

To: The JCU Community

ICT Week in Review - Week ending 23rd June, 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.

Software Update

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

1. Keeping the Microsoft Windows environment on your computer safe.

Given the increasing Cybersecurity threats we are seeing, ICT are making some changes to help keep you safer online.

Starting from the **21st June 2017**, ICT will be implementing regular workstation maintenance windows. These pre-defined windows, will allow ICT to reboot your workstation and apply patches or application updates.

This change is required to ensure that your computer has the best protection from cyber-attacks or other software vulnerabilities, identified by vendors or agencies such as AUSCERT.

In the past, ICT has relied on you to reboot your computer to complete updates, but in some instances this has meant that some computers on the JCU network have remained

vulnerable for an extended period of time, sometime months, so we're making this change to keep our network safer, for everyone.

Laptops that are off campus at the time of the maintenance window, will still reboot if they have pending updates.

By default, your workstation will be part of the "after hours" maintenance window on Wednesday night between 22:00 - 03:00 weekly (5 hours).

We are also offering an "in hours" maintenance window on Wednesday from 11:00 - 16:00 weekly (5 hours) for systems that require staff onsite to restart processes after a system restart.

While this is a weekly window, your machine will only reboot if required.

Please contact the [IT Help Desk](#), if you have a workstation that needs to be included in the "in hours" maintenance window or if you have equipment or services that would be adversely affected by Given the increasing Cybersecurity threats we're seeing, ICT are making some changes to help keep you safer online.

2. New O365 Application offering—Microsoft Stream

This week Microsoft began deploying Microsoft Stream out to O365 customers. You may already have Stream showing in your O365 Application Launcher, if not it will appear soon. Like all the O365 Applications Stream integrates with the O365 "family". Take a look. Log in to O365 with your JCU login-id and password -> Goto the Application Launcher in top left hand corner, under New or All you will see Stream. Click on the tile and you will be directed to stream.microsoft.com. Directly from the Stream home page you can learn how to use Stream.

Stream is an Enterprise Video service where JCU people can upload, view and share videos securely. [More information](#)

Planned Service Outage

Planned Outage – LearnJCU

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

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 a major system 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.

Planned Outage- Library Systems

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

When: Commencing Monday 26th June rolling through to Wednesday 5th July. Short periods of service disruption. More information available at [JCU Library News](#)

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

[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: 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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