



2018 Maintenance Dates

The 2018 IT maintenance dates have now been confirmed – they are available at <https://www.une.edu.au/current-students/support/it-services/it-maintenance-dates> (and also listed below). Please bear these dates in mind when planning any activity.

Month	Date	Length
January	Saturday, 13th	Full Day
February	Saturday, 10th	Full Day
March	Saturday, 10th	Full Day
April	Saturday, 21st	Full Day
May	Saturday, 12th	Full Day
June	Saturday, 2nd	Full Day
July	Saturday, 7th	Full Day
August	Saturday, 11th	Full Day
September	Saturday, 15th	Full Day
October	Saturday, 20th	Full Day
November	Saturday, 10th	Full Day
December	Saturday, 8th Sunday, 9th	Full Day Full Day
January 2019	Saturday, 12th	Full Day

Christmas support hours IT Service Desk

**Closed 24 December 2017
reopening 2nd January 2018**

ITD Staff will be monitoring UNE systems over the break and are on-call for any emergencies.

If you have a system problem please email servicedesk@une.edu.au which is being monitored for urgent issues.



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From the Director

It's with great pride that I can advise that ITD has performed exceptionally well in 2017. We have won the IT Satisfaction award for students in Australia and New Zealand for the 6th time in the past 7 years. We were also voted as number one in every category of the International Student Barometer by our international students. We improved staff satisfaction marginally (*by 1% - in the right direction 😊*) We have delivered our IT services on or above the targeted availability figures and delivered a wide range of projects, whilst initiating some extensive projects such as the data centre migration to the cloud.

As I write about the virtuous levels of success of our team, I know there are staff and students out there that have had problems with devices, the network or even our services and we consistently strive to improve these where we can. Our environment is highly complex with tens of thousands of moving parts that are changing everyday through upgrades, patches and new hardware. We are a long way from having a world that can provide 100% availability and humans that don't have a bad day but we try to improve reliability, flexibility, and service quality every year. We have an amazing team of amazing people in ITD and across UNE — we are indeed very fortunate to work in such a great place!

Now, strategically how are we tracking? ITD aligns with several of the strategic pillars, but the one we are most interested in is the 'Digital Dominance'. If we can achieve this as an organisation then to a degree other strategies such as student experience and research excellence will be

self fulfilling. So, how digitally dominant are you? If you compare yourself to your academic, professional or research peer, are you much better with digital technologies than they are? Or are you marginally better, equal or even worse? To a large degree you are best qualified to make this judgment, though we are toying with the idea of an anonymous digitally fit self assessment tool that would objectively give you an assessment of your digital prowess in certain digital domains, such as for example the LMS, lecture recording, etc. And you can see how you compare to others. The tool would then make recommendations on tools, resources and training you could use to strengthen any weak areas, or ask you to become an expert to help others at UNE develop their skills?

ITD have one IT trainer (*who is amazing by the way!*) but clearly one person cant enable UNE to be the most digitally skilled university workforce in the world—collectively we must make this a priority, we need to build the development of these skills into our work week and schedule it as we do everything else, such as meetings! 30 minutes or an hour or two, whatever we can reasonably manage. Its like exercise, we know we need it but making time for it is difficult but really when we do, we make all other tasks that much easier!

We'll be exploring the idea of the digital self assessment tool with you and other areas of the university, in particular our colleagues in HR & TaLS, so we look forward to getting your input in due course.

Have a happy festive season and successful 2018.

Enjoy the newsletter!

Rob Irving





IT Training Update

2018 will see not only updated computers in IT Training but a range of new courses for beginners to the more advanced users.

New courses are mapped to Microsoft specialist certification and also align with UNE Learning and Development programs building on the Business and Administrations Skills learnt through these courses.

Updated courses:

- Introduction to Excel 2016
- Doing more with Data Tables in Excel 2016
- Understanding Cell Referencing in Excel 2016
- Adobe Connect the basics Using Echo360 Personal Capture
- All Moodle courses have been update to the latest version of Moodle
- Exporting results using Callista Grade Export

New aligned courses:

- Visualising your Data with Charts - Excel 2016
- Win10 & Office 2016 Overview
- Introduction to Business Processes using ProMapp
- Using Echo360 Active Learning Platform Features
- Advanced Functions and Formulas - Excel 2016
- Excel 2016 Pivot tables and Charts
- Creating Multimedia PowerPoint Presentations
- Using Time Management tools in Outlook 2016
- Working with Themes Style guides
- Formatting reports, research paper and long documents
- Protecting and sharing documents

Check out the updated training web pages for “How to” sheets, online courses on a range to application including Qualtrics.



Office 365 for staff

A major project for ITD this year and next will be to slowly enable Office 365 “cloud” functionality for all staff. One major component of this project will be to move UNE staff emails from the local Exchange servers (*which are physically*

located in the data centre in the IT Building) to Microsoft’s Australian cloud infrastructure. This will mirror the setup students are already on and bring with it a number of advantages and additional services.

Office 365 online applications

Your UNE login will be enabled to access online versions of the Office suite - Word, PowerPoint, Excel, as well as some tool like Sway and Planner. These online apps can be accessed from anywhere via a browser (*similar to Google Apps that you might already be familiar with*).

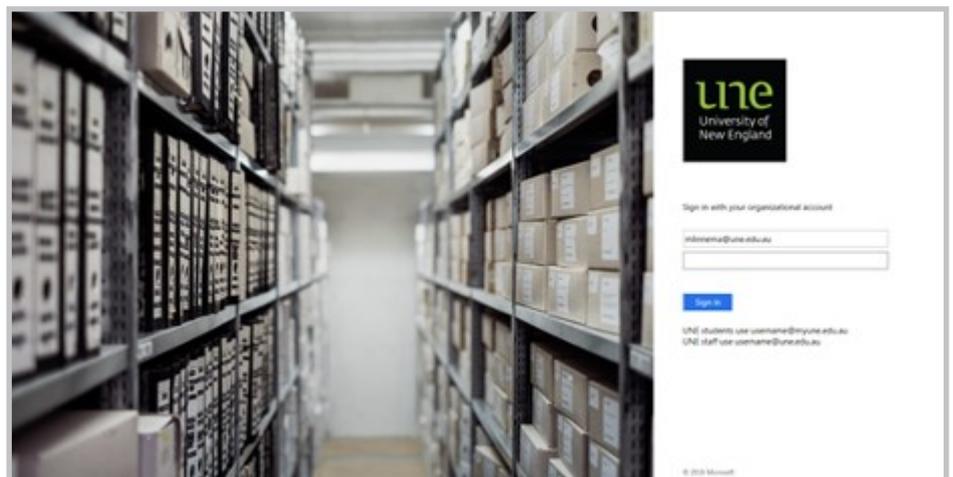
Home Use for up to 5 MS Office installations

Another feature of the cloud move is that you will be able to use your UNE account to install and license, for free while you are employed at UNE, 5 versions of MS Office on home desktops, laptops and mobile devices such as iPads.

This is already available to UNE students but will soon be available for staff as well.

OneDrive

OneDrive is a cloud based storage system that – similar to Dropbox or your personal Windows OneDrive account – will give you access, via your UNE account, up to 5 Terabytes of space (*per user*) on MS’s cloud servers. This space can be used for backups, file storage etc. and will be accessible from any internet connected devices both at UNE and off-campus.



OneDrive will eventually replace the Barney home folder (*the “H Drive”*) but for some time both systems will run in parallel to ease the transition.

More information regarding these and other Office365 features, when they will be available and how to access them will be make available very soon.



Audio Visual Upgrades

Lecture Theatres

The Audio Visual support team are working with contractors to upgrade all out-of-date equipment in C013 P1 Sommerville Lecture Theatre, C028 Lewis Lecture Theatre and E011 Arts A3 Lecture Theatre - bringing them up to date with the current UNE Audio Visual Standards.



Work is expected to be completed by the first week of December and training on the new equipment will be available throughout January/February in preparation for T1 2018. Please contact AV Support on ext. 2489 or av-support@une.edu.au for more information.

Meeting Rooms and Small Teaching Spaces

A number of meeting rooms and small teaching spaces across campus have been upgraded to include high-quality Polycom 360 Camera and Audio Systems. These devices will greatly improve the quality of online meetings, tutorials and recordings from these spaces.



Parramatta Campus Refresh

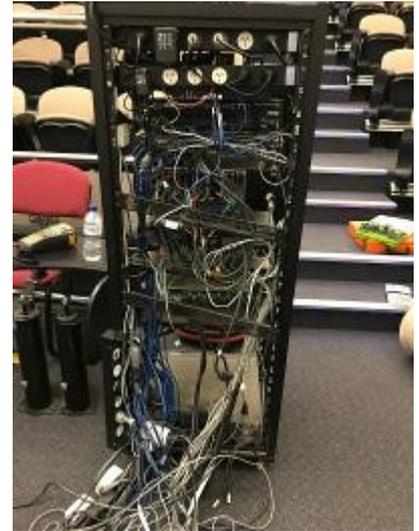
All teaching and student computers at the Parramatta Campus have been upgraded and new monitors and wall mounted displays are being installed by the end of the year

ServiceNow portal

Don't forget that you can easily find updates on all your open tickets with IT in our IT Service Portal at <http://une.service-now.com>. In addition, you can find answers to commonly asked questions, request a number of services and accounts and log new tickets.

New services that have come into the portal recently are forms to request UNE Guest Wi-Fi and to request approval for non-standard hardware or software.

Out with the old



In with the new



Software News

Qualtrics:

The university now holds a site license for Qualtrics survey software (for both staff and students). No software installation required – you can log in to the system at <https://unesurveys.au1.qualtrics.com> to start setting up your surveys (using your UNE email address). For more info see the NEW QUALTRICS WEBPAGE at <https://www.une.edu.au/staff-current/staff-services/it-training/other-resources>

Virtual Private Network

The Virtual Private Network (VPN) “Global Protect” software client was pushed out to all UNE owned Windows laptop (that were connected to the UNE network at that time).

The VPN software can be used to establish a secure “tunnel” back to UNE and to gain access to systems that would otherwise only be accessible from the on-campus network (such as the Barney file server, for example).

To establish the connection, open the GlobalProtect client and then use you full UNE email address and your UNE password to connect.



SPSS V25

Staff on UNE computers:

We hold a site license for SPSS statistics software - the software is available to members of staff at no cost to them or their department for installation on UNE-owned computers via the Software Installation Request form. Version 25 is now available for install.

Staff on home computers:

These licenses can also be installed on staff home computers under the “work at home” rights licenses. Download and install the software version you require from the SPSS website at <https://www.hearne.software/IBM-SPSS/Hearne-SPSS-Resources>

Contact the IT Service Desk for the license key (ideally by phone on x5000 or 1800 763040 so that we can enter the key via remote TeamViewer session)

Are You Practicing Safe Social Networking?

How Do I Protect My Information? Although there are no guaranteed ways to keep your online information secure, following are some tips to help keep your private information private.

Don’t post personal or private information online! The easiest way to keep your information private is to NOT post it. Don’t post your full birthdate, address, or phone numbers online. Don’t hesitate to ask friends to remove embarrassing or sensitive information about you from their posts, either. You can NEVER assume the information you post online is private.

Use privacy settings. Most social networking sites provide settings that let you restrict public access to your profile, such as allowing only your friends to view it. (Of course, this works only if you allow people you actually know to see your postings — if you have 10,000 “friends,” your privacy won’t be very well protected.)

Review privacy settings regularly. It's important to review your privacy settings for each social networking site; they change over time, and you may find that you’ve unknowingly exposed information you intended to keep private.

Be wary of others. Many social networking sites do not have a rigorous process to verify the identity of their users. Always be cautious when dealing with unfamiliar people online. Also, you might receive a friend request from someone masquerading as a friend. Here’s a cool hint — if you use Google Chrome, right-click on the photo in a LinkedIn profile and choose Google image search. If you find that there are multiple accounts using the same image, all but one is probably spurious.



Search for yourself. Do you know what information is readily available about you online? Find out what other people can easily access by doing a search. Also, set up an automatic search alert to notify you when your name appears online. (You may want to set alerts for your nicknames, phone numbers, and addresses as well; you may very well be surprised at what you find.)

Understand the role of hashtags. Hashtags (#) are a popular way to provide clever commentary or to tag specific pictures. Many people restrict access to their Instagram accounts so that only their friends can see their pictures. However, when someone applies a hashtag to a picture that is otherwise private, anyone who searches for that hashtag can see it.

My Information Won’t Be Available Forever, Will It? Well, maybe not forever, but it will remain online for a lot longer than you think.

Before posting anything online, remember the maxim “*what happens on the web, stays on the web.*” Information on the Internet is public and available for anyone to see, and security is never perfect. With browser caching and server backups, there is a good chance that what you post will circulate on the web for years to come. Be safe and think twice about anything you post online.

Share only the information you are comfortable sharing. Don’t supply information that’s not required. **Remember:** You have to play a role in protecting your information and staying safe online. No one will do it for you.

UNE's Social Media Policy applies to both Staff and Students, familiarise yourself with this and other relevant policies and procedures online at policies.une.edu.au.