

To: The JCU Community

ICT Week in Review - Week ending 28th April, 2017

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- Completed Systems and Service Maintenance
- Planned Maintenance
- Non-Scheduled ICT Service Disruptions
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For more information about outages, please see the [ICT Stay Informed](#) page and follow [ICT Twitter](#) for updates about Service Outages and Planned Maintenance events.

Software Update

1. New things from Microsoft

Microsoft have released a number of enhancements for Office 365 apps and Office Applications, here are some of them

- a. **Excel 2016**. Excel on your Desktop. 5 new data transformation and connectivity features have been added to Excel 2016 this month. These new features are accessible through the “Get & Transform” section on the Excel 2016 Data Ribbon. For more information, see [the Microsoft Office Blog site](#)
- b. **OneNote Class Notebook**. O365 OneNote Classbook app. You can now imbed a Microsoft Form into a OneNote Online class notebook. For more information go to [Microsoft Office Blogs site](#)
- c. **Sway**. Another O365 app. You can now add Audio recordings and closed captions to your Sway presentation. An autoplay function, view count (who

has looked at your great presentation) and a new navigation view has also been added to this fun application.

Like [OneNote](#), Sway is an under used Office application, try them from your O365 Menu App. Both offer the “anywhere, anytime on any device” convenience.

NB O365. All JCU staff and students have an O365 account, providing email, calendar, OneDrive for Business storage, Skype for Business desktop/Mobile video conferencing, Office Online and a range of other applications. Your JCU O365 subscription also provides you will access to Office 2016 for iOS and Android devices + the application to install on your personally owned PC or Mac. See the [ICT Web Site](#) for information on how to access these resources.

Completed Systems and Service Maintenance

N/A

Planned Maintenance

Information about Planned maintenance for this month is available on the [ICT Web Site](#)

Non-Scheduled ICT Service Disruptions

Information about ICT Service Outages is available on the [ICT Web Site](#)

Helpdesk Contacts

[JCU Singapore Campus](#)

Staff IT enquiries:

Phone: MIS +65 6709 3681-685

8:30am-6pm Mon-Fri

Email: ITHelpdesk@jcu.edu.au

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

Student IT enquiries:

Web Site: [IT on Campus](#)

Email: 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

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: ITHelpdesk@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](#)

On Campus: Infohelp Desk in Townsville & Cairns Library during Library Open Hours

Staff IT Enquiries:

Email: ITHelpdesk@jcu.edu.au

Phone: 15500 (on Townsville Campus) 21777 (on Cairns Campus) and select Option 1

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

8am-6pm Mon-Fri

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

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