ITSC Newsletter

Message from CIO & University Librarian

I am delighted to join Lingnan University as the Chief Information Officer and University Librarian. I am honoured to lead such a dedicated team of with expertise in different IT areas. Coming from an information professional background, with experience leading an IT team at a University Library in Hong Kong, I must humbly learn the quick pace of technological change, assess its impact on higher education, and provide guidelines for leveraging cutting-edge technology so that it can advance the vision and mission of the University. I therefore would like to call on you for your staunch support. Please let me know in what ways ITSC can serve you better.

From May to August, the team was very busy launching several new projects to strengthen our support for learning and teaching at the University. The first smart campus app, LU Mobile, officially debuted on 22 August 2018 at the New Student Orientation (NSO) ceremony. Unlike traditional university mobile apps in which information is delivered unidirectionally, this app is integrated with various campus information systems and provides interactive, real-time and personalised services so that our students, staff, faculty, alumni and visitors can enjoy personalised smart campus experiences. A two-factor authentication service was launched in August to enhance the security of students' webmail. To raise the University

community's awareness of the importance of information security, the 4th Information Security Conference was held on 31 August 2018. Information of the conference can be found on https://www.ln.edu.hk/itsc/conference/information-security-conference-2018. A new cloud service is available to our alumni to keep them connected to the University. Many other new systems are either underway or being discussed with various departments.

Amidst the work, the team was honoured to receive two Triple Gold Awards from the Web Accessibility Recognition Scheme 2018/19 for its accessible design of both the University website and its mobile application. The Triple Gold Awards are awarded to websites or mobile applications that have received Gold Awards in three consecutive years. The Award Presentation Ceremony was held on 26 June 2018.

I have witnessed the increasing reliance of the University's operations, teaching and research on information technology. In the coming months, I will work with my colleagues to map out a new strategic plan and an annual action plan that will drive this transformation. We would love to hear your views. Please do not hesitate to tell me what you would like to see.

Dr. Louisa Lam
Chief Information Officer & University Librarian

Institutional Research Services

KPIs for University Accountability Agreement

The institution-specific KPIs under the **University Accountability Agreement (UAA)** are available in the **Information Hub** for perusal by deans and heads of department. The KPIs cover five domains: i) quality of student experience of teaching and learning; ii) quality of research performance and of research postgraduate experience; iii) knowledge transfer and wider engagement; iv) enhanced internationalisation; and v) financial health and institutional sustainability. The University has endorsed the policy of centralising the collection of significant data. Therefore, we are also planning to convert and centralise the **Common Data Collection Format (CDCF)** tables to the Business Intelligent (BI) system. The senior management will review the new format before submitting it to UGC.

Information Hub of Lingnan

Information Security Update

Two Factor Authentication (2FA) for Students' Office 365 Webmail

Nowadays, hackers have sophisticated methods for attacking IT systems and more people are becoming victims of phishing attempts via e-mails. In the past six months, about 200 university e-mail accounts were compromised in quick way that had a significant impact on the personal data of the account holders. To enhance protection of students' personal data and to further tighten the information security of our University, we have implemented a **Two Factor Authentication (2FA)** solution for students' webmail application starting on 1 September 2018.

Secure your account with TWO-FACTOR AUTHENTICATION

How Does 2FA Work? The 2FA system adds an extra authentication process to your existing username and password login to ensure that no third party can access your webmail.

Who Needs to Enrol in 2FA? Any student using Microsoft Office365 Webmail will be required to enrol in the 2FA system starting from 1 September 2018. In future, the 2FA will be extended to other systems like MyPortal, Moodle, VPN and the Room Booking System.

When and Where Do I Use 2FA for Webmail? To strike a balance between security and convenience, students are NOT required to use the **2FA when on campus**. They are only required to use the system when they are off campus or in hostels using wired connections.

When Does 2FA Start? Students can start to register for 2FA from **1 August 2018**. After registration, you will be prompted to use 2FA when you try to log in to webmail from off campus or in hostels with wired connections. To allow sufficient time for students to familiarise themselves with the new system, the **2FA** will not be strictly enforced until **18 January 2019**, the beginning of the second term.

Enhancement of Email Spam Filter

To protect the University community against increasingly sophisticated threats coming through emails, the university-wide Email Spam filter has been upgraded with the Cisco Email Security System. After several months of close monitoring, we found that the effectiveness of spam detection, viruses and malware filtering have been greatly improved. Some emails may still escape from the spam filter, so if you encounter any suspicious email, please forward it as an attachment, to "**spam-mail@Ln.edu.hk**" so that ITSC can follow it up. This will help us to improve the accuracy of the spam filter.

Cybersecurity Awareness Workshop on 30 April 2018

ITSC organised a Cybersecurity Awareness Workshop on 30 April 2018 to enhance users' awareness of common cyber security threats and technologies. The topics discussed were *i) 2FA; ii) USB encryption; iii) cloud storage (OneDrive); iv) phishing; v) social media; and vi) mobile security*. More than 50 staff members and students attended the workshop to learn about the latest security risks and threats and methods to mitigate risk.

Information Security Conference on 31 August 2018

The conference was successful organised with more than 70 staff members and students from different departments joined the conference. We had a fruitful knowledge and experience sharing with our honourable guest speakers.

The following topics were discussed:

Personal data protection and regulations in HK: *Office of the Privacy Commissioner for Personal Data*

Microsoft GDPR for Office 365 Services for University: *Microsoft*

Introduction to the 2FA app for students' Office 365 webmail: *ITSC, Lingnan University*

How universities apply big data analytics to support teaching, learning and research: *Splunk (Big data analytics solution provider; worldwide)*

The technology crime trend in Hong Kong: *HK Police Force*

Web Services

Official Launch of LU mobile on August 22

ITSC just officially launched LU mobile in NSO on 22 Aug 2018. This is the first smart campus app built with the following key features for Lingnanians:

Interactive and real-time data from different University systems enabling users to use the app for their living and learning in campus, not just reading information like the traditional mobile apps.

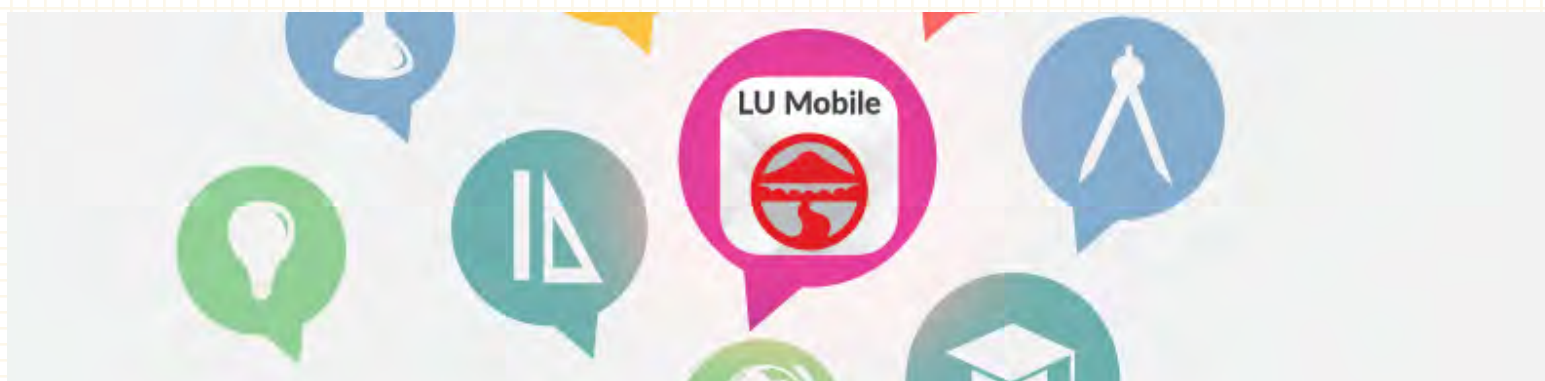Functions are tailored-made to each user group based on their needs.

Updated information pushed to users whenever and wherever they are.

Smart campus with wayfinding map integrated with GPS to point users to the shortest route.

To celebrate the launch and to promote the use of the LU Mobile, ITSC is inviting everyone to join our #hashtag campaign and get a free gift in ITSC service counter.

Hurry, gift may not last!

#Hashtag Campaign
01 **Selfie** with the lumobile mascot located in the main entrance
02 **Hashtag #lumobile** f 🐦 📷 👻
03 **Free Gift** @ ITSC Counter (MB203)

LU Mobile

Banner Services

Time Survey System for Cost Allocation Guidelines (CAG)

ITSC has developed a Time Survey System for academic staff. It is designed to collect the actual number of hours spent in UGC-funded activities versus non-UGC-funded activities for the purpose of moving the cost of academic staff from the UGC-fund to non-UGC-fund where appropriate. The trial system was launched in March 2018, and the system will go live in the 2018-19 academic year.

### Medical and Dental Administration System

ITSC has computerised the administration of the medical and dental benefits for the Office of the Comptroller. Employees may now use the new **Medical and Dental Administration System** to view/update their dependents' medical and dental benefits records, enrol for basic/supplementary plans and declare their children's full-time study status.

Banner System Upgrade

Ellucian Banner, the University's Enterprise Resource Planning (ERP) System, supports the core academic and administrative functions of the University. ITSC will upgrade Banner from version v. 8.7 to v. 8.10 during the 2019 Easter break. This new release will deliver functional and technical improvements. You will be informed of the exact date of the upgrade soon.

Email Alias Application

ITSC has developed an Email Alias application for staff to apply. Staff can choose and select a meaningful email alias for communication. The system has been launched in the new 2018-19 academic term.
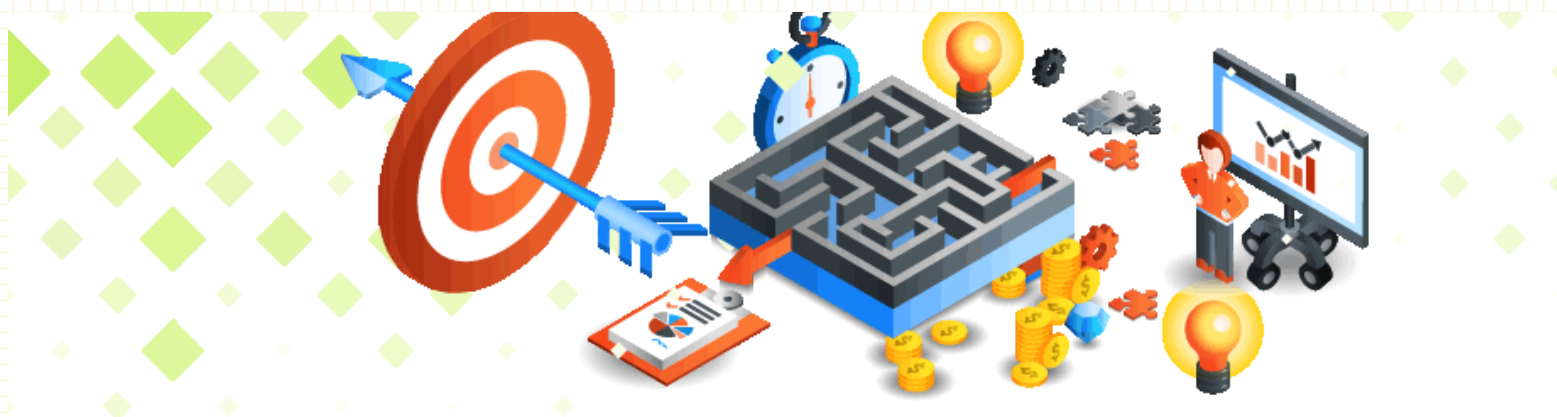
Desktop Services

Computer Lab PC & Printer Replacement: This summer, ITSC replaced the computers and two Octopus printers under the normal five-year replacement cycle, with the newest PC model (Lenovo ThinkCentre M910) in two of the student computer labs, namely, MB412 and SEKG02.

Service Catalogue: The ITSC webpage will be revamped using Service Catalogue to list all of the services available to staff, students and alumni. Service Catalogue is recommended by ITIL (IT Infrastructure Library) as a best practice for IT service management. It provides a list of all the available resources and services offered by an organisation. Users can easily locate a service and its related service request procedures and user guides. Please stay tuned for information about our new web face.
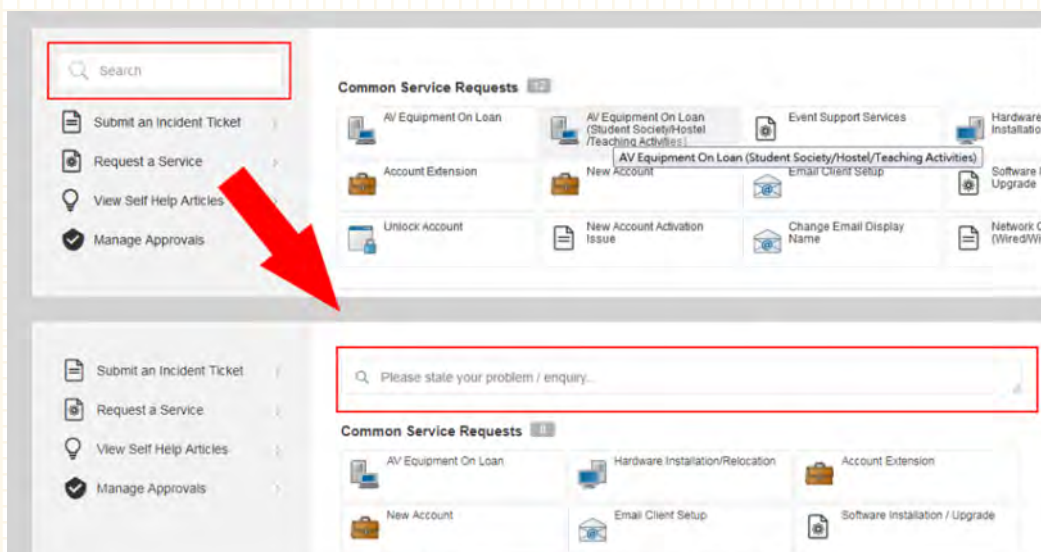

Service Catalog Main Page

ITSC Helpdesk Upgrade: ITSC Helpdesk system has been upgraded to a newer version with the following new features and enhancements:-
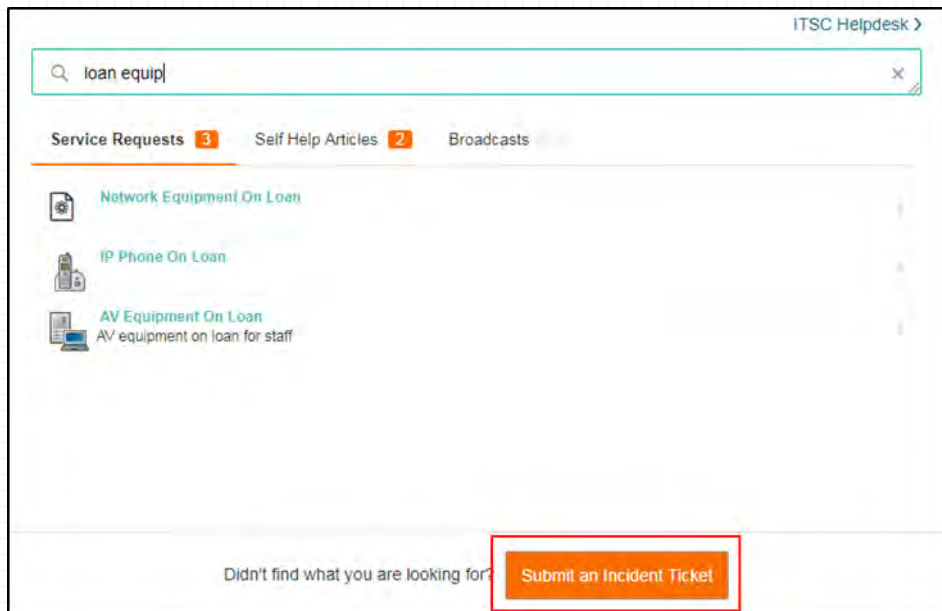
1. Enhanced Search

The search box has been moved from the side bar to the main panel, allowing more space for text input.

2. Easy Incident Ticket Submission

A new button 'Submit an Incident Ticket' has been added at the bottom of the form, making it easier to submit an incident ticket.

3. Smart Suggestions

When a user types keywords into the description field when submitting an incident ticket, a list of relevant service requests and knowledge articles will be displayed to the right of the user selection. Users can easily find and pick their problem from the list.
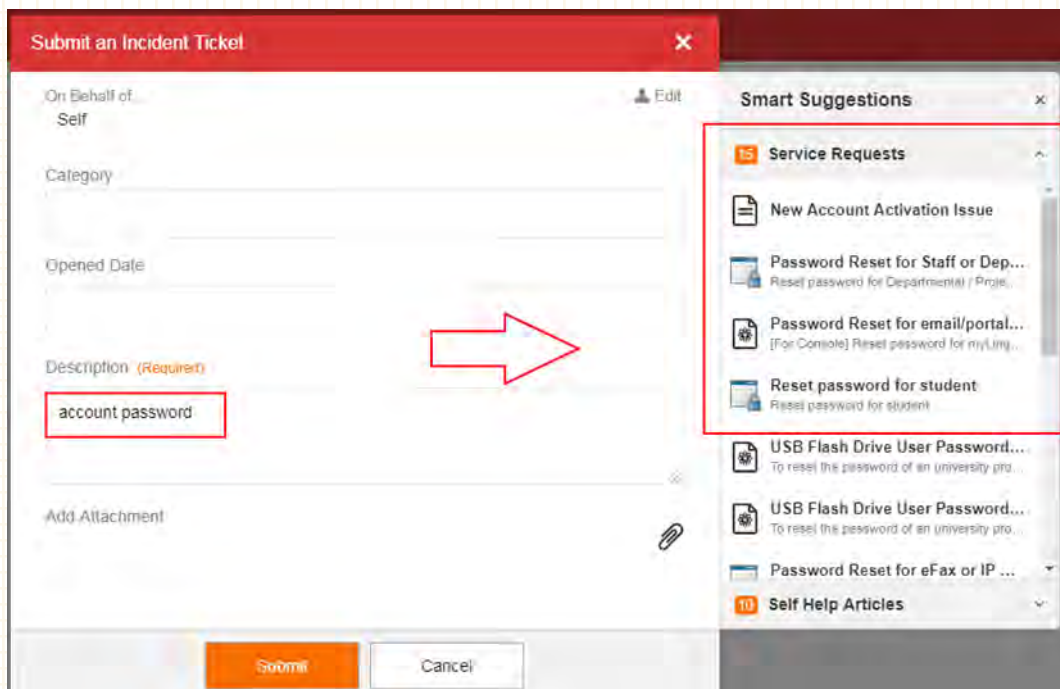
AV/MM Services

Summary of Audio Visual Services development & updated status in 2018.

Activities	Completion Date	Description
Enhancement of Audio Visual Equipment in Chan Wai Nam Function Hall (SEKG09)	January 2018	Audio visual equipment in Chan Wai Nam Function Hall (SEKG09) has been upgraded with new central control system with touch panel, dual projection system, PA system and visualizer.
Enhancement of Audio Visual Equipment in AM309 and AM310	June 2018	Audio visual system in AM309 and AM310 has been upgraded with high definition projection system.
Renovation of LBYG06	August 2018	Audio visual equipment in LBYG06 has been upgraded with a new central control system with touch panel, projection system, camera tracking system, ceiling microphone, PA system and visualizer.
Set up of Audio Visual Equipment in 9 Classrooms in New Academic Block and Dorothy Y. L. Wong Building	August 2018	Audio visual equipment in 9 classrooms in NAB and WYL has been set up with central control system with touch panel, projection system, PA system and visualizer.
Replacement of VHS player, audio cassette player & DV player with digital systems	On-going	VHS player, audio cassette player & DV player in campus were obsoleted and replaced with digital systems.

Infrastructure Services

New IT Services for Alumni - Identity Access Management system (IAM) enhancement and Microsoft OneDrive for Alumni

To extend the support of self-service password management portal, **Identity Access Management system (IAM)** was further enhanced to support the alumni community. With this extended service, Lingnan current year's graduates and alumni could manage their own passwords, making data connection and using any University applications provided on 24-hour basis.

In addition, since 28 May 2018, a new cloud-based storage service, **OneDrive of Office 365**, with a capacity of 1TB has been available to Lingnan Alumni. This is the same service that current Lingnan full-time students use. When alumni log on to the Office 365 platform through a web browser, they can simultaneously access their email and the OneDrive service. To facilitate mobile communication, they can also access their Alumni OneDrive storage by using the ITSC provided mobile app.

Replacement of the Bulk Mail Management System

To facilitate the dissemination of mass emails and to comply with the HKSAR Unsolicited Electronic Messages Ordinance, a **Bulk Mail Management System (BMMS)** was launched in early 2016. Based on user feedbacks and system review, ITSC plans to replace the legacy BMMS with a new system that will improve the operation efficiency of the bulk mail campaign management system. While the new system is anticipated to cover the existing features of the current system, other new functions such as simplified procedures for managing the distribution of email contact list, dispatching and creating campaign and provisioning of email un-subscription service will be introduced.

Deployment of Splunk (Phase I)

Big Data Analytics is a powerful and efficient means to examine large datasets and to discover hidden correlations and other patterns. ITSC has implemented Splunk, a sophisticated platform for such analyses. Phase I of the project has been completed. It is helping ITSC to detect cybersecurity attacks, speed up the processes to identify and response to potential vulnerabilities or loopholes. In the next phase, we plan to introduce and promote this new platform to all of University's academic staff. In addition to being a tool, it can be used to support data visualisation for teaching, learning and research. Please contact ITSC if you are interested in learning more about this Big Data Analytics tool.

IT in Education Activities: Chief Executive Community Fund Project

Led by our Vice President, Prof. Joshua Mok, and supported by Dr Tung Wai Au Yeung (WTWC, Hospital Authority), Dr Winnie Tang (Smart City Consortium, SCC), Mr Jason Ngan (SCC) and Ms Rebecca Yung (Golden Age Foundation), and the staff and faculty of Lingnan University, including Prof. Ada Wong, Prof. Man Leung Wong and Dr Ir. Rosiah Ho, Lingnan University has successfully obtained funding from the Chief Executive Community Project **Social Innovation & Socialpreneurs Development: Smart Ageing with Gerontechnology**. The funding is HK$19.68M over 36 months.

Project Scope: To prepare for the ageing of Hong Kong's population, the project will promote and develop smart-active ageing by strengthening public awareness of gerontechnology and social entrepreneurship. An **InnoCentre of Gerontechnology & Socialpreneurship** will be established which will host four key specialised units: (i) Social Enterprise Intelligent Hub (Sharing Economy); (ii) Gerontech-X Lab & Socialpreneur Incubation Programmes; (iii) In-depth Research (run by Lingnan using big data analytics); and (iv) Knowledge Transfer (a series of public activities for promoting and nurturing gerontechnology and socialpreneurship in the wider Hong Kong community).
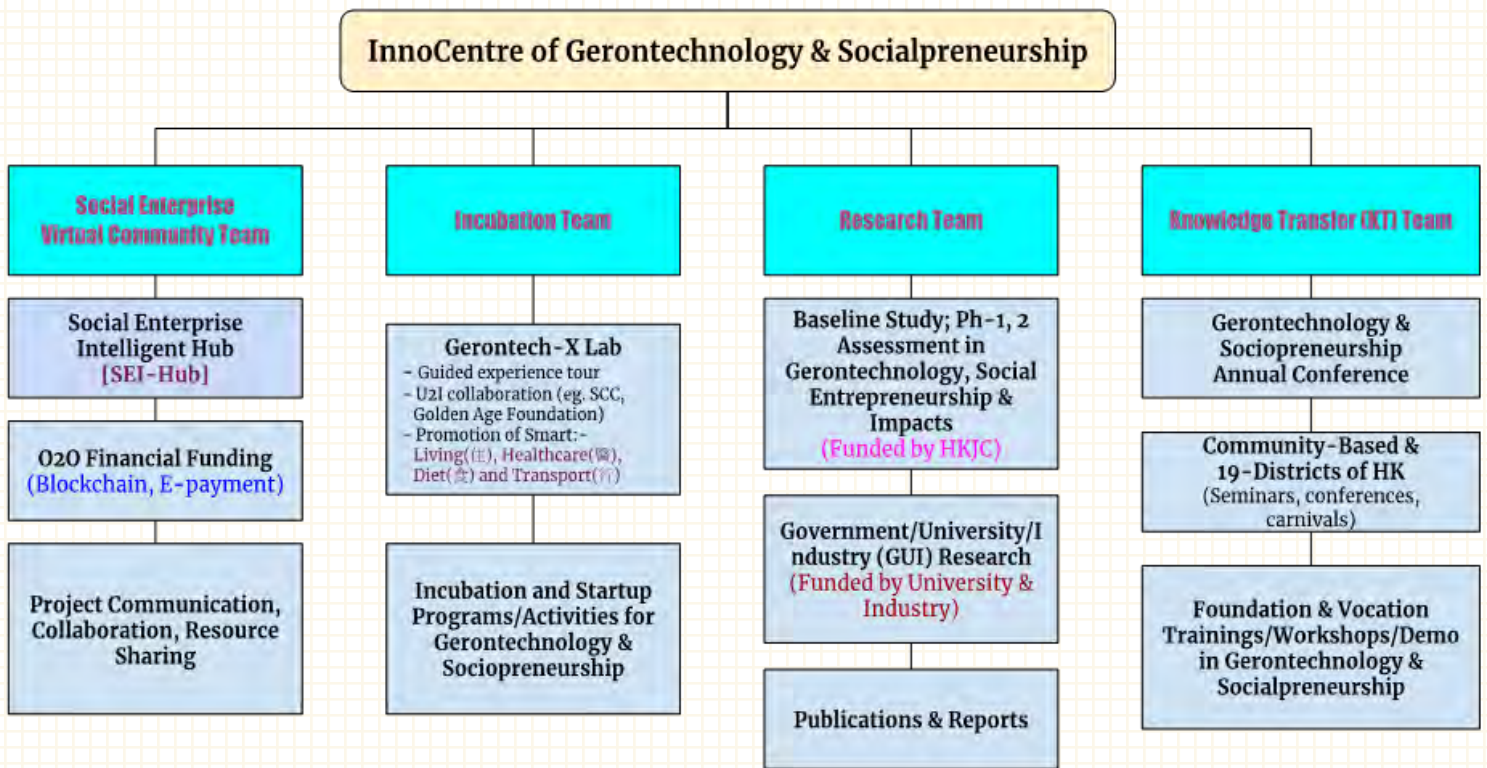
Benefits and Impacts: The ecosystem of both gerontechnology and socialpreneurship in Hong Kong is still in the infant stage. This project with the development of the Virtual Community for Social Enterprises (SEs) and NGOs in Hong Kong, will foster the developing of the gerontechnology and social enterprise sectors in Hong Kong. The Collaborative cloud-based Virtual Community characterised by sharing economy enables SEs/NGOs to collaborate and share their idle resources to achieve better synergy among government (官), business (商), university (學) and stakeholders (民). The project will benefit around 44,000+ individuals and 1,300+ SEs/NGOs and organisations in Hong Kong. The 350+ activities held in 19 districts of Hong Kong over the 3-year period to promote socialpreneurship and gerontechnology, will directly benefit 44,000 residents.