



IT Directors comments:

Welcome to the IT Newsletter for November 2009. There are many initiatives underway, we would like our newsletter to provide an insight into some of them.

ePortfolio

ePortfolio is a web delivered application that allows students and staff to store and present electronic artefacts, like documents, pictures, videos, and journals.

The ePortfolio working party has selected Desire2Learn students and academic staff for a pilot in Semester1, 2010. The pilot will include 3000-4500 students and academic staff from the Faculties of Education and Health Science. ePortfolio will also incorporate the new graduate attributes. Students will be able to use their electronic artefacts as evidence of achieving their graduate attributes.

More details about the ePortfolio pilot project will follow.

Email distribution lists

In November a revised Email Policy will be released that limits the use of email distribution lists like DL-ACU-Staff to Executive Planning Group, their direct reports and others that I approve. This change is to control the use of email distribution lists across the University.

Inside this issue

IT Directors Comments

A bit of fun – Rural Australian Computing Technology

New SeriesProject Talk – Install 1

Banner Student System Upgrade

Staff Profile – Tuan Trinh

Virus Protection

What is Windows 7?

Outlook Training

Computer Security

SPSS Update

Backup Basics

IT Equipment and Software Purchasing

The IT Directorate can assist with all the University's IT Equipment and Software purchasing needs. We supply PCs, Laptops, Printers, Copiers, Telephones, Mobile and Smart Phones, Software, etc.

The benefits of buying through IT Purchasing are:

- Lower prices through our combined buying power – let us know if you find a better price.
- More efficient setup and support
- Can purchase or lease equipment More efficient billing
- Software licenses: we may already be licensed for the software you are thinking of purchasing.

Please contact IT Purchasing for assistance:

[IT Purchasing website](#)

email: it.purchasing@acu.edu.au

That's all from me, enjoy the newsletter.

Paul Campbell, IT Director

A bit of fun – Rural Australian Computer Terminology.

LOG ON: Adding wood to make the barbie hotter.

LOG OFF: Not adding any more wood to the barbie.

MONITOR: Keeping an eye on the barbie.

DOWNLOAD: Getting the firewood off the Ute.

HARD DRIVE: Making the trip back home without any cold tinnies.

KEYBOARD: Where you hang the Ute keys.

WINDOW: What you shut when the weather's cold.

SCREEN: What you shut in the mozzie season.

BYTE: What mozzies do.

MEGABYTE: What Townsville mozzies do.

CHIP: A pub snack.

MICROCHIP: What's left in the bag after you've eaten the chips.

MODEM: What you did to the lawns.

LAPTOP: Where the cat sleeps.

SOFTWARE: Plastic knives & forks you get at Red Rooster.

HARDWARE: Stainless steel knives & forks - from K-Mart.

MOUSE: The small rodent that eats the grain in the shed.

MAINFRAME: What holds the shed up.

WEB: What spiders make.

WEBSITE: Usually in the shed or under the veranda.

SEARCH ENGINE: What you do when the Ute won't go.

CURSOR: What you say when the Ute won't go.

YAHOO: What you say when the Ute does go.

UPGRADE: A steep hill.

SERVER: The person at the pub who brings out the counter lunch.

MAIL SERVER: The bloke at the pub who brings out the counter lunch.

USER: The neighbour who keeps borrowing things.

By unknown author

Project Talk - Episode 1

Over the past decade the University has seen great changes in the use of technology to perform administrative tasks and in the delivery of teaching and learning. Some solutions can be plucked off the shelf and used immediately but unfortunately for the majority of solutions this is not the case. In most situations where a business need has been identified and a new capability is required it is a combination of "people", "process" and "technology" that must be coordinated to make it happen.

"Project Talk" is a new section of the IT Newsletter aimed at helping people running projects or involved in the process of Project Management learn more about some of the common characteristics, issues and good practices involved.

Am I doing a project?

One of the most important distinctions that should be made about the work we do is whether it is project work or just day to day operational work. Understanding a few basic principles will help make this distinction, and choose the appropriate method for achieving your objectives.

What is a project?

The Prince2 definition of a project can be summarised as a temporary endeavour to produce a unique product, service or new capability.

Why identify projects?

By identifying projects we can apply different levels of resources, control, and financial management to affect a change that might not normally be achievable in an operational environment.

Some possible Indicators that you're doing a project:

- You're doing work you've never done before
- You're not doing the work you normally do
- You're doing things that will allow people to work differently when you're done
- You're doing things that require more money than usual

- You're part of a project team (dead giveaway)

Now what?

If you think you are actually doing project work but you are not on a project team have a go at writing down what you think the main outcomes should be and what expectations have been set for the work to be completed. It would then pay to discuss things with your supervisor to verify that your approach to achieving the outcomes is appropriate.

In the Next Edition:

The Project Team: Typical roles and responsibilities.

Banner Student System Upgrade

The Project to upgrade the Banner Student System is nearing completion. Final testing is in progress and preparations are being made to enable the change from Banner version 7 to version 8 at the end of November 2009.

As reported previously, users will notice very little difference when it is implemented later this year, but it will enable ACU to take advantage of modules being developed by SunGard Higher Education, the software supplier, for its Australian customers.

Virus Protection

Following the evaluation of several antivirus and malware tools IT have made a decision to move away from our current tool, called E-Trust provided by Computer Associates, to the Microsoft ForeFront product. This virus application has been tested in our most challenging computing environments (the student computer labs), and has proved it's self to be far more capable in protecting the desktop environment from threats. As a result IT are in the final stages of piloting the application and migration process for a rollout across all ACU desktops, we hope to have this project completed before the end of this year.

Staff Profile – Tuan Trinh

Hi my name is Tuan Trinh, and I'm the new SQL Server Database administrator (DBA) for ACU.

My responsibilities include SQL server securities, maintenance, backup and recovery and all other SQL server database related.

I'm also responsible for VMWare servers and all virtual servers that are running under VMWare as well as managing the University's Storage Area Network (SAN) using NetApp technologies.

I have twenty years working experience and before joining ACU, I was working for Unisys, Hewlett Packard, Siemens, Amcor and Swinburne University as an Oracle and SQL server DBA.

I've been looking after mission critical databases for large enterprises such as VISY, National Foods, VodaFone, Amcor, Paperlinx, Downer EDI etc ...

At one stage, I was looking after 25 Oracle databases and approximately 230 SQL Server databases for Department of Treasury and Finance on my own.

I'm currently doing a part-time course in Advanced Diploma in interpreting and Translation - Vietnamese at RMIT University

Qualifications:

- Bachelor degree in Aerospace Engineering, RMIT.
- Post Graduate Diploma in Computer Science, Melbourne University.
- Oracle Certify Associate (OCP) for Oracle 10g.

Hobbies:

Soccer, Martial Arts and reading.

What is - Window 7?

Microsoft is releasing a new version of its operating system this month called Windows 7, This is exciting news for those of us in IT as we look to the benefits that this new operating system will offer our customers and how it will assist us in providing improved support levels.

There is positive hype in the industry over Windows 7 which was severely lacking in their last release of Windows Vista.

Windows Vista has been a relatively dysfunctional operating system that has proved very problematic for many which is why we have stayed with Windows XP as our operating system standard. Many other businesses have done the same with XP still accounting for 63% of Internet connected computers, Windows Vista accounts for only 24%.

What happens now?

With the benefits that we expect to gain from Windows 7, Information Technology will begin the migration planning process in the coming months; this includes compatibility testing with all of our applications, network and local devices. For an organisation of our size this process can take some time and we anticipate that if all goes well we may begin the migration towards the end of 2010.

Windows XP has security support from Microsoft through to 2014, and will remain our supported ACU operating system until we have fully tested and evaluated Windows 7. We appreciate your assistance and understanding in staying with our supported operating system until the time is right for ACU to make the move to Windows 7.

Outlook training

Earlier this year IT ran a webinar (on-line training session using the phone and desktop sharing) on Microsoft Outlook giving a general overview of the main features and some tips and tricks on getting the most out of this application, such as the ease of scheduling meetings using the electronic

calendar. Those that attended the last session had positive feedback.

We will be running some more sessions this year and again through 2010. You have the comfort of attending from your own office which means that if you decide the training isn't appropriate for your level you can simply excuse yourself and we won't be offended in the slightest. Invitations for the next session will be published soon.

Computer Security

Information Technology takes security very seriously, we have multiple layers of technology security in place throughout our environment to ensure your operating and data needs are maintained at all times.

Unfortunately sometimes we can oversee the obvious such as leaving passwords in desk draws or equipment vulnerable to theft.

We would ask all of our staff and students to be vigilant on all aspects of IT security. We are grateful for your support and cooperation.

SPSS Update

We are pleased to advise the addition of two applications to our SPSS site licence: SPSS Data Entry Builder and SPSS Data Entry Station - the survey creation and data collection component of the system. SPSS Data Entry Builder enables the creation of quality surveys and forms that ensure clean and accurate response data. When you create your surveys and forms, SPSS Data Entry Builder automatically creates SPSS .SAV files to store the collected data. You can then open the files in SPSS for Windows for immediate analysis.

In addition, these new products are also available for work at home use for our staff.

Please contact the Service Desk should you wish to arrange an installation of the Data Entry Builder and/or Station.

Extension #7272 or
servicedesk@acu.edu.au

Backup basics

How to back up?

Back up regularly, back up often. It is important that you get into the habit of backing up your local computer files on a regular basis. Just having things stored on your hard drive is not enough. A computer crash, a virus, or a hard drive failure can wipe out everything. Don't make this simple mistake! Back up everything at least once a week. Daily is better. If you use your computer daily, it is best to back up important files daily and other data weekly. At the absolute minimum, back up your files monthly.

Data that is stored on ACU Departmental Network Shares and your ACU Outlook email is backed up every night for disaster recovery. All important ACU related documents etc. should be stored on the departmental network share.

Keep several backup copies. Never back up over a prior backup copy - keep several copies over time so that you can back up more than one version if necessary. Remember, a problem that is backed up will remain a problem when restored! You can backup using varied media and methods, USB Flash drive, External Hard Drive or burn to a CD or DVD. (Don't consider or use floppy discs)

Be selective. You don't have to do a total system backup. In fact, why waste your time backing up all those executable program files when you can easily re-install them from the original media in

case of a problem. Remember to also keep handy any Program CD's that are supplied with your computer or any CD/DVD's of Applications that you subsequently purchase should you need to re-install them. **Just back up your important files.** Backing up the entire hard drive is time-consuming, not practical, and should not be done. A backup of specific data files is the way to go.

Know what's really important. The most important things to copy are files **you create yourself**. Be they Word documents, PowerPoint presentations, Spreadsheets or pictures, if you create them be sure to keep their current backup handy.

Organise your folders. Backing up is easy if you set your folder structure properly. It's faster and easier to back up if all your files and subfolders are in a single folder, rather than having your documents scattered across the hard drive. The **"My Documents"** folder is a good place to store files on any Windows computer. When all your personal files are in one place you are less likely to forget a file when you back up.

Organisation can be the key.



Did you know...?

1 ream of paper = 6% of a tree and 5.4kg of CO₂ in the atmosphere!

3 sheets of A4 paper = 1 litre of water!

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Service Desk phone – 07 3623 7272

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