

## “Forced” computer restarts - Microsoft monthly updates

Approximately once a month, Microsoft releases updates and patches to the Windows operating system as well as to some of their applications.

Some of these changes are bug fixes, some introduce additional features and others are security updates.

UNE downloads these updates regularly, reviews them and then pushes them out automatically to all UNE-owned Windows computers that connect to our domain, where they are installed in the background on your computer.

Many, though not all, updates require a restart of the computer to take effect – you may have seen the notifications that pop up.

Currently, restarts can be postponed indefinitely, which can cause problems for a number of reasons:

The computer stays unpatched until the next restart, which is an issue especially for urgent security upgrades. If patches accumulate, the next restart will take a long time because multiple sets of updates need to be applied and finalised.

From **5th December 2016**, we will change the setting of the patches and will enforce a restart 72 hours after the updates were first downloaded. This means that you will be able to postpone the restart for 3 days from the first notification. After that time, a 90 minute countdown warning will pop up – at the end of the 90 minutes the computer will automatically restart.

Ideally, it's not left until that point – we recommend that you restart your computer at a convenient time as soon as possible after the first notification.

The computers in teaching spaces will NOT enforce a restart, they will be patched separately to avoid any disruption during teaching.



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## From the Director



We recently found an old photo from the archives of the ITD team from 20 years ago. We felt it would be a bit of fun and one for posterity to try to recreate it the best we could. Jim Harrop (red tie) who you will see prominently in both pictures actually managed to wear the same shirt and tie for the picture that he wore 20 years ago, and it still looked great! The pictures are on the back page, enjoy!

Its been another busy year and the ITD team has achieved some great outcomes for the university. The applications have been upgraded, new AV in teaching spaces has been rolled out, Workspace by Facebook was implemented, infrastructure such as optical fibre has been replaced and the first phase of implementing a new identity management system for the university has been completed. We have delivered tier one IT services (student facing applications and network services) at an overall target of 99.9% availability and our tier two systems (business applications) over the target of 99.7%. We have also scored 86% for student satisfaction with IT services, which put us in first place with all Australian and New Zealand universities and 70% for staff. We're working hard to maintain and improve these results.

2016 has been a big year strategically for ITD as we plan our architecture for the cloud. Our data centres are at capacity and are nearing end of life and in reviewing our options the cloud provides the greatest strategic benefits for the university. 2017 will see the finalisation of the planning and the start of a migration of IT capabilities into the cloud in late 2017. This will provide the university with a range of business benefits including improved reliability, security and most significantly far greater agility. We will be able to expand our capability to meet demand plus headroom for the biggest

workloads we face in our business cycles and then reduce our capability for the quiet times, not that we seem to have too many of them! We will be able to provide new IT services more quickly and meet the changing needs of our staff and students.

The new online application program which went live last year was reviewed this year with some great successes, it was able to increase student applications by 5.8% and reduced the number of students that needed help with their applications from 44% to 21%. So version 1.0 of this application has had some great achievements. As with all application development the first version is always the hardest and the SRM and SAS teams that delivered this capability deserve to be congratulated on a project that wasn't without its challenges.

ITD also welcomed some new staff into the Directorate in 2016, with some IT staff previously located in the Library and Schools now reporting through to ITD. These staff remain geographically located in their key areas but allows us to standardise high quality IT service provision and take advantage of the redundancy capabilities of a larger division. It also allows our ITD staff to gain new skills from these specialist staff. What we like to call a win/win.

On behalf of the ITD team I would like to thank you for your support in 2016 and wish everyone a safe and happy Christmas and New Year. We look forward to being of service to the staff and students of UNE in 2017.

Enjoy the newsletter

Robert Irving  
Director ITD



## Windows 10

Windows 10 is in the final stages of testing. The eLab on the Ground Floor of the IT Building has already been updated and we will, before the start of T1, update most, if not all of the teaching spaces and hope to schedule in some of the student labs as well.

A rollout to the desktops will be on the cards in 2017.



## SSD drives and Windows 10 for teaching spaces in 2017

We will be upgrading teaching spaces to Windows 10 in preparation for T1 2017. This will include installing SSD drives in all machines, so you should see a great improvement in performance when using a "resident PC" within a teaching space next year.

Compatibility with the current standard teaching software packages has been tested and training will be available through the IT Trainer.

## MacOS 10.12 (Sierra)

Testing of the latest version of the Mac operating system (*macOS 10.12 Sierra*) has been completed successfully and is now available to request via our software installation request form at [https://une.service-now.com/internal/sw\\_install\\_request.do](https://une.service-now.com/internal/sw_install_request.do)



## Christmas support hours IT Service Desk

23 December - business as usual  
Closed 24 December 2016  
reopening 3rd January 2017

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

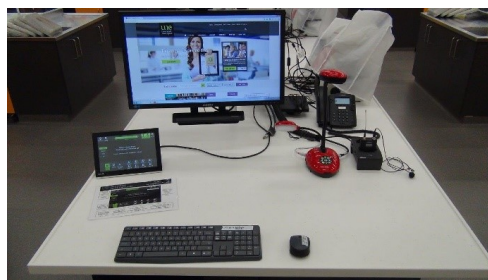
If you have a system problem please email [servicedesk@une.edu.au](mailto:servicedesk@une.edu.au) which is being monitored for urgent issues (or similar)

## W077 Agricultural Education Building

The new teachings spaces within the W077 Agricultural Education Building have been used for their first teaching activities in T3 2016. A month of demonstration and training sessions took place in November, with very positive feedback from attendees eager to start teaching from these great new facilities.



The teaching labs can be used as independent single labs (*128 capacity in the large lab and 64 capacity in the smaller lab*), joined together to form a single 192 capacity lab, or split into 12 small group sections (*16 students per group*). This flexibility is achieved by an advanced AMX control and switching system, and takes the title of the largest single system installed on campus to date.



Our AV Support team are very happy with the new facilities and look forward to supporting staff in their use – please contact AV Support to arrange a demonstration or training session: [av-support@une.edu.au](mailto:av-support@une.edu.au) or ext. 2489

## Did you know ...

Did you know there are 24,999 student and 3, 792 staff users accounts.

The Service Desk team answered 25,119 phone calls from staff and students this year (*to the end of November*) in addition to responding to 8,182 emails and ServiceNow enquiries.

The average duration of a conversation is 5 minutes and 16 seconds and the average ring time (*after you have listened to the "welcome" announcements is a mere 5 seconds*).

The Call-back feature (*where you can hang while queuing, but retain you spot in the queue and we call you back when your call request reaches the front*) proved very popular, with 1,429 call-backs completed during 2016.

Support	Year to Date (%)		
	Actual	Target	Variance
Incident Response & Resolution			
Priority 1 Resolved within 4 hrs	89.14	90	-0.86
Priority 2 Resolved within 7 hrs	93.33	90	3.33
Priority 3 Resolved within 16 hrs	99.93	70	29.93
Priority 4 Resolved within 24 hrs	94.72	70	24.72
Satisfaction Score	94.78	95	-0.22

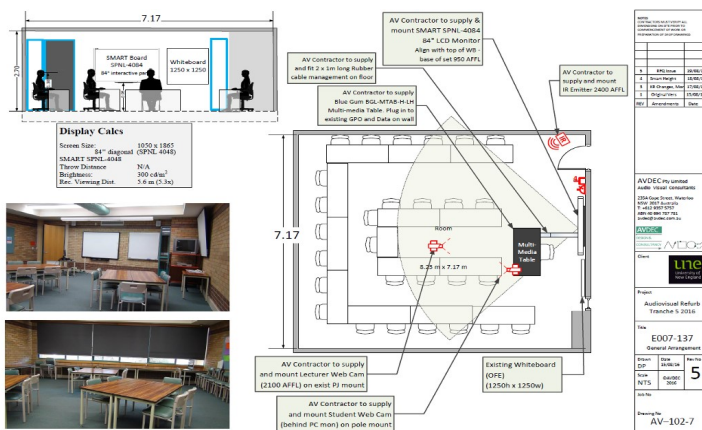




## Audio Visual Room Upgrades

The Audio Visual support team, along with AVDEC as design team and integrators from Sydney and Brisbane are busy upgrading the Audio Visual facilities within the following 11 teaching spaces. These spaces are on-track for completion ready for T1 2017 and extra training will be offered throughout February 2017

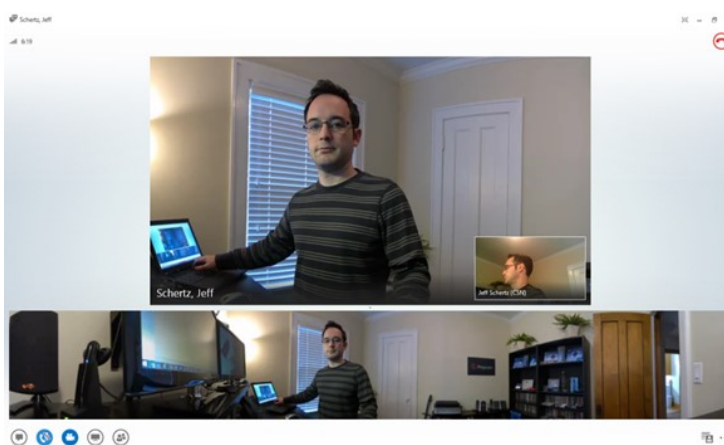
Please contact AV Support on [av-support@une.edu.au](mailto:av-support@une.edu.au) or ext. 2489



Building	Room	Name	Current AV Standard	New AV Standard
E007	120	Education Seminar Room 120	Non-Compliant	Small Learning Space (20-50)
E007	137	Education Seminar Room 137	Non-Compliant	Small Learning Space (20-50)
S006	27	Psychology Seminar Room 1	Non-Compliant	Tutorial Space (10-30)
S006	31	Psychology Seminar Room 2	Non-Compliant	Small Learning Space (20-50)
S006	55	Psychology Seminar Room 3	Non-Compliant	Small Learning Space (20-50)
S006	57	Psychology Computer Lab	Non-Compliant	PC Lab - Basic
W011	32	Animal Science Lecture Theatre	Non-Compliant	Small Learning Space (20-50)
W039	214	EBL Lecture Theatre 5	Hardware Failure	Medium Learning Space (50-100)
W039	30	JN Lewis Seminar Room	Non-Compliant	Medium Learning Space (50-100)
W039	219	EBL Computer Lab 2 (Blue)	Non-Compliant	PC Lab - Basic
W055	2.273	Tutorial Room Natural Resources Building	None	Tutorial Space (10-30)

## Polycom 360 Camera Systems -20 units to be deployed in T1 2017

You may be familiar with the Polycom 360 camera systems installed in a number of the ITD meeting rooms. These devices sit in the centre of a table, or small room, and provide a 360 panoramic video feed of the entire space – as well as a high-definition “active speaker” video feed that focuses on whoever is speaker in the room.



We have just ordered another 20 units for deployment into small tutorial spaces across campus. This will greatly improve Echo360’s ability to pick-up student discussions (*thanks to the additional microphones around the room*) and can also be used to record video of the presenter as they move around the space.

When used with a Skype for Business meeting, the remote students will be able to see both the presenter in the ‘active speaker’ video feed and also their fellow on-campus students in the Panoramic video feed.



## IDENTITY AND ACCESS MANAGEMENT PROJECT UPDATE

The Identity and Access Management project reached an important milestone in late November with the release of the **Forefront Identity Manager (FIM)**. The FIM capability has taken responsibility for some identity provisioning and access management functions and will form the platform for the deployment of new services later in the project.

The next project phases to begin in mid-January will deliver improvements to password management and take responsibility for all provisioning functions from the existing User Registration System (URS).

The project objective is to deliver the next generation of digital identity management into the UNE information technology environment. The project benefits include improvements to the workflow and compliance of business process across the university as well as reduce technical risk that exists with the current system. The project is currently scheduled for completion in late 2017.

For more information about the Identity and Access Management project contact Tim Cross (Information Security Manager) or Ian Gesch (Project Manager).

## 2016 IT Service Quality benchmark winners

The ITD team at UNE has been recognised again in 2016 for providing the best IT support services to students in Australia and New Zealand in the annual IT Service Quality benchmarks. This is the fifth year that ITD has achieved this award in the past six years, narrowly missing out in 2014. As an online university this award signals to our students that UNE offers great services to maintain a high overall study experience.



## From the Vault

In 1996 ITD staff moved into the new building. A photo was taken of the staff then and if you look closely enough some of those staff are still here. Jim Harrop front and centre in both photos (red tie).

At the time of this photo (1996) the Media team and Library where part of ITD.

20 years down the track and how things have changed, except Jim.

There are 65 staff members within 4 main areas within IT, Operations, Cloud and infrastructure, Client Services and Information Services.



*Merry*  
CHRISTMAS AND A HAPPY *New Year*

### New Staff Members

**Kit Disney** Business Relationship Manager position in response to a need to focus on improving our engagement with business areas and more effective business analysis and requirements gathering.

**Amanda Ferris** will be joining the team on secondment from the School of Education where she was Team Leader in the Office for Professional Learning. At the moment Amanda will be focusing on the upgrade of the InPlace student placement system as well as working with Nursing & Social Work to assist with their move from Sonia to InPlace.

**Shirley McGregor** who has joined the team on a casual basis to work with us on some procurement activities – our database support services in the first instance. Shirley will predominantly work remotely from Brisbane.