

To: The JCU Community

ICT Week in Review - Week ending 8th July, 2016

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Important Reminder- LearnJCU and Blackboard Collaborate major upgrade starting at 7:30pm AEST TONIGHT

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

Who is Affected: All JCU staff and students, All Campuses

Service Affected: LearnJCU, Techsmith Relay, Flashstream, Masterfile, Blackboard Collaborate, Blackboard Mobile Applications, Blackboard Analytics

When: TONIGHT - Friday 8th July 2016 – 7:30pm AEST

Restoration Time: TOMORROW - Saturday 9th July 2016 – 5:00pm AEST

Description: Please be advised that LearnJCU and Blackboard Collaborate will be undergoing a major upgrade commencing **TONIGHT**. LearnJCU and associated systems will be unavailable from 7.30pm TONIGHT Friday July 8th (5.30pm Singapore) until 5pm TOMORROW Saturday July 9th (3pm Singapore) to allow for this work to be completed.

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](#).

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 Helpdesk for further assistance at start of business Monday 11th July

New service for JCU Research Community

Dr. Collin Storlie is the Queensland Cyber Infrastructure Foundation (QCIF) eResearch Analyst; embedded within the eResearch Centre at James Cook University's Townsville campus. QCIF and the eResearch Centre work together with JCU ICT to provide researchers and HDR students with access to, and support concerning the use of tools for data storage, transfer, management, and computation.

Collin has a background in Terrestrial Ecology; he obtained his PhD from JCU in 2015 where his research concerned the costs and benefits of various ecological modelling approaches. As a result, Collin has extensive experience utilising HPC clusters for spatial and statistical analyses.

Whether you're a PhD student just starting your research career, or the head of your own research centre, JCU and QCIF can provide tailored solutions to your data storage and analysis needs. Contact Collin via e-mail Collin.storlie@jcu.edu.au or phone x14556 to arrange a consultation today!

Software Update

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

1. Lynda.com

Lynda.com is a leading online learning platform that JCU has licensed for use by JCU staff and students. There are hundreds of courses available from business focus, technology and creative skills to achieve personal and professional goals. On all of your JCU desktops you will have an icon (Win 7 & Mac) or a tile (Win 8.1 and 10) called Lynda.com. Click on the icon/tile and you will be presented with JCU's Central Authentication Service window into which you enter your JCU login credentials.

You can access these courses via any modern web browser on campus or off. There is also an iOS app for your Apple mobile device in the App store.

To go to the JCU Lynda.com portal directly enter <https://www.lynda.com/Portal/JCU> into your web browser, you will be presented with JCU's Central Authentication Service window into which you enter your JCU login credentials.

Lots of you have already accessed this resource and we have had great feedback, but there are still many out there who haven't.

It can be a little daunting when you first login and see just how many courses are available and it is easy to be distracted from your planned learning course.

I would recommend that you do the "Learning with Lynda.com" course first. This course will help you establish a Learning Plan as well as providing information about how best to use the site.

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.

2. New Student Desktop environment being tested.

ITSS have rolled out a new Windows 10/Office 2016 student desktop environment into the student lab in Bldg 2 room 103.

We would really appreciate your feedback on the usability of this new Desktop environment.

There is a poster on the door of 2-103 with a QR code that you can scan to respond to a short survey, there is also a URL that you can go to if you don't have access to a QR scanner on your mobile device. There is also a shortcut on the desktop called "Lab Feedback" that will take you to the survey.

Completed Systems and Service Maintenance, Planned Upgrades & Outages

All work undertaken during the ICT Weekend Maintenance window last weekend was successfully completed, Services were fully restored by 11pm Sunday the 3rd July.

Planned Upgrades & Outages -

Unplanned ICT Service Disruption/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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