

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

### **ICT Week in Review - Week ending 22<sup>nd</sup> July, 2016**

Topics in this Bulletin:

- JCU Cybersecurity—Pokémon Go or No GO
- Software Update
- Completed Systems and Service Maintenance, Planned Upgrades & Outages
- Planned Upgrades & Outages -
- Unplanned ICT Service Disruption/a
- Helpdesk Contacts
- Subscribe, Unsubscribe and Bookmark for ICT Week in Review

Read previous [ICT Week in Reviews...](#)

#### **JCU Cybersecurity—Pokémon Go or No GO**

Elijah Van der Kwast | Security & Risk Specialist | Information & Communications Technology

You just can't escape **Pokémon** this week; nor can you can't escape the realities of cybersecurity in a digital world. Internet 'trends' present a honey pot for attackers as they capitalise on human psychology (desire and fear), and trick us into behaving in a certain way.

This week's missive will be short and to the point. So let's make it fun!

You can continue reading or you can watch a short video here on [Downloading Apps \(https://vimeo.com/110813718\)](https://vimeo.com/110813718).

.....

Welcome back. I want to share the following from Stay Smart Online:

*A malicious version of the popular Pokémon Go game is believed to be targeting Android users. The malware's (malicious software's) existence reinforces that smartphone owners should only install apps from legitimate app stores (such as Google Play or Apple's App Store) to reduce the risk to their devices and data.*

*Pokémon Go was released officially in Australia on 6 July. However, some people may be tempted to install unofficial versions of the app, using a method known as 'side-loading'. The method involves downloading a copy of the game from a location on the internet that is not an official app store, and installing it onto a smartphone.*

*You are advised to be extremely cautious in side-loading apps, and Stay Smart Online recommends that you do not install apps from unofficial sources.*

In summary:

- Try not to rush your online experience, allow time between the feeling of desire and the action.
- Only download applications from trusted sources (application stores or vendor websites).
- Read the privacy settings and configure appropriately.

*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://www.communications.gov.au/what-we-do/internet/stay-smart-online/alert-service/fake-pokemon-go-app-contains-malware-and-can-steal-your-information>

<https://vimeo.com/110813718>

## Software Update

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

### 1. What ICT Services are available at JCU?

You will find information about the ICT Services that are available to staff and students on the [ICT Web Home Page](#). We have grouped these services into Student IT Essentials and Staff IT Essentials. Some of the information you will have to authenticate with your JCU login credentials to view, such as Software Agreements.

Look at the GATCF pages and see where student computers are located, you can also see what computers are available for use at any time.

Stay Informed provides information about any ICT Service they may not be available.

Our Tweets can also be viewed in the Twitter window on the ICT page.

You can also contact the ITHelpdesk from the ICT Home page.

Office 2016 will be available soon for JCU staff and we will be pushing Office 2016 out to the Student Labs ready for the coming semester. Good time to start the Office 2016 courses in Lynda.com

## **2. What popular Software applications do you have access to as a JCU student or staff member?**

From the [ICT Web Home Page](#) click on either the Student IT Essentials or Staff IT Essentials buttons and then select Software Agreements from the menu items.

Office 2016 is available to all current students and staff for download and installation on their personally owned computers and mobile devices. You actually have access to 3 versions of Office 2016.

1. Desktop Client installation
2. Apple iOS and Android Office apps
3. Office Online, through a browser on PC or Mac

The Apple and Android Apps are available through the Apple and Google app stores. Once you install the apps on your device you will need to register your subscription by entering your Office 365 account (your email account name) ie [firstname.surname@my.jcu.edu.au](mailto:firstname.surname@my.jcu.edu.au) for students and [firstname.surname@jcu.edu.au](mailto:firstname.surname@jcu.edu.au) for staff. The apps are Word, Excel, PowerPoint and OneNote. You can also download the OneDrive for Business app (1TB of Cloud Storage) and Skype for Business. You can install these apps on up to 5 different mobile devices.

To access the Office 2016 desktop software for PC or Mac or to access the Online version of Office 2016 you need to login to your Office 365 account from any modern web browser. Go to the [JCU Web Site Home Page](#) and from the top menu items select either Staff or Student and then Email for Staff or Email for Student, login with your Office 365 account (your email credentials) and you are ready to go.

You can install the Office desktop apps (Word, Excel, PowerPoint and OneNote) on up to 5 personally owned computers.

Check out the App Launcher once you have logged in, it is the 9 dot square in the top left hand corner of the O365 page. You can see other online apps that you have access to such as the Office Online Apps and OneDrive for Business (1TB space), Sway, OneNote as well as email, calendar, contacts and tasks.

When opening an Office document, once you have the Office applications installed on your computer, you can choose to work with the document online ie in your browser or within your desktop version. You can save your

documents to OneDrive for Business from any device or computer and have access to those documents wherever you have access to the internet.

OneNote will synchronise across all of your devices, a great way to take notes and review. You can place all sorts of content into a OneNote workbook. Have a look in Lynda.com to see the courses available for OneNote.

## Completed Systems and Service Maintenance, Planned Upgrades & Outages

n/a

## Planned Upgrades & Outages -

n/a

## Unplanned ICT Service Disruption/a

[Kwasi Afosa](#) | Senior Database Engineer, Infrastructure Services | Information and Communications Technology |

### Event 1:

**Who was Affected:** All JCU staff

**Service Affected:** Student Management System

**When:** Monday 18<sup>th</sup> July- Friday 22<sup>nd</sup> July 2016 AEST

**STATUS:** Restored

**Description:** Due to a problem with the Student Management system staff were unable to access the Student Management desktop application and the generation of reports via eStudent were impacted. All other eStudent functionality was unaffected. The root cause of this database issue has not been established by the vendor who continue to work on providing a solution, a workaround has been put into place to remediate the issue in the short term.

### Event 2:

**Who was Affected:** All JCU staff and students

**Service Affected:** JCU Websites

**When:** 21<sup>st</sup> July 2016 – 9:50am – 5:10pm AEST

**STATUS:** Restored

**Description:** There was a degradation in the JCU Web site service due to an unexpected problem that arose when the vendor completed a maintenance upgrade on our service. Full service was restored at the end of the business day following remediation work by the vendor.

## Helpdesk Contacts

### [JCU 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)

### [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](mailto: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](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](#)

## Subscribe, Unsubscribe and Bookmark for ICT Week in Review

Please note that all members of the JCU Community are automatically subscribed to the list and need to opt-out via the unsubscribe link if they do not wish to receive the messages.

[Bookmark](#) ICT Week in Review

[Subscribe](#) to ICT Week in Review

[Unsubscribe](#) from ICT Week in Review

Note Well: Non-subscribers will be cleared at the start and middle of each calendar year.