State		
	Prob.	Impact	Tol.	Prob.	Impact	Tol.
IT208 - Fire protection in MC technical services office - A1-G77	4	4	5	1	1	1
IT207 - MC Data Center	2	4	3	1	1	1
IT203 - 50-50 redundancy between two primary data centers	2	5	4	2	2	2
IT202 - Enviromental control at pimary and secondary Datacenters	4	5	5	2	2	2
IT200 - Server Operating System Maintenance	3	4	4	1	1	1
IT199 - Backup Devices End of Life	2	4	3	2	1	1
IT106 - Central Computer Rooms - upgrading of computers	3	3	3	2	2	2
IT102 - Access to MC backup takes	2	2	2	1	1	1
IT84 - Physical security in MC Computer labs inadequate	3	3	3	2	2	2
IT83 - Demand Management International Internet	3	4	4	2	2	2
IT82 - Security, Risk, Compliance & Policy	5	5	5	1	5	3
IT81 - Non-compliance to the NWU Success Plan	5	4	5	1	1	1
IT80 - Budget dependency on the exchange rate	3	4	4	1	1	1
IT79 - Slow implementation of employment equity	4	3	4	1	1	1
IT78 - SANREN Capacity and Redundency Mafikeng	5	5	5	2	2	2
IT74 - SANREN capacity	5	5	5	1	1	1
IT73 - Unsustainable IT staffing levels	5	5	5	1	1	1
IT72 - Enterprise initiatives by growing number of IT experts in non-IT departments	4	2	3	1	1	1
IT71 - Aging SMP system	3	3	3	1	1	1

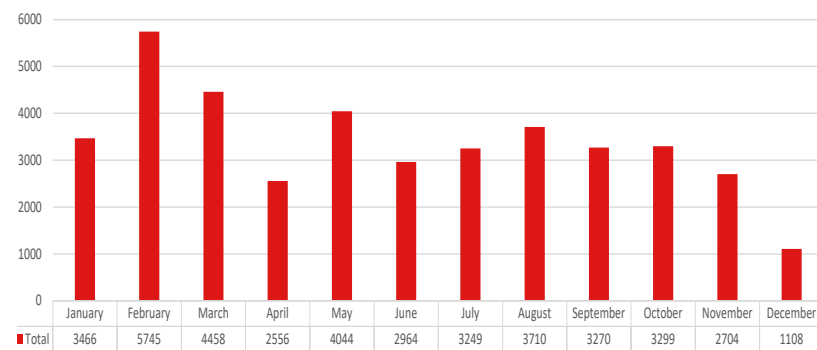
IT-Help

(Ticketing system)

We have an IT Service Desk on each campus. Should NWU staff experience an IT related problem they may log a ticket within the IT-Help system or contact their campus IT Service Desk. Reflecting on 2017, these graphs provide an overview of the total number of incidents handled.

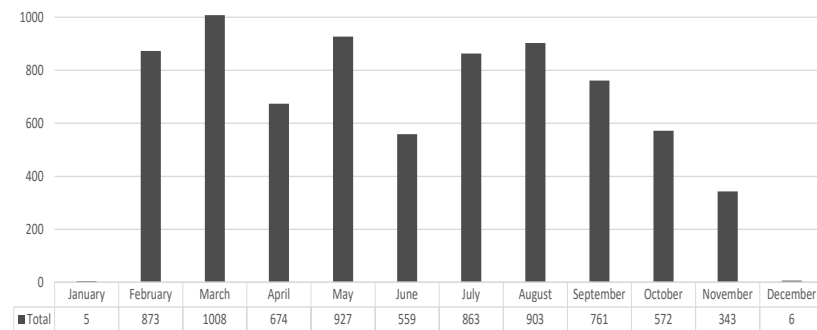
1

TICKETS LOGGED NWU staff-2017



2

TICKETS LOGGED MC students-2017

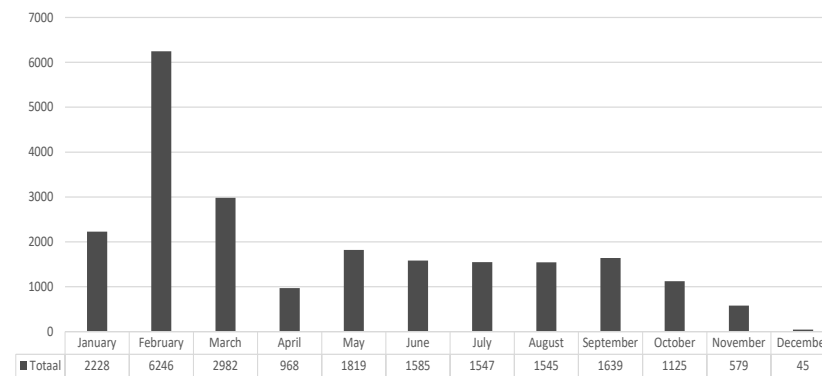


IT Services for Students

IT@NWU provide an IT Service for students at each of our three campuses. Should students experience IT related problems, they may visit us at the Walk-in service, try out the Self Help Forum, connect with us on Facebook, or feel free to drop us an email.

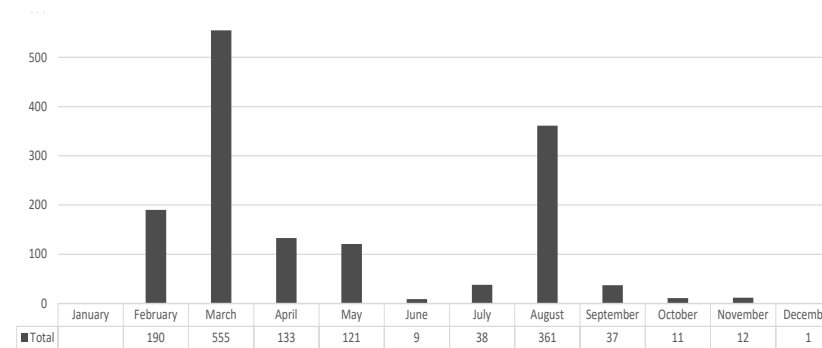
TICKETS LOGGED PC students-2017

3



TICKETS LOGGED VC students-2017

4





COMPANY
PROFILE

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.



IT DREAM

(guided by the NWU dream and purpose)

To be a leading partner in transforming and positioning the NWU as a unitary institution of superior academic excellence, through the use of Information Technology.

OUR MISSION



ALIGNMENT

- To align IT strategies and value disciplines with business strategies and become a strategic business partner;
- To improve the balance and applying the optimal value disciplines between the five functional areas of



BALANCE

IT by moving from a low value support focus towards a higher maturity level in terms of business value for Research, Teaching and Learning, while sustaining the maturity of Administrative systems, Shared services and ANC (ancillary).

OUR VALUES

The North-West University subscribes to the values of human dignity, equality, freedom, integrity, tolerance, respect, commitment to excellence, scholarly engagement, academic freedom and justice. We will embrace all of these values and integrate them into our daily lives and work. IT strives towards transparency in all aspects of our work.



OPERATIONAL
excellence



CUSTOMER
intimacy



PRODUCT
leadership

GOVERNANCE

IT governance (ITG) is defined as the processes that ensure the effective and efficient use of IT in enabling an organization to achieve its goals. IT @ NWU is primarily governed by three committees namely: IT Governance committee, IT committee and IT Advisory committee. Each has its own terms of reference but the main purpose is to oversee: IT alignment to business priorities, significant investment, management of risk, responsible asset management, policies and strategies and compliance to statutory requirements



The Information
Technology
Governance
Committee

Is responsible for the governance of all aspects related to information technology at the NWU.



The Information
Technology
Committee

is responsible for assisting IT to manage demand.



IT Advisory
Committee

The IT Advisory Committee is a consultative body.

IT will consult on five decision areas namely:

- Principles
- Architecture
- Infrastructure
- Enterprise application needs
- Investment and prioritisation

ADVISORY

Committee

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)



OUR STRATEGY

The IT strategy is to support the IT mission by balancing staff, operations and capital budget; to decrease the dependency on MS 1 funds for staff costs; to focus on adding value to the core business of the NWU through engagement and building partnerships while still striving towards improved service delivery.

1 Staffing



Implement an agile staffing strategy that will improve the IT value proposition (aligned to the NWU success model) and have a balanced approach to the core activities of the University.

2 Research



Add real value to research activities by implementing an eResearch strategy with all the necessary stakeholders (Research DVC, Research Office, IT, Library, Research groupings).

3 Learning & Teaching



Position IT as a key enabler in the operationalisation of the University's Teaching and Learning Strategy.

4 Stakeholder Engagement



Engage with different stakeholder groups, building mutual trust and understanding to ultimately become strategic partners. Openness and transparency will be key in this strategy.

Cyber



Infrastructure

Support



Model

Continuous



Improvement

5

Improve the provisioning of ample and appropriate computing capacity, storage for large volumes of data, broad and ubiquitous connectivity, and specialised and IT-integrated capturing and analytical instruments.

6

Improve the IT support model to provide differentiated support and enable self-support while facilitating freedom of choice. Strive for operational excellence.

7

Continuously improve the current IT services to ensure higher availability and reliability, thereby increasing productivity and user satisfaction.





According to Mr. Boeta Pretorius, Chief Director IT, the University of the Future will differentiate itself from the others by the inventive use of Information and Communication Technology for all of its activities.

IT@NWU proud ourselves to follow a well-informed, structured, but agile process to formulate strategy and to plan the project, product and service portfolio.

In order to deliver the IT promise, we at IT@NWU:

■ Embrace the values of human dignity, equality, freedom, integrity, tolerance, respect, commitment to excellence, scholarly engagement, academic freedom and justice and we strive to deliver the IT promise by empowering the NWU to excel-

lence through the effective use of Information and Communication Technologies.

■ We maintain a three year rolling IT strategy with specific focus on staffing, research, learning and teaching, stakeholder engagement, cyber infrastructure, support model and continuous improvement. Along with input from other strategies, we determine year goals, which in turn directs our project portfolio and product service portfolio. In order to utmostly coordinate our strategy with business strategy, we take into consideration the following factors, as stipulated by means of the adjacent diagram:

■ Macro forces

On a global scale financial and environmental demands are driving us to achieve more with less, with specific focus on sus-

tainable use of scarce resources.

■ Industry forces

Modern day trends and practices in terms of IT focus on high-speed internet bandwidth and cloud services, with increased demands for big data, online collaboration, mobile apps and social media platforms.

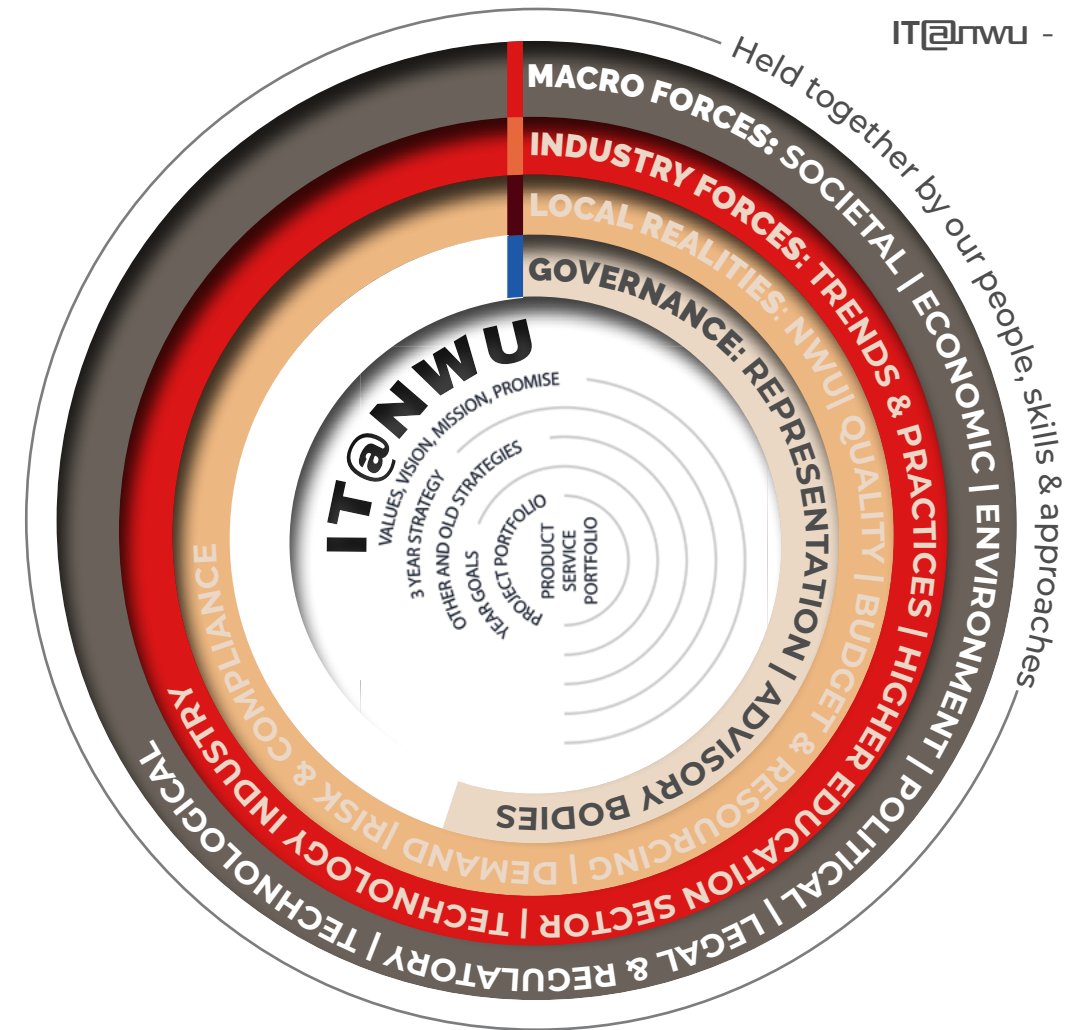
■ Local realities

At our university we are guided by organisational realities such as the NWU strategy, vision, mission, values, the Success Model and structure.

■ Governance

Governance is critical to ensure the effective execution of IT matters and to sustain IT as a strategic enabler of the university's core business.

In order to govern IT responsibly, representation at key forums and platforms (such as Council committees, Senate and IM) is vital.



OUR STRUCTURE

REPORTING LINES IT@NWU



Adelle Lotter

ACADEMIC & OFFICE SOLUTIONS (AOS)

- Teaching, learning and research applications
- Content and collaboration
- Productivity and office solutions



Mari Prinsloo

BUSINESS SYSTEMS (BSS)

- Business administrative systems
- Business process analysis and process optimisation

ARCHITECTURE & MIDDLEWARE (ARC)

- Orchestrates shared functionality and data exchanges between different systems
- Oversees big-picture design
- Aligns overall system architecture



Pieter Enslin



Wilhelm Van Belkum

OPERATIONS & INFRA- STRUCTURE (OI)

- Monitors availability
- Systems and virtualisation
- Advanced technical support
- Data centres
- Physical infrastructure

IT@NWU SUPPORT SERVICES



Claudia Pietersen

- Staff Service
- Desk Student
- Service Desk
- Training
- Infrastructure
- Support

Rika Nieuwoudt



Aldine Oosthuyzen



Danie Stoop



ELECTRONIC SERVICES (ES)

- Sound and visual systems
- Class-room technologies
- Research support equipment
- Automation & monitoring
- e-Conferencing systems
- Fire detection systems
- Security systems: Access control alarms and CCTV
- Gate and perimeter control: Parking systems and various other electronic systems, such as: studio equipment, FM transmitters and transmitter links.

IT Project Priorities Sept 2017	Priority	Status (100%)	Impact on IT: (very high; high; medium; low)				
			AOS	ARC	BSS	ES	OI
Phasing out of OLG	1						
Classroom support strategy, upgrade and alignment of technology in classrooms	2						
Modernisation and decoupling of VSS	3						
Upgrade of WiFi firmware	4						
WiFi upgrade (AP's etc.)	5						
System Changes due to Restructuring at the NWU (including down-stream systems)	6						
CMA risk projects and Nessuss scan vulnerabilities - project/s	7						
Phase out Netware IDM	8						
JDK and JBOSS upgrade	9						

NWU DNS architecture refresh	10						
Investigate a broadcasting solution with eFundi	11						
Technology for eGuides	12						
VM architecture refresh	13						
Investigate PC Lab virtualisation	14						
eFundi Upgrade to 11.5	15						
Replacement of Switches	16						
Extend Student System with WIL (Work Integrated Learning)	17						
NSFAS/NWU Integration	18						
Expansion and balancing of storage	19						
DR balancing	20						
Increase floor space at Machine Room	21						

IT Project Priorities Sept 2017	Priority	Status (100%)	Impact on IT: (very high; high; medium; low)				
			AOS	ARC	BSS	ES	OI
ARC and Openstack	22	<div></div>					
Expansion of video conference facilities	23	<div></div>					
PGSMS (National Audit pending)	24	<div></div>					
eFundi development on eFundi app	25						
Extending Lecture Capturing (concept capturing, integration, studio capturing)	25	<div></div>					
Replacement of Alfresco ECM	27	<div></div>					
POC for PC lab virtualisation	28	<div></div>					
Replacement of SMP Share	29	<div></div>					
Replacing the hotline with VOIP in the Classroom	30						

ARC and Openstack	22	<div></div>					
Expansion of video conference facilities	23	<div></div>					
PGSMS (National Audit pending)	24	<div></div>					
eFundi development on eFundi app	25						
Extending Lecture Capturing (concept capturing, integration, studio capturing)	26	<div></div>					
Replacement of Alfresco ECM	27	<div></div>					
POC for PC lab virtualisation	28	<div></div>					
Replacement of SMP Share	29	<div></div>					
Replacing the hotline with VOIP in the Classroom	30						
Open Access Journals at NWU	31	<div></div>					
UODL connectivity in 10x new centres	32	<div></div>					
Replacement of GroupWise	33						

IT Project Priorities Sept 2017	Priority	Status (100%)	Impact on IT: (very high ; high ; medium ; low)				
			AOS	ARC	BSS	ES	OI
Teaching & Learning Analytics	34						
Workflow for marking of assessments for distance students	35						
Oracle 12c Upgrade	36						
Investigate eAssessment solution for NWU	37						
GroupWise upgrade	38						
Repository for Teaching & Learning	39						
eFundi integration with Google Apps	39						
Phasing out Consolidation database	41						
Integration between eFundi & VSS	42						

Private Cloud POC	43						
NAC POD's upgrade	44						
Data protection	45						
Investigate method to update lecturer benches	46						
Upgrade of NextCloud to v12 and implementation of online editing software	47						
Investigate audio streaming of interpreted lectures to mobile devices	48						
eFundi reporting	49						
Security awareness campaign	50						
Review Jasper Architecture	51						
Replace Nemitec system (Access control)	52						
Alignment and hosting alarm receiver software between MC and PC	53						
Align CCTV administartion between PC and MC	54						

IT Project Priorities Sept 2017	Priority	Status (100%)	Impact on IT: (very high; high; medium; low)				
			AOS	ARC	BSS	ES	OI
Redesign and digitise vehicle and gate systems across campuses	55						
Student academic readiness and a system to support students at risk	56						
Secure document solution	57						
Space management upgrade / integration Archibus	58						
Move VV and VSS from F-drive	59						
Lecture capture upgrade	60						
Strategy on the development of the NWU app	61						
Move access control servers to machine room	62						
Local Vidyo router	63						

Automisation of VSS deployments	64						
Monitoring system at Internal Audit	65						
Open Access Journal at Library	66						
Relocate of UARM & Business School (Vaal)	67						
Automated documentation and workflow: self service Apps	68						
HR self service	69						
Qmuzik 9 upgrade	70						
Printing of degrees	71						
Windows upgrade path	72						
Internal optimisation of IT documentation	73						
IT-Help solution for UODL	74						
POC for new ticketing system for the NWU	75						

IT Project Priorities Sept 2017	Priority	Status (100%)	Impact on IT: (very high ; high ; medium ; low)				
			AOS	ARC	BSS	ES	OI
Event Management System	76	<div></div>					
Electronic bank statement upload and processing	77						
Service Registry	78	<div></div>					
Online giving	79						
Setup and configuration of sub domains	80	<div></div>					

Replacement of Discoverer and Share reporting	81						
Uploading facility for supporting artifacts	82						
Rate our service link in Groupwise and banners	83						
Residence application form	84						
Graduation RSVP process	85						



ERESEARCH
CONSULTANT
2015 - 2017

Anelda van der Walt



IT ERESEARCH
CONSULTANT
2016 till current

Martin Dreyer

ABOUT THE ERSEARCH Initiative (eRIn)

In July 2015 the NWU officially commenced with an eResearch drive that will ultimately help to align research support units and researchers across all disciplines to embrace the power of the digital world in the 21st century. A NWU eResearch Initiative workgroup from IT, Library and Research and Research Support Office together with Anelda van der Walt has been established.

The NWU eResearch initiative has not only impacted staff and students at the North-West University. In February 2016, the first inter-university eResearch meeting was conducted when UCT's eResearch team visited NWU to discuss eResearch matters, share lessons learned and plan collaborations.



Read more

<http://www.nwu.ac.za/eresearch/news/nwu-supports-researchers-through-africa-research-cloud>

Shaping eResearch in South Africa

Under the leadership of Chief Director Boeta Pretorius, 2015-2017, the NWU has taken a lead in the eResearch landscape in South Africa. The focus was on creating awareness and platforms for discussion. The initiative drew favourable, as NWU eResearch collaboration with TENET resulted in funding to host Carpentry workshops and instructor training.

266

Digital & Computational Workshops (The Carpentries) participants, 13 Carpentries including all three campuses

8

Articles published in the IT Magazine, 2 in the Eish! and a further 10 Blog posts, reflected the platforms utilised to disseminate information.

14

Experts visited the NWU between 2015 and 2017, as part of the eResearch initiative, aiming to learn as much as possible from one another.

Full report available at <https://docs.google.com/document/d/1CwUd-8vHg3SVrCzoVDMSHSIWMeSz1zBV1tVe6QhQJmM/edit>



Repository

Persistent



DOI

In-browser



Previews

Background Figshare 2017

The NWU Library and Information Service in conjunction with IT services and the Research Office as part of eResearch initiative plan to run a 6-month pilot of the Figshare platform which will be starting at the beginning of April 2018.

Figshare – a data repository platform – is being piloted by several universities in South Africa to determine its fit within research workflows and suitability for housing all types of data generated during the research process. Datasets uploaded to Figshare is given a persistent DOI and can be made available to anyone or have restricted access. The platform supports in-browser previews of over a thousand file types and tracks access metrics of all items loaded onto it.

Q&A



**"Figshare
possible platform for
data deposits..."**

**"Figshare's
introduction..."**



IT@NWU - FIGSHARE 37

Continues...

Who was involved in the Figshare project?

At the NWU the Figshare pilot project was mainly pushed by the Library and Information Service, IT services and the Research Office.

Figshare awareness

Internationally institutions became more aware of the need to do proper Research Data Management (RDM). As a result of this trend various platforms were investigated by institutions in South Africa, and Figshare was identified as a strong candidate. Involvement on a national level by the Data Intensive Research Initiative of South Africa (DIRISA) also meant wide exposure to the Figshare platform through regional meetings held to introduce the community to Figshare.

Where did it all start?

The evolution of open access movement has changed the research and publishing environment. The main agenda of open access movement of publishing articles in open access platforms has been extended to include research data. Higgins¹ explains that academic research has two main outputs which both are equally important i.e. published paper and the data generated during research. Therefore, these research outputs need to be managed in an open access repository to facilitate sharing, re-use, reproducible, preservation, access and for citations. In support of open access agenda, most international publishers require datasets used to report research findings to supplement the research publication. In addition, funding agencies require researchers

Continues...

to submit data management plans with the funding proposal which describes how the research data will be managed throughout the research project. Furthermore, many government funding agencies have policies that mandate researchers to make government funded research freely available and accessible to the public. It is in this regard that in 2015, the National Research Foundation (NRF)² issued a statement which mandates researchers to deposit datasets supporting the research outputs into an accredited Open Access repository, with the provision of a Digital Object Identifier for future citation and referencing. In order to support NWU researchers to comply with these requirements, NWU IT and Library and Information Service have decided to pilot Figshare as a possible platform for the deposit of datasets.

DIRISA held regional meetings during April 2017 to introduce Figshare to research institutions and academia in South Africa.

User facing platform needed

DIRISA is committed to long term preservation of data, and although there is storage infrastructure in place there is no user facing platform in place to facilitate the management of research data. Figshare will therefore be a service layer on top of national infrastructure to facilitate the capturing and management of data onto the storage infrastructure.

The RDM roadmap

In June 2016 the NWU eResearch Initiative conducted the first Research Data Management (RDM) workshop held in Potchefstroom. The attendees were researchers, librarians, IT staff and colleagues from the research office. The workshop aimed to provide an opportunity to develop a roadmap for RDM services at the university. 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. The RDM Task Team conducted interviews with researchers from various research entities.³ From the exercise, it was found that there was limit-

ed knowledge and understanding of RDM practises, some researchers had knowledge although they did not understand how it can benefit them. Those who knew about Research Data Management plans indicated that through collaborative research and internationally publishers they are aware of RDM as they are required by funding agencies and However, the most common research need was data storage and adequate technical support.

1 Higgins, S. 2012. (In Pryor, G ed. Managing research data. London: Facet, p. 17-46).

2 NRF. 2015. statement-open-access-research-publications-national-research-foundation-nrf-funded. <http://www.nrf.ac.za/media-room/news/state-ment-open-access-research-publications-national-research-foundation-nrf-funded> Date of access: 11 Jun. 2018.

3 eResearch. 2016. Research data management: a collaborative drive at NWU. <http://www.nwu.ac.za/eresearch/rdm-a-collaborative-drive-at-nwu> Date of access: 12 Jun. 2018

IT Services Survey – October 2017

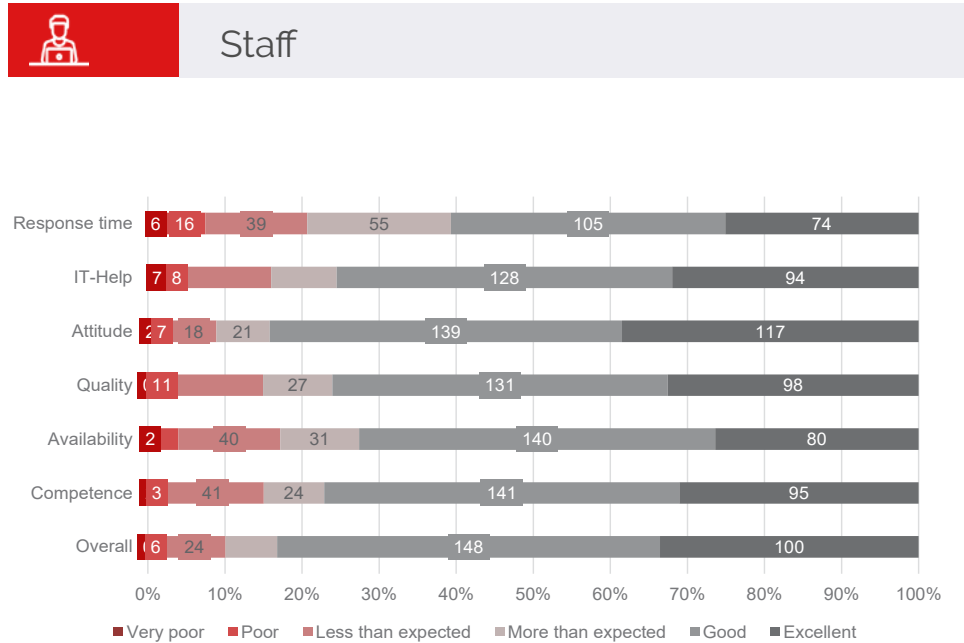
Introduction

An electronic survey regarding user perceptions of IT services was made available to all students and staff. Although the response rate was very low, the sample is still a good representation of the population. The Survey was completed by staff and students on all three campuses.



Overall summary of services

The following graphs depict a summary of the average rating of the services.



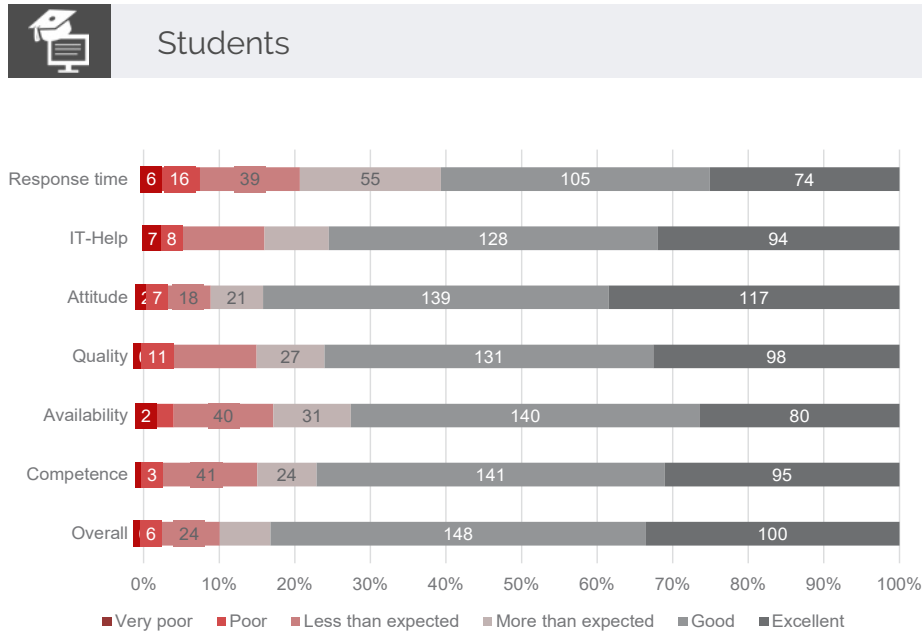
Compliments or positive comments in general...

"Thank you for your hard work and continued enthusiasm, despite having to work with all of us who are less-than-optimally trained in computer technology."

"Working at home on VPN at the moment. (KFS, VSS) Excellent and so convenient!"

Overall summary of services

The following graphs depict a summary of the average rating of the services.

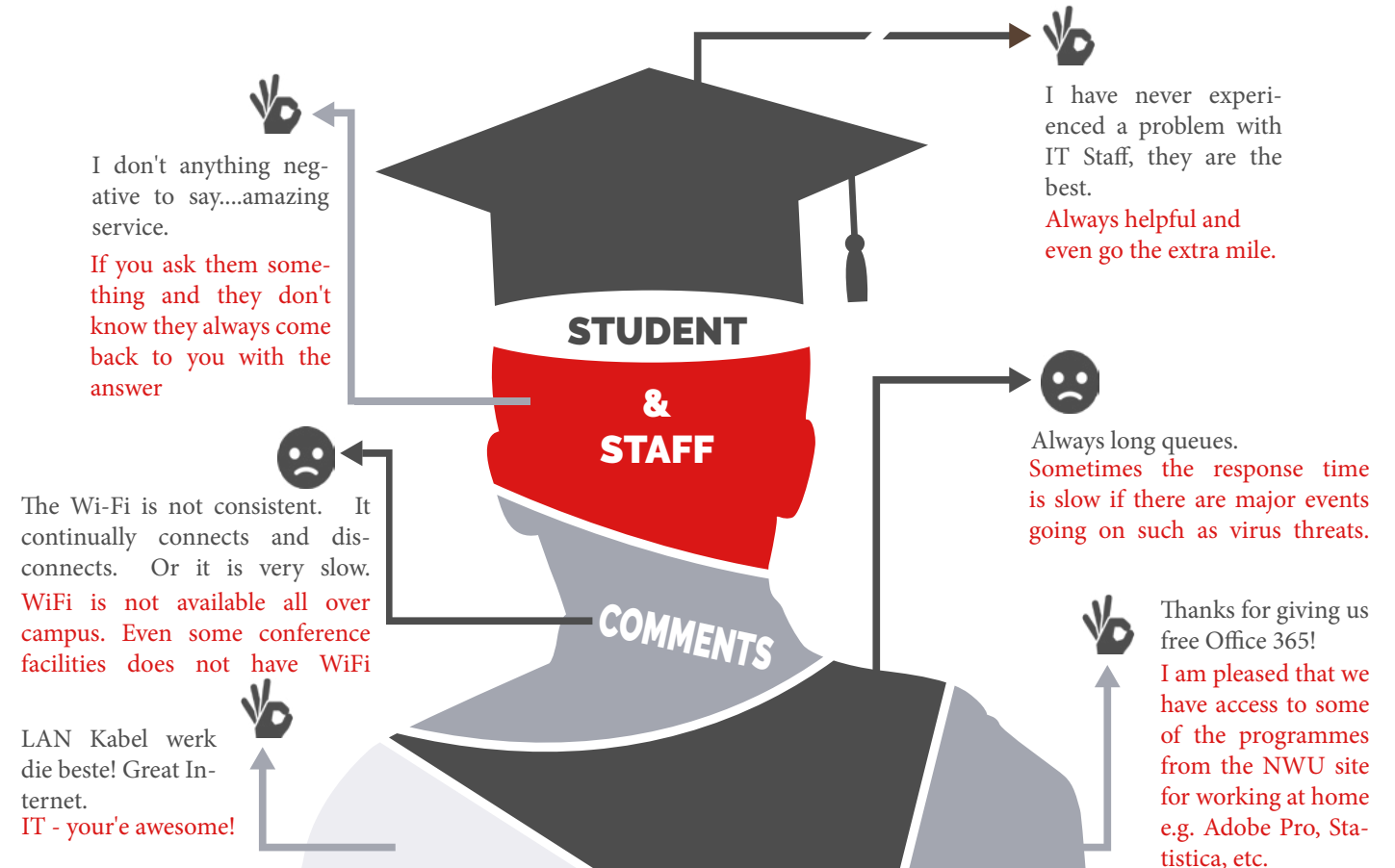


Compliments or positive comments in general...

"According to me the IT department is doing an excellent job."

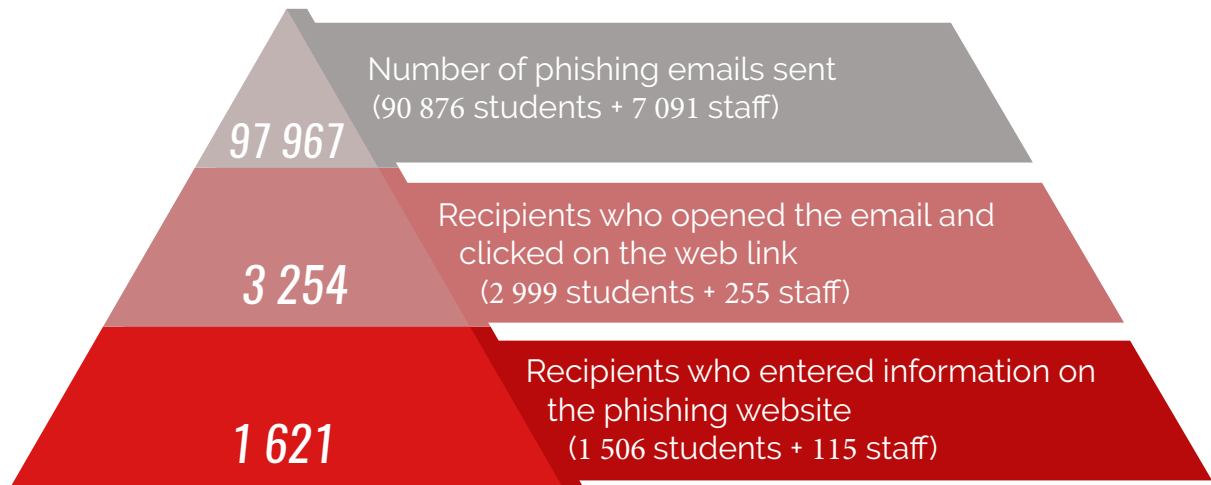
"eFundi is an excellent program for learning."

"They do have a good attitudes toward students who doesn't now a thing about IT"

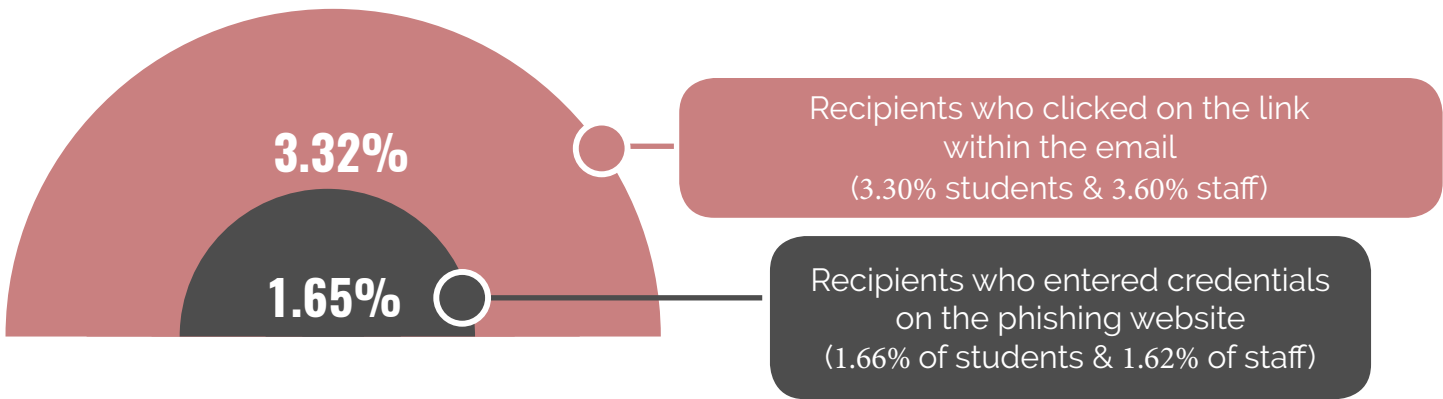


A Initial Phishing Campaign Summary

Like many organisations, North-West University (NWU) is regularly targeted by random and focused phishing and/or malware attacks. The impact of these Cyber Attacks can be considerable with data leakage/loss, network outages, financial loss and reputational damage. NWU has asked KHIPU Networks Ltd to perform a baseline security assessment for evaluating the effectiveness of the current security awareness strategy as well as identifying the residual risk resulting from phishing and malware attacks. This section explains the findings and results from the phishing assessment service conducted between 22nd March, 2017 & 12th April, 2017.

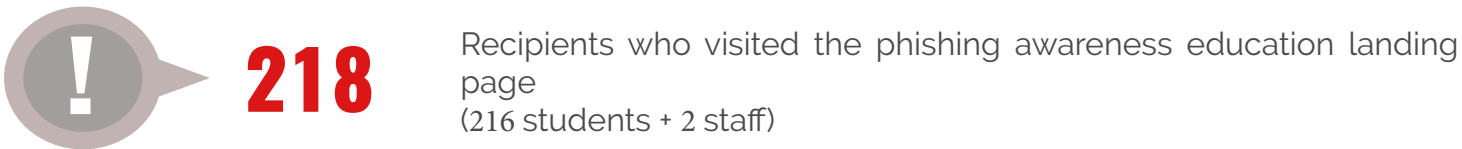


B Successful attacks versus emails sent



C Awareness Campaign Results

The awareness campaign results are used to determine how many of the users who were successfully 'phished' (when instructed via the awareness email) visited the education landing page and carried out the phishing quizzes and watched the awareness video.





IT by moving from a low value support focus towards a higher maturity level in terms of business value for Research, Teaching and Learning, while sustaining the maturity of Administrative systems, Shared services and ANC (ancillary). IT by moving from a low value support focus towards a higher maturity level in terms of business value for Research, Teaching and Learning,

How it works



IT maturity

Level of maturity in IT and the NWU to successfully add value to the domain.



IT spending

How much money is allocated in the budget for the domain.



IT research projects

All IT activities related to enable research at NWU (eg. InfoEd, HPC, etc.)



L/T

All IT activities related to enable teaching and learning at NWU (e.g. eFundi, Classrooms, etc.)

2015

2016

2017



IT shared services

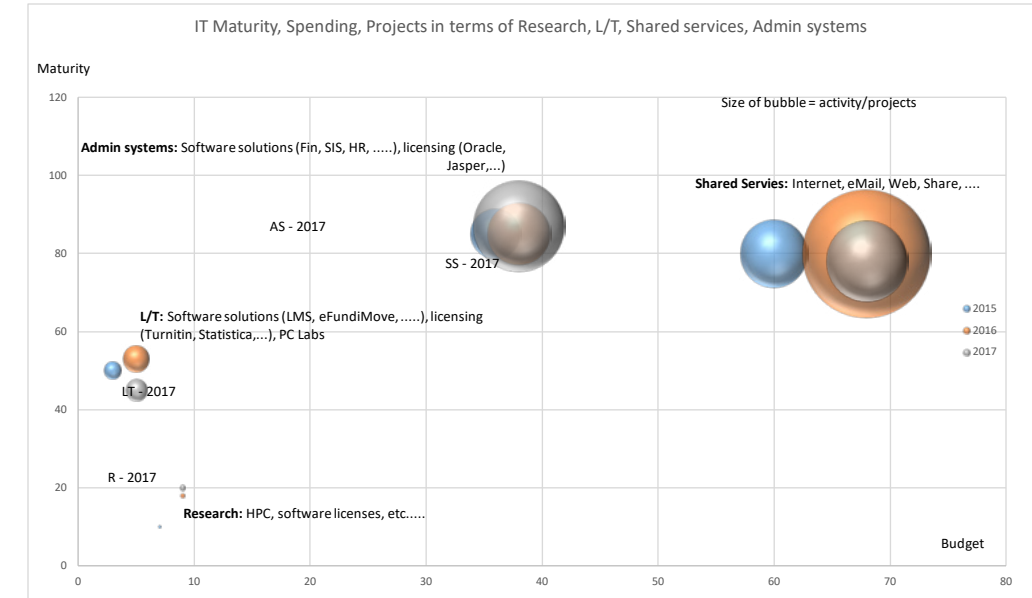
All IT activities related to enable services that are shared by all at NWU. (eMail, eConferencing, etc.)



IT admin systems

All IT activities related to enable Administrative processes at NWU (e.g. Financial System, HR System, etc.)

2017 Mid year extrapolation



The 2017 Restructuring Journey



IT THANK YOU FOR THE PART YOU PLAY IN OUR LIFE

Take a minute, and
share our journey...



**Anna-Marie
Bell**
Manager

Software Development

Anna-Marie revealed that: "Some of the systems were already completed by the end of October 2016, and by the end of September 2016 we had compiled a complete end-to-end testing plan."

BEHIND THE SCENES LOOKING BACK...

1

"We had to plan ahead, had to look at the 'what ifs' and simulate various scenarios. As we all have day jobs as well, we had to ensure that our work was not neglected due to the project. The team involved here is of outstanding quality," reveals Anna-Marie. She further stipulates that "they are very committed, pulled their weight, and are prepared to walk the extra mile. Additionally, we are very fortunate to have buy-in from top management and our back-office colleagues, who assisted with the day-to-day business."

2

We made a solemn decision that roll-back would not be an option. Therefore, we decided to push through. If unforeseen incidents occurred, we've agreed to fix it in our stride."

3

"I was full of confidence that we were going to be successful, based on all the effort everyone had gone through. This was a mammoth task, as each of the 150 systems have their own sub-processes. One can compare it to a number of relay races that we were undertaking. We had to ensure that each process reached its destination successfully, and was accompanied by its correlating information."



IT empowerment
Vaal Triangle
Campus



Microsoft's free Training site

"Digital literacy aims to further the essential fundamental technology skills"

"We identified the need after the first year IT Induction event." claim me Letta Tefo, Junior Service Desk Consultant at Vaal Triangle Campus. According to Letta students participated in a test after the presentation. "Students who scored below 65% were encouraged to attend the Basic Computer Skills classes" she explains. "We start off with Basic Computer Skills: this includes the introductory basics for Word, Excel and Power Point. In addition we provide a Template in order to familiarise the students on how to write an Assignment." When it comes to MS Office, Digital Literacy helps a great deal to boost the students' skill set.

↑ Participation

Students are given class exercises to measure their level of understanding with regards to the lectured content. How can students arrange for Training? Letta explains that: "We post the training schedule on the Notice

board, and more information in this regard, is available at Building 9A-105. In addition Microsoft offers free online courses with certification that can assist to enhance computer skills and to advance your career. The Digital Literacy site focuses on fundamental technology skills while Imagine Academy concentrates on more technical courses such as MS Word, MS Excel etc.

↑ Participation

"... The good news is, it is available to students and staff..."

↑ The aim

Microsoft's free training site, digital literacy aims to further the essential fundamental technology skills, as well as expanding the basic understanding of computers, non-official certification are available upon completion of these courses.



“The new academic year started off to a good start with enthusiastic students registering on all three of the North-West University’s (NWU) campuses. As on 26 January nearly 7 000 first years have already enrolled. The NWU’s target for first-year enrolments for 2017 is 8 894”. In the light of the latter, IT@NWU plays a vital role to keep the “systems going”.

Registration success

are based on clearly defined processes



Speeding up registration

Mr. Tom (snr) Cato, Manager: Undergraduate and Honors Administration, informs that: “Technology delivers valuable support during the registration period...” As he explains, in the past students were mostly registered by means of a manual process, by following the web registration route, a lot of pressure are being relieved from the registration office.

Using pc labs across the campus would in reality enable a vast majority of students to register simultaneously, resulting in a registration time of 4 to 5 minutes per student. Alta (aka) van Zyl, Section Head: Undergraduate and Honors Administration: Records concurs: “In order for successful student registration it is important to keep in mind, that the minimum fees for registration should be paid first, otherwise registration will be, otherwise registration will be deemed provisional...”

Technology definitely plays an immense part to ease our task...” Mr. Bashir Ahmed (programmer) revealed that there are definitely interesting changes to follow on the User Interface of the Web Registration site. IT Business System Development and Support, are looking into changing the “look and feel” of the Web Registration site to tie in with the overall web theme of the University.

“With our annual planning meetings in September /October, we gather our stakeholders together.

A number of 25 to 26 meetings are being held throughout the year with the stakeholders, including IT. Due to our close cooperation with IT, we already know where most of the loopholes are and during the years we have identified the problem areas”, reveals Tom.

Alta concluded: “the support we receive from IT are excellent!”

UNIT FOR OPEN DISTANCE LEARNING

(uodl), regional centres were equipped with Wi-Fi & Internet...



cast live sessions to students enrolled for distance education programmes at the NWU (UODL). All sessions are recorded (Panopto) enabling students that could not attend live sessions to download recorded sessions at a time convenient to them UODL support approximately 36000 open distance learning students, across all nine provinces of South Africa and in Namibia. The list below shows the UODL Centres which IT@NWU equipped with Wi-Fi so far.



The majority of these students consist of unqualified or under qualified practicing teachers, improving their qualifications through Open Distance Learning. Interactive whiteboards (IWB) are used at all Learning Support Centres (LSCs) to broad-

These students write examinations at 107 examination centres across Southern Africa, from where paper examination scripts are transported to Potchefstroom, where they are marked by hand. The UODL Assignment and examination Department

(Pieter Vermaak, also visiting USQ) receives approximately 375 000 paper assignments and examination scripts annually. The numbers of assignments and examination scripts may increase as other faculties at NWU are now joining ODL offerings. For selected programmes eFundi are utilized whereby assignments could be submitted and resources accessed. Students may submit assignments at LSCs whereby centre managers courier these assignments to the NWU.



UODL support approximately 36000 open distance learning students, across all nine provinces of South Africa and in Namibia. The list below shows the UODL Centres which IT@NWU equipped with Wi-Fi so far, refer to map.

Regional Centres





DELIVERING THE IT PROMISE

After a long turbulent year we would like to reconfirm our commitment to develop best in class information and communications technology to enable and support the core business. As the new structures unfolds we will engage with you to make sure we deliver the IT promise.



Should you feel to provide us with feedback, feel free
to drop us an email at
Talk2IT@nwu.ac.za