
IT Information for Menzies Staff

Office of Information Technology Management and Support

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1. INTRODUCTION

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

2. WHO ARE ITMS?

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

ITMS provide IT support to both staff and students across CDU campuses and partner organisations for academic teaching and research and general administrative functions.

ITMS can assist you with email, wireless access, internet, phone and voicemail access, training, and student computer lab access and information.

3. COMPUTER ACCOUNTS

Computer accounts are handled by the university Identity Management System (IDM). Staff are entered, by Menzies HR, into a system called MPOSTA which then populates the universities IDM system. New Menzies staff, that do not have a CDU computer account, need to contact Menzies 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 instantly, if they have started work at Menzies, or when their start date is reached, if they have not yet started. New staff should approach their management for activation details.

When activating the computer account Staff need to accept the "ICT Acceptable usage policy" which can be found on the CDU Governance webpage located here <http://www.cdu.edu.au/governance/it.html>.

Student accounts are created automatically for students according to their enrolment details. The account needs to be activated by the student before it can be used. This is done from the "My Computer Account" page <http://www.cdu.edu.au/current-students/computeraccount> access from the CDU website Home Page > Current Student > My CDU > My Computer Account.

4. STAFF

Computer Account – These are used for logging into computers, accessing the Internet on campus and Outlook Web App. Your username is in the form of the initial of your first name followed by your last name. If this combination already exists you might have a number appended. EG Frank Smith might be “fsmith” and Fiona Smith would possibly be “fsmith2”.

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

5. STUDENTS

Student Accounts – Take the form of an “S” followed by student number e.g. S123456. This needs to be activated by the student before being used. Students are restricted to quotas of 200MB (*1000MB for Post Graduates*) for data storage and 200MB for emails. Any student requiring more than 200MB needs to contact ITMS Service Desk on (08) 8946 6600 or log a job using Logit (logit.cdu.edu.au)

Students have 2 CDU email addresses as follows:

- S<Student Number>@students.cdu.edu.au,
e.g. s123456@students.cdu.edu.au
- firstName.lastName<#>@students.cdu.edu.au,
e.g. james.bond2@students.cdu.edu.au

(There may be a number after the name, if it is already in use by someone else)

- **Temp Accounts**– e.g. T501234 used for temporary access

Staff should be aware that the degree of access a student has to the CDU computer systems is determined by their enrolment status in Callista.

6. PASSWORDS

Passwords are an important security element used by CDU to protect the information stored on CDU systems. It is important to protect your password, as it can allow people access to your data and can have an adverse effect on the whole of Menzies and CDU.

The policy covering passwords can be found on the CDU Governance webpage located here <http://www.cdu.edu.au/governance/it.html>

The rules in place for passwords are detailed below.

- **Complexity** - 8 Characters (*minimum*) with a mix of upper (*minimum of 1*) and lower (*minimum of 1*) case letters and numbers (*minimum of 1*). It must NOT include your username.
- **Changing passwords** - every 90 days. This can be achieved when you log into your computer or if off site via OWA. 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. If you are off campus eCentre (CDU Homepage > Staff Tab > eCentre) can be used to facilitate the password change.
- **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.

7. HARDWARE

Computers – The Menzies computers use have been purchased outright from a contracted supplier, and selected from an approved hardware list. Computers that do not appear on this list should not be purchased.

Once a computer 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 and student computer labs are set up differently, they both have common software, but each has 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 computer is limited and ITMS provide best effort support. Mac users need to be aware that some software, which is used at Menzies and CDU, does not run easily on a Mac computer and may require a lot of effort to get it working if at all possible.

Personal computers – Personal computer are not supported by ITMS, regardless of you doing Menzies work on them. Limited assistance will be provided to connect personal computers to the wifi network. Please do not approach ITMS with other issues regarding personally owned computers, as our

lack of assistance may offend. You will need to seek help from the vendor or supplier.

8. NEW SOFTWARE

CDU has a wide range of different software that has been tested as being compatible with its systems. This is available to staff via the “Install CDU software” available on MOE computers.

Menzies staff need to be aware that if you install software and it breaks your computer then ITMS will just re-MOE your computer. Staff are responsible for any lost data on local drives etc. Staff can call the Service Desk to install the software remotely.

If licensing is required for the software, the staff member will need to provide proof that they hold a current software license. A license is normally required for each computer that the 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 license needs to be purchased this is done through the normal Menzies Procurement process.

9. WHERE CAN I STORE DATA?

Corporate M: Drive – The corporate drives are used for storage and sharing of all Menzies business data. Data stored on the corporate drives 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. Everyone should have at least the M: Drive.

H: Drive – This should be thought of as your Home drive and used as a working area for draft or unreleased Menzies data. It should not be used for the permanent storage of Menzies corporate data. It has a size restriction of 500 MB and data stored here is backed up. Once the work you have been working on is completed or finalised, it should be moved the appropriate area on the corporate drives.

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 Menzies corporate data.

10. WIRELESS ACCESS

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. It should be noted that wireless should never replace a physical connection to the network. Wireless supplements the cabled network and is mainly intended for mobile devices.

The available wireless networks are;

- CDU Staff, (used for staff access to the staff network and requires the proxy to be set)
- CDU Students, (used for student access to the student network and requires the proxy to be set)
- Eduroam (This allows you to connect to CDU or other Universities wireless networks with your CDU login. It needs to be set up and tested on your computer, before you visit the other university or institution. This wireless network does not require the proxy to be set) For further information visit <http://www.cdu.edu.au/itms/eduroam>



Eduroam locations in Australia

Proxy: When a computer is connected to the wireless network it will not be able to access the internet unless the proxy settings are set. All CDU and Menzies computers have the proxy setting added automatically, however if a personal computer is to be connected, the proxy settings need to be added to the computer for it to be able to access the Internet. In the web browser you are

using the following URL <http://proxy.cdu.edu.au/> needs to be added to the browsers network settings under proxy configuration.

11. MAILING LISTS

Mailing lists are both a formal and informal means of passing information between staff members. It is important to understand the function of each list, so that they are used appropriately.

The lists can be found from the staff homepage and clicking on the mailing list icon or at the following address <http://lists.cdu.edu.au/mailman/listinfo>

Moderation is the process of checking a message before it is forwarded to the members of the list. All messages to [All-Staff] and [CDU-Staff] are moderated. Messages to [CDU-General-Info] are only moderated if the person posting the message is not a member of the list; otherwise the message is forwarded to the members of the list without being checked first. Messages over 40Kb in size or sent to BCC: addresses are not accepted. For most mailing lists **messages that have attachments will have those attachments stripped from them.**

Staff members have the option of joining other lists at their own discretion. The memberships of some lists are moderated, due to the restricted nature or circulation of their content.

Name	Membership	Moderated	Comment
[All-Staff]	Automatic	Yes	Information all staff at CDU needs to know. Moderated by office of the VC
[CDU-Staff]	Optional	Yes	Information of a CDU Business nature
[CDU-General-Info]	Optional	Only for non-members	Information of a general or personal nature
[CDU-Students]	Optional	Only for non-members	Information of a student or general nature
Specific Lists	Optional but Moderated	Yes (or Only members can post)	Membership is moderated and restricted. Used for specific areas of interest

When joining a list the staff member is asked “*Would you like to receive list mail batched in a daily digest?*” If yes is selected, a single email is sent daily containing all messages for that day, as opposed to receiving each email as they are posted.

Any changes you wish to make to your membership, such as unsubscribing or changing to a daily digest, can be done from the configuration page (*where you initially joined the list*) and does not require the assistance of ITMS.

Staff should be aware that if they “Reply All” to a mailing list email, the reply will go to all the members of that list as well as the original sender of the email. This has the potential to be a bit embarrassing to the sender and annoying to the unintended recipients.

12. CHANGES TO YOUR LEVEL OF COMPUTER ACCESS

Any changes to your level of access on the CDU/Menzies network, need to be authorised by your supervisor or manager. These changes of access can include, but are not limited to, shared mailboxes and restricted network drives or folders. Your business area needs to decide what access you need and what access you do not. It should be remembered that ITMS does not decide your level of access, we just facilitate it.

All changes to levels of access need to be approved by an authorised staff member at Menzies before it will be actioned by ITMS.

13. INTERNET

Once logged into a Menzies computer a staff member may have a requirement to access the Internet. When first connecting to an external website, the staff member will be prompted to enter their username and password. The username and password is the same as you use to access your computer. If you have previously been on the Internet, but have not used it for a period of time, you will be asked to re-verify your username and password.

The connection to the Internet at Menzies is via the CDU network and is provided through Australia's Academic and Research Network (AARNet), operated by AARNet Pty Ltd (APL). APL is a not-for-profit company limited by shares. The shareholders are 38 Australian Universities and the CSIRO.

AARNet provides high-capacity leading-edge Internet services for the tertiary education and research sector communities and their research partners. AARNet serves over one million end users who access the network through local area networks at member institutions.

There are some restrictions on what you can do on the Internet. These include;

- Using the Internet excessively (*unless part of your job*)
- Downloading inappropriate material.
- Downloading material that breaches copyright.

Further information regarding Internet usage can be found in the “ICT Acceptable usage policy” which is available from CDU Governance webpage located here <http://www.cdu.edu.au/governance/it.html>.

14. EMAIL

Email is a vital tool for conducting Menzies business. The current email client that is installed on Menzies computers is Microsoft Outlook 2010, and Microsoft Outlook 2011 for MAC.

To allow staff to access their email while away from Menzies/CDU campuses. ITMS provides the Webmail interface called Outlook Web App (OWA). While not having quite all the functionality of using Microsoft Outlook, Webmail provides a close alternative on any computer that has a web browser such as Microsoft Internet Explorer, Safari or Firefox.

The Webmail interface can be accessed from the staff home page by clicking the icon or from the following address <https://cdu-mail.cdu.edu.au/>

Staff should be aware that a 1000 MB limit exists on their mailbox and they should regularly delete or archive emails from their inbox. To check the size of the mailbox, right click on mailbox-[your_name], select properties, then click on the “Folder Size” button.

Shared Mailboxes are additional mailboxes that are shared by a group of staff to manage generic email addresses. Such as datamanagement@menzies.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 <http://www.cdu.edu.au/governance/it.html>.

15. WHAT IS LEARNLINE?



Learnline is CDU's suite of supported pedagogic practices and associated technologies, including:

- Blackboard Learning Management System (LMS)
- Blackboard Collaborate Live Classroom and Voice tools
- Blackboard SafeAssign plagiarism text checking tool

Learnline is used by academic staff and students.

The responsibilities with regard to Learnline are;

- **ITMS** is responsible for user accounts only (If you able to login but still have a problem you need to contact Learnline support)
- **Office of Learning and Teaching (OLT)** is responsible for Learnline content and staff training on Learnline, this covers all other problems apart from logging in.

If you require help with Learnline, you can get help from the following;

- **Students** 24 hour Learnline Support
Tel: 1800 55 9347
Email: learnlinesupport@cdu.edu.au
- **Staff** OLT 8am - 5pm
Tel: (08) 8946 6198
Email: learnlinestaff@cdu.edu.au
Learnline Resource Hub Wiki:

<https://wiki.cdu.edu.au/display/learnline/Learnline+News>

16. CDU COMPUTER LABS

The university has a large number of computer labs. The majority are located on the top floor of Orange 1 at Casuarina Campus. These are called the General Purpose Labs (GPL) and as the name suggest these are for general use. 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.

The computer labs have a wide range of software installed on the computers in them. *(Please note the software collection is not the same as is found on Staff computers.)* If a staff member books a computer lab, it is essential that it is

checked, as early as possible, to ensure any software required is installed on the computers and working as required.

If the software needed 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 to be used for that purpose. This allows for the software to be tested to ensure it is working correctly and to ensure it 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, (*with the exception of the Staff training lab (Orange 1.3.4)*). To make a booking to use one of these labs, 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 Menzies/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.

17. 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 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 1, Level 1)

Information to have ready

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

The times of operation are detailed below;

- By Phone: 7:30 to 18:00 (Friday 17:30) CST
- In Person: IT Kiosk, Red 1 Level 1 (next to ATM); 8:00 to 16:00 CST

18. 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 Menzies/CDU staff member tries to shortcut the process and goes directly to an ITMS staff member. This quite often results in steps in the process getting missed and can actually 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.

19. USEFUL WEB LINKS

Menzies Homepage

<http://www.menzies.edu.au>

CDU Homepage

<http://www.cdu.edu.au>

ITMS Homepage (IT support Site)

<http://www.cdu.edu.au/itms>

Outlook Web App (web based email client)

<http://cdu-mail.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>

eVault (Information on emailing achieving solution)

<http://www.cdu.edu.au/itms/evault>

MOE Home (Information on the MOE and how it works)

<http://www.cdu.edu.au/itms/moe>

Phones (Information of the operation and use)

www.cdu.edu.au/itms/phones

20. NOTES:

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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