

## ***To: The JCU Community***

### **ICT Week in Review - Week ending 27th May, 2016**

Topics in this Bulletin:

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- Software Update
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- Planned Upgrades & Outages -
- Unplanned ICT Service Disruption/a
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#### **Wireless Network (EduRoam) update**

Swain Kirk | [Head Infrastructure Services](#) | [Information and Communications Technology](#) |

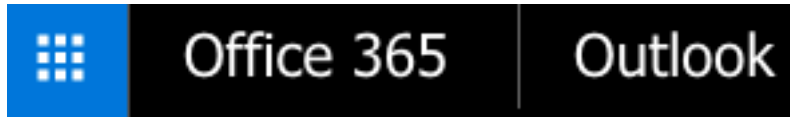
The continuing upgrade program for wireless at JCU is progressing and will include some significant improvements. The Townsville Eddie Mabo Library is now fully on the new wireless solution (Aruba). The coverage in the library is now greater than ever and we hope to hear positive feedback. We are also progressing wireless upgrades in Buildings 014, 015, and 017 currently with an expected transition to be this coming week.

After these buildings, we will be progressing through the remaining buildings including the lecture theatres in building 040 (Padua), 045, 005 (Central Lecture Theatre) and 026 (HLT). There are also still some improvements planned for building 046, 094 and 134. We certainly can understand the frustrations the wireless network has generated in the past and we're doing our best to improve this service. We plan to have finished this transition to the new wireless solution by the start of Semester 2 2016.

#### **Software Update**

## 1. O365 Office Online Apps

All staff and students have access to Office Apps online through their O365 Apps Launcher.



Using any supported Browser (recent releases of Firefox, Safari, Chrome, IE, Edge) the simplest way is to go to <http://www.jcu.edu.au> and select either Staff email or Student email from the Email headline tags at the top of the page. You will be asked to enter in your JCU email credentials to authenticate to JCU's O365 service. Once you have authenticated the O365 Mail window will be the default window you see. Click on the block of dots in the top left-hand corner to see all the applications available.

Word, Excel, PowerPoint and OneNote are all available and run in your browser either on your computer or an App on your iOS or Android device. The online apps provide you with a way to work collaborative with others on a document or share a document that you have completed with someone else. You can save these documents in your OneDrive for Business O365 service or select other locations. You can also open the document in the browser and then decide to open the document and work with it with your desktop Office Application

All JCU staff and Students have an O365 OneDrive for Business (Education) storage area, currently this is 1TB of space, Microsoft are currently in the process of upgrading OneDrive for Business (Education) to 5TB. Again you can access this from the Office 365 App Launcher, on an iOS device or through a client that you can download to your computer.

To be able to access a document from your OneDrive for Business storage at any time from any device is a great experience.

I have included a YouTube link that has information about Office Online apps and OneDrive, they refer to the free service, the OneDrive for Business works in the same way. <https://www.youtube.com/watch?v=RViYgdfpMIE>

n/a

## Planned Upgrades & Outages -

Kate Casey | Learning & Teaching Systems Administrator | Learning, Teaching and Student Engagement |

### Planned Outage – LearnJCU – First 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 9<sup>th</sup> 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 8<sup>th</sup> (5.30pm Singapore) until 5pm Saturday July 9<sup>th</sup> (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.

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## Unplanned ICT Service Disruption/a

### HPC Hierarchical Storage Management

**Who is affected:** All JCU Researchers accessing “archived” files on the HPC System

**Service Affected:** HPC Hierarchical Storage Management

**When:** Tuesday 24<sup>th</sup> May, 2016 – 1:00pm AEST

**Status:** Service remains unavailable

**Description:** On Tuesday 24-May-2016 at about 13:00, a fault with the HPC tape library was identified. ICT staff have been working with two vendors to identify the root cause and establish a pathway to fixing the problem. A support engineer will be onsite from Monday 30-May-2016 to replace the robot mechanism and look for any other faults that may need to be fixed. Until tape library functionality has been reinstated, “archived” research data will be unavailable to JCU research staff and students. Configuration rules try to only “archive” files that haven’t been touched for 3 months, however there could be exceptions (e.g., very large files) found. Files

on HPC disks will still be readable and modifiable, meaning that the problem probably isn't impacting research productivity.

## Helpdesk Contacts

### [ICU Singapore Campus](#)

**Staff IT enquiries:**

Phone: MIS +65 6709 3681-685

Email: [ITHelpdesk@jcu.edu.au](mailto: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](mailto: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](mailto:ITHelpdesk@jcu.edu.au)

**Web Page:** Log a call via the [ServiceNow Web Self Service Page](#)

### [Other ICU Campuses and Study Centres - Cairns, Townsville, Thursday Island, Mt Isa, Mackay](#)

**Student IT Enquiries:**

**Email:** [Infohelp@jcu.edu.au](mailto: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](mailto: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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