

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

### **ICT Week in Review - Week ending 18<sup>th</sup> November, 2016**

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#### **2016 Academic Year is drawing to a close.. some things to consider**

The 2016 Academic year is drawing to a close and for students who have completed their final exam it is an exciting time as you all prepare for the next phase in your adult life.

While you are a current student or staff member at JCU there are ICT services that are provided to you, one of these is Office 365.

Office 365 for staff and students consists of a number of applications that have been provided to you, to assist with your studies or getting you work done. One of the main applications that we all use is email and functionalities tied to email such as Calendar, Tasks and Contacts.

As your role changes at JCU so does your access to the Office 365 suite of applications. Students who will be leaving JCU without graduating and staff who will be leaving JCU will no longer have access to the Office 365 suite or any other software application that has been provisioned to you in your role as a current student or staff member.

Students who move from the role of a current student to a graduate student will continue to have access to the Office 365 email products under the role of a JCU Alumni. You will continue to have access to your @my.jcu.edu.au mailbox (mail, calendar, contacts and tasks), however access to other Office 365 applications will no longer be available eg OneDrive for Business, OneNote, Apps for iOS and Android devices)

Microsoft do provide access to products such as OneNote and Sway for free and you can sign-up for these however they will **not** be tied to your @my.jcu.edu.au account.

If you have content stored in your @my.jcu.edu.au OneDrive for Business, or OneNote or any of the other applications that you have been using in your Office 365 account now is the time to start planning how you are going to save your content.

There are a few options here e.g. synchronising your OneDrive for Business content down to your personally owned computer (remember to check that you have enough space on your own computer to store the amount of data that you have in OneDrive for Business).

Staff who are leaving JCU at the end of the Academic year this is also relevant to you.

There are grace periods made available to staff and students (non-graduating) to allow you time to complete these tasks, information is available on the [ICT Web Site](#).

The ITHelpdesk team are also there to assist you. If you are contacting the ITHelpdesk via email or via the Web portal, please ensure that you include a contact number or email address other than your JCU email address and times when you are contactable.

ITHelpdesk contact information for all JCU Campuses can be found at the end of this communication.

There will be information on the [ICT Web Site](#) shortly to assist you as well.

## Major ICT Outage Weekend from EOB 2<sup>nd</sup> Dec to 11pm 4<sup>th</sup> December

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

Please note there will be a scheduled [Major ICT Outage Window](#) commencing **Friday 2<sup>nd</sup> December at 5pm through to 11pm Sunday 4<sup>th</sup> December.**

Major ICT Maintenance Windows, are weekend (from 5pm Friday to 11pm Sunday) when the entire JCU network and all services will be unavailable to allow upgrades and major maintenance work to be performed. Some ICT services maybe available intermittently during this period, however there will be no guaranteed on reliability as services go up and down.

These weekends ( 2 per year) are chosen after extensive consultation with the University Community to avoid study periods one and two, as well as taking into account constraints such as

- Study period census dates
- Subject result release dates
- QTAC offer dates
- Enrolment periods
- Graduation ceremonies
- Payroll runs

ICT have been contacted by staff who will be running intensive courses commencing Monday the 5<sup>th</sup> December, work will be undertaken prior to the 2<sup>nd</sup> December to ensure that all computers to be used for this course will have required software installed and computers will be checked again before start of class on the 5<sup>th</sup> December.

If you have concerns about the impact this weekend outage may have on you or your business area please contact me as soon as possible at [head.itss@jcu.edu.au](mailto:head.itss@jcu.edu.au)

## Software Update

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

### 1. Office 2016 is now available

Staff and postgraduate students who have a JCU owned computer can now upgrade the version of Office that is installed to Office 2016. The software has been packaged and is available in the App Catalogue. The App Catalogue is available from your Win 7 or Win8.1 Start Menu.

If you need help getting to the App Catalogue or installing the software please contact the ITHelpdesk ([ithelpdesk@jcu.edu.au](mailto:ithelpdesk@jcu.edu.au) or phone 15500 tvl, 21777 Cns and select Option 1 to talk to an ITHelpdesk team member)

If you are currently using Office 2010 there will be a number of changes that you will notice, particularly the integration available to your O365 applications.

Lynda.com has a number of Online Workshops for all of the Office 2016 applications. All staff and students have access to the Lynda.com resources authenticating with our JCU login id and password. There is a Lynda.com tile on the JCU Staff menu and on Student Computers located in the GATCF labs and Library. Resources can also be found on YouTube and on Microsoft's site.

Staff and students can also download Office 2016 for PC and Office 2016 for Mac onto their personally owned devices through the O365 service. The latest Office for iPad and Android apps are also available to current JCU staff and students and can be downloaded from the Apple and Android app stores. You will again need to enter your JCU credentials ([firstname.surname@jcu.edu.au](mailto:firstname.surname@jcu.edu.au) or [firstname.surname@my.jcu.edu.au](mailto:firstname.surname@my.jcu.edu.au) to have full functionality through the Apps.

All staff and students also have access to Office Online through their O365 account.

Information about our [O365](#) service can be found on the [ICT Web Site](#)

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

n/a

## Planned Upgrades & Outages

### ICT Major Outage Weekend

**When:** 2<sup>nd</sup> December 2016 – 5:00pm AEST

**Completed:** 4th December 2016 – 11:00pm AEST

**Description:** Major upgrade and maintenance work will be undertaken during this period causing major disruption to ICT services delivery, this includes internet access.

## Unplanned ICT Service Disruption

N/A

## Helpdesk Contacts

### [ICU 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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