

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

### **ICT Week in Review - Week ending 3rd June, 2016**

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#### **JCU Cybersecurity – Security breaches in the age of “anything as a service”**

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

The digital phenomenon is having a large influence on businesses and the phrase “anything as a service” comes to mind. I’m not going to bore you with market analysis, hype curves and the like.

Instead our aim is to provide relevant advice on how to survive in the digital age.

Let start with a recent security breach involving LinkedIn; a professional social networking service.

Here is a summary of events from LinkedIn:

*In 2012, LinkedIn was the victim of an unauthorized access and disclosure of some members' passwords. At the time, our immediate response included a mandatory password reset for all accounts we believed were compromised as a result of the unauthorized disclosure. Additionally, we advised all members of LinkedIn to change their passwords as a matter of best practice.*

*Yesterday, we became aware of an additional set of data that had just been released that claims to be email and hashed password combinations of more than 100 million LinkedIn members from that same theft in 2012. We are taking immediate steps to invalidate the passwords of the accounts impacted, and we will contact those members to reset their passwords. We have no indication that this is as a result of a new security breach.*

If you are affected please follow the security advice and change your password for this service.

### **So how do we reduce our exposure to these breaches?**

Online service providers are ramping up their security options by offering two-step verification (LinkedIn offer this service and you can find out more by going to the LinkedIn website and searching for “two-step-verification”).

If you share important/sensitive information online, good practice suggests enabling two-step-verification where offered.

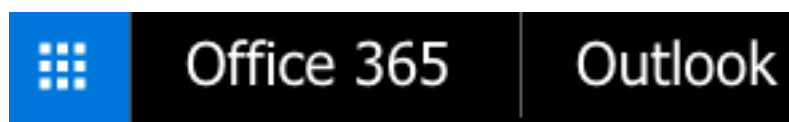
*Disclaimer: The information provided here is of a general nature. Everyone's circumstances are different. If you require specific advice you should contact the most appropriate support provider.*

Useful link: <https://blog.linkedin.com/2016/05/18/protecting-our-members>

## **Software Update**

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

### **1. What is O365**



Microsoft provide an offering to Universities called O365 for Education. O365 is comprised of a range of browser based applications that can be accessed from any recent browser on a desktop/laptop computer. Many of these applications also have an App for your iOS Apple device or Android device that you can download from the App or Google stores.

There are 3 “flavours” of the O365 Education that JCU has access to. These are:

- O365 Education for staff (available to all current JCU staff members on all of our campuses) (<http://staff.jcu.edu.au>)
- O365 Education for students (available to all current JCU students on all of our campuses) (<http://my.jcu.edu.au>)
- O365 Education for Alumni (an Alumni under Microsoft's definition is a graduate student) (<http://my.jcu.edu.au>)

The O365 staff and students' offerings are the same. The O365 Alumni offering is email, calendar, contacts and tasks only.

Your subscription will work for as long as you remain a qualified user. If you are going to be changing your status eg you are no longer going to be working at JCU or you have graduated from your course, then it is important that you ensure any personal email or personal files that you have stored in your O365 account are transferred to a personally owned email or file storage service. For staff it is important that you advise people who have been contacting you at your @jcu.edu.au address of your new email contact address. The ITHelpdesk can assist staff and students with the transition so please give them a call well before your status is going to change so that you have plenty of time to take appropriate actions. Email [ITHelpdesk@jcu.edu.au](mailto:ITHelpdesk@jcu.edu.au) or phone 15500 (calling from Townsville campus) or 21777 (calling from Cairns campus) or 47815500 (if calling from off-campus) and select option 1 for the ITHelpdesk)

Alumni students will continue to have access to their @my.jcu.edu.au email account.

For students who leave JCU before they graduate from an enrolled course or do not have an approved deferment you are not eligible to either the O365 Education for students or O365 Education for Alumni offering and your @my.jcu.edu.au service will be discontinued.

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

n/a

## Planned Upgrades & Outages -

[Kate Casey](#) | Learning & Teaching Systems Administrator | Learning, Teaching and Student Engagement |

### Planned Outage – LearnJCU – 3<sup>rd</sup> advice

**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 Analytics

**When:** Friday 8th July 2016 – 7:30pm AEST

**Restoration Time:** Saturday 9th July 2016 – 5:00pm AEST

**Description:** Please be advised that LearnJCU and Blackboard Collaborate will be undergoing a major upgrade on 9<sup>th</sup> July 2016. The upgrade will apply a series of important bug fixes and system updates to LearnJCU and will introduce Blackboard Collaborate Ultra – a completely re-designed version of Blackboard Collaborate offering an intuitive and clutter-free interface. You can find out more about Collaborate Ultra and try it out [here](#).

LearnJCU and associated systems will be unavailable from 7.30pm on Friday July 8<sup>th</sup> (5.30pm Singapore) until 5pm Saturday July 9<sup>th</sup> (3pm Singapore) to allow for this work to be completed.

Further details will be made available to users as the upgrade approaches.

**What do I need to do?** If you experience any issues with LearnJCU site access or content after 5pm Saturday 9th July please contact the IT Help Desk for further assistance.

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## Unplanned ICT Service Disruption/a

### HPC Hierarchical Storage Management

**Who is affected:** All JCU Researchers accessing “archived” files on the HPC System

**Service Affected:** HPC Hierarchical Storage Management

**When:** Tuesday 24<sup>th</sup> May, 2016 – 1:00pm AEST

**Status:** Service Restored on 1<sup>st</sup> June at 3:00pm

**Description:** On Tuesday 24-May-2016 at about 13:00, a fault with the HPC tape library was identified. ICT staff have worked with vendors to identify the root cause and establish a pathway to fixing the problem. A support engineer was on-site on Monday 30-May-2016 to replace the robot mechanism and look for any other faults that may needed to be fixed.

## Helpdesk Contacts

### [JCU Singapore Campus](#)

**Staff IT enquiries:**

Phone: MIS +65 6709 3681-685

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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