This issue:

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. As the recent worldwide "WannaCry" cryptolocker attack has shown, it's extremely important to keep the operating system up to date.

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. UNE currently enforces 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 (*from a "bubble" notification that pops up in your taskbar*). 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 both to avoid a restart and an inconvenient time for you and to make sure you are protected with the latest patch level as soon as possible.

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

From the Director

Once again the tertiary education sector is under further pressure to meet tighter government funding models. This was inevitable following Christopher Pyne's policy position presented in 2013, and will likely (*Senate permitting*) be enacted through Simon Birmingham. This will undoubtedly result in a tighter funding position for the university and potentially impact the number of students entering university education; creating a heightened competitive environment to secure those students for our courses.

Whilst UNE has an enviable reputation and highly regarded online status we will once again need to dig a little deeper. A catch cry we have all heard is 'to do more with less' and I think for some of us, we are at the stage where 'we can do anything with nothing'. In reality at the very least we need to do more with what we have!

Of course we are short on magic dust just at the moment, so in order to achieve more we need increased efficiency. How efficient would you rate our internal business processes, I don't think there is too much argument that we could make improvements here. UNE has access to a business process mapping tool called ProMapp. It is designed to be simple yet effective. With this tool we can map and improve business processes. Its actually a lot easier than first imagined and once documented is a powerful tool to identify inefficiencies. My personal view is that if our key business areas document their top ten process, that covers about 80% of activity and provides great visibility of what and why we do something. More often than not just at the most basic level of documenting a business process you will ask a range of questions that will lead to improvement before you finish it. Challenge yourself to have a go with ProMapp and document at least one business process this Winter.

ITD have some big projects underway to make the universities technical capability rival and exceed any competitor in our space. We will begin towards the end of this year the migration of our data centres to the cloud. Meaning we can increase supply of IT services to meet demand in minutes not months and our new identity management system will provide you with the access to you to what you need when and where you need it! So everything technical you need to make you successful is well in hand. The planning for the data centre migration is progressing well and we have significant detail and a mature framework to guide the migration so that disruption will be minimised or mitigated completely in most phases.

There has been a sequential and strategic array of projects implemented since 2011 to provide an IT architecture that is suitable for the cloud. A big redesign of the core network, new next generation security devices and a new fibre connection to Narrabri. This infrastructure enables us to move almost entirely to cloud IT services.

In planning for this new world we are working through resourcing and impacts on our roles in ITD. The next decade will see further significant change to the jobs we do in ITD and we predict that eventually there wont be any IT departments in organisations as there are today, it will all be 'as a service'. I've worked in IT since graduating with a Marketing and Economics degree (*logical choice for IT!*) in 1993 and whilst I think (*hope*) there is probably enough runway left for me to finish my career in IT, I don't expect there will be much internal IT left in 15 to 20 years!

Enjoy the newsletter!

Rob Irving

UNEGuest Wifi

UNE now has a UNEGuest Wifi service that can be enabled on different locations across campus and in Parramatta to provide internet access for guest and visitors during events (*such as Open Day, conferences, sporting events etc*).

To request access, please contact the **IT Service Desk** (*with 14 days lead time*) and include details of the event and the location(s) where guest Wifi is required.

Personal space "in the cloud" - CloudStor

As an AARNet member, UNE has access to CloudStor, this service is similar to Dropbox which gives every UNE staff member 100GB of space to use to upload and store files.

Login at **https://cloudstor.aarnet.edu.au** use your UNE username and password.
For more Information go to **http://www.une.edu.au/staff-current/ staff-services/it-services/server-space**

Skyroam

ITD are currently undertaking a trial of three Skyroam hotspot devices, bookable through IT Business Services by emailing servicedesk@une.edu.au. These devices provide (*unlimited*) roaming internet data overseas at a fixed cost of about AUS$13 per day (*charged back to the cost centre*). For more information see **https://www.skyroam.com/**.

Please note as interest has been high and there are only three devices at this time, please plan ahead you may need to make alternative arrangements if one is not available for your trip.

Identity Access and Management update

In recent times we have observed how our IT platforms can be vulnerable to external threats, it's more important than ever we as an organisation manage our digital identities within a contemporary platform ... "Digital Identity is becoming the new perimeter. It doesn't matter where you are, it matters who you are, what you have access to and when"!

Our IAM (*Identity Access and Management*) project continues to gain momentum through high levels of engagement with UNE business areas. The IAM team have received positive feedback about the future possibilities the new platform will offer.

The vision of the IAM project is to streamline, simplify and standardise our IAM activities and processes, which will reduce our organizational risk; improve password self-help capabilities including resets, automate aspects of the staff on boarding and off boarding activities reducing paper-based, manual tasks.

The IAM project will be partnering with all areas of ITD, and the business as a whole, to dramatically improve the overall experience of identity management for new and existing staff members and visitors to UNE. We will be revolutionising the way people are on boarded within UNE in the future. An important aspect of the program is that it is a true opportunity for ITD to partner with SAS, SRM, HR, Audit, Finance and Schools to name a few; to facilitate positive changes to the way UNE digital identities are created and managed from end to end. These changes will considerably enhance, streamline, simplify and standardise access to UNE systems and information. Initially in this phase of the project it will be personalised through a self-service password reset function available for all students and staff.

The platform will also change the way UNE manage staff movements and IT access throughout their career at UNE regardless of any positon movements ensuring a streamlined, simplified, standardised process of accessing our systems readily.

For more information contact: Tim Cross (*Information Security Manager*) and Ian Gesch (*IAM Project Manager*) or Belinda Anderson (*Organisational Change Manager*).

Personal Information and Privacy

Please be careful with how much personal information you reveal online. It's very easy for someone to steal your identity, stalk or harass you or even steal your property so think about who can access it before you share your address, phone number, birthday and other personal information (*like when you're going on holidays and won't be home*!) on social media.

Software Updates

Don't forget to keep your operating system and applications updated on your personal computers, smartphones and tablets – it's one of the best ways to protect yourself from being hacked!

Alerts

Keep up to date with information provided by the Australian Government's **STAYSMARTONLINE** alert service on the latest online threats, It's available on the Information Security website: **http://www.une.edu.au/ current-students/support/it-services/security/alerts**

2017 Audio Visual Program

The program for Audio Visual equipment upgrades to teaching spaces is underway for 2017. The large spaces to be refreshed this year will be Somerville Lecture Theatre, Lewis Lecture Theatre, and Arts Lecture Theatre 3. We will also be upgrading the Audio Visual capability of the Booloominbah Council Room.

Each School has been given the opportunity to nominate a small teaching space for upgrade as well as a School meeting room to provide a Polycom 360 degree camera to get better use for virtual as well as physical meetings using Skype for Business to include people who are off campus. We are currently consulting with Heads of Schools or their nominees to help them get the best use out of this opportunity. The English Language Centre are to nominate a School Meeting Room to be upgraded with the new equipment.

We also have purchased a Microsoft Hololens (https://www.microsoft.com/en-us/hololens) and a Microsoft Surface Hub (https://www.microsoft.com/microsoft-surface-hub/en-au) and will be running some hands-on sessions soon if you would like to experience these new technologies – stay posted for details.

Surface Hub:

Hololens:
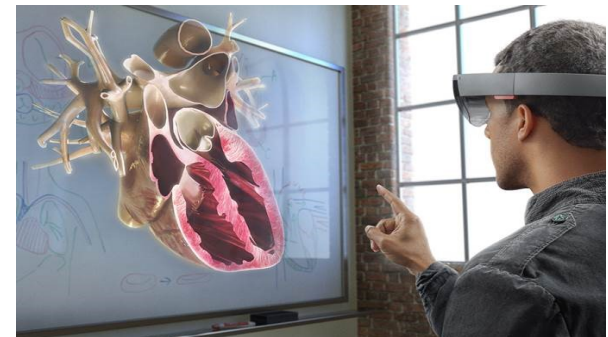
"MyPrints" secure "follow-me" printing

Every UNE computer has the "**MyPrints**" follow-me printer set up by default. This printer is a virtual printer that sends your print jobs to a server and only releases the print job to a local MFD once you scan your card (*or log in*) to that printer. There are a number of advantages in using "**MyPrints**" over direct printing:

- Printing is secure – only you can release the print jobs while you are in front of an MFD.

- Waste is reduced – no more piles of print outs that were printed but then not collected.

- Flexibility – queue your documents for printing and then release them to the MFD you are closest to at the time.

"**MyPrints**" is already installed on all printers as one of the available printers. In the near future we will make it the **DEFAULT** printer when you start up your computer – i.e. making it the printer an application like Word or Excel will use if no other printer is specified. You will, of course, still be able to print to local printers by picking them from the drop down list in the print dialog box.
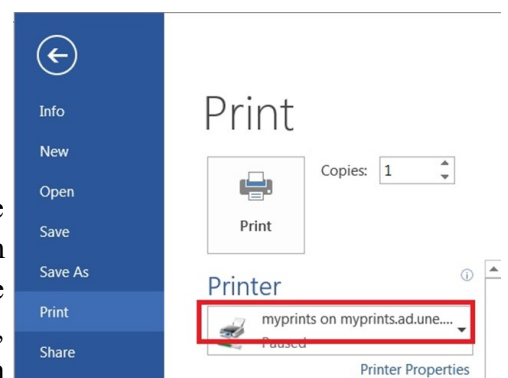
CHUTE

Last November, ITD and the UNE Library launched Chute, an application to help UNE Researchers reduce the workload associated with adding items to the Institutional Repository, **e-publications@UNE** (*as required by UNE policy*).

Chute also assists users to sign up for, and link, an ORCID iD (*Open Researcher and Contributor ID*), and helps read and write data between e-publications@UNE and ORCID.

More recently, we've added the capacity to automatically generate publication reports for the Academic Promotion process.

The rollout is progressing well. It's estimated that there are 561 active researchers internal to UNE. There are currently around 175 researchers using Chute, which accounts for 31.2% of our internal research staff. Of all our researchers, 25.2% have linked an ORCID iD, and 14.6% have also linked a ScopusID (*though not everyone will have one*).

You can access Chute at http://e-publications.une.edu.au/chute, and if you need assistance, contact the Researcher Advisory and Engagement Services, University Library on **libraryresearch@une.edu.au**

Introducing a new e-billing service for UNE mobile phones and data services

In order to provide better visibility and control of telecommunication services and spend, UNE has partnered with Telestar to provide an electronic reporting system called Bluewater. Bluewater is a web-based tool that will allow cost centre owners to have much better visibility of the cost of group and individual mobile, data and landline services associated with their cost centre(s).

People with UNE mobile and/or data services will also receive a statement directly to their e-mail each month starting Monday, 22nd May.

If you have any questions about this, about the cost centre and/or name associated with your service please e-mail the ITD Service Desk **servicedesk@une.edu.au**

From the Vault

Network proxy/caching server
(for Web, ftp and gopher requests)

Did you know... UNE website's coming up for 20 years of being archived ...

Network and System Group maintains three Web servers.

- The UNEWeb server The metz Web server A campus proxy/caching server

- The UNEWeb server is, in effect, both a means of publishing information for the University community and the world's window to the University.

- The metz Web server permits individuals, staff and students alike, to publish any material they wish (they are still constrained by the University's acceptable use policies).

The campus proxy/caching server is a Web server which, when asked for a specific Web page, will check to see if it already has a copy on disk. If it doesn't have a local copy it will go out to the Web site being requested, retrieve the requested page, store it locally and pass the page back to the requesting campus client. The benefits are that the user gets access to the specific page quickly if that page has already been retrieved, if the page hadn't been previously retrieved then the next person to request that page will get it more quickly and the University saves on Internet transmission fees by reducing the volume of data transmitted. Statistics have shown that the caching server reduces traffic by about 50%.

Electronic mail is one form of transmitting information around the network. e-mail is usually a one-to-one communication. It is also easy to send e-mail as one-to-several. One-to-many e-mail becomes more specialised and usually requires specialised software to maintain mailing lists. In the latter case a copy of the e-mail is always sent to each member's mailbox. A more scattergun approach to broadcasting information or requests for information is "electronic news". On the Internet this facility is "Usenet".

Usenet sees the transmission of a news article from one machine to another to another in a daisy chain-like procession. Usenet servers are connected in a mesh configuration such that each machine feeds more than one machine and each receiving system receives from more than one system. This gives quite a rapid spread of news (*assuming that no one major link is down*).

The UNE news server receives some 70,000 articles per day across 4,700 news groups. Locally, the UNE news server carries several UNE-only newsgroups such as une.general, une.mac and une.forsale where members of the UNE community may interact.
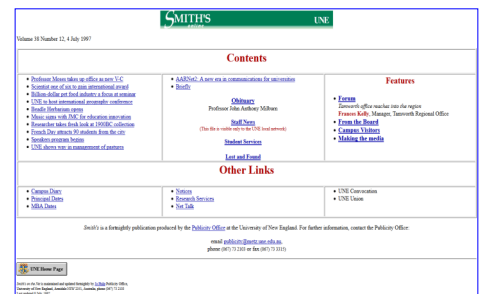

Image: The first archive of UNE's pretty basic site in May 1997
Source: ITS Network and Systems Group 21 May 1997

Workplace notification settings

Every staff account is automatically set up with an account on Workplace by Facebook. Even if you don't "**claim**" your account and log in to post, you will still receive notifications of posts to the main UNE groups (*News, Announcements and Training*) to keep you informed about what's going on (*without having to log in to Workplace*).

It is possible to "**opt out**" of the notifications for specific groups. To do so, click on the link at the bottom of the email (*which will take you to Workplace and ask you to log in*). You can change the settings for particular group notifications on the next screen or click on "**Manage Notification Settings**" to change settings for all groups. Doing so, however, means that you will not be notified of any new posts, so make sure you check Workplace direct to not miss any important notices or interesting news.