ITSC Newsletter

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

Over the years, we saw ever increasing Internet criminal activities trained their sights on the universities. This summer, Lingnan and many universities in Hong Kong became targets of a sophisticated phishing activity that aimed to comprise staff's email accounts in order to redirect their salary depository to other bank account.

Six staff members fell victims to the phishing activities by clicking on the link in the email and type in their Ids and passwords in a fake website. ITSC were able to step in in time to stop the process. We want to remind everybody that, please, reports any suspicious email to ITSC. Do not open attachments or click on links from strange or unfamiliar emails. If you are redirected to a website, do look up and pay attention to that website's URL so that you are not fool by the look of the webpage and gave the hacker your ID and password. In addition, we are now seeing more frequent phishing activities targeted at the University since the phishing emails in early August produced a few cases of real victims.

We are stepping-up information security in campus. A series of visible and invisible measures have been and will continue to be introduced through out the years. Some of these new security measures may be inconvenient to you. I just want to assure you that we take information security very seriously and will do our best to balance the pros and cons of each measure and the degree of inconvenience to our users, if existed, before implementing new procedures.

We need your cooperation and welcome any suggestions you may have. We are happy to meet and talk with you or your department regarding information security. Until a new Information Security Manager is on board to provide individualized information security advice and conduct information security risk assessment for your office or department, please contact Deputy Director of ITSC, Eva Chan via dootdoot@ln.edu.hk whenever you have any questions or concerns.

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Information Technology Services Centre

Institutional Research

The first phase of the BI project has been completed. The Key Performance Indicator (KPI) reports are available in the Information Hub for Deans and Heads of Department to peruse so that relevant data can be analyzed and incorporated in the annual programme review.

In the last months, we have been preparing a Quick Stats Booklet to present key aspects of the development and performance of the University. The first edition will be launched in October 2017 as part of the celebrations of our University's 50th anniversary. A preview of web version can be found in http://www.ln.edu.hk/f/upload/26006/quick-stats-booklet-2016.pdf

Institutional Research is planning to integrate surveys conducted by different units of the university into the BI system to create a centralized platform which incorporates all survey data. In this way, senior management will be able to review multi-year performance comparisons to support planning and decision making.

Knowledge Transfer & Academic Computing (KTAC): Diversifying into New Realms

The KTAC aspires to become a catalyst and a bridge between the community and our University, to enrich deeper and wider university-community collaboration in KT and research, and to enable KT to be a pillar of LU by matching the needs of the community at large with the strengths of our University. During the past year, we have established connections with external partners such as Smart City Consortium (SCC), HK Public Key Infrastructure Forum (HKPKIF), China Manufacturing Association (CMA), HK Science Technology Park (HKSTP), Cyberport, NGOs and the respective communities which they serve. These collaborative projects connect Lingnan with the community, empowering not only academics and researchers but also our student participants. In addition, KTAC has obtained the support of senior management to launch the 1st patent application with commercialization of the Program Outcome-Based Management System (POMS) for LU.

Major Achievements of KT in 2016-17
Planning Ahead

KT Conferences/ Seminars	**Jun-16**: SmartCity and Smart Identity (PKI and Authentication) under Belt and Road Initiative
	Jul-16: The Trend of e-ID Development「網絡電子身份應用發展趨勢」
	Aug-16: Wider Adoption of e-Cheque and Digital Signature in eBusiness Seminar cum Student Internship Programme Signing Ceremony
	Sept-17: Executive e-Commerce and Financial Technology (FinTech) seminars for HK Enterprises
KT Commercialization	**Jul-16-18**: Commercialization of POMS with 1st patent filing
Community Policy & Economic Research	Proposal to CMA in relation to "Revitalize HK Manufacturing Industry: Adjusting HK GNP Calculation Reflecting the Contribution from HK Manufacturers in China"
Academic Computing & KT Projects	**Project Title**:- Survey Research on Territory Wide Adoption, Deployment, Planning of Emerging Technology for Teaching, Learning and Researching for Higher Education of HKSAR & Macau; Finish: Aug-2017
	Project Title:- Knowledge Discoveries of Outcome Based Assessment as Enhancement of POMS; Finish: Aug-2018

To align with the Hong Kong Government's future strategies in (i) developing HK as an International SmartCity; & (ii) Belt and Road Initiative; we plan to have deeper collaboration with the SCC and the HKPKIF in the coming years to organize KT activities to support these two initiatives. We are collaborating with LIFE to offer new professional development programmes in Bigdata analytics, Fintech, SmartCity/Intelligent Urbanization technologies (Smart-Aging/ HealthCare, IoT...etc). We plan to liaise with industrial leaders like HKSTP, Cyberport, Tencent, Alibaba, Paypal, Amazon, Microsoft, IBM, HP for UG and PG student internship/ entrepreneurship programmes.

LU Research O/P and Prof. Knowledge

Student Entrepreneurship /Internship

LU New KT Initiatives: SmartCity & Urban Innovation

SME/NGO/BUS /SOC Enterprises

HK Government New Initiatives

HK SmartCity

Belt & Road

Future Planning for Academic Computing & Knowledge Transfer for LU

Enterprise Application & Projects

Teaching Load Reports

ITSC has completed the enhancement of teaching load reports based on comments collected by the President. All reports were transferred into the BI system in July 2017.

Enhancement of the Web Admission Systems

ITSC has enhanced the Web Admission System with the adoption of the new online downpayment system. The system, incorporating an automated workflow following applicant downpayment via Visa card or Union pay, was launched on 30 June 2017.

Online Application for Testimonials

ITSC has developed an online application for testimonials, which includes two modules, one for students who can apply online via the Portal and the other for administrators who can view and generate testimonials in WORD format. The system was successfully launched in March 2017.

English Language Graduation Requirements

To comply with the new graduation requirements for new intakes of students starting with the 2017-18 academic cohort, students must obtain the IELTS test at a certain score as one of their graduation requirements. ITSC is developing an online system to provide a platform for students to submit their results and apply for a refund. Details are being discussed and the system should be ready in 2018.

Panopto: A new video platform for teaching and learning

Panopto, an easy-to-use lecture capture software system, is installed in some classroom computers on campus. Staff can also ask for the software to be installed on their personal computers.

Why use Panopto?

You can use Panopto to:-

- Record your lectures so that your students can review them later
- Flip your classroom by creating mini-lectures for your students to watch before their classes
- Record your students' presentations
- Record talks by guests

What can you record with Panopto?

Powerpoint/Keynote slide

If you use Powerpoint or Keynote, Panopto creates a table of contents for students with a searchable index of your presentation. This allows students to search your video presentation for any word mentioned in your slides.

Audio and Video

You can record lectures with Panopto on any computer equipped with Panopto software. The recording quality is generally better in rooms with built-in video capture equipment.
For more information, please visit: http://www.ln.edu.hk/itsc/services/online-services/panopto

Infrastructure Section

Revamping the directory system of IT infrastructure

User authentication is an essential component of all IT services. The directory system at Lingnan enables you to log into all University IT services using user name and password. The directory system currently runs under a mixed mode of OpenLDAP and Microsoft Active Directory (AD). To streamline IT operations and facilitate the latest IT services and applications, in particular the cloud services, ITSC has been unifying the current mixed-mode directory system into a pure AD system. All applications originally working with OpenLDAP will migrate to the AD system. This exercise is being carried out in phases to minimize impact to users. The migration is expected to be completed in early 2018, by which time the old system will have been phased out.
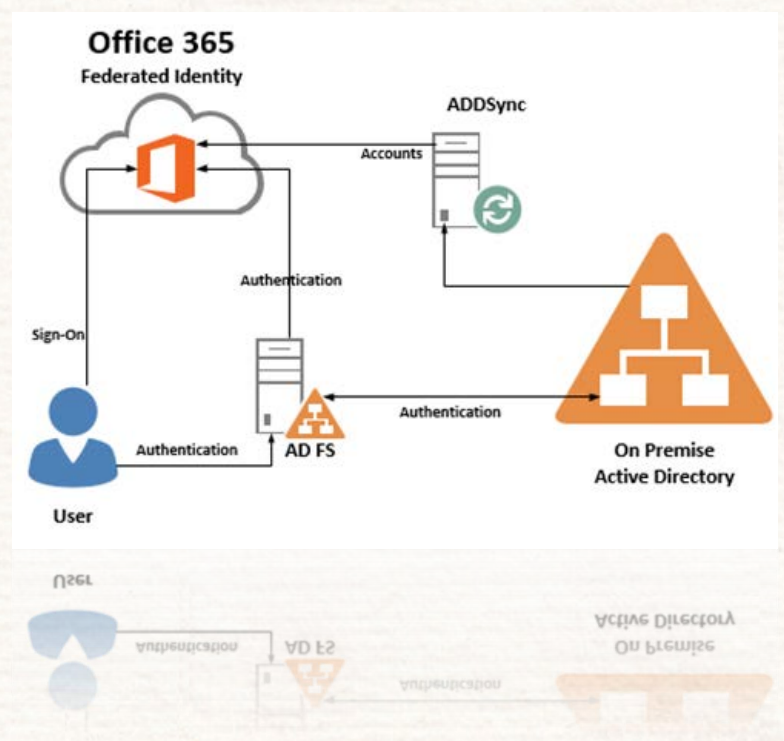
Upgrading network switches in office areas

Network switches are devices directly connecting desktop PCs to the campus network. Many of them serving office areas have been deployed for more than seven years and have become unstable, unreliable and error-prone. In particular, some applications experienced packet drops when network traffic was transmitted through these switches with IP phones in-between. To improve user experience, ITSC sourced new models and started to replace the old ones earlier this year. The upgrade was completed in the summer.
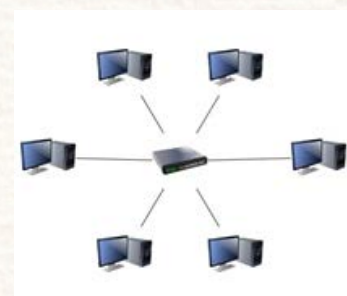
Desktop Computing Services

New Print Quota System in Computer Labs and Library

A new print quota system with enhanced features was implemented in August, replacing the legacy system. Five photocopiers in the Computer Labs and Library (see below) have been equipped with the new system. Staff and students can now choose either to charge the printing cost to their Octopus card or make deductions from their print quota accounts using their staff/student card. The new system has been implemented in all Teaching and Language Labs, which only allow deduction of printing charges from print quota accounts. In addition, in response to a request from the Students' Union, the free annual print quota will be increased from $10 to $20, with effect from Term 1, 2017-18.

Service locations for the new print quota system:

1. Supporting both **Octopus Card** and **Print Quota**
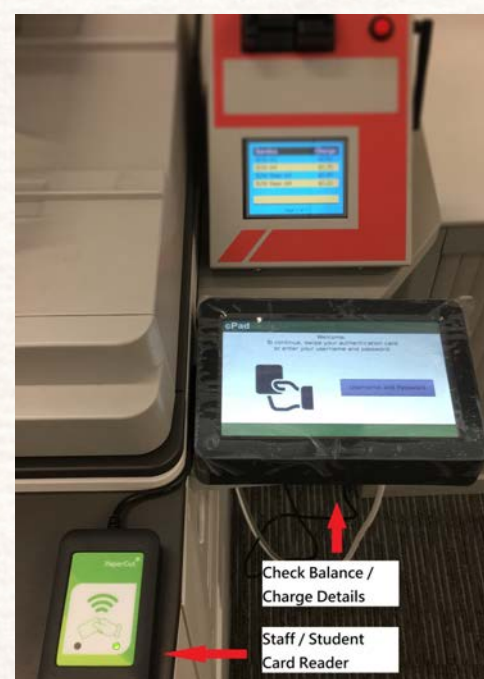
    ◆ **General Labs**

    - MB412 Ricoh Black and White Copier (Computer Area)
    - SEKG02 Ricoh Black and White Copier (02)
    - NAB204/A Ricoh Color Copier

    ◆ **Library 1/F Information Commons**

    - Ricoh Black and White Copier (IC2)
    - Ricoh Black and White Copier (IC3)

2. Supporting **Print Quota Only**

    - **Teaching Labs**: NAB204, NAB206, NAB209, NAB213, SEK105
    - **Language Labs**: LBY301, LBY303, NAB201, NAB202

**New PCs in Teaching Venues and Computer Labs**

This summer, ITSC replaced computers with the newest PC model (Lenovo ThinkCenter M910) in:-

- Teaching Venue: Main Campus and NAB
- Teaching Lab: NAB204, NAB206, NAB209, NAB213
- General Lab: NAB204/A, NAB206/A

ITSC Helpdesk Upgrade

A major upgrade of the ITSC Remedyforce Self Service 3.0 Helpdesk system, incorporating enhanced features and a user-friendly interface, was carried out in September, enabling users to locate what they are looking more quickly. Request Approvers may now access the pending approval requests directly by means of "self service" menu.
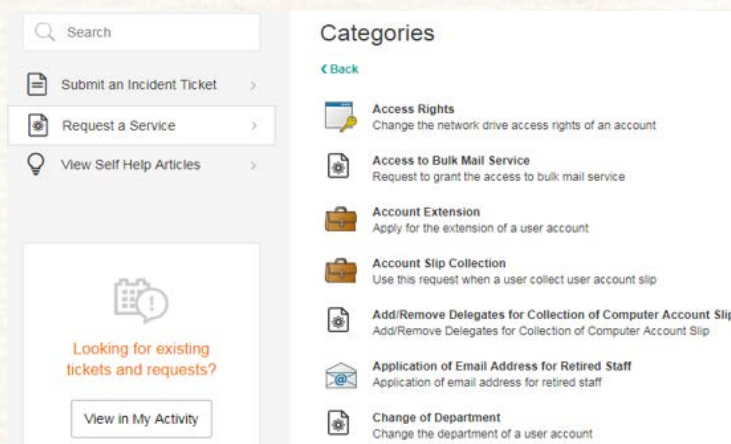
Multimedia and AV Services

Summary of Audio Visual Services Development and Updated Status

Activities	Period	Description
Enhancement of Audio Visual Equipment in Black Box Theatre (LBY203)	Completed in June 2017	Completed the set-up of audio visual equipment in Black Box Theatre with new central control system with touch panel, projection system, PA system, multimedia recording and live broadcast system, LED stage lights and curtain system.
Enhancement of Audio Visual Equipment in Asia Insurance Conference Centre (AD301), Chan Chi Fai Conference Centre (AD302) and computer laboratory MB202	Completed in June 2017	Completed the upgrade of audio visual system in AD301, AD302 and MB202 with projection system, central control system with touch panel and digital system.
Enhancement of Audio Visual Equipment in Paul S. Lam Conference Centre (AM308)	Completed in August 2017	Completed the installation of additional projector and projection screen in Paul S. Lam Conference Centre.
Enhancement of Audio Visual Equipment in 11 Classrooms in LKK and SEK	Completed in June 2017	Completed the replacement of projector with digital system.
Replacement of VHS player, audio cassette player, overhead projector and DV player with digital systems	Ongoing	Obsolete VHS player, audio cassette player, overhead projector and DV player were 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

Enhancement of Audio Visual Equipment in Black Box Theatre (LBY203)

We are pleased to announce that the installation and set-up of audio visual equipment in **Black Box Theatre** has been completed. You can book the Black Box Theatre through our Room Booking System. The following facilities are now available in the Theatre:-

- LCD projector, projection screen, microphones and speakers are provided in AV system. Users need to bring a notebook computer? as a source for AV system.

- Central control system with touch panel provides a user-friendly control platform.

The following facilities can be provided with additional technical support upon the submission of a user request via Event Support Services of the ITSC Helpdesk system.

- Multimedia recording and live broadcasting are provided by installed video camcorders and a recording system for event recording and broadcasting.

- LED stage lights and curtain system are available for performance and studio use.

Asia Insurance Conference Centre (AD301)
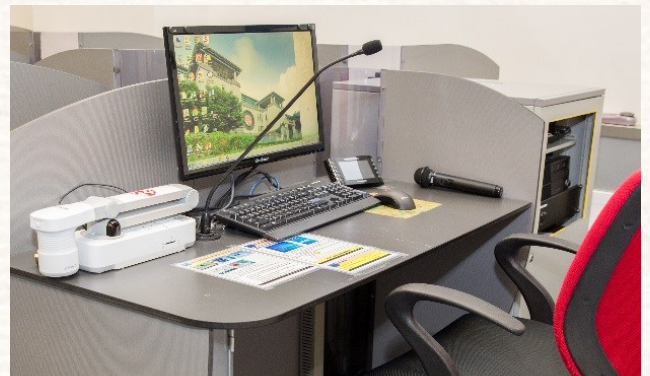
Computer Laboratory MB202

Chan Chi Fai Conference Centre (AD302)

Computer Laboratory MB202

Information Security

The Hong Kong Police Force Technology Crime figure for 2009-2016 shows that financial loss as a result of technology crime has risen dramatically, while the number of reported cases fell slightly in 2016.

The threat of technology crime is not only a challenge to organizations and enterprises; it also threatens individuals. As a safeguard, we recommend that users use a **strong password** to protect themselves. ITSC is therefore revamping the password policies as follows:

- Mandatory password change every 180 days
- Password length at least 8 alphanumeric characters
- Password characters contain at least one lowercase or UPPERCASE alphabetic character and one numeric character
- Unable to access after multiple invalid attempts
- Unable to use last three passwords
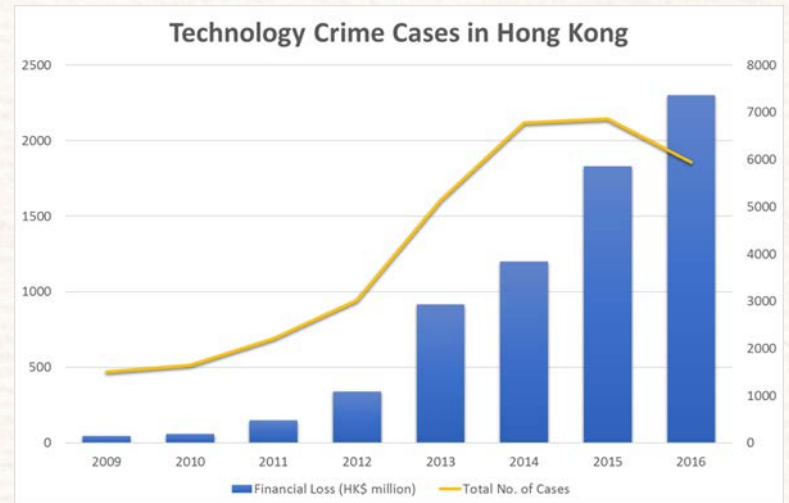
A new Identity Access Management (IAM) system is being introduced by ITSC to provide a smooth user experience for managing passwords used to access applications on campus. This not only provides a one-stop portal for system administrators to manage the roles and privileges of user accounts but also allows users to (i) use the IAM password management portal to change and reset passwords themselves; (ii) use two-factor authentication for more secure account password distribution.

User Self-Service IAM Password Management System

The new IAM system allows all staff and students to change passwords, activate locked accounts, retrieve forgotten passwords and manage security questions.

To review the University's Information Security Policy and governance, please visit:
http://www.ln.edu.hk/itsc/policies-and-guidelines/it-policies-and-regulations