



Message from Acting Director, ITSC

I would like to take this opportunity to thank Ms Rachel Cheng, our ex-CIO, who retired from her post on 14 December 2017. Under her supreme leadership and with her passion for work over the past three and a half years, we have been able to achieve a series of targets and changes, namely setting up the Service Counter on 2/F of the Patrick Lee Wan Keung Academic Building, introducing the Deputy Director role to oversee the daily operations of the ITSC, deploying the HelpDesk System, Information Security Policy, Identity Access Management System, Information Hub and Panotpo Video Recording System, as well as a few big projects such as SPLUNK and CISCO email security, all of which are underway.

On behalf of our colleagues, I would like to thank Rachel and wish her a happy retirement!

Before the arrival of our new CIO, please feel free to drop me a note on any suggestions, enquiries or comments at dootdoot@ln.edu.hk.

Happy 2018!

Eva Chan

Enterprise Application & Projects

Online Hostel Mass Check-in/Check-out System

ITSC has developed a new Online Hostel Mass Check-in/Check-out System for CO-FMD. It allows real-time data synchronisation to the Banner System and enhances security measures by preventing unauthorised entry to hostels. This will significantly improve the check-in/ check-out processing time.

Online CTLE for additional student comment

To comply with the new CTLE policy for 2017/18, ITSC has developed a web-based application platform that allows students to input additional comments after the paper-based CTLE exercise. This service was launched in Term 1, 2017-18.



Web Services: Smart Campus Mobile App

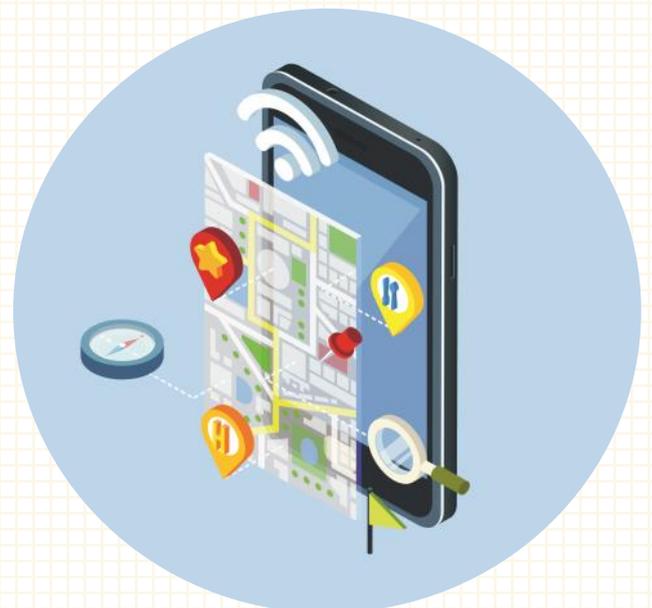
Lingnan Smart Campus App is a University-wide initiative to improve the mobile experience of students, faculty, staff, visitors, and alumni who interact with Lingnan campus and community. It provides connectivity to the University and get the latest information to our users whenever and wherever they may be.

Students can login to see their course information, grades, holds and other information from Banner student system. The Lingnan Smart Campus App utilizes the University's online map that allows students to search for buildings or facilities on campus. Another important feature for students is a full directory of faculty and staff phone numbers with one-touch dialling. We will be able to provide 'smart learning' through the use and integration of modern technologies.

The mobile app will be first launch in September during the NSO period, so that the students can enjoy the smart campus app to find the way around and get familiar with the University.

We will be working closely with SSC to create all the exciting functions and features for the new students.

There will be departmental mobile app coming along where your ideas and involvement will be the key factor to make it works!

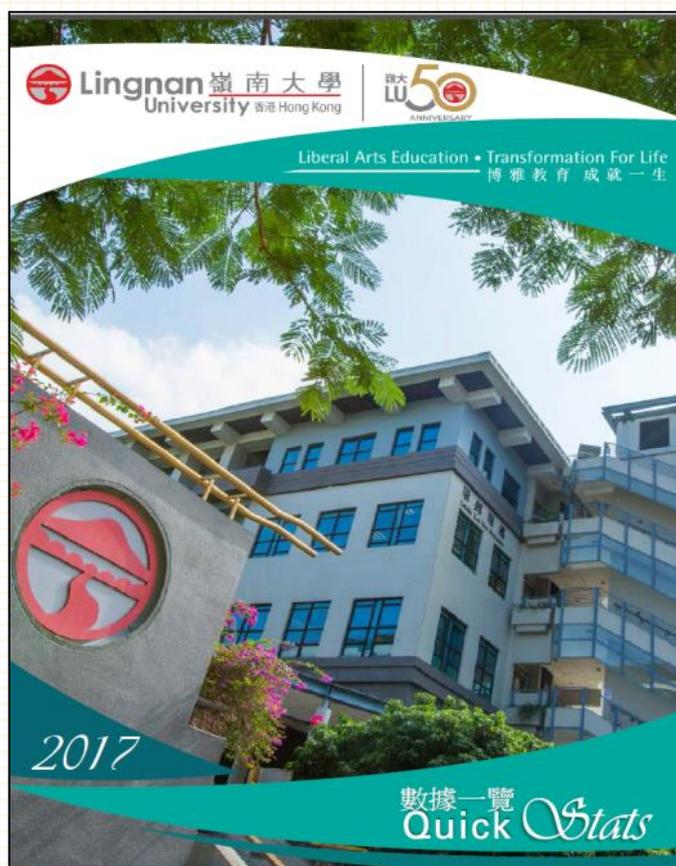


Institutional Research Services

Institutional Research has taken over the responsibility of overseeing UGC's **University Accountability Agreement (UAA)** to present institution-specific key performance indicators. We have collected university data from different stakeholders and departments and transformed it into a data warehouse to build the Business Intelligence report. In October 2017, we also compiled the first Quick Stats booklet to summarise the essential institutional data and statistics. More than 1000 copies of the handbook have been distributed internally and externally for communication and promotion purposes.

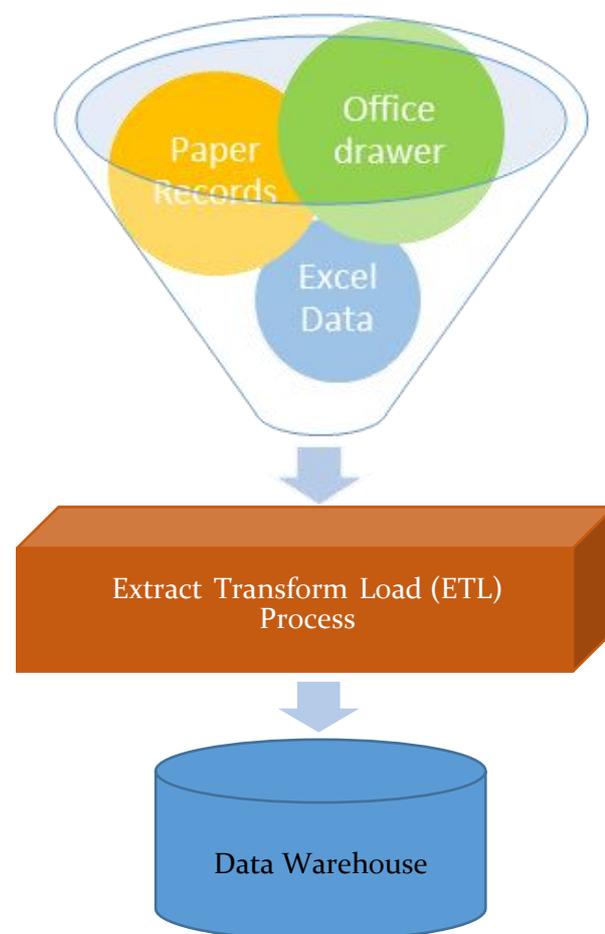
Collecting and organising data for UAA is a complicated and time-consuming process. Data sources are spread everywhere, in legacy Excel files, paper records and even stored in the departmental office drawers. Full cooperation and support are needed from different departments to organise the data in a pre-defined format and to transform the production data to the data warehouse. Although the start-up is difficult, once the data collection procedure is set up, it will be easy to present the data and to automatically generate management reports to support decision making. With systematic data storage, data can be retrieved in an economic and efficient manner to enable the handling of urgent ad-hoc requests from users.

As a continuous process, Institutional Research will assist the senior management of Lingnan to compile statistics based on the Criteria for Evaluation of Undergraduate Programs. The data and departmental reports will be submitted to management on a regular basis.



University Booklet 2017

<https://www.ln.edu.hk/f/upload/27580/quick-stats-booklet-2017.pdf>



Data Collection Workflow

University Accountability Agreement (UAA)

Knowledge Transfer & Industrial Liaison Services

University to Industrial (U2I) Collaborative FinTech & E-Commerce Conference for H.K. Enterprises 2017. The Conference, hosted by Lingnan University and co-organised by the **Smart City Consortium**, successfully took place on 2 November 2017 with 116 participants at the Zero Carbon Building. The conference successfully brought together HK's top leaders from finance, government, IT and the banking industry to i) foster the development of the FinTech ecosystem in HK; ii) vitalise the general public's awareness of FinTech and E-Commerce; iii) democratise digital transformation; and iv) enhance FinTech compliance and assessment capabilities for HK's competitive position. The Conference provided an interactive platform to transfer FinTech knowledge among senior executives of enterprises, key industry stakeholders and players, authorities and research bodies in HK.

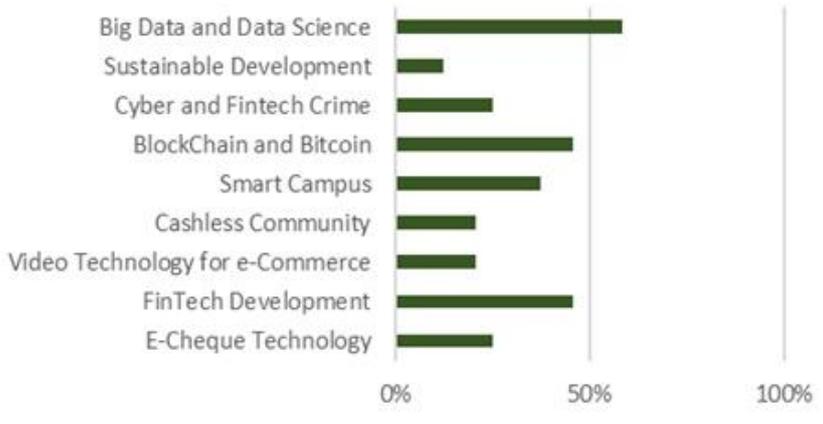
The occasion was honoured by the presence of **Dr David Chung Wai-keung, Under Secretary for Innovation and Technology of the HKG. Prof Joshua Mok Ka-ho, Vice-President of Lingnan University**, mentioned in his welcoming remarks that the success of advancing technology would require multidisciplinary and interdisciplinary approaches in higher education and research, and Lingnan University, as a leading liberal arts university in Asia, is well positioned to offer broad-based education and research with regional and international perspectives for our students. **Dr Winnie Tang Shuk-ming, Honorary President of the Smart City Consortium (SCC)**, remarked that the Smart City Consortium has provided opinions and suggestions to the HKG on the formulation of related policies and standards to develop HK as a world-class smart city. She has also encouraged worldwide collaborations with different stakeholders to create the right ecosystem to foster the sustainable growth of HK. We invited the HK Monetary Authority, Deloitte, SCC and HK Policy to be our distinguished speakers, with topics focused on deploying emerging FinTech technologies such as e-payments, big data analytics, e-ID, e-Cheques, virtual currencies, block-chain, e-Commerce and cyber security in business, and to explore future FinTech collaborations in the **Guangdong-HK-Macau Greater Bay Area**.

We also signed a **Memorandum of Understanding (MOU)** with the Smart City Consortium to strengthen our future collaborations with SCC in promoting and establishing HK as a Smart City. The MOU covered the following areas: (i) a joint application for funding to facilitate related research projects; (ii) organisation of a conference, seminars and symposiums to promote the Smart City; (iii) the provision of internship and job opportunities for both LU undergraduate and postgraduate students; and (iv) offering professional training to industry. The MOU was signed by our VP, Prof Joshua Mok Ka-ho, and Mr Eric Yeung, President of the Smart City Consortium. The conference was supported by organisations and enterprises including the HK Monetary Authority, WSP, Certizen, HK PKI Forum, the Asian Institute of Intelligent Buildings, the Chinese Manufacturers' Association of HK, Deloitte, the Federation of HK Industries (FHKI), HK Netpreneurs, the Institute of Financial Technologists of Asia, IngDan, NexusGuard and the HK General Chamber of SME, SME Global Alliance and Zero Carbon Building. The overall satisfaction rate was quite high with over 88% agreeing that they were satisfied or very satisfied. The participants expressed the greatest interest in i) Bigdata & Data Science (58%), ii) BlockChain & BitCoin (46%) and FinTech Development (46%).



L1 - Mr. Cube Ng (SCC), L2 - Mr. George Chau (HKMA), L3 - Prof. Joshua Mok (LU), L4 - Dr. JP. David Chung (HKG), L5 - Dr. Winnie Tang (SCC), L6 - Dr. Ir. Rosiah Ho (LU), L7 - Mr. Ir. Garrick Sze (WSP), L8 - Prof. ML Wong (LU)

What were the most interesting areas of the conference?

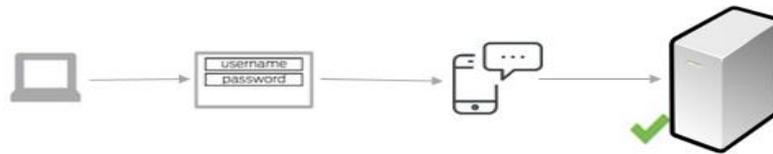


The Most Interesting Areas of the Conference

Infrastructure Services

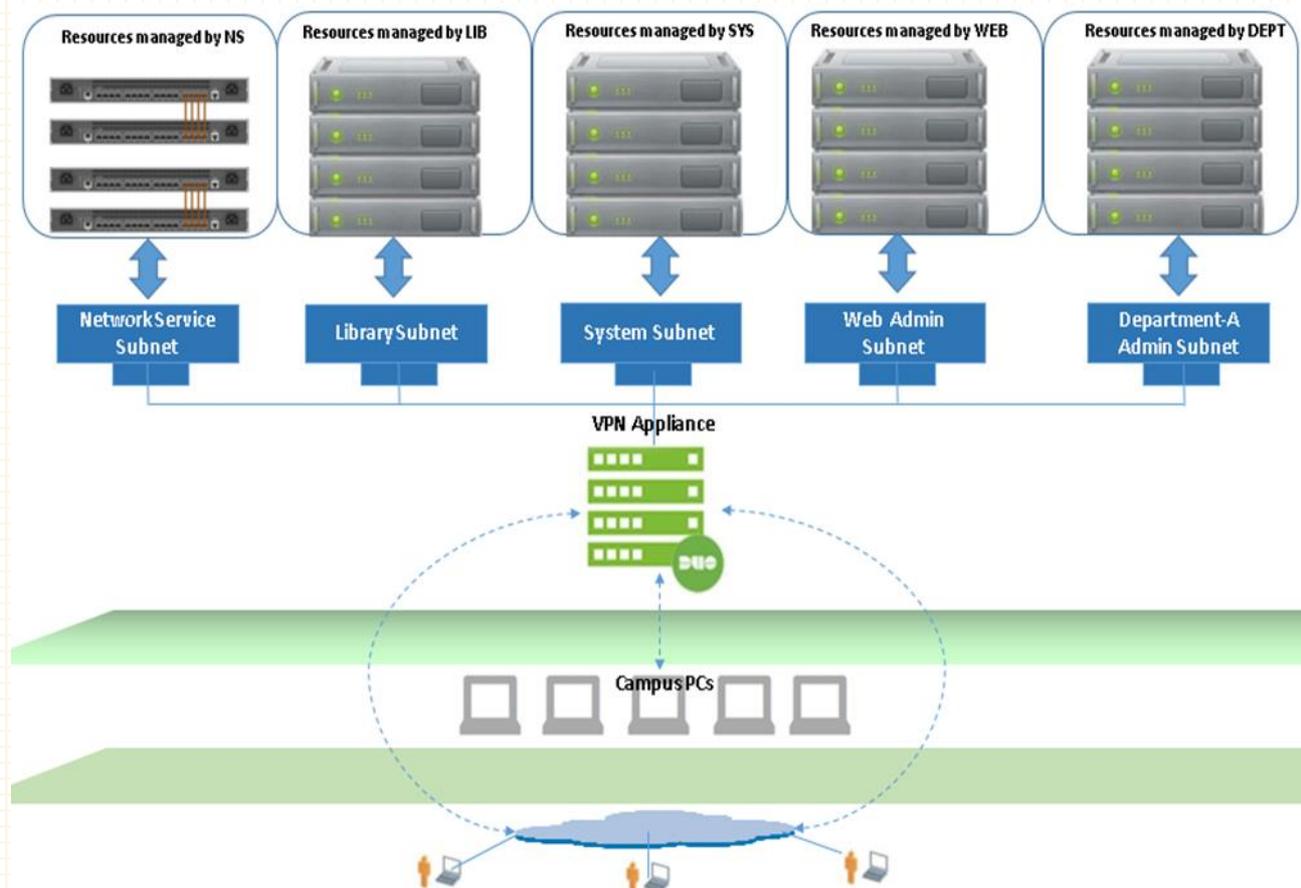
Implementation of Two Factor Authentication (2FA) Infrastructure & Architecture

Two-factor authentication is a mechanism for double-checking the legitimacy of a user's identity. The multi-step authentication works as an extra step in the process, with a second security layer to reconfirm the user's identity. The second layer of security is added to the user account when the user has access to protected resources. Verifying the user's identity using a second factor, such as the user's mobile device, prevents anyone except the valid user from logging in, even if the user account has been compromised.



Workflow of the 2FA authentication

ITSC acquired a 2FA authentication product – **DUO** – in September 2017. The first phase implementation included all system administrators and ITSC staff for server login and remote desktop access, respectively. The detailed design of the 2FA infrastructure for server login is illustrated below.



After the first phase, 2FA is expected to cover other critical IT services including VPN, email and portal services. Further updates will be released in the forthcoming newsletters.

AV and Multimedia Support Services

Activities	Period	Description
Replacement of speakers in multi-purpose outdoor sports ground	Completed in November 2017	Completed the replacement of outdoor speakers.
Enhancement of audio visual equipment in Chan Wai Nam Function Hall (SEKG09)	To be completed in late January 2018	In late January 2018, the set-up of the audio visual equipment in the Chan Wai Nam Function Hall (SEKG09) with a new central control system with touch panel, dual projection system, PA system and visualiser will be ready.
Replacement of VHS player, audio cassette player, overhead projector & DV player with digital systems	On-going	VHS players, audio cassette players, overhead projectors and DV players are obsolete and are being replaced with digital systems.

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

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

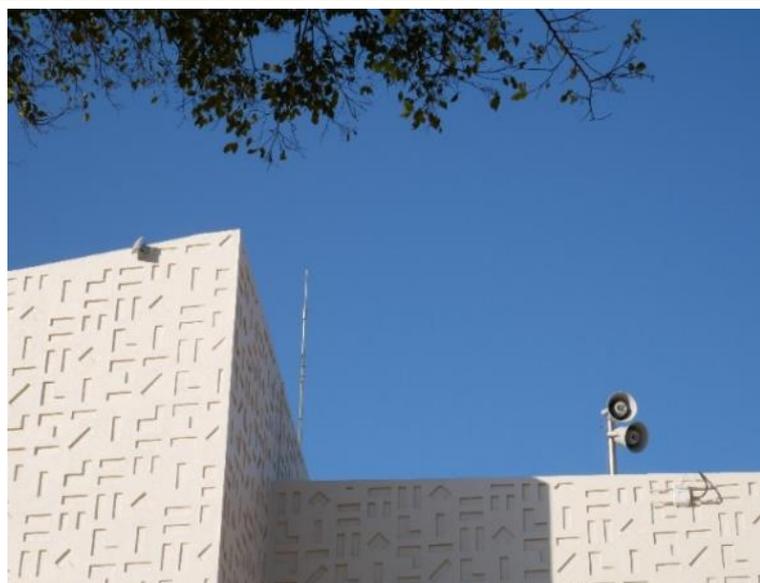


For the latest AV equipment for on-loan, please visit :

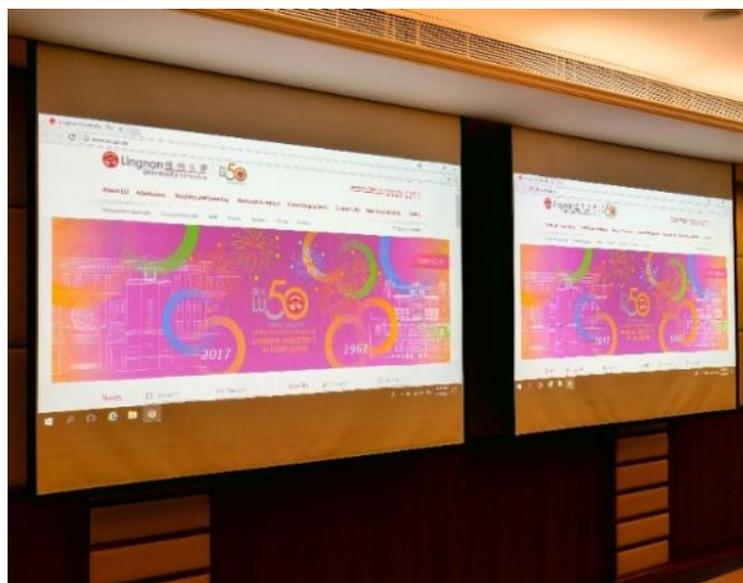
<http://www.ln.edu.hk/itsc/services/teaching/av-equipment-on-loan-services>



Summary of Audio Visual Services



Multi-purpose Outdoor Sports Ground



Chan Wai Nam Function Hall
(To be completed in late January 2018)

Desktop Support Services

Microsoft Windows 10 Deployment

During the past few months, the desktop computing service team has gone through series of hardware, system and application testing and fine turning on Microsoft Windows 10 for computer laboratories. The aim is to maximize the Window 10 performance and to ensure that it is compatible with the existing services.

Deployment Status of Microsoft Windows 10 on Campus

Deployment Area	Status
Student Computer Laboratory	SEK105, SEKG02, NA204, NAB204A, NAB206, NAB206A, NAB209, NAB213
Lecture Theatres/Rooms	All locations
Administrative/Academic Users	Starting in 2018, with the PC replacement cycle, all existing staff PCs that need replace will be equipped with Microsoft Windows 10
ITSC Computer Lab (MB412)	During summer break of the new semester (around July-August, 2018)

For a complete list of operating systems and software installed on PCs, please visit:

<http://www.ln.edu.hk/itsc/services/computing/software/software-for-labs>



Information Security

What is Two Factor Authentication (2FA)?

ITSC is introducing 2FA to add an extra layer of security for protection against identity theft on the Internet, as well as phishing emails. By applying 2FA, an identity thief will need more than just the user's name and password details to gain access to a person's email accounts and online systems. 2FA can then help to protect against phishing, social engineering and password brute-force attacks, and secures the logins from attackers exploiting weak or stolen credentials.

How Does it Work?

2FA strengthens access security by requiring two methods (referred to as factors) to verify your identity. These factors include something you know, such as a username and password, plus something you have, such as a smartphone app, to approve authentication requests.

Adoption of 2FA

ITS adopted 2FA in securing remote access channels, such as connecting through the remote desktop protocol (RDP) and virtual private network (VPN), from outside the campus network in November 2017. To strengthen the system access security, system administrators are also required to authenticate with 2FA to login to the ITSC system servers. This helps to enhance the security controls to protect against unauthorised access to computer systems.

To further secure the information systems and critical data of the University, ITSC is planning to adopt 2FA technology on more critical systems in the near future whenever appropriate.

