

To: The JCU Community

ICT Week in Review - Week ending 11th March, 2016

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- Completed Systems and Service Maintenance, Planned Upgrades & Outages
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- Unplanned ICT Service Disruptions
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Software Update

Techsmith Relay upgrade – Dr Scott Bradey, Manager Learning & Teaching Systems, Learning, Teaching & Student Engagement

Please be advised that the [Techsmith Relay](#) service will be upgraded to the latest version during the ICT minor maintenance window on Wednesday night (March 16, 2016). The system will be unavailable for about 30 minutes during the 8pm-2am maintenance window. The upgrade is required to implement critical bug fixes including compatibility for Mac OS X 10.11 users as well as the implementation of new drag and drop functionality.

An updated version of the Techsmith Relay recorder application will be automatically pushed to all JCU managed desktop and laptop machines. However, if you have Techsmith Relay installed on a personal computer you will need to download and install the updated recorder application from your [Techsmith Relay dashboard](#) using your JCU username and password. Instructions for downloading and installing the recorder are available on [this page](#) in the Getting Started section. Please contact [IT Helpdesk](#) if you need assistance installing the application or using the application.

Completed Systems and Service Maintenance, Planned Upgrades & Outages

N/A

Upcoming Systems and Service Maintenance, Planned Upgrades & Outages

N/A

Unplanned ICT Service Disruptions

Who was Impacted: Cairns Base Hospital and Thursday Island

Service Affected: Internet access

When: 10th March 2016 approximately 2am restored at 8:30am

Description: Users at either of the remote sites would have been unable to access the Internet. Cairns Campus unable to access either of those sites.

Helpdesk Contacts

[JCU Singapore Campus](#)

Staff IT enquiries:

Phone: MIS +65 65766811 – 814

Email: 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

[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: 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

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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