

To: The JCU Community

ICT Week in Review - Week ending 20th May, 2016

Topics in this Bulletin:

- Software Update
- Completed Systems and Service Maintenance, Planned Upgrades & Outages
- Planned Upgrades & Outages -
- Unplanned ICT Service Disruption/a
- Helpdesk Contacts
- Subscribe, Unsubscribe and Bookmark for ICT Week in Review

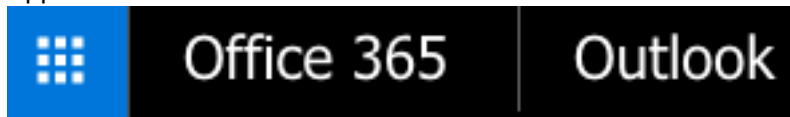
Read previous [ICT Week in Reviews...](#)

Software Update

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

1. O365 Yammer Application

This week a new O365 Application has appeared in your O365 Application Launcher. Yammer is JCU's private social network. Here is a little bit of information [about Yammer](#) and how it can be used as a collaboration tool. The information is from Microsoft and is therefore generic rather than JCU focused. ICT will be providing information soon about how you could use this application and integrate it with the other O365 applications that are available to students and staff from the O365 Application Launcher



Like all of the O365 products you access the application from the Web O365 environment (commonly known as OWA).

In any supported Browser (recent releases of Firefox, Safari, Chrome, IE, Edge) the simplest way is to go to <http://www.jcu.edu.au> and select either Staff email or Student email from the Email headline tags at the top of the page. You will be asked to enter in your JCU email credentials to authenticate to JCU's O365 service. Once you have authenticated the O365 Mail window will be the default window you see. Click on the block of dots in the top left-hand corner to see all the applications available.

Completed Systems and Service Maintenance, Planned Upgrades & Outages

JCU HOME drives

Who was Affected: All JCU staff and Post Graduate students

Service Affected: JCU Home drives \\home.ad.jcu.edu.au\jcxxxxx

When: Wednesday 18th May, 2016 – 8:00pm to 8:30pm AEST

Description: Work was carried out on JCU Home drives (\\home.ad.jcu.edu.au\jcxxxxx) that required a short 30 minute outage on Wednesday May 18th, 2016 between 8pm and 8:30pm. JCU staff and students were unable to access data stored on their Home drive during this outage.

Planned Upgrades & Outages -

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

Planned Outage – LearnJCU – First Advice

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 Analytics

When: Friday 8th July 2016 – 7:30pm AEST

Restoration Time: Saturday 9th July 2016 – 5:00pm AEST

Description: Please be advised that LearnJCU and Blackboard Collaborate will be undergoing a major upgrade on 9th July 2016. The upgrade will apply a series of important bug fixes and system updates to LearnJCU and will introduce Blackboard Collaborate Ultra – a completely re-designed version of Blackboard Collaborate offering an intuitive and clutter-free interface. You can find out more about Collaborate Ultra and try it out [here](#).

LearnJCU and associated systems will be unavailable from 7.30pm on Friday July 8th (5.30pm Singapore) until 5pm Saturday July 9th (3pm Singapore) to allow for this work to be completed.

Further details will be made available to users as the upgrade approaches.

What do I need to do? If you experience any issues with LearnJCU site access or content after 5pm Saturday 9th July please contact the IT Help Desk for further assistance.

Planned Outage - Phone Services- Cairns Campus

Who is affected: All JCU staff and students – Cairns Campus

Service Affected: Phone Services

When: Commences from Tuesday 24th May, 2016 - 6:00am – 8:00am AEST

ETA: Friday 27th May, 2016 - 6:00am – 8:00am AEST

STATUS: Planned Outage

Description: Software upgrades are being carried out on the Cairns campus to the Avaya desktop phones. During these upgrades intermittent network disruptions will be experienced by devices connected to the phones (including computers) and the phones themselves, will be unusable while the upgrades are occurring. Upgrades take about 10 minutes to complete. Work will be carried out between the hours of 6am and 8am, as per the schedule below. If any unexpected results occur or if there is a change to the schedule, another bulletin will be issued.

- May 24th – Buildings in the A and B Precinct
- May 25th – Buildings in the D Precinct
- May 27th – Buildings in the E Precinct

Unplanned ICT Service Disruption/a

JCU Home Drives.

Who was affected: All JCU staff and Post Graduate students

Service Affected: JCU Home drives \\home.ad.jcu.edu.au\jcxxxx

When: Thursday 19th May, 2016 – 11:45am AEST

Restored : Thursday 19th May, 2016 – 12:10pm AEST

Description: JCU Home Drives became unavailable resulting from a failure during an automated server migration event

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

[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: 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](#)

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.