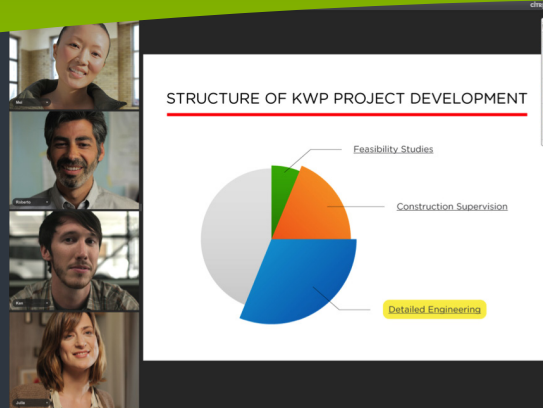


Web Conferencing

ITD have a project underway to move UNE staff to the Microsoft 365 service. This is a very rich collaboration suite that includes email, calendaring, presence (red, amber and green circles representing when someone is available) as well as instant messaging and web conferencing.

We anticipate the delivery of this service will be late this year or early 2013. As we are getting requests for web conferencing tools, we are providing as an interim step a pool of licenses for Citrix GoToMeeting.

We are finalising our approach to the practicalities of providing this service, but if you are interested and have a need for this service please contact the IT Service Desk.



Citrix GoToMeeting Session

Director's Comments

2012 has got off to a good start for ITD. We are progressing well with some key projects and have finalised our IT Strategic Plan (which will be on our website soon). These projects and planning form the foundation of our activities in the coming years and will help towards UNE achieving its strategic vision as set out in the 'learning without limits' strategic plan.

We have recently established an IT Advisory Committee with the UNE executive that will meet regularly to ensure there is a clear alignment between the IT investment and UNE objectives. The structure of the IT team is also evolving with three of the four Associate IT Director positions having been filled, giving ITD the high level leadership required for success.

The IT Cloud Strategy is progressing well and part of this was the recent acquisition of a new Storage Area Network (SAN). ITD purchased Hewlett Packard 3 Par data storage systems which when fully

commissioned will be located at our Sydney data centre and here in Armidale (what's a SAN I hear you ask!). This is a hardware as a service storage and computer technology with the monitoring and maintenance provided by Hewlett Packard.

We will now be decommissioning the array of old storage hardware we have here in UNE, so simplifying dramatically our back end systems. This will improve performance, reduce outages, reduce costs and reduce the work load on our server support teams.

Finally, I would like to comment that on the IT Directorates current development path I can see ITD forming into a team of highly skilled people with the clarity, capability and capacity to add value to UNE in a way that will help to differentiate our University in the tertiary education sector, which is very exciting!

Rob Irving, Director Information Technology.

- Inside this issue:**
- Director's Comments
 - Web Conferencing
 - Cantasia Relay
 - Computer Admin Access
 - Office 365 Student Email
 - How to Save Paper
 - And More ...

Camtasia Relay

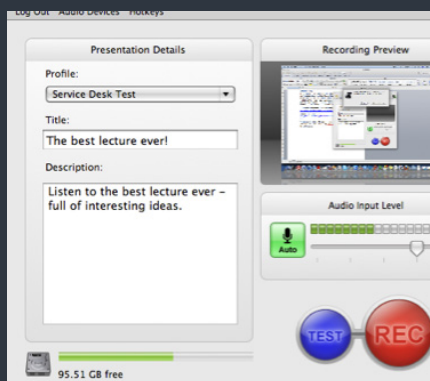
During January, our AV team updated a number of lecture theatres and teaching spaces to run Camtasia Relay, UNE's new lecture capture system.

With Camtasia, lecturers can record their lecture audio in parallel with their screen/PowerPoint presentation live in the lecture theatre with the press of a button and have it uploaded automatically into their Moodle unit after the lecture has finished.

For a list of lecture theatres fitted out with Camtasia Relay please see <http://www.une.edu.au/it-services/staff/audiovisual/relay.php>.

Training videos are available at <http://moodle.une.edu.au/mod/book/view>.

The take up of the Camtasia system has been phenomenal. As of 16th March 864 presentations were made using Camtasia Relay for teaching since start of Tri-
mester 1.



Admin Access to your computer

Over the next few weeks, ITD will roll out a desktop management tool called SCCM (Microsoft Systems Centre Configuration Manager) across all UNE Windows computers on the UNE domain. This tool will allow ITD to 'push' common updates and software packages to computers on the network without the need for a you to install updates individually. This will allow ITD to optimise the performance of the PC fleet.

SCCM will also monitor software installations to help manage UNE's liability regarding software licenses. An SCCM client will be automatically installed in the next few weeks. You do not need to request the installation, and you should not notice any changes to the setup of your computer once installed.

One of the benefits of SCCM is its ability to remotely install and update software packages on Windows computers, reducing the need for administrator access to the UNE Windows computers.

As part of the migration to Windows 7, the new Windows 7 default is 'user' privileges on your desktop providing you and UNE with improved security: adware/malware/viruses can be introduced accidentally if a user is logged in with full admin rights, causing unnecessary problems with the computer and for the support teams and potential data loss.

The assignment of PC access rights is articulated in the ITD Standard Operating Environment Policy at <http://www.une.edu.au/policies/pdf/standardoperatingenvironmentpolicy.pdf>. We do realise that some user privileges are not always sufficient for certain operations and a request for any necessary desktop permissions may be submitted

to the IT Service Desk.

Over the coming year ITD will populate UNE licenced applications into the SCCM environment for staff to install applications as required at their convenience. While this work is completed, if you require software installations or software updates please continue to use the IT Software Installation Request form at <http://www.une.edu.au/it-services/staff/software/softwareform.php> for standard software or email servicedesk@une.edu.au for any other requirements.

Cloud Strategy

ITD have a cloud strategy. What does that mean? Cloud is the latest and greatest hype in the technology sector. It will change the world. We hear this in IT regularly in the IT press and at conferences and it's true, but it's not ready yet and neither are we. So when we refer to our cloud strategy, it's a set of principles as to how we deploy IT services such as simplicity, agility and reliability. It's not just about having everything hosted.

There are some technologies that are very ready to be consumed through the cloud rather than delivered in the old fashioned on premise approach (buy a server, load an operating system, load the application and do the same somewhere else for redundancy!). Services such as email and our new IT Service Management application (which has been a cloud product since 2004) are very ready. Importantly we need to reengineer our internal systems to have the capability to absorb cloud services securely and effectively. Areas such as our identity management and system integrations will require extensive work to make sure we provide enterprise grade services and not put a rainy dark cloud over our organization!



Office 365 – New Student Email coming soon

In the coming months, UNE will be moving ALL student email boxes to a new online service called Office 365. Office 365 is provided by Microsoft and, apart from a fully featured online email system that students can access from different computers and mobile devices anywhere and anytime, Office 365 also offers access to calendars, contact lists, task list, notes and built-in spam filtering.

In addition, students will have 25GB of storage space available to them (compared with 100 MB on the current system). Students will soon receive a first email outlining the upcoming changes.

For more information on Office 365, what it offers to our student, please have a look

at <http://www.une.edu.au/office365>. We will be constantly updating the website and will also sent out more information to students closer to the launch of the new system.

As part of the upgrade, student email addresses will change from username@une.edu.au to a new username@myune.edu.au email address.

The change does NOT affect staff mailboxes – your staff email address will not be affected in this phase of the Office 365 rollout.

If you do receive questions or comments about the change from students, please refer them to the website above or (especially for technical questions) to the IT Service Desk.

Microsoft Home Agreement - \$15 offer!

As part of our Microsoft license, staff at UNE are entitled to use Microsoft Office on their home computers and can obtain the software from Microsoft (as a download) for a cost of \$15 – which is a phenomenal saving over the retail price of \$200+.

More details on how to purchase the software were sent to une-official recently – please contact the IT Service Desk for more information if you missed the email offer.



The staff IT training room has been refurbished to provide a comprehensive and effective IT training environment for our staff to attain new IT capabilities.

Features include:

- Capacity increased from 9 to 13
- Seating is ergonomically designed with an 8 hour rating, highly durable and fully adjustable
- Computers connected by high speed 1Gb network connections
- Computer systems are class leading, all-in-one systems with 23 inch screens and low energy options
- Seating arrangement redesigned to maximize the use of space
- The room has a vibrant new colour scheme

Booked through Room Bookings

<http://www.une.edu.au/timetable/room-bookings.php>



Ricoh Report

According to a Ricoh usage report at the end of 2011, since roll-out in 2007, we have printed:

42,127,045 A4 sheets.

We have killed **5045 trees** to achieve this.

Given an A4 sheet is 29.5 cm, put end to end, that would create a line of: **12,512 kilometres.** That would go a third of the way around the circumference of the earth, and get you from Armidale to Angola.

The area of this would be 110,689 square kilometres

This is about the size of the entirety of Kakadu National Park and Arnhem Land.

What can you do about this?

Read the tips on this page. Talk to colleagues about their solutions to specific issues, or contact the Service Desk for advice.

Reducing Paper Use

Carefully consider whether you really need to print that page. There are many reasons why we think of paper first, and there is often a paper-free way to do the same thing.

Document Portability

We use paper copies because they are convenient and portable for reading documents away from our desks.

IT will be delivering new ways to share and collaborate on documents this year with the introduction of Office 365 for staff and tools such as SharePoint. Make sure you attend the training and make use of these tools.

Editing Documents

We use paper when we need to edit documents.

Instead of editing on paper, edit the document digitally. Applications such as MS Word even allow tracking of changes, and the ability to track different users' changes in different colours. Digital editing can be done using iPad apps such as Quickoffice, PDF Expert and Pages.



Reading Web Pages Later

We use paper to print out web pages when we want to read their content later away from our desks.

OneNote is integrated with Internet Explorer to allow you to send web content to this application. You can then access the web pages from apps on your laptop, smart phone or tablet.

Other Tips

You can reduce paper by scanning documents to email or your home folder instead of making copies. Always use double-sided printing if possible. Don't print emails to read later. Instead, forward them to OneNote, TRIM them if important, or read later by accessing them on your tablet or smart phone.

IT News

Produced by Information Technology at the University of New England.

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Image credits: Martina Linnemann, David Elkins

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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