

## ***To: The JCU Community***

### **ICT Week in Review - Week ending 19th August, 2016**

Topics in this Bulletin:

- One Search Getting a Makeover
- Software Update
- Completed Systems and Service Maintenance, Planned Upgrades & Outages
- Planned Upgrades & Outages -
- Unplanned ICT Service Disruption/a
- Helpdesk Contacts
- Subscribe, Unsubscribe and Bookmark for ICT Week in Review

Read previous [ICT Week in Reviews...](#)

#### **One Search Getting a Makeover**

Alan Cockerill | Library Technologies Specialist | Library & Information Services

### **One Search Getting a Makeover**

One Search, the Library's web scale discovery tool\*, is having a user interface 'refresh'.

One Search uses Summon 2.0 technology in a hosted (SaaS) model and the vendor, Ex Libris, has notified us that a raft of usability enhancements will be launched overnight (Australian time) on August 24th.

These tweaks are based on user feedback and testing, they include:

- Advanced Search toggle option clearer
- Preview hover more robust
- Publication date filter moved higher and tweaked
- Easier to search for, navigate and refine results
- Hamburger menu used on large screen as well as small screen
- Slight layout/font changes
- More visible links to other tools (A-Z, Feedback, Help)
- Repositioned functional elements
- New menu option, icons and text to improve navigation
- Facet Pane improvements to include/exclude
- Results pane includes: citation preview, WoS, Scopus, Altmetrics linking and display, and cite, save email icons
- New layout for topic explorer
- Pre-canned date ranges for filtering results (last 12 months, last 3 years, last 5 years)

- Date histogram removed
- Preview link expandable (no longer in right column) click on/off - doesn't disappear when you scroll
- Topic explorer has separated elements for better user understanding
- WCAG and Section 508 accessibility

It will work the same way but the layout will be clearer and your options for actions and other services will be simpler to access.

These changes rollout to all Summon SaaS customers simultaneously. There will be no downtime for the changes.

If you experience any problems please contact [InfoHelp](#).

*\*A librarian way of saying a whole bunch of disparate library resources are indexed in one place and searched in a 'Google-like' manner.*

## Software Update

Julie Land | [Head IT Services & Support](#) | [Information and Communications Technology](#) |

### 1. DreamSpark Premium

There is currently a problem with our DreamSpark Premium subscription license which is impeding JCU STEM students and teaching staff accessing software normally available in the Web Store. Microsoft host this service with Kivuto.

A request to fix this issue has been lodged with Microsoft and has now been escalated by their support group to their MSDN specialist group. We are hoping to have resolution on this issue next week.

ICT apologises for the inconvenience that this issue has created for STEM students trying to download software onto their computers. I am in touch daily with Microsoft for resolution and they are aware of the importance of this service to JCU STEM students.

### 2. O365 Planner

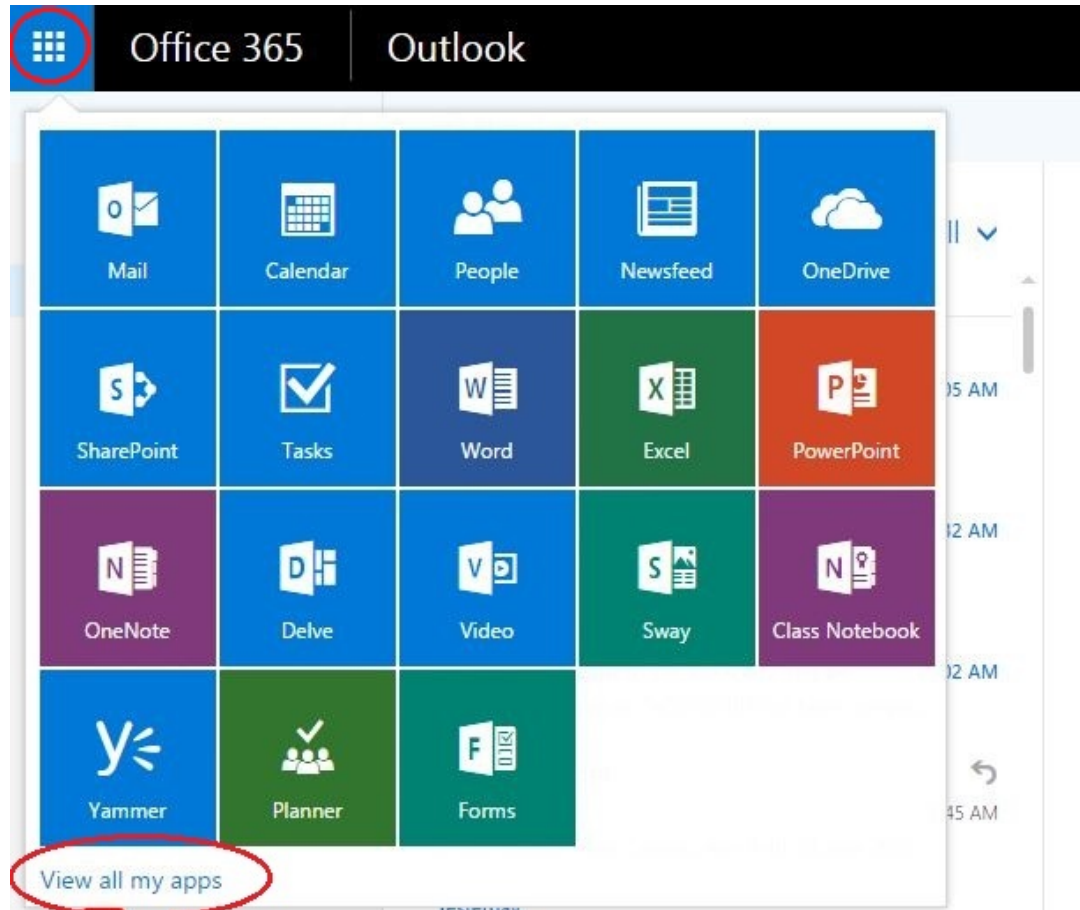
Another new online application has been made available to JCU staff and students in O365. If you check your O365 App Launcher you will see the Planner app tile.

Planner is a way of planning and managing your team's work or small projects. You can create a plan, build a team, create tasks and attach documents to tasks, assign tasks to the team/members, update progress status all within your browser.

When you select the app from the App Launcher you will be presented with a login page; enter your JCU O365 credentials selecting work account and not Microsoft

account, you will be redirected to the JCU authentication page to enter the password for your O365 account.

For information about Planner start at <https://products.office.com/en-us/business/office-365-planner>.



## Completed Systems and Service Maintenance, Planned Upgrades & Outages

n/a

## Planned Upgrades & Outages -

n/a

## Unplanned ICT Service Disruption

n/a

## Helpdesk Contacts

### [JCU Singapore Campus](#)

#### **Staff IT enquiries:**

Phone: MIS +65 6709 3681-685

Email: [ITHelpdesk@jcu.edu.au](mailto:ITHelpdesk@jcu.edu.au)

**Web Page:** Log a call via the [ServiceNow Web Self Service Page](#)

8:30am-6pm Mon-Fri

#### **Student IT enquiries:**

**Web Site:** [IT on Campus](#)

**Email:** [itr-singapore@jcu.edu.au](mailto:itr-singapore@jcu.edu.au)

### [JCU Brisbane Campus](#)

#### **Student IT and support enquiries:**

JCUB Learning and Support Team

Level 2, 349 Queen St

**Phone:** 07 3001 7813

8am-6pm Mon-Fri

#### **Staff IT enquiries:**

IT Helpdesk

**Phone:** 07 3001 8001

7am-7pm Mon-Fri

**Email:** [ITHelpdesk@jcu.edu.au](mailto:ITHelpdesk@jcu.edu.au)

**Web Page:** Log a call via the [ServiceNow Web Self Service Page](#)

**[Other JCU Campuses and Study Centres - Cairns , Townsville , Thursday Island , Mt Isa , Mackay](#)**

**Student IT Enquiries:**

**Email:** [Infohelp@jcu.edu.au](mailto:Infohelp@jcu.edu.au)

**Phone:** 15500 (on Townsville Campus) 21777 (on Cairns Campus and select Option 2)

**Web Page:** Log a call via the [ServiceNow Web Self Service Page](#)

Infohelp Desk in Townsville & Cairns Library during Library Open Hours

**Staff IT Enquiries:**

**Email:** [ITHelpdesk@jcu.edu.au](mailto:ITHelpdesk@jcu.edu.au)

**Phone:** 15500 (on Townsville Campus) 21777 (on Cairns Campus)

4781 5500 (external) +61 7 4781 5500 (International)

And select Option 1

8am-6pm Mon-Fri

**Web Page:** Log a call via the [ServiceNow Web Self Service Page](#)

## Subscribe, Unsubscribe and Bookmark for ICT Week in Review

Please note that all members of the JCU Community are automatically subscribed to the list and need to opt-out via the unsubscribe link if they do not wish to receive the messages.

[Bookmark](#) ICT Week in Review

[Subscribe](#) to ICT Week in Review

[Unsubscribe](#) from ICT Week in Review

Note Well: Non-subscribers will be cleared at the start and middle of each calendar year.