

To: The JCU Community

ICT Week in Review - Week ending 9th September, 2016

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Extending use of JCU Eduroam

Swain Kirk | Head, Infrastructure Services | Information & Communications Technology

To assist veterinary under-graduate and research students, ICT Infrastructure Services have installed additional outdoor wireless access points that enable antennas to be affixed to livestock to record various aspects of their daily lives. This functionality will enable 24x7 monitoring of sheep and cattle and in future will also be used to connect with fish. Its use enables students to gain a greater understanding of the connected animals.

Preparation has begun for upgrading & improving ICT Infrastructure

ICT Infrastructure Services has taken delivery of new Cisco servers and Nimble storage in readiness for the substantial upgrade of the JCU system environment. Their installation will be closely coordinated with other ICT infrastructure improvements to deliver a reliable, high-availability computing platform for JCU staff and the student body. It is anticipated that the installation process will be completed over the next few months. ICT will liaise with the business to ensure minimal interruption to ongoing operations while the equipment is deployed.

Software Update

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

1. Update 3: DreamSpark Premium

There is currently a problem with our DreamSpark Premium subscription license which is impeding JCU STEM students and teaching staff accessing software normally available in the Web Store. Microsoft host this service with Kivuto.

A request to fix this issue has been lodged with Microsoft and was escalated by their support group to their MSDN specialist group. A solution will be tested in the coming week, with Microsoft to advise when this has been tested, implemented and access restored.

ICT apologises for the inconvenience that this issue has created for STEM students trying to download software onto their computers. I am in touch daily with Microsoft for resolution and they are aware of the importance of this service to JCU STEM students.

Visio Pro 2016 and Project Pro 2016 have been pushed out to the GATCF labs in Bldg 17-035, 15-003, 15-017, E1-015, E1-017 to assist IT and Engineering students to complete assignment work.

2. O365 Applications: Sway.

Sway is another to the O365 applications available to JCU Staff and Students Sway makes it quick and easy to create and share professional looking interactive reports, presentations and more. You can access Sway from your O365 Web Portal, there is also an ios app. Learning materials are available on YouTube, The Microsoft.com site and Lynda.com. All you need is content and drag & drop skills. Give it a try.

Completed Systems and Service Maintenance, Planned Upgrades & Outages

n/a

Planned Upgrades & Outages -

n/a

Unplanned ICT Service Disruption/a

Who were affected: All JCU staff and students

Service Affected: JCU call Queueing system (AACC) used by ITHelpdesk, JCU Health Reception and Student Services call centre

When: 2nd September, 2016 – 12:30pm AEST

Resolved: 2nd September, 2016 – 3:15pm AEST

Description: At approximately 12:30pm 2nd September, it was noticed that phone calls to the JCU call Queueing system (AACC) were not being processed. This affected all incoming calls to student services call centre, JCU help desk call centre & JCU Health Clinic reception. The service was restored at 03:15pm 2nd September.

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

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

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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