

## IT Maintenance

In order to keep our systems up to date and to upgrade / replace network equipment regularly, IT schedules monthly outage windows during which work can be carried out.

They are scheduled on Saturdays as this is traditionally the day with the lowest number of student logins to systems such as Moodle, making it the least disruptive day of the week.

Maintenance dates are published on our website and we recommend that you check the dates prior to organising any UNE events (*and get in touch with us if there is a clash so that we can work with you on providing potentials workarounds on the day*).

Proposed IT Maintenance Dates 2018 are below:

**13th January** (*teaching weekend + intensives*)

**10th February** (*intensives*)

**10th March** (*teaching weekend*)

**21st April** (*Saturday prior to official intensives period*)

**12th May** (*teaching weekend*)

**2nd June** (*Saturday prior to exams*)

**7th July**

**11th August** (*teaching weekend*)

**15th September** (*teaching weekend*)

**20th October**

**10th November** (*teaching weekend*)

**8th and 9th December** (*teaching weekend*) - 2 day outage.

**12th January 2019** - (*teaching weekend + intensives*)

If you have any feedback on the dates, please contact Martina Linnemann [martina.linnemann@une.edu.au](mailto:martina.linnemann@une.edu.au)

We may be able to look at moving the date and/or make a note of your concerns to work with you closer to the maintenance time, to minimise disruption.



This issue:

From the Director **P.1**  
IT Maintenance **P.1**  
New ServiceNow portal **P.2**  
IT Training update **P.2**  
**Upgrade of myUNE P.3**  
Bluewater e-Billing Solution **P.4**  
From the Vault **P.4**  
**And much more - see inside**

## From the Director

Its that time of year again when we engage with you, the UNE community on what dates will have the least impact for our regular maintenance weekends in 2018. Its rare that we can find one weekend a month that doesn't impact or inconvenience someone, but we do our best to minimise any disruption.

The IT maintenance causes some contention each year, and there is a common dis-satisfaction that we do this maintenance at all. Of course we all want highly reliable IT services with minimal disruption in the course of our everyday activities, we just don't want any planned disruption either! Whilst I am please to say that we have made significant progress to achieving that goal there is still more work to do before we have virtually no disruption from regular maintenance.

When I started with the university in 2011, all of our IT services were provided from our premises in Armidale by the IT Team. Since 2011, we have continually migrated to cloud services of differing flavours. Our Learning Management environment which was two platforms (*Blackboard and Sakai*) has been migrated to a hosted Moodle environment. Our website that was hosted on three old pizza boxes (*flat rack mounted servers*) has been migrated to a hosted service with web company Squiz, and student email that used to sit on a somewhat limited Unix system has been migrated to Microsoft Office 365 cloud services. So our online students are rarely affected by our on campus maintenance.

In July this year ITD was given final approval to migrate the UNE data centres that are nearing the end of their life to the public cloud. This will see a final shift of

IT services from on premise to cloud services and will again see a significant drop in the amount of work required by ITD to keep these services running optimally. This work will take a couple of years to complete but will be a strategically empowering way of delivering IT capabilities that support the university in its strategic endeavours.

Please take some time to review our proposed dates, and please work with our Service Delivery Manager, Dr Martina Linnemann to identify the best time for us to perform this maintenance. This provides consistently high quality IT services to our staff, students and researchers. ITD are targeted to deliver service availability at 99.9%, 24x7x365 on our Tier one systems, these are generally student facing services and 99.7%, 7am to 7pm on our Tier 2 business systems, which ITD has exceeded each year.

Finally, we choose Saturday as our maintenance day as it is the quietest day of the week (*the lowest day that our staff and students are accessing IT Services*). We review this each year and it continues to remain the case. We also need a 12 hour window to conduct all of the maintenance and security tasks to protect our environment, so we start at 6am and conduct the most critical items first, so that if there are activities on campus, we aim to have those works completed prior to staff and students needing access.

As we continue to progress to the cloud the disruption will continually decrease and I'm sure our IT teams will look forward to having their weekends back to spend with their families.

*Enjoy the newsletter!*

Rob Irving

## Windows 10

The rollout of Windows 10 has commenced across campus. Lab computers and the Dixon Library Learning Commons student computers were upgraded first earlier this year and we have now moved on to staff computers.

All NEW Dells will come imaged with the UNE standard Windows 10 image as well as Office 2016 – so far around 100 new Dells have gone out to staff with the new setup.

If you are unfamiliar with Windows 10, have a look at our training resources at <https://www.une.edu.au/current-students/support/it-training/online-courses/windows-10>

## IT Training Update

With the computer upgrade in the IT Training complete there will be new courses starting in September

### Sept/Oct released courses:

- Introduction to Excel 2016
- Visualising your Data with Charts - Excel 2016
- Doing more with Data Tables - Excel 2016
- Understanding Cell Referencing - Excel 2016
- Win10 & Office 2016 Overview
- Introduction to Business Processes using Promapp
- Building Quizzes in Moodle
- Echo360 Active Learning Platform

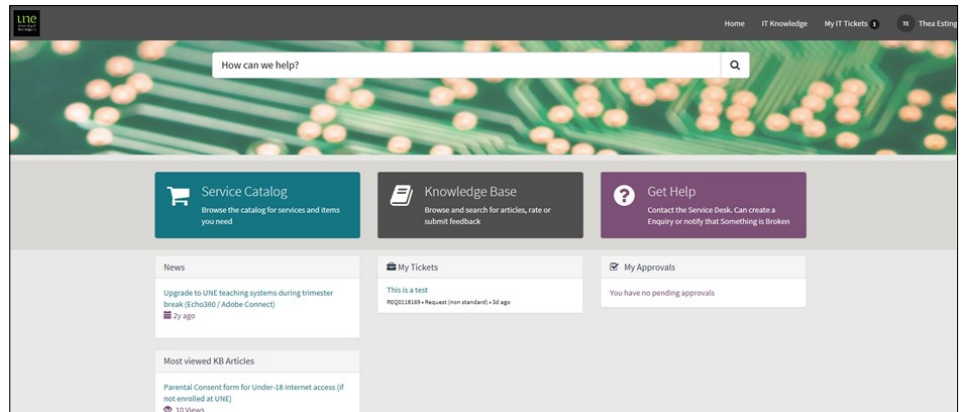
### Course to come 2017/2018

- Using Time Management tools in Outlook 2016
- Advanced Functions and Formulas - Excel 2016
- Pivot tables and Charts Excel 2016
- Multimedia in PowerPoint

## New ServiceNow portal

A few days ago ITD launched its new ServiceNow portal. ServiceNow is used internally to track all of your questions, requests and incidents already but will now make a portal available to you to log and track the progress of your tickets, search for answers in our knowledge base, see what's new and order items such as mobile phones etc.

You can access the portal at [https://une.service-now.com/sp\\_it](https://une.service-now.com/sp_it) (or by following the links for the UNE website).



## FXA survey

Fuji Xerox, who support the MFD fleet at UNE for us, have put together a survey to find out how happy you are with their service at UNE. Details are below – please take a few minutes to participate and help us and them improve.

### Help us improve our service at the University of New England

Do you use an office device which is managed by Fuji Xerox?

We need your feedback to continuously improve the services we provide to you. A brief customer satisfaction survey has been developed to obtain this feedback. It will only take a few minutes to complete online.

[https://fujixerox.au1.qualtrics.com/jfe/form/SV\\_3NOrX0Z4gEKVwwJ](https://fujixerox.au1.qualtrics.com/jfe/form/SV_3NOrX0Z4gEKVwwJ)

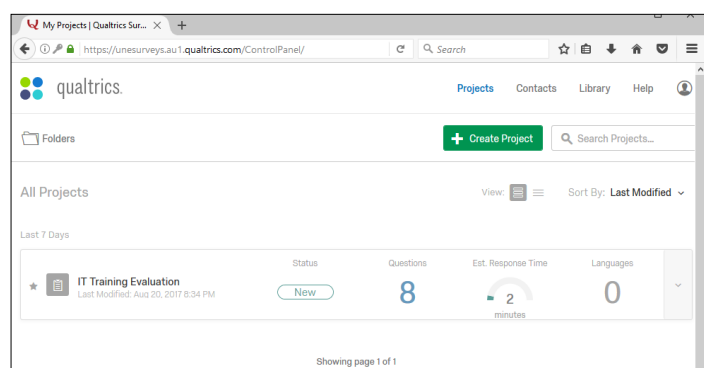
## Qualtrics survey software

The university now holds a site license for Qualtrics, survey software that offers a variety of methods for data collection and analysis.

Staff and students can access the software at:

<https://unesurveys.au1.qualtrics.com>

(using their UNE email address to set up an account).



## Upgrade of myUNE

myUNE has been available as the portal of university activities, student administration and useful information to both students and staff for almost a decade. Since its introduction there has been some modifications, new portlets implemented and a minor upgrade but for most of that time it has looked and had the same features that is currently familiar in myUNE. This year we have been working to upgrade and modify the portal to provide functional improvements and enhance the usability and experience of myUNE based on the feedback we have received from people using myUNE.

August saw the first step in which the portal was upgraded to the most current and stable version. This upgrade, though not changing the familiar layout of myUNE, introduced better portlet support and performance, improved logging and statistics, impersonation for customer support and a responsive theme for improved rendering on small screen devices such as mobile phones.

In the coming months we will be introducing a new layout with less tabs, more intuitive display of information as well as new features such as a calendar of events portlet. We look forward to all feedback on the new version of myUNE!

The screenshot displays the myUNE portal interface. At the top, there is a navigation bar with the myUNE logo and links for 'myUNE', 'myLibrary', 'myWork', 'myLibrary', and 'myWork'. Below this is a search bar and a user login area. The main content area is divided into several sections:

- Important Student News:** A list of news items with dates and titles, including 'insiders' guide @ UNE - Adobe Connect: new add-in; install it before your next session', 'The Student Support Team's weekly guide: Trimester 2, 2017 - week 5; get study tips and tricks', and 'ITD Announcements - UNE Service Announcements - IT Customer Service - let us know how you think we are performing in our annual survey'.
- The Vibe:** A section with a search bar and a 'Share' button, featuring a word cloud.
- Feedback:** A section with a 'Send feedback' button and a form for user input.
- Weather Armidale:** A section showing the current temperature (16.0°C) and a map of Australia.

At the bottom of the page, there is a footer with contact information and a copyright notice for the University of New England, 2017.



## Bluewater e-Billing Solution

The implementation of the Bluewater e-billing solution has been a great success for UNE. The big part of this success is that both the user and cost centre owners can now accurately see their telecom costs. For ITD is has provided us with a single point to administer, order and report on all mobile, data and fixed line services.

By far the biggest success is that we have found a lot of mobiles, wireless cards and iPad's sitting in cupboards that were still being charged monthly fees and have now had them cancelled. In partnership with Bluewater we have reviewed, optimised and simplified the billing plans which will reduce the excess data charges that UNE have been experiencing.

*Here are some statistics for 2017;*

- Mobile/Data costs have reduced by 33% (\$45k to 30K)
- 42 mobile and data services have been cancelled.



## Active Learning Platform ALP (Echo360)

The move to the cloud version of Echo360 – Active Learning Platform (ALP) – is on schedule to go ahead for T3/2017. ALP will replace the currently locally hosted installation of Echo360.

There will be no changes to the input options (recording in lecture theatres or at the desktop), but there are better analytics tools available with the new version as well as option to include, for example, short quizzes or polls in the recording.

Training on the new system will commence prior to T3 – look out for email with more information over the next few weeks.



# From the Vault

## Network and Systems Group, ITS.

### Network and System Security

Computer system security, or lack thereof, is a subject that the media loves to dredge out once in a while. We hear of hackers subverting security in various American University systems before breaking into "secret" NASA systems, students accessing administrative systems to "adjust" their exam results, and of hackers stealing military secrets. Thankfully many of the tales we hear are just urban myths.

UNE, though, has its share of potential hackers. Some computer users find it interesting to find methods of accessing the accounts of others. These people, whilst not in the major hackers' league, are the cause of a major drain of Network and Systems Group resources. We have to respond to every "break in" to make sure that security hasn't been compromised.

I'd like to remind all users of University IT facilities that they are required to be familiar with the "Rules for the Use of University of New England Computing and Communications Facilities" as published in the University Handbook. I'd like to make particular mention of section 5 which includes such matters as not divulging your password to others, not attempting to find out the password of others, and using only those facilities you have been authorised to use.

I'd also like to remind users that the University provides computing and network facilities to "assist staff and students conduct bona fide academic and administrative pursuits". Recreational or commercial use of University facilities is not permitted and staff and students who wish to use the Internet, for example, for these purposes should subscribe to a commercial Internet Service Provider (*of which there are at least two in Armidale*).

### Just the FAQ's

What is a FAQ? A FAQ is a Frequently Asked Question. USENET, that anarchy of electronic newsgroups, came up with FAQ's as a means of cutting down the number of questions asked on specific newsgroups; especially those questions that might have been asked hundreds of times before.

Over 5000 newsgroups are received at UNE. Many of these have their own FAQ. Many make fascinating reading. How many Animal Scientists have read the FAQ on ferrets? How many science students have read the FAQ on Astronomy?

For your convenience an archive of the FAQ's is kept locally. Using an ftp program connect to ftp.une.edu.au and look in the directory pub/faqs. Given the volume of data contained therein you might like to search for specific newsgroup names rather than list every newsgroup name found there. An introduction to FAQ's can be found in pub/faqs/news.answers/faqs/about-faqs.

**News snippets from the Network and Systems Group, ITS  
Published 21 June 1996.**

## New Staff

In July, Ankur Kumar was appointed as Associate Director Security and Governance, leading the ITD Security and Governance portfolio. Ankur has over 15 years' experience in information security, IT Governance and Enterprise architecture management.

Ankur previously held the positions of Head of Cyber Security and Governance with Victorian Government organisation and IT Enterprise architecture and Security Manager with City West Water.