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ITS BULLETIN

ITS IS AN ISO9002 CERTIFIED ORGANISATION

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THE UNIVERSITY OF QUEENSLAND

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Information Technology Services

International event a first for ITS division

The ITS AusCERT division hosted a prestigious conference of international computer security teams from June 13-18.

The Forum of Incident Response and Security Teams (FIRST) conference brought together delegates from government, commercial and academic organisations to discuss computer security incident handling and response.

AusCERT operational manager Eric Halil said it was the first time the conference had been held in the Asia Pacific region.

"We consider ourselves quite lucky to be chosen to hold it here," he said.

"It also supplies a great opportunity for new incident response teams coming on line in Asia."

Eric said one of the key benefits to all delegates was the building of relationships through networking.

"One of the most important elements in computer security is the element of trust in dealing with people," he said.

"Even though you can develop trust over email and the phone, it's better to meet people face to face to build it."

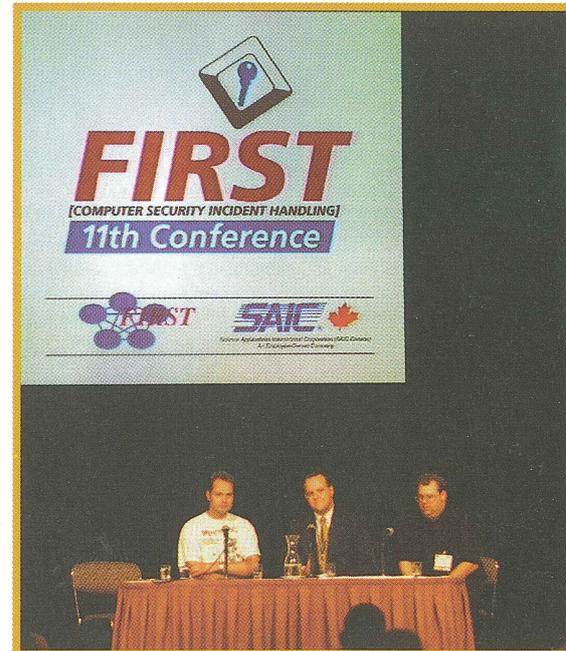
Eric said more than 150 delegates from throughout USA, Europe and Asia attended the conference.

The five-day conference offered primary and advanced tutorials in a wide range of related fields – including creating an incident response team, computer virus operation and new directions, and coordinating incident and vulnerability handling.

New computer security tools and vulnerability in software were also discussed.

Eric said while AusCERT offered a unique service in Australia, most developed countries now had incident response teams to respond to computer crime.

"As each country develops a greater Internet presence, generally someone will



Prestigious gathering ... forum speakers lead the delegates.

see a need for an incident response team," he said.

Worldwide, FIRST aims to foster cooperation and coordination in incident prevention, to prompt rapid reaction to incidents and to promote information-sharing among members and the global community at large.

AusCERT is a FIRST member and last year was awarded the 1998 Technology Leadership Award by the prestigious SANS Institute for its swift response to an international computer security incident.

Since beginning in 1992, AusCERT has become a world leader in minimising computer security attacks, reducing security costs and limiting damage from attacks.

The FIRST conference was held at the Brisbane Hilton International.

For more information on AusCERT, email auscert@auscert.org.au or look up their Web site at www.auscert.org.au

Putting clients first is Mervyn's recipe for management success

Putting clients first is the mantra for recently appointed ITS Facilities Management manager Merv Schultz.

Formerly IT manager at GOPRINT – the Queensland Government printer – Merv said he brought to his new position a strong customer focus.

"The way we work has to change to service our clients better," he said.

Merv said Facilities Management offered UQ staff three main types of services – agreements to manage all of a client's IT needs and services; weekly contracts to manage a client's needs for a set number of hours each week; and uncontracted work at hourly rates.

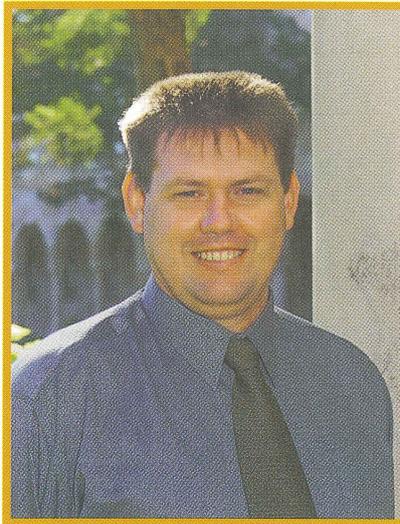
He said UQ departments sought assistance from Facilities Management for a broad range of reasons.

"Often, if people can't warrant full-time IT administration or maintain the skills they need, they can approach Facilities Management for the skills they need to complete the work for them," he said.

Under a present facilities management agreement, ITS has provided full IT services and equipment for the new Ipswich campus.

But Merv said Facilities Management staff could also assist customers with smaller needs – like managing servers, desktops or UNIX systems.

Merv said his IT career – spanning



Managing a vision ... Merv Schultz.

government and private sector work – had taught him to listen to clients.

"One size fits all doesn't work, so we have to be flexible enough to deliver what the clients want," he said.

"If we can't deliver and establish good relationships, then we'll lose the business."

He said part of Facilities Management's flexible delivery was the development of a platform-independent Standard Operating Environment (SOE), which will reduce the costs of delivering productivity tools to the desktop.

"There has been strong interest from many faculties to be in the next pilot phase," he said.

For more information, email itfm@its.uq.edu.au or phone Mervyn on 3365 4018.

ITS offers free UHF radio mic upgrade

ITS will replace outdated UHF radio microphone receivers during its upgrade of University of Queensland's lecture theatres – for free.

ITS Audio Visual Coordinator Kevin Dalton said ITS would begin to phase out CHIAYO SM800 UHF and VHF microphone transmitters, replacing all transmitters with state of the art UHF receivers by January 2001. The new UHF receivers will make the present microphone transmitters obsolete.

"We will replace UHF microphone transmitters one for one at no cost to the department or the lecturer," he said.

All VHF microphone transmitters – which represent outdated technology – must also be replaced by 2001. The present unit replacement cost is \$600.

According to Kevin, the VHF frequency will no longer be supported within the University after 2001.

He said the upgrade would be as smooth and cost-effective as possible, with the long-term benefit of having only one type of receiver and microphone transmitter throughout the University.

For more information, phone ITS Audiovisual's Kevin Dalton on 3365 4024 or Ken Yu on 3365 4011, or email av@its.uq.edu.au

CHECK YOUR ACCESS

ITS clients have a variety of ways to check up on their Internet access.

Client Service manager Maralyn Kenley said people wanting general information should email info@its.uq.edu.au or phone 3365 4400.

Or try these URLs for more details:

- The modem bank home page is at <http://www.uq.edu.au/uqnet/modem.html>
- Current modem bank phone numbers are at http://www.uq.edu.au/uqnet/phone_numbers.html
- Connection times can be found at <http://www.uq.edu.au/uqnet/mquota/>
- And congestion figures are regularly updated at <http://www.uq.edu.au/uqnet/modem-stats/latest-stats.html>

ITS staff dare to be bare to raise money for charity

Community-minded ITS staff banded together to raise more than \$300 for cancer research in May.

Ipswich campus ITS staff Michael Howard and Patrick Walsh shaved their heads and raised \$100 as part of the Leukemia Foundation's Shave for a Cure fundraiser.

The ITS support staff joined three other Ipswich students and staff enduring a close shave to raise a total of \$554 for the foundation.

St Lucia ITS staff member Bill Louvel also shed his locks for the fundraiser.

"It was the one of the first functions we'd had at the campus for community spirit and we thought we'd get in on it," Michael said of the event.

On May 20, ITS staff at the St Lucia campus had their turn, raising \$214.30 in one morning as part of the Queensland Cancer Fund's Australia's Biggest Morning Tea fundraiser.

Organiser Lynda Murdoch – with the help of Del Molloy and Anne Rusher – said about 60 people attended the event, each making a donation of \$2 or more to fund cancer research.

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Reviews critical to surviving Y2K

Time is running out for millennium compliance

University of Queensland Year 2000 coordinator Neil Falconer has urged departments to push ahead with compliance reviews.

Mr Falconer said the University methodology circulated in October last year was a risk-based program centred on departmental critical functions.

"Faculties and departments should look initially at their critical business functions and identify all resources to support those functions," he said.

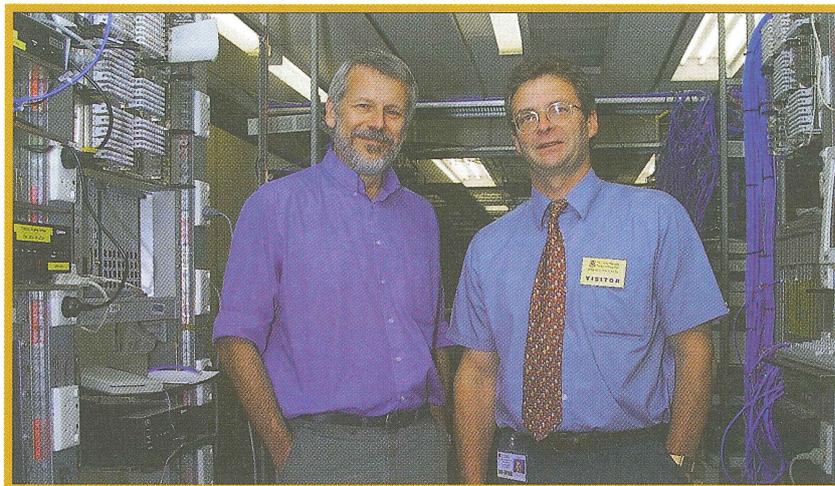
"Then they need to determine the Y2K compliance of each resource and implement action plans to address non-compliant resources."

Should time permit, faculties and departments may have time to address those non-critical business functions during the later half of 1999, he said.

Mr Falconer said it was vital departments established the compliance of all critical inhouse-developed programs, system interfaces, add-on programs and embedded technology.

Responsibility for Y2K compliance is vested in executive deans and University staff can contact Mr Falconer for advice.

Information Technology Services Y2K project officer John Currie said ITS's



Urging Y2K compliance are ITS workers Tom Currie and Neil Falconer.

major responsibility lay in ensuring the compliance of the University's common IT infrastructure, rather than with individual departments.

"Services like the network backbone, audiovisual facilities in lecture theatres and backup services have impact on all departments," he said.

"ITS has implemented a Y2K risk management program which formally identifies those services which are important to our clients, and then examines all the resources involved in their provision."

The program recognises that ITS does not exist in isolation but is dependant on suppliers for services like power and communications.

"The methodology is systematic, based

on guidelines published by the Queensland Government and we work in cooperation with the University Y2K coordinator," Mr Currie said.

He said site-licensed software TF2000 and CHECK2000, which allowed users to check compliance on PCs, was also distributed through ITS.

Contact Graeme McCowie on 3365 3696 or email licensing@its.uq.edu.au

ITS associate director of production and operations Noela Meier said departments were not charged for compliance checking of servers but application software and desktop systems could be checked by ITS on a fee-for-service basis.

Contact Mervyn Schultz on 3365 4018 or email itfm@its.uq.edu.au for details.

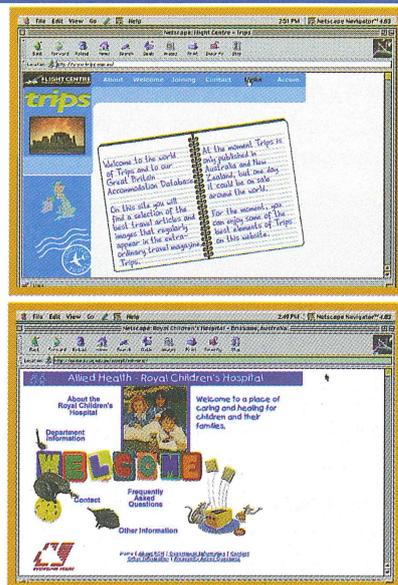
WINNING WEB SITES PROVE POPULAR

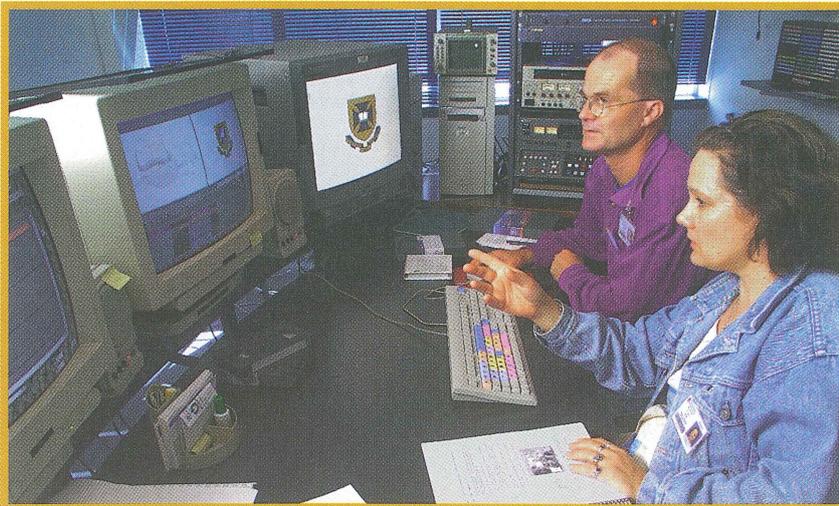


The ITS Web Development Unit has been kept busy this year, with many high profile organisations contracting the unit to complete their Web sites.

Web sites developed include those for Flight Centre and Royal Children's Hospital (right).

For more details, email wdu@its.uq.edu.au or phone Michael McCarthy on 3365 4281. Or look up our Web site at <http://its.uq.edu.au/wdu>





Triny Roe and Keith Cox are now up to date with the latest AVID techniques.

ITS meets high expectations

A quality video that was scripted, shot, edited and produced in just a few weeks has earned VideoVision accolades.

VideoVision's Triny Roe said the video for Queensland Alcohol and Drug Research and Education Centre (QADREC) – a unit of University of Queensland's Social and Preventative Medicine Department – was produced in record time and on a tight budget.

She said VideoVision called in professional contacts to quickly source existing "stock footage" of difficult to recreate sequences, saving the client time and money.

"Apart from sourcing the extra footage, we shot on-location 'role plays' of needle availability programs in Redcliffe and at the Inala Community Health Centre to give a real life feel to the video," Triny said.

"It was just a one-day shoot, which, together with some eye-catching graphics, meant a much faster and cheaper exercise than if we'd had to shoot all of the footage from scratch."



Triny said QADREC's response to the video was "ecstatic".

"They've been really vocal in their praise and they're very pleased with the end result," she said.

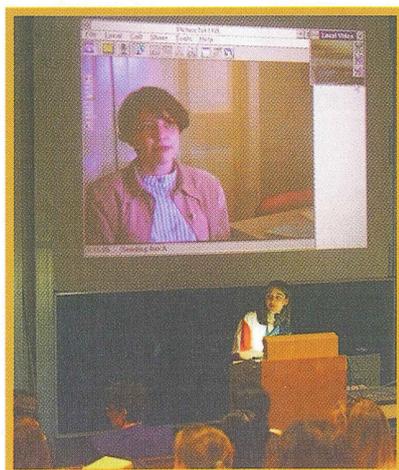
The QADREC video (stills shown left) was part of a training package for

Queensland Health's needle availability program.

VideoVision is a unit within the ITS Presentation Services division.

For more information on VideoVision, phone Presentation Services manager Derek Powell on 3365 1027 or email videovision@its.uq.edu.au

• VideoVision is offering clients high level editing services after two staff members attended an advanced digital editing course in Sydney. Keith Cox and Triny Roe will be putting their skills to work editing clients' educational and promotional videos in Video Vision's AVID digital editing facility.



Theatres put the world an uplink away

From overseas job interviews to international conferences, the ITS video conferencing facilities have been getting a good work-out recently.

VideoVision's Keith Cox said ITS offered two permanent video conferencing facilities to staff and students – a studio for individual people and a larger room next door for small groups.

Both facilities are in the Prentice Building.

Other campus buildings and the Prentice

SAVE TIME AND MONEY

Save time and money by searching locally – that's the message from the AARNet Mirror Project management team.

Located at ITS, the pilot project acts as a local distribution point for large and popular archives, providing University users with fast, free access.

Mirror team member Jason Andrade said the Mirror site had served out more than 12 terabytes of data to Australian Net surfers in its first year of operation – equalling around 50 gigabytes each day.

"Users have commented that downloading from the mirror can be several times faster than going overseas, as well as generally being more reliable," he said.

He said a recent popular release on the mirror was RedHat 6.0, which was downloaded by several thousand users, generating more than 100 gigabytes of traffic in one day.

He said the mirror site helped everyone.

"The University saves money, you save time, and congestion on the international link is reduced," he said.

Archive management for the project has been provided by the DSTC, with ITS supplying facilities management and Sun and Optus sponsorship.

For a complete list of all the archives hosted on the mirror site, look up <http://mirror.aarnet.edu.au/MIRRORS.html>

The mirror is accessible as an ftp or a web archive at <http://mirror.aarnet.edu.au> or <ftp://mirror.aarnet.edu.au>

For more information, email mirror@mirror.aarnet.edu.au or phone Jason Andrade on 3365 4307.

Building's lecture theatre (left) are also linked up to offer video



conferencing. Small groups can access conferencing to classes of 200 or more at a time.

Video conferences can be arranged to virtually any university in the world.

For more information on video conferencing, phone Keith Cox on 3365 2914 or email videovision@its.uq.edu.au