

# ITSC Newsletter

ISSUE 1

JAN 2015



## HIGHLIGHTS

- Message from CIO
- New Academic Computing Services
- Desktop & AV Services Update
- Enterprise Application & Portal Services Update
- Infrastructure Services Update
- Information Security

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## Message from the Chief Information Officer

How time flies! It's almost six months since I was asked to oversee Lingnan's ITSC operations. I have learned to appreciate the rapid pace of change and technological advancement that is the global Internet that we have all become dependent on, and how fast we must react to these changes to safeguard our information and provide state of the art services.

I am fully aware that we need to do a much better job communicating with all our users, and this newsletter is our first attempt to establish regular formal communications with the Lingnan community. More frequent information will be released via email and the ITSC website. Additional workshops will also be introduced to disseminate important information related to information security and the effective use of information technology. More importantly, we encourage you to contact us whenever you have questions or need more information. You can find contact information for my ITSC colleagues and me listed at <http://www.ln.edu.hk/itsc/aboutus>. A modified ITSC Organization chart is also available at the same URL.

Rapid developments in Digital Humanity and big data research across academic institutions prompted us to re-examine ITSC's strategic direction regarding academic computing support. Leveraging Dr. Ir. Rosiah Ho's long tenure in the University and broad relationships with academic staff, I asked him to move into this new strategic new position as Associate Director of Academic Computing to help us better to support faculty's effective utilization of information technology in general and research in particular. As the primary ITSC liaison to academic departments, he will actively survey faculty's research needs, which are essential in planning appropriate support for the campus.

Striking a balance between an open network that facilitates learning and research while maintaining network security and performance is a balancing act requiring both vigilance and anticipation of the technological climate. A recent incident is the DDoS (Distributed Denial of Service), attack that we experienced in October, resulting in a serious slowdown of Internet traffic. It is imperative that we are ready at all times to deal with problems like this when they arrive, uninvited, at our doorstep.

To support the goal of systematically strengthening our security measures, we have reallocated personnel within ITSC to create Lingnan's first full-time Information Security Officer with Ms. Anita Chan. The goal this year is to review our current policies and procedures prior to developing a plan to systematically strengthen our security measures. We are going to need a lot of help from you since true information security cannot be achieved without everyone's cooperation.

In our attempt to complete as many requests and projects as possible, we have at times failed to take the time to provide status reports and solicit on-going input from our users. And in our efforts to satisfy everybody's demands, we have at times taken on too many large, concurrent projects. Stretching our limited personnel resources to this degree has made it difficult to be as responsive or efficient as might be desired. Prioritizing campus IT projects, however, is a strategic process that may be best overseen by the broader review of campus constituents. Based on two previous consultants' recommendations and with senior administration's support, an IT Priorities and Oversight Committee, (ITPOC), was formed to review and establish large scale IT project priorities consistent with University's strategic directions and priorities. Detailed information about the ITPOC, committee members, its goals, process and criteria for project initiation and evaluation is available at <http://www.ln.edu.hk/itsc/project/itpoc>. We will partner with you to work through the IT prioritization process. Please, let us know as soon as you have any big project in mind. Meanwhile, you are encouraged to log into ITSC Current Project website, listed at the bottom of the ITPOC webpage and via the above URL or directly via <http://webapp.ln.edu.hk/sys/itsc/project/>. From there you can view ALL on going IT projects and their projected completion dates, or track the progress of IT projects of your interest.

Over the past few months, I have benefited tremendously by the support of my ITSC colleagues and have seen their honest and sincere efforts to provide the best possible IT services and operations. As we find new and better means to improve ITSC services, we are confident that our annual surveys will begin to reflect our collected efforts.

Rachel Cheng,

Chief Information Officer & University Librarian



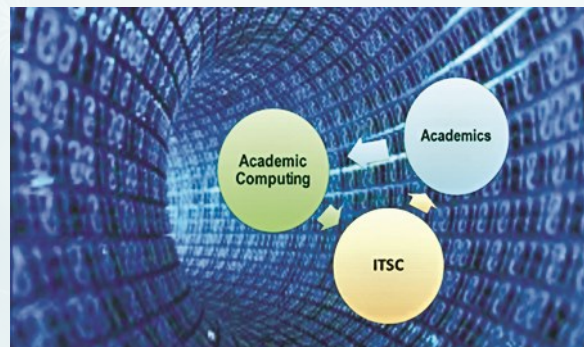
## New Academic Computing Support Services

**Academic Computing (AC)** is a new branch of service under ITSC for the effective use of IT to support teaching, learning, researching and student's community life. This would include but not limited to assist the academics in evaluating and adopting of new technology, equipment, devices & applications in the best way to meet their pedagogical and research goals. ITSC begins with this vision and believes that there will be a continual growth in importance of AC in the University in the coming years, in particular, to address the institutional strategies of academic and research excellence by using IT facilities and infrastructure to achieve these objectives.

### The Road Ahead

The legacy supporting role of ITSC will be slightly transformed by promoting, liaising, assisting & cooperating with academics to assess their needs and formulate supporting plans to align with their needs in teaching and researching. To gauge the AC need for academics, ITSC will carry out an academic computing & research survey in early 2015. The survey will insightfully look into what faculty members see as the major academic computing concerns and how to prioritize topics that relate to those concerns. It is the first fundamental step to develop the University strategic plan for AC.

Based on the survey, ITSC will then discuss with relevant stakeholders about the resource requirements:- budget, space & staff that will be needed to attain these goals. ITSC



A New Model of Academic Computing

will also draft plans, interview schedules, coordinate and liaise with academic staff and/or faculties on the actual AC & research needs. Besides, it is also important for ITSC to explore any collaborative opportunities with academics in the new paradigm of Digital Humanities (DH) & to develop pilots for DH that specific to Lingnan environment.

### Further Communication Your Needs

In case that you have any areas of interest, in light of teaching, learning and/or research collaboration, please contact our Dr. Ir. Rosiah Ho, the Associate Director of Academic Computing of ITSC (Tel: 26168396 & Email: [rosiah@Ln.edu.hk](mailto:rosiah@Ln.edu.hk)) for discussion.





## ITSC Student Survey 2014

A student survey was conducted in May 2014. It included 4 sections with 27 questions. A total of 262 valid responses were received.

### SUMMARY OF SATISFACTION LEVELS OF DIFFERENT IT SERVICES

**IT Support Services:** 60% of the students were satisfied, 27% of them remained neutral & 13% disagreed.

**IS & Application Support Service:** 57% of the students were satisfied, 29% of them remained neutral & 14% disagreed.

**IT Equipment & Facilities:** 49% of the students were satisfied, 27% of them remained neutral & 24% disagreed.

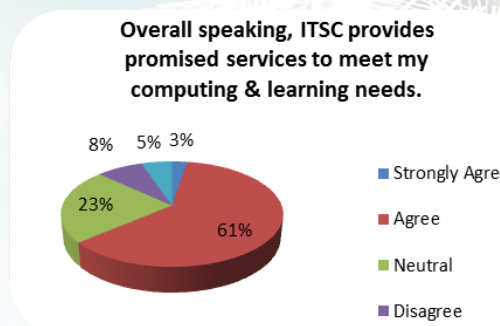
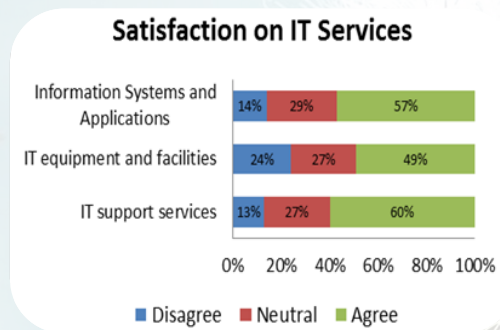
As for overall satisfaction level to ITSC services, there were 64% of students agreed that ITSC could provide promised services, 23% of them remained neutral & 13% disagreed.

Based on the student's comment, ITSC has struck hard to make the following **immediate responses & improvements:-**

- Installation of a new Integrated ITSC Helpdesk Services Counter at 2/F, Patrick Lee Wan Keung Academic Building
- Daily checking of "Integrated IT Learning & Self-study Centre" (MB412) to ensure the fair use for all students

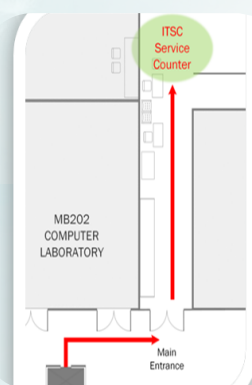
- Carry out WiFi system upgrade in summer 2014
- Segregation of add-drop period arrangement to avoid potential traffic jam
- Upgraded the Moodle mobile apps in July 2014 for better performance with new features

[For details, please see:- <http://www.ln.edu.hk/itsc/survey/studentsurveyresponses2014>]



## New ITSC Service Counter

With the aim to provide a more integrated IT services, starting from this new academic year 2014-15, ITSC has renovated the Multimedia/ AV Services Counter on the 2nd floor of the Patrick Lee Wan Keung Academic Building (next to the MB202 computer lab) to become a more comfortable & convenient service area to assist staff and students in handling the general IT enquiries, IT problems diagnosis, AV



equipment check-outs & event support services...etc. A new set up & design of the service counter will be launched in January 2015 after the final renovation in December 2014 .

We received quite a lot of supportive comments from users with this new counter setup & service arrangements.



## Upcoming Events for Enterprise Application & Projects Section



**Planning your leave without affecting your work**

Summary of Upcoming Events & Upgrade for Enterprise Application & Portal System		
Activities	Tentative Date	New Features and Description
Portal Upgrade 2015	May 2015	The new version enables multiple site support, personalized user experience which lets users add, manage, share content, customize space design, manage applications, & decide whether it is public or private.
Banner Upgrade 2015	April 2015	The new version 8.6.7 will solve some known bugs such as the truncation of long address when printing of student transcript, problematic single sign on to Banner self-service, etc. Banner services be temporarily shut down from 30 March 2015 to 8 April 2015 for the upgrade.
Degree Works Upgrade	May 2015	The new version of Degree Works 4.1.3 will be running on a new hardware machine which should be much faster and more stable

## Lingnan Mobile

### Moodle Mobile 1.9

Moodle Mobile app 1.9 was recently released in December 2014 on Google Play (Android) and Apple iTunes (iOS)! This is the official mobile app for Moodle developed by Moodle.org. Lingnan has enabled this feature as a pilot for academics and students for their ease of access to the lecture materials.



### NEW FEATURES AND IMPROVEMENTS:

**New languages added:** Bulgarian, Turkish and Chinese traditional.

**Notifications:** Forum notifications are more concise and include a link to open the discussion directly in the app.

**Grades:** New "Show grades" button in the participants profile page to view that participant's grades (if you are allowed).

**General design:** New main menu and back icons, courses menu section improved design. Recent messages list design.

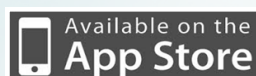
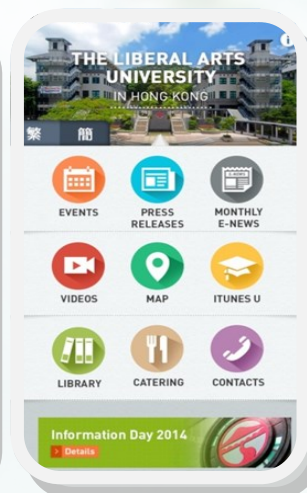
**Forum design and usability:** Discussions are now opened in a new page displaying all the posts expanded. Forum notifications open the discussion inside the app. Pressing the user name opens the user information page.

**Grades design & usability:** Added missing icons, fixed background colors.

## Lingnan University on Your iPhone, iPod touch, iPad or Android™

The Lingnan Mobile App is a University-wide initiative to keep staff, students & visitors up-to-date with the latest University news & events.

Lingnan Mobile is a native application for Android and iOS operating systems. Download the Mobile App on the iTunes App Store & the Google Play Store.





## City-wide Wi-Fi for the Public & Visitors: “Wi-Fi.HK via Lingnan University”



With a continual commitment to serve the community, Lingnan University has joined the city-wide free Wi-Fi scheme (Wi-Fi.HK) right after its official launch in early 2014. All visitors to our University campus will be eligible to enjoy this free Wi-Fi service by attaching to “Wi-Fi.HK via Lingnan University” hotspots.

[URL: <http://www.wi-fi.hk/>]

### Major Objectives:

- To continue supporting the development of free public Wi-Fi in HK
- To further advance Hong Kong’s position as a highly *connected* city in the world

### Characteristics

**Cover Areas:** All areas of the campus are covered: catering areas (student/staff canteens & restaurants), residential areas (student hostels & staff quarters), open areas (Wing On Plaza, Yu Kan Hing Memorial Garden & Contemporary Garden), Fong Sum Wood Library, Chan Tak Tai Auditorium, sports and recreational areas. (Multi-purpose Outdoor Sports Ground & Indoor Sports Complex)

**Usable Time:** Each device of the visitors will be given a time slot of maximum 2 hours per calendar day to use the service.

## New Staff Email (Microsoft Exchange) & SPAM Control

ITSC has completed the migration of the legacy staff email system to the **Microsoft Exchange system** (with calendar feature) in December 2014. Microsoft Outlook for Windows & Outlook 2011 for Macintosh are the two recommended email clients in campus. User can access to Email, Calendar & Contacts through dedicate email client, Outlook Web App (OWA) or using the iOS & Android mobile devices.

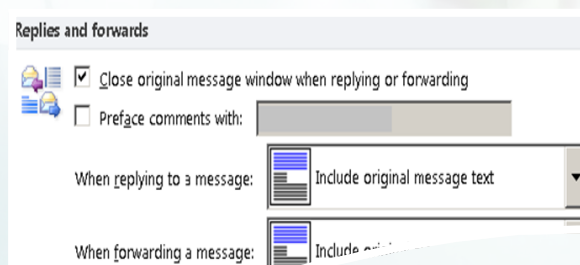
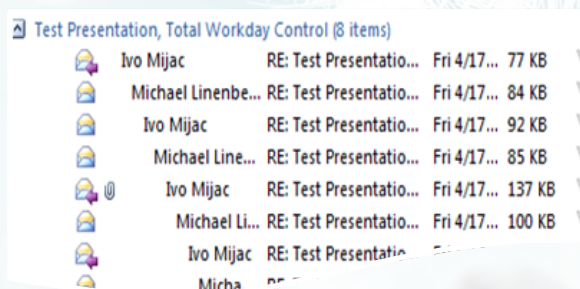
### NEW FEATURES & TIPS FOR OUTLOOK

**Conversation:** Conversation view means grouping all messages and replies with the **same email subject** under a single heading with the newest message on top of the earlier messages.

**Reply and Forwarding:** Users can tell Outlook how and whether to include the original message during reply and manage the original message when forward it to someone else. Just a simple click **File, Options**, then **Mail**, then scroll down to **Replies and Forwards**.

### PLANNING FOR NEW SPAM EMAIL CONTROL

There are thousands of spam emails reach our email system every day. ITSC is now planning to implement a new spam email control by delivering the suspected spam emails that label with “SPAM - Medium” in the email subject to a dedicated folder. After successful implementation, users can have a quick check of those spam emails in his/her personal folder. It is now under intensive testing by ITSC staff.





## Corporate Social Responsibility Award: Web Accessibility Recognition Scheme 2014

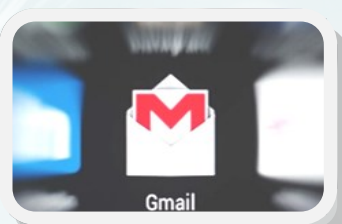
Lingnan University has won a **Gold Award** in the Web Accessibility Recognition Scheme for the second consecutive year. Ms. Rachel Cheng Jui-chung, Chief Information Officer and Librarian, received the award on behalf of the University. With the aim of developing a caring and inclusive society to persons with special needs and promoting the awareness of web accessibility to facilitate access to online information and services by all community segments, including the visually/hearing impaired, Lingnan University has been successfully granted the award, for the second year, the Web Accessibility Recognition Scheme co-organised by the Office of the Government Chief Information Officer (OGCIO) and the Equal Opportunities Commission (EOC).



## Information Security:

### *A List of 5 Million 'Gmail Passwords' Leaked, But There's No Need to Panic!*

A breaking news has fired across the whole nerve of computer users about a list containing around 5 million usernames & passwords account from Google's Gmail have been leaked online by Russian hackers. The leaking Gmail accounts incident yields a troubling reality: people continue to mix easy-to-guess passwords with flawed password practices. The question is how to protect your account from being leaked?



#### Don't use the same password for everything

Use different passwords for your intuitional, bank, personal email & social networking accounts.

#### Don't use dictionary words

Avoid using dictionary words in any language or spell words backwards, or sequence of characters (e.g. 123456, abcdefg) or adjacent letters on the keyboard (qwerty).

#### Long password

Whenever possible, use eight characters or more. Some suggestions might help you remember long password easily:

Suggestions	Examples
Start with a sentence	complex is good
Remove the spaces between the words	complexisgood
Turn words into shorthand or	complexisgd
Change small letters to caps	ComplexIsGd
Add numbers that are meaningful to you	ComplexIsGd7995

### PASSWORD BEST PRACTICES

It is extremely important to pick a good, secure password. Your passwords should be difficult to guess or "crack". Below are some good tips for your consideration.

#### NEVER share your password to anyone

"Anyone" means someone else other than you. Don't let Anyone knows your account password and ITSC will never ask for your password.

#### Change regularly

Change your passwords at least every 3 months and avoid use variations on your old password.

#### Use the entire keyboard

Use variety of characters, the better. Use common letter-to-symbol conversions, such as changing "and" to "&" or "to" to "2".



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