# PRENTICE BULLETIN

THE UNIVERSITY OF QUEENSLAND

Computer security team leads world in protecting networks

When a Scandinavian research team discovered earlier this year a major security attack on various Microsoft and Netscape products, one of the world's leading computer security organisations was on hand to help.

Technical manager of the Australian Computer Emergency Response Team (AusCERT) Eric Halil, said he happened to be in Finland at the time and was able to work with the researchers and Microsoft to solve the vulnerability.

That work was one reason AusCERT, located at the Prentice Centre, was awarded the inaugural Technology Leadership Award by the international SANS Institute.

With 62,000 system administrator members
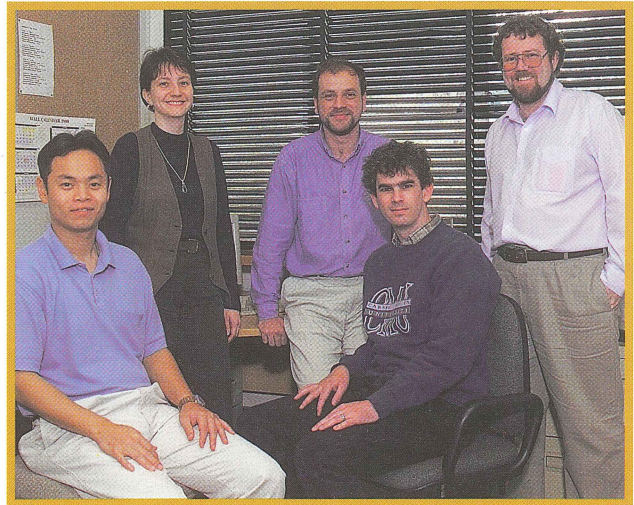
Ready to rescue ... AusCERT members (from left) Sam Lor, Viviani Paz, Eric Halil, Rob McMillan and Mark McPherson.

in 51 countries, the SANS Institute is a research and educational organisation for network security professionals.

"We're very proud to get this award from SANS, for one reason it was voted on by SANS members and it's international recognition of an Australian organisation," Mr Halil said recently.

AUSCERT SCORES A FIRST FOR CONFERENCE

AusCERT will host the 11th FIRST conference on computer security incident handling and response in Brisbane from June 13 to 18 next year.

The Forum of Incident Response and Security Teams (FIRST) is an international organisation that brings together government, commercial and academic computer security incident response teams.

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.

Anyone who is involved in computer security, including response teams, law enforcement, consultants, contractors and vendors can attend the conference.

Check out www.auscert.org.au for details.

Microwave tower sets scene for unparalleled communication ease

The Prentice Centre's pivotal role in linking the UQ Ipswich campus to the rest of the world took another step forward recently with the construction of a special microwave tower at Ipswich.

Network Services manager Julianne Weekers said the 30-metre high spun-concrete tower would house a two-metre wide, 155 megabits per second two-hop micro-wave dish linked to a new dish on the St Lucia chemistry building.

"The signal will be bounced off Mt Coot-tha from the chemistry building and then to the Ipswich campus," she said.

"The huge capacity fast-link to St Lucia will give people at Ipswich excellent access to all the facilities at St Lucia – it will be just like being at St Lucia.

"It has a significantly higher bandwidth than anything else at UQ and was

> **"The huge capacity fast-link to St Lucia will give people at Ipswich excellent access to all the facilities at St Lucia – it will be just like being at St Lucia."**
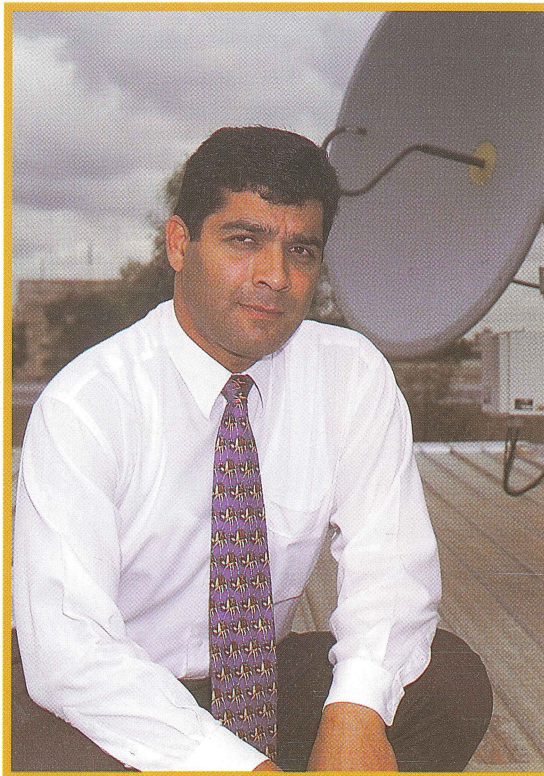
designed to meet the capacity at Ipswich for the next five years."

Library services and all department web servers will be available to the first 580 students who enrol at the University of Queensland Ipswich campus next semester.

Prentice Centre's Network Services group is managing the design and installation of the new network at Ipswich.

Ipswich installation project leader Mahmoud Abo El Wafa inspects one of the new microwave dishes installed on the St Lucia campus' chemistry building.

ATI Australia have been contracted to supply and install the microwave link.

Ms Weekers said the Ipswich network project was the largest of its kind for the Prentice Centre and work was well underway at the Ipswich machine room.

"A team of Prentice network technicians has begun the equipment and cable installation while the microwave dishes are being installed," she said.

NETWORKING SERVICES

The network engineers who are working on the UQ Ipswich installation are available for departments which need new or changed networks or enhancements. They can help with network design, installation or project management.

For more information, please contact Julianne Weekers on (07) 3365 4404.

Demand grows for team's expertise across the globe

In making the award, the SANS Institute said AusCERT was chosen for its extraordinary contributions to improving computer security world-wide: "Time and again, AusCERT has been the first organisation to release credible, accurate, practical information on new security threats to a wide audience of computer security professionals."

Mr Halil said AusCERT's brief was to detect security attacks, consult with vendors to find solutions and educate the public in computer security measures.

"[Computer security] trends show there are more incident reports, increasing roughly proportionately to the increase in internet use, more sophisticated attacks and an increase in the complexity of attacks – more sites are being affected," he said.

A central impact of these trends is a need to consistently monitor security arrangements.

AusCERT provides a single, trusted contact point in Australia for the internet community to deal with computer security incidents and their prevention.

Its aims are to reduce the probability of successful attacks, to reduce the direct security costs to organisations and lower the risk of consequential damage.

Contact AusCERT by telephone on (07) 3365 4417, or email AusCERT@ AusCERT.org.au or visit their web page at http://www.auscert.org.au

Team works together to bring services to campuses

Audiovisual experts bring state-of-the-art equipment to life

Multimedia presentations have entered a new age since Kevin Dalton and Col Gilmour joined the Prentice Centre's audio visual section more than 20 years ago.

Then, presentations and lectures were limited to overhead projection, slides and film – but now the possibilities for a dynamic and interactive show are limited only by the presenter's imagination.

State-of-the-art computer-linked data projection was the most important and one of the most popular advances in audio/visual equipment, Col said.

"Prentice has eight of the latest portable multimedia data-projection units with high light output and is among just a handful of

> **"It's pretty stressful the first couple of times you are called to a lecture theatre to solve a problem with 400 students sitting there and every eye is on you."**

organisations with this level of technology," he said.

And a portable touch-screen console, designed and built by Prentice, is believed to be the only one of its kind in Australia.

As part of the pool of technicians and operators, Col and his team of Peter Chilman, Andrew Morris and Ian Browning are kept busy on University of Queensland campuses providing the full range of audiovisual services including the design, supply and maintenance of equipment and advice to staff.

The section's 12-member team headed by coordinator Kevin Dalton not only

Multimedia experts (from left) Peter Chilman, Ian Browning, Andrew Morris and Col Gilmour.

provides equipment and expertise at University of Queensland sites but also are in demand for UQ-related international conferences held in the near-Brisbane area.

"We provide the full audiovisual services for conferences at all the major hotels in Brisbane, the Conrad Hilton Convention Centre and other hotels on the Gold Coast," Col said.

"We go in the day before and set up and test all the equipment and during the conference we make sure presenters have the facilities and help they need to make their presentations flow without any problems," Peter said.

Apart from the satisfaction the team gains from a flawless operation, the audiovisual gurus have a rare chance to see and hear some of the latest scientific advances.

> **"More often than not we can talk someone through the problem over the phone but if necessary we will come in after hours and fix it."**

"It's fantastic to hear some of these presentations – we learn a lot," Andrew said.

Kevin's team are the voices at the end of the phone when academic staff have

problems during lectures.

"It's pretty stressful the first couple of times you are called to a lecture theatre to solve a problem with 400 students sitting there and every eye is on you," Ian said.

The audiovisual technicians and operators are on call to solve problems and can provide an after-hours service in about 30 minutes.

"More often than not we can talk someone through the problem over the phone but if necessary we will come in after hours and fix it," Kevin said.

"That doesn't happen much because the equipment is very reliable."

With more than 140 lecture theatres on UQ campuses, the audiovisual section is kept busy keeping abreast of the latest developments and leading the field in design.

"We offer a tutorial service for academic staff and we are happy to give one-on-one courses to anyone who asks," Kevin said.

Contact Kevin Dalton on (07) 3365 4024 or Col Gilmour on (07) 3365 4032.

Choose four easy ways to find solutions to your problems

Need help finding the right person at Prentice?

There's more than one way to get in touch with the expert you need at Prentice – in fact there are four.

Marketing manager Kym Hosking said internet access to a special services' page was the fastest way to locate the right person.

"Users can bookmark their browser with the services page which tells them who to contact, a phone number and an email address – it's very quick," she said.

The page at www.prentice.uq.edu.au /services/index/asp has a search facility for keywords which gives users rapid access to Prentice staff.

Simply type in the keyword, for example photography, and a description of the area's services is available on-screen.

Click on the highlighted area to see contact names and numbers.

Another easy way to contact Prentice staff is the new telephone menu selection on (07) 3365 4000.
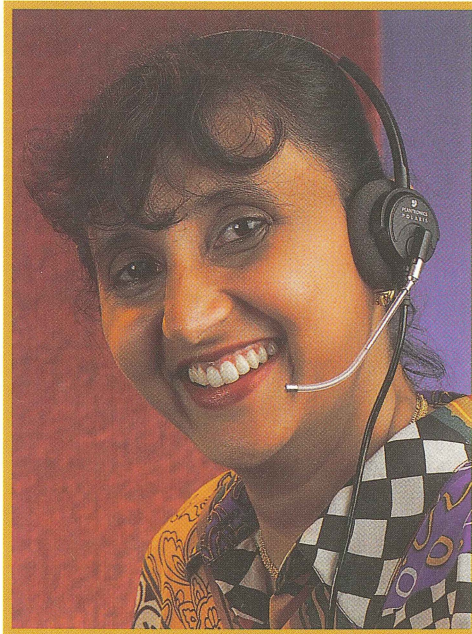
We wish our clients and their families much joy and safe travelling as they enjoy their Christmas break this year.

Thank you for the opportunity to offer you our services this year.

We hope 1999 proves to be a year of much prosperity and enjoyment.

The Prentice Centre staff

Network Services' Yamini Ganasan is one of Prentice Centre's frontline service people.

Callers are connected to either technical support or new accounts and general inquiries.

"Clients can also contact Prentice staff with a query through an information email address at info@prentice.uq.edu.au and they will be put in touch with the appropriate person," she said.

And, of course there's the university telephone directory!

Library takes over students' access

The Prentice Centre Computer Lab closed on November 27.

It will transfer its student computing access functions to the library.

However, the Operations Group will still provide data backup, surveys and exam marking, colour printing, copying, scanning, binding services and software licensing.

Contact staff for scanning on (07) 3365 4115 and the Site Licensing Officer for software on (07) 3365 3696.

PRENTICE CENTRE'S SERVICES

It's time to think about next year... again!

by Charles Costanza, Product Manager, Presentation Services
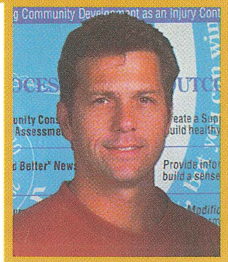
Hot days at the beach, barbecues on the veranda and … educational videos?

For many people, the task of designing course material for 1999 will continue through summer. Videos can be an important part of that planning.

Video has long been used as an effective tool for teaching and research. It can be used for problem-based teaching, learning, and recording lectures, seminars or forums.

At Prentice Centre, we can help you take your idea and write a script, produce graphics, shoot and edit the footage.

Being digital, video can simply be loaded onto your website, incorporated into a CDRom or popped into the VCR.

If you're using your department web pages for international recruitment, why not record a greeting or give a guided tour of the department and add it to your web site?

With O-week just around the corner and Courses and Careers later in the year, a video is a simple and cost-effective way to attract new students.

Phone VideoVision on (07) 3365 4993.

p.s. VideoVision has won another award. The producer, Associate Professor Chris Pollitt, recently received a Gold Centaur award from the 150th Anniversary of the Veterinary Faculty of Zaragoza in Spain for the video *Equine Foot Studies*.

Visit our video gallery at http://www.prentice.uq.edu.au/videovision/gallery