

## IN BRIEF

TERM 4, 2018



## Meri Kirihimete and Happy Holidays

What a year! It surely is time for a well earned break! Thank you for all your time, passion and energy. From everyone at N4L, we would like to wish you all a safe and relaxing holiday.

Ngā mihi o te Tau Hou ki a koutou katoa!

N4L Helpdesk

0800 LEARNING

support@n4l.co.nz

## Need to know

## 1 Holiday Helpdesk hours

Our Helpdesk are joining you on a well-earned break from **24 December to 5 January**. During this time, if you need the internet and are experiencing an issue please call 0800 LEARNING and leave a message. Our team will be alerted and they will be in touch to help on the next standard business day. Regular Helpdesk hours resume from 8 am on Monday, 7 January 2019.

## 2 Holiday internet use

Many schools switch off their servers, routers & firewalls over the holiday break. This can make it difficult for us to see when a school is experiencing an issue with their connection. So if you are using the internet over the break and have a problem, please call the Helpdesk and we'll get you going again.

## 3 Managed Network Upgrade

We've contacted all schools that are scheduled for an upgrade by 28 February 2019. All schools are contacted the month prior to its upgrade to schedule a date and time. For more info, visit [n4l.co.nz](http://n4l.co.nz)

## Managed Network Upgrade: What's to come in 2019

Firstly, thank you for your support and flexibility as we make our way around every school in the country. We greatly appreciate all your support! So far we have visited 890 schools and counting, upgrading the N4L hardware. Our new hardware will make your network connection safer and more secure than ever before.

For those of you that we are yet to visit, sit tight, we'll definitely be seeing you before the 30 June next year. That's when we will have completed the hardware replacement, which is a part of our wider upgrade programme.

So far this year, the focus at N4L has been the hardware replacement. Behind the scenes, we have also been working with our partners on the other areas of our programme - that being the smarter, simpler reporting, self service functionality and easier access to more bandwidth.

## Functionality Update

## Reporting

We are continuing to work with a number of schools to help inform the development of our smarter, simpler reporting. This will continue into 2019 and we expect to have our improved reporting available for all schools by Term 4 2019. If your school regularly uses reports, we can provide you with the standard 'out of the box' report (from your FortiGate hardware). Please email your request through to [support@n4l.co.nz](mailto:support@n4l.co.nz) to organise this.

## Self-service

We're in the process of testing a self-service tool that will give you the ability to manage your own filtering and firewall rules. We expect to be talking to you about this in Term 1 next year

- watch this space. In the meantime, please feel free to contact us on **0800 LEARNING** if you need to make any changes.

## More bandwidth

When it comes to the internet we all agree that faster is better and that bandwidth should never be a barrier to learning. As part of the upgrade, the new hardware means schools will have easier access to more bandwidth when needed (up to 1Gbps). We have started upgrading schools to 1Gbps, and will continue working towards our goal of delivering this by Term 4, 2019.

*If you want more information on any of the above, or would like to put your hand up to help us develop our new smarter reporting, please contact us.*

## KEY STATS: TERM 3, 2018 vs TERM 3, 2017



6.8 petabytes  
website  
data



36 billion  
website  
hits



227 million  
website  
hits blocked



## Thank you for your feedback...

A very BIG thank you to all of you who took the time to complete this year's Touchpoint Survey (N4L's annual school survey). We know how precious your time is so we are very grateful that more than 460 schools took the time to respond. We're also encouraged that 97% of respondents told us that they were satisfied or highly satisfied with N4L's services - but it also means there's room for improvement!

As you know, feedback comes in many forms; recently we were recognised as the Best Broadband Provider of the Year at the 2018 Broadband Compare TUANZ Awards. While the result was somewhat unexpected, it's great to be recognised for the work we do with NZ schools (and fair to say that we are all pretty stoked with the result).

But we weren't the only winners - **a big shout out to the following schools who won the \$1000 technology grant** for completing the Touchpoint Survey:

- ✓ **Fairlie School - Canterbury**
- ✓ **Koru School - Auckland**
- ✓ **Millers Flat School - Otago**
- ✓ **North Loburn School - Canterbury**
- ✓ **Te Kura o Mangateretere - Hawkes Bay**

All feedback, the good, the bad and the ugly is important to us. It ensures we can continue to deliver a top-notch service. And while these surveys and award ceremonies only come about once a year, there is never a bad time to let us know how we are doing - so reach out and keep that feedback coming...

## Out and about

N4L gets out and about at a number of events each year. We love the opportunity to meet with schools and school leaders about their digital needs and concerns. This helps to inform how we can improve our support and communications.

### North Otago Primary Principals Association 30 September - 1 October



Louise Ritchie (Waikouaiti School) and Belinda Hirst (Oamaru Intermediate) are the winners of the N4L spot prize at the North Otago Primary Principal's Association. Louise, next to Chief Customer Officer Will Graham (left) and Belinda, next to National Engagement Manager Greg Duff (right).

### Beginning Principals Hui 2 - 4 October



Sian Willicot (National Relationship Manager) and Matt Sandilands (Relationship Manager) speak with a delegate at the Beginning Principal's Hui.

**Keen to connect?** Email us at [events@n4l.co.nz](mailto:events@n4l.co.nz)

## Latest scam hitting schools

### Sextortion Phishing Scam

Our Helpdesk has seen a spike in calls relating to a phishing email that is currently doing the rounds. This email is designed to scare recipients into paying a ransom by tricking them into believing the scammer has access to the recipient's password and content that is private or explicit.

Blackmail emails such as these are considered a criminal offence and CERT NZ can help facilitate next steps <https://www.cert.govt.nz/>

### What should you do?

- Do not reply to the email or pay any kind of ransom.
- If you do use the password that has been shown in the email you are advised to change it asap.
- You should contact CERT NZ who can advise on how to proceed. You can find more information by visiting the link here <https://www.cert.govt.nz/businesses-and-individuals/recent-threats/webcam-and-password-blackmail-scam/>

**HOT  
TOPIC!**



**Helpdesk hours Mon to Fri, 8am - 5pm (0800 LEARNING)**



**Take a look at Support Hub [n4l.co.nz/support](https://n4l.co.nz/support)**