

## SurveyMonkey platinum plans

As UNE is a member of CAUDIT they have secured special pricing for SurveyMonkey platinum plans for members.

### Exclusive CAUDIT Pricing:

\$AU299 per user per year (over 60% discount) in the following bundles:

- **Team Bundle (5+ Users)** – includes all of features listed below
- **Department Bundle (20+ Users)** – also includes a customer success manager to work with the primary administrator of the group
- **Faculty Bundle (50+ Users)** – also includes a training session and SSO if required

### SurveyMonkey Platinum features include:

- Unlimited surveys, questions and responses
- Advanced survey tools, including logic, piping, randomisation, quotas, custom variables
- Advanced survey logic including advanced branching
- Modern themes you can customise for your institution
- SSL encryption for secure survey collection and downloading
- Analysis tools, including text analysis, cross tabulation, Excel and SPSS exporting and one-click PowerPoint creation
- A shared asset library for your team's logos images and more
- Team features for more efficient work, editing and sharing
- Billing by invoice
- Phone support and expedited 24/7 email support

For more information visit <https://www.caudit.edu.au/surveymonkey>.



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## From the Director

It is with great sadness for us and ecstatic joy for him that we announce Gordon Smith's retirement! After 37 years of loyal service to UNE and its community Gordon will retire at the end of August this year. We are now on our search for Gordon 2.0, or possibly a Gordon As A Service. We don't expect version 2 to last as long as version 1 as they don't make them like they used to! The IT Management and IT teams are disappointed to see Gordon leave us but he goes with our best wishes for the next and most fulfilling phase of his life.

In reading Gordon's news article on the back page of this newsletter from 1996, it's quite incredible to consider how fast technology has developed and the capability that we have available to us now. There aren't any signs of the advancement in technology slowing any time soon so we need to imagine where we will be in five or ten years from now. How will technology affect our lives? How will we teach and research? How will students learn? We can see a range of new technologies becoming available now such as wearables and visualisation, these are technologies that will be on the kids' Christmas list in no time at all.

The new IT strategic plan to support the UNE strategy has been developed and will be available on our IT website shortly. As with the UNE strategy it is an ambitious plan, and in the emerging digital world it needs to be if we are to ensure a successful future. We will

begin focus groups to help convert the strategy into action and I hope you can be a part of this?

Also of note, it is almost 40 years to the day that the first ever email was sent by a pioneering American programmer called Raymond Tomlinson. It's a technology that we consider to be modern but its almost as old as me. It was the killer app of its day and it looks like its going to be with us for some time to come. There are however new ways of collaborating and we have seen a big shift in the way we collaborate with friends and family as we have moved to social platforms such as Facebook. These are becoming increasingly adopted by businesses as new ways to achieve outcomes.

UNE is currently evaluating Facebook at Work as a platform for collaboration. As somewhere we can go to share information with a group or work on a project and a source of information on what is happening at the university allowing us to be better connected. All being well we are hoping to have this platform available to UNE staff in mid-July. We will be one of the first universities to have access to this capability so it will be interesting to see how we can achieve UNE strategic objectives using such tools. I'll look forward to our newsletters moving to the platform in the future and getting direct feedback on the things we are doing well and that are of particular interest. I'm sure you'll also let me know if we're not measuring up!

Enjoy the Newsletter!

## The importance of logging off

When you log onto any UNE computer with your UNE username and password, the system automatically knows who you are. As long as you are logged in, any actions taken using your UNE ID will be attributed to YOU. This is why it is **very important** that you log off the computer when you have finished what you are done.

Remaining logged in enables another person (*staff or student*) to masquerade as you and easily access your personal H: drive information, open/reopen websites or web kiosk if you have saved passwords for sites or access information left on the desktop/local drives. These actions will be attributed to you as they were done under your UNE login.

**REMEMBER** to always **LOG OFF** when you are finished it is the only way to stay safe and protect your information.

## Alcatel PABX decommissioned

With the introduction of Microsoft Skype for Business (SfB) last year (*formerly known as Microsoft Lync*), UNE's old Alcatel PABX system became redundant and UNE phone extensions were transferred to SfB (*or an equivalent analogue solution for faxes, security systems and lift phones*).

For most users there is no disruption – your personal phone number will have been migrated to SfB.

However, if you are aware of extensions that have not been migrated (*for example in rarely used offices or storage areas*), please contact the IT Service Desk.



## Dangerous Emails!

*How to avoid online scams ...*

The number of scams on the internet is increasing every day. According to the Australian Competition and Consumer Commission (ACCC) on their website, [ScamWatch.gov.au](http://ScamWatch.gov.au), in 2015 nearly \$85 million worth of online scams were reported in Australia.

These scams can include things like messages about unexpected money and/or winnings, fake charities, dating and romance scams, buying and selling scams, job and investment scams, attempts to attain your personal information as well as potential threats and extortion attempts.

Recommendations from the Australian Government Department of Communications and the Arts for avoiding online scams and hoaxes are listed below.

Delete suspicious emails and leave websites that:

- ask you to provide your banking details or personal information
- promise you money
- present hard luck or exotic stories telling you that you can share in hidden millions of dollars
- offer jobs where you need no qualifications, but ask for a bank account for money transfers

### Remember:

- Never provide personal details via emails or links in emails. If you are unsure, double check by telephone with the company, institution or individual.
- Never follow links in spam emails, nor open unexpected attachments; these could lead to downloading unwanted viruses, spyware or malware.
- Ensure you have up-to-date anti-virus and anti-spyware software installed and running on your computer.

More info on dangerous emails:

<https://www.scamwatch.gov.au/>

<https://staysmartonline.gov.au>

<http://www.acorn.gov.au/>

<http://www.une.edu.au/antivirus>

by Ross M. W. Bennetts, Information Security Officer

## What's new in Information Services?



Our Application Express (Apex) development tool has been busy in 2016.

Following the success of the UNE parking application, our developers have been busy on other projects.

Recently, the new SimPat application was released for use in the medical program. This application tracks important data centred around booking people to act as simulated patients in the program.

The Early Entry application software was upgraded for 2017 applications. It went into use for open day on 6 May. There are new features to make applications easier for both students and staff.

Also developed is "Chute", an application that functions as an import service for e-publications. It reduces errors when processing publications from one database to our Vital database. In addition it recognises missing or bad data and prompts the authors to upgrade their entries. It has a supplement service of assisting authors to obtain and broadcast to publication metadata, an ORCID (*Open Researcher and Contributor ID*). Watch for this application to make an appearance in June.

## LinkedIn data breach

LinkedIn has reported a data breach potentially affecting more than 100 million members. This latest report is part of a previously disclosed data breach in 2012 that is now much larger than originally thought - the person responsible has reportedly now posted 117 million LinkedIn member email addresses and passwords for sale on the internet.

LinkedIn has advised it is taking immediate steps to protect the passwords of the accounts that are known to be stolen. This includes invalidating all passwords of accounts that are compromised and advising all members to change their passwords as a matter of best practice. You may already have received an email from LinkedIn.

If you hold a LinkedIn account (*either with your UNE email or with a personal email address*) and haven't already done so, we recommend changing your LinkedIn password and considering not just using a unique, hard-to-crack password for your account but also enabling two-step verification (2SV) that is now available for LinkedIn accounts.

Two-step verification provides an additional layer of security for your online accounts, which means a hacker needs more than just your username and password to access an account; they also need a one-time verification code that is sent to the genuine account owner via an SMS message.

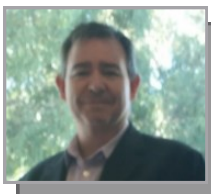
2SV doesn't necessarily make it impossible for hackers to break into your account, but it certainly makes it more complicated and, as a result, hackers may spend their time and effort breaking into accounts of users who haven't enabled this additional level of security. We also recommend changing the password of any other accounts you shared your LinkedIn username and password with to help minimise the risk that these accounts could also be accessed by hackers.

## Facebook at Work

Facebook at Work is a variant of the social media version of Facebook. It is very similar to the social platform but has been modified for a work environment. The platform will provide new ways for UNE staff to collaborate and share information, which should in turn translate into better outcomes in the things we do. Its also a great way for supporting the UNE community to be informed on what is happening that is of particular interest to you. This may be a lunch time special at Booloominbah or a project update that your team is progressing. Depending on which groups you join, it will link you to the information posted in those groups. You can join and leave groups as it suits you and create your own groups for things that are of interest to you.

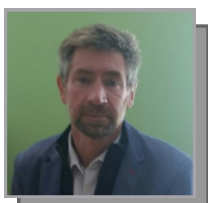
Have a look at the site that has information and video of what Facebook at Work is <https://work.fb.com/>

## New Staff Members



In April, **Jason Reynolds** was appointed as IT Operations Manager, leading the IT Business Services team. Jason has over 15 years' experience working in IT and brings a good knowledge of collaborative business and IT operations. Jason previously held the positions of IT Manager with the Australian Agricultural Company (AACo) and IT Operations Manager with the Ventyx (ABB) supporting global IT operations.

**Karl Angel** has joined the Online and Learning Applications Group within the Information Services team on a 12-month contract. Karl will be supporting all of the online applications, specialising in Moodle. Previously he was working in the vocational education field with experience in Information Technology and educational delivery



**Ian Gesch** has joined the IT Directorate to manage the Identity and Access Management (IAM) project. Ian's history includes managing information projects for the Australian Crime Commission and other technical projects for BAE Systems and the Australian Centre for Remote Sensing.

## IT Training

IT Training continues to update the website, making it easy to browse training by Application.

Online courses for both PC and Mac are being added with a range of other resources to support the many applications used at UNE

[www.une.edu.au/it-training](http://www.une.edu.au/it-training)

The new training schedule is also available and can be viewed at [IT Training Schedule](#).

## Apple Warranty Servicing

As many of you would be aware the recent loss of MAC 1 as part of the Dick Smith closure has required UNE to seek other solutions for the continued servicing of Apple products covered under Apple's warranty agreements.

An alternative arrangement is now in place with Northern Technical Services Armidale, an accredited Apple Warranty Centre.

The process for initiating a warranty repair in the first instance would be to contact the IT Help Desk x5000 where the request is assessed and passed to the IT Client Services Team (ITCS) will then manage the warranty repair on the users behalf, arranging fault diagnosis, the item collection and return, in some limited instances a loan machine can be offered depending on availability.

For the School of Education, please contact Don Parsons who will initiate the warranty process on your behalf and for BCSS please contact Chris Lisle who will initiate the process on your behalf.

All warranty repairs will be logged within IT for tracking purposes.



## From the Vault

**Faster Internet access - (ITD newsletter - May 1996)**

The long awaited upgrade to our AARNet (*Internet*) link took place earlier this year. Demand for the University's link to the outside world had long since outgrown its capacity and was limiting the type of use to which it could be put. The old link was a 128 kbit/s ISDN line to Sydney University; the new link is a 2 Mbit/s Frame Relay connection to the new NSW Regional Network Organisation (NSWRNO) at the University of Technology, Sydney.

What does this mean for UNE? Other than the now commonplace electronic mail and file transfer usage it means that we can, for example, begin to experiment with Distance Education material delivery over the network to external students who have a microcomputer and modem at home, audio communications and, in a more limited fashion, low resolution video over the network.

### Jump forward to today - May 2016

When the above newsletter article was written 20 years ago the UNE campus network was quite primitive (*and smaller*) in comparison to today. Technology was such that individual PCs were connected to the network at 10 Mbit/s and, at best, the actual speed at which data could be transferred intra-campus was around 6 Mbit/s.

Today, an appropriately configured device connected to the wired network can transfer a genuine 1 gigabit/s (*1000 megabit/s*) intra-campus, and around 920 megabit/s to a well-connected network in Australia. The maximum data transfer throughput drops with increased latency (*e.g. to the USA*).



Note also that 20 years go we were still using dial-up modems with a maximum data transfer rate of around 0.05 Mbit/s (*if you were really lucky and the line didn't keep dropping out*). Compare that with the 100 Mbit/s service offered by NBN (*within fibre connected communities such as Armidale*) - a 2000-fold improvement.

A technology that we take for granted these days, and which didn't exist campus-wide 20 years ago, is the wireless network. UNE's latest wireless network (*its fourth incarnation*) will permit a modern wireless device to transfer data at up to 800 Mbit/s or thereabouts - so a single wireless-connected device can access the internet today with a 400-fold greater speed than the entire university could access the internet 20 years ago.



Finally, UNE has added another 10 gigabit/s AARNet network link between Armidale and Sydney. This gives us a total of four 10 gigabit/s paths. In 1996 we upgraded from 0.128 Mbit/s to 2 Mbits. Today we have 40,000 megabit/s (*40 gigabit/s*) of network connectivity to Sydney, with another 40 gigabit/s easily accessed for a small annual cost.

What will the next 20 years bring?

