

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

### **ICT Week in Review - Week ending 29th April, 2016**

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#### **JCU Cyber Security- Personal use of JCU email**

Elijah van der Kwast | Security and Risk Specialist | Information and Communications Technology |

Over the years, some users will combine their personal and professional lives in their work email.

Although receiving the daily deals announcements or notification that you've been tagged in a photo may be convenient, in the long run it's not a great practice.

Let me explain.

#### **1. Privacy**

Personal use of the JCU email system is not private.

We monitor our email system for threats and we are often advised of security breaches involving other services where a JCU email address has been used.

Whilst some of these are work related, often there is a personal aspect. We commonly received security breach notices from gaming and online dating sites where JCU accounts have been used.

We also archive JCU emails for selected periods so the emails can remain long after you have left JCU.

## **2. Security**

Despite best intentions, users may sign up to websites with the same password as the JCU account.

If that website becomes compromised, so does your work email account and for staff, your payroll data. For students, it might be your academic record.

## **3. Capacity and cost**

Our email system is built on technology and all technology has a limit. We might think that the cloud is infinitely elastic but in reality it's not. We want to avoid finding out what happens when if we reach these limits.

## **4. Accessibility**

Most people don't stay in the same job forever. If your work email is set up to receive personal email and you leave that employer, you may miss out on important information.

In summary, separating our work and personal lives is generally good practice and should also apply to the way you use your email account.

There are many free reputable email services which you can access via a web browser. You can register for a personal email address and begin the process of changing over where necessary.

## **Software Update-**

Julie Land | [Head IT Services & Support](#) | [Information and Communications Technology](#) |

### **1. GraphPad Prism Software:**

The license for GraphPad Prism has recently been renewed through to 31/5/17. Prism Software is a combination of basic biostatistics, curve fitting and scientific graphing software. The software is available to JCU Staff and Students from their JCU owned computer, it can

also be installed on personally owned computers. Version 7 of Prism has been released. To access the software download and serial number for use on a personally owned device you will need to register at [GraphPad's Web Site](#) using your JCU email address. Once you have registered for the software you will receive an email from GraphPad providing you with information on how to download the software to your computer. **Note** you must use your JCU email address, any other email address with not be accepted.

For staff and students with a JCU owned computer the software is available through the Software Catalogue icon on your desktop. Apple users will need to log a service request with the ITHelpdesk (ithelpdesk@jcu.edu.au) . NB we are currently working with a new desktop management tool that will allow us to automate the distribution of software as we do for Windows based computers.

## **2. ICT Web Site:**

Did you know that ICT tweets information about planned and unplanned ICT service outages? You can follow @jcuivr or view the Tweets at our [ICT Web Site](#)

Under the Stay Informed Tab you will also find our centrally posted Bulletins, past ICT Week in Review Articles, information about ICT Maintenance Windows and our Lunch & Learn Seminars

Other information available is grouped under Student IT Essentials and Staff IT Essentials. If there is additional information that you would like to be access from this site please drop me an email with your suggestions. We are in the process major redevelopment of this site so your suggestions will be welcomed.

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

**Who is Affected:** All JCU staff and students, Townsville Campus

**Service Affected:** Network Services

**When:** 28th April 2016 – 6:00am AEST through to the 6<sup>th</sup> May (daily 6am-8am according to the schedule below)

**STATUS:** Planned Outage

**Description:** Software upgrades are being carried out on the Townsville campus to the Precinct and Building network equipment. During these upgrades intermittent network disruptions may be experienced as equipment is rebooted to allow the upgrades to complete. Work will be carried out between the hours of 6am and 8am, as per the schedule below. If any unexpected results occur, another bulletin will be issued, or if there is a change to the schedule.

April 28<sup>th</sup>: Buildings in the Vet Precinct

April 29<sup>th</sup>: Buildings in the Medicine Precinct

May 3<sup>rd</sup>: Buildings in the Estate Precinct

May 4<sup>th</sup>: Buildings in the Central Precinct

May 5<sup>th</sup>: Buildings in the Education Precinct

May 6<sup>th</sup>: Buildings in the Library Precinct

## Planned Upgrades & Outages -

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

**Service Affected:** All ICT Services including: eStudent, LearnJCU, HR, FinanceOne, Staff and Students Online, Trim

**When:** 27th April 2016 – 8:00pm AEST

**Completed:** 27th April 2016 – 8:20pm AEST

**STATUS:** Completed

**Description:** A short interruption to services was required on the 27th April 2016 at 8:00pm as part of an upgrade to Network Services Infrastructure.

## Unplanned ICT Service Disruption/a

n/a

## 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](#)

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