

To: The JCU Community

ICT Week in Review - Week ending 9th December, 2016

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- JCU Cybersecurity – Malicious Emails - Cryptolocker
- Software Update
- Completed Systems and Service Maintenance, Planned Upgrades & Outages
- Planned Upgrades & Outages
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JCU Cybersecurity – Malicious Emails - Cryptolocker

Attention: Security Event Notice

There are a number of malicious emails circulating at the moment with varying subject lines and content along the lines of:

- "You have been issued with a traffic violation "
- "Infringement Notice"
- "Western Australian Police Traffic Infringement Notice"

These are phishing emails and contain links to malware that will encrypt your computer and possibly any connected drives/peripherals (USBs). Please do not open these emails.

If you are unsure, please contact the ICT ITHelpDesk (ithelpdesk@jcu.edu.au) in the first instance.

Here are some general guidelines to help you to reduce your exposure to these events:

DO

- Ensure that your computer anti-virus is up-to-date.
- Be aware of scams and be careful when clicking on links in emails and instant messages.
- Report suspicious emails to the ICT ITHelpDesk.

DON'T

- Open attachments or links in emails if you don't know the sender.
- Open messages that seem out of character for a sender that you do know.
- Reply to unsolicited emails or calls asking you to provide account and password details.

If you need a quick refresher on phishing attacks, here is a general resource:

<https://www.jcu.edu.au/information-and-communications-technology/secure-it/email-safety>

Software Update

1. Lynda.com

There are new courses that have been added to our Lynda.com resource library that you may find interesting. These are:

Data Visualisation Tips and Tricks
InDesign CC 2017 Essential Training
Marketing Analysis: Segmentation and Testing
Computer Science Principles: Programming

2. Windows 10.

ICT are completing the Staff Windows 10 image and will be deploying this soon. We will have a training package prepared, however there courses on Lynda.com and youtube which will provide some basic information before we move to this environment on new computer rollouts and upgrading existing Win 7 and Win 8.1 staff desktops.

Completed Systems and Service Maintenance, Planned Upgrades & Outages

All work undertaken during the ICT Major Maintenance window 2nd-4th December, 2016 was completed and all services were online by 5pm Sunday the 4th December

Planned Upgrades & Outages

N/A

Unplanned ICT Service Disruption

N/A

Helpdesk Contacts

[ICU 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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