

To: The JCU Community

ICT Week in Review - Week ending 6th May, 2016

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JCU Cyber Security- Personal use of JCU email

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

Over the years, some users will combine their personal and professional lives in their work email.

Although receiving the daily deals announcements or notification that you've been tagged in a photo may be convenient, in the long run it's not a great practice.

Let me explain.

1. Privacy

Personal use of the JCU email system is not private.

We monitor our email system for threats and we are often advised of security breaches involving other services where a JCU email address has been used.

Whilst some of these are work related, often there is a personal aspect. We commonly received security breach notices from gaming and online dating sites where JCU accounts have been used.

We also archive JCU emails for selected periods so the emails can remain long after you have left JCU.

2. Security

Despite best intentions, users may sign up to websites with the same password as the JCU account.

If that website becomes compromised, so does your work email account and for staff, your payroll data. For students, it might be your academic record.

3. Capacity and cost

Our email system is built on technology and all technology has a limit. We might think that the cloud is infinitely elastic but in reality it's not. We want to avoid finding out what happens when if we reach these limits.

4. Accessibility

Most people don't stay in the same job forever. If your work email is set up to receive personal email and you leave that employer, you may miss out on important information.

In summary, separating our work and personal lives is generally good practice and should also apply to the way you use your email account.

There are many free reputable email services which you can access via a web browser. You can register for a personal email address and begin the process of changing over where necessary.

Software Update-

Julie Land | [Head IT Services & Support](#) | [Information and Communications Technology](#) |

1. GraphPad Prism Software:

Last week I advised that the license for GraphPad Prism had been renewed through to 31/5/17. Prism Software is a combination of basic biostatistics, curve fitting and scientific graphing software.

NB: GraphPad have now updated their Registration Web Site. Please visit the [ICT Software Licensing for Staff](#) or the [ICT Software Information Page for Students](#) information page to find the link information. These pages will be updated early next week with the new GraphPad site link.

The software is available to JCU Staff and Students from their JCU owned computer, it can also be installed on personally owned computers. Version 7 of Prism has been released.

To access the software download and serial number for use on a personally owned device you will need to register at GraphPad's Web Site using your JCU email address. Once you have registered for the software you will receive an email from GraphPad providing you with information on how to download the software to your computer. **Note** you must use your JCU email address, any other email address will not be accepted.

For staff and students with a JCU owned computer the software is available through the Software Catalogue icon on your desktop. Apple users will need to log a service request with the ITHelpdesk (ithelpdesk@jcu.edu.au). NB we are currently working with a new desktop management tool that will allow us to automate the distribution of software as we do for Windows based computers.

2. ICT Web Site:

This week's Site updates:

- 2.1 For information about the ITHelpdesk operation hours and the contact numbers available outside of these hours where you can report critical ICT service disruptions outside of business hours please visit the [ICT Web Site](#) and select the **ITHelpdesk & ICT Hours of Operation option**.

Please note that these after-hours numbers are NOT to be used for general enquiries or to report a personal computing issue. Anything that is not critical please send an email to the ITHelpdesk@jcu.edu.au or log an incident report through the JCU ServiceNow Self Service page or phone 47815500 (if on campus this is 15500 Tvl or 21777 Cns) and select option 1. You can leave a message on the phone service. The ITHelpdesk staff will action all 3 notification options on the next business day.

Under the Stay Informed Tab you will also find our centrally posted Bulletins, past ICT Week in Review Articles, information about ICT Maintenance Windows and our Lunch & Learn Seminars

- 2.2 We have updated the ICT Web Site email service information. JCU provides every current JCU staff member and enrolled JCU Student with a Microsoft O365 account. This account provides you with not only an email and calendar service, it also provides you with access to a number of other services for instance 1TB of storage on your OneDrive for Business account. Go to the [ICT Web Site](#) and check out the information under **Office the 365: Email, Calendar, Skype for Business & Office Online** option We will be updating the information under this selector over the next few weeks to provide you with guides and useful links on how to get the best out of your Microsoft O365 account.

Completed Systems and Service Maintenance, Planned Upgrades & Outages

Who was Affected: All JCU staff and students

Service Affected: ICT Data Centre Services including: eStudent, LearnJCU, HR, FinanceOne, Staff and Students Online, Trim

When: 4th May 2016 – 8:00pm AEST

Completed and Services Restored : 4th May 2016 – 10:00pm AEST

Description: At 8:00pm 4th May, 2016, the final phase of upgrading and testing the Data Centre load balancer occurred. While no outages were expected, there were some minor affects (e.g. application pauses) in ICT Services, including (but not limited to):

- SMS
- eStudent
- LearnJCU
- HR
- FinanceOne
- Staff and Students Online

Who was Affected: Cairns JCU Tropical Health & Medicine Staff

Service Affected: Cairns THM Shared Drive

When: 4th May 2016 – 8:00pm AEST

Completed : 4th May 2016 – 9:00pm AEST

Description: A short interruption to services was required, 4th May 2016 at 8:00pm to increase the size of the Cairns Tropical Health and Medicine Shared Drive. The drive was successfully resized and is functioning normally.

Planned Upgrades & Outages -

n/a

Unplanned ICT Service Disruption/a

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

[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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