



# Technology Services Group Newsletter

Issue 1, April 2008

## Welcome

These newsletters endeavour to keep staff up-to-date with valuable information that will help ensure they get the most from faculty and university IT, multimedia and web resources.

## Meet the Desktop Services team

TSG Desktop Services has undergone a few staff changes this year and so we would like to give you a quick reminder of who works in our team.



Desktop Services team, 2008. Back row: Chris Jones, Renier Reyes, John Mondous. Front row: Cameron Duck, Darren Bourke (manager), Shiraz Mistry.

## TSG staff update

### Desktop Services arrivals

Chris Jones is our new Computer Support Officer. He joined us at the start of this year and comes to us from Cricket Victoria. Renier Reyes has joined us as a casual while one of our staff is on extended secondment with Central ITS. Bradley Parson, who was previously employed at The University of Melbourne, joins us this month as a Computer Support Officer. All are welcome additions to our team and bring new skill sets that will benefit our clients.

### Desktop Services departures

Mario Manuelpillai left Desktop Services in December 2007 and this year started an ANZ Bank Graduate Computer Program.

### Moves within TSG

Jared Mansfield has moved across as a Web Developer within TSG to look after the faculty's website.

Andrew Dauncey, who was recently on secondment with Central ITS for three months, has returned to work with TSG's Infrastructure and Projects team.

Three staff departures, all within a month, are huge losses to the Desktop Services team as they represent many years of experience and local knowledge. We wish them every success in their new careers.

### TSG vacancies

Currently, Desktop Services has one vacancy that we hope to fill next month. This position will be advertised on the Monash Employment Website.

## Software news

### Lotus Notes

During 2008, Monash will be releasing Lotus Notes as a replacement for our current email and calendar tools. Lotus Notes is a communication application from IBM and includes email, calendar, contacts, tasks and PDA synchronization.

#### Trials

Desktop Services have had two staff on the Integrated Collaboration Environment committees last year. Also, Cameron was migrated late last year to Lotus Notes and is currently testing the features and deployment options on behalf of the faculty.

#### When is Lotus Notes going to be released?

The general release of Lotus Notes has begun and will take between six and nine months. The faculty will not be migrated until all local testing is complete.

#### More information

For more information on Lotus Notes and the Integrated Collaboration Environment project, please visit: [www.monash.edu.au/staff/collaboration/communicate](http://www.monash.edu.au/staff/collaboration/communicate)

### Graph Pad Prism

Graph Pad Prism is a powerful scientific graphing program that also provides biostatistical analysis. Desktop Services have been instrumental in organising a new two-year faculty site-licence that will be announced this month. This will allow all staff and students to install the latest Windows or Macintosh version of this software on their work and home computers.

### Software licensing advice

Desktop Services can provide software licensing advice and pricing for both Monash licensed software and other software. Please contact us via Jobdesk.

## Contact

Technology Services Group's hours of operation are from 9 am – 5 pm, Monday to Friday. You can log a request for all your technology requirements with us online at: <http://jobdesk.monash.edu.au>

For all contact information, go to: [www.med.monash.edu.au/tsg](http://www.med.monash.edu.au/tsg)

## Microsoft Office 2007 – new look and feel



### Microsoft Office for home use

Staff and students with privately owned computers have two options when wanting to have Microsoft Office installed on their computers:

1. Microsoft's *It's Not Cheating Offer* ([www.itsnotcheating.com.au](http://www.itsnotcheating.com.au)) is now officially available for all Monash staff and students. Under this offer you may purchase one copy of Microsoft Office Ultimate 2007 for \$75.

The offer, valid until 15 May, 2008, was designed as a low-cost option to encourage university students to purchase, rather than pirate, software. Microsoft are able to authenticate that a student is eligible for this offer, because it works via email validation against domain names provided by the university.

2. Staff only (not undergraduate or postgraduate students unless they have a staff ID number) also have the option to order the work-at-home \$25 version. Under Microsoft's work-at-home right, staff members of Monash University are licensed to install and use one copy of CAUDIT software on a home computer that they own or lease, for work-related purposes only.

#### From Microsoft:

*When you open Microsoft Office 2007, you'll see a lot that's familiar, but you'll also notice a new look at the top of the window.*

*The old look, with menus and toolbars, has been replaced by the Ribbon at the top of the window. The Ribbon contains tabs that you click to get to the commands you already know how to use.*

*If you want to explore the rich, new design with some guidance, try the fun, interactive guides to help you quickly learn where things are:*

<http://office.microsoft.com/en-au/training/HA102295841033.aspx>

## Technical news

### Remote assistance

Last year, Desktop Services and Infrastructure and Projects pioneered the introduction of Novell Remote Assistance for our clients. The service allows support staff to access client

computers in a timely manner and has significantly reduced request completion times, especially at our non-Clayton locations. The service, limited to Windows users currently, only runs once the client has approved access. Desktop Services will be trialling secure Macintosh remote assistance software this year.

## Sponsorship

This year, Desktop Services staff are sponsoring an animal at the Melbourne Zoo. We have chosen the Goodfellow's Tree-kangaroo, an endangered species that is native to the rainforests of New Guinea. The Melbourne Zoo has been working closely with an international breeding program, to ensure its survival in captivity and learn some of the basic requirements and information needed to help manage the species in the wild.

