

# ITS BULLETIN



THE UNIVERSITY  
OF QUEENSLAND

Information Technology Services

May 2002

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## Pizza



## It's about slicing up the pie!

*Imagine you're at your favourite pizza place with a bunch of your friends. You've just finished your meal and the bill arrives. How do you go about working out who ate what? Who is responsible for what portion of the bill?*

### New Look Bulletin

After a considerable absence, the ITS Bulletin is back! This time we've surveyed a sample of our readership to see what was needed in a regular update bulletin.

Did we get it right?

Email us at

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

and let us know.

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

For some years now, the University of Queensland has experienced the same dilemma while trying to divide up the charges for its internet traffic usage.

"Our situation is different from most internet providers like Optus who monitor their clients' internet usage to ensure that their charges exceed what they (Optus) are billed for access." Chris Burke of ITS Software Infrastructure explains.

"We get one big bill for the whole University and then have to figure out how to share it around fairly."

To this end Chris and his team at ITS have spent the last 12 months developing a system to monitor and measure the internet traffic usage of individual Faculties.

This system, named PIZZA after the above scenario, will allow the automatic creation of monthly (or quarterly) internet traffic statistics for all Faculties within the University and also allow flexibility for users to create their own reports for internal use.

The first phase of this system is now undergoing user testing and will allow a limited number of users to retrieve information about chargeable internet traffic coming into their Faculties for each month from January 2002. The system is oriented around the groups that ITS bills, (e.g. Faculties etc.) -

with subdivisions for each section within those groups (i.e. networks). All Faculties and organizational units are currently represented in the PIZZA system.

Chargeable internet traffic includes traffic from the AARNet mirror site ([mirror.aarnet.edu.au](http://mirror.aarnet.edu.au)) and AARNet members such as Australian universities and CSIRO which is charged at a very reduced rate, Australian national traffic which is charged at the next rate up and finally international traffic which is charged at the full rate.

Traffic which is internal to UQ is not considered chargeable.

The traffic information will be sourced from gateway routers, HTTP proxy logs, dial-in quota logs, mirror logs and various other chargeable traffic sinks and sources.

Depending on feedback from phase one the next two phases of the development should be completed within three months. Phase two will see the addition of proxy log information into the aggregate traffic information and phase three will enable users to create their own rules for internal reports. The project should be completed with the inclusion of triggers for specific events (e.g. usage spikes) and automated production of bills in about 18 months.

# Train IT Offers Cisco Networking Courses

## Who or What is Train IT

You may have noticed promotional posters about the St. Lucia and Gatton Campuses for Train IT. "Train IT" is essentially "ITS Training Services".

Last year, ITS Training services expanded with the inclusion of two more trainers so that ITS can offer a broader range of courses. While Professional Development Courses and training work will continue, there is now a range of new training. Some of these courses are simply information sessions or basic workshops such as the *iPlanet Calendar* sessions and the *UQaps* workshops. The most significant new course is the Cisco Certified Network Associate (CCNA).

## Who or What is Cisco?

Cisco Systems is in the top 10 of the largest companies in the world, though they are not as well known as some other large corporations. In the past year Cisco sold 97% of the world's backbone internet equipment.

As with many of the large IT corporations, Cisco offers industry training and certification. The Cisco (CCNA) qualification is a world wide recognised entry level certification in the area of Network Engineering. Whilst there are no job guarantees, having this certification has the potential to offer leverage when applying for a new position or a promotion.

## Cisco Certified Network Associate

The CCNA can be done in 3 ways:

1. Read the book, sit the exam (very low cost — approx. \$300, but no hands on and one needs to be highly motivated).
2. Spend 5 days (40 hours) with a commercial trainer, sit the exam (higher cost — approx. \$3,700, aimed at people working in the IT industry looking for CCNA certification).
3. Do the 160 hour curriculum of the Cisco Networking Academy Program (CNAP) through Train IT and sit the exam (medium cost — approx. \$2200, students need no prior knowledge. The course is hands on and thorough).

## Cisco Networking Academy

The Cisco Network Academy Program is more than just doing the CCNA. This course assumes that students start with limited knowledge of Internetworking and aims for students to come out with the skills and knowledge which will enable them to work in the area of Network Engineering. Cisco believes employers will discern between the CCNA students who have read the book and sat the exam and those who have done the CNAP course.

## More Information

For further information on courses and costs, see the Train IT website: <http://www.trainit.uq.edu.au>

## New Email Policy Released by ITSP

The Information Technology and Services Policy and Planning (ITSP) Committee, formed in 1998 and reporting to the Vice Chancellor, sets University wide policy for matters relating to the central computing infrastructure of the University.

The ITSP has developed two new policies relating to the use of email and directory systems which were passed by the Senate in February. They are: Policy 6.10.2 *Use Of Directory and Email Messaging System* and Policy 6.10.5 *Email For Staff and Students*.

The policies themselves can be found in the "Handbook of University Policies and Procedures" (HUPP) which is on the web at: [www.uq.edu.au/hupp](http://www.uq.edu.au/hupp)

To find the IT policies, follow the link to "Policy Index" and then choose "Information Technology" from the list. More information about the ITSP, including the composition of the committee can be found at the ITSP webpage: [www.uq.edu.au/itspp/](http://www.uq.edu.au/itspp/)

# Train IT

## Professional Development Course Schedule May and June 2002

### St. Lucia:

Introduction to SPSS	(15 hrs)	April 19, 26, May 3, 10, 17
ACCESS - Stage II	(6 hrs)	May 9, 16
Introduction to NUDIST	(12 hrs)	May 10, 17, 24, 31
Introduction to PowerPoint	(3 hrs)	May 14
	(3 hrs)	May 27
Introduction to ACCESS	(12 hrs)	May 21, 28, June 4, 11
Building Web Pages	(3 hrs)	May 23
	(3 hrs)	May 30
Introduction to EXCEL	(12 hrs)	May 27, 31, June 3
Introduction to Computing & Windows Environment	(9 hrs)	June 3, 6, 7
SPSS - Stage II	(6 hrs)	June 7, 14
WORD - Stage II	(9 hrs)	June 12, 13, 14
Introduction to UNIX	(12 hrs)	June 17, 19, 20, 21
Introduction to SAS	(15 hrs)	June 17, 18, 19, 21
SAS - Stage II	(6 hrs)	June 24, 26
Introduction to SPSS	(15 hrs)	June 24, 25, 26, 28
ACCESS - Stage II	(6 hrs)	June 27, 28

### Ipswich:

Introduction to EXCEL	(9 hrs)	May 1, 8, 15
Introduction to ACCESS	(12 hrs)	May 1, 8, 15, 22
Introduction to PowerPoint	(3 hrs)	May 22
ACCESS - Stage II	(6 hrs)	May 29, June 5
EXCEL - Stage II	(6 hrs)	May 29, June 5

### Gatton:

ACCESS - Stage II	(6 hrs)	May 13, 20
EXCEL - Stage II	(6 hrs)	May 13, 20

### Herston:

ACCESS - Stage II	(6 hrs)	April 30, May
EXCEL - Stage II	(6 hrs)	May 14, 21

### PA Hospital:

Introduction to ACCESS	(12 hrs)	May 2, 9, 16, 23
Introduction to EXCEL	(9 hrs)	May 30 June 6, 13
ACCESS - Stage II	(6 hrs)	June 20, 27

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

## Central Video Replay Service now extended to Ipswich Campus

*ITS technical staff have linked the St. Lucia replay centre to the main computer network to make improved facilities available to Ipswich staff and students*

The Central Video Replay System (CVRS) located on St. Lucia campus allows videos of all formats to be played across a fibre optic network to major teaching rooms and lecture theatres. Although there is no video player in the room, the system allows the lecturer to have full control of the tape with pause, rewind, and fast forward controls all available on the panel.

A particular benefit is that videos held by the library can be replayed without physically leaving the library building (where the CVRS is located). This reduces tape damage and loss and means that the tapes are out of circulation for only a short time while they are being played to a class. Another major benefit is that DVDs and tapes of all kinds, including overseas standards, can be played without each teaching space requiring multiple players.

Now, thanks to some clever application of technology by ITS

A/V Services staff, the replay service has been extended to the Ipswich Campus.

Manager, A/V Services, Kevin Dalton explains how it works: "Video and audio signals from a tape playing in the St. Lucia Replay Centre are digitised and sent over the computer network to a special converter at Ipswich. Here, the signals are converted back to video and audio to be connected to the theatre's video projector and sound system. The receiver also connects to the theatre's touch screen control panel to allow the lecturer to have full control of the remote deck's transport controls."

Now, Library tapes required for replay in Ipswich never need to leave the Duhig Building at St. Lucia but can be replayed and controlled as if they were physically at Ipswich. This means tapes can be quickly back in circulation instead of spending days in transit between campuses.

## Adobe Software soon to be available through ITS licensing agreement

*The ITS Licensing & Maintenance unit is always working on ways to save you time and money on software licensing.*

### New Adobe Agreement

Currently, a new Corporate Licensing Program (CLP) agreement is being negotiated with Adobe. This agreement will entitle ITS to receive a current copy of each title when released as well as licence activation codes. Immediately upon receipt of a RIDS, ITS Licensing & Maintenance will be able to lend copies of the software with codes for installation.

The cost to purchase Adobe products will also be significantly reduced. Copies of the installation media will be cheaper but will have to be purchased from the vendor.

A message will be sent via the ITLO mailing list to notify Faculties and Schools when this new agreement comes into effect in the next few months.

### Current Site Licences

Current software site licences available include:

- ♦ Statistics packages (SAS, SPSS and Statistica)
- ♦ Sophos AntiVirus; Eudora Pro
- ♦ Microsoft CAUDIT
- ♦ ESRI (Geographical Mapping)
- ♦ REMBO (Remote Boot)

- ♦ Oracle 8i Enterprise Edition
- ♦ Solaris; Apple Mac OS-X
- ♦ QSR Nudist.

Other software products are available under volume licensing agreements and include: Adobe, Symantec, McAfee, Macromedia, WinZip, Filemaker Pro, Microsoft Select, and Apple.

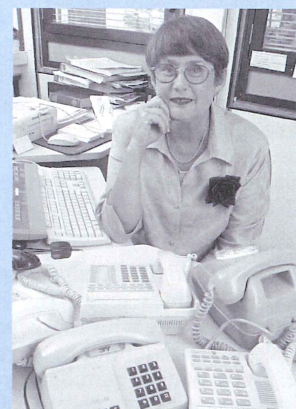
Specialized software may be ordered by contacting the unit with details of the products required. All products can be purchased by sending a RIDS made out to ITS Licensing & Maintenance.

### More Information

Graeme McCowie and Gai McNeill are available from 9am to 5pm, Monday to Friday to answer all software licensing and purchasing inquiries. They can be contacted on x53696 or by sending email to [licensing@its.uq.edu.au](mailto:licensing@its.uq.edu.au)

You can talk to Graeme and Gai for information on how to take advantage of any of the above agreements and services.

## Staff Spotlight



### I'ola Hughes

After 35 years working on the University switchboard, I'ola has retired from her position as *Manager, Voice Operations and User Administration*. In her long career, I'ola has seen many changes in the University and telephone technology.

She rates the biggest change as the ability to tailor telephone services exactly to the needs of each user. Lyndel Nichol will be taking on the responsibilities of I'ola's position and the phone number is still 52000.



### Narelle Stone

Narelle has joined ITS as *Manager, Server and Security Systems*. The section is responsible for provision of host system management services as well as UQ's IT security coordinator services.

Narelle comes to UQ from the Queensland Government Department of Innovation and Information Economy where she was Project Manager for technology-related call centre projects.

She acquired her system administration and UNIX skills at Griffith University where she worked after completing her degree here at UQ. Narelle plans to work towards process consolidation within ITS' Server and Security Systems to improve customer service. Narelle can be reached on x 69333 or via email at [n.stone@its.uq.edu.au](mailto:n.stone@its.uq.edu.au).

## Preferred Supplier Agreement Panel means better buying for all

*ITS has leveraged better prices on computer and Audiovisual hardware for all departments, staff, students and alumni.*

ITS has negotiated the UQ Preferred Supplier Agreement (PSA) which can provide lower prices for UQ departments, staff, students and alumni, and simpler ordering processes for UQ departments.

### Cheaper Prices

The first benefit is of course cheaper prices! All prices under the PSA negotiated by ITS with the vendors are below the recommended retail price. Even better, purchasers can take advantage of any special offers made by a vendor. But discount prices on equipment is only the start of the advantages.

### Easier Buying

Buying under the PSA arrangements also simplifies the purchasing process. You no longer need to obtain multiple quotes on IT or A/V equipment purchases to satisfy the requirements of the State Purchasing Policy. Simply decide what configuration of system

and brand you wish to purchase, then contact that vendor (or their reseller if applicable) for their PSA pricing. (Note that special provisions apply for purchases exceeding \$100,000.)

### On Site Warranty

When you buy under the PSA agreement, the ITS Electronic Repair Unit can perform warranty repair services, upgrades and after warranty repair services, saving you time and eliminating the inconvenience of sending equipment off-campus for repair.

### Available to Everyone

One of the best advantages is that all the products offered by the PSAP to the University are also available to UQ staff, students and alumni for personal purchase. The prices offered for these purchases are exactly the same as those available to UQ Corporate. All you need to do is contact the suppliers on the Panel,

mention you want the special UQ prices and provide the vendor with an ID number (either your staff or student number) to prove your connection with UQ. You will need to make your own arrangements for payment so check with the vendor/reseller what types of payment they accept (i.e. cash, cheque, credit or debit card).

### Departmental Purchases

All ordering, payments and registration of assets for the PSA will be made by ITS for all UQ Corporate ordering. Here's what you need to do.

First, decide what configuration of system and brand you wish to purchase, then contact the appropriate vendor (see the ITS Website for contact details) for their PSAP pricing.

Next email [itsvstore@its.uq.edu.au](mailto:itsvstore@its.uq.edu.au) with the following information:

- a) the configuration of equipment required
- b) the vendor/reseller details of the supplier from whom you wish to purchase
- c) asset numbers for the items being ordered
- d) the account number against which to place the order
- e) RIDS number for the amount (the RIDS form can follow via internal mail)

That's all there is to it! ITS will order the items requested and inform you of expected date of delivery.

### More Information

To find out more, go to the ITS website at [www.its.uq.edu.au](http://www.its.uq.edu.au) and click "Preferred Supplier Agreement Panel" on the right hand menu.

## What's available through the PSAP

### IT Hardware

Acer	Desktops and laptops
Apple	Desktops, laptops and all Apple products
Compaq	Desktops, laptops and PDAs
Dell	Desktops and laptops
Hewlett-Packard	Desktops, laptops, PDAs, printers, scanners
Ipx	Desktops
Lexmark	Printers and scanners
Ricoh	Printers and scanners
Toshiba	Laptops

### Audiovisual

A/V Equipment and Systems (not consumables)	Advanced Video Integration (AVI) Video & Audio (V&A) Video Pro
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## 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)**