

To: The JCU Community

ICT Week in Review - Week ending 29th October, 2016

Topics in this Bulletin:

- PebblePad Upgrade- Saturday 19th November 2016
- Australian College of Rural and Remote Medicine StAMPS exams
- 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...](#)

PebblePad Upgrade- Saturday 19th November 2016

Dr Scott Bradey | Manager Learning & Teaching Technologies | Blended Learning & Innovation | Learning, Teaching and Student Engagement

Please be advised that PebblePad, the institutional ePortfolio system, will be upgraded to PebblePad v5 on **November 19th, 2016**. No downtime will be required for this upgrade.

This new version of PebblePad specifically updates the Pebble+ component of PebblePad that students use to create, manage and present their records of learning and achievement. The new Pebble+ offers a modern, intuitive interface that gives a clutter-free experience and puts everything at students' fingertips.

Further information

- [Find out more about how PebblePad v5 works](#)
- [Frequently Asked Questions](#)

Please don't hesitate to contact the team at learnjcu@jcu.edu.au if you have any questions about the changeover to PebblePad v5.

Australian College of Rural and Remote Medicine StAMPS exams

Gary Gulliford | Manager VAVs | Information and Communications Technology

VAVs recently facilitated the Australian College of Rural and Remote Medicine StAMPS (Structured Assessment using Multiple Patient Scenarios) examination from the JCU Cairns campus. <http://www.acrrm.org.au/>

The exams involve a registrar at a remote site being assessed by their responses to 8 different scenarios described by medical practitioners (examiners) over a 2 hour period.

The examinations are conducted via videoconference and each scenario takes 10 minutes with a 5-minute gap before the next scenario. During the exam the examiners rotate from room to room with each of the scenarios.

There were connections to 36 sites over the weekend including locations such as Nhulunbuy, Alice Springs, Fitzroy Crossing, Nedlands and also Palmerston in NZ.

A total of 8 videoconferencing systems were used in the Cairns library for the exams.

The VAVS component was coordinated by Mark Clarkson who did all of the pre testing work and liaison with the remote sites.

Expert assistance was also provided by Anders Thornblad and Nick Patterson with setting up of codecs, monitoring of connections and control of scenario timings.

A big thanks to Gavin Robeck, who took care of the network essentials for the exam and Greg Braid who set up a the VOIP phones in each room to allow for seamless timing prompts for the duration.

Software Update

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

1. Changes to the O365 Application Launcher.

Microsoft have advised that the Application Launcher (9 dot box in top left hand corner of the O365 page) is being updated. The changes will start rolling out from the end of September, they were unable to provide an exact date when the JCU O365 services for staff and students will be changing. For more information go to the [Microsoft Blog site](#)

2. New Lynda.com courses.

- Design Thinking: Prototyping
- Learn Sketch: Creating Vector Graphics
- Betty Liu on Career Success
- Data Science Foundations: Data Mining
- Ruby on Rails 5: Essential Training
- VR Photography and Video: The Basics

Completed Systems and Service Maintenance, Planned Upgrades & Outages

n/a

Planned Upgrades & Outages -

Notice 1

Outage – Blackboard Collaborate

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

Service Affected: Blackboard Collaborate

When: 11pm Friday 28th October AEST

Restoration Time: 5am Saturday 29th October AEST

Description: Please be advised that **Blackboard Collaborate Ultra** will be unavailable between **Fri Oct 28, 11pm - Saturday Oct 29, 5am** (AEST) to enable the vendor to implement infrastructure upgrades. This work will address quality issues to improve system performance when multiple users are participating in a Collaborate session. LearnJCU will not be affected by this upgrade and will remain available during the maintenance window.

What do I need to do? If you experience any difficulties accessing or using Collaborate after 5am on Oct 29 please contact the IT Helpdesk.

Notice 2:

2017 LearnJCU Subject Sites and TRDB Rollover

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

Service Affected: LearnJCU and TRDB

When: Wednesday 2 November 2016

Restoration Time: Thursday 3 November 2016

Description: The opening of 2017 subject sites and the 2017 TRDB rollover will be occurring on **November 2nd and 3rd 2016**.

After this time, you will be able to:

- access and [add content](#) to your 2017 subject sites
- request [content transfers](#) via Staff Online
- request [site merges](#) via Staff Online

What do I need to do? Please contact learnjcu@jcu.edu.au if you have any questions.

Notice 3:

Who is Affected: JCU Staff who use the HOMES drive service

Service Affected: Data Sharing

When: Commencing 26th October 2016 – between the hours 9:00pm AEST to 6am AEST

Restored: 4th November 2016 – 6:00am AEST

STATUS: Planned Outage

Description: ICT is relocating user HOME drives to a new storage system. HOME drives may be unavailable during the relocation process, which is scheduled to occur between 9pm and 6am AEST nightly starting on Wednesday the 26th October 2016 and will be completed by the 4th November 2016. Your Home Drive may be relocated at any time during this period. After migration, home drive mapping will be available for use without further configuration.

What do I need to do? **Please save and close any open files** from your Home Drive prior to 9pm AEST each night and monitor [Central Computing Bulletins](#) for any further updates. If you are experiencing any issues with your HOME Drive after the maintenance period has ended then please contact the [IT Help Desk](#) for further assistance.

Unplanned ICT Service Disruption/a

n/a

Helpdesk Contacts

[ICU 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 ICU 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.