



# Click

## IT at UNSW

NEWSLETTER ISSUED BY UNSW IT CUSTOMER SERVICES



**UNSW**  
THE UNIVERSITY OF NEW SOUTH WALES

Website: [www.it.unsw.edu.au](http://www.it.unsw.edu.au)

**INSIDE THIS ISSUE:**

**IT'S CHANGING!**

**1 IT'S CHANGING!**

Welcome to the April edition of Click-IT, the IT Newsletter for Staff and Students at UNSW. As previously reported, the IT Change Program, aimed at improving IT Services for staff & students is now well underway. During the last month a number of staff from various faculties have formally joined the project team. Their roles will involve leading and contributing to the design and implementation of services across all areas of the IT Change program, including Desktop, File, Email, Service Desk and Service Management. UNSW stakeholders will be represented and involved via Advisory Groups including an Academic Reference Group. These groups will play an active role in providing business input into requirements and reviewing options that impact those requirements.

A decision on this is expected in the next few weeks.

**2 CAUDIT AGREEMENT**

The selection of a new Service Management Tool-Set is progressing as proposals have been received through a tender process and are now being evaluated. Work has also commenced with Procurement on the Desktop Procurement & Managed Print Services solution. This process has already lead to UNSW realising better Desktop pricing.

**CLIMATE CHANGE PUBLIC LECTURE**

**3 L&T PORTFOLIO MANAGER**

The plan for April is to finalise the detailed plans and commence the design & build of services. Migration plans will commence development in May. Within our Enterprise Systems group a new Portfolio Management approach is being implemented which will:

**4 IT SERVICE DESK**

- Ensure that IT resources for our Enterprise Systems are aligned to the needs of UNSW and prioritised by the business areas
- Facilitate stakeholder engagement in the development of Enterprise Systems
- Provide lifecycle management of systems from implementation to upgrade to retirement.

**5 SNAPSHOT**

Discussions with Deans, General Managers and Heads of School have begun to address the practical issues associated with the move towards One IT at UNSW. This includes overall resourcing, cross-skilling and models to share resources and provide backfill.

**6 FLASH DRIVE VIRUS**

**7 COMP NOW**

**JOKES OF THE MONTH**

**8 DID YOU KNOW?**

There have been a number of infrastructure enhancements over the last couple of months providing immediate benefits to the UNSW Community. Additional storage and new back up hardware has been installed in the former AGSM building and L14 Data Centre sites. New storage capacity has been added into the eLearning (Vista) environment. As a result, system availability has significantly improved. Further to this, 70 servers have been decommissioned out of the central data centre resulting in reduced maintenance costs.

Six portfolios are initially being established for Student and Academic Services, Learning and Teaching, Research Administration, Finance, Operations (includes HRMS) and Information Services.

We will continue to make details of the IT Change Program available throughout the year via the One-UNSW program website, [my.unsw.edu.au/unswOneUNSWproject.html](http://my.unsw.edu.au/unswOneUNSWproject.html) and the IT at UNSW website, [www.it.unsw.edu.au](http://www.it.unsw.edu.au). Please feel free to contact IT if you have any suggestions, concerns or IT queries by calling 9385 1333 or email [servicedesk@unsw.edu.au](mailto:servicedesk@unsw.edu.au).



The Student Email technical trial has commenced to review technical considerations relevant to the choice of service (Microsoft Live or Google gMail).

*Joe Amoia  
Director, IT Customer Services*

**THE CAUDIT AGREEMENT****Free Office and Windows for UNSW Staff !!**

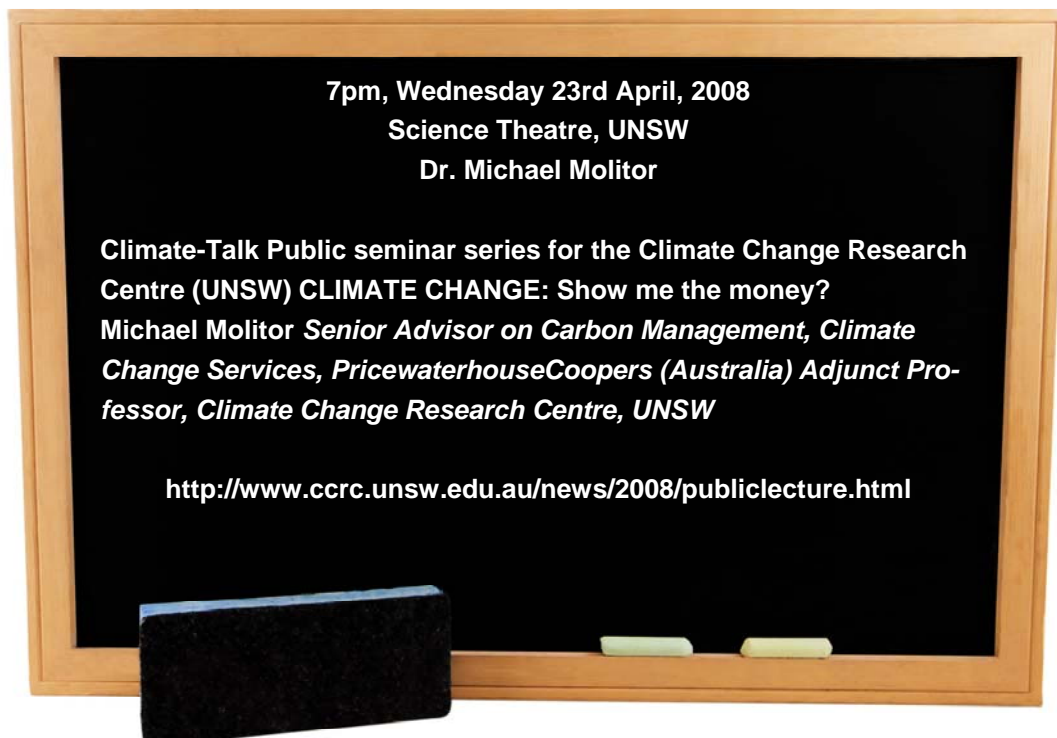
Last year UNSW signed an agreement with Microsoft to give all staff members access to a few key Microsoft products including Office and Windows. Not only does the agreement allow you to run the latest version of both Office and Windows on your UNSW PC, you can also install it on your PC/Mac at home.

The easiest way for UNSW Staff to get access to the software for home use is to purchase a media kit from the UNSW Bookshop for \$25. The Bookshop stocks media kits for Windows Vista Upgrade, Office 2007, Office 2008 for Mac and Visual Studio 2005.

UNSW Students can purchase Office 2007 for \$75 from Microsoft directly by visiting [www.itsnotcheating.com.au](http://www.itsnotcheating.com.au)

*Karim Amin*

*IT at UNSW, IT Procurement & Contracts Co-ordinator*

**CLIMATE CHANGE PUBLIC LECTURE**

## LEARNING & TEACHING PORTFOLIO MANAGER

### What is a Learning & Teaching Portfolio Manager?

Taking on the position of Learning & Teaching Portfolio Manager after previously holding the role of Faculty IT Manager for the Faculty of Arts and Social Sciences has been an interesting move. I'm excited to be able to utilise my experience with learning and teaching in a faculty environment and to bring a faculty based perspective of learning and teaching to this role of Portfolio Manager. I hope to be able to make use of the relationships that I have developed at UNSW to bring a holistic view to this position.

The role of the Learning & Teaching Portfolio Manager resides within the IT Enterprise Systems group and is primarily responsible for the relationship and demand management for all learning and teaching IT services. The Portfolio Manager will establish that UNSW L&T IT systems receive the necessary support and resources to ensure that the Learning & Teaching Unit (LTU) can deliver on their aim of developing and supporting the academic community in their learning and teaching practices.

Learning and teaching IT services are developed by the Learning and Teaching Unit (LTU) in conjunction with IT at UNSW. L&T systems are supported through the combined efforts of the LTU, IT Enterprise Systems, IT Infrastructure and IT Customer Services. Because of this devolved development and support structure, the Portfolio Manager is required to maintain an overview of L&T services across departmental boundaries, is required to assist in strategic direction, relationship and demand management, and attempt to know enough (but not too much) about the underlying technologies.

A number of L&T projects currently support by IT at UNSW are in the early stages of planning. These include the upgrade of the UNSW Learning Management System (LMS), eLearning@UNSW, and the further development of the UNSW TV service. Eventually, a number of other L&T services are planned for transition of their IT component to the IT at UNSW department. These include Lectopia, myMedia and a number of other smaller eLearning services.

### Current UNSW Learning and Teaching Services:

- eLearning@UNSW (formerly know as Vista)
- Lectopia - automatic lecture recording system
- eLIMS - middleware application used to manage courses and user accounts
- myMedia - audio/video streaming service
- Breeze - web based video conferencing software
- QMP - Question Mark Perception
- Turnitin - anti-plagiarism software
- Wimba - 3rd party audio tool for the web



*Greg Fallon*

*IT at UNSW, Learning and Teaching Portfolio Manager*

## IT SERVICE DESK

### A day in the life of a casual staff in the IT Service Desk



After squeezing out of the peak hour trains, and battling scores of minions in the lines for the university buses, I finally reached my final destination! The bowels of the UNSW library, aka the IT service desk!!

As I knock on the little door tucked away in a quiet alleyway, I'm greeted with a great big smile from Monica! Inside lies a nice cosy office, filled with tired but happy faces all typing away or chattering on the phones.

I settle into my desk just before 9AM and load up my programs and off to work! Calls come in left, right and centre! People asking for new Uni-Passes, people reporting faulty computers and stressed out administration staff who've lost their files!!! But never fear! Because help is always around the corner at the IT Service Desk – literally! Whenever I face a call I do not feel that I can handle 100% on my own, I just politely place the caller on hold and pop my head around the corner.

“Jack! Jack!” I quietly chirp. “I need your help!”

Jack is one of the many staff at the IT Service Desk, who is warm, friendly and always knows what to do. When Jack isn't in, everyone is also willing to help, like Adam and Jonathan who have come to my rescue time and time again. I've only been at the Service for 2 days each week for about 3 months, so it's great to have lots of support.

The day flashes by like an hour and before I know it, it's over! Sometimes I enjoy work so much, I don't mind staying behind a little, just to tie up some loose ends or chat to colleagues.

The great thing about being a casual staff at the Service Desk is the flexibility and wonderful staff I work with. Everyone is understanding and helpful. See you all next week!

*Alison Pang  
IT at UNSW, Service Desk Analyst*

## SNAPSHOT

**We know you are a very busy person what exactly is your role with IT at UNSW and what does it entail?**

Providing total Computer Desktop Support in areas such as the Chancellery, SDS, Water and Waste, Nura Gili, Honey Pot and SPRC.

**What is on your area's radar for the coming 6 months?**

Commencing the MOE/SOE rollout in our supported areas.

**What has been the hardest thing you have had to overcome/deal with in the past year in your role?**

Restructure and WorkPlace Change.

**Being in IT and given the fact that most IT people cannot live without them, what's your favourite gadget at the moment and why?**

My 8Gig USB Memory Stick. Since it has so much capacity I can copy all sorts of data eg. PC Images. It is just much more convenient than having to take around a big and bulky external drive.

**What is your least favourite activity?**

Going to long computer sales promotions meetings and then trying to get a precise, clear and straight answer out of them on what they guarantee their product can do.

**If you were dropped on a desert island, what is the one thing you would want to make your isolated stay more exciting?**

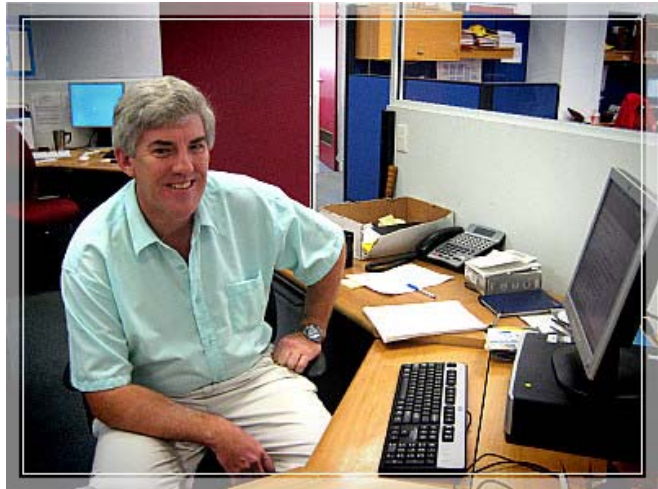
Cable TV.

**Do you sing in the shower? If so, what is topping your chart at the moment?**

Yes I do occasionally but very poorly. Being a St. George Rugby League fan I try and sing "Oh when the Saints come marching in." Unfortunately they have been playing badly for a long time so there is not much to sing about.

**Final question! Are there any secret, hidden talents that you have that we aren't aware of?**

Potential Golfing Superstar. Still waiting for my chance to beat Tiger Woods.



*James Nestel—IT at UNSW, Desktop Support Technician*

## FLASH DRIVE VIRUS



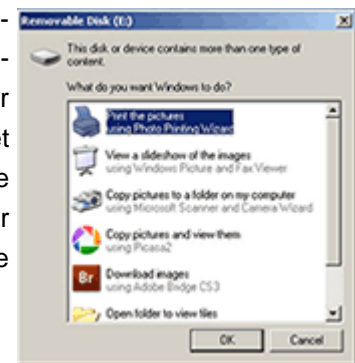
One of the major flash drive vendors have conducted a study and found that approximately 70% of the corporate end-users are using personal flash drives for work-related purpose. Due to portable and interoperable features, flash drives have rapidly become popular among computer users. Targeting such features, now flash drives have also become one of the common ways to transfer viruses.

Common viruses such as 'Ravmon', 'New Folder.exe', 'Orkut is banned' etc are spreading through flash drives. In some cases, anti virus programs are unable to detect them and even if they do, in most cases they are unable to delete the file, only quarantine it.

### Security Tip

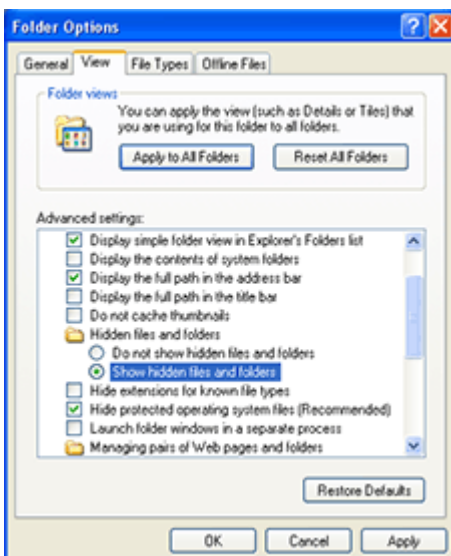
Here are the things which you can do if you want to prevent virus infection through your flash drive.

**1. Disable the Autoplay feature of flash drives.** If you disable the Autoplay feature of flash drives, then there are less chances of the virus spreading. Whenever you plug a flash drive in your system, a window will appear prompting you to select an action to perform. Do not click "Ok" as it will get executed and the infection will start spreading if there was a virus file in the flash drive. Just click "Cancel". Then on My Computer, right click on your flash drive icon, Properties -> AutoPlay -> Make sure "Prompt me each time to choose an action" is selected for all different file types.



### 2. Update virus definitions and scan flash drives.

It is recommended to run a virus scan when you are using USB sticks which have been used on other computers. Also, users should run virus scan regularly as flash drive viruses sometimes make a copy on the PC once it's executed, which would replicate the same virus on the flash drive after you have deleted it. Right click on your flash drive on My Computer, then click on "Scan for Viruses".



After running virus scan, if the anti-virus application has not detected any virus, in most cases that means your flash drive should be clean from viruses. However, if you are still in doubt, you can try the following step to see the hidden files in your flash drive.

### 3. How to check hidden files in your flash drive.

On your USB, right click, then select the "Explore" option. Go to Tools -> Folder Options -> View -> Select "Show hidden files and folders". This will make hidden executable files and autorun files on your flash drive to show up. Please be very careful when deleting any hidden files, as they may not be virus files, but important system files. If any files appear to be suspicious, please seek expert assistance from technical support.

## COMP NOW



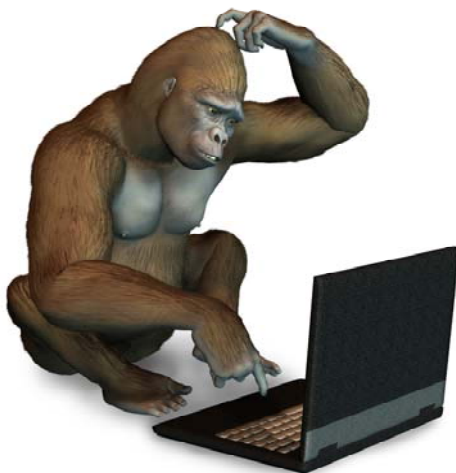
New Apple On-Campus Store + Service centre opens.

Our campus Apple reseller, Computers Now, have moved from their tiny hole-in-the-wall by the Post Office to a roomy two story space on the Quad-rangle, right by the stairway. The store will also include an Apple service centre for repairs and upgrades.

The "grand opening" of the new store took place on March 14th with visitors from Apple and many interested Uni staff members. Computers Now were delighted to have Peter Graham, our COO, do the opening and declare that he did, in fact, own an Apple Mac! Prof. John Stubington won the "lucky door prize" of an iPod Nano.

The store sells HP laptops as well as Apple, iPods and a complete range of accessories for staff and students. Fun things to see in the shop include Apple's great PhotoBooks, top game Guitar Hero, and plenty of music and video things to see and do. The staff at the store will be running training courses on a variety of subjects throughout the year – these will be free to anyone who wants to come along. Remember all UNSW students and staff qualify for Apple Education discounts on a range of hardware and software.

## JOKES OF THE MONTH



A man is on a game show. He is presented with two doors, one on the left, and one on the right. Behind one is 2 million dollars, and behind the other is a donkey. Choose the correct door to win the prize. There are also two men in front of the doors, and they know which door leads to the millions. One wears a black hat, the other wears a white hat. The host explains that one of the men is a liar, and will always lie, and the other man will always tell the truth - but you don't know which is which.

You can ask only one of the men only one question. What is the question, and which man do you ask to ensure you win the money?

**Answer:** You ask either man the following question: "If I asked the other guy which door has the money, what would he say?", then choose the opposite door. Work it out: If you ask the question to the liar, he will lie about the 'correct' answer, so you must choose the opposite door. If you ask the truth teller, he will tell the truth about the lie, so you can choose the opposite door as well.

Source: <http://www.free-puzzles.net/brain-teasers/index.php>

## Strategic purpose

Improve aligned IT services to UNSW whilst meeting increasing demand & expectations, maintaining satisfaction levels, containing costs and protecting the University from risk.

### DID YOU KNOW ?

- The words "electronic mail" might sound new but was introduced 30 years ago. Queen Elizabeth of Britain sent her first email in 1976.
- Some 190 billion emails are sent daily - more than 2 million per second - by 1,2 billion email senders. About 70% (133 billion emails) are spam and viruses. There are about 1,4 billion registered email addresses.



*Source: <http://www.didyouknow.cd/fastfacts/factoids.htm>*

## IT Service Desk

The IT Service Desk is the central support point for UNSW staff and students requiring assistance with IT related matters.

Operating Hours	IT Service Desk	IT Front Desk - Counter
<b>During Semester</b>	Monday to Friday: 8am to 8pm Saturday and Sunday: Closed	Monday to Thursday: 9am to 8pm Friday: 9am to 6pm Saturday & Sunday: 11am to 2pm
<b>Out of Semester</b>	Monday to Friday: 8am to 8pm Saturday and Sunday: Closed	Monday to Friday: 9am — 5pm Saturday: 11am—2pm, Sunday: Closed
Contact Details	IT Service Desk	IT Front Desk - Counter
<b>Contact</b>	Phone: (02) 9385-1333 Fax:(02) 9385-1537 Email: servicedesk@unsw.edu.au	Fax: (02) 9385-1262
<b>Location</b>	Level 14, Library Stage II UNSW Sydney NSW 2052 Australia	Level 2, Library UNSW

Please enjoy this edition of 'Click' and if there is anything you would like to see in subsequent editions, please email your suggestions to [clickit@unsw.edu.au](mailto:clickit@unsw.edu.au) or call the Service Desk on 9385 1333.

**We are here to help.**