

## *To: The JCU Community*

### **ICT Week in Review - Week ending 26th February, 2016**

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#### **Research Data at JCU**

Dr. Wayne Mallett | Systems Manager, High Performance Computing | Information & Communication Technology

JCU ICT currently houses approx **2 Petabytes of filesystem storage for researchers** from funding received through the Federal Government Research Data Storage (RDSI) Infrastructure project. See [Funded Research Infrastructure Projects](#).

Researchers (or research groups) can gain access to a portion of this storage through a merit-based allocation scheme handled by QCIF (Queensland Cyber-Infrastructure Foundation).

To date, **twenty (20) allocations have been awarded to JCU researchers**. In total these allocations amount to a total of ~1.56PB of filesystem space, of which **about 1.2PB has been consumed**. Most of this storage resides on one of the fastest storage devices available - ingest rates in excess of 100TB of new data per day have been observed. As an RDSI additional node, JCU holds licenses for Aspera software that can be very effective at making network latency almost irrelevant.

Researchers with external collaborators may be particularly interested in obtaining an RDSI allocation as there is an allowance for a second copy of your research data to be held at another RDSI node – subject to “merit” approval.

**NB** 1 Petabyte (PB) = 1000000000000000B =  $10^{15}$ bytes = 1000 [terabytes](#).

## JCU Cyber Security- You are the CEO of your personal cybersecurity strategy

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

Passwords, passwords, passwords. Sometime I wonder why, or more interestingly, how, we as users haven't yet revolted and said, "we aren't using the internet anymore until you come up with something other than a password".

Realistically, this is not going to happen any time soon. Nonetheless, new ways of working are being developed and I hope that we see these in the near future. I can then stop writing about how you keep your password safe and instead write about keeping your fingerprint or iris safe.

Until that time, you are going to have to manage lots of passwords.

So let's get to it.

I have periodically mentioned that we have a great team here in ICT. This week the team has packaged an application that can make management of your passwords easier.

A password safe.

Passwords safes provide functionality to store all your passwords in one place. They create an encrypted store on your computer and let you register your passwords in one place.

The catch? You need to create a password for this password safe.

The trade-off is that instead of remembering all your passwords you can create a super- safe that gives you access to a database of passwords.

Think of this as one password to rule them all.

I have been using these technologies for a number of years. I now have to remember a maximum of 3 passwords and that's it. Most of these features also have a nice tool to help you select strong passwords as well.

### **Instruction to Access @ JCU – Microsoft Windows users on a JCU owned and managed computer**

1. Open the JCU Application Catalogue in Internet explorer (or navigate to <https://apps.jcu.edu.au/cmapplicationcatalog/>).
2. Search for KeePass.
3. Install the software.
4. Open the application and click to create a new database.
5. Save this in a location that is secure.
6. Start using the application.

Some key points to consider:

- Establish a professional and private installation of the password vault.
- When it comes to the master password (for the password database), use a password that is not used anywhere else (separate professional and private uses and ensure that it is not the same as your JCU login password).
- A lost database means a lost database. No recovery. Some options for this include:
  1. Storing the database on a computer that is backed up; or,
  2. Storing the database on a cloud service that you trust.

There are other password safe solutions, with various features, these include:

- LastPass
- Password Safe
- 1Password

We aim to provide a similar install file for JCU Mac users in the near future. If you require any assistance using this application on your JCU device, please contact the ITHelpdesk. If you wish to use this software privately, you will need to search for this on the internet.

If you have a general question relating to Cybersecurity or would like more information, please contact [cybersecurity@jcu.edu.au](mailto:cybersecurity@jcu.edu.au)

#### Useful Links:

JCU Software Catalogue - <https://apps.jcu.edu.au/cmapplicationcatalog/>

## Software Update

### 1. Office ProPlus for Students and Staff.

Office for iPad App can be downloaded for free from the Apple App Store and Android from the Google store. To link the application to your JCU Office 365 Subscription once the App is downloaded and installed, enter in your JCU Credentials ([firstname.surname@my.jcu.edu.au](mailto:firstname.surname@my.jcu.edu.au) [students] or [firstname.surname@jcu.edu.au](mailto:firstname.surname@jcu.edu.au) [staff]). You can download and install the App onto a total of 5 mobile devices capable of running the App.

Under this same subscription entitlement staff and students can download and install on up to a total of 5 computing devices (PC, Mac ). You need to be in Outlook Web Access:

- a. Click on the Cogwheel (top right hand corner of top menu bar)
- b. Select Office 365 Settings
- c. Select Software

You will see install instructions.

NB **Do NOT** install this software on your JCU Owned Computer. If you want to upgrade to Office 2013 on your PC you can do so from the Software Catalogue (start menu/applications)

You must be a currently enrolled student to be assigned the subscriptions, Alumni are not included in the entitlement.

## 2. General Software Information

Information about the software that is available to JCU staff, JCU HDR Candidates and JCU Students under existing Software Licensing Agreements can be found at [ICT's Web Site](#) . You must authenticate with your JCU Credentials to access this web site.

## 3. Lynda.com.

What is Lynda.com? No it isn't a dating service.

Lynda.com is a leading online learning company that helps anyone learn business, software, technology and creative skills to achieve personal and professional goals. Through a licensing agreement with Lynda.com all JCU staff and students have access to the lynda.com video library of engaging, top-quality courses taught by recognized industry experts.

JCU Staff and Students can access Lynda.com both on campus and off-campus. You will need to authenticate with your JCU login credentials to access the resources. There is also an iOS App that you can download from the Apple App Store.

## Completed Systems and Service Maintenance, Planned Upgrades & Outages

N/A

## Upcoming Systems and Service Maintenance, Planned Upgrades & Outages

## Unplanned ICT Service Disruptions

**Who was Affected:** All JCU staff using Cairns shares

**Service Affected:** Data on Cairns Shares - \\cns-shares.ad.jcu.edu.au

**When:** 24th February 2016 – 2:00am AEST

**Service Restored:** 24th February 2016 – 8:30pm AEST

**Description:** ICT staff have resolved the issues affecting the Cairns shares as of 8:30pm

24<sup>th</sup> February, 2016. A number of separate issues had combined to cause data on the Cairns shares [\\cns-shares.ad.jcu.edu.au](https://cns-shares.ad.jcu.edu.au) to become unavailable.

## Helpdesk Contacts

### [ICU Singapore Campus](#)

**Staff IT enquiries:**

Phone: MIS +65 65766811 – 814

Email: [ITHelpdesk@jcu.edu.au](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](#)

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