

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

### **ICT Week in Review - Week ending 4<sup>th</sup> November, 2016**

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#### **JCU Mobiles--All4Biz Mobile Change**

Swain Kirk | Head, Infrastructure Services | Information & Communication Technology |

On the 29<sup>th</sup> October, JCU introduced a revised approach to its overall management of mobile telephony. Following extensive discussion between ICT and Telstra, and a lot of analysis by Anne Canty from the ICT Office, we have reached agreement to implement the All4Biz model.

The changes are the result of a comprehensive analysis of existing phone and data usage across the University, and negotiations with Telstra to achieve a better fit of the service with our usage patterns. Amongst these changes are moving all University mobiles to a standard plan.

As part of this, you may see changes to individual's data allowances and costs, however this need not impact your actual mobile usage? All savings made are passed through to deliver reduced costs to Divisions, Colleges and Directorates.

ICT will be working with JCU staff and with Telstra to review costs as these changes are implemented to ensure they deliver the savings we expect.

## JCU's Internet Service- AARNet, connection speed upgrade

Swain Kirk | Head, Infrastructure Services | Information & Communication Technology |

Last week JCU ICT and our Internet Service Provider, Australia's Academic & Research Network ([AARNet](#)), completed a body of work to upgrade our Internet connection on the Townsville campus from 1 Gbps to 2 Gbps.

ICT have also upgraded our Border router links from 1 Gbps to 10 Gbps, and created a direct 10 Gbps peering to Townsville's Research Data Storage Infrastructure ([RDSI](#)) network.

Next week the work completes, with Cairns service scheduled to upgrade their Internet connection from 1 Gbps to 2 Gbps.

## AUSfleet – JCU's Vehicle Short Term Loan Booking System

Barry Williams | Vehicle Fleet Supervisor | Estate Directorate | Division of Services & Resources

Please be advised that Ausfleet, the Vehicle Short Term Loan Booking system, will be upgraded to Ausfleet v8 on **November 10<sup>th</sup>, 2016**. No downtime will be required for this upgrade.

This new version of Ausfleet specifically updates the user interface component of Ausfleet that hirers use to request and approve vehicle bookings. The new Ausfleet offers a modern, intuitive interface that provides a simple to follow step by step approach to making your vehicle bookings. All existing bookings will roll over to the new system with a step by step guide to be made available closer to roll out of the new version. This will be emailed out to all regular users of the system prior to 10 Nov 2016.

### Further information

Please don't hesitate to contact the team at [vehicles@jcu.edu.au](mailto:vehicles@jcu.edu.au) if you have any questions about the changeover to Ausfleet v8.

## Software Update

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

### 1. Office 2016 is now available

Staff and postgraduate students who have a JCU owned computer can now upgrade the version of Office that is installed to Office 2016. The software has been packaged and is available in the App Catalogue. The App Catalogue is available from your Win 7 or Win8.1 Start Menu.

If you need help getting to the App Catalogue or installing the software please contact the ITHelpdesk ([ithelpdesk@jcu.edu.au](mailto:ithelpdesk@jcu.edu.au) or phone 15500 tvl, 21777 Cns and select Option 1 to talk to an ITHelpdesk team member)

If you are currently using Office 2010 there will be a number of changes that you will notice, particularly the integration available to your O365 applications.

Lynda.com has a number of Online Workshops for all of the Office 2016 applications. All staff and students have access to the Lynda.com resources authenticating with our JCU login id and password. There is a Lynda.com tile on the JCU Staff menu and on Student Computers located in the GATCF labs and Library. Resources can also be found on YouTube and on Microsoft's site.

Staff and students can also download Office 2016 for PC and Office 2016 for Mac onto their personally owned devices through the O365 service. The latest Office for iPad and Android apps are also available to current JCU staff and students and can be downloaded from the Apple and Android app stores. You will again need to enter your JCU credentials

([firstname.surname@jcu.edu.au](mailto:firstname.surname@jcu.edu.au) or [firstname.surname@my.jcu.edu.au](mailto:firstname.surname@my.jcu.edu.au) to have full functionality through the Apps.

All staff and students also have access to Office Online through their O365 account.

Information about our [O365](#) service can be found on ICT'

## Completed Systems and Service Maintenance, Planned Upgrades & Outages

n/a

## Planned Upgrades & Outages

**Who was Affected:** All JCU staff

**Service Affected:** MyHrOnline

**When:** 2<sup>nd</sup> November 2016 – 8:00pm AEST

**Completed:** 2<sup>nd</sup> November 2016 – 8:30pm AEST

**Description:** At 8:00pm 2<sup>nd</sup> November, a fix will be applied to MyHrOnline to resolve an error when viewing some Vacancy documents

## Unplanned ICT Service Disruption

**Who was Affected:** All JCU staff and students

**Service Affected:** All Central ICT Services

**When:** 1<sup>st</sup> November 2016 – 3:15pm to 9:10am 2<sup>nd</sup> November AEST

**STATUS:** Restored

**Description:** At 3:15pm 1<sup>st</sup> November a failure in storage infrastructure led to service outages in multiple central ICT systems. ICT staff, working with our product vendors, had infrastructure services and authentication services restored at 11:00pm on Tuesday night, additional remediation work was required for corporate applications that were impacted by the initial problem, ICT staff began this work at 6:30am Wednesday morning and all application services were restored by 9:10am 2<sup>nd</sup> November.

## Helpdesk Contacts

### [JCU Singapore Campus](#)

**Staff IT enquiries:**

Phone: MIS +65 6709 3681-685

Email: [ITHelpdesk@jcu.edu.au](mailto: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](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:** [Infohelp@jcu.edu.au](mailto: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](mailto: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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