

To: The JCU Community

ICT Week in Review - Week ending 18th March, 2016

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JCU Cyber Security- Data Protection & 3.5" Floppy Disks

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Welcome to 2016 and hello to anyone who has recently joined JCU.

In this thread we aim to provide practical awareness in matters relating to digital safety. The awareness is general in nature and does not consider personal circumstances, so as they say in the financial markets, DYOR (do-your-own research).

On with the show.

We were recently asked to restore data from a 3.5-inch floppy disk (google an image if you are not sure what this is). These used to be a primary external storage media, holding an impressive 1.44 megabytes of data, not even one MP3 file by todays reckoning.

Evidentially, the restore was not successful and the data is as good as lost. The reason? Disk failure!

Whether you use your own device or one provided by JCU, be prepared that the media inside your device (a disk drive) will fail. We don't backup staff or student devices (laptops, phones etc.) so once this disk fails the data is lost.

Probably when it is most inconvenient.

This event got us thinking about data protection. With the ability to store information in online services (e.g. Dropbox, Apple iCloud and Google Drive etc.), we now have multiple data protection options.

So let's look at a few options.

Option 1 – Physical backups

Microsoft and Apple both have in-built data backup features that allow users to backup data to an external USB device. These are handy low cost (depending on size) physical solutions.

For researchers working in the field (i.e. no internet connectivity) this might be a good short-term option to backup important data collection.

Here are a few tips to consider:

- Encrypting the physical disk in case it is lost.
- Performing the backup frequently.
- Storing the external disk away from sunlight, moisture and direct heat etc.
- Keep two or more copies – a backup is generally a mirror of your computer. So if you delete something from the computer it can also be deleted from backup.

Option 2 – JCU File Shares

File shares are JCU managed servers that run enterprise disk drives in a configuration that reduces the opportunity for data loss.

Non-collaborative shares (HOMES) are provided by JCU to Staff and Postgraduate students for data that are not being worked on in a collaborative way. Collaborative file shares are also available by contacting ICT.

If you are working on-campus we recommend using the file-shares. There are also Apps available for mobile devices such as File Browser for iOS that will provide you with authenticated access to the Corporate File Shares and HOMES if you are on-campus and if you use a VPN client on your mobile device to connect to the JCU network you can access the on-premise shares with these same apps.

Some Colleges and subjects may also provide file share services for students to store data for projects and assignments.

Option 3 – JCU Cloud Services - OneDrive for Business / CloudStor

All Undergraduates, Postgraduates and Staff have a Microsoft Office 365 account that provides access to OneDrive for Business. OneDrive for Business will provide you with 1TB of storage, Cloudstor 100GB.

JCU account holders also have access to CloudStor, provided by AARNet. It should be noted that AARNET are not backing-up the data stored in the system. More information can be found here: <https://cloudstor.aarnet.edu.au>

Option 4 – Public Cloud Services

Public cloud services are readily accessible with many public cloud providers offering an amount of free space with additional capacity available for purchase. **NB** We do not recommend using Public Cloud Services to store and share university information. They are useful for personal files and information.

Most include apps to enable synchronisation between the cloud, your desktop, laptop and mobile devices. These include:

- Dropbox
- Google Drive
- iCloud
- Box

Here are some tips when reviewing a public cloud service:

- Read the terms and conditions carefully. Some services may include clauses that assign certain intellectual property rights over to the provider.
- Use a unique and complex password for each service.
- Regularly check the folders and files you have shared to ensure they are correctly shared and to the right people.
- Security breaches affect the biggest and most reputable companies. As a general rule, carefully consider the use of public cloud services to store any data that would result in significant loss (personal, business etc.) if it were made public.

Not all public cloud services are created equal and have different risk profiles. Therefore, the use of these services may not suit all information types (e.g. JCU corporate records or other sensitive information). If you require further information in this area, please don't hesitate to contact ICT via the ITHelpdesk (ITHelpdesk@jcu.edu.au).

Option 5 – Big data (e.g. research data)

You may observe that we haven't covered big data or research data sets in this article. For a more detailed explanation on data protection options in this area, please visit: <https://eresearch.jcu.edu.au/data-management/data-storage-1>

If you have a general question relating to Cybersecurity or would like more information, please contact cybersecurity@jcu.edu.au

Useful Links:

<https://eresearch.jcu.edu.au/data-management/data-storage-1>

<https://eresearch.jcu.edu.au/data-management/data-storage-1/options-for-shared-space-for-research-projects>

<https://cloudstor.aarnet.edu.au>

Software Update

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

Social Media using and creating:

Lynda.com has many courses related to use of and creating content for many of the popular social media tools. Search Lynda.com for Hoot Suite and Canva courses as examples. All JCU staff and students have access to Lynda.com from Student Computers located in student teaching labs, Libraries and Informal Student spaces. JCU staff computers and from your own computer at home or on campus (<https://www.lynda.com/portal/jcu>) There is also an iOS app for iPad.

Completed Systems and Service Maintenance, Planned Upgrades & Outages

TechSmith Relay upgrade successfully completed during Wednesday night's ICT maintenance window.

Upcoming Systems and Service Maintenance, Planned Upgrades & Outages

Who is Affected: All FinanceOne users and students making CopyPrint payments

Service Affected: FinanceOne

When: Monday 21st March 2016 – 9:30pm AEST

ETA: Tuesday 22nd March 2016 – 12:00am AEST

Status: Planned Outage

Description: : The Production FinanceOne database requires an update to resolve an application errors in CiAnywhere. The FinanceOne system will be unavailable for the duration of the maintenance window, students will also be unable to make payments to their CopyPrint accounts during this time.

What do I need to do? Please monitor [Central Computing Bulletins](#) for any further updates. Contact the [IT Help Desk](#) if you are experiencing any issues with FinanceOne after this maintenance window ends.

Unplanned ICT Service Disruptions

Who was Affected: Occupants of Building 25, 1st Floor Building 19 and Postgrad area on Building 34

Service Affected: Network Connectivity

When: 12th March, 2016 – 6:00am AEST

Restored: 14th March, 2016 – 8:30am AEST

Description: All of Building 25, the first floor of Building 19 and the Postgrad area on the 1st Floor of Building 34 were offline from Saturday for scheduled power works. The switches were not restored with the power restoration automatically and had to be manually brought back online Monday morning. They were offline from 6am Saturday until approximately 8:30am Monday.

Helpdesk Contacts

[JCU Singapore Campus](#)

Staff IT enquiries:

Phone: MIS +65 65766811 – 814

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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