

To: The JCU Community

ICT Week in Review - Week ending 10th March, 2017

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Mobile Phone costs when travelling overseas for University Business

Telephony@JCU | Information and Communications Technology

JCU recently made some changes to the mobile telephony and data services with Telstra, to deliver better value and reduced costs to the University.

The changes were the result of a comprehensive analysis of existing phone and data usage across the University, and negotiations with Telstra to achieve a better fit of the services with our usage patterns, and as a result, all JCU mobile services have been moved to standard plans.

This plan however did not include International Travel.

If you are travelling overseas on University business, you must request an [International Travel Pass](#). These Passes give you unlimited voice calls, SMS, and a modest amount of data. If you use all of your data, the cost is \$30 for each Gigabyte, but you must have initially obtained a Pass.

To activate a Pass or if you have any questions, please direct them to mobiles@jcu.edu.au

JCU Phone System Upgrade –Scheduled for 1st and 2nd April 2017

Kevin Lane | Senior Infrastructure Engineer | Infrastructure Services | Information & Communications Technology

JCU's Avaya Phone System is in the process of being upgraded to the latest version.

This upgrade will replace ageing hardware and bring it into line with the latest features and capabilities that are available in the Avaya Phone System. All current features and functions implemented in the existing version will remain unchanged; though there may be some cosmetic differences. The upgrade has already begun in stages and various components have already been completed. For example, the phone upgrade that occurred last month was a step in this direction to prepare the phones and minimise disruption in the final upgrade.

This final upgrade is currently scheduled for the 1st and 2nd of April, but will only occur if ICT and our vendor are confident that Monday morning on the 3rd, the system will be fully functional without error.

In order to achieve this, over the weekend of the 1st of April, there will be interruptions to telephone services across both Townsville & Cairns campuses as the new version becomes operational. While these interruptions are expected to be minor, during the testing phase, any issues that arise may require further interruptions to resolve.

During the upgrade, essential communications, such as security, will be set up with alternative options to allow for continued operations. If you feel that you will require this same alternative, please inform ICT via the ITHelpdesk (ITHelpdesk@jcu.edu.au).

On the Monday after the switch over to the upgraded system, there will be very little difference to your desk handsets. Our testing has shown the phones reboot and relogin to their prior extension and we expect this to be the experience during the cutover.

In the following weeks, as time allows additional improved features will be implemented and introduced to the JCU community.

Software Update

1. Microsoft Imagine (was Microsoft DreamSpark Premium)

STEM student authorised access lists have been uploaded to the Microsoft Imagine site. Students who have enrolled in STEM subjects in 2017 will have started to receive email invitation from Microsoft Imagine to complete the registration process; this will be sent to your @my.jcu.edu.au mailbox. If you had an access account in 2016 and continue to be enrolled in a STEM subject(s), your access will have been reactivated for 2017.

It is important that you respond to any communication from the Microsoft Imagine team from your @my.jcu.edu.au mailbox and you must complete all of the steps listed in the registration email.

2. **Office 365.** All JCU staff and students have an O365 account, providing email, calendar, OneDrive for Business storage, Skype for Business desktop/Mobile video conferencing, Office Online and a range of other applications. Your JCU O365 subscription also provides you will access to Office 2016 for iOS and Android devices + the application to install on your personally owned PC or Mac. See the [ICT Web Site](#) for information on how to access these resources.

3. **Lynda.com.** All JCU staff and students have access to the Lynda.com service. All staff computers and student computers in GATCF Labs, Library and Informal student spaces have an icon that you can select to access the Lynda.com site, you sign in with your JCU staff/student ID.

New Courses available this week include:

- Maya: Tips, Tricks and Techniques
- Adobe InDesign Secrets
- Audio Mixing Master Class
- PowerPoint Tip WeekLY
- Excel Tips
- Happiness Tips

Completed Systems and Service Maintenance, Planned Upgrades & Outages

N/A

Planned Upgrades & Outages

Helpdesk Contacts

[JCU Singapore Campus](#)

Staff IT enquiries:

Phone: MIS +65 6709 3681-685

8:30am-6pm Mon-Fri

Email: ITHelpdesk@jcu.edu.au

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

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: ITHelpdesk@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](#)

On Campus: 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) and select Option 1

4781 5500 (external) +61 7 4781 5500 (International)

8am-6pm Mon-Fri

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

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