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## ITS Online Services

To find ITS on the web and access information about our services follow the links below:

Home Page: [www.its.uq.edu.au](http://www.its.uq.edu.au)  
UQNet: [www.uq.edu.au/uqnet/](http://www.uq.edu.au/uqnet/)  
UQConnect: <http://uqconnect.net/>

Or you can Email us:

[help@its.uq.edu.au](mailto:help@its.uq.edu.au)

ITS Bulletin is a publication from Information Technology Services at the University of Queensland. The Bulletin is produced by the staff of Presentation Services.

## Fast Phone Numbers

Help Desk	56000
(use this number for any enquiries)	
AV Help	59111
Photography/Video	52242
Videoconferencing	52914
Computer Repairs (ERU)	53938
Train IT	53610
Software Licensing	53696
ITS Ipswich Campus	11230
ITS Gatton Campus	50316

## Worldwide Exposure!



*ITS Photographer Chris Stacey's fabulous photos of UQ's Hyshot rocket launch hit the newsstands and websites around the world within hours of lift-off.*

Digital images of the successful launch of the Terrier Orion rocket carrying the Hyshot experiment were flashed around the world within minutes of the launch thanks to fast work and careful preparation by photographer Chris Stacey who covered the launch for UQ's Office of Marketing and Communications (OMC).

Using the new Canon D60 digital camera, which is now part of the Photography section's equipment, Chris fired off a burst of shots at the moment of ignition to capture a series of images as the rocket accelerated to a speed of more than 2.5 kilometres per second. Chris spent four days before the launch photographing the preparations by Dr Allan Paull from the UQ Centre for Hypersonics and planning how to capture the launch itself.

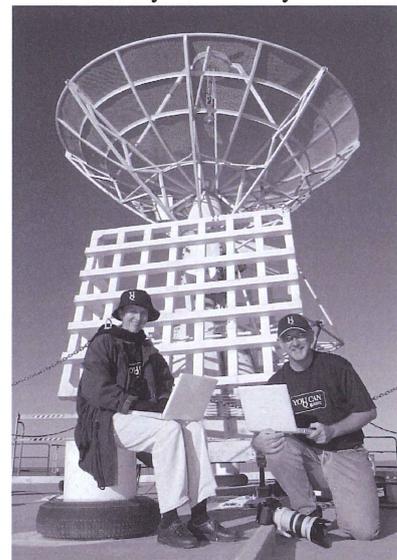
Positioned nearly a kilometre away from the pad, Chris used a 560mm lens on a quick release tripod to capture the first moments of the launch before going hand-held to track the rapidly accelerating rocket as it leapt into the blue skies over the South Australian Desert.

With the images captured, Chris raced for his iBook which was already connected via UQ Connect to the download site at OMC. The images were sized and cropped before transmission and then placed directly on the web for the national and international media (and eager space scientists) to access.

The photos were picked up around the world and within hours were on news websites like the BBC, CNN and NBC as well as daily newspapers around Australia and across the world. The Hyshot Gallery page of OMC's on-line news website took 12,000 hits in the first day.

### More Information

You can download pictures of the launch by following the links from the UQ homepage to Online News and then to the Hyshot Gallery.



*UQ Communications Journalist Jan King and ITS Photographer Chris Stacey prepare to send words and pictures to the world from the remote Woomera Launch Site.*

# Central Mail Server Update

As reported in the last issue of the Bulletin, the ITSPP decided that email servers be consolidated to a central service. Simon Collyer reports on progress.

The UQ mail project was initiated by The University of Queensland Information Technology Policy and Planning Committee (ITSPP) to provide an official communication medium for electronic mail. It was intended to reduce the 87 email systems across the university into as few as possible by providing a central mail system and migrating as many systems as possible to it.

The project objectives included the need to ensure that all staff have known and official accounts, and that there be a tool to allow University management to communicate with staff appropriate to their role. Management often need to e-mail only staff in a particular category of employment.

The project plan has been written, and back-end preparation and feasibility tests has commenced. ITS is currently upgrading the central mail system and has commenced preparations to migrate ITS mail servers over to the UQ Mail system. ITS will be the first organisational unit to be migrated to the central system removing the Exchange system that is currently being used by some staff.

If the ITS internal migration is successful, ITS will commence the first external migration trial in around the last quarter of the 2002.

The new email system, although located centrally, is intended to provide distributed control, allowing organisational units to administer their

part of the system using a 'delegated administration tool'. Functionality is intended to be as comprehensive as possible and is expected to include:

- ♦ 200MB storage/user free of charge
- ♦ A choice of three e-mail clients including Outlook
- ♦ Organisational unit level addresses as aliases to uq addresses e.g joebloggs@uq.edu.au or joebloggs@physics.uq.edu.au both of which will reach joebloggs
- ♦ Virus scanning
- ♦ Spam mail filtering
- ♦ Away messages
- ♦ Mail forwarding
- ♦ E-mail lists
- ♦ Local administration
- ♦ Accounts for non staff

Implementation consultation has been extensive and includes:

- ♦ A dedicated project web site including the complete issues register, project plan, project status updates etc
- ♦ A mail-server administrator survey which included a draft feature list collected issues and configuration information.
- ♦ Regular e-mail updates
- ♦ Many one on one meetings, phone discussions and e-mails
- ♦ ITLO meeting update
- ♦ A number of open information exchange meetings are planned

**More Information:** See the mail project update website at: <http://www.its.uq.edu.au/cmp.html>

## What is the ITS Project Office?

The ITS project office was created to manage large cross team projects and to promote project management principles throughout the organisation.

The UQ Mail project has been a major focus for the past few months but additionally we have been working on UQ calendar, a staff portal feasibility and a number of internal projects that will improve our service.

### UQ Calendar

A web interfaced UQ Calendar is now available for general and free of charge use. This calendar has undergone extensive testing and has been operating throughout ITS and within several other units around campus. The calendar includes busy search, proxy access, resource calendars, UQ directory lookup for invites, and just recently, SSL encryption. Try it out at: <http://calendar.uq.edu.au/> (click on Calendar Usage for help)

### Staff Portal

OMC and ITS are evaluating the potential demand for a staff portal much like the my.UQ student portal. OMC has evaluated staff portals in other organisations and is in the process of surveying UQ staff to gauge support and collect ideas on possible contents. The portal could include features such as mail, calendar and contacts clients as well as access to corporate applications for both internal and remote access.

# Train IT

## Professional Development Course Schedule September 2002

### St. Lucia:

Introduction to SAS* (15 hrs)	Aug 27, Sept 3,10,17,24
Introduction to PowerPoint (3 hrs)	September 6
Introduction to ACCESS* (12 hrs)	Sept 13,20,27, Oct 4
Introduction to EXCEL* (9 hrs)	Sept 19,26, Oct 3
WORD - Stage II* (9 hrs)	Sept 20,27, Oct 4
ACCESS - Stage II* (6 hrs)	September 25, Oct 2
Intro to Building Web Pages (3 hrs)	September 25

### Ipswich:

Introduction to WORD (9 hrs)	Sept 2,9,16
Introduction to ACCESS (12 hrs)	Sept 2,9,16,23
WORD - Stage II (9 hrs)	Sept 23,30,Oct 7
ACCESS - Stage II (6 hrs)	Sept 30,Oct 7

### Gatton:

WORD - Stage II (9 hrs)	Sept 4,11,18
ACCESS - Stage II (6 hrs)	September 11,18

### Herston:

ACCESS - Stage II (6 hrs)	September 12,19
EXCEL - Stage II (6 hrs)	Sept 26, October 3

### PA Hospital:

Intro to EXCEL (9 hrs)	Sept 10,17,24
ACCESS - Stage II (6 hrs)	October 1,8
EXCEL - Stage II (6 hrs)	October 15,22

More info on the web: [www.trainit.uq.edu.au](http://www.trainit.uq.edu.au)

A substantial Service Level Agreement (or SLA) for IT support between Central Admin. and ITS has been renewed for a second three year term under an agreement signed by Secretary and Registrar Douglas Porter. The SLA specifies what Central Admin. staff can expect from the support services and spells out what ITS must provide, right down to the response times for any problems that arise.

The SLA is a very powerful tool for clients when requesting IT support services. It is essentially a contract, running for a fixed, but renewable term, which defines what hardware and software the customer wants to be supported and what the support provider (ITS) must provide. It is also possible to specify coverage periods (for example University Business Hours only or extended coverage).

The Central Admin. SLA covers installation, configuration, upgrade, and maintenance of servers, operating systems, databases, applications (corporate and desktop), UQAPS, networks; security; web admin.; backups; environment management; as well as desktop and printer support.



*University Secretary and Registrar Douglas Porter (left) with ITS Director Nick Tate sign the Service Level Agreement for Central Admin support.*

According to Jeremy Crowley, Manager, Management Information Section, a very important feature is that costs are fixed and known in advance. He also points out that both parties should treat the SLA document as a basis for working together. While it's vital to have expectations defined, the agreement

should underline a partnership. Jeremy notes that the SLA has enabled reallocation of some system managers' tasks - allowing them to focus on business processes rather than ad hoc support and resolution of low-level hardware and software problems.

#### **More Information**

For more information or a quote on any ITS support services call Ben Barton on 57030

## Upgrade to A / V Help Service

*Help for teaching staff who experience problems with A/V systems during lectures is now available instantly thanks to an innovation by ITS A/V Services.*

If a Lecturer phones the A/V help line from a centrally controlled lecture theatre which is AMX controlled, A/V staff can immediately connect remotely to the touch screen system that controls the theatre and diagnose the problem. Even as the lecturer explains the situation, the A/V staff can take control of the system and adjust the theatre lighting, sound system controls and input selection. Many difficulties can be corrected in this way, which means that the lecture can continue straight away.

Previously, when a lecturer had difficulties, there was a five minute to ten minute delay as a staff member physically made their way across campus to the room.

"Even five minutes is a substantial chunk out of a 50 minute lecture" says Manager, A/V Services Kevin Dalton.

"We were looking for ways to make our help service not only quicker, but also less obtrusive."

Sometimes, lecturers who are less familiar with the touch screen system can be embarrassed when an A/V tech arrives and simply presses the correct button to have everything spring into life. With the new remote control system, the class may not even be aware that there is a problem. The lecturer simply calls up on the wall phone available in each theatre and

an unseen technician will take control and set up the correct lighting, sound and projection conditions for the lecturer with no fuss and no potential for embarrassment.

Of course, sometimes, there may be a physical problem with the system itself and the remote system can be of great value in quickly pinpointing potential fault conditions. For example, in many theatres, the AMX system can communicate with the video projector to check if there is a blown lamp or blocked air filter, which will alert the technical staff to bring a spare when they respond to the problem.

The new system has even allowed A/V services to extend after hours support to the Gatton Campus. A/V Staff at St. Lucia can remotely operate lecture theatres at the Gatton Campus in exactly the same way, so after hours lectures in Gatton now receive an enhanced level of help service even though no technician is physically on site past 4pm.

This service is available in almost all centrally controlled lecture theatres on St Lucia and Gatton Campus that are controlled by AMX systems.

#### **More Information**

For more details, call Kevin on 54024 or contact the A/V help line on 59111.

## New AusCERT Crime Survey

The 2002 Australian Computer Crime and Security Survey, which AusCERT, NSW Police and Deloitte Touche Tohmatsu published in May, received wide spread media publicity and several public and private sector organisations have been given permission to quote from the survey for use in their own publications. The survey is an independent, reliable and useful source of data on computer security activity and trends and the only survey of its kind in Australia. From AusCERT's perspective, one of the main objectives of producing the survey was to use it as a tool to help raise awareness of computer security issues amongst organisations and map changing trends in computer security related activity over time.

#### **More Information**

A copy of the survey can be obtained from the AusCERT website at <http://www.auscert.org.au/>.

## Make your desk phone Wireless!

*University extensions can now be converted to roaming wireless phones using the Personal Handphone System (PHS) available from ITS Voice Networks.*

When installed within a department or building, the PHS system allows users with the wireless handsets to roam through the department while still allowing the full functionality of services on their standard University extension number.

The new technology has already been trialled with great success in the Vet School where clinicians have been enthusiastic about the freedom afforded by the new phones.

Unlike a simple analogue cordless phone, all the standard features of your digital desk phone are available on the wireless phones including voicemail (with an indicator to tell you when you have a message), full call accounting and PIN number access. The phones can access two



separate lines and provide up to 14 hours talktime and 600 hours stand-by before recharging.

Because the wireless phone actually uses your University line, you don't pay for "air time" like cellular mobile phones, allowing you to stay mobile but cut your phone costs significantly while you are in the building.

Digital encryption technology deters eavesdropping and hacking so your calls are secure and confidential while the use of an Australian Communications Authority dedicated wireless frequency eliminates interference with other devices.

The wireless handset comes with a convenient desktop recharging stand and an ultra-light headset is also available as an accessory.

### More Information

To find out more, simply call Tony Canu from ITS Voice Networks on 52197

## StarOffice 6.0 available FREE through ITS

StarOffice 6.0 is an office productivity suite that is Sun Microsystem's answer to Microsoft's Office package. Sun claims that its release is consistent with their push for open standards and true interoperability.

StarOffice 6.0 runs across Windows, Linux, and Solaris, and has robust import and export filters to improve the transition from Microsoft Office documents. Features such as TrueType fonts and PowerPoint filters enable the suite to work transparently with a variety of file formats.

Previous versions of this product are already in use in some student labs

across the campus with very encouraging results. Many students have used this product without realizing. StarOffice's interoperability with other office suites, particularly Microsoft Office, is sophisticated and transparent. Students do their work in the labs and are able to save it to a floppy disk and take it home and open it with whatever office applications they use with little or no obvious difference. This is definitely one of StarOffice 6.0's strong points.

Normally \$190 plus GST to purchase commercially, ITS has just signed an agreement to allow

distribution to all University of Queensland Faculties and Schools for use on University owned and operated machines at no cost. An expected second agreement will allow us to distribute StarOffice 6.0 to staff and students for home use for a small charge to cover the CD production.

### More Information

ITS Licensing & Maintenance will be responsible for the StarOffice 6.0 distribution agreements with Sun Microsystems. For any inquiries into the roll out of this product throughout the University please call 3365 4075 or email [maint.contracts@its.uq.edu.au](mailto:maint.contracts@its.uq.edu.au)

## ITS BULLETIN

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Issues of the ITS Bulletin and further information about ITS can be found on the main ITS website at:

[www.its.uq.edu.au](http://www.its.uq.edu.au)