

To: The JCU Community

ICT Week in Review - Week ending 11th August 2017

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Read previous [ICT Week in Reviews...](#)

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.

ICT Continual Improvement process

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

All requests for ICT services or reporting of ICT issues are made through the central ITHelpdesk area. This service is available to all JCU people. If you do not know about the ITHelpdesk or how to contact the ITHelpdesk, please visit the [ICT Web Site](#) for more information.

To ensure that we continue to provide an excellent and relevant service to the JCU Community ICT genuinely want to hear from you.

One of the ways that we gather your satisfaction levels is via a short survey form sent out by ITHelpdesk@jcu.edu.au to you when a request for a service has been resolved. We do not send out the survey on every request that you make, as we do not want to bombard busy people, unfortunately we are finding the response rate is quite low, approximately 5% of the surveys we send out are completed.

There are only a short number of questions and your responses are of significant value. If you receive a survey can I please ask you to take 5 minutes out of your busy day to respond. If you would like to make specific comments/recommendations on how we can improve, you can also email me at head.itss@jcu.edu.au

Software Update

Did you know that there are other O365 Applications available to JCU staff and student than just email and Office? Take a look at Power BI a useful data analytics tool or Forms for surveys and quizzes. Log into O365 to find these and other useful applications all licensed and ready to use.

Planned Service Outage

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

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

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

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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