

To: The JCU Community

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

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File Storage and Sharing

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

Staff at JCU have access to 3 file store areas:

1. HOMES: if you are using a JCU staff or JCU provisioned postgrad computer then you will have a connection setup for you to this space and you will see in your Windows explorer window or as an icon on your Mac computer desktop. This service is for staff to store their business documents they are shared and is more secure than saving onto your local hard drive on your computer. This storage is located in the JCU Data Centre; it is a finite resource. File versioning is enabled on this service to provide users with at least one copy of their file that they can revert back to if they have an issue or delete the most current version of the file. ICT have configured the service to retain 3 versions of each of your files in your area so that you can restore back to an earlier version yourself without the need to contact the IT Helpdesk for assistance. The number of versions that can be held is dependent on the total amount of disk space available. The smaller the amount of free space the less the total number of versions that can be held. This service is **not made available** for storing personal files, photos, music, eBooks, video etc.
2. SHARES: if you are using a JCU staff or JCU provisioned postgrad computer then you will have a connection setup for you to this space and you will see it in your Windows explorer window or as an icon on your Mac computer desktop. Shares is an area to store documents and other types of files that you are sharing with others, it is a Collaborative Space. Members of your team or other JCU people

need to be given permission and a level of permission to any content that you have placed in your SHARES area. ICT assign those permissions when they are requested by the owner of the folder(s) that are to be shared and these requests are made through the ITHelpdesk. The SHARES area is backup via the ICT Corporate Backup service and restoring files from backup requires ICT assistance again via a call to the ITHelpdesk. This service is not to be used to store personal ie non-JCU business content.

3. **ONEDRIVE for BUSINESS:** This is part of the JCU Microsoft O365 offering. All current staff and students have access to this service. Each JCU current staff or student is provisioned with 5TB of storage within their OneDrive for Business space. This space is managed as any other JCU corporate resource unlike personal cloud offerings such as Dropbox, Google, Evernote etc which are personal storage services that JCU is unable to retrieve content from or control who has access to this content.

OneDrive for Business is designed for storing content that of an individual, you can share a document that you store in this space but it is not designed to be used as a Collaborative storage area. Versioning is turned on in this space so you can restore back to earlier versions of documents that you have saved. OneDrive for Business can be accessed from any device as long as you have authenticated to the O365 service using your firstname.surname@jcu.edu.au or firstname.surname@my.jcu.edu.au credentials. If you have access to the internet and have logged into your O365 account you can access content that you place in OneDrive for Business wherever you are. You can save directly to OneDrive for Business from your Office desktop applications and you can synchronise your files between the OneDrive for Business cloud service and your computer via the OneDrive for Business Sync client which is installed on your JCU Staff computer. WARNING..be aware of how much data you have stored in OneDrive for Business and how much disk space you have on your computers local hard drive, it is not a good experience if you have 100GB of space on your local hard drive and you try to sync that amount or more down from your OneDrive for Business space.

Overseas travel and your mobile device

Mobiles@jcu | Information and Communications Technology |

When planning your overseas travel, please ensure you have considered well in advance what communication requirements you will need in relation to your mobile phone and/or iPad. Click the link [Mobile-phone-and-wireless-data-information](#) and select International Roaming to provide you with a number of options so you can make a well informed decision as to what is appropriate for your needs. Please ensure you contact mobiles@jcu.edu.au at least 3 working days prior to travel. This is to allow adequate time for activation to ensure you have continuous service on your device/s.

Software Update

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

1. DreamSpark Premium ... now K/A Microsoft Imagine

Microsoft have resolved our subscription issue on the Microsoft Imagine Kivuto site. New Semester 2 2016 STEM enrolments have been uploaded to the site and those students will be receiving a Welcome email from Microsoft Imagine with “how to register instructions” to be able to access the site and download software made available on the site.

Students who had an active account on the site will continue to have access through this academic year.

2. Changes to the O365 Application Launcher.

Microsoft have advised that the Application Launcher (9 dot box in top left hand corner of the O365 page) is being updated. The changes will start rolling out from the end of September, they were unable to provide an exact date when the JCU O365 services for staff and students will be changing. For more information go to the [Microsoft Blog site](#)

3. New MacOS released this week.

Apple released a new version of their operating system, MacOSX 10.12 called Sierra. Apple have packed a lot of new and exciting things into the new release including Siri for your desktop/laptop however there is also inherent risks, that upgrading may result in some existing services or applications not working as well as they did on earlier releases or worse, not working at all.

ITSS are currently in the process of testing our current Staff image on Sierra.

Please do not upgrade your JCU Apple computer until the testing has been completed and the JCU community has been advised.

If you would like more information, please talk with your ICT Desktop Services team or the ITHelpdesk. If you are going to update your personally owned Apple computer please remember to BACKUP your computer before you start using Time Machine, so that you can restore your computer to the last working environment should something go wrong.

Completed Systems and Service Maintenance, Planned Upgrades & Outages

n/a

Planned Upgrades & Outages -

Who was Affected: All JCU staff and students – Australian Campuses

Service Affected: All Internet Access

When: Wednesday 28th September 2016 – from 10:00pm to 11:00pm AEST

STATUS: Completed

Description: On Wednesday 28th September 2016, between 10pm – 11pm, ICT work was carried out on the University's Internet feed, causing intermittent network disruptions.

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

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

[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: 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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