IT Information for CDU Staff

Office of Information Technology Management and Support
Charles Darwin University

Contents

1. INTRODUCTION

This booklet is an introduction to general Information Technology (IT) at Charles Darwin University (CDU). It does not cover specific IT applications and problems or individual issues.

2. ITMS

The Office of Information Technology Management and Support (ITMS) are responsible for a range of information, network and communication technologies at CDU.

ITMS provides IT support to students, staff and affiliates across CDU campuses in the areas of academic teaching, research and general administrative functions. We can assist you with email, internet, phone and voicemail access, training and student computer lab access and information.

Please visit our ITMS page at http://www.cdu.edu.au/itms for additional information.

3. STAFF COMPUTER ACCOUNTS

Computer accounts are handled by CDU's Identity Management System (IDM). Staff are entered, by CDU HR, into the CDU HR System which then populates the universities IDM system. New CDU staff, that do not have a computer account, need to contact CDU HR.

A new staff member must "Activate" their computer account. Once this has happened, their computer account components will be managed automatically by IDM. A staff member's computer account will either be created immediately, if they have started work at CDUs or when their commencement date is reached. New staff should approach their management for activation details. The activation process requires you to go to https://activation.cdu.edu.au and provide the details you provided when you applied to work at CDU.

When activating the computer account Staff need to accept the "ICT Acceptable use policy" this can also be found on the CDU Governance webpage located here https://www.cdu.edu.au/governance/doclibrary/pol-022.pdf

4. PORTAL

The CDU Portal is a convenient single point of access to the many applications available to CDU staff and students at CDU. Once a staff member or student is signed into the portal you will be able to access the applications displayed without having to sign in again. Using Role Based Access Control (RBAC), staff

and students will only see and access applications that you are authorised to use. To access the portal, go to https://portal.cdu.edu.au.

5. ECENTRE

eCentre is our self-service application that provides a range of functions in relation to your CDU account ranging from requesting access to corporate drives and updating your personal information, to getting reports of your internet, phone and printing usage.
For an overview of what is available in eCentre and how to use it, please have a look at http://www.cdu.edu.au/itms/ecentre. You can access the eCentre from the Portal tile or going directly to https://ecentre.cdu.edu.au.

6. CHANGES TO YOUR LEVEL OF ACCESS

Changes to your level of access can be requested via eCentre – these include access to shared mailboxes and restricted network drives or folders. Once the request has been made, it is first sent to your supervisor for approval, before the change is made. ITMS does not decide your level of access we just make it happen.

In some cases, ITMS may require more information to process your request. Please ensure your contact details are up to date when logging the request.

7. PASSWORD MANAGEMENT

Your password is unique to you and provides access to your CDU account. **ITMS will NEVER, under any circumstances, request your password via email or telephone**.

There are many ways to protect your password as outlined in the ICT Password Policy (http://www.cdu.edu.au/governance/doclibrary/pol-023.pdf) and it is clearly stated that user passwords must not be disclosed to anyone under any circumstances. This includes sharing passwords with colleagues, family, friends, supervisors or students.

It is important to protect your password, as it can allow people to access not only your data, but also most of your personal information. Should you need to reset your password, there is a self-service password reset tool at https://resetpassword.cdu.edu.au or by contacting the ITMS Service Desk.

The rules in place for passwords are detailed below.

- **Complexity** - 8 Characters *(minimum)* with a mix of upper and lowercase letters and numbers. It must NOT include your username.

- **Changing passwords** - every 90 days. This can be achieved when you log into your computer or by the portal. You cannot use a previous password. When logging onto a computer on campus you will receive warnings 14 days before the password has to be changed.

- **Security –** Ensure you maintain the confidentiality of your password. Do not share it or reply to emails requesting it. (Known as Phishing *(pronounced fishing - as in "fishing for your password")*. ITMS will **NEVER** send an email requesting username or password information and any email requesting such information should be viewed as very suspect.

8. MFA (MULTI-FACTOR AUTHENTICATION)

MFA is an additional level of security when accessing CDU services both on and off campus. Just like banks and other institutions that hold sensitive information, CDU has followed industry best practice in the protection of your information. To find out more about MFA visit https://www.cdu.edu.au/itms/how-to/use-mfa and to register for MFA visit https://mfa.cdu.edu.au.

9. HARDWARE

Computers – The CDUs computers are leased for 3 years and are selected from an approved hardware list. Computers that do not appear on this list can be purchased if there is a special requirement. If a purchased reaches the end of life *(generally a maximum of four years)* it will no longer be supported by ITMS.

Staff should be aware that staff computers and student computer labs are set up differently, they both have common software, but also have software dedicated to their function. It should not be assumed that software that is installed on a staff computer will also be on a student computer, the reverse is also true.

Mac Computers – Support for Mac computers is limited and ITMS provide best effort support. Mac users need to be aware that some software, which is used at CDU, does not run easily on a Mac computer and may require a lot of effort to get it working, if this is possible at all.

Personal computers – You are free to use personal devices at CDU and have access to our wireless network provided you have a current staff account. Unfortunately, ITMS is unable to manage issues regarding personally owned devices. Please seek assistance from external vendors or suppliers outside of CDU or return to the place of purchase for hardware/software support.

Computer Account – These are used for logging into computers, accessing the Internet on campus, the Portal and Office 365 Apps. Your username is in the form of your email address.

Access to other corporate applications is normally arranged with the area that oversees those systems which normally occurs after a staff member has received specialist training.

10. NEW SOFTWARE

CDU has a wide range of different software that has been tested as being compatible with our systems. This is available to staff via the "Software Center" which is on CDU imaged Windows computers.

CDU staff need to be aware that if you install other software and it breaks your computer then ITMS is likely to just re-image your computer. Staff are responsible for any lost data on local drives etc. Staff can call the Service Desk who are able to install software remotely.

If licensing is required for the software, the staff member will need to provide proof that they have a current software license. A license is normally required for each computer that software is installed on; the only exception to this is where the software is designed to talk to a license server which controls the number of copies of the software running at any one time.

If a software license needs to be purchased this is done through LogIT process.

11. MICROSOFT OFFICE 365

CDU has access to the Academic suite of 40 Microsoft applications. This is available via the O365 tile on the CDU portal. As part of the Office 365 subscription, you are entitled to install 5 copies of Microsoft Office on your own personal devices which is valid if your computer account is active. Staff have access to the Office suite which includes.

Microsoft Teams – Ideal for small groups of people that or together on projects. It has chat, voice and video calling as well as topical channels.

Microsoft Yammer – Is an Enterprise Social Network for sharing information with the wider CDU population. Yammer has numerous communities and is great for breaking down information silos. You can join an existing community of interest or start you own.

12. WHERE CAN I STORE DATA?

Corporate X: V: W: Drives – The corporate drives are used for storage and sharing of all CDU business data and is backed up. Your access to the drives themselves and the content on those drives is dependent on the level of access requested by your business area when your computer account was set up. Changes to this access need to be requested via eCentre. Everyone should have access to at least one of these drives.

OneDrive – Is available from Office 365 and should be thought of as your home drive and used as a working area for draft or unreleased CDU data. It should not be used for the permanent storage of CDU corporate data. It has a quota of 5 TB and data stored here is backed up. Once your work is finalised, it should be moved to the appropriate corporate storage area.

C: Drive – The C drive is the hard drive on your computer, it should not be used for the storage of any information that is not backed up elsewhere. If anything happens to your computer, it is likely that all the information stored here will be lost.

My Documents and Desktop – These work the same as your computer at home and all the data is stored on the physical computer (the C drive), it is not backed up and will not be available if you were to login at another computer.

External Storage – Memory Sticks, External Hard Drive, CD's and DVD, these devices/media are a very convenient means of storing data, but they do have some problems. They can become corrupt, lost or stolen and should not be used for storage of critical or CDU corporate data.

13. INTERNET

Once logged into a CDU computer a staff member is likely to have a requirement to access the Internet. All internet activity must be attributable to an individual. Presently the system is smart enough to use your computers login to authorise your access to the internet.

Guidelines for internet usage can be found under the "Information and Communication Technologies Acceptable Use Policy" located at

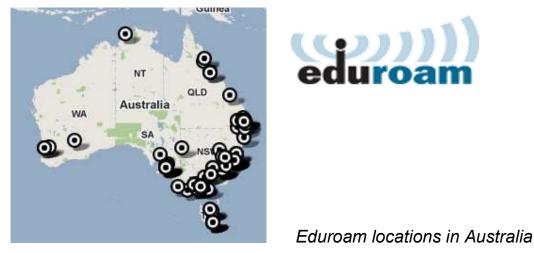https://www.cdu.edu.au/governance/doclibrary/pol-022.pdf

14. WIRELESS ACCESS (WIFI)

CDU provides 3 wireless networks for staff and students to use. The wireless networks cover most campuses. However due to the nature of wireless it is not possible to guarantee that the occasional black spot will not exist.

The available wireless networks are;

- CDU Staff - used for CDU staff access to the staff network

- CDU Students - used for student access to the student network

- Eduroam - this allows you to connect to CDU or other university wireless networks with your CDU login. It needs to be set up and tested on your computer, before you visit the other universities or institutions.

For further information visit http://www.cdu.edu.au/itms/eduroam

Eduroam locations in Australia

15.   EMAIL

Email is a vital tool for conducting CDU business. The current email client that is installed on CDU computers is Microsoft Outlook 365, and Microsoft Outlook for MAC.

To allow staff to access their email while away from CDU campuses. ITMS provides the O365 Outlook application. The O365 Outlook app can be accessed from the portal by clicking the Outlook tile or from the following address https://outlook.office365.com/cdu.edu.au

Shared mailboxes are additional mailboxes that are shared by a group of staff to manage generic email addresses. Such as itms-communication@cdu.edu.au. To access a shared mailbox a staff member needs to have been placed in the correct security group, and once in the correct group, the mailbox needs to be added to the Microsoft Outlook.

Spam Emails are the curse of the modern business world. While ITMS follows best industry practice to reduce the number of Spam emails that manage to get through to your Inbox, this is not always successful. Staff should be aware that they should never reply to emails that request their username and password, no matter how legitimate they look. ITMS will never send an email to staff requesting this information.

Further information regarding Email usage can be found in the "Email Acceptable use policy" which is available from CDU Governance webpage located here https://www.cdu.edu.au/governance/doclibrary/pol-010.pdf.

16. PRINTERS AND PRINTING

Printers are assigned to staff based on their location in the staff directory which is updated in eCentre. Once you have a location in the directory and your computer has restarted you will have the printers for that location. To see how many pages you have printed, the cost to CDU and the environmental impact go to myprint.cdu.edu.au. If you send your print to an Any-Ricoh or Any-Konica printer you can go to any Ricoh or Konica and release you printing with your ID card. For further information on printing at CDU visit the following page https://www.cdu.edu.au/itms/printers

17. CDU COMPUTER LABS

The university has many computer teaching labs and some areas of CDU have labs that have specialist software and equipment, such as drafting and Geographical Information Systems (GIS) etc. Other CDU campuses also have computer labs.

If software is needed, which is not on the computers, ITMS needs to get a copy of the software (and proof that the software is licensed), a couple of weeks before the lab is intended to be used. This allows for the software to be tested, to ensure it is working correctly and is compatible with the existing software before being installed.

ITMS looks after both IT equipment and audio-visual equipment within the computer Labs. If a problem exists with a computer or data projector this needs to be logged with ITMS via LogIT (logit.cdu.edu.au) or extension 6600.

ITMS is not responsible for the booking of computer labs, *(except for the Staff training lab (Orange 1.3.4))*. To make a booking you need to contact the Exams, Graduation and Timetabling section of Student Central.

When booking a computer lab, something that is often overlooked is that not all the people attending may have CDU computer accounts. If this is the case, ITMS will need to be approached well in advance, so that temporary computer accounts can be created.

18. IT TRAINING

CDU staff have access to LinkedIn Learning which has 1000's of engaging courses from beginner to advanced user level. These are available from the LinkedIn Learning tile on the portal. The courses are hosted by experts in their field and cover most IT subjects as well as many others such as Time Management or How to run a meeting. These courses can be viewed in their entirety or dipped into for just the information you need then and there.

19. CYBERSECURITY

In this world of growing threats from individual and state actors it is vitally important that staff are aware of cybersecurity threats. When a staff member joins CDU they are automatically enrolled in a 40-minute Cybersecurity course and will receive an email with a link to the course. This course should be completed as early as possible and is recorded as an induction item for them. The course covers topics such phishing, social engineering and is hosted by a leading Cybersecurity company.

20. HOW TO GET I.T. HELP

All good software programs have comprehensive help information included with them. If you have an issue, such as how to do something specific in an application, the help information should be consulted first. This can often be accessed by pressing the F1 key. To get further help LinkedIn Learning is an invaluable reference to consult.

To get help in respect to IT systems you need to contact the ITMS Service Desk. The contact details are included below;

- **Via Web:** logit.cdu.edu.au
- **Phone:** Extension 6600 or (08) 89466600
- **Physical Location;** IT Kiosk on Casuarina Campus (Red 8, Library)

Information to have ready

- Serial Number of the computer
- Name of Software, Name of printer

The times of operation are detailed below;

- LogIT 24/7
- By Phone: 7:30 to 18:00 (Friday 17:30) CST (Call backs are available)
- In Person: IT Kiosk, Red 8 Library; 8:00 to 16:00 (CST)

21. THE HELP PROCESS

ITMS is committed to ITIL (Information Technology Infrastructure Library), the internationally recognised best practice concepts and practices for Information Technology Services Management (ITSM), Information Technology (IT) development and IT operations. It is important to understand the help process.

- **Log a job with the Service Desk.**

  Using LogIT at logit.cdu.edu.au or by calling Extn: 6600

- You will receive a confirmation email with a job number and a link to your job in LogIT. This will allow you to monitor, update and close the job.

- The job is prioritised (based on urgency and number of people affected)

- The job is completed and closed (on the phone where possible)

If the job cannot be completed by the Tier 1 technician on the phone, it is assigned to a Tier 2 technician, who then completes the job based on its priority. The technician will contact you, complete and close the job. If the technician has made repeated attempts to contact you, without success, the job will be closed.

The most common cause of this process failing is when a CDU staff member tries to shortcut the process and go directly to an ITMS staff member. This quite often results in steps in the process getting missed and can result in the job taking longer (or in the worst cases getting lost) and having to be logged a second time.

If you have a job logged, it is important to record the job number you are given. All further dealing with this job, such as questions or requests for updates should refer to the job number. This allows for technicians to rapidly find your job and assist you.

22. USEFUL WEB LINKS

CDU Homepage
http://www.cdu.edu.au

ITMS Homepage (IT support Site)
http://www.cdu.edu.au/itms

CDU Portal
https://portal.cdu.edu.au

Outlook 365 App
https://outlook.office365.com/cdu.edu.au

LogIT (CDU IT job logging system)
http://logit.cdu.edu.au

CDU Wiki (How to guides)
https://wiki.cdu.edu.au/display/ITSH

Phones (Information of the operation and use)
www.cdu.edu.au/itms/phones

Printers and Printing
https://www.cdu.edu.au/itms/printers

If you find errors, omissions or updates for this booklet, please send them to
 itms-training@cdu.edu.au
Include "ATTN: Training Officer" in the subject line.
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