Dear Colleagues

As you would be aware, ANU has undertaken a major upgrade to its Information Commons (IC) end user computing environment in the first part this year.

All Information Commons (IC) PCs in lecture theatres, tutorial rooms, labs, residences, and libraries are being either fully replaced or updated to a modern operating environment built around Windows 8.1 and Office 2013. All Mac computers are being replaced and a new Mac OS X 10.9 environment is being provided.

The replacements and upgrades have been applied to over 1500 computers across ANU, with a small number quarantined to the old environment for operational reasons.

This upgrade involves replacing an operating system that is over 12 years old and ensuring that the 150+ software applications that are required to support teaching activities all work correctly in the new environment. This has necessitated a significant amount of change and updates to many of these applications. Although extensive testing has occurred in consultation with our academic colleagues, there is always the possibility of unforseen issues arising within such a complex environment.

For immediate support when using any of the Information Commons lecture theatres or other facilities, use the venue phone to call extension 54321 and select menu options 1, 1.

In addition, the following expanded support arrangements will be in place next week:

- Open familiarisation sessions for the new operating environment,
- Full colour guides in IC venues,
- Workspace ambassadors on standby near major teaching precincts,
- Increased ITS Service Desk support resources.

Further information on the project, software available in the new environment, and legacy environments can be found at the project website:

Or on the ANU Windows 8.1 webpage:
http://itservices.anu.edu.au/computers/windows-8-1/

Feedback on, or questions about the Project can be sent to the Project Manager at james.mcintosh@anu.edu.au or the ITS Service Manager at bernard.lineham@anu.edu.au

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