

To: The JCU Community

ICT Week in Review - Week ending 16th June, 2017

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JCU Cybersecurity: Sometimes I feel like Carrie Bradshaw!

Elijah van der Kwast | [Security and Risk Specialist](#) | Information and Communications Technology

Caroline "Carrie" Bradshaw is the lead character of the romantic sitcom Sex and the City.

If you've seen an episode you would note the internal dialogue that the Carrie has about life, love and many other topics.

Writing this article is the same for me, I have a fictional character in my head who I am writing for and they provide internal dialogue.

Fortunately, for me I can see that the messages relating to cybersecurity are resonating and I am collating data points, which show a ground swell of awareness for cybersecurity threats, such as phishing.

For example, we had an email phishing attack a few weeks ago and it was pleasing to see how many users were alert to this, and reported it to the ICT ITHelpdesk.

This is exactly the behaviour we are looking for.

I received some advice early in my career, which suggested an IT system administrator has 10 minutes per day to spend on dedicated cybersecurity activities.

Now that might feel like a large commitment; so I will cut you a deal.

I recommend that every JCU user spend at least 10 minutes **per week** on general cybersecurity activities (this excludes those of us with specific responsibilities).

Here are some ideas to fill your 10 minutes:

1. Reporting suspicious events such as phishing emails to our ICT ITHelpdesk
2. Changing your password(s)
3. Reviewing access to a system which you are responsible
4. Ensuring you are up-to-date with any software (uninstalling what you don't need)
5. Reviewing your digital footprint (e.g. Facebook privacy settings)
6. Having a conversation with your colleagues/family or friends about a cybersecurity topic

Happy computing.

Software Update

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

1. Keeping the Microsoft Windows environment on your computer safe.

Given the increasing Cybersecurity threats we are seeing, ICT are making some changes to help keep you safer online.

Starting from the 21st June 2017, ICT will be implementing regular workstation maintenance windows. These pre-defined windows, will allow ICT to reboot your workstation and apply patches or application updates.

This change is required to ensure that your computer has the best protection from cyber-attacks or other software vulnerabilities, identified by vendors or agencies such as AUSCERT.

In the past, ICT has relied on you to reboot your computer to complete updates, but in some instances this has meant that some computers on the JCU network have remained vulnerable for an extended period of time, sometime months, so we're making this change to keep our network safer, for everyone.

Laptops that are off campus at the time of the maintenance window, will still reboot if they have pending updates.

By default, your workstation will be part of the “after hours” maintenance window on Wednesday night between 22:00 - 03:00 weekly (5 hours).

We are also offering an “in hours” maintenance window on Wednesday from 11:00 - 16:00 weekly (5 hours) for systems that require staff onsite to restart processes after a system restart.

While this is a weekly window, your machine will only reboot if required.

Please contact the [IT Help Desk](#), if you have a workstation that needs to be included in the “in hours” maintenance window or if you have equipment or services that would be adversely affected by Given the increasing Cybersecurity threats we’re seeing, ICT are making some changes to help keep you safer online.

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Planned Service Outage

Kate Casey | Learning & Teaching Systems Administrator | Learning, Teaching and Student Engagement |

Planned Outage – LearnJCU

Who is Affected: All JCU staff and students across all JCU campuses

Service Affected: LearnJCU, Techsmith Relay, Flashstream, Masterfile, Blackboard Collaborate, Blackboard Mobile Applications, Blackboard Collaborate, Blackboard Analytics

When: 7.30pm Friday 7th July 2017 AEST

Restoration Time: 5.00pm Saturday 8th July 2017 AEST

Description: Please be advised that LearnJCU and associated systems will be unavailable from **7.30pm Friday 7th July (5.30pm Singapore) until 5.00pm Saturday 8th July (3pm Singapore)** while a major system upgrade is performed. The upgrade will apply a series of important bug fixes and system updates, and more details of new features can be found here: <https://www.jcu.edu.au/learning-and-teaching/learning-design/blended-learning/learnjcu/discover-learnjcu-2017>.

What do I need to do? If you experience any issues with LearnJCU site access or content after 5.00pm Saturday 8th July please contact the IT Help Desk for further assistance.

Completed Systems and Service Maintenance

n/a

Planned Maintenance

Information about Planned maintenance for this month is available on the [ICT Web Site](#)

Non-Scheduled ICT Service Disruptions

Information about ICT Service Outages is available on the [ICT Web Site](#)

Helpdesk Contacts

[JCU 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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