

To: The JCU Community

ICT Week in Review - Week ending 10th June, 2016

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JCU Cybersecurity – Your personal account has appeared in a public data breach—what next?

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

A digital footprint is the trail of data created while using the Internet. It includes the websites you visit, emails you send, and information you submit to online services. Understanding how to manage your online reputation or “digital footprint” is tricky business, even for those of us who have been using the Internet for a long time.

We have seen a number of data breaches exposing personal details of users on social media sites.

So what do you do when one of your accounts appears in a public data breach?

Here are some initial steps:

1. Change the account password – most providers will contact you to recommend this also.
2. Review all your settings (e.g. privacy) and make sure nothing has changed.
3. Enable two-step verification for the account (where provided).

Remember to avoid using the same password on social media that you use for your email account. This reduces the chances of the attacker using your social media password and accessing your email account. Also, using a different password for each social networking site means that if one password is stolen, not all of your accounts will be at risk.

Following a series of reports relating to public data leaks, including email addresses and passwords from social networking sites, it's been recommended that users change their passwords for the following services:

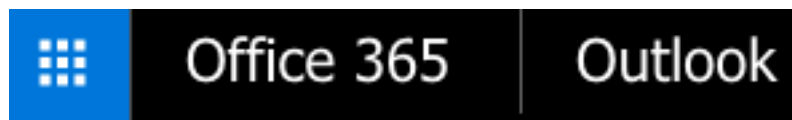
- * TeamViewer
- * LinkedIn
- * Tumblr
- * Myspace

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.

Software Update

Julie Land | [Head IT Services & Support](#) | Information and Communications Technology |

1. Enabling Microsoft Exchange Online Protection (EOP)



Mail continues to be the main tool for delivering SPAM with links to sites that can compromise your account security or download a virus onto your computer. Microsoft have made available a tool called Exchange Online Protection (EOP) which will check mail coming into JCU staff and student mailboxes, based on testing algorithms, anything that EOP detects as SPAM will be "trapped" in a quarantine area and not released into your O365 mailbox Inbox.

On the 20th June we will be activating EOP on all staff, student and alumni O365 Mailboxes.

What will this mean

You will be notified by email each day if an email that was addressed to your mailbox has been quarantined. This email will come from the Microsoft EOP services.

In the email, each message that has been quarantined will be listed and you will be able to decide if EOP has misinterpreted the mail as SPAM and if this is the case you can redirect the mail from quarantine to your Inbox by simply clicking on the link contained in the email. EOP will “learn” that future messages delivered from this address with the same content or attachments is not SPAM.

Be very careful and only forward the email to your Inbox if you are TOTALLY confident that it is a legitimate message. If you have ANY doubts please contact the ITHelpdesk (ITHelpdesk@jcu.edu.au) to check.

If you are expecting an email message and it hasn't delivered to your Inbox you can check your Quarantined email from a web site [Exchange Filtering Service](#) provided by Microsoft. You will be required to enter your JCU O365 ID into the authentication window. Once you have successfully logged into the site you will see all of the messages that have been quarantined, and as with the daily email option you can decide to release a safe message from quarantine to your Inbox.

ICT WIR taking a short break

The ICT WIR publication will be taking a short break during the mid-semester break. The next publication will be Friday 1st July.

Wishing students all the best for the final week of exams and hope you all enjoy your well-deserved break. See you back in O-Week commencing on the 18th July

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 – 4th 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 9th 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 8th (5.30pm Singapore) until 5pm Saturday July 9th (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.

Unplanned ICT Service Disruption/a

Printing to secure Print Queues

Who was affected: Townsville campus. JCU students printing to student printers and all staff printing to Secure Print queues

When: Thursday 9th June approx. 2:15pm to Thursday 9th June approx. 5:15pm

Status: Service is now restored

Description: On Thursday 9th June at about 12:15pm students were unable to login to the student printer consoles or use the swipe card unit to release jobs that they had sent to the printer, the same issue existed for staff who had sent a print job to a secure print queue. It was determined after considerable troubleshooting undertaken by Xerox and ICT teams that the problem was in underlying JCU ICT infrastructure services, remediation action was undertaken the service was again available

Scanning to Email

Who was affected: Townsville and Cairns campus. Students and staff using the Scan to Email service on Xerox MFD fleet

When: Thursday 26th May through to 10th June 2016.

Status: Service is now restored

Description: Very intermittent failures to the Scan to Email service were being reported to the ITHelpdesk. There was no pattern to the failures, one MFD would not work and then shortly after the service would be working again. This problem proved very difficult to isolate and as a result took some time to resolve. Friday 10th July the obscure cause was tracked down within an infrastructure service which had been upgraded, the upgrade was rolled back this morning 10th June, and intermittent failures ceased

Townsville Phones

When: Thursday 9th June at 13:45pm through to 5:30pm 9th June 2016.

Status: Service is now restored

Description: Any external phone calls on the JCU Avaya phone system experiencing calls being cutting off & general service interruptions, reports showed Townsville campus was severely affected but Cairns is also showing some interruptions.

Our Vendor, Telstra became aware of the issue quickly and commenced working to resolve the issue

Helpdesk Contacts

[JCU Singapore Campus](#)

Staff IT enquiries:

Phone: MIS +65 6709 3681-685

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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