



Mangosuthu
University of Technology

National ASAUDIT Technology Event

27-29 June 2017

**Hosted by Mangosuthu University of Technology
Faculty Natural Sciences Campus
511 Mangosuthu Highway
Umlazi**

Monday 26 June 2017							
08:30 - 08:45	Library	Vacant	NS2	Vacant	NS1	Vacant	L8 Pre-NATE Support Team Meeting
09:00 - 09:30	Foyer	Pre-NATE Course Registration					
9:30 - 10:50	Library	Office 365 Smartlab <i>Natanya Pillay and Michael Mullany</i> Microsoft	NS2	Azure Smartlab <i>Lawrance Reddy</i> Cloud Logic	NS1	SAFIRE <i>Guy Halse</i> TENET	L8 Available for meetings
10:50 - 11:10	Tea						
11:10 - 12:30	Library	Office 365 Smartlab <i>Natanya Pillay and Michael Mullany</i> Microsoft	NS2	Azure Smartlab <i>Lawrance Reddy</i> Cloud Logic	NS1	SAFIRE <i>Guy Halse</i> TENET	L8 Available for meetings
12:30 - 13:00	Lunch						
13:00 - 15:00	Library	Office 365 Smartlab <i>Natanya Pillay and Michael Mullany</i> Microsoft	NS2	Azure Smartlab <i>Lawrance Reddy</i> Cloud Logic	NS1	Vidyo <i>Q Distribution and Jacqui Misland</i> TENET	L8 Available for meetings

Tuesday 27 June 2017	
8:30 - 8:45	L8 NATE Support Team Meeting
9:00 - 11:00	Lecture hall Skills Development Meeting
11:15 - 11:30	Lecture hall NATE Facilitators Meeting
11:30 - 12:30	Foyer NATE Day 1 Registration and lunch

Plenary sessions	
12:30 - 12:40	L2 NATE Open and welcome Prof NJ Ndlazi Deputy Vice-Chancellor, MUT
12:40 - 13:10	L2 Powering Student Outcomes with Blended Learning Jaye Richard Hill, Microsoft
13:10 - 14:05	L2 ASAUDIT Special Interest Groups Introduction Val Theron, ASAUDIT
14:05 - 14:35	L2 Platinum Sponsor: Khipu Networks Vulnerability Management – Why is this important? Dirk Schrader, GreenBone
14:35 - 15:05	Foyer Tea

Concurrent streams				
Venue	L1	L2	L7	Lecture hall
15:05 - 15:25	Microsoft Microsoft - Riedwaan Bassadien Open Source in Microsoft	Gold Sponsor Intel - Hannes Steyn The Transformation of the Datacentre	Microsoft Microsoft - Gareth Ireland Unified Communications	Available for meetings
15:30 - 15:50		Business continuity CPUT - Charl Abner Lessons learned from #FeesMustFall		
15:55 - 16:15	IT Architecture NWU - Jurgens Human Big data in the enterprise! Avoid the potential potholes	Microsoft Microsoft - Sizwe Zikhali Identity Driven Security		
16:20 - 16:40	NWU - Karl vd Merwe Expanding NWU Vending Services beyond campus borders			
18:00 - late	Cocktail evening Kingsmead Stadium Kingsmead Way, Kingsmead, Durban			

Wednesday 28 June 2017						
8:00 - 8:30	Foyer	NATE Day 2 Registration and refreshments				
Plenary sessions						
8:30 - 8:35	L2	Welcome				
8:35 - 9:15		African Center for Information Ethics Coetzee Bester, ACEIE				
9:15 - 9:40		Artificial Intelligence Gary Hope, Microsoft				
9:40 - 10:10		Photos				
10:10 - 10:40		Tea				
Concurrent streams						
Venue		L1	L2	L7	Lecture hall	
10:40 - 11:00	Blended learning	Silver Sponsor Samsung - David Moncur Samsung Technology in Education	UCT - Megan Abrahams UCT IT Service Desk can work from anywhere	Microsoft - Gary Hope DR in Azure	Project Management SIG Inaugural Meeting	
11:05 - 11:25		MUT - Cebo Nyondo The role and impact of ICT support in improvement of student success	VUT - Cassius Raseruthe Service Desk			
11:30 - 11:50		UCT - Ghamza Jacobs Taking end-user training to the learners - from the classroom to your desk	SMU - Hendrik Pieterse Service Desk Principals with Service Desk Plus			
11:55 - 12:15				Microsoft - Yogan Moodley Windows 10 Security		
12:15 - 13:15	Foyer	Lunch				
13:15 - 13:35	Blended learning	NWU - Gawie le Roux Lecture capture in a multilingual environment	SUN - Tian Peterson Digital Transformation in IT	Microsoft - Mike Kiernan High Performance Compute	Enterprise Architecture SIG Inaugural Meeting	
13:40 - 14:00		UJ - Sandile Mguli Innovative interactions in Higher Ed environments - effective audio visual technology in a smart classroom	VUT - Yegash Naidu Planning for Automation			
14:05 - 14:25		SUN - Courtney Meder Streaming and mobility	NWU - Gerhard Goossens Nagios - Measuring the user experience using stop down approach			Microsoft - Siya Madyibi Legal and Compliance in a Cloud World
14:30 - 14:50			VUT - Mediamere Lucas Rachidi Application/Server Monitoring with Zabbix			

14:50 - 15:20	Foyer	Tea					
15:20 - 15:40	Blended learning	NWU - Tinus Steenkamp Simultaneous translation via wifi/cellphone technology	System Administration	UJ - Aaron Bessick Dealing with Security Vulnerabilities on Windows Servers	Networks	UJ - Babalwa Sopete Effective network Management and Monitoring	Available for meetings
15:45 - 16:05	Service desk	UP - Mishwell Mathebula Computer based test question, has it been answered		VUT - Winston Mphahlele Configuration management using Ansible			
16:10 - 16:30	Business continuity	SUN - Hans Scheffler Being agile within a static structure		VUT - Winston Mphahlele Centralised logging using RSYSLog			
18:00 - late	Gala Dinner Eyadini Lounge 3 Peace Rd, Umlazi, Durban						
Thursday 29 June 2017							
8:00 - 8:30	Foyer	NATE Day 3 Registration and refreshments					
Plenary sessions							
8:30 - 8:35	L2	Welcome					
8:35 - 9:15		Keynote Developing Your CyberSecurity Strategy Sakkie Janse van Rensburg, University of Cape Town					
9:15 - 9:25		NWU - Barend Pretorius - The threat is real, Cyber Security					
9:25 - 9:45		Gold Sponsor Fortinet					
9:45 - 10:15		Tea					
Concurrent streams							
Venue	L1	L2	L7	Lecture hall			
10:15 - 10:25	NWU - Johan Badenhorst Access Control and alignment	Cloud computing	NWU - Barend Pretorius Is the future Virtual?	NWU - Tinus Steenkamp Fridge monitoring and alert notification for research purposes	Available for meetings		
10:30 - 10:50	NWU - Zak van Heerden Present malware handling methods, focusing on ransomware.		VUT - Nicholas Thovheyi A virtualised IT environment and virtual desktops infrastructure (Desktop As-A-Service) for VUT			VUT - Irene Popela The use of knowledgebase system and standardized processes in improving service's turnaround time	
Plenary sessions							
11:00 - 11:30	L2	The easy route is good or bad for developing trouble shooting skills Grant Gammon (UJ)					
11:30 - 12:00		Award Ceremony ASAUDIT					
12:00 - 12:15		Conference Close Val Theron, ASAUDIT					

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Pre-conference Skills Development Opportunities
<p>Guy Halse (TENET) - SAFIRE</p> <p>This workshop covers the basics of integrating with the South African Identity Federation and eduGAIN. It will provide an introduction to identity federation concepts, cover some of the use cases for federation; explain attributes and attribute release, and look at the technical requirements for SAML identity providers within SAFIRE. Time and audience permitting, it will also cover some of the likely future requirements of global inter-federation such as of levels of assertion and incident response.</p>
<p>Jacqui Misland (TENET) - Vidyo Admin and Operators</p> <p>This workshop should provide:</p> <ul style="list-style-type: none"> • Attendees to feel confident about using Vidyo as an end user e.g.: making calls, inviting people into meetings, moderation of meetings, recording meetings • Attendees to feel confident about using Vidyo as an administrator e.g. Using the admin interface to add and manage users, manage meeting rooms, customisation, and LDAP or Identity management integration.
<p>Lawrance Reddy (Cloud Logic) - Azure Smartlab</p> <p>The Azure Smartlabs are to showcase Azure in a practical and useful manner along with the Azure tools required to make Azure easier. Labs include Identities in Azure through to building apps in Azure - this is a must for all wanting to get their hands into Azure.</p>
<p>Michael Mullany & Natanya Pillay (Microsoft) - Office 365 Smartlab</p> <p>The O365 hands on labs are to dig into the operations of O365 including labs that cover how to set up and maintain your O365 tenant, and the automation of syncing of your staff and student accounts with Active Directory or your SIS, to mention a few.</p>
Day 1 Presentation Details
<p>Charl Abner (CPUT) - Lessons learned from #FeesMustFall</p> <p>#FeesMustFall took the Higher Education Sector by surprise. The 5 sections of the operational IT Department at CPUT (CTS) will share their #FMF experiences and the lessons learned from this challenge to business continuity.</p>
<p>Gareth Ireland (Microsoft) - Unified Communications</p> <p>Communication is at the heart learning. In today's times where there are so many different modalities of communications it's important to have a common platform that will promote seamless sharing of information. Whether it's looking for a remote subject matter expert or creating a virtual classroom Skype for business provides access to a cost effective, easy to use way of communicating within learning institutions and between classrooms across the world. In this session we discuss how Skype for Business can enable new channels of learning and community today and take a look at the new features we can expect to see in the near future.</p>
<p>Hans Scheffler (SUN) - Being agile within a static structure</p> <p>The digital revolution is challenging all IT organisations to react at an ever increasing pace. Traditionally the rate of change at Universities is slow. Structures do not change over night. As University IT professionals we need to marry these two worlds. In an attempt to do this, the Computer Infrastructure team at Stellenbosch University has been experimenting with ways of collaborating across the established silos within the IT organisation. We will share our experience as an introduction to an open (non-technical) discussion on this topic.</p>
<p>Hannes Steyn (Intel) - The Transformation of the Datacenter</p> <p>The challenges, effects and demands that new workloads are placing on the datacenter, and how these risks can be mitigated with innovative solutions.</p>
<p>Jaye Richards - Hill (Microsoft) - Powering Student Outcomes with Blended Learning</p> <p>Technology, when used appropriately can drive forward a greater personalization of learning delivery and lead in a natural progression to fully adaptive learning. Technology tools should gather data and use this to shape learning rather than simply measure it so that Educators can understand what each student already knows and where they need to go next, be experts in using an array of interventions to help get the student there and then to evaluate the impact that they've made. In this 21st century information age, a single delivery channel cannot meet all the demands of our students. Blended solutions are a mix of delivery channels which take into account the needs of the students and their geographical location to deliver content using technology. The blend is in this mix. This presentation will focus on how blended models can support students in acquiring, developing and <u>demonstrating new skills as well as increasing collaboration and creativity.</u></p>
<p>Jurgens Human (NWU) - Big data in the enterprise! Avoid the potential potholes</p> <p>Come and listen to the lessons learned, the path we followed to implement big data in the enterprise at North-West University. I will provide guidelines, assisting your institution achieving the aforementioned. I will also give you an update as to the status of our implementation at NWU.</p>
<p>Karl vd Merwe (NWU) - Expanding NWU Vending Services beyond campus borders</p> <p>The presentation governs how we at NWU went about to use newly developed applications alongside existing Architecture and applications to expand the normal on campus Vending service to a whole new market outside the borders of NWU. Allowing students to use their NWU student cards to buy services at almost any Vendor in town.</p>
<p>Riedwaan Bassedien (Microsoft) - Open Source & Microsoft Azure – No Windows allowed</p> <p>Join this talk to get a view of Microsoft Azure's open source capabilities and how researchers around the world is leveraging its power by providing what they need, when they need it – fast. Come and see some real world examples and technical demos covering all things open source – no Windows allowed!!</p>
<p>Sizwe Zikhali (Microsoft) - Identity Driven Security</p> <p>Traditional security solutions used to be enough to protect your business. But that was before the mobility and cloud industry grew, which created a larger attack landscape, and the transition to the cloud made employees' interactions with other users, devices, apps, and data more complex. To truly protect the modern day business, you need to take a more holistic and innovative approach to security, one that can protect, detect, and respond to threats of all kinds on-premises as well as in the cloud. In more than 63 percent of data breaches, attackers gain corporate network access through weak, default, or stolen user credentials. Microsoft Identity-Driven Security focuses on user credentials, slamming the door shut on credential theft by managing and protecting your identities, including your privileged and non-privileged identities.</p>

Day 2 Presentation Details
<p>Aaron Bessick (UJ) - Dealing with Security Vulnerabilities on Windows Servers</p> <p>Will explain our security scanning and how it is similar to the Pentests done by auditors - Will highlight the Ransomware hardening process - Disabling of weak Ciphers and considerations in that regard (what may break, etc) - The Difficulty we had with securing Windows Remote Desktop and how we got it right - The latest browser Requirements with security certificates and the correct way to request them - Etc</p>
<p>Allister Lesar (SUN) - Digital Transformation in IT</p> <p>IT Hub Incident management in the cloud Office in the cloud Network Availability IT's move to Service Now <u>0365 and Remote service centre</u></p>
<p>Babalwa Sopete (UJ) - Effective network Management and Monitoring</p> <p>At the University of Johannesburg an attempt was made to introduce a Network Monitoring tool to address the issue of Effective Network Management and Monitoring, that includes all network devices, by monitoring CPU, Memory, Response time, Latency, Packet loss, Interfaces and bandwidth utilization, and be able to give historical reports.</p>
<p>Cassius Raseruthe (VUT) -Service Desk</p> <p>Vaal University of technology(VUT) is using service desk which was developed by Manage Engine as a help desk call centre system. This is a System that provides help desk agents and IT managers a joined console to monitor and maintain IT requests generated from the users of the IT resources in VUT. It keeps record of every incident related to IT that happens in an organization, It ensures proper mechanisms are followed. Enables IT Service employees to easily connect with users.</p>
<p>Cebo Nyondo (MUT) - The role and impact of ICT support in improvement of student success</p> <p>"During the last two decades, higher education institutions have invested heavily in Information and Communication Technologies (ICT)" (Youssef & Dahmani, 2008). It has been our observation that more investments within ICT support have been towards putting up structures for the operation of the university staff rather than laying proper foundations for student learning. This panel discussion aims at reflecting on the current Higher Education institution ICT deployment strategies. This discussion will draw from our observations, literature and results of a snapshot student Focus Group interview conducted in a University of Technology(UoT). The discussion will aim to expand on the work done by Trucano Michael in 2005 by answering amongst other questions the following: 1. How are ICTs being used in South African Higher education sector? 2. What do we know about the impact of ICTs on student learning? 3. Are the students' receivers or participants in the development of institutional ICT strategies? 4. Is the ICT resource allocation prioritizing institutional operability rather than enhancing student learning environment? 5. What do we know about the impact of ICTs on student motivation and engagement for learning? 6. Role of ICT in assisting the Institutions in increasing their Throuput rates</p>
<p>Courtney Meder (SUN) - Streaming and mobility</p> <p>The #FeesMustFall protest questioned the manner in which we continue to reach our students anywhere, any place. 2 Projects were prioritized namely the streaming solution and the Learning Management System mobile app. To fit the Stellenbosch University corporate identity, the streaming solution has been branded SUNStream and the Learning Management System mobile app has been branded SUNLearn Mobile. SUNStream was integrated with the LMS, as single platform, that created a familiar environment for the lecturers and students to access, upload and download selected learning resource materials</p>
<p>David Moncur (Samsung) - Samsung Technology in Education</p> <p>Learn how the Samsung KNOX security platform on our Galaxy devices enables IT personnel to customize and manager mobile devices. Also, enjoy a desktop experience using a smart phone with the DEX Solution.</p> <p><u>KNOX Premium</u> Cloud-based end-to-end Mobile Device Management solution User management Integrated apps & IT policies <u>KNOX Customisation</u> Tools and services to re-purpose consumer devices for B2B Rebranded Software - Change booting animation & wallpaper Professional Kiosk Mode - Auto-launch a specific app Lock down the device to a specific app, Restrict access to settings and status bar UX Optimization - Advanced Device Configuration <u>DEX Solution</u> Connect your Galaxy S8/S8+ to a monitor, keyboard and mouse for a desktop experience powered by your phone</p>
<p>Gary Hope (Microsoft) - Disaster Recovery in Azure</p> <p>This session will provide you with an overview of simple, automated protection and disaster recovery in the cloud. Protect your environment by automating the replication of the virtual machines, based on policies that you set and control. Azure Site Recovery can protect Microsoft Hyper-V, VMware, and physical servers, and you can use Azure or your secondary datacentre as your recovery site. Site Recovery coordinates and manages the ongoing replication of data by integrating with existing technologies including System Centre and Microsoft SQL Server AlwaysOn.</p>
<p>Gawie le Roux (NWU) - Lecture capture in a multilingual environment</p> <p>In South Africa we have 11 official languages and this becomes an issue when talking about access to education. In order to promote access for all students, the NWU had come up with a live translation service in a number of classes. A logical progression with the implementation of our Lecture Capture system was to include the translation in the normal recorded lectures. This presentation takes a look at the NWU's journey to include a second audio stream in our recordings, using Galicaster and Opencast.</p>
<p>Gerhard Goossens (NWU) - Nagios - Measuring the user experience using stop down approach</p> <p>Times has changed and so has the way IT monitors the services it provides to Universities. We will showcase the top down service monitoring that has been implemented at the North-West University. We will also share some key insights and metrics used to achieve the top down monitoring.</p>

<p>Ghamza Jacobs (UCT) - Taking end-user training to the learners - from the classroom to your desk</p> <p>IT training needs do not keep office hours. It's crisis time, a thesis deadline is looming, a report has to be changed at no 99, you've upgraded to a new system and can't find your "normal" features. There may even be an easier way to do it but you are not sure. We offer various types of training options and use the blended approach to reach end-users in their respective environments. Ensuring that all our users can live their digital lives in the most efficient, effective and safest way is of paramount importance to us. This includes providing them with the skills to not only excel in the workplace but also to help them become better digital citizens.</p>
<p>Hendrik Pieterse (SMU) - Service Desk Principals with Service Desk Plus</p> <p>Service Desk Principals with service desk plus is a presentation about the service support principals being used at SMU, that can be beneficial for other universities. After implementing a new ICT request system the university several processes and procedures needed attention due to the introduction of new technology and aging equipment, procedures and processes. The focus will be on speeding up service support and minimizing end user effort. The Agenda will cover:</p> <p>Service Desk Plus overview SMU Implementation SMU Utilization 7 Service Desk Principals Effective procedures and processes</p>
<p>Jimmy Venter (NWU) - Stable and sustainable network connectivity to multiple remote education centres in Southern Africa</p> <p>Connecting 45+ Remote Education Centres across Southern Africa with usable and reliable internet connectivity is no small feat. Come and listen how the North-West University IT Department in partnership with the Unit for Open Distance Learning achieved this. I will be giving a brief overview of the requirements, challenges and technologies used to achieve the aforementioned. This was done to improve the footprint and access to education and provide an alternative method of study.</p>
<p>Megan Abrahams (UCT) - UCT IT Service Desk can work from anywhere</p> <p>This presentation will discuss the work from anywhere concept that we have incorporated into our IT Service Desk support model. During the presentation we will be discussing the how, why, what and impact of incorporating a work from anywhere solution at our IT Service Desk. Over the years we have been preparing the IT Service Desk to function from anywhere by having many procedural, system and knowledge management updates. With the current university climate; where movements such as #FeesMustFall and other disruptive protesting poses a risk to normal day to day operations, we as an IT Service Desk must ensure that an adequate contingency plan is in place to ensure business continuity. Since all line of business applications are now accessible off campus, IT support functions are a necessity for those staff members having to work off campus including ourselves.</p>
<p>Mediamere Lucas Rachidi (VUT) - Application/Server Monitoring with Zabbix</p> <p>Presentation is mainly about the importance of monitoring servers and applications in our institutions. Monitoring can help improve on server, applications and service up time, it alerts you if there is any issue with the server or application. The application that we use is zabbix, i will demonstrate how it works, how it alerts, and triggers available on it.</p>
<p>Mike Kiernan (Microsoft) - High Performance Compute</p> <p>This session will provide an overview of current trends & technologies in HPC & hyperscale cloud computing, a glimpse into the future, and an introduction to the tools & resources available today to help researchers gain easy access to large scale open computing and powerful supercomputer class resources in Microsoft Azure.</p>
<p>Sandile Mguli (UJ) - Innovative interactions in Higher Ed environments - effective audio visual technology in a smart classroom</p> <p>My presentation will be based on effective dissemination of information within a higher education environment through audio visual teaching aids.</p>
<p>Siya Madyibi (Microsoft) - Legal and Compliance in a Cloud World</p> <p>What are the key reasons and benefits for moving to the cloud, what are the common workloads that we see government Depts are moving to the cloud. What are some of the challenges for further cloud adoption – public sector perceptions and legal blockers. Attend this session to hear more about the Cloud First Policy for SA Public Sector and the First Hyper-scale Data Centre in Africa – What does this mean for Public Sector.</p>
<p>Tinus Steenkamp (NWU) - Simultaneous translation via wifi/cellphone technology</p> <p>Language can, but should not be an entry barrier when it comes to quality tertiary education. The NWU has a functional multi-language policy, which require simultaneous translation during lectures. Traditionally very expensive radio-frequency devices were deployed and used in this role. Recent IT and other technologies (i.e. smart devices) advances, can provide innovative wormhole solutions to overcome language barriers in the higher education environment. The roll out of Wi-Fi on campus has paved the way for this solution to the simultaneous translation problem. Basic streaming methods can be utilized to provide you with a choice of an alternative language(s) for content delivery in languages other than the floor language spoken in the classroom. With this method of content delivery you simply scan a QR code and will automatically be directed to the alternative language via the web browser on your device. The student is now able to listen to the alternative interpreted language in real-time via his private smart device. This eradicates disruptions due to handing out and reclaiming translation equipment at the beginning and end of a classroom period.</p>
<p>Winston Mphahlele (VUT) - Configuration management using Ansible</p> <p>Ansible is the simplest solution for configuration management available. It's designed to be minimal in nature, consistent, secure and highly reliable, with an extremely low learning curve for administrators, developers and IT managers.</p>
<p>Winston Mphahlele (VUT) - Centralised logging using RSYSLog</p> <p>RSYSLog offers high-performance, great security features and a modular design which makes sure that system process running through OS, critical application and databases log their events and states in a log file. These logs are very useful when performing troubleshooting or auditing. While it started as a regular syslogd, rsyslog has evolved into a kind of swiss army knife of logging, being able to accept inputs from a wide variety of sources, transform them, and output to the results to diverse destinations.</p>

Yogan Moodley (Microsoft) - Windows 10 Security
Universities today is becoming more digital, and it's creating a demand for us all to be faster, more competitive and more agile. We all experience this every day. This has been fuelled by recent technologies like the cloud, AI, big data. It's really made new student experiences possible at the same time opened the playing field for competition. The role of universities today is to deliver these new amazing experiences students with a more mobile, connected, demanding environment. We understand there is a pressure placed on University IT to deliver these experiences: At Microsoft, we, are focused on the opportunities that are set before us. We acknowledge that the survivors in today's digital economy are focused on innovation and reinvention. Not just for the sake of change, but for the sake of improving lives and keeping up with the competition. Learn about how Windows 10 will re-invent how you work, how it's new security features will protect you and windows as a service to simply deployment, administration and adoption.
Yegash Naidu (VUT) - Planning for Automation
Automation in IT has increased substantially in the last decade. We often hear about IT departments handling thousands of IT assets with a minimal staff complement. As it becomes more difficult to increase capacity at University IT departments, and the need for more services and infrastructure is an ongoing reality, we need to look at creative ways to become more efficient and relevant.
Day 3 Presentation Details
Barend Pretorius (NWU) - Is the future Virtual?
Taking the existing PC "Lab" environment as we know it to a virtual delivery platform. Allowing students to gain access to applications previously only available in PC "Labs" from any place they have internet connectivity on any device they own, regardless of it being a mobile phone, tablet or laptop.
Barend Pretorius (NWU) - The threat is real, Cyber Security
The NWU perspective on phishing and the real threat to our security as institutions. Feedback on our current cyber security actions and user education.
Irene Popela (VUT) - The use of knowledge base systems and standardised processes in improving services turn around time and keeping up with
The presentation summarizes what is known as IT Service's knowledge base system, this is a centralized repository containing a step by step troubleshooting guide to resolve incidents and the how-to information about IT related issues with a sole purpose of resolving both known and unknown incidents/problems quickly and in a standardized approach. Generally the knowledge base documents both known, unknown and researched problems that may be highlighted by emerging technologies and is used internally by IT staff with the possibility of being used by users as a self-help service to try to resolve issues themselves before they call the service desk, The knowledge base makes it possible for companies to support new technologies easily and capture new knowledge for future use, facilitates IT staff members stay up to date on various, ever-changing technologies, reduces IT costs without having to compromise quality service to internal and external clients, It helps IT personnel meet the increasing challenge to stay informed on diverse, changing technologies.
Grant Gammon (UJ) - The easy route is good or bad for developing trouble shooting skills
The presentation would be based of all the information and tools available to technician would you feel this would hamper the development of trouble shooting skills. With the availability of Imaging software and other tools is it not easier to reinstall a problem computer than to actually trouble shoot. With YouTube Videos on just about every IT topic on how to solve problems is this not hampering a technicians ability to trouble shoot. So the over all theme of the presentation will be are technicians relying more on tools and information than actually being able to solve the problems and what happens when there is not any information out there?
Johan Badenhorst (NWU) - Access Control and alignment
NWU Site Administration System. How the NWU manages Card Administration, Access Control, Key Control, Parking and Traffic with this system. Historically the way in which these were managed were different on all 3 campuses. The need for alignment of these different systems and business processes became more and more apparent until 2 years ago the official project was launched to align these systems. The project suffered many challenges and quite a number of external forces that impacted the project, from different physical locations, hardware and suppliers to political and economical impact such as Fees Must Fall campaign. How did we address these different issues and what, if any remains to be done. How successful was this alignment due to the various things that impacted on it. Future requirement for systems like these at Universities.
Nicholas Thovheyi (VUT) - A virtualised IT environment and virtual desktops infrastructure (Desktop As-A- Service) for VUT
Virtual Desktop Infrastructure (VDI) with Zero clients empowers you to deploy remote desktop services architectures that provide employees and students the flexibility to work anywhere, while allowing them to seamlessly access their windows desktop or application environment running in the datacentre from a range of devices. The features and unified management infrastructure for centralized desktops combined with application and user state virtualization technologies flexibility of access for personal or pooled virtual desktops, session-based desktops, RemoteApp in the datacentres as well as delivering personalized, consistent, and secure experiences for users, while also improving compliance through centralized control and access to confidential data.
Sakkie Janse van Rensburg (UCT) - Developing Your CyberSecurity Strategy
Cyber Security refers to all efforts to prevent damage caused by disruptions, breakdowns or misuse of ICT and to repair such damage if and when it has occurred.(NCSS2). In order to achieve this a strategy is needed
Tinus Steenkamp (NWU) - Fridge monitoring and alert notification for research purposes
In research projects, serum or plasma (a specific fraction from blood) samples are not always analyzed immediately for various reasons. As such they need to be stored for analysis at later use. Samples are stored at -80 degrees as this keeps the sample stable so that you have confidence in the values of the factors that you measure when publishing the results. The temperature/door/power alarm system : Alerts of power failures Alerts when people forget to close the door (adjustable delay on alarm) Alerts on problems with freezer temperature..... all via sms /campus security Due to the fact that samples should be stored at -80 C, the system offers the option of keeping track of freezer temperatures over a period of time, so that the validity of the samples can be ascertained if required.
Zak van Heerden (NWU) - Present malware handling methods, focusing on ransomware
The presentation aims to assist other universities, by explaining how we handled critical situations and very real threats, the focus on ransomware is due to the exponential world-wide growth that was seen and how we must balance BYOD (bring your own device) with the ever-growing security risks that follow. How to keep all the above mentioned within acceptable security limits and not overstrain the budget.