



## Inside this issue:

- Director's Comments
- Service Desk 1800 No.
  - IT Services Cards
  - Identity & Enterprise Management
  - iPhone Tip
  - Windows 7
  - And More ...

## 1800 Number for the IT Service Desk!

We now have a 1800 number:

**1800 763 040.**

This will make it cheaper and easier for staff and students who are off campus to access support from the IT Service Desk.

If you are referring students to the Service Desk (or are off campus and need help yourself), the toll-free number is available in addition to the standard 6773 5000 number. Please note that call charges for calls to 1800 numbers from mobiles vary depending upon your mobile service provider.

## Director's Comments

I was asked recently by one of our ITD Senior Managers to evangelise the proposed IT Service Management tool (Service Now) that we are planning to implement to a working party. I did so willingly but on reflection, I don't feel that I did a great job. When pondering to myself 'Why not!' I realised it's because this wasn't a key driver for me. That's not to say it's not important; it's actually critical to providing the high service levels UNE requires. It's that I don't want the best IT Service Management tool; I want the best IT service team!

I have worked with many of these service management systems, and I have spent too much of my time and that of my team working on them and not with them. I don't want our IT team spending time and effort talking about how we can develop the tool and what it can then do for us in IT. I want that energy spent on what we can do for UNE.

The new tool, called Service Now, is Software as a Service application (SAAS); we will pay a subscription, and the rest of it is taken care of by the supplier.

No upgrades, no maintenance and minimal effort on our part ... perfect! We can spend our time fixing your problems and not ours.

As part of the process of developing ITD into a service-centric IT provider, this tool will be very powerful - but to really enable IT, we need a common language and set of processes that are documented and repeatable. For this, we are developing our maturity in a framework called ITIL (Information Technology Infrastructure Library). ITIL has been a framework for delivering IT services that was originally developed by the UK Government in the 1980's. It's a set of best practices, and we pick and choose the parts that will add the most value to ITD at UNE. It's not about how ITIL-mature we can be; it's about how good we can be at IT using ITIL. All of ITD recently completed the ITIL version 3 foundation course (Service Desk to Director) to provide our team with a clear understanding of the processes we are/and will be developing and how they help our custom-

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## Apple News

ITD would like to congratulate Jon Skinner, a member of the IT Client Services team for his achievement in acquiring the Apple Certified Macintosh Technician Certificate (ACMT).

Acquiring the ACMT has taken 12 months of additional study and practical activities. The training gives an in depth understanding the Mac Operating Systems and Hardware components combined.

ITD will benefit from the knowledge Jon shares with both Service Desk and IT Client Services including ongoing development of the UNE image for Mac computers.

Jack McCaw has now started on the ACMT Study program aiming to further increase Support Service's high level of OS X knowledge.

ers (You). Over 90% of the team passed the exam (which is well over the national average) and demonstrates the capability and desire of our IT team to commit to service improvement across all areas of our department. These are exciting times in the Information Technology Directorate (well, I think so) and we are looking forward to being a business partner you can rely on.

Enjoy the spring newsletter (and bring on summer!)

**Rob Irving, Director Information Technology.**

## UNE Identity Management

Identity management is a critical service for ensuring appropriate compliance and access to UNE IT resources. The current system in place at UNE has been developed internally due to a lack of viable alternatives available at that time. This landscape has changed in recent years, with vendors getting a better understanding of business requirements in this area.

IT are about to embark on a project to replace our current system with the objective of improving our capability in this area. This will improve our ability to add and remove staff and student accounts effectively and quickly; we will be able to provide improved self-service tools such password resets from the logon screen (handy at 10pm when you need to get that report finished and can't access your computer and the IT Service Desk is closed). Added benefits for IT are that the system is maintained by the vendor with them developing the security patches that are all too regularly required, and we will have a better business continuity position should key staff leave with

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a pool of technical resources provided by the vendor to access. This initiative is of critical importance to several projects that we have planned and will be instrumental to managing many of the cloud based services that will be coming in the future.

## Enterprise Management Tool

Work is about to commence on the implementation of Microsoft's System Centre Configuration Manager application. This system will considerably improve the central management capability of the UNE fleet of Windows computers, providing better protection from malicious software as well as application enhancements to ensure your computer is running optimally. There are many benefits for UNE when this project is complete, and we will share more information with you over the next few newsletters. Apple users - you are not forgotten, but there are limitations on what we can do for you in this area.



## Extended Hours for Moodle Help!

The support team at Netspot, our hosting company for Moodle in Adelaide, is available after hours and at weekends to help coordinators with Moodle questions. If you have missed Cate and Louise at their desks during the day, or are stuck at the weekend, additional help with Moodle will be available until 10.00pm on weekdays and from 9:00am - 5:00pm on weekends and national public holidays. Just call extension 3396 (the Moodle helpline).



We advised in the last newsletter that we have now enabled eduroam across the UNE wireless network, we are also the first in Australia to do so across our wired network.

This allows you to take advantage of the large and reliable one gigabit connection to your machine. Wireless is also excellent quality across UNE and well saturated across the campus. When you connect your machine through eduroam you can now get access to the Internet through our network or any

of the other eduroam member institutions (which includes most universities in Australia).

We recommend that rather than connecting your laptops or other mobile devices to the old UNE network, that you connect it to the new 'eduroam' wireless identifier. This will then work wherever an eduroam connection exists and will save you the need to establish a new connection. If you need any assistance call the ITD Service Desk on extension 5000 or go to the self-help pages at: <http://www.une.edu.au/it-services/staff/network/eduroam.php>

## Software Installations at Your Desk

If you need additional software installed on your computer, you will now no longer need to come to the Service Desk to pick up the CD and then install the software yourself –IT Client Services will visit you at your desk to do this for you or, where possible, install the software remotely.

To request software installations, please go to <http://www.une.edu.au/it-services/staff/software/softwarelic/softwarelicences.php>. There you can see the list of software currently available, and whether a cost applies.

You can then request the software from the web form linked to that page, or by emailing your request to the IT Service Desk ([servicedesk@une.edu.au](mailto:servicedesk@une.edu.au)). Please include the version of

the software you require, your operating system, the SERIAL NUMBER of your computer, your contact details and, where a cost applies, a cost code.

CDs for 'home use' (\$35 licenses for staff members for Office and Windows on home computers for work purposes) will continue to be available at the IT Service Desk in the Learning Commons, as will Sophos and Endnote CDs for students.

### New software this quarter:

Camtasia Studio/Camtasia: Mac is now available (free of charge) for anyone involved in creating/editing audio files or screen capture.

Citrix: A new client for Mac has been approved and will be included in the new Mac image. It will soon be available for download ... watch this space.

## Hearsay and ITD!

As our IT teams are regularly out and about we hear comments about our IT services, good and bad. We love to hear the good things (obviously), but we're disappointed when we hear of any dissatisfaction with IT services. It's more difficult for us when we hear comments about service issues, but the issues haven't been reported to us. If we don't know about them we can't fix them.

Some complaints we hear are about issues we have fixed long ago and others are about issues we may never fix (for a good reason). Whatever the case, please give us the opportunity to resolve the issue or explain why things are as they are. The easiest way to do this is send an email to the IT Service Desk with a short outline of the issue. All complaints go to the IT Director to review and manage. Where possible, we will report on these issues in this Newsletter. So if you hear someone complaining about an IT service ask them the question, *'Have you reported it to the IT Service Desk?'*

**Our goal is to provide our staff and students with great IT support and services; please help us achieve this.**

## IT Support Business Cards

In recent meeting with faculties and schools we have heard remarks that staff sometimes do not know who to contact or how to get IT support. The answer is if in doubt call the IT Service Desk on extension 5000, but to assist further we have had IT Support cards printed with all of the main contact numbers and information you need to get IT support.

These are available from multiple locations such as the Library, Finance, HR and of course IT. We have also sent batches to faculties and schools for distribution.

Please grab one of these cards and put it in your wallet or purse so that if you ever have the need for IT support you can quickly find the right information.

## Teaching Space Audio/ Visual

The Audio Visual team has now successfully completed a third intensive school period, supplying on campus and phone support to staff and students over the weekend periods.

Support coverage continues as normal during term teaching periods via extension 2489.

## Windows 7

Windows seven was released to the Dell factory almost three months ago, and desktops have gradually been arriving with the new desktop image. Feedback to ITD has been positive, with users welcoming the update to their systems.

Currently all machines are still arriving through the ITCS offices and are checked before delivery. This is a busy time of year for IT purchases, and the ITCS team would ask for your understanding if you experience a delay in receiving your new computer. An update to the main applications included in the image is

## iPhone Tip of the Week

Did you know that you can use your iPhone 4 (or 3 with the latest firmware version) as a 'personal hotspot' and use it as a base to connect 4 other computers (ipads, laptops, iphones) to the internet? This can be useful if you're travelling with colleague or need to connect your laptop to the internet when no wireless is available.

- On your iPhone, go to the Settings menu
- In settings, you'll see a 'Personal Hotspot' menu item. Tap it.
- Slide the 'Personal Hotspot' option to 'On'.
- You'll note that Apple has allocated the connection a default password which is shown on

planned in the next quarter. If you have a suggestion for a piece of UNE approved software you believe should be included in the image please let us know via [soe-project@une.edu.au](mailto:soe-project@une.edu.au).

Regular visitors to the Dell Premier page will also note three new additions: the Latitude 2120 netbook; a 24 inch desktop LCD; and the inclusion of 3g modules in the laptop range. Telstra SIM cards are available from the IT Service Desk. However, if you are a current UNE iPhone user you could reduce the need for additional SIM cards by using your iPhone as an "access point", read on for more details.

this screen. You can either use it (each iPhone gets a different random password) or change it to something you can more easily remember by tapping on it.

- Then, on your computer's Wi-Fi menu, you should see your iPhone pop up in the list after a few seconds. The network name is the name of your iPhone.



## IT News

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IT News welcomes your comments and suggestions. For further information about any of the stories in this issue, or if you have an idea for a story, please feel free to contact us:

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