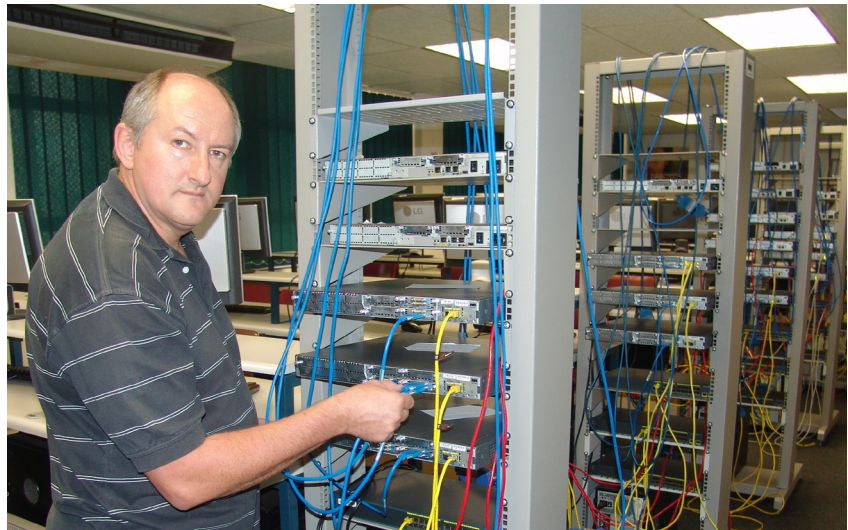


Cisco Networking Academy makes a huge contribution to public service delivery

by Willem van Jaarsveld

“Average network fault turnaround times for the national government, education, defence and police networks have dropped from 25 hours to six hours. This is due to extensive training by the Cisco Networking Academy in the Computer Networking Group at the University of Pretoria (UP). Training was given to staff of the State Information Technology Agency (SITA) working at the National Operation Centre (NOC) in Centurion,” says David Cloete, manager of the NOC.



→ Willem van Jaarsveld, director of the Cisco Regional Academy in the Department of Electrical, Electronic and Computer Engineering.

The SITA staff who participated in the Cisco networking training gained valuable knowledge and expertise in networking operation. These new skills are put to good use when networking faults need to be resolved in the shortest possible time. The turnaround time has been reduced to such an extent that it no longer disrupts service delivery for long periods.

During the recent opening of a Cisco local academy at the SITA training centre in Erasmuskloof, Pretoria, Emily Magoma-Nthite, Acting CEO of SITA, confirmed SITA’s commitment to good service delivery and investment in human capital. The SITA-Cisco local academy will form part of SITA’s learnership programme for young and upcoming networking specialists. This new facility, parented by the UP Computer Networking Group, will also be used for the further education and training of current SITA staff.

Aggrey Rantloane, Cisco Systems Regional Sales Manager: Public Sector, emphasised the important role the programme of the Cisco Networking Academy plays in the endeavour to eliminate the digital

divide in Africa. By offering a high standard of training, complemented by numerous laboratory activities, the academy programme ensures well-qualified technicians, technologists and engineers to develop and support communication networks in Africa.

The sought-after Cisco-certified networking associate and professional (CCNA and CCNP) courses are taught as part of the undergraduate BEng Computer Engineering degree programme in the Department of Electrical, Electronic and Computer Engineering at the University of Pretoria. With well-equipped networking laboratories and instructors, these courses are in high demand in industry.

For more information about the short courses, contact Amanda Mostert, Operations Manager at Continuing Education at the University of Pretoria Trust (CE at UP) on 012 420 5043 or amanda.ce@up.ac.za.

For an overview of the content of these courses, visit www.cisco.com/web/learning/netacad/course_catalog/index.html. ➔