



Message from CIO – Ms. Rachel Cheng, *Chief Information Officer & University Librarian*

To keep up to date with technological developments and enhance the university's operations, the ITSC has initiated two major projects for the 2016/17 academic year. These are 1) the organisation of statistical data and information to better support the university's operations and strategic planning and 2) comprehensive reviews of the university's Information Security Policies and operations to enhance campus security.

The last modification to the University's Information Security (IS) Policies was carried out in 2013. To keep up with rapid technological changes and to enhance Lingnan's overall IS standards and operations, we initiated a comprehensive review and proposed a new set of IS policies, in compliance with the standards set by the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC) for the Teaching, Learning and Information Services (TLIS) Management Board's approval. Various new security operations have since been established. Recurrent Information Security workshops are also in place and

an updated version of the encryption software is being released. Further tips and security measures will follow.

An Institutional Research (IR) Department was established in May 2016, and the QS ranking data were then organised and analysed so they can be used for other international ranking purposes. An official Information Hub for Deans and Department heads was launched in October 2016, to provide a single interface providing relevant data and useful information to support their daily operations, strategic planning and decision-making. More importantly, IR is now in the process of working with various departments to consolidate and organise statistical performance indicators and benchmarking information, to support on-going academic programmes and Academic Development Proposals.



Integrated Administrative Services

Information Hub

This provides a single interface where data and useful information can be gathered and organised, to support your daily operations, strategic planning and decision-making. Reports from the Banner ERP System, annual programme statistics from the Registry, various surveys, library collection information, eProfile, faculty publications, TDG and research projects information, along with Course Teaching and Learning Evaluation (CTLE) reports, can be retrieved from the Information Hub. The system was successfully launched on the 13 October 2016.

eLeave System

The ITSC has enhanced the system to support the new academic Research Leave, Conference Leave, Compassionate Leave and Special Leave. The new system supports the calculation of current leave balance and the leave approval workflow design, to facilitate easy operation for users. It was launched on 1 November 2016.

eReceipt Issuance System

ITSC will continue to support the "GO GREEN" campaign by automating the current processes of printing official receipts at various locations on campus. The first module was successfully launched on 1 April, 2016, and is used at the Library service counter to refill printing quotes for students and societies. The second module, which will manage the donations and handle the printing of receipt for donors, is now under evaluation and testing, and will be launched in early 2017. The third module, for the issuing of receipts at the CO Cashier Counter for different types of fees, is now under development. Requirements were collected from stakeholders and this module is expected to be launched before the summer of 2017.

OGE Scholarship/Financial Aid System

ITSC has assisted OGE on developing online system for handling scholarship and financial aid application for Student Exchange Programmes. With more than 250 applications received every year, it is aimed to reduce paperwork and bring greater efficiency and effectiveness to the process. The system was launched in mid-December 2016 to facilitate the support of the Winter Programmes.

Website Development

In this Academic Term, ITSC has developed more than 6 projects and/or program websites, including Inter-University Research Consortium for Higher Education, IMCSP (International Master of Social Sciences in Comparative Social Policy), Master of Science in Finance, and Finance and Insurance Department websites. All the websites are equipped with responsive functions which are optimized for desktop or mobile viewing.



Infrastructure Services:

Protect Yourself from Phishing Emails

Phishing emails attempt to collect your personal information by posing as a trustworthy person or organisation. An attacker may send you an "alert" about a problem with your account, and request your username and/or password to fix it. When you respond accordingly, the attacker will gain access to your account.

How do you avoid being a victim?

- **DO NOT** reply to any personal information through email, or follow any links given in unknown emails
- **Be aware of unsolicited email messages.** If someone claims to be from an office/organisation, try to verify their identity directly with that office/organisation.



- **Pay attention to the URL of a website.** Malicious websites may look identical to legitimate ones, but the URL may have a slight variation. For example, *www.secure-paypal.com* vs. *www.paypal.com*.

What should you do if you think you are a victim?

- Immediately change the password that might have been stolen. Change all the passwords of the existing services. Never use that password in future.
- If you suspect that you may have unintentionally revealed any sensitive information about an organisation, report the case to that organisation.

Upgrade of Campus Network Infrastructure

The ITSC has been upgrading the campus network infrastructure in phases. The project started in January 2016. It involves the replacement of WiFi controllers and access points and the re-deploying of network cables and network switches. The project will be completed around mid-January 2017.

Another project started in autumn 2016 was the replacement of all old network switches that provide direct LAN connections for desktop PCs in offices, lecture theatres and teaching venues on campus. The upgrade will be completed in the summer of 2017. It will enable staff and students to access a more stable and higher performance network, to support their teaching, learning and research activities. The upgrade of other mission critical campus network infrastructure, such as the firewall system of the server farm, is planned in the next phase upgrade.



Upgrade of the Integrated Administrative System

The hardware platform of the Integrated Administrative System (Banner) is responsible for hosting and running mission critical applications for all staff, students and alumni of our University. It provides support for the University's critical administrative tasks, such as i) Student Lifecycle Management: admission, registration, course enrolling, advising, examination grading and graduation arrangement. ii) Resource/Venue Scheduling and Booking: Classroom/examination -room/hostel-room booking and scheduling. iii) Staff Data Management: handling sensitive staff personal data and iv) Alumni Affairs Management, etc. All staff and students can access their personal and academic information through a single sign-on to our University portal, anywhere and anytime. The last upgrade of the existing Banner hardware platform (both production and development platforms) was in 2011-12. According to the five-year replacement cycle plan for mission critical systems, the hardware platform of Banner should be upgraded in 2016-17 to meet the system warranty, capacity and performance requirements. The table below summarises the main milestones of the upgrade plan, with its completion time of April 2017.

Milestone	Date	Tasks
1	Jul – Oct 2016	Review current resources and collect new software and hardware compatibility requirement information.
2	Nov – Dec 2016	Prepared technical tender specification.
3	Feb – Mar 2017	Hardware delivery and system setup.
4	Apr 2017	Migration of development platform and perform system testing.
6	Apr 2017	Migration of production platform and perform system testing.

Main Milestones and Upgrade Plan for the Banner System

Multimedia and AV Services

The following is a summary of AV services updates from September to December 2016.

Activities	Period	Description
AV Equipment On-loan Online Application Form for Students (New)	Starting from September 2016	In September 2016, three new AV equipment on-loan application forms became available through the ITSC Helpdesk system. Students can now, via online applications, put in their (i) teaching-related, (ii) society and (iii) hostel-related requests. Access via:- <i>myLingnan Portal > IT Corner > ITSC Helpdesk > Remedyforce Self Service > Service Requests > Equipment On Loan</i>

For the latest AV equipment on-loan, please visit:

<http://www.ln.edu.hk/itsc/services/teaching/av-equipment-on-loan-services>



For the latest AV equipment in teaching venues, please visit:

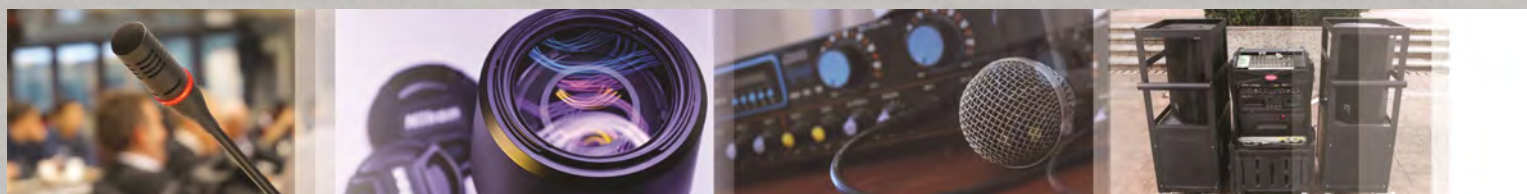
<http://www.ln.edu.hk/itsc/services/teaching/teaching-venues>



Summary of AV Equipment On-loan (Online)

Categories	Service Requests: Equipment On Loan
<ul style="list-style-type: none"> ▶ Account Services ▶ Application Development ▶ Email ▶ Network Services ▶ Security Related ▶ Application and System Usage ▶ AV / Event ▶ Banner Accounts ▶ Data Restoration ▶ Equipment On Loan ▶ General Enquiry ▶ Hardware Installation/Relocation ▶ Inspection Service ▶ myLingnan Portal ▶ Password Reset ▶ SmartCard and Access Control System ▶ Software Installation / Upgrade ▶ Website 	<ul style="list-style-type: none"> ▶ AV Equipment On Loan (Hostel Activities) AV equipment on loan for hostel activities ▶ AV Equipment On Loan (Society Activities) AV equipment on loan for activities hosted by student societies ▶ AV Equipment On Loan (Teaching-related Activities) AV equipment on loan for teaching related activities

ITSC Helpdesk System: New AV Equipment On-loan (Online)



- 1) **Knowledge Transfer Conference (KTC):** To align with the University's vision and the core value of community engagement via knowledge transfer (KT), the following KT activities have been successfully held:

KTC (1): Wider Adoption of e-Cheque and Digital Signature in Business Seminar cum Student Internship MOU Signing Ceremony 「電子支票與電子簽名的商業應用研討會」 hosted by The CMA-Smart City Industrial Committee, HK Science & Technology Parks Corporation (HKSTP) and Lingnan University on 30 August 2016. This event was attended by Chinese and HK industry leaders and experts. LU students in M.Sc. e-Bus & SCM have joined the seminar and initiated an internship scheme by signing a MOU on Digital Signature Application with the HKPKI Forum, CMA and PayPal.

KTC (2): The Trend of Electronic Identity (e-ID) Development 「網絡電子身份應用發展趨勢」 symposium was held on 23 September 2016, hosted by HKSTP and the Smart City Consortium (SCC), and co-organised by Lingnan University and the HKPKI Forum. The aim was to provide the community with a deeper understanding of (e-ID). Experts and industry leaders from HKSAR, mainland China, Thailand and Japan were invited to give talks on the future trend and application of e-ID. Our VP, Prof Joshua Mok, stressed that we should nurture the students to become caring professionals and leaders with a global vision, who are smart in marshalling not only technology but also humanities to create a better future society. Our students can learn from and work with industry partners to make Hong Kong a Smart City.



Front Row: L2- Ir Stephen Lau, MBE, JP, Privacy Commissioner for Personal Data 1996-2001; L3-Mr Albert Wong, CEO, HKSTP; R4-Dr Lee G. Lam, Chairman, Cyberport; R3-Dr Winnie Tang, Chairman, SmartCity Consortium; R2:- Ms Eva Chan, CEO, Certizen, HKP-eCert



Master Degree Students from the Division of Graduate Study: MSc in eBusiness & Supply Chain Management, MSc in Finance, MSc in International Banking & Finance and MSc in Marketing & International Business

- 2) **The UGC (KT) projects: “Commoditization of Program Outcome-Based Management System (POMS)” (KT15A9):** The Presidential group approved the first patent application for POMS on 13 January 2016. The Indonesia University in Jakarta, Mercu Buana, signed the MOU with LU in January 2017, for adopting POMS as their university OBA pilot project. There are many good opportunities for deploying POMS in Taiwan universities, as most of them have AACSB accreditation. The project can promote Lingnan's image to both local and overseas higher education institutions, and will generate income from consulting, using and deploying the POMS software.
- 3) **Professional Series of KT Conferences/Seminars to SMEs:** In cooperation with CC/LIFE, a series of professional KT conference/seminars in the areas of E-Commerce, FinTech & Cyber Security, BigData and Intellectual Property will be organised and offered to SMEs of:

香港中華總商會

香港總商會

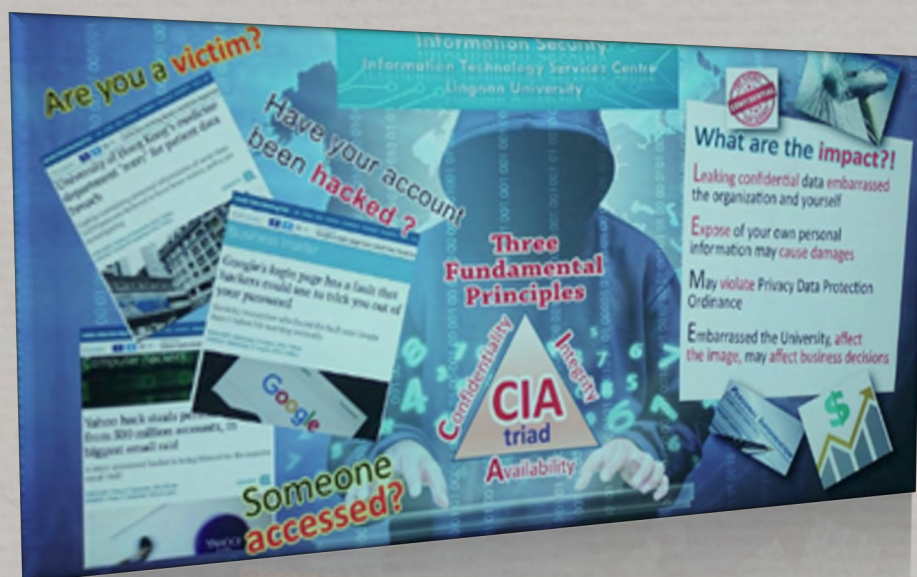
香港中小型企業商會

香港中華廠商聯合會

Impact and significance: (i) to explore a new line of business for LIFE in providing a series of professional training to SMEs; (ii) to increase the competitiveness and sustainability of HK SMEs as they have suffered from the economic downturn in HK and (iii) to increase Lingnan's connection with SMEs.

- 4) **Economic and Public Policy Research Collaboration with CMA:** An economic and social policy research collaboration among 香港中華廠商聯合會, the China Economic Research Programme and Pan Sutong Shanghai-HK Economic Policy Research Centre of Lingnan is in preparation. The topic of the research is *“Revitalize HK Manufacturing Industry via reflecting the GDP and GNP contribution of HK Manufacturers in Mainland China”*. Through this research, Lingnan can contribute to revitalising the HK manufacturing industry and improve the university's public image and connections to the SMEs of HKSAR.

Information Security



Information security was selected as a specific topic in our last Information Day 2016. The booth displayed the fundamental IS knowledge required to protect users from being attacked. The aim is to promote IS awareness for all students, staff and the general public.

In addition to the prevalent ransomware attacks that have been reported worldwide in the last year, Yahoo admitted that over one billion yahoo accounts were hacked, which could be the biggest security breach in the past few years. Hopefully, you are not one of the unlucky affected users, whose personal or confidential information was leaked by Yahoo. In light of this incident, we strongly recommend that you change your Yahoo email password immediately and remove any personal or confidential information under Yahoo to avoid any potential information leakage.



To safeguard yourself and as a good practice for all of us, you are advised to enhance the protection to your computer accounts by using a stronger password and changing the password regularly. More guidelines will be published once the IS policies under review are enacted.

