

To: The JCU Community

ICT Week in Review - Week ending 2nd September, 2016

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JCU Cybersecurity Update – iOS devices

Elijah Van der Kwast | [Information Security & Risk Specialist](#) | Enterprise Architecture, Strategy & Risk | Information & Communications Technology

Today will be short and sweet.

Apple has released a security update to protect users against a range of vulnerabilities in its iOS mobile operating system.

The update is available for iPhone 4s and later, iPad 2 and later, and iPod Touch 5th generation and later.

Updates close vulnerabilities in computer systems that remote attackers can otherwise use to gain access to systems or information (such as online banking details).

A vulnerability is a weakness that can leave a computer open to attack, for example not locking the door of your car.

Apple are basically advising that the door of your car is not locked and advising that we should now lock it, in this case by updating the software.

It's always good practice when updating to ensure that you have a backup of iOS device (iPad or iPhone) before you start the update process.

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 Links:

<https://support.apple.com/en-us/HT207107>

<https://www.communications.gov.au/what-we-do/internet/stay-smart-online/alert-service/apple-releases-update-secure-ios>

Software Update

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

1. 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 has now been escalated by their support group to their MSDN specialist group. It was hoped to have a resolution of this issue this week, however this has not happened, escalation remains with the MSDN development team.

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. ICT Web Site update.

Staff and Students indicated in our 2015 IT Services Quality Survey that they would like ICT's web site to be easier to read and searchable for information. The ICT ITSS communications team and ITHelpdesk have been working with JCU's digital marketing team to improve our site. There have been a number of changes and I would be interested in receiving your feedback on the layout and content. We have some significant changes coming though over the next few months and your feedback will be of great value to us. Email your comments to head.itss@jcu.edu.au

Completed Systems and Service Maintenance, Planned Upgrades & Outages

n/a

Planned Upgrades & Outages -

Who were Affected: All JCU staff and students, Townsville Campus

Service Affected: Wireless/WiFi Authentication

When: Wednesday 31st August 2016 6:00am AEST to 6:05am

STATUS: Completed

Description: There was a temporary interruption to Wifi services on the Townsville campus at 6am Wednesday 31st August to perform maintenance work, some devices were not able to connect to WiFi during this time. The interruption was for approx.. 5 minutes.

Unplanned ICT Service Disruption/a

n/a

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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