

ITSC Newsletter

Issue 02 September 2015

Insides this issue

- Message from CIO 1
- Responsive Design 2
- eClass Form System 3
- Union Pay Online Payment 3
- Infosilem Suite 3
- Office 365 and New SSL VPN System 3
- Smartcard Access Control System 4
- Banner System Upgrade 5
- Audio Visual Facilities 6
- Student Survey 2015 7
- Tips on Protecting Mobile Devices 8
- Academic Computing and Researching 8

Message from the CIO — Ms. Rachel Cheng, Chief Information Officer & University Librarian

Last year, we adjusted ITSC's organizational structure to improve services and operations. What changes have you noticed? Are we doing better or worse?

If you visited ITSC's Helpdesk last year, I am pretty sure you would have noticed the new seats, bright paint and a more friendly Help desk where we can sit together to address your questions or concerns. What you may not have noticed is the fact that staff from AV Services and Desktop Support teams are now working side by side to assist you. Our intention is to allow two of our most important front line service units to better collaborate to create a more seamless user experience whenever possible.

Starting this August, we will also enlist colleagues from the Infrastructure Services Section to work at the Helpdesk during the very busy period of student orientation and at the start of the semester. This will create greater flexibility for the AV team allowing them to assist at multiple events and functions and for the Desktop team to address problems in teaching venues or hostels.

We have implemented a new helpdesk system and it will be in place at the beginning of Term 1. After filling in a service request, the new software will automatically alert responsible ITSC staff to answer your call and track

progress until the job is completed to your satisfaction. This method of tracking is especially important if we need to forward your requests to different subject specialists in order to complete the task or to address additional related issues.

We really want to know how well and how fast we are responding to your needs. With the new helpdesk software in place, we will have a source of data that will help us analyze ITSC's overall services. You will have the ability to follow your service requests from initiation to completion. This system will also support a dynamic Frequently Asked Questions (FAQ) knowledge base for people who prefer to find solutions by themselves. Over time, this knowledge base will develop into a sophisticated problem-solving tool.

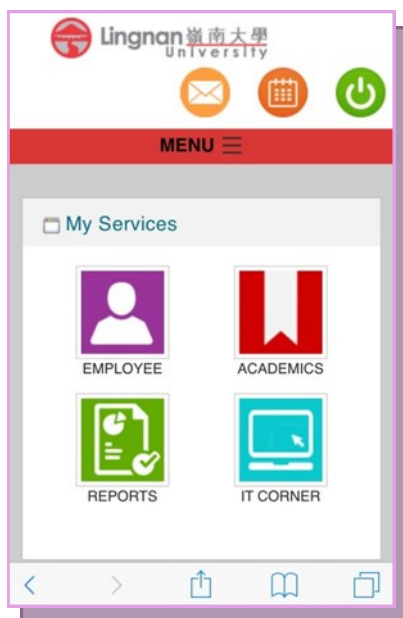
So please give us a little bit of time to make sure we have the helpdesk system working as it should, and let us know how we are doing. Send us your comments or suggestions anytime via:-
<http://webapp.ln.edu.hk/itsc-suggest>

Responsive Design on Lingnan Homepage & Moodle



The new adoption of **Responsive Design** for Lingnan Homepage and Moodle provides an optimal viewing and interaction experience across a wide range of devices (from desktop computer monitors to mobile phones). Everyone can enjoy the same look and feel on every device and every screen size, no matter how large or small, mobile or desktop. This focuses around providing an intuitive and gratifying experience for everyone.

myLingnan Portal is Here!



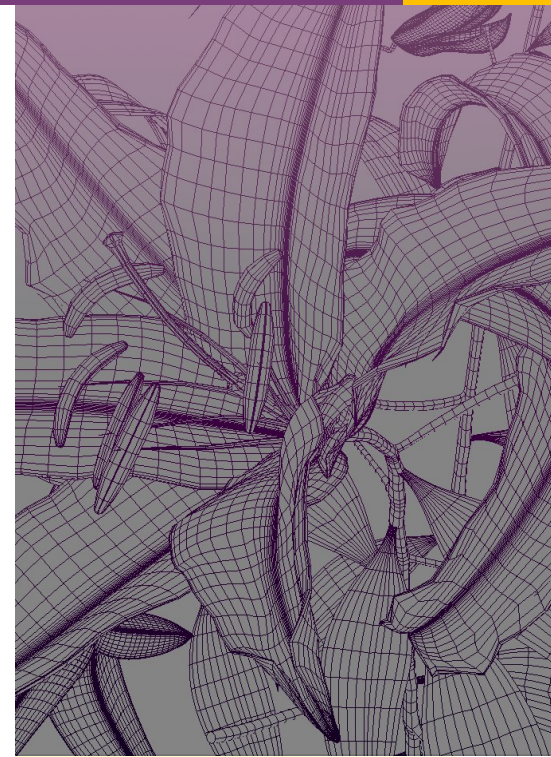
What's New in myLingnan Portal

myLingnan Portal is a major version upgrade which equips with new architecture and features to enable user easier access to all essential applications via one central location.

Feature Highlight

Simple Navigation is very important to ensure that everyone can quickly find what they are looking for. myLingnan Portal consists of five major tabs, depending on the user's role at the University, different tabs can be seen through the portal.

My Services Icons are designed for user to navigate services through their mobile device. This gives user an easy touch to access the services at their fingertips. User can click on the "Menu" icon to see the pull down menu or to initiate the action.



DESIGN CONCEPT

The **myLingnan Portal** carries two major concepts, namely (i) Design for usability and (ii) Design for users. The new platform allows a "**One-stop Service**" to staff and students and using "**Keep the Design Simple**" as its design philosophy.

(i) Design for Usability

The new adoption of Responsive Design principle allows users to access the same information via multiple devices, e.g. mobile phone, tablet or PC. It aims to provide an optimal viewing and interaction experience, easy reading and navigation with minimum number of resizing and scrolling across a wide range of devices.

(ii) Design for Users

The myLingnan tab (Landing page) shows only the dynamic information to disseminate information effectively. Other tabs are grouped according to the type of services.

eClass Form System

Banner Team has been working with Registry to go paperless, replacing the paper form submission of class schedule information. Over 1,700 course sections (CRN) for the 1st and 2nd Terms 2015-16 have been successfully created by the eClass Form System. This new process only takes Registry colleagues 5 minutes to complete, compared with spending 2 weeks entering data into Banner and checking data previously. This system has greatly improved efficiency and reduced human errors.

Union Pay Online Payment

ITSC is enhancing the Web Admission Systems to support Union Pay Online Payment.

Infosilem Suite Upgrade

Infosilem Suite, the class and examination timetabling system, has been upgraded in development to version 8 in July 2015 with enhancements in the Examination module.

Office 365 apps for Students

Office 365 provides a set of useful cloud-based apps, including Outlook, OneDrive and Lync .

1. Outlook app includes cloud-based 50 GB inbox for email with always-up-to-date viruses and spam signatures to protect users.
2. OneDrive app provides cloud-based 1 TB per user file storage.
3. Lync app provides instant messenger and web conferencing services among Lingnan University users.

Apart from the cloud-based services, O365 also provides apps like MS Word, Excel, PowerPoint, and Publisher. Students can download and install the apps at Apple App Store and Google Play store free of charge.



New SSL VPN System



A new SSL VPN system has been launched in June 2015 with great improvements in reliability, capacity and throughput. Mobile users can search for and install the app "**PulseSecure**" from App Store or Google Play Store for iOS or Android devices, respectively, to access the new VPN service. PC or Mac users can download and install the appropriate client software from <http://vpnfiles.ln.edu.hk>

Detailed installation guides for different platforms are available on ITSC website:-

ITSC Home > ITSC Services > User Guides > VPN Installation Guides

Users are highly encouraged to use this new VPN system as the old one will be decommissioned on 31 December 2015.

Smartcard Access Control System at the Southern Gate and the Northern Gate Entrances of the University

During the normal opening hours, the University welcomes the public to visit our campus. To facilitate the security access control at the Southern Gate and Northern Gate entrances of the University as well as to improve the operation effectiveness, a Smartcard Access Control System was set up at the both gates respectively.

For Pedestrian Access Control

The smart card access control system provides enhanced physical security for both staff and students. With the smartcard system access control, staff and students can use their MIFARE classic smartcards to enter the university through the pedestrian gates at both the Southern and Northern entrances of the University.



Access Control of the Pedestrian Gate



Reader for Car Access Control (Short Range)

For Car Park Access Control (Short Range)

By using the smartcard access control system, eligible staff and students who drive their registered vehicle can present their staff or student MIFARE classic smartcards to the smartcard readers to enter the university at both the Southern and Northern entrances during normal opening hours. After authenticated by the access database, the controller of the smartcard system will trigger and send an accept/reject confirmation signal to the access control panel of the car park gate.



Reader for Car Access Control (Long Range)



Reader for Car Access Control (Long Range)

Car Park Access Control (Long Range)

By using the smartcard access control system, eligible staff and students who drive their registered vehicle which holding the long range access card to pass the Southern and Northern entrances of the University in the opening hours will be detected by the long range RFID reader. After authenticated by the access database, the controller of the smartcard system will trigger and send an accept/reject signal to the access control panel of the car park gate.

Project Status: *The Car Park Access Control System at both the Southern Gate and the Northern Gate Entrances of the University are now in full production.*

Summary of Banner System Upgrade (2015)

Banner is the higher education ERP system provided by Ellucian to our university. To strengthen our major workflows, enhancement of new features and fix the reported bugs, the vendor company will continue to enhance the functionalities and performance of the system to a new platform, called **Banner XE**, to support the running of the system in the digital campus environment. ITSC has successfully carried out a series of upgrades to pave the road for Banner XE during the past Easter holiday. Besides, to ensure minimum disruption to users, we had arranged 24 hours shift duty staff to work for the upgrade project. A total of 107 modules were upgraded.

| Milestone | Date | Tasks |
|-----------|---------------------|--|
| 1 | Jan 2015 | Upgraded testing environment from Banner 8.1 to Banner 8.7. |
| 2 | Mar 2015 - Apr 2015 | Upgraded production environment from Banner 8.1 to Banner 8.7. |

Banner System Major Upgrade in 2015

Information Security: Tips on Protecting Mobile Devices

Nowadays, we heavily depend on our mobile devices to store massive personal information and important data. It is of more paramount than ever to ensure that our mobile devices are safe and secure to use. Followings are some simple tips to protect your mobile devices.

Updates

Set up the device for automatic system and application updates. Any unpatch devices are more likely to have vulnerabilities that can be exploited by the hackers. Besides, don't be tempted to "jailbreak" or "root" a device to bypass the system security controls as it will void the warranty and can introduce security holes.

Access Protection

Choose a strong protection, such as fingerprint, pattern lock, or strong alphanumeric password. Whenever possible, it is better to set up an automatic timeout lock for a period of inactivity.

Think Before You Act

Avoid download, respond, register, or provide any information to any non-legitimate sites, social media, emails or apps. When there is anything in doubt, don't respond.

Encryption

Encryption is one of the best ways to protect your important data stored on the mobile device, thwarting unauthorized access. On iPhone, just tap on General > Passcode Lock, then slide the Simple Passcode to off. You will be asked to enter a passcode twice to confirm it. For Android, please open its Settings screen, tap Security, and tap Encrypt phone under Encryption.

Regularly backup your data

Make sure that you do regular backup for all important data to ensure the recovery of essential information if your device has been hacked, lost or stolen.

Audio Visual Facilities in Classrooms

Audio Visual (AV) facility is available in all teaching venues to support teaching and learning, it covers lecture theatres, lecture rooms, tutorial rooms, computer laboratories and language laboratories.



Please visit the following link for the latest AV setup for different teaching venues:-
<http://www.ln.edu.hk/itsc/av/teaching-venue>

Summary of Audio Visual Services Development & Upgrade Status

| Activities | Period | Description |
|---|------------------------------|--|
| Conference Centre update | Completed in February 2015 | AV system was upgraded to support high definition (HD) presentation, video playback, multimedia recording, broadcasting with central control panel for lighting/curtain control. |
| SEKGo9 update | Completed in June 2015 | Audio system was upgraded to enable central control to improve the operation of audio equipment. |
| MBGo1 and MBG22 update | Completed in June 2015 | Projection system was upgraded to enable high definition (HD) presentation and video playback. |
| AV equipment on-loan service update | Starting from September 2015 | Wireless presenter, wireless recording microphone and interactive pen are now available for staff and students. |
| Substitution of VHS, audio cassette player, slide & overhead projectors | On-going | VHS player, audio cassette player, slide & overhead projectors were obsoleted & replaced with digital systems. |





ITSC Student Survey 2015

A student survey was conducted in May 2015. It included a total of 4 sections with 31 questions. 43 valid responses were received from the survey.

Summary of Satisfaction Levels of Different IT Services

IT Support Services: 55% of the students were satisfied, 32% of them remained neutral and 13% disagreed.

IS & Application Support Service: 53% of the students were satisfied 25% of them remained neutral and 22% disagreed.

IT Equipment and Facilities: 68% of the students were satisfied 20% of them remained neutral and 12% disagreed.

As for overall satisfaction level to ITSC services, there were 71% of the students agreed that ITSC could provide promised services, 23% of them remained neutral and 6% disagreed.

Based on the survey comments, ITSC has struck hard to make the below immediate responses & improvements:-

Latest Update for PC Replacement in Computer Lab

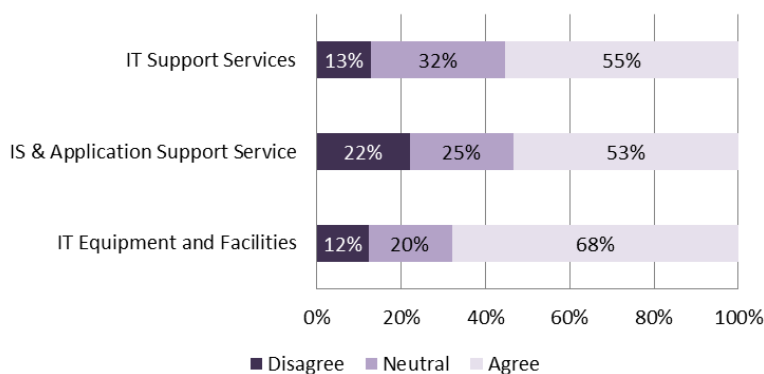
In August, a PC replacement exercise has been taken place for computer laboratory at SEK105. All 43 PCs have been replaced with Lenovo M93P model of computers.

Latest Update for Electronic Helpdesk System

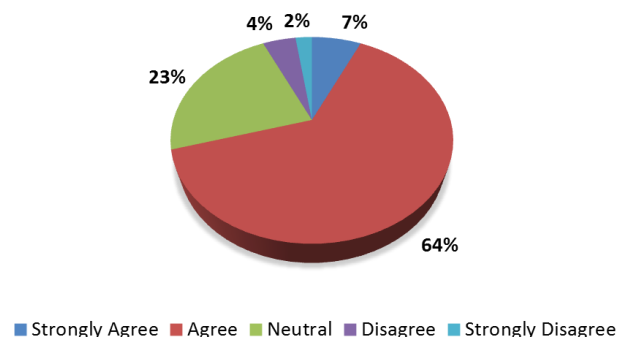
A brand new helpdesk system has launched in September 2015. This is a new cloud-based helpdesk system which provides a self-service portal for users to report problems and submit service requests. The new system can also support status checking.

- Set up myLingnan Portal as a mobile device friendly solution to access Lingnan electronic services.
- Arranged advance courses for Microsoft Office Suite offered per semesters.
- Enhancement for the room booking system with more user friendly functionality will be launched, e.g. more options and criteria to search for a room.
- Enhanced the availability of printers in SEKGo2 computer laboratory.

Satisfaction on IT Services



Overall speaking, ITSC provides promised services to meet my computing and learning needs.





Academic Computing & Researching

Academic Computing (AC) is a new branch of service offered by ITSC to liaise, assist and cooperate with academics in teaching, learning & researching with the objectives to use IT to support academic activities to achieve synergetic results. Some major accomplishments were:-

Academic Research & Project Support

Successful collaboration with the Department of CDS in application and approval of two Knowledge Transfer (KT) projects in May-2015, namely:- (1) Commoditization of Online Programme Outcome-Base Management System (POMS) and (2) A Conference for “The New Landscape of Digital Evidence, Social Media & Cyber Security: Quest for Management Control & Corporate Governance”.

For (1), the project was to commoditize our self-developed and deployed Outcome Based Assessment (OBA) software to become a bespoke software application provisioned on the contemporary Cloud for use by other local and overseas universities who intend to apply for AACSB accreditation. The project is in charge by Prof. Alfred Loo with support from Prof. Robin Snell & Prof. James Pounder. It aligns with the University’s mission of internationalization and collaboration with other well-known universities with possibility of generating income to our University.

As for (2), the conference, it collaborates with the HTCIA (High Technology Crime Investigation Association) with target at SMEs, NGOs & enterprises of HKSAR. It aims to enhance our University image, social affiliation & connections with the public. Good support from well-known organizations & associations like HKCICA (香港中華工商總會), HKPKI Forum, HTCIA, ISACA, ISFS, CHKCI...etc. have been received.

Application of QEF for “Educating the Digital Citizen with Digital Certificates (e-ID)”. The research emphasized on the fundamental concepts on the moral, ethical and behavioral issues of being a digital citizen and the use of e-ID to authenticate e-Commerce transactions. It could transfer cyber security knowledge to secondary school teachers, educators & administrators.

Academic Department Support

Successful in compiling joint proposals with Department of Translation and CDS to TLIS for application of funding to establish a consecutive interpreting language lab and enhance an existing computer lab to become an academic computing & researching lab.

Planning Ahead

ITSC will cooperate with TLC in carrying out an Academic Computing, T&L & Research (T/L/R) survey in the 1st term of 2015-16. Through this survey, ITSC can gauge the AC need and to explore any new research/project opportunities and collaborations with academics.

For any research and project collaboration, please contact Dr. Ir. Rosiah Ho, email: rosiah@LN.edu.hk