

To: The JCU Community

ICT Week in Review - Week ending 2nd December, 2016

Topics in this Bulletin:

- ICT Planned Maintenance Weekend commences today from 8pm
- Completed Systems and Service Maintenance, Planned Upgrades & Outages
- Planned Upgrades & Outages
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ICT Planned Maintenance Weekend commences today from 8pm

The Major [ICT Maintenance Window](#) will occur this weekend, commencing at **8:00pm AEST** Friday 2nd December 2016 with all services **expected to be operational by 5:00pm AEST** Sunday 4th December 2016. Major ICT Maintenance Windows are weekends when the entire JCU network - and all services - will be unavailable to allow upgrades to be performed.

Schedule

- 3:30pm Friday 2nd – Password changes offline
- 8:00pm Friday 2nd – eStudent, Library System, My HR, FinanceOne and SMS offline
- 8:00pm Friday 2nd – Staff Email offline
- 7:00am Saturday 3rd - All JCU Network & ICT services offline
- 5:00pm Sunday 4th - All JCU Network & ICT services restored

Some off-campus services such as:

LearnJCU will remain available for the whole weekend, though there may be issues retrieving some audio and visual resources during this period. Mail should not be sent out of LearnJCU over this weekend.

Student mail ie @my.jcu.edu.au will be available all weekend

Student O365 services will be available all weekend

Staff email @jcu.edu.au will be available from 7am Saturday with the caveat, only email received from @jcu.edu.au addresses will deliver. Any email sent to an @jcu.edu.au address from a non @jcu.edu.au address will queue and be delivered once full services are restored.

O365 Services such as OneDrive for Business and Online Office Apps will be available from 7am Saturday. Office for Mobiles will also be available after 7am Saturday

Care has been taken to prepare for this weekend in various ways, not least of which is communicating with newly accepted students on the interruption to services that will occur at this time. Follow up communication with this target cohort will occur after the return of ICT services.

You may have noticed that the start and end times have changed from those that were provided in earlier communications, starting 3 hours later on Friday (8pm now instead of 5pm AEST) and completing 6 hours earlier on Sunday 5pm now instead of 11pm AEST).

Major planned maintenance weekends (2 per year) are chosen after extensive consultation with the University community to avoid study periods one and two, as well as taking into account constraints such as:

- Study period census dates
- Subject result release dates
- QTAC offer dates
- Enrolment periods
- Graduation ceremonies
- Payroll runs

The overall criterion we were adhering to in selecting these dates was to minimize impact on academic activities.

What do I need to do? For more information about scheduled outages see the [ICT Stay Informed](#) page. Follow [ICT Twitter](#) for updates over the weekend. If you are experiencing disruption to any ICT service after 5:00pm AEST on Sunday the 4th December then please contact the [IT Help Desk](#) on the next business day for further assistance.

Completed Systems and Service Maintenance, Planned Upgrades & Outages

n/a

Planned Upgrades & Outages

ICT Major Planned Maintenance Weekend

When: 2nd December 2016 – 8:00pm AEST

Completed: 4th December 2016 – 5:00pm AEST

Description: Major upgrade and maintenance work will be undertaken during this period causing major disruption to ICT services delivery, this includes internet access.

Unplanned ICT Service Disruption

N/A

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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