

To: The JCU Community

ICT Week in Review - Week ending 30th June, 2016

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Important Reminder- ICT Major Maintenance scheduled outage is happening this week end

Julie Land, Head IT Services & Support Information and Communications Technology |

Who is Affected: All JCU staff and students, All Campuses

Service Affected: All JCU ICT Services

When: 1st July 2016 – 5:00pm to 3rd July 2016 – 11pm AEST

Expected Services Availability: All services expected to be restored 3rd July 2016 – 11:00pm AEST

Description: A [Major ICT Maintenance Window](#) will occur over this coming weekend from 5:00pm 1st July 2016 AEST to 11:00pm 3rd July 2016 AEST.

Major ICT Maintenance Windows, are weekends when the **entire JCU Network and all ICT services** are unavailable to allow upgrades to be performed on essential services. These weekends (2 per year) are chosen following extensive consultation with the University Community to avoid study periods one and two, as well as taking into account constraints such as:

- Study period census dates
- Subject result release dates

- QTAC offer dates
- Enrolment periods
- Graduation ceremonies
- Payroll runs

The overall criterion we adhere to in selecting these dates are to minimize impact on academic activities. There is a significant amount of infrastructure work scheduled for this maintenance period.

Scheduling has been planned to ensure Medical School interviews, the conference on Orpheus Island and Library services (1pm to 5pm Saturday) are not impacted. ICT services to the 24 x 7 InfoCommons area in Townsville will be disrupted at some time from 5pm Friday to 1pm Saturday.

What do I need to do? If you are experiencing disruption to any ICT service after 11:00pm AEST on Sunday the 3rd July then please contact the [IT Help Desk](#) for further assistance.

Software Update

Julie Land | Head IT Services & Support | Information and Communications Technology |

1. Prism GraphPad Software

The Prism GraphPad software license has recently been renewed and a new license key issued by the vendor for 2016/17 period. There has also been an update released for this software. For students & staff who have Prism installed on their personally owned devices please visit the [ICT Web Site](#) and select from either the Student or Staff IT Essentials option “Software Agreements”. You will need to authenticate to access this information using your JCU login-id and password. Look for the GraphPad Prism item in the software catalogue and connect to the GraphPad link provided to register and access the new registration codes. If you have any problem please contact the ITHelpdesk (ITHelpdesk@jcu.edu.au) and one of the IT Desktop support team will assist you.

Staff can install the software on their JCU owned computer from the Software Catalogue icon. Again if you have any problems contact the ITHelpdesk.

Completed Systems and Service Maintenance, Planned Upgrades & Outages

n/a

Planned Upgrades & Outages -

Unplanned ICT Service Disruption/a

Helpdesk Contacts

[ICU Singapore Campus](#)

Staff IT enquiries:

Phone: MIS +65 6709 3681-685

Email: 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

[ICU 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: 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

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](#)

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