

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

### **ICT Week in Review - Week ending 7th July, 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 – Ransomware ---Should I be worried?**

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

*Today we will follow a discussion between myself and an imaginary person, on the topic of Ransomware and myself.*

**Imaginary Person:** *Ransomware is everywhere over the news – should I be worried?*

**Me:** *Before I answer that question let's take a step back.*

*Ransomware is malicious software (malware) that makes data or systems unusable until the victim makes a payment – this is generally by encrypting the computer files. Malware is big business these days, and ransomware is no exception.*

*While it makes more sense for attackers to target an essential institution like a hospital, airline, manufacturing plant or another business that loses money every minute its*

computers are down, anyone connected to the Internet with access to money is a target. This includes your family and friends.

Ransomware is similar to your computer being stolen. If you're not confident you could handle the 'theft of your computer', you should worry about ransomware. But there are ways to protect yourself.

**Imaginary Person:** How?

**Me:** No one activity is perfect. What we do know is that email is a key source of these events so knowing how to identify a malicious email is really important. If you have been following my series for the last 12-months you should have seen advice on this, as well as some other important actions.

Let's recap some of the key points

Be the CEO of your cybersecurity strategy	<a href="#">ICT Week in Review - Week ending 26th February, 2016</a>
Have a backup strategy in place	<a href="#">ICT Week in Review - Week ending 18th March, 2016</a>
Learn how to identify a phishing email	<a href="#">ICT Week in Review - Week ending 8th April 2016</a>
Separated your work and personal email	<a href="#">ICT Week in Review - Week ending 29th April, 2016</a>
Stay alert to cryptolocker ransomware	<a href="#">ICT Week in Review - Week ending 9th December, 2016</a>
Review your digital footprint to reduce the opportunities to be seen online (and targeted by ransomware)	<a href="#">ICT Week in Review - Week ending 3rd March, 2017</a>
Avoid using your JCU email address to register non-essential third party services.	<a href="#">ICT Week in Review - Week ending 12th May, 2017</a>

**Imaginary Person:** Great thank you, I will review those articles, especially how to identify a phishing email.

On another note, I was talking to some colleagues from other businesses and they said they received communications on these ransomware attacks; if we need to take action, what communications can we expect?

**Me:** Great question - we aim to communicate (i.e. email broadcast) when events are actually occurring.

Nonetheless, I do appreciate that these topics can be somewhat alarming for someone who doesn't have all the information or understand technical jargon. From that perspective, it is reasonable to expect communication – even if that is to inform and not alarm.

I will revise the communication approach, with a preference to using the Cybersecurity Yammer page (available to all Staff via the O365 Email Portal) and this forum for other information. Everyone can also consume important announcements via the JCU ICT Twitter feed ([@jculCT](#)).

**Imaginary Person:** *Great thanks for the chat, I feel more informed.*

Useful Links: <https://www.jcu.edu.au/information-and-communications-technology/stay-informed/jcu-itr-twitter-feed>

<https://twitter.com/jcuICT>

## Software Update

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

### 1. What is Delve?

Delve is one of the applications available to you in our O365 service (staff and students). Delve provides an interface in your browser displaying all the documents that you have access to. This could be an attachment to an email that has been sent to you and is in your Inbox or a document that someone has shared with you, or documents that you have been working in in Office 2016 or Office Online. Delve provides you with a quick method of searching and discovering information or people. Try Delve on either your computer or mobile device and see how much time you save looking for that special piece of information.

The screenshot shows the Microsoft Delve interface within the Office 365 environment. The top navigation bar includes 'Open Delve', the Office 365 logo, and the 'Delve' title. The main interface is divided into a left-hand navigation pane and a main content area.

**Left-hand navigation pane:**

- Type to search:** A search input field with a magnifying glass icon.
- Get back to your documents:** A list of navigation options: Home, Me, MyAnalytics, and Favorites.
- Add favorites and get back to them later:** A section for managing favorites.
- People:** A list of user profiles: Allie Bellew, Tony Krijnen, Zrinka Makovac, Katie Jordan, Aziz Hassouneh, Janet Schorr, and Bonnie Kearney.
- Boards:** A list of document groups: Marketing Campaigns and Sales Performance.
- Group documents:** A section for organizing documents into boards.

**Main content area (Popular documents):**

- Document 1:** 'Q2 Web Market Planning' by Katie Jordan, modified yesterday. It is a PowerPoint document with 522 views.
- Document 2:** 'Documents • Contoso' by Aziz Hassouneh, modified July 6. It is a OneNote document with 163 views.
- Document 3:** 'CONTOSO REPORTS Q2 EARNINGS' by Tony Krijnen, modified 4 days ago. It is a Word document with 5 views.
- Document 4:** 'Transactional Matrix for Contoso' by Bonnie Kearney, modified 4 days ago. It is an Excel document with 146 views.

**Annotations (pink lines):**

- A line points from the 'Me' option in the navigation pane to the 'Q2 Web Market Planning' document card.
- A line points from the 'People' section to the 'Katie Jordan' profile picture on the document card.
- A line points from the 'Boards' section to the 'Sales Performance' board.

For more information about Delve have a look at [this Microsoft article](#)

## Planned Service Outage

Kate Casey | Learning and Teaching Systems Administrator Blended Learning and Innovation Learning | Teaching and Student Engagement

**Planned Outage** – LearnJCU – **MAJOR SYSTEM UPGRADE COMMENCES TONIGHT**

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

**Service Affected:** LearnJCU, Techsmith Relay, Flashstream, Masterfile, Blackboard Collaborate, Blackboard Mobile Applications, Blackboard Collaborate, Blackboard Analytics

**System Bulletin:** <https://www.jcu.edu.au/information-and-communications-technology/stay-informed/ict-events/planned-maintenance/ict-alert-609636683>

**When:** 7.30pm Friday 7th July 2017 AEST

**Restoration Time:** 5.00pm Saturday 8th July 2017 AEST

**Description:** Please be advised that LearnJCU and associated systems will be unavailable from **7.30pm Friday 7th July (5.30pm Singapore) until 5.00pm Saturday 8th July (3pm Singapore)** while the annual upgrade is performed. The upgrade will apply a series of important bug fixes and system updates, and more details of new features can be found here: <https://www.jcu.edu.au/learning-and-teaching/learning-design/blended-learning/learnjcu/discover-learnjcu-2017>.

**What do I need to do?** If you experience any issues with LearnJCU site access or content after 5.00pm Saturday 8th July please contact the IT Help Desk for further assistance.

## 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)

**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 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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Note Well: Non-subscribers will be cleared at the start and middle of each calendar year.