



National Annual Technology Event (NATE) Programme 25 – 27 July 2023

**UCT Graduate School of Business
9 Portswood Road, Victoria & Alfred Waterfront, Cape Town**

Pre-NATE activities Monday 24 July 2023		
Time	Topic	Venue
08:30	Course registration opens	
9:00 – 11:00	Torque IT - N-365TMS:Microsoft Teams Introduction	Lecture Theatre 1
9:00 – 11:00	Datacentrix - Introduction to Aruba Central	Lecture Theatre 2
9:00 – 11:00	Anthology - Making Data Driven Decisions in Universities using PowerBi	Lecture Theatre 4
11:00 – 11:30	Refreshment break	
11:30 – 13:30	Torque IT - N-365TMS:Microsoft Teams Introduction	Lecture Theatre 1
11:30 – 13:30	Datacentrix - Introduction to Aruba Central	Lecture Theatre 2
11:30 – 13:30	Anthology - Making Data Driven Decisions in Universities using PowerBi	Lecture Theatre 4
13:30 – 14:00	Lunch	
14:00 – 16:00	Torque IT - N-365TMS:Microsoft Teams Introduction	Lecture Theatre 1
14:00 – 16:00	Datacentrix - Introduction to Aruba Central	Lecture Theatre 2
14:00 – 16:00	Khipu - IOT Management and Device Profiling – Live demo and workshop	Lecture Theatre 5
End of Day		

Tuesday 25 July 2023		
Pre-NATE meetings		
Time	Topic	Venue
9:00 - 12:00	Enterprise Architecture Special Interest Group Meeting	Lecture Theatre 1
9:00 - 12:00	Project, Programme & Portfolio Management Special Interest Group Meeting	Lecture Theatre 2
National Annual Technology Event Plenary Room (Venue 1,2 & 3) – STREAM URL		
08:30	NATE registration opens	
12:00 – 13:00	Light lunch	
Time	Topic	
13:00	Opening & Welcome Richard Van Huyssteen – Executive Director: Information and Communication Technology Services (ICTS) – University of Cape Town	
13:05	Keynote – Lead the AI Era in Higher Education Ayanda Ngcebetsa – Data, Analytics and AI Director – Microsoft South Africa	
13:45	What is Enterprise Architecture? Chantel Coetzee – Chief Architect – Stellenbosch University	
14:15	Platinum Sponsor – Do we need <i>another cloud</i>? Jaap Scholten, Head of Group Hybrid ICT Strategy at Datacentrix	
14:35	Photo opportunity	
14:55	Refreshment break	
15:25	Gold Sponsor – South Africa Survey: Top 3 Challenges in Higher Education David Millington, Vice President Strategy - Anthology	
15:40	Perspectives from a CIO Dr Stanley Mpofu – Chief Information Officer – University of the Witwatersrand	
16:10	HEITSA Shared Services Liezal Ijambo – Services and Solutions Manager - HEITSA	
16:25	Dinner sponsor – Introducing Kubyala ICT Solutions Bongi Silubane – Managing Director – Kubyala ICT Solutions	
16:30	Closing remarks	
18:00	Dinner – sponsored by Kubyala Securing Active Directory with Quest – Rudi Delpont – Quest Solutions Architect Virtual Desktop Infrastructure Solution – Christo Cilliers – System Engineer – H3C	

Wednesday 26 July 2023			
08:30	NATE registration opens		
National Annual Technology Event Plenary Room (Venue 1,2 & 3) - STREAM URL			
Time	Topic		
09:00	Welcome Val Theron - General Manager – HEITSA		
09:05	Considerations/Principles for Digital Transformation Creswell Du Preez – Higher Education Consultant		
09:25	Presentation - <Coming soon> Eben van Zyl – Senior Business System Architect – North-West University		
09:55	HEITSA Insights & Groups Val Theron – General Manager – HEITSA & Andre Le Roux - Director Enterprise Infrastructure Services – University of Cape Town		
10:05	SA NREN Week Duncan Greaves – CEO - TENET		
10:15	Gold Sponsor - Unleash Digital with Everything as a Service Siphiwe Matore - Senior Solutions Architect – Huawei Cloud South Africa		
10:30	Refreshment break		
	Stream 1 Lecture venue 1	Stream 2 Lecture venue 2	Stream 3 Lecture venue 4
	Cloud	IT Service Management	Cybersecurity
11:15	VMware @ NWU: Journey to Hybrid Cloud Jimmy Venter – Infrastructure Specialist – North-West University	Enhancing Customer Service through Integrated Service Management Heena Jivan & Team – Manager: User Support – University of KwaZulu-Natal	The Phishing Educational Campaigns at Rhodes University: Success or Failure? Natalie Ripley – Director Information & Technology Services – Rhodes University
11:35	5-minute movement break		
11:40	Impact of change management in cloud computing Lerothodi Tebele – Senior IT Technician – North-West University	Smax Draft Lee April & Lazarus Marakalla – Service Desk – University of Pretoria	Cybersecurity Awareness Frans Roodt – IT Technician Cybersecurity – North-West University
12:00	5-minute movement break		

12:05	Silver Sponsor - Microsoft – Open AI demo Dushan Padayachee – Solution Area Specialist – Azure – Microsoft Education	Silver Sponsor - Breaking barriers between people and technology Renasha Papiiah – Business Manager Commercial & Education - Acer	
12:20	Lunch		
	Stream 1 Lecture venue 1	Stream 2 Lecture venue 2	Stream 3 Lecture venue 3
	ID Management	Various	Various
13:20	Can on-premises Active Directory be replaced by Azure AD Busisiwe Motlounge – Head: Internet Services – Tshwane University of Technology	Image deployment Mark van Heerden & Gerhard van Wyk - Technical Specialist – University of Cape Town	ClearPass Onboarding and On-Guard: Streamlining Network Security Lerato Teane – Manager: Network Security – University of Johannesburg
13:40	5-minute movement		
13:45	Using exchange online for backup and auditing Hugo Gerrits – Network Operations & Security Officer – Tshwane University of Technology	Website migration: SharePoint to WordPress, Lessons Trevor Sibuyi, Sabelo Ngobese & Nthabiseng Mononyane – Webmaster – University of Johannesburg	Joining forces to enhance the UCT community's ICT experience Charmaine van der Merwe – Training Manager & Cindy Mathys – Communication Manager – University of Cape Town
14:05	5-minute movement break		
14:10	Enabling MFA through the use Of Conditional Access in the Institution Olwethu Skosana – Network and Security Administrator – Tshwane University of Technology	UAT in IT project in the Higher Education sector Nkorwana Mosehla – Director CS ICTS – Durban University of Technology	Emergency Power Management (EPM): Live Dashboard Thapelo Makile – Business Analyst – North-West University
14:30	5-minute movement break		
14:35	Silver Sponsor: Unlock Student Potential Through Cloud Innovation Ian Baugaard - Principal Account Cloud Engineer, Oracle South Africa	Silver Sponsor: SMD Technologies Shakeel Madni- Executive Head of Department – SMD Technologies	Silver Sponsor: Lenovo Presenter unknown

14:50	Refreshment break		
	Stream 1 Lecture venue 1	Stream 2 Lecture venue 2	Stream 3 Lecture venue 3
	Network, UC & AV	Cloud	Various
15:30	Unified Communications & Audio-Visual SIG report Wielligh Lambrechts – Senior Systems Administrator –	Application visualization with AppsAnywhere Mark van Heerden – Technical Specialist – University of Cape Town	Teams Collaboration Charmaine Stevens – Administrator – Cape Peninsula University of Technology
15:50	5-minute movement break		
15:55	EVPN in the data centre network John Molefe & Lukasz Polanski – Network Specialist – North-West University	Enrolling Apple macOS devices in in Microsoft Intune Nkosinathi Mnyakeni – Endpoint Management – University of Pretoria	Using Opencast to enhance student learning and engagement Nosipho Mali & Rainer Gehrman – Online Learning Environment Developer & Educational Technologist
16:15	5-minute movement break		
16:20	Overcoming modern day challenges in an AV environment Herman Jacobs, Willie Greyling & Lucas Rivimbi - eResearch Support Manager - University of Pretoria	The learning management system migration from Sakai to Brightspace at the University of Cape Town Sam Lee Pan & Corné Oosthuizen – Learning Technologies Operations Manager & Senior Developer – University of Cape Town	Identity Management Phumlani Ngobese, Eddie Baloyi & Kabelo Ramoba – Senior Server Engineer – University of Venda
16:40	Day End		

Thursday 27 July 2023	
National Annual Technology Event	
Plenary Room (Venue 1,2 & 3) – STREAM URL	
Time	Topic
8:30	NATE registration opens
9:00	Welcome Val Theron - General Manager – HEITSA

9:05	Gold Sponsor – Deepfakes & Disinformation mitigating these risks through Liquid C2 Learning Unathi Mothiba – Senior Specialist: Group Product Manager – Liquid Intelligent Technologies
9:20	Special Interest Groups meetings feedback Chantal Coetzee – Enterprise Architect SIG convenor and Shirleen Langenhoven – PPPM SIG convenor
9:35	Annual Leadership Institute Thato Lehutso and Creswell Du Preez – ALI faculty members
10:05	Systems Thinking Dr Nkhumbuleni Ratshitanga – Head: IT Support Services – University of Venda
10:45	Refreshment break
11:15	Award Ceremony Team HEITSA
11:45	Competition Winners Team HEITSA
11:55	Closing remarks Val Theron – General Manager - HEITSA
12:00	Takeaway lunch

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Abstracts	
Chantel Coetzee – Stellenbosch University	An introduction to Enterprise Architecture and the value it can bring to Higher Education and your institution.
Jimmy Venter – Nort-West University	Part of the NWU's cloud smart strategy, is to move away from an on-prem only VMware environment to hybrid cloud VMware environment. This presentation is to show: Where we were, where we are now and where we need to be with our VMware environment to get to a true hybrid cloud environment.
Heena Jivan & Team	In today's digital age, universities heavily rely on information technology (IT) infrastructure and services to support their administrative, academic, and research activities. Efficient and effective management of these IT services is crucial to ensure seamless operations and deliver optimal user experiences. This abstract presents a comprehensive approach to IT service management (ITSM) in a university setting, encompassing key elements such as service strategy, transition, operation, and continual service improvement. The proposed framework begins with the development of a well-defined service strategy aligned with the university's goals and objectives. This involves conducting thorough assessments of existing IT services, identifying service gaps, and prioritizing improvement initiatives. It further emphasizes the importance of service design, where services are carefully tailored to meet specific user requirements, scalability, and flexibility. The integration of best practices, such as ITIL (Information Technology Infrastructure Library), ensures standardization and consistency across IT service delivery.
Natalie Ripley – Rhodes University	Between Spetember 2022 and July 2024, Rhodes University embarked on a phishing education campaign with Khipu Networks. The outcome of the campaigns will be shared with the HEITSA community. What we have discovered is that determining the success or failure of the campaign depends on the view point of the decision maker. We hope to share enough of our journey to assisst other Universities with what they might encounter.
Lee April & Lazarus Marakalla – University of Pretoria	Applications we use in the service desk at the University of Pretoria
Frans Roodt – North-West University	Building a strong foundation, Develop Technical Skills, Network security Intrusion detection systems like OPENVAS found in Kali Linux. Cryptography, Networking and Collaboration, Confidentiality, Integrity, Availability of data, NIST Cybersecurity Framework
Busisiwe Motlounge – Tshwane University of Technology	The use of Privileged Identity Management (PIM) in Azure Active Directory and the online storage of credentials, user reporting, and centralized management are some of the reasons why a migration from the local Active Directory (AD) to Azure AD is necessary. At Tshwane University of Technology, each campus has a physical Active Directory server and a backup server. The migration of our current AD on-premises workloads to Azure Active Directory is one of the major projects that is planned. TUT would like to share their AD infrastructure and gain knowledge from other institutions who have already started this journey, particularly with regard to tools used, success and challenges before, during, and after the migration.
Mark van Heerden – University of Cape Town	I would like to do a short session on this and introduce other Universities and users to AppsAnywhere and the use of application virtualization. Deploying virtual application to student labs. Run any application anywhere in any machine at any time. This vendor is dedicated to the education sector and teaching and learning. The technology is used all over the world in multiple universities and is used daily by 1000's of students providing access to virtualized applications.
Lerato Teane – University of Johannesburg	This presentation explores the powerful features of ClearPass Onboarding and On-Guard, which streamline network security. By examining the purpose, benefits, and challenges, we uncover how ClearPass Onboarding simplifies device provisioning while enhancing user experience, and how ClearPass On-Guard provides comprehensive threat protection and proactive mitigation.
Hugo Gerryts – Tshwane University of Technology	We always get requests to backup the configuration of a system or an event log from either the auditors or Security Officer. These requests aren't part of projects where you can budget for storage. You write the scripts to backup what was requested but now it must be stored somewhere for 2 or 3 years, depending on the request or some policy. When you then request storage from the Storage Team (a TB here and there), they might not have storage to assign to you and will ask you to provide funds to purchase storage. Thinking outside the box. You have some extra O365 licenses. Create general

	mailboxes for all these system/event logs that must be backed up. You have 5 TB storage (much more than Storage Team can provide) for each mailbox and can set retention for the mailboxes to satisfy the requests. Grant staff rights on the mailboxes that must see the backups are done. Modify your backup script to then attach the backup to an SMTP mail that gets sent to the appropriate general mailbox.
Trevor Sibuyi – University of Johannesburg	UJ shares the journey of migrating their publish facing website from Microsoft SharePoint environment to a WordPress open source environment. We highlight some of the challenges our users experienced while using SharePoint and the benefits or advantages of the newly adopted platform.
Charmaine van der Merwe & Cindy Mathys – University of Cape Town	Charmaine and Cindy from UCT's Information and Communications Technology department will share their experience in working collaboratively on ICT projects to raise awareness and provide the UCT community with a range of user materials and training sessions to ensure they get the best out of their ICT experience.
Olwethu Skosana – Tshwane University of Technology	The growing threats that organizations are facing are forcing Administrators to enforce more security layer. in how users are accessing Organizational resources.Traditional login where user provide their username and password is no longer sufficient, users are now required to.provide more authentication information so as to avoid bad actors to intercept their login details.We as Tshwane University of Technology is embarking on the journey to protect our user through MFA which will be done through the use of Conditional Access Policies.
Nkorwana Mosehla – Durban University of Technology	User Acceptance Testing (UAT) is the final test of a product before it is commissioned or deployed for its developmental intent. The users are the final arbiters of the product, to help impart quality of use and adherence to the business processes requirements and instil confidence in the functionality of the product. The presentation provides ways an institution can implement UAT and build testing capability from within the user group.
Thapelo Makile – North-West University	The advantages of having a dedicated electricity and generator live dashboard on the university website and Implementation Process.
John Molefe – North-West University	EVPN in the Data Center Network
Mark van Heerden – University of Cape Town	PowerPoint presentation to cover how we deploy images to staff and lab machines. Covers the design, architecture and build process. Also discusses challenges we had and solutions
Charmaine Stevens – Cape Peninsula University of Technology	BackgroundSolution requirement, Proposed solution, Solution architecture, Solution benefits Teams, Voice breakout – VOIPPhysical IP Phones & Q & A
Nkosinathi Mnyakeni – University of Pretoria	Apple macOS devices become automatically supervised when organizations uses Automated Device Enrolment (ADE) -- a functionality within ABM (Apple Business Manager) for enrolling devices into MDM. On top of the MDM capabilities, many MDM platforms deliver an additional configuration layer for advanced management capabilities. For example, Microsoft Intune, which includes MDM capabilities as part of the Microsoft Endpoint Manager platform. The latest Microsoft Intune release supports 6 platforms such as Windows, iPadOS/iOS, macOS, Android, ChromeOS, and Linux OS. As both company-owned (Corporate) and BYOD (Personal) setup devices can be managed in MDM (mobile device management) Microsoft Intune. However, a few prerequisites need to be met before the setup of the device enrolment process, which consists of configuring the Apple MDM Push Certificate.Once the macOS device is enrolled with Intune app Company Portal, the device can securely gain access to all the work-related resources, files, and apps. Once the device status is shown as managed, it can apply company policies.
Nosipho Mali – University of Cape Town	OpenCast is a free open-source platform for academic institutions that provides a comprehensive solution for capturing, processing, and distribution of lecture videos. It has transformed the way the University of Cape Town manages educational video resources. Part of our ongoing delivery is focused on supporting faculty in producing audio and video resources for improved learning opportunities. This presentation will provide an overview of OpenCast, including its features and benefits. It will also explore the scalability, open-source nature, and flexibility of OpenCast, which make it a great option for educational institutions of all sizes. Join us for this presentation to see how OpenCast can revolutionize lecture capture and management at universities, providing a robust framework to improve educational content accessibility, flexibility, and engagement for the entire academic community.
Herman Jacobs – University of Pretoria	A brief overview of our strategy to overcome the modern-day challenges we

	face in South Africa from an Audio Visual Perspective. And how we can turn these challenges into opportunities.
Sam Lee Pan – University of Cape Town	<p>The University of Cape Town (UCT) adopted D2L Brightspace as its new digital learning platform, rebranded Amathuba, an isiXhosa word which means opportunities, chances, openings, and prospects. Introducing a new digital learning platform to the University of Cape Town community in 2022 was a daunting task. In South Africa, with several years of student protests with weeks long shutdowns, followed by the crisis of emergency remote teaching during COVID meant that staff had endured multiple rapid pivots to their teaching strategies and invested heavily in the existing Sakai platform. While there was a clear rationale for a modernised digital platform after 15-years of using Sakai, the teaching community was not receptive to the additional time and adjustments that are required in a platform migration. The course migration team put considerable energy into change management strategies aimed at all levels of the university community, to allow staff to ease into and adapt to the new platform. UCT took a less common approach of a phased migration over three years. One of the major concerns with regard to migration was the impact on students' experience, particularly students having to learn to study on two different learning management systems and missing communications and content between the two platforms. Because of this, there was a strong motivation to stagger the migration into phases. This allowed the new platform to follow the students' journey where first year students started using Amathuba in 2023 and would continue for the remainder of their student career at UCT. Since our academics have varying levels of technical ability, teaching staff were able to choose from three options according to how much of the course content they wanted to convert from Sakai or whether they preferred to build their course from scratch. In the most supported option, their course content was brought across to Brightspace and then formatted in the style of the platform and many of the known issues were fixed. For the least-supported option, teaching staff received a blank site. The wrap-around support mentioned below was available to all, regardless of whether they selected the self-service option or the more, or less, supported option. Some course convenors wanted to migrate their courses earlier than the pre-defined phases, and we wanted to be flexible with the migration process so that faculties and departments could migrate at their own pace. We developed a custom tool which allowed lecturers to trigger the conversion workflow process from the Sakai site which automatically imported the course content into Amathuba (Brightspace). Wrap-around support was available to all those migrating courses to Amathuba, whether they had selected the supported or self-service conversion.</p>
Phumlani Ngobese – University of Venda	Identity management is all about managing the attributes related to the USER, group of users, or other identity that may require access from time to time.