

Freedom of Information

From: Tom Foley
Sent: Tuesday, 1 March 2022 12:44 PM
To: Rebecca Barber
Subject: Re: Datastream problems - pushing ITS

Hi Rebecca,

Could you please email servicedesk@anu.edu.au and add me in please?

Ta
Tom

From: Rebecca Barber <rebecca.barber@anu.edu.au>
Sent: 28 February 2022 16:26
To: Tom Foley <thomas.foley@anu.edu.au>
Subject: FW: Datastream problems - pushing ITS

Remember you said last year that if ITS weren't fixing our problems quickly we could escalate them to you? This is a problem reported to them by a student, not sure if you can escalate this one or whether I should log a job as well?

Thanks!
Rebecca

From: s22 - Access to edited copies with exempt or irrelevant matter deleted
Sent: Monday, 28 February 2022 1:09 PM
To: Rebecca Barber <rebecca.barber@anu.edu.au>
Cc: Social Sciences & Humanities Library <SocialSciences.Library@anu.edu.au>
Subject: Re: Datastream

Dear Rebecca,

I'm writing to inform you that the Refinitiv-Eikon computers in Chifley do not work properly. The database is still connected, but the Excel to download the data no longer has the "Refinitiv-Eikon button menu". Consequently, it's now impossible to get the data for research purposes.

I reported the problem to IT Helpdesk a week ago with the incident number s22 - Access to edited copies. However, today the computers are still the same as a week ago. Would you mind if Chifley library raised this incident to speed up the recovery? Thank you.

Regards,

s22 - Access

From: Rebecca Barber <rebecca.barber@anu.edu.au>
Sent: Monday, 8 November 2021 1:37 PM
To: s22 - Access to edited copies with exempt or irrelevant matter deleted
Cc: Social Sciences & Humanities Library <SocialSciences.Library@anu.edu.au>
Subject: RE: Datastream

Dear s22 - Access

The reinstallation of Datastream (now called Eikon) was delayed by the lockdown, but I can let you know now that it has been reinstalled on the same two PCs in Chifley that it was on before.

The booking system isn't reactivated yet, but you're welcome to come in to Chifley and use it on one of the two PCs it is installed on. Do you remember where they are?

Kind regards
Rebecca

-----Original Message-----

From: s22 - Access to edited copies with exempt or irrelevant matter deleted

Sent: Friday, 26 March 2021 11:17 AM
To: Rebecca Barber <rebecca.barber@anu.edu.au>
Subject: RE: Datastream

Hi Rebecca,

Thank you for the information.
It would be great if it's accessible again from Chiefly.

Regards,

[REDACTED]

-----Original Message-----

From: Rebecca Barber <rebecca.barber@anu.edu.au>

Sent: Friday, 26 March 2021 11:09 AM

To: Social Sciences & Humanities Library <SocialSciences.Library@anu.edu.au>;

[REDACTED]

[REDACTED]

Subject: Re: Datastream

Dear [REDACTED]

Thank you for your email! We're currently exploring options with CBE to have access to Datastream in Chifley Library. This process may take a few weeks but we will let you know the outcome as soon as we can.

Kind regards
Rebecca

Sent from my iPad

> On Mar 26, 2021, at 11:00 AM, Social Sciences & Humanities Library <SocialSciences.Library@anu.edu.au>
wrote:

>

> [REDACTED]

Freedom of Information

From: Tom Foley
Sent: Tuesday, 1 March 2022 2:34 PM
To: Rebecca Barber
Subject: Re: Your Incident INC0713171 has comments added

Great!

Speedy response too!

From: Rebecca Barber <rebecca.barber@anu.edu.au>
Sent: 01 March 2022 14:33
To: ANU Service Desk <servicedesk@anu.edu.au>
Cc: Tom Foley <thomas.foley@anu.edu.au>
Subject: RE: Your Incident [REDACTED] has comments added
Thank you Drew! Much appreciated 😊
Rebecca

From: ANU Service Desk <servicedesk@anu.edu.au>
Sent: Tuesday, 1 March 2022 2:18 PM
To: [REDACTED] Aaron Black <Aaron.Black@anu.edu.au>; Rebecca Barber <rebecca.barber@anu.edu.au>
Subject: Your Incident INC0713171 has comments added

Your Incident INC [REDACTED] has comments added

Record Details

Caller: [REDACTED]
Category: Software
Subcategory: Other
State: In Progress
Impact: 3 - Low
Urgency: 2 - Medium
Priority: 4 - Low
Business Service: Databee (Exam Mgmt System)
Assignment Group: ITS East Precinct
Assigned To: Drew Treasure
Short Description: bldg 15 - Datastream computer in Chiefly do not work

Latest Comments:

01-03-2022 02:18:09 PM AEDT - Drew Treasure Additional comments

Hi [REDACTED],

Sorry for the delay in response.
It seems the recent security hardening measures implemented for Office has impacted the Excel Add-in for Eikon.
We are working with the Security and SOE teams to reinstate this without compromising

our security stance.

In the meantime, the stand alone Eikon app itself should be working fine, and you should be able to download your data and export to excel.

Refinitiv have some user guides that may be of assistance.

<https://my.refinitiv.com/content/mytr/en/policies/training-portal/eikontraininghome1/eikontraininghome.html>

I will keep this ticket open until we are able to address the Excel Add-in issue.

kind regards

Drew

01-03-2022 01:22:02 PM AEDT - Rebecca Barber Additional comments

reply from: rebecca.barber@anu.edu.au

Dear ITS,

Please see email below from a student about a computer program (Eikon) installed on a PC in Chifley. Could you please give us an update on the progress of ticket

INC Access to edited?

Thank you!

Kind regards

Rebecca

Rebecca Barber

BInfMgt(LIS), GradDipLang, MInfoStud(DataMgt), AALIA (CP) Data

Information Access and Collection Management Coordinator

15 Joplin Lane, J.B.Chifley Library

Australian National University

Acton, ACT 2601, Australia.

T: +61 2 6125 3311

rebecca.barber@anu.edu.au<<mailto:rebecca.barber@anu.edu.au>>

CRICOS Provider #00120C

23-02-2022 03:24:20 PM AEDT - Josie Bowden Additional comments

Good Afternoon Access to edited,

Thank you for contacting service desk. Your request has been sent to the relevant team.

If you have any questions, or concerns, you can log into the Service Desk portal at

<https://servicedesk.anu.edu.au> and navigate to job reference number: INC0713171

Alternatively you can contact The Service Desk on (02) 6125 4321 Option 1 Option 8.

*The ANU Service Desk provides support 8.00am to 5.00pm Monday to Friday (AEST), excluding public holidays.

Regards,

Josie

ANU Service Desk

[View Record](#)

Regards,
ANU Service Desk



[Unsubscribe](#)

Ref:MSG31761905_OzlsKQjIYkQegdkOZds

Freedom of Information

From: Rebecca Barber
Sent: Tuesday, 21 November 2023 5:07 PM
To: Broderick Proeger; Alisha Nolan
Cc: Tom Foley
Subject: RE: EIKON terminals at Chifley

Hi Broderick,

At the end of 2020 (I think it was) the Library cancelled our sub to Eikon as we thought the CBE online-only one would be able to be used by the whole uni – not so, which is why they organised for the terminals to go back in to Chifley.

The people outside of CBE who were affected were primarily PhD students from CAP – they have an economics arm, and so they were the people enquiring about access/complaining that the Library wasn't providing access. So we might have to talk to CAP about this, especially Crawford.

Cheers
Rebecca

From: Broderick Proeger <broderick.proeger@anu.edu.au>
Sent: Tuesday, November 21, 2023 10:14 AM
To: Rebecca Barber <rebecca.barber@anu.edu.au>; Alisha Nolan <alisha.nolan@anu.edu.au>
Subject: FW: EIKON terminals at Chifley

Hi Rebecca and Alisha,
Just forwarding this on for your interest. Apparently the licensing model for Eikon/Datastream will be changing next year, and CBE will no longer be able to provide access via the library. It sounds like CBE students will have another option, but non-CBE students will not. I'm not sure how many of the people who use the software are non-CBE. We may have to start asking when we see somebody on there.

Broderick

From: Drew Treasure <drew.treasure@anu.edu.au>
Sent: Tuesday, 21 November 2023 10:04 AM
To: Broderick Proeger <broderick.proeger@anu.edu.au>
Cc: Darryl Cram <darryl.cram@anu.edu.au>; Phil Drury <Phil.Drury@anu.edu.au>
Subject: RE: EIKON terminals at Chifley

Hi Broderick,

Glad Darryl could get the remaining terminal up and running.
The compromised one will need to be wiped on return. We could possibly set it back up again as a new terminal, but hopefully we can eek out the rest of the year with the one remaining.

I'm told that the licensing model (and potentially software) for Eikon is changing in the new year, and that the College of Business and Economics will have to change the way they provide the Eikon licenses for their students and staff. They indicated that due to this they won't be able to provide the licenses for the wider ANU student community via library kiosks. I will try to find out more specifics and let you know as they come to hand.

I would guess that they will have a plan for the CBE students if Eikon access is still required in their courses. I'm not sure if there are other students who would be using this product outside of their offerings, but this would impact

them if there are.

Do you happen to know if other colleges are relying on these terminals for student access?

kind regards

Drew

Drew Treasure

Business Relationship Manager

Information Technology Services | The Australian National University

Acton ACT 2601 Australia

T: +61 2 6125 2443 | E: drew.treasure@anu.edu.au | W: <https://services.anu.edu.au/information-technology>

CRICOS Provider #00120C

Take an Outside-in View | Think Team | Own It | Make it Simple | Act with Empathy

From: Broderick Proeger <broderick.proeger@anu.edu.au>

Sent: Tuesday, November 21, 2023 9:52 AM

To: Drew Treasure <drew.treasure@anu.edu.au>

Subject: RE: EIKON terminals at Chifley

Hi Drew,

Darryl managed to get one of the Eikon terminals going yesterday, but apparently the other one has been taken away as it has been 'compromised'. Darryl also mentioned to one of my colleagues that the Eikon terminals will no longer be available after the end of this year. Do you know any more about that?

Thanks,

Broderick

From: Drew Treasure <drew.treasure@anu.edu.au>

Sent: Monday, 20 November 2023 11:04 AM

To: Francoise VERCAYGNE <Francoise.VERCAYGNE@anu.edu.au>

Cc: Broderick Proeger <broderick.proeger@anu.edu.au>

Subject: RE: EIKON terminals at Chifley

Hi Francoise and Broderick,

I've sent this on to Darryl and reached out to the East crew.

Someone will be along as soon as they can.

cheers

Drew

Drew Treasure

Business Relationship Manager

Information Technology Services | The Australian National University

Acton ACT 2601 Australia

T: +61 2 6125 2443 | E: drew.treasure@anu.edu.au | W: <https://services.anu.edu.au/information-technology>

CRICOS Provider #00120C

Take an Outside-in View | Think Team | Own It | Make it Simple | Act with Empathy

From: Françoise VERCAYGNE <Francoise.VERCAYGNE@anu.edu.au>

Sent: Monday, November 20, 2023 10:26 AM

To: Drew Treasure <drew.treasure@anu.edu.au>

Cc: Broderick Proeger <broderick.proeger@anu.edu.au>

Subject: EIKON terminals at Chifley

Hello Drew,

This is Françoise from the Chifley library.

We have a problem with both EIKON terminals. The one next to the window is entirely out of order with its central disk gone.

The other one (CHIFINFO2PC03) can't get access to Windows in the first place. It shows "Other user", but then gets stuck. I called general IT service desk, and they opened a ticket for me, but it seems that you might have to reset that computer so as to allow us to access it and enter the EIKON login.

Is it possible to help us fixing the EIKON terminals as one PHD student needs to work on it?

Thank you so much.

Kind regards,

Françoise

Francoise Vercaygne

Information Access Officer

Chifley Library (Monday, Thursday, Friday)

Arts and Music Library (Tuesday, Wednesday)

J.B. Chifley Building 15 | The Australian National University | Acton ACT 2601
+61 2 6125 3185 | francoise.vercaygne@anu.edu.au | <http://anulib.anu.edu.au>
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Freedom of Information

From: SSH Circulation Desk
Sent: Wednesday, 22 November 2023 10:04 AM
To: Alisha Nolan; Broderick Proeger
Cc: Tom Foley
Subject: EIKON

Dear Tom

We have two Eikon machines for students at L2. The one near the window was compromised and the CPU has been taken by the security last week. I only got to know about this through Darryl this Monday as he was checking the second Eikon, which is working fine. On library website, we have both machines as bookable.

Thank you
Kind regards

Sadia Kamran
Library User Services Officer (Circulation)
Chifley Library
#15 Joplin Lane
The Australian National University
Canberra ACT Australia 2601
T: +61 2 6125 7428

E: ssh.circdesk@anu.edu.au