

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

### **ICT Week in Review - Week ending 8<sup>th</sup> April 2016**

Topics in this Bulletin:

- How to identify a Phishing Email—Important Information
- MIXHAUS: Townsville's hacker and maker space
- Staff Changes in Infrastructure Services
- Completed Systems and Service Maintenance, Upgrades & Outages
- Upcoming Systems and Service Maintenance, Upgrades & Outages
- Helpdesk Contacts
- Subscribe, Unsubscribe and Bookmark for ICT Week in Review

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

#### **How to identify a Phishing Email—Important Information**

##### **Julie Land | Manager IT Services & Support**

This week there were two incidents of malware being sent as an email attachment to JCU staff and student email addresses.

ICT staff were able to identify the illegitimate message and work with Sophos to provide a repair for the damage that the malware attachment created on staff and student computers, however it is really important to be vigilant and not respond to email or open attachments that you are not 100% confident are legitimate and to also ensure that your Virus/Malware protection software up to date.

**If there is any doubt at all, do not click on links embedded in email messages and do not open attachments that are sent with an email message.**

I have repeated information below that was published in the last ICT Week in Review publication by Anthony Warrell – Team Leader, IT Helpdesk.

The [IT Help Desk](#) frequently fields enquiries from both staff and students on the legitimacy of emails that they have received in their JCU mail accounts. Unsolicited emails can come in many forms. From the more common [spam email](#) that is trying to sell you something to the more dangerous [phishing emails](#), which are malicious in nature and a direct attempt to compromise account security. The most dangerous of these are what we refer to as targeted phishing attacks. They are fraudulent emails that target a specific organisation, seeking unauthorised access to confidential information like usernames and passwords.

A targeted phishing message will appear to come from a trusted source and make attempts to [spooof](#) the organisations email addresses and branding. Most people have learned to be suspicious of unexpected requests for confidential information and will not divulge personal data in response to email messages or click on links in messages unless they are positive about the source. Therefore the success of a targeted phishing attack depends upon three things:

1. The apparent source must appear to be a known and trusted individual.
2. There is information within the message that supports its validity.
3. The request the individual makes seems to have a logical basis.

So how can you tell the difference between a legitimate email and a phishing email?

At a glance, you might assume a phishing email is legitimate. If it looks real and has an urgent, ominous message, you might be coerced into acting before you think, and that's exactly what the scammers want. No matter how good the disguise, though, phishing emails always have tell-tale signs that something is not right. The signs aren't always easy to spot - you need to look for them.

Since it can be tricky, we'll examine an actual targeted phishing email that has been received by University email account holders so you will know what to look for in the future.

Remember JCU does not send emails requesting you to confirm, update or disclose your confidential login details or direct you to websites that require you to provide your login credentials to validate your JCU computer account. If you receive such an email then **DO NOT RESPOND** but report and junk it immediately.

Reputable email providers are required to have an address for reporting abuse of their systems. In the case of JCU you can report spam to Microsoft by forwarding the message to [abuse@messaging.microsoft.com](mailto:abuse@messaging.microsoft.com) and we suggest you set this up in your address book. Microsoft provides a service called Exchange Online Protection and reported spam will assist them in tailoring their detection system. Spam email should be reported to the email service provider and then moved to Junk Email by adding the sender to your Blocked Senders List.

If during the reporting process you discover the email originates from an actual JCU address then forward the email as an attachment to the [IT Help Desk](#). This will assist us by including all relevant details, including the mail headers and allow your report to be investigated further and appropriate action taken.

## MIXHAUS: Townsville's hacker and maker space

### David Beitey - Online Technologies Manager, eResearch Centre

The idea for MIXHAUS began at Townsville Startup Weekend 2015 with a whirlwind of discussions and planning, culminating in the creation of a community and a purchase of a shipping container. This once-inert shipping container is now underway to becoming the portable, central space for Townsville's maker community, with a focus on events around design, home automation, electronics, 3D printing and etching, programming and more. Collaborations are underway between QUT, JCU, the Townsville City Council Library and more around events to be run, places to host the MIXHAUS and more.

We need help completing the fit-out so join us at JCU from **2pm tomorrow (Saturday 9 April)** and bring your enthusiasm for DIY. You can find us [here on the Townsville campus!](#) We're keen to talk to you if you have skills and qualifications with electrics, electronics, building, construction, roofing or anything of the sort and can spare a few hours of your time. We're also seeking anyone with spare roofing materials, electronic parts, computers, and other bits that could be donated to the community. If you're keen to see where we were at last weekend, [there's photos online!](#)

Join the [Facebook group online](#) to keep in touch, and help out! People can share their ideas, learning and anything else they think is relevant to MIXHAUS. Help start the discussion about what you could use the space for and planning aspects (e.g. fitting out/construction, painting, marketing/sponsorship).

## Staff Changes in Infrastructure Services

### Swain Kirk – Head, Infrastructure Services

On the 29 March the ICT infrastructure Services welcomed the arrival of Mr Ron Gardner into the Communications Team. Ron joined as a Network Engineer following Kevin Lane's recent promotion to Senior Network Engineer. Ron's arrival will strengthen the ability of the team to deliver a reliable and available network environment across our various campuses.

Ron comes to us from QNI and brings with him a wealth of experience in the networking field.

If you see Ron around the Townsville campus please make him welcome!

## Completed Systems and Service Maintenance, Upgrades & Outages

### Service Now upgrade completed successfully

**Who is Affected:** All ServiceNow users

**Service Affected:** ServiceNow

**When:** Friday 1<sup>st</sup> April 2016 – 7:30pm AEST

**ETA:** Friday 1<sup>st</sup> April 2016 – 8:30pm AEST

**Status:** Planned Outage

**Description:** The Production ServiceNow instance was successfully upgraded on Friday night.

**What do I need to do?** Please contact the [IT Help Desk](#) if you are experiencing any issues accessing this service.

## Upcoming Systems and Service Maintenance, Upgrades & Outages

### Planned Outage - F5 BigIP Load Balancer System

**Who is Affected:** All Staff

**Service Affected:** All ICT Services

**When:** Sunday 10<sup>th</sup> April 2016 – 8:00am AEST

**ETA:** Sunday 10<sup>th</sup> April 2016 – 4:00pm AEST

**Status:** Planned Outage

**Description:** : Major upgrade work has been scheduled for this Sunday the 10th April on the F5 BigIP Load Balancer system which provides access to all ICT Data Center Services.

Unfortunately a graceful fail-over as part of this upgrade is not possible, therefore a 5 to 10 minute service interruption is expected between 12pm and 2pm as the updated F5 BigIP is brought into service. There will also be a team of staff doing post-upgrade functionality tests of all major services. Should any of those fail we will endeavour to fix the issue immediately. In the unlikely event a short term fix may not be possible we will fail back to the pre-upgrade system.

**What do I need to do?** Please monitor [Central Computing Bulletins](#) for any further updates. Contact the [IT Help Desk](#) if you are experiencing any issues with ICT Services after this maintenance window ends.

### **Planned Outage - Network Services on the Townsville Campus**

**Who is Affected:** All JCU staff and students on the Townsville Campus

**Service Affected:** Network Services

**When:** Monday 11<sup>th</sup> April 2016 – 6:00am to 8:00am AEST

**ETA:** Friday 22<sup>nd</sup> April 2016 – 6:00am to 8:00am AEST

**Status:** Planned Outage

**Description:** Software upgrades are being carried out on the Townsville campus to the Precinct and Building network equipment. During these upgrades intermittent network disruptions may be experienced as equipment is rebooted to allow the upgrades to complete. Work will be carried out between the hours of 6am and 8am, as per the schedule below:

- April 11th – Library Precinct
- April 12th – Medicine Precinct
- April 13th – Vet Precinct
- April 14th – Education Precinct
- April 15th – Estate Precinct
- April 17th – Buildings in the Central Precinct
- April 18th – Buildings in the Library Precinct
- April 19th – Buildings in the Medicine Precinct
- April 20th – Buildings in the Vet Precinct
- April 21st – Buildings in the Education Precinct
- April 22nd – Buildings in the Estate Precinct

If any unexpected results occur, another bulletin will be issued if there is a change to the schedule.

**What do I need to do?** Please monitor [Central Computing Bulletins](#) for any further updates and event schedule changes, ICT apologises for any inconvenience. Please contact the [IT Help Desk](#) if you are located in one of the affected areas listed above are experiencing any network related issues after 8am on the date your maintenance will occur on.

## Helpdesk Contacts

### JCU Singapore Campus

**Staff IT enquiries:**

Phone: MIS +65 65766811 – 814

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.