

To: The JCU Community

ICT Week in Review - Week ending 13th September 2017

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NB. The ICT Week in Review publication will moving from Friday to Wednesday of each week commencing today.

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.

New Firewall Solution implementation at JCU Singapore

Swain Kirk | Head ICT Infrastructure Services | Information and Communications Technology

JCU Singapore has led the way for the implementation of a new JCU firewall solution. After a full tender process, a Telstra led solution using Fortinet firewalls was selected. This see's JCU move from the current Palo Alto solution to a Fortinet solution that will provide not only firewalling but end point security and an ability to preview incoming internet traffic to protect JCU from previously unknown viruses and malware.

The JCU Singapore deployment on the 9th September was led a Telstra project manager, supported by a Fortinet engineer and actioned by Vijay Shreenivos and his Singapore IT section. Kevin Lane also flew in from Townsville to provide local technical support. Linking with the ICT Infrastructure Services team in Townsville the deployment commenced at 10am Singapore time and concluded at 1am on Sunday morning.

The change in firewall solution will provide a broader, more strategic approach to the provision of network security across the JCU campuses. The deployment will continue on a

fortnightly schedule with Mackay next and then Townsville, Cairns and finally Brisbane. There will also be localised firewalls installed at the Daintree Rainforest Observatory, Orpheus Island Research Station, Mater Hospital, Mount Isa and Thursday Island facilities to enable bandwidth control and localised security.

Software Update

What is O365 Clutter?

Clutter is an email-sorting tool available to JCU staff and students as part of our Microsoft O365 offering. Clutter moves your low priority messages to a Clutter Folder rather than into your Inbox folder. Clutter analyses your email habits, and based on your past behavior, it determines the messages that you are most likely to ignore or not respond to quickly.

The Clutter Folder tool is on by default. It is important that you periodically check your Clutter Folder to ensure that important messages have not been placed here by the tool rather than your Inbox. Moving messages out of Clutter into Inbox helps the tool's analysis process.

You can turn off Clutter.

If you are using the Outlook Client, right-click on the Clutter Folder and select "Manage Clutter". This action will redirect you to your Office 365 account and the Outlook Web App/options/Clutter page.

If you are using the Outlook Web App go to the Cog Wheel in top right-hand corner of page and select Options/Mail/Clutter.

You will see the words:

"When email is received :

- . Separate items identified as Clutter**
- . Send me notifications about messages that are separated as Clutter."**

If you uncheck, "Separate items identified as clutter and Click Save, Clutter will no longer filter your emails. NB The Clutter Folder will remain in your Outlook as an empty folder.

Planned Service Outage

n/a

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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