

To: The JCU Community

ICT Week in Review - Week ending 16th December, 2016

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This is the last ICT Week in Review publication for 2016. ICT staff wish you all a happy and safe festive season and look forward to working with you in 2017.

JCU Cybersecurity – Malicious Emails - Cryptolocker

Attention: Security Event Notice

There are a number of malicious emails circulating at the moment with varying subject lines and content along the lines of:

- "You have been issued with a traffic violation "
- "Infringement Notice"
- "Western Australian Police Traffic Infringement Notice"

These are phishing emails and contain links to malware that will encrypt your computer and possibly any connected drives/peripherals (USBs). Please do not open these emails.

If you are unsure, please contact the ICT ITHelpDesk (ithelpdesk@jcu.edu.au) in the first instance.

Here are some general guidelines to help you to reduce your exposure to these events:

DO

- Ensure that your computer anti-virus is up-to-date.
- Be aware of scams and be careful when clicking on links in emails and instant messages.
- Report suspicious emails to the ICT ITHelpDesk.

DON'T

- Open attachments or links in emails if you don't know the sender.
- Open messages that seem out of character for a sender that you do know.
- Reply to unsolicited emails or calls asking you to provide account and password details.

If you need a quick refresher on phishing attacks, here is a general resource:

<https://www.jcu.edu.au/information-and-communications-technology/secure-it/email-safety>

Service available over the Christmas/New Year period

ICT ITHelpdesk:

The ITHelpdesk will be closed from EOB 23rd December through to the 2nd January 2017, reopening for normal service at 8am on the 3rd January 2017.

ICT Desktop Services:

Desktop Services will be unavailable from 1:30pm 23rd December through to the 2nd January 2017, resuming normal service at 8am on the 3rd January 2017.

Computer Labs:

Between the 24th December 2016 and the 2nd of January 2017 there will be student computers available in the following GATCF LABS:

Townsville Campus: Bldg 2 room 107; Bldg 34 room 108; Bldg 17 room 034

Cairns Campus: B1-030

At all times you will need to swipe your student card through the card readers located in each of these areas to gain access.

All GATCF labs will be open again from the 3rd January 2017, there will be work scheduled between the 3rd January and mid-February as we prepare the computers for 2017 academic year. Notices will be placed on those rooms that are affected.

Printing:

Printing services will be available in those computer labs remaining open (see above) and in staff areas.

ICT Office:

The ICT Office and all ICT Units will be closed from 1:30pm 23rd December through to the 2nd January 2017, recommencing normal service from 8am 3rd January 2017.

ICT staff will be on-call over the Christmas- New Year break to attend to any **disruption to critical services**. They can be contacted via our normal after hours' service numbers (16594 and 16955 if dialing from off-campus 47816594; 47816955)

Any disruption to ICT services will be published on our [Web Site](#) under Stay Informed and on ICT Twitter @jculCT

Software Update

1. GraphPad Prism
GraphPad have advised that support for versions earlier than Version 7 will cease early in 2017. If you have Prism 6.05, 6.06 or 6.F/G/H you should be upgrading to Version 7 as soon as possible. Contact ICT Desktop services via the ITHelpdesk if you need assistance.

Completed Systems and Service Maintenance, Planned Upgrades & Outages

N/A

Planned Upgrades & Outages

N/A

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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