

## ***To: The JCU Community***

### **ICT Week in Review - Week ending 12<sup>th</sup> May, 2017**

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For more information about outages, please see the [ICT Stay Informed](#) page and follow [ICT Twitter](#) for updates about Service Outages and Planned Maintenance events.

#### **JCU Cybersecurity: Public data disclosures – Key Lessons**

Elijah van der Kwast | Security and Risk Specialist | Information and Communications Technology

A large public data disclosure involving email and password combinations was reported to JCU this week. Analysis shows that amongst the compromised accounts were JCU staff and student accounts.

The key contributing causes driving our exposure are:

1. JCU users using their JCU account/password for third party public web services, which when compromised, also provides access to JCU systems.
2. Phishing attempts whereby users are tricked into providing their JCU account details.

Fortunately, there are some simple techniques that can protect your online reputation.

**Start**

- Using unique passwords for every online service. Your JCU password should not match any other web service.
- Using a password safe to manage passwords – available from the Microsoft Software Centre there is an application called **KeePass** available for all ICT Managed staff computers (the Link on your desktop is App Catalogue, in Windows 8.1/10 Applications it is called by the updated name of Microsoft Software Centre). If you need help setting this up, contact the ICT Helpdesk.

### Stop

- Using your JCU email address to register non-essential third party services.

### Stay

- Alert any un-expected changes to your personal details in JCU systems.

If you suspect that your JCU account has been compromised or require assistance implementing any of the above techniques, please contact the ICT Helpdesk (ithelpdesk@jcu.edu.au).

## Software Update

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

Microsoft release security updates for Windows 7, 8.1 and 10 every month. ICT staff test these security releases to ensure that they are compatible with our corporate Web applications and our Staff and Student Standard Operating Environment. Once testing has been completed and no impact verified, these updates are pushed out to every staff computer with a Windows operating system (your physical computer or a virtual computer running windows that you may be running on your physical computer).

Once the updates have been pushed out, you need to restart your computer to complete the installation process. A window will pop-up on your computer to advise that updates are waiting to be installed. You can also check if you have updates through the Microsoft Software Centre tool on your computers. Open up the tool under select Updates from the left hand side menu.

**Restarting your computer (physical or virtual) is extremely important** as it ensures that you are operating your device in the safest possible environment.

If you are using a computer at home that is running Windows 7, 8.1 or 10 it is important that you keep this device up to date with the security updates Microsoft deploy. There is a control panel with Windows where you define how you wish your computer to update. Again, remember you **MUST** restart your computer to complete the installation of these very important operating system updates.

### *2. O365 People tool.*

The People tool is the renamed Contacts tool in O365. People has undergone a revamp, when you select People from your O365 Application Launcher (top left

hand corner of your O365 Web Page) you will see information about the People you frequently contact. You can send an email message to a person directly from the “People you frequently contact” view without having to go to your Outlook application. You will also find on this page the people in your calendar today ie people you will be meeting with. You can also manage your contacts from this page.

## 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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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