Message from the Director…

Welcome to our first newsletter of 2008.

In case you missed our note in previous emails, we have changed the name from Information Technology & Communication Services (ITCS) to Information Technology (IT) directorate. Just to keep IT simple.

In 2008, we plan to focus on these objectives:
- Completing our Infrastructure improvement projects
- Great customer service and relationship management
- Improving our communication with the University
- Supporting the University into the future.

Over the summer break the IT team have been busy upgrading Teaching Spaces, Student Computer Labs, Systems, Networks and Infrastructure. The work included:
- Auditorium technology upgrades for North Sydney and Melbourne (2).
- 530 Replacement Desktop Computers for Student Computer Labs.
- New Mobile Computer Labs “Computers On Wheels” for Melbourne and Brisbane campuses.
- Implemented a backup data network between all campuses to minimise the impact of an intercampus network problem.
- Upgraded the network link between Melbourne and Ballarat from 2Mb to 1Gb (1000Mb).
- Upgraded Student Shared Network Servers.

Thanks to all involved in these projects and please contact us if you would like further information.

Regards

Paul Campbell
paul.campbell@acu.edu.au

If your going on leave to record a message on your phone and turn on your out of office reply in Lotus Notes. How to do this is in the Aug/Sept 07 ITCS Bulletin.
Free Clipart
Most of us are on the lookout for good clip-art from time to time. Did you know that the clip-art built into Microsoft Word is continually updated?

When you click on … Insert ➔ Picture ➔ Clip Art, you then have the option of going to Clips Online.

Clicking here will take you to a huge store of free clipart which is always being improved. (You could also access this site by going to http://office.Microsoft.com/clipart/default.aspx.)

Not only is this a great resource, it solves issues of Copyright too!

**New IT Service**
Now Available

IT now has a new service: Purchasing and Leasing of electronic equipment.

This service has been put in place to take the headache out of acquiring new IT equipment. All you need to do is send an email or give us a call, let us know what you want and we will do the rest.

This means you will receive reliable equipment at a good price with a 3 year warranty and service.

No more trying to understand IT terms or figure out if the memory is big enough to service your needs, we will do it for you.

If you wish to purchase or lease equipment for your department just send an email or call the number below: itpurchasing@acu.edu.au or ext: 2926

Problems with streaming Video Conference recordings

For those who playback their conferences via www.acurewind.acu.edu.au the following workarounds have been created.

1. Windows Media 11 displays streams incorrectly. To avoid this, set the video size to large
2. Crashes occur when using Quicktime 7.0. To avoid this use Quicktime 6.5 plus later option for the player format

Video Conferencing Update

The video conferencing unit software has been upgraded. This has added the following functionality.

1. A red dot will appear in the upper left hand corner when a video conference is being recorded.
2. A welcome message will appear on the start up of all conferences.
3. You will now see an indication that an audio only participant has joined the conference. The icon is a small telephone located in the upper left hand corner

Insert ClipArt

Search for clips: Type one or more words: .

Categories: 1 - 55

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**Video Conferencing at ACU National**

Video Conferencing resources are available for both staff and students for university purposes. These resources allow you to connect to both interstate and overseas academics and specialists for both lectures and meetings. The ability to record the meeting or the lecture for later playback is also available.

**For Meetings**

Your department can save money by using the video conference resources to hold interstate meetings in real time rather than flying the participants to one location.

To book these resources for your meetings please e-mail helpdesk. Make sure that you specify the time, date and sites needed for your conference.

**For Lectures**

Lectures can use the technology to teach a unit to both Melbourne and Sydney students at the same time while allowing an academic from overseas to interact with the class.

As these are classrooms please e-mail timetabling to book the room and mention that you wish to use the video conferencing resources. Make sure that you specify the time, date and sites needed for the conference.

**Video Conference Booking Calendar**

Want to know if a meeting room is available for your video conference or check what time your conference is on?

ACU now has a web calendar available for staff and students to find out.

1. Go to the following site [http://www.cmp.nvcs.edu.au](http://www.cmp.nvcs.edu.au)
2. In the username box type acuguest@acu.nvcs.edu.au
3. In the password box type acuguest

Both the Video Conference Meeting rooms and Lecture room bookings can be seen on this site. The name of the department using the resources will be shown with the time and date blocked out.

**Want to know more?**

For further information on video conferencing including how to guides, room locations and booking forms please go to [http://my.acu.edu.au/34799](http://my.acu.edu.au/34799)

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**New VPN VISTA compatible server**

In support of the VISTA deployment initiatives, a VISTA VPN server has been deployed. This will enable staff and students who use computers with the VISTA operating system, to securely access the University's IT services.

Instructions for accessing the service can obtained from the following url.

Teleconferencing at ACU National

A new teleconference system has been introduced to ACU to replace the Meet Me Line and Conference line services; this system is called Cisco Meeting Place (CMP).

CMP has two services: Audio conferencing and an additional Web component that can share applications or your desktop with participants in your conference. Although they work independently from each other, when combined together you can create a Webinar (interactive conference).

How do I book a conference?
You can either contact the Helpdesk, with the date, time and number of participants for your conference and it will be scheduled for you. Or, if you are a regular teleconference user, you may request an account so that you can schedule your own conferences.

How is it Different from what we have been using?
CMP main differences are that, there is one main phone number for all conferences – internal ext: 3600. To join a conference from an off campus phone a state based number can be used to avoid STD charges.

Each conference has a unique id which a participant is required to enter when accessing a conference. This ID is contained in the invitation email sent from the system and provides improved conference security. Participants also are prompted to say their name when entering a conference, this allows for the identification of participants entering or leaving your conference.

A significant difference with the new system is the power of a unique web portal. This web component provides meeting attendees with the option to simultaneously view the same document, power point presentation or other program and is useful for situations like staff training, committee document review or software demonstration. A link to this web portal is included in the schedule details email that the system creates and sends to you.

One last change introduced by this system for frequent conference users (people making large numbers of bookings per year) can request a user account be created. This user account allows the freedom to schedule, change or cancel teleconference bookings as needed without the need to contact Help Desk. Bookings could be made or changed on an ad hoc basis, allowing better coordination and greater flexibility for staff. If this would be of interest to you contact Help Desk on 7272 and an account can be arranged.

The Infrastructure team has a new staff member!

Mr Rugang Huang joined the Infrastructure team just before Christmas last year. Rugang is based at St Patricks Campus and is responsible for the University's email environment that includes Lotus Notes and MS Exchange.

Rugang’s expertise is with the administration of MS Exchange and has several years experience gained in the commercial sector with the system administration of the MS Exchange Email systems. His initial tasks for the Infrastructure team will be to project manage the Lotus Notes to Exchange (Outlook) Migration and facilitate its integration with systems in the University.
Network Upgrades in Victoria

1 GB/s connection from St Patrick's Campus to Aquinas Campus via fibre optic cable

The network between Aquinas Campus and the rest of the University/Internet was upgraded on Friday 1st Feb from 2 MB/s to 1 GB/s.

This is equivalent to a 25 thousand % increase in network bandwidth. This new service is running on fibre optic cable and is significantly more reliable than the previous microwave system which was affected by environmental conditions such as heavy rain.

IT has also implemented a 4mb/s backup link to Aquinas to ensure that if there is any failure of the 1gb/s link, basic connectivity to Aquinas campus will be maintained.

This increased bandwidth will provide Aquinas staff and students with improved network response times to internet and other inter ACU campus services.

A 1 GB/s connection from 250 Victoria Parade to 115 Victoria Parade via fibre optic cable

At St Patrick's campus, the building at 250 Victoria Parade houses a large proportion of the St Patrick's campus administration staff. Connection from 250 to the main building at 115 was via a laser link. Although the laser link provided basic connectivity it was subject to disruptions caused by environmental conditions such as heavy rains, fog and wind.

On the 21st February the laser link connection between the two sites was replaced by a fibre optic cable connection. This cutover occurred at night and was commissioned into production by IT Infrastructure staff.

The laser link service will be retained as an emergency back up link between the two sites.

These fibre optic connections have been made possible via the University's participation in the Victorian Education Research Network (VERNET) which is funded by the Victorian Universities, state and Federal Governments. It has taken three years to build these fibre optic connections and the underlying supporting infrastructure which now connects Aquinas, St Patrick’s and all the Victorian Universities into a high speed network.

ref: http://www.vernet.net.au/public/
Helpdesk Update

As most are aware, Michael Kuilboer recently suffered a heart attack followed by a quadruple bypass operation. You will all be glad to know that Michael is doing well. Although bored with inactivity he is on the mend and we will hope to see him back and answering your many enquires some time after Easter. He has appreciated the many messages of support for staff and will respond to emails when he can.

We also welcome two staff members who have recently joined the team. Many may already know Phil Davis from his time with Student Administration. Phil is an experienced user of Microsoft Office and other ACU software and brings a great wealth of knowledge and understanding in training and documentation that will be invaluable to improving the services we provide. We also have Joel Hall joining us on a short contract while Michael is on the mend. Joel has come to us with 6 years experience in corporate and government support desk work.