



Click

IT at UNSW



NEWSLETTER ISSUED BY UNSW IT CUSTOMER SERVICES



UNSW
THE UNIVERSITY OF NEW SOUTH WALES

Website: www.it.unsw.edu.au

INSIDE THIS ISSUE:

1 WELCOME MESSAGE

2 SERVICE MANAGEMENT OFFICE LAUNCHED

3 SNAPSHOT LAW IT

4 FBE JURIES GO DIGITAL

5 IT INFRA-STRUCTURE CONSOLIDATION PROGRAM

6 UNIPASS

TROUBLE-SHOOTING—401 UNAUTHORIZED ACCESS ERROR

7 WI-FI BASICS

UNSW WIRELESS UP-GRADE

8 DID YOU KNOW?

WELCOME TO THE FIRST EDITION OF CLICK-IT FOR 2008

On behalf of all IT at UNSW, we hope you had a safe and wonderful Christmas.

2008 marks the start of a transformation for IT, a transformation aimed at improving IT Services to Staff and Students, meeting increasing demand and appropriate levels of expectations while maintaining satisfaction levels, containing costs and protecting UNSW from risk. Our intention is to help UNSW maintain and indeed improve its standing as a leading University in the Asia Pacific Region.

As mentioned in the December edition of Click-IT, the IT Plan was released late 2007 with 5 key objectives:

1. To establish a single IT organisation for all of UNSW with both shared services and locally delivered unique services that are specific to faculties and schools.
2. To launch a new governance model that insures the strategic alignment of IT investments while balancing outcomes and risk, as well as performance and resource management.
3. To consolidate and improve our IT infrastructure to ensure sustainability and support the University's growth into the future whilst containing costs.
4. To transform our IT utility services (Email, File and Data, Desktop, Print) into a shared consistent service, supported by a single service desk and underpinned by a flexible Standard Operating environment.

5. To implement a service management framework that enables IT services to be measured, managed and improved.

Over the last few weeks since returning from the Christmas break, we have been identifying resourcing requirements to help build and deliver these services. The intention is to utilise as many Internal IT Resources as possible across campus and then supplement these with external contractors and professional services. Over the next few weeks, our aim is to complete the resource plan, fill project roles and commence designing our key deliverables to UNSW-Wide requirements.

Whilst our intention is to deliver these services to the UNSW community as quickly as possible, we need to ensure our services are aligned with UNSW objectives and therefore require significant planning and input from many groups across UNSW. We look forward to working with you all throughout the year to ensure services provided by IT at UNSW, are world class.

More details of the IT Change Program will be made available throughout the year via the OneUNSW program website, my.unsw.edu.au/ unswOneUNSWproject.html and the IT at UNSW website, www.it.unsw.edu.au.

Joe Amoia
Director, IT Customer Services



SERVICE MANAGEMENT OFFICE LAUNCHED



Adam Kruger (Manager, Service Management)

The newly created Service Management Office was launched on the 15th of January, with the appointment of Adam Kruger as Manager. Adam has over 17 years experience in IT Operations and Service Management and will bring his passion and commitment to deliver a common set of principles including managing the implementation of a new supporting toolset to further improve the IT customer service experience.

As you may be aware the UNSW has committed to providing a better level of customer service through consistency of products, services and processes. Late last year a decision was made not to outsource the IT services provided throughout the University. The project team informally known as MOE under the IT Change Program has been consulting with numerous stakeholders to discuss their requirements for an SOE (Standard Operating Environment), a common Email platform, file sharing and outsourced printer environment, development of a Service Management Office and various other initiatives to provide better availability of services. One of the key success factors underpinning the MOE project is the Service Management component which Adam Kruger is leading.

You may be asking yourself what is “Service Management”?

IT Service Management (ITSM) is a process based framework intended to align the delivery of IT services with needs of UNSW, emphasizing benefits to customers. ITSM involves a change in approach from managing IT as stacks of individual components, to focusing on the delivery of services. This is achieved by measuring the performance of services and the use of management reporting to enable informed decision making.

The Service Management Office (SMO) has several opportunities to quickly gain momentum in the coming months, including the selection of a new Service Management Tool to assist in the management of incidents (service disruptions), problem management (find the root cause), change management (effective implementations of change into an IT system), and agreeing Service Levels with the users and owners of IT at UNSW supported systems. Other opportunities include the selecting and hiring of a team to staff the SMO, with a mixture of internal and external candidates. Adam expects there are people throughout the University who will be able to offer valuable experience and skills to help build a fully functional team.

The SMO will have two streams moving forward over the next 6 to 12 months, this includes the BAU operational stream, while the other stream will be concerned with defining the requirements and implementing the above mentioned toolset.

Adam and his team will be meeting with Deans and IT Managers over the next few months to discuss the SMO vision and best practice vision to better provide customer services for all those users of IT Systems.

For more information on the Service Management Office contact Adam at a.kruger@unsw.edu.au or call on 938-51221.

SNAPSHOT

We know you are a very busy person what exactly is your role with ITS and what does it entail?

I am the IT Manager for the Faculty of Law. Along with the Law IT team, I look after all the IT needs of the Law Faculty.

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

Like most IT staff across UNSW, the uncertainties that surrounded IT at UNSW were an issue that played on my mind during the year. It was quite challenging at times to perform the usual duties and gather the obligatory information for the numerous RFIs, surveys and questionnaires that came through.



Dawesh Chand (Manager, Law IT)

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

We are continuously looking to improve our services. There have been some promising announcements made by the Infrastructure Services group about wireless and VPN services that we look forward to implementing in our area.

Mooting is an integral part of Law. Our students are also very involved in national and international mooted competitions. We have a moot court setup in the new Law Building and we're working to turn it into a fully fledged electronic moot court.

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?

I am quiet happy with my Sony Ericsson phone; I am contactable, I have all my contacts on it, I can make entries for my calendar, take photos, make videos. I haven't had the need for anything else.

What is your least favourite food?

There is one Australian delicacy which I still have not come to terms with ...Vegemite. I am told that it is a taste one acquires especially while growing up; having migrated from Fiji as an adult has perhaps ruled it out.

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

I consider myself to be a "people person"... I like being around people. But to keep me entertained, a large screen TV, a DVD player and some DVDs (Sci-Fi/Fantasy genre preferred) will do.

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

My singing talents are not the best; so if I even tried to sing in the shower, I'm sure I would be asked to stop the racket. Anyone up for a Bollywood number?

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

I like gardening so whenever there is some spare time I am in my garden digging, planting, mowing, etc.

FBE JURIES GO DIGITAL

The Faculty of the Built Environment is building capacity for students to deliver their design presentations digitally and having this same infrastructure enhance the design, collaboration, exploration, analysis and exhibition of student projects. The importance of digital design and documentation within the FBE professions is either growing or already well established, yet in the education and early design stages working digitally is the newcomer.

Through several projects in 2007, FBE have setup a series of 20+ 46" HD LCD screens on adjustable stands driven by high-end 3D laptops and other peripherals and software to put technology in the hands of the students that allow them to present their designs digitally. The standard practice for a 'design jury' was to pin up work which is assessed in a panel format by FBE academic staff and industry guests. This new digital way allows for a more dynamic presentation incorporating not just still images of concepts, plans, sections, impact statements and renderings, but also video and more strikingly our real-time 3D environments.

The first major test for these new facilities was a set of final year Architecture design juries where the studio group had all developed schemes around movement and transition. The group created digital 3D models of their designs 'in action' using the HL2/Gmod gaming engine which was installed both in the FBE labs and their personal laptops. The Jury format itself saw 5 screens setup allowing each student to present their work showing off various aspects concurrently including the real-time exploration. After the formal presentations the students then loaded up one of the screens each with their version of the digital model for an extended question and answer session where all the schemes could be seen.

Other studio groups, such as those in Industrial Design, used the screens to allow jurors to get up close and personal with the digital work created by the students in conjunction with both physical models and poster printing. This is expected to be a standard model for a Jury as the digital capability rises both in terms of the work produced and the facilities available.

Exhibitions are also an important part of design education as they showcase work for fellow students and, particularly in later years, are a window to employment opportunities within the various disciplines. Until now FBE had relied on portable projectors to deliver limited digital content into the exhibition settings, at the end of 2007 there were large format LCD screens showing off the digital work created at high resolutions and in unfriendly lighting conditions. FBE's studio and exhibition areas were conceived with the desire to maximise the light flooding into them, the new LCDs and laptops allow them to support digital work while retaining the ambiance of the spaces.

The usage covered here was with a very limited trial set of equipment, and already more gear is ready to roll. There are plans for further integration of this infrastructure into FBE's spaces, that would allow all design studio groups to engage with this technology and leverage the growing number of student laptops and the digital work created.

One of the things being looked at for near future applications is a more immersive view of the 3D environments being created. To that end we can now run 3 of the screens through a single grunty 3D laptop delivering a view of the CG environments that is delivering a more surround/immersive feel. The images show this setup in test mode in the FBE IT Unit's office running both a 3D model in sketchup and a 3D gaming environment.



Graham Hannah
Faculty IT Manager (FBE)

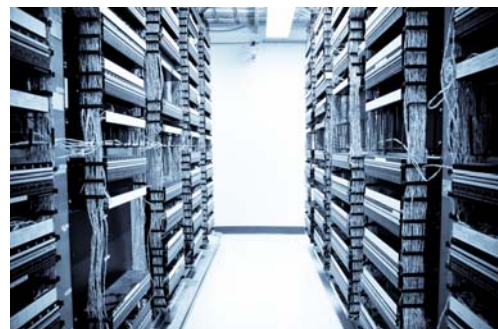
IT INFRASTRUCTURE CONSOLIDATION PROGRAM

The Consolidation Program is part of IT Infrastructure "Transformation" at UNSW under the IT Change Program. It changes not only technology, but process and people aspects of IT Infrastructure. Simply stated, it provides a base of centrally managed infrastructure upon which UNSW will, where appropriate, consolidate systems (Servers and Storage). This will provide value and efficiency through economies of scale, and a centralized technology will produce improvements in delivery time for standardized systems.

Technology

The technology is virtualized hardware (servers, storage and Facilities/data centres), whereby we can operate multiple systems together, using the power of the central hardware to allocate to the systems dynamically, when they individually require it.

- Servers - we use Dell Servers and VMware virtualization software to manage the Wintel/Lintel (Microsoft and Linux) environments; plus Sun Servers and virtualization software to manage the Unix (Solaris) environments.
- Storage - we use Sun Storagetek (Hitachi) storage and TSM software to manage the storage environments for all environments, including backup and archiving.
- Facilities/Data Centres - we have a virtualized (single) data centre spread across three locations using Fibre Channel connectivity for Servers& storage plus Ethernet network for network connectivity between Data Centres and users in their faculties and divisions.



Process

Where appropriate, we are changing from managing collections of individual systems, (applications on 700 boxes are currently running across UNSW), to managing platforms that run services. Our processes will then change to focus around different platforms, (Unix, Wintel, Virtualization, Storage, Messaging, Directories, Databases, Facilities etc). The different platforms will incorporate processes for their build and operations, using predominantly standardized templates, but still having capability for purpose built solutions. The clear difference from today is that the majority will be standard-built solutions.

UNIPASS—KEY TO THE UNSW ONLINE SERVICES



UniPass is a Universal Password that you use with your student ID to access UniMail, MyUNSW, online library resources, eLearning and other UNSW online services.

How to obtain UniPass

You can set your UniPass yourself during online enrolment, obtain your UniPass docket in person at FM Assist or IT Front Desk, or via phone from IT Service Desk on 9385 1333. You can change your UniPass to something easier that you can remember.

Where you can use your UniPass

Students require UniPass to access: UniMail, MyUNSW, online library resources, eLearning, and other UNSW online services.

How to activate UniPass

Before you can access UNSW online services, you must first activate your UniPass. You will need to do this by accepting “Conditions of Use of ICT Resources”. You can do this online at <https://wombos.unsw.edu.au/agreement>

You have to wait for an hour before you can access UniMail, online library resources, eLearning and other UNSW online services.

UNIVERSAL PASSWORD

UNIVERSITY OF NSW IT SERVICES

Your Universal Password is: UniPass

(Note that this is CASE – SENSITIVE)

Your UNIPASS is a series of letters and numbers used to gain secure access to Online Services at UNSW. Keep it strictly confidential because it can be used to alter your enrolment or incur charges.

You can go to <http://www.its.unsw.edu.au/unipass> to change your password to something that is easier to remember.

THANK YOU FOR REGISTERING

#1198024112#@M0007286

TROUBLESHOOTING – “401 UNAUTHORIZED ACCESS” ERROR

When you have “401 Unauthorized Access” error message, you should always check whether it’s your browser cache issue or not.

In order to clear your browser cache and delete cookies stored on your computer, please try the following steps.



Mozilla Firefox

Tools -> Clear Private Data -> Clear Private Data Now



Internet Explorer

IE 6

Tools -> Internet Options -> Delete Temporary Files & Delete Cookies



IE 7

Tools -> Internet Options -> Delete -> Delete Cookies & Delete Files



Safari

Safari Menu -> Empty Cache -> Empty

WI-FI BASICS: HOW AND WHEN TO TURN OFF WI-FI



It is always recommend that users turn Wi-Fi OFF when on the road between hotspots. Turning it off not only makes sure you can't accidentally associate with a hotspot, it saves precious battery life.

To turn Wi-Fi off in Windows XP or Windows Vista, simply right-click on the wireless network icon in the system tray and choose "Disable." This also removes the icon from the tray, so to turn Wi-Fi on again, you'll need to open the Network Connections Control Panel (from the Start Menu), then just double-click on your wireless connection to enable it again. That's all there is to it. If you expect to turn Wi-Fi on and off a lot, you might want to create a shortcut to this control panel.

On the Mac, turning Wi-Fi on and off is even easier. It's the first option under the AirPort menu in the Finder. You should also turn off Bluetooth between uses. Bluetooth is not as critical security-wise, but also uses a lot of power on your laptop.

Source: JiWire

<http://www.jiwire.com/top-wireless-tips-tech-tips.htm>



UNSW WIRELESS UPGRADE

IT at UNSW are upgrading the UNSW UniWide Wireless Network to improve the student experience in terms of ease of use, cost, and coverage.

The new service is expected to be live for Session 1 2008 improving student access to high speed data across Campus through the use of wireless connections. The need for a VPN client has been removed while providing the same level of security, with connections made as simple as opening a web browser and authenticating. The UNSW UniWide Wireless Network will support 802.11a/b/g connections across 120 locations initially, growing to over 300 by the end of 2008 at no cost for usage, subject to the terms in the Acceptable Use of Computers policies. This service is aimed at students, common areas, teaching spaces and lawn areas.

Improved technology will improve coverage, reduce congestion and enable nearly any device to connect seamlessly while enabling a higher level of support to this service.

Information will be available from the IT at UNSW web site closer to the release date.

Greg Sawyer
Infrastructure Services Support Manager
IT at UNSW



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? - WINDOWS TIPS



Fast Shutdown

To shut down: Windows + U, to restart : Windows + R, to logoff: Windows + L

How to avoid accidental menu bar dragging

1. Right click on Start Button -> select property
2. Click Customize button, Advanced tab, untick "Enable dragging"
3. Click "Ok"



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
During Semester	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
Out of Semester	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
Contact	Phone: (02) 9385-1333 Fax:(02) 9385-1537 Email: servicedesk@unsw.edu.au	Fax: (02) 9385-1262
Location	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 or call the Service Desk on 9385 1333.

We are here to help.