



The Quarterly Newsletter of Information Technology

Volume 3, September 2016

The Chute

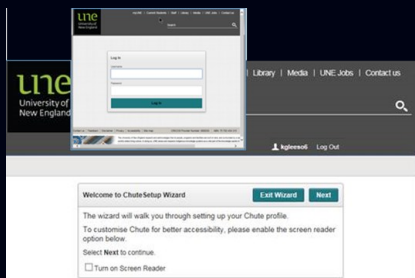
The Library and ITD are proud to introduce "Chute", a new application making submitting your research publication data easy.

The Chute was developed to make the pathway into the e-publications@UNE repository as easy as possible for academics. Authors can now log into Chute, set up their profile, and the system will pull new publication data from the Scopus database and put it into your submission queue.

You will then simply need to add relevant grant information, research codes and attach a copy of your document to complete your submission. Your records can also be delegated making it easier for administrative assistants to enter data into e-publications on your behalf.

Chute is also integrated with ORCID meaning you can be registered, add your employment and past publication information, and keep your record up to date automatically. If you have a publisher updating your ORCID profile, you can choose to let us bring that information into Chute as well.

Although, Chute is not live yet, it is being noticed! Library and IT staff have been invited to present the Chute application at the CAUL Research Repository Community Days in November.



AV Support have MOVED

The AV support team has moved to the eastern end of the 2nd floor of the ITD Building. The same services will be available, just from a new location.



This issue:

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From the Director

Early this year we launched the new UNE Strategic Plan, 'Together, we can do this'. This is a bold and exciting plan, and one that I firmly believe we need to achieve more than at any other time in recent history. The Strategic Plan defines a change in state for UNE from where we are in 2016 to where we want to be in 2020. There are many sayings about change but one of the greats is that if you keep walking down the same path you will keep ending up in the same place. To arrive in a different place you need to take a different path. Yet many of us do take the same path; it's safe, it's familiar! Yet it's hard to believe that in the current competitive higher education environment, whether a safe and familiar path will achieve the success we need?

To support the Strategic Plan UNE launched Facebook at Work in July. This is a professional collaboration platform aimed specifically at underpinning our strategy for a 'Bold and Innovative Culture'. Tools such as these can be transformational in helping organisations communicate ideas quickly, identify new opportunities and get them into the operational practice of the organisation quickly—This is what UNE needs to do to move towards Digital Dominance.

We have heard concerns about Facebook at Work being like Facebook, the public social platform, but Facebook at Work is specifically created for organisations, not individuals. Facebook at Work is a completely separate platform from the public Facebook, it is completely private to UNE, the contents are private and our Intellectual Property is protected. UNE has a contract in place with Facebook at Work for the effective commercial delivery of this platform for UNE. It is an environment that UNE control, for UNE staff to use for better results in activities to help achieve the vision for 2020.

If you haven't already done so, sign in and start using the Facebook at Work tools with your teams, create a private group and collaborate on a project in a way that is far more effective than email.

Personally, I have loved having Facebook at Work available, it has been great to see what is happening in the UNE community, we need to share our successes!

Network—You'll see on the back page of the newsletter that we recently commissioned an external review of the IT Network in response to your feedback. The results were very positive. The IT environment is a highly complex place with thousands of moving parts that are changing every day. When someone experiences a problem with an application or website, the cause is invariably attributed to the network, yet this is seldom the cause. With the high quality network UNE has implemented, it is more likely to be a load issue on a server, or a performance issue on the local machine. So that ITD can investigate performance issues we need to know when you have a problem. Whilst we have a range of monitoring tools we are currently unable to monitor every application or service all the time, so we need you to report performance (*and other IT*) problems to the IT Service Desk. If the problem isn't reported to the IT Service Desk it is very hard for us know it exists, let alone try to fix it, so please take the time to report any problems you encounter.

IT Satisfaction Survey—Each year we ask staff and students to complete a survey to give us feedback on our IT Service delivery. This is important to allow us to identify opportunities for improvement, the survey will launch this month and we would appreciate you taking the time to participate and provide valuable feedback to us.

Enjoy the Newsletter!

Managing Notifications

Notifications are updates about Facebook at Work activities. The types of notifications used at UNE are:

- Red Alert Notifications:**

Notifications that appear above the Messages and Notification icon at the top, right-hand corner of any page



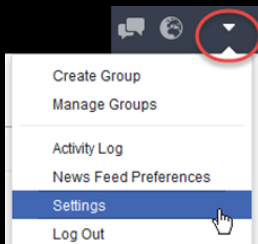
- Email Notifications:**

Notifications that you receive to your UNE email address.

Although you can't turn off notifications entirely, you can adjust What and How you are notified to make it more manageable.

To adjust your email notifications

1. Log into Facebook at work .
2. Click on the **down arrow** at the top-right-hand corner and select **Settings** from the drop-down menu.



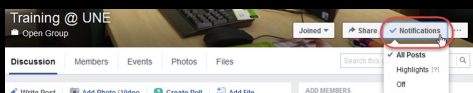
3. Click on **Notifications** in the left-hand navigation pane - Select **Email** underneath the Notification settings to the right

4. Adjust your email notifications as desired.

Manage Your Group Notifications

Use the Notifications control within each Group to set your preference to when you want be notified of new conversations. You can select from the following options:

- **All Posts** notifies you of all group activity, including new posts, comments, and reactions.
- **Highlights** will alert you to activity directly relevant to you
- **Off** will stop notifications, except where you are directly tagged in a post or comment



A brief comparison between Video Conference, Skype for Business & Adobe Connect

Feature	Video Conference	Skype for Business	Adobe Connect
Staff Access	<p>Con 1:</p> <p>Staff must use a "video conference" equipped teaching space or meeting room</p>	<p>Pro 1:</p> <p>Staff may use any windows or mac computer. This could be a teaching space computer, a staff office computer, or a personal computer</p>	<p>Pro 1:</p> <p>As per Skype for Business</p>
Student Access	<p>Con 1:</p> <p>Students must use a "video conference" equipped teaching space or meeting room</p> <p>Parramatta and Tamworth both have multiple video conference spaces</p> <p>Taree only has one video conference space</p> <p>Con 2:</p> <p>A maximum of 4 video conference parties can be included in a single video conference meeting – for any meetings larger than this, a hybrid Skype for Business meeting can be used</p> <p>Pro 1:</p> <p>A group of students can use a single video conference space to participate together</p>	<p>Pro 1:</p> <p>Students may connect from a teaching space computer (<i>in a group</i>) or from a personal computer (<i>individually – at home or in a UNE space</i>)</p> <p>Parramatta, Tamworth, and Taree all have multiple computers available for student use</p> <p>Pro 2:</p> <p>A maximum of 250 Skype for Business parties can be included in a single meeting</p> <p>Pro 3:</p> <p>A group of students can use a single teaching space to participate together</p> <p>Pro 4:</p> <p>The meeting is not dependent on any particular "host"</p>	<p>Pro 1:</p> <p>As per Skype for Business</p> <p>Pro 2:</p> <p>A maximum of 200 Adobe Connect parties can be included in a single meeting</p> <p>Pro 3:</p> <p>As per Skype for Business</p> <p>Pro 4:</p> <p>As per Skype for Business</p>
Collaboration	<p>Pro 1:</p> <p>Content sharing of other devices within a teaching space is possible (<i>ie. a document camera, or a separate laptop</i>)</p> <p>Con 1:</p> <p>Content sharing is one-way. Only one video conference participant may share content at a time.</p> <p>Con 2:</p> <p>Content is sent out from one video conference participant and received by the other participant(s). This works well for presenting information, but does not allow for more interactive features such as shared whiteboards, polls, or session Q&A.</p> <p>Con 3:</p> <p>Participant roles – all video conference parties are treated equally</p> <p>Con 4:- Groups – None</p>	<p>Con 1:</p> <p>Content sharing is limited to devices connected directly to the computer (<i>ie. webcam, or USB device</i>)</p> <p>Pro 1:</p> <p>Content sharing can be multi-way. (<i>i.e. sharing a whiteboard that all participants can use at the same time, sharing an interactive "poll" or session "Q&A"</i>).</p> <p>Pro 2:</p> <p>Multiple types of content: Full screen sharing Application sharing Whiteboard, Polls, Q&A, Attachments, Notes</p> <p>Pro 3:</p> <p>Participant roles – Presenters, Attendees</p> <p>Con 2: - Groups – None</p>	<p>Con 1:</p> <p>As per Skype for Business</p> <p>Pro 1:</p> <p>As per Skype for Business</p> <p>Pro 2:</p> <p>Multiple types of content: Full screen sharing Application sharing Whiteboard, Polls, Q&A, Attachments, Notes, More...</p> <p>Pro 3:</p> <p>Participant roles – Host, Presenter, Participant</p> <p>Pro 4:</p> <p>Groups – Breakout groups can be setup and used within meetings (<i>these allow students to work separately in a small group, then re-join the main meeting</i>)</p>
Recording	<p>Con 1:</p> <p>Currently only one video conference can be recorded at a time. The recording is stored on a server and must be manually uploaded to Echo360 or Kaltura</p>	<p>Pro 1:</p> <p>All meetings can be recorded</p> <p>The recordings are stored on the staff members computer and must be manually uploaded to Echo360 or Kaltura for student access</p>	<p>Pro 1:</p> <p>All meetings can be recorded. The recordings are stored on the Adobe Connect server and can be access directly by students</p>

AVIA 2016 WINNERS And the winner is ...

Best Application of AV in Education with budget between \$100K & \$500K

AVDEC, for the University of New England's VITAL STEMEd Space

The remote teaching of science and technology subjects isn't easy. Freeing a lecturer from a lectern to conduct experiments and demonstrations requires considerable planning. AVDEC worked with UNE's academic staff to design a demonstration space that affords lecturers real freedom to teach as they would a classroom. Flexible camera and audio coverage was crucial, as was loud-speaker coverage to facilitate natural real-time question and answer interactions. A control system was designed around teaching scenarios for easy one-button configuration changes. The result is an affordable solution that can be reproduced, even in remote locations.

Judges' Comments: AVDEC's flexible, well-designed and easy-to-operate solution for the Virtual Teaching and Learning of Science, Technology, Engineering, Maths, Medicine, and Education impressed both the client and the judging panel with the quality of the design and the implementation of this pilot project. The judges were also impressed with the level of client satisfaction and enthusiasm about the value of this project as a template for distance education over the web.

Student View – Presentation Area with large screen monitor. Wireless access is provided for the teacher's laptop from anywhere in the space. Wireless lapel is used for the presenter(s) (two mics available).



Room View 1 – experimental area at far end features a wet bench for chemical experiments and a clear area in front covered in robust vinyl floor tiles for physics experiments.



Room View 2

All furniture is flexible and there are no floor boxes. Audio coverage to the tables is achieved either by overhead mics or using the wireless boundary mics. In-the-round monitors are adjustable so the teacher can see the transmitted pictures (or the far-end) from either the presentation area or the experiment zone.



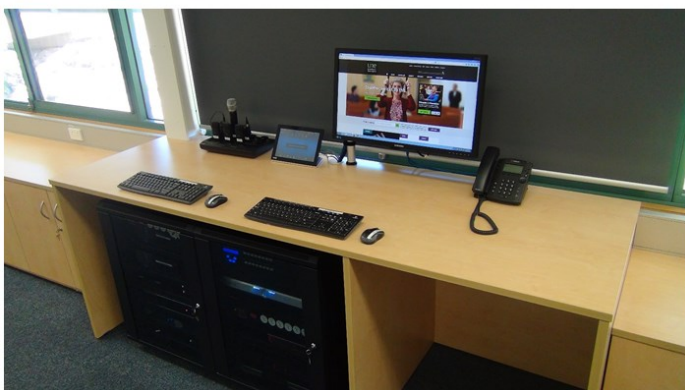
Room View 3.

High brightness monitors are used against the glare of the windows to create better viewing conditions for the teachers and students while still allowing maximum natural light. (Blinds are provided as an option).



Control Bench and Racks

All equipment, including a dedicated Videoconference PC, is located in just two, half-height racks which roll out for service.



PTZ Camera, Ceiling Monitor, and Ceiling Mic

A total of 10 speakers are recessed in the ceiling coffers. These operate in multiple zones to provide controlled audio coverage of in-room sources and far-end participants. Cameras are able to be positioned low (to achieve good eye-lines) by placing them above the fixed benches.



AUGUST ATTACHMENT ATTACK!

Massive 'Locky' ransomware cyber attack hits US & Asia-Pacific industries.

A number of UNE staff members received strange emails during August with .DOCM macro-enabled word documents attached. The attachment was a new downloader for the 'Locky' ransomware.

The spam surges occurred on 9, 11, 15 & 24 August 2016, with subjects such as "Documents Requested", "New Doc 005-4", "Emailing - 6661442676787" & "as requested".

Email is one of the oldest protocols still in use on the internet and is not necessarily encrypted nor fully authenticated so there should be no real expectation of confidentiality or integrity when using email. You cannot necessarily trust that an email has come from the person listed in the "From:" address.

If you see a strange attachment please **DO NOT OPEN IT** — forward it to the IT Service Desk for analysis.

Further reading:

<https://en.wikipedia.org/wiki/Locky>

<http://www.zdnet.com/article/a-massive-locky-ransomware-campaign-is-targeting-hospitals/>

Wiki

Do you use the Wiki at <http://staff.une.edu.au/wiki/>? We are updating the current Wiki to a current version in Mid-October. A review of the current spaces is underway and we will work with owners of those Wiki spaces to review the information in the current instance and set up new spaces if a Wiki is still required.

Office 2013 push

If you haven't opted-in for Office 2013 yet we will be upgrading the remaining Windows computers to this version of Office in the week starting 12 September. If you are on a Windows computer on the UNE domain you don't need to do anything. If you need to stay on Office 2010 you need to let us know and we can exclude your computer from the upgrade. Please send an email to servicedesk@une.edu.au with your computer name and a brief note about why you must stay on the old version.

eLab

The eLab on the Ground Floor of the IT Building has been upgraded to Windows 10 and will soon also have Office 2016. Further computer lab spaces will soon follow to be ready for Trimester 1/2017. We also plan to update desktops to Windows 10 on an 'opt-in' (for existing computers) but as a default for new computers during T3/2016 and in to T1/2017.

Network Performance Review

For some time now UNE's network users have complained of network performance issues. Slow response times that are frustrating and impact their ability to carry out their work. After an internal investigation where we reviewed all of the network monitoring services that we have available to us ITD staff found no problems with the data network that might be the cause of the feeling that "the network is slow" and an independent specialist consultant was engaged to review the problem from a new perspective and 'with fresh eyes'.

To try to get some specifics about the issues, rather than rely on second-hand information from ITD staff, the consultant interviewed a number of people who had reported experiencing frequent "slow network" speeds. After undertaking numerous tests, the consultant found that "no definitive network-based causes for the performance issues were identified". Further, in comparing UNE's network to that in other universities, the consultant stated that "UNE also leads the market in its implementation of network authorisation ...", and, compared to others, UNE has "noticeably more effective environment-wide network management, which would yield far more effective and efficient network operations and management". However, some common patterns were identified during these interviews and the final report recommended that ITD review some individual areas that could be causing a problem:

UNE's Standard Operating Environment (SOE) for Windows

The UNE 'Standard Operating Environment' (SOE), is installed on PCs, before delivery to you so that you do not need to worry about software licensing and a number of local configurations (for example for Printing) are already configured. The consultant identified that there may be some configuration issues with the SOE and that there were multiple versions of the SOE, some quite old. ITD has initiated an engagement with Microsoft Premier Support to perform a 'Boot x-ray' on the SOE. This will happen in October and we will provide an update in the next Newsletter.

TRIM - UNE Records Management System

The consultant also recommended that UNE upgrade to the current version of TRIM to better integrate with modern versions of Microsoft Outlook, and to work with the vendor (Hewlett Packard) to achieve performance improvements which may be achievable with a different database environment.

Callista - UNE Student Administration System

The consultant recommended that ITD investigate the performance of reporting available in the system, in particular to provide alternatives to some out-dated and unsupported software tools being used by end-users.

Phone call (Skype for Business) dropouts

While the network itself is performing satisfactorily with respect to supporting Skype for Business, it was recommended that ITD implement a more comprehensive monitoring and diagnostic tool. To this end ITD has purchased 'Dossier', a software tool designed specifically for that purpose—you might see it pop up on your screen to ask about the quality of your call—please let us know how it was. As you can see, what started out as an investigation into network issues has turned in a completely different direction. As the above recommendations are acted upon, we hope to see an improvement in service to UNE staff.

2016 Audio Visual equipment upgrade

ITD has received Capital (CAPEX) funding of \$400,000 this year for upgrade of audio visual equipment in teaching spaces. The spaces that have been targeted for improvement are:

- Education Seminar Rooms 120 and 137
- Psychology seminar rooms 1, 2, and 3
- Psychology Computer Lab
- Animal science Lecture Theatre
- JN Lewis Seminar Room
- EBL Lecture Theatre 5 and EBL Computer Lab 2 (Blue).

We are currently in the process of obtaining quotes for the work from our panel of AV Vendors and we anticipate the work will occur between November and mid-December this year.

We also have funding for Education Room 224 to improve the audio capabilities and quality for large meeting groups using this room. This upgrade is currently scheduled for late November.