

# Newsletter

January - March 2014



## Thank you

To all our clients - we want to extend to you our sincere appreciation for your continued support. Our company constantly strives to give

you, OUR CLIENT, our best service possible. Part of this effort is to keep you informed at all times and our newsletter attempts to do just that.

## 2014 Major Projects

January is usually a resolution month and is followed by reflections of the past year. Whether or not you are satisfied with your previous performance, the New Year brings a fresh opportunity for growth. Setting good goals early on could be what makes the difference in the level of

success you achieve this year, and in the years to come.

At the 2013 HEDA User Group Workshop, we have identified the following major projects for 2014 in order to enable us to provide you with excellent support:

IDSC Major 2014 Projects	Due Date
Address back log of priority ad hoc requests	31 January 2014
Viability Wizard	21 February 2014
RIMS Integration	28 February 2014
Audit Applications	8 April 2014
PDS Integration & Dashboard	29 April 2014
HEDA Dashboard Module	10 June 2014
Mangosuthu University HEDA Upgrade	17 June 2014
Walter Sisulu University Data Clean-up	30 June 2014
Cube Report Viewer	12 August 2014
Enrolment Planning	23 September 2014
IDSC Warehouse	4 November 2014
Performance Evaluation Scorecard	18 November 2014

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### How have we performed so far in terms of the due dates for the projects?

#### Back Log of Priority Ad Hoc Requests – 31 January

All backlog priority ad-hoc requests have been completed.

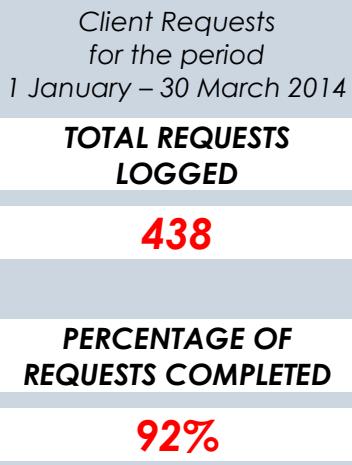
#### Viability Wizard – 21 February

Good progress has been made and roll-out is scheduled to take place during the next upgrade process.

#### RIMS Integration - 28 February

Together with UJ, we are busy testing this module. Roll-out is scheduled to take place during the next upgrade process

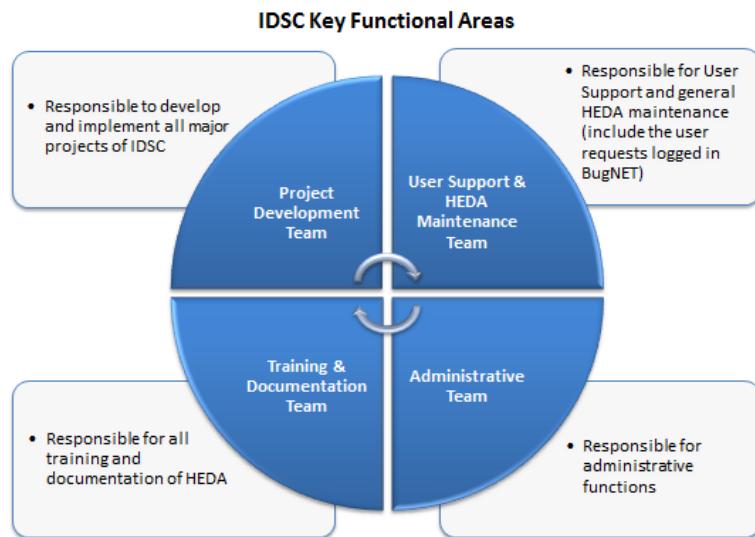
## BUGNET STATISTICS IN SHORT



## Restructuring at IDSC to create an Accountability System

Our accountability system for the service we render includes creating visual reminders of our goals, scheduling check-ups on our progress throughout the year and designating key team members who are responsible for monitoring our

goals. Being transparent and intentional about holding ourselves accountable – enables us to provide you with indispensable reporting and planning tools to improve performance.

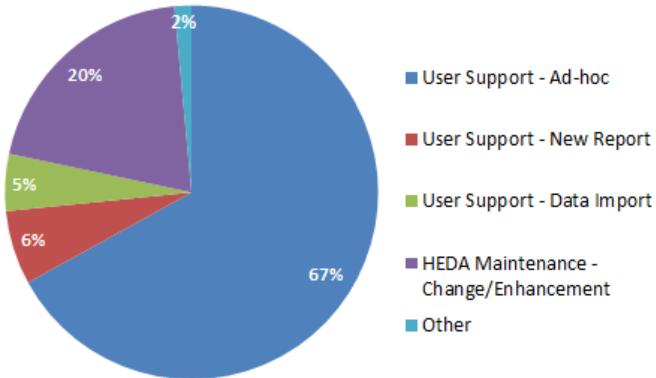


## Supporting the Accountability System

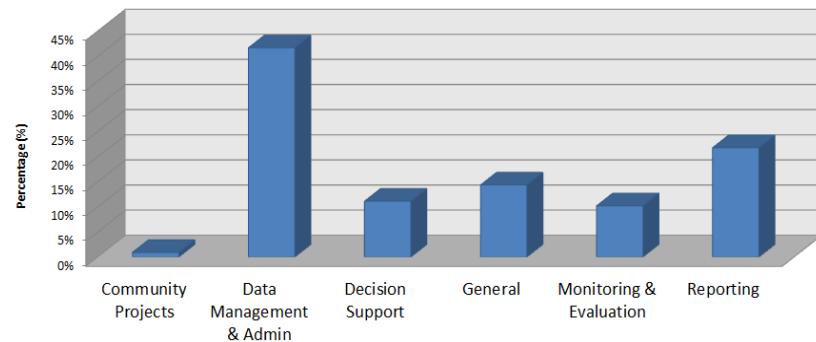
To better serve you, our client, IDSC had implemented a partial solution for the tracking and managing of all client requests by making use of BugNet internally as the tracking software. To enhance the accountability process, the BugNet software is now available to all our clients with an easy to follow log-in procedure. The main benefits supporting this application are:

- Complete transparency with regards to the following:
  - o Tasks Logged
  - o Tasks' Status
  - o Tasks' Time Spent
  - o Task Comments
- Only users authorised by the client's HEDA administrator will be allowed to log requests.
- Easy monitoring of current task list and status
- Automatic notifications of changes to the clients' tasks
- The added functionality of having required specifications when logging a new request will also assist in:
  - o Reducing the initial time it takes to determine the client requirements
  - o Delivering on the exact client requirements
  - o Comparing the deliverables with the specifications and subsequently "rate" the completeness of the request/task.

REQUESTS LOGGED ACCORDING TO TYPE  
1 JANUARY 2014 - 30 MARCH 2014



REQUESTS LOGGED BY CATEGORY  
1 JANUARY 2014 - 30 MARCH 2014



## Internet Browsers: What to look for



Heavy web users need an internet browser that is both fast and secure, and though all browsers enable internet access, not all are created equal. Different browsers can render webpages differently, and there can be a large disparity in performance between the top competitors. The three main things to consider when choosing an internet browser are simplicity, speed and security. Excelling in each of these areas

-  Google Chrome,
-  Firefox and
-  Internet Explorer

is among the current best internet browsers.

The following is the in-depth criteria used by **TopTenREVIEWS** to evaluate the best internet browsers on the market with an indication which browser is leading that category:



### Feature Set

A web browser should provide practical, convenient features that make surfing the web easy and fast. For instance, a browser should offer tabbed browsing, a customizable toolbar and an integrated search engine. For a more personalized web experience, the browser should also provide the ability to save bookmarks, set parental controls and create RSS feeds. Generally speaking, the more features an internet browser provides, the better.

### Security



While online security measures have come a long way since the inception of the internet, the web is still rife with security risks, namely small-scale attacks to hack electronic data. Security features such as privacy settings, a pop-up blocker and antispyware enable safe internet surfing and help keep personal information such as passwords secure.

### Speed & Compatibility



Web browsers should load quickly and be compatible with all major operating systems. We tested the speed of each browser in our lineup using the same Windows 7 system and a stopwatch, timing how quickly each one initially started up and was able to navigate between websites. A top internet browser will load and navigate between pages within just a few seconds.

### Ease of Use



The best internet browsers are those that strike a seamless balance between features and ease of use. While features on a web browser are important, they become worthless if a browser's interface hinders your ability to utilize them. Web browsers should boast an intuitive layout that fosters easy and convenient navigation.

### Help & Support



Although some internet browsers are open source and therefore not supplemented with dedicated technical support, we still considered the quality of support options available. When it comes to internet browsers, available support can come in many forms, ranging from FAQs to tutorials, email support to a product manual.

While all internet browsers will provide access to the internet, selecting a fast and secure one will ensure safe and enjoyable online browsing.

At IDSC we need a browser that can run the Office Web Components for the HEDA Cube Report Viewer, until we have completed the rewrite of a new Cube Viewer which is not browser dependent. This is scheduled to be completed by the third quarter of 2014.

IDSC has tested the above three browsers and got to the same conclusion as **TopTenReviews**, in that Google Chrome is currently the best browser for HEDA users. Apart from the speed benefit, there is a seamless add-in available to automatically open certain web pages in Internet Explorer and not in Google Chrome. This is perfect for the current HEDA Cube Report Viewer and it works very well.

IDSC recommends that HEDA users use Google Chrome as their default web browser with Internet Explorer 9 as the additional web browser. IDSC will forward detailed instructions on how to install the Google Chrome add-in during the upgrade scheduled for mid-2014.



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## Exciting DEVELOPMENTS

Keep up to date by visiting our Facebook Page  
Remember to like our page to stay informed

**Facebook Link:**  
<https://www.facebook.com/pages/IDSC-Home-of-HEDA/1440432086174510>

**Simplicity Through  
Innovation**

## Our Community Service

IDSC is committed to improving the lives of the less fortunate and we have committed ourselves to help the non-profit organization, Vessels of Mercy.

Vessels of Mercy has a vision of seeing all children growing up in families where they are happy, loved and cared for. This vision has directed Vessels of Mercy in starting four project:

- Ur Share in Foster Care,
- Vessels of Mercy Place of Safety,
- Baby Safe Project and
- The "Vyfhoek" Project.

IDSC is actively involved in the "Vyfhoek" Project. The main focus

at the "Vyfhoek" project is bringing and improving education to the "Vyfhoek" residents. A pre-school, "Sonopkoms" was started on 1 February 2012. Corné visits the pre-school bi-weekly, treating the children to a healthy lunch, "goodie bag" and a fun activity. Seeing the smiles on these little faces with every visit is most rewarding!

For more information on Vessels of Mercy, visit their Web- or Facebook page:

Webpage: [www.vessels.org.za](http://www.vessels.org.za)

Facebook:  
<https://www.facebook.com/pages/Vessels-of-Mercy/280342965363241>



## The Unexpected – What do you WISH to read and contribute to future editions?

To reach out to our users and other interested readers, we need your guidance in delivering a newsletter that is worthy of your reading. We

would like to add more articles or features or exciting developments in your department, institution, etc.

## Next Publication

June 2014