

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

### **ICT Week in Review - Week ending 3<sup>rd</sup> March, 2017**

Topics in this Bulletin:

- JCU Cybersecurity---Think like the Greeks
- Mediasite---what is this all about?
- Software Update
- Completed Systems and Service Maintenance, Planned Upgrades & Outages
- Planned Upgrades & Outages
- Helpdesk Contacts
- Subscribe, Unsubscribe and Bookmark for ICT Week in Review

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

#### **JCU Cybersecurity---Think like the Greeks**

Elijah van der Kwast | Security and Risk Specialist | Information and Communications Technology

The Battle of Thermopylae is well documented in history. The Greeks had chosen to defend a narrow pass, or gap, between the mountains of central Greece and the sea, called Thermopylae, against the Persian army.

In the narrow space, the Persians could not make use of their greater numbers and the longer spears of the Greeks meant that they inflicted many casualties on the Persians.

In the security space, we call this an attack surface. We define attack surface as the reachable and exploitable vulnerabilities that we have. By fighting the Persians in the narrow pass, the Greeks had minimised their “attack surface”.

Examples of attack surface in the real world include:

- Sharing your JCU usernames and passwords
- Leaving assets on the seat of an unlocked car in a busy location
- Posting personal information about yourself online in a public space

So what does this have to do with JCU?

We publish staff information on our website including names, phone numbers, email addresses and positions.

Publishing all this information increases JCU's overall attack surface. Attackers' use this information for nefarious purposes including scams, phishing and other cybersecurity attacks.

Fortunately, we have the ability to reduce the attack surface. JCU staff can elect to have their details removed from public view - access will only be available to those here in JCU with an account.

If you have a role that does not need to have public facing details, you can request that your details be hidden from the public view by contacting the [ICT ITHelpdesk](#).

So, think like a Greeks and apply a 'narrow pass' over your entire digital footprint.

Links of Interest:

Links:	<ul style="list-style-type: none"><li>• <a href="http://www.jcu.edu.au/staff">www.jcu.edu.au/staff</a></li><li>• <a href="http://www.ancientgreece.co.uk/war/story/sto_set.html">http://www.ancientgreece.co.uk/war/story/sto_set.html</a></li></ul>
--------	--

## Mediasite---what is this all about?

**MEDIASITE**@jcu.edu.au

Video is an increasingly common component of Blended Learning in education. Whether teacher-created, licensed or sourced from open repositories video can enhance and transform learning by offering students flexibility while also increasing engagement and success.

Mediasite is JCU's new lecture capture and video management system. It can be used for the recording of lectures as well as at-your-desk creation of high quality screencasts. Mediasite also provides a personal video management dashboard and appears within LearnJCU making it easy to [create](#), [edit](#), [manage](#) and [publish](#) your media for students.

### **WHAT DOES IT DO EXACTLY?**

Automatically captures lectures in forty rooms across CNS and TSV based on data from timetabling and the Teaching Role Database

- Captures desktops, PowerPoint, microphones and webcams using the Mediasite Desktop Recorder
- Upload existing video files in over 100 different formats
- Allows for basic video editing via a simple web-editor
- Publishes recordings directly into LearnJCU content areas or subject catalogs
- Track and analysis video usage

### **WHEN CAN I USE IT?**

The Mediasite dashboard and desktop recorder is available now via the My Mediasite tab in LearnJCU and the system will start automatically capturing lectures on the **20<sup>th</sup> of February**

(first day of SP1) in rooms equipped with a Mediasite device. If you are teaching in one of these rooms you will be contacted before the start of SP1.

## WHERE CAN I FIND SUPPORT?

Support for Mediasite is available by either visiting the support website:

[jcu.edu.au/MEDIASITE](http://jcu.edu.au/MEDIASITE) or by emailing [MEDIASITE@jcu.edu.au](mailto:MEDIASITE@jcu.edu.au)

Having trouble with AV equipment in a teaching space? Contact: VAVS: CNS – **21700** / TSV - **14643**

## Software Update

### 1. Microsoft Imagine (was Microsoft DreamSpark Premium)

STEM student authorised access lists will be uploaded to the Microsoft Imagine site Monday 6<sup>th</sup> March. Students who have enrolled in STEM subjects will receive an email invitation either Tuesday or Wednesday from Microsoft Imagine to complete the registration process, this will be sent to your @my.jcu.edu.au mailbox. You must respond from your @my.jcu.edu.au mailbox and you must complete all of the steps listed in the registration email.

### 2. Office 365. 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, Planned Upgrades & Outages

N/A

## Planned Upgrades & Outages

**Friday 3<sup>rd</sup> March** commencing at approx. 3:30pm resolved by Vendor at approx. 8:30pm.

**Issue:** Slow delivery of email from [non-@jcu.edu.au](mailto:non-@jcu.edu.au) addresses, which included documents emails from scanners, other web services such as LearnJCU and eStudent. All services have now been restored to normal service levels.

**Tuesday 28<sup>th</sup> February** commencing at approx. 11:49am, resolved at 4:50pm by ICT and Vendor.

**Issue:** intermittent service disruptions to a wide range of services including internet access, printing, access to File Shares, access to Web Services.

## Helpdesk Contacts

### [JCU Singapore Campus](#)

**Staff IT enquiries:**

Phone: MIS +65 6709 3681-685

8:30am-6pm Mon-Fri

Email: [ITHelpdesk@jcu.edu.au](mailto: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](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: [ITHelpdesk@jcu.edu.au](mailto: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](mailto: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](#)

## 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.