

ITSC Newsletter

Issue 03

January 2016

Inside this issue

- Message from the CIO 1
- ITSC Service Request: Go Paperless 2
- Project Portfolio Management System 2
- eProfile (An Enhanced eCV System) 2
- Campus-Wide Bulk Mail Management System 2
- New Staff Email Service: Microsoft Office 365 2
- Upgrade of the Internet Firewall System 3
- New Language Learning & Management System 3
- Audio Visual Facilities Development & Updates 4
- Cyber Security and Digital Forensic Conference 5
- Tips on Proper Use of Social Media 6

Message from the CIO

Ms. Rachel Cheng, *Chief Information Officer & University Librarian*

ITSC has been busy while you were on semester break. We installed a new Internet firewall to enhance campus' information security and migrated to a new bulk email management system that will provide you with greater flexibility to manage mass email dissemination on campus. We are now working on a schedule to invite departments to the new bulk email management briefing. Additionally, we have installed a new language learning system in LBY301 that supports Simultaneous Interpretation, in time for use during the 2nd term.

A new and improved version of faculty's eProfile was launched in December. It is designed to serve as the central repository for faculty activities, with a goal to reduce multiple requests for the same information and manual compilation of similar reports to the University or UGC.

In case you haven't noticed yet, ITSC successfully installed a new Helpdesk Management System in September. Since then, we have migrated ITSC's online service request forms to the new Helpdesk Management System. You now have the ability to initiate and track all of your ITSC service requests anywhere and anytime it is necessary.

We want to make sure all of these new services work well for you. Please, let us know whenever you see a problem or have any suggestions for improvement.

ITSC has launched a new ITSC Helpdesk Management System in September, 2015. The system is a powerful cloud-based service management system designed for mobility with people-centric operation to integrate and streamline IT helpdesk operations. To adopt a more environmentally friendly practice, most of the legacy paper forms were digitalized during the 2nd phase of service development. Users can now make their service requests via online submission and view the most update status of their requests at their fingertips.

Project Portfolio Management System

ITSC has adopted and integrated a new cloud-based project portfolio management system called Cloud Coach to work with our Helpdesk Management system. The system has replaced the current project management application running on Banner/Web Change Request Form with superior workflow management, resources allocation, project status monitoring and online approval functionalities. A summary list of projects will be easily made available for both internal and public access. The implementation date of the Cloud Coach Project Portfolio Management System was in May 2015 and soft launched in November 2015. The Cloud Coach system facilitates users to track the progress of their projects as well as enables ITSC to easily create projects, enables ITSC to create projects easily and assign resources based on the staff skill sets.

eProfile (An Enhanced eCV System)

ITSC is pleased to introduce the eProfile module, an enhancement to the existing eCV system. It combines the



user's information on research, scholarly activities, teaching and services/awards. It also features a more modern user interface, reorganization of data categories with a new section on knowledge transfer. This eProfile is designed to serve as

To access, go to:- myPortal > Employee > eCV > eProfile tab

the central repository for all research and teaching activities. Automated data extraction could be made for various reporting purposes, such as appraisal review, annual report, etc. Our goal is to reduce the number of accesses to collect the same user's data and to reduce the manual effort of generating similar reports. The new eProfile can greatly shorten the frozen period of existing performance appraisal exercise.

Campus-Wide Bulk Mail Management System (BMMS)

To enhance the mass email dissemination service as well as to comply with the HKSAR Unsolicited Electronic Messages Ordinance, a new Bulk Mail Management System (BMMS) was installed. Both the mailing lists, user and group accounts were migrated to the new system and it is now undergoing the final integration test. The system will be progressively rolled out in Jan, 2016 supplement with user trainings provided by ITSC.

Benefits to users: Users can create bulk mail through a standard web interface anytime & anywhere with self-assigned release schedule. To save processing time, users can define and manage their own mailing lists as well as sending email with templates.

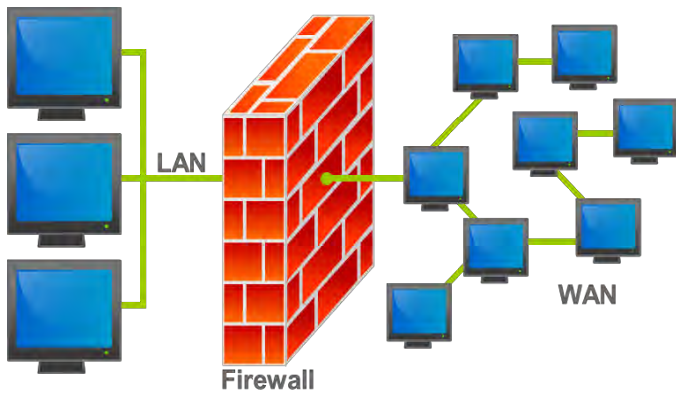
New Staff Email Service: Microsoft Office 365 (O365)

Following the successful migration of Student and Alumni email service from on-premises system to the cloud-based Microsoft Office 365 (O365) in 2014, our staff email service is planned to be migrated to O365 in 2016.



Benefits to users: The email storage quota will be increased from the existing 5GB to 50GB with email attachment size up to 150MB. Staff can enjoy additional bundled services such as OneDrive (unlimited online storage) and Lync (support conference call on smart Phone/PC using Lingnan email account). O365 also provides mobile apps such as Microsoft Word, Excel, PowerPoint, and Publisher. Staff can download and install the apps from Apple App Store or Google Play Store free of charge.

Upgrade of the Internet Firewall System



The Internet firewall is a network security system that forms a barrier between the campus network and the Internet. It safeguards our users and systems from being attacked. The existing Internet firewall system had been in place for more than 5 years. Its capabilities became outdated and could not meet the contemporary demands to defence against intentional and unintentional Internet attacks which are becoming more and more vigorous and unpredictable in nature. The new Internet firewall belongs to the category of Next Generation Firewall

(NGFW) and has been put in production on 27 Dec, 2015.

Benefits to users: The new firewall system has a lot of security features that the original one did not have, such as virus blocking, malicious website filtering, botnet control, bandwidth management and intrusion prevention, etc. Its built-in intelligence and capacity facilitate inline inspection and identification of illegitimate network traffic to defend our internal users and equipment against any potential external attackers.

New Language Learning and Management System at LBY301

In late December 2015, a new hardware based language learning & classroom management system (Sanako) which supports Simultaneous Interpretation (SI) was installed in LBY301. The system will be officially available From 2nd term, 2015-16 with the following 3 new major sub-systems:-

Sanako Lab 100 (Language Learning Sub-system)

The system allows language instructor to select and transmit different audio files to students for listening and practicing. It enables “pairing” and “grouping” of students for interactive discussion and to facilitate real-life Use-Case analysis to improve conversational competence.

Simultaneous Interpretation Training (SIT) Sub-system (5 panels available)

It allows recording and reviewing of student interpretation work and helps to identify and correct students' weaknesses in interpreting techniques and skills.

Sanako Study 500 Sub-system (Classroom management system to replace the existing X-Class system)

The system allows monitoring & listening of specific student's work during lesson. Instructor can view and control the student's PC display with instructor's PC screen and inter-communicate with students to response to their queries.



Sanako Simultaneously Training Panel



Sanako Lab 100 Panel

Summary of Audio Visual Services Development & Update Status

The major tasks accomplished by the AV team in the 1st term of 2015 were summarized in the following.

Activities	Period	Description
Integration of AV Service Request to ITSC Helpdesk System	November 2015	Three online AV service application forms were designed and installed in the new ITSC Helpdesk System, namely:-(i) Event Support; (ii) TV Studio Booking; & (iii) AV Equipment On Loan
Multimedia Recording & Broadcasting Facilities	Completed in October 2015	AV systems in MBG22 & MBG01 were upgraded with multimedia recording and broadcasting equipment. Multimedia recorder and video camcorder were installed. The new equipment allows users to record and make live Full High Definition (FHD) webcasting for university events and lectures.

For the latest AV equipment in venues, please visit :- <http://www.ln.edu.hk/itsc/av/teaching-venue>



Control Panel Setup



The Control Panel Icons



Academic Computing: Cyber Security and Digital Forensic Conference

With support from the UGC Knowledge Transfer Fund, ITSC and HKIBS, our **1st Cyber Security & Digital Forensic Conference** was held with great success on 1 Dec, 2015. The conference was organized by Lingnan University and co-organized with the HK Chinese Industry & Commerce Association (香港中華工商總會). The aim was to arouse public awareness on cyber security and put forward a new concept of incorporating digital forensic as standard corporate governance for enterprises, SMEs & NGOs in Hong Kong. There were 16 conference supporting organizations, 8 conference sponsors and 12 speakers from LU, HKCICA, Cellebrite, Nexusguard, Elcomsoft, Friedberg (Asia), Raytheon|Websense & Function One. Free complimentary buffet lunch and networking cocktail were provided with the event.

Our VP, Prof. Mok gave a welcome speech on behalf of our University to kick start the conference then followed by Prof. Alfred Loo to present a contemporary topic on the importance of digital forensics to organizations. Our Dr. Ir. Rosiah Ho also presented a cutting edge topic in relation to Internet-Plus & Internet-Finance. Our students, Miss Bobo Cui (Accounting year-3) and Miss Lisa Huang (English Study year-3) were the conference MC. Both performed outstandingly and received many good compliments from conference delegates. There were over 220+ delegates from different fields including: banking & finance, insurance, property management, hotel, IT, higher education, SMEs, NGOs & statutory organizations such as HK Monetary Authority (HKMA), ICAC and HK Police Force.



The Conference Organizing Committee & our Vice President, Prof. Joshua Mok



More than 220+ Delegates Participated the Cyber Security & Forensic Conference

	<u>Mean</u>	<u>S.D.</u>
Conference content	4.21	.86
Online registration process	4.35	.70
Pre-conference assistance	4.35	.77
Food & beverage	3.78	.70
Transport	4.10	.75
<u>Conference MC</u>	<u>4.35</u>	<u>.62</u>
Overall rating	4.10	.71

Highlights of result for the post-conference survey:-

There were 145 questionnaires distributed, 41 of them were returned, the average response rate was 28%. The overall conference rating was **4.1 (5 max)** and **95%** of respondents would consider to join future professional conference hosted by Lingnan.

Information Security: Tips on Proper Use of Social Media



Social networks built-up with social media are originally envisaged to create circles of friends, search for business partners and jobs, etc. by means of tools that let people present themselves, communicate and interact. In spite of their popularity and convenience, users of social media; such as WhatsApp, WeChat, Facebook, LinkedIn, QQ and Weibo, etc. should always have the following security awareness in mind.

1. Avoid setting the same password for social media and other important Internet services such as online banking or email.
2. Do not accept any friend requests from a person you do not know. If possible, confirm with the friend before adding him/her to your friend list.
3. Always check the legitimacy of the web site by inspecting its URL and whether the web site is securely protected by “https” with a valid digital certificate.
4. Restrict who can view your posting and photos by setting the privacy settings to “Friends Only” or other restricted groups only.
5. Don’t believe or forward news from any source unless you have validated the reliability and credibility of the news item.

