



Newsletter

Issue 09 | September 2019

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Message from CIO & University Librarian

Since last year, this Newsletter has become annual. There is no surprise that you will see a lot of updates in this issue. We are planning to create an e-Newsletter with better visuals next year so that more regular updates can be made available.

In the past year, we took steps to streamline our operations with the view to continuously enhance our efficiency. A new User Services team has been created on February 1, 2019 by combining the Desktop Computing Team and AV & Multimedia Team to provide consolidated front-line services. A new Information Security Manager, Mr. Dominic Li, reported duty in January 2019. He will continue to leverage his expertise to keep our virtual campus safe. The Education Technology and Coordinator for Industry Liaison will be transferred out of ITSC in September 2019 so that his expertise can be more fully utilized. I have also engaged with the key members of ITSC to review our mission statement and to draw a new action plan that will fully support the initiatives of the University in its new strategic plan 2019-2025. Your voice is always matter to us. You will be consulted in due course how we can serve you better.

We are also non-stop in continuously improving existing and exploring new services. We are particularly anxious to enhance the learning facilities. Two computer labs at Simon and Eleanor Kwok (SEK) Building were renovated with new facility in this

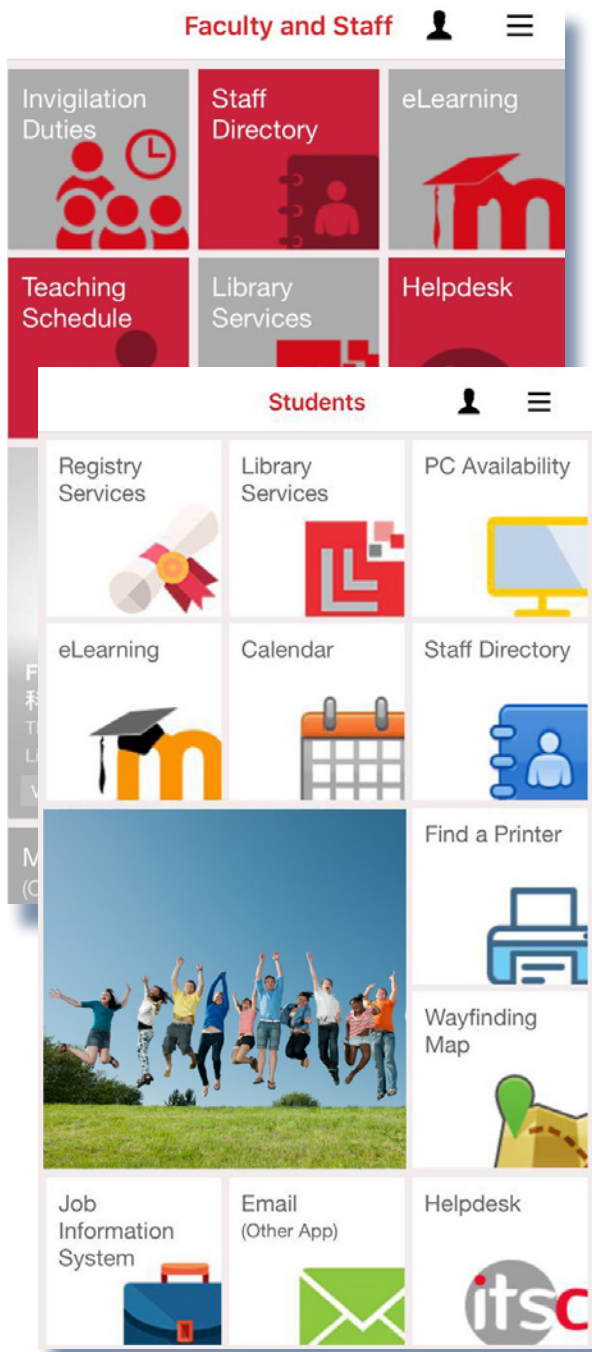
summer. One of them is designed as a flipped classroom with a large display wall consisting of 9 LEDTVs to enable not only high definition visualization but also interactive class discussion and presentations. This is a new initiative of ITSC to support smart learning. You will be offered training to use the new system. Again, we welcome your feedback to see if similar facility can be provided to more classrooms.

Another focus is cybersecurity. Throughout the past year, we have developed several new information security policies and implemented new systems to tighten the security measures. One of the key initiatives is the enforcement of 2FA on all critical IT systems on all staff and students. This is a drastic but necessary step forward to protect the University's sensitive and confidential information, and your personal data. While some inconvenience is introduced in the use of IT systems, the added protection ensures that only the authorized user can access the system. In recent months, we detected some intrusion cases making this 2FA more critical to the protection of our campus network. I urge you to register for this new function as soon as possible and before the enforcement date to get this additional protection. Keeping our network secure and safe is the top priority of ITSC. Let's work together to build it!

Dr. Louisa Lam
Chief Information Officer & University Librarian

Teaching and Learning Services Update

New Features on LU Mobile - Stay Connected with LU Mobile, Keep Engaged with Campus



New features are continuously added to the LU mobile. Here are some key highlights:

View Your Grades, Exam Timetable, Graduation Requirements Instantly

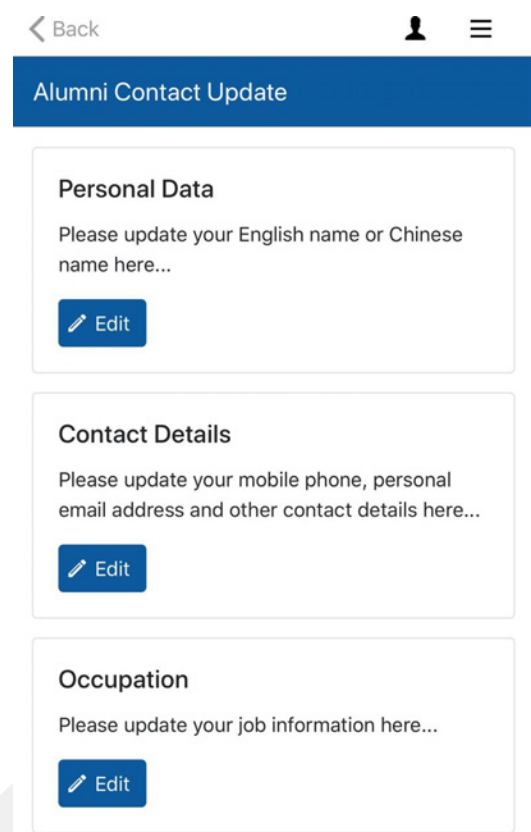
Your grades, Term GPA and Overall Cumulative GPA of the past terms; your exam timetable details including exam date, time, venue, seat number, and your fulfillment of English language graduation requirement and Information Technology Fluency Programme (ITFP) can be viewed at a glance at the Registry Services area through Student Persona.

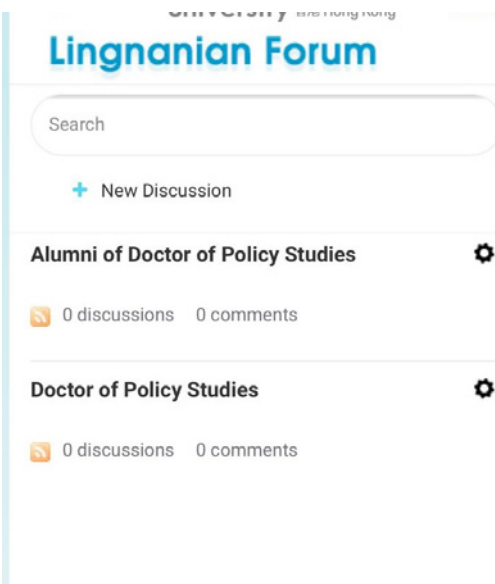
View Your Invigilation Duties

The Faculty staff's invigilation duties including exam time, venue, and important notes can be viewed at a glance under Faculty and Staff Persona.

Contact Update for Alumni

Alumni can update their own contact such as name, phone number, address, job position, etc through the Alumni Persona. Alumni can also change the preferred channel for receiving information from the University.



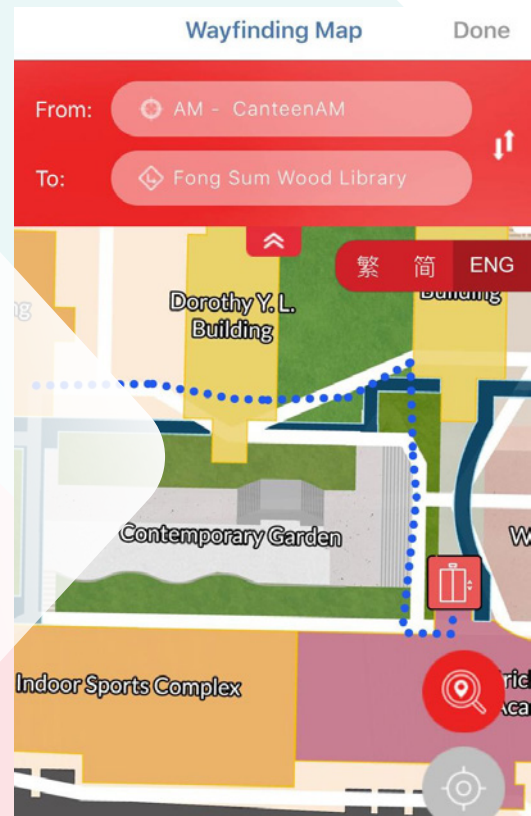


Lingnanian Forum for TPg Students

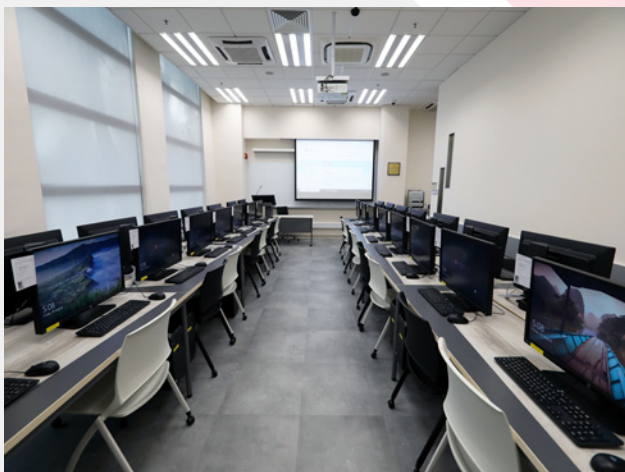
This Lingnanian Forum provides a platform for TPg students and alumni to stay connected during their study and after they have been graduated.

Route Navigation on the Wayfinding Map

You can now type in the current location and destination, and click "Start Navigation", the wayfinding map will give you the recommended path, estimated minutes and distance on display. This feature is most useful for guests, visitors, overseas exchange students, and any person not familiar with the campus to help them navigate around the campus. Next time, when you are organizing seminars or inviting a friend to Lingnan University, you are welcome to use the LU mobile Wayfinding Map, a smart campus app for finding locations in our campus.



New Teaching Computer Labs at Simon and Eleanor Kwok (SEK) Building



SEKG02 – 24-hour computer lab

A new teaching computer lab to support the new Animation and Digital Arts (ADA) Programme, SEKG02 is equipped with 33 sets of high-end workstations for 2D/3D animation and 17 sets general purpose PCs. It is open 24 hours, with daytime being reserved for teaching of ADA classes and student practicing, while from evening until the next morning before the classes start, it is open to all students.

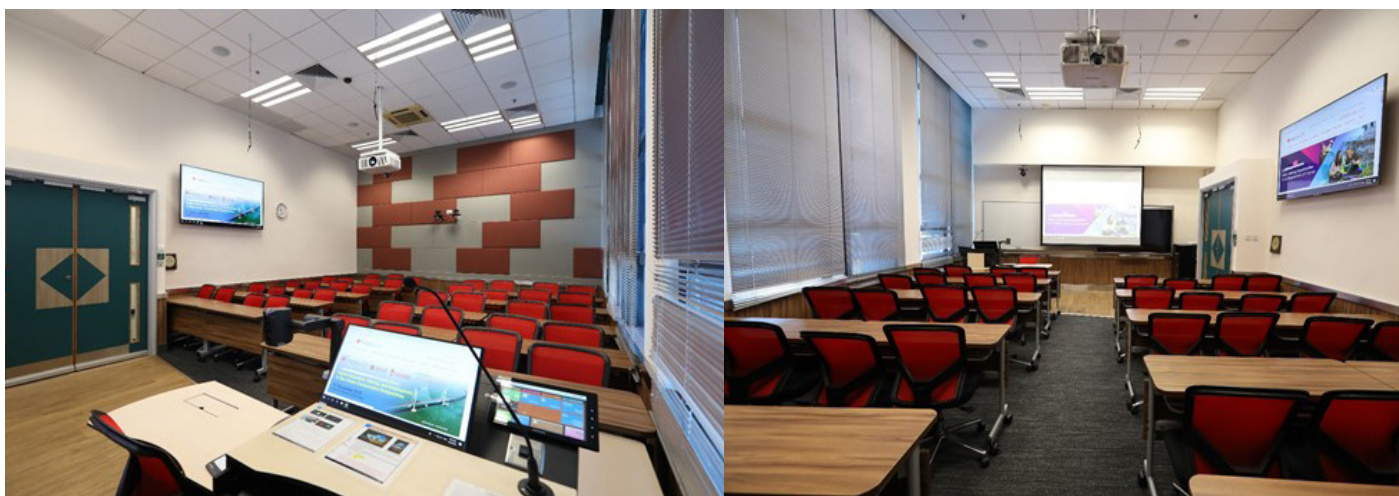


SEKG03 – A flipped classroom

SEKG03 is newly revamped to provide a total of 46 advanced PCs to replace SEK105. One of its unique features is the installation of a display wall consisting of 9 LEDTVs to provide high-definition visualization and to support interactive teaching. It can also be connected with different input sources such as students' notebooks to allow comparison of information for discussion and presentation by students. This new technology together with the movable chairs are designed to turn it into a flipped classroom.

Smart Classroom in B.Y. Lam (LBY) Building

LBYG06 is a 40-seat smart classroom equipped with advanced facilities for holding web conferences/seminars and remote interactive teaching. On top of standard AV equipment is an 80-inch LEDTV in the front, a 65-inch LEDTV on the side wall, 3 auto-tracking cameras and 2 condenser microphones to facilitate the tracking of teachers and students' interactions. A lecture-capturing system is also implemented for class recording and remote lecture broadcasting.



LBYG06

For details of the above computer labs and classroom, please visit to the page below:
<https://www.ln.edu.hk/itsc/services/multimedia-and-av-services/teaching-venues>

Language System Upgrade and PC Replacement for Language Labs

The latest version of language systems has been deployed to NAB201, NAB202, LBY303 (X-class) and LBY301 (Sanako) in this summer. PCs in those language labs have been replaced with latest model too.

Student Appointment System to Schedule Appointment with Professors

A new web-based Student Appointment System has been launched to allow students from the Faculty of Social Sciences to make an appointment with Professors from Department of Political Science as well as viewing the Professors' Office Hours online. If any other departments or faculties are interested to have similar arrangements, please send your request to itsc@LN.edu.hk.

Pay Less in Web Admission Application

Mainland students can now make online payment through “Flywire” in the Web Admission system. “Flywire” protects mainland students from inflated exchange rates by securing wholesale exchange rates and disclosing cost up front.

Cyber Security and Infrastructure Services

Keep Our Virtual Campus Safe - Further Extension of Two-Factor Authentication (2FA)

Two-Factor Authentication (2FA) is to protect your online systems through an additional validation on top of campus username and password from your own third-party device such as mobile phone. In January 2019, ITSC has enforced 2FA on student’s web mails.



Secure your account with
TWO-FACTOR AUTHENTICATION
Students Enforcement : 2 Oct 2019
Staff Enforcement : 3 Feb 2020
▶ REGISTER NOW!

To further enhance the safety of our virtual environment, the University has approved to extend 2FA to more online and critical systems including MyLingnan Portal, VPN, Moodle, Helpdesk System, Lingnan Scholars, Qualtrics, and Remote Desktop. **The enforcement date for students is October 2, 2019.**

The University also approved to extend 2FA to all staff on all the above critical online systems. Starting from August 1, 2019, staff is welcome to register for 2FA. After registration, the above critical systems must be validated with 2FA when accessing from outside of the Lingnan University’s Campus Network. A 6-month grace period will be given before it becomes mandatory. That is, **starting from February 3, 2020, 2FA will be enforced for all staff.** If you have not registered the 2FA by then, you will not be able to login the IT critical systems from networks other than Lingnan University.

PLEASE REGISTER FOR 2FA NOW!

Enhancement of Network Security

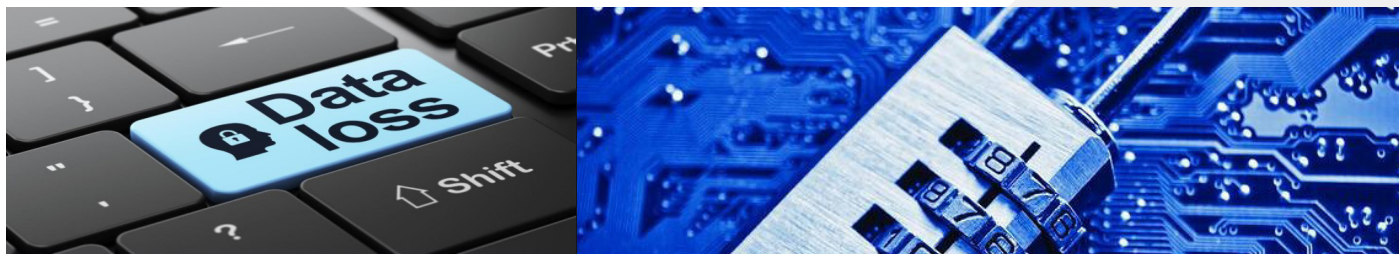
Four major systems have been implemented to tighten the preventive control of the campus network to enhance cybersecurity.

First, **Threat Intelligence Protection (TIP)** system will check every domain name query against the database of a global threat intelligence centre. When a visit to a malicious site is detected, the request will be blocked and reverted to user with a warning message.

Second, **Mobile Device Management (MDM)** is a mobile device management software tool which facilitates the University to configure, secure, monitor, and manage its mobile devices effectively and efficiently. Several key benefits of the MDM tool are (i) enforcement of security and compliance policies, (ii) securing mobile access to University's resources, and (iii) remote locking and wiping of managed devices when they are lost or stolen. ITSC has deployed the VMware AirWatch platform as the MDM tool which is already enabled on some University-owned mobile devices. If you would like to enjoy the benefits of AirWatch on your mobile devices or get more details, please contact ITSC at 2616 7995 or itsc@LN.edu.hk.

Third, **Advanced Endpoint Protection (AEP)** enhances the protection of the network and endpoint PCs at our University against ransomware and other emerging threats with multilayered attacks using signature-less technology like Advanced Machine Learning, Behavior Analysis and Exploits Prevention. This new protection system is going to be deployed to all campus endpoint devices and servers in September 2019.

Fourth, **Data Loss Protection (DLP)** protects personal data from leakage by controlling the behavior such as sending and copying of sensitive data out of the University systems.



Rollout of 5GHz WiFi SSID

ITSC has fine-tuned the campus Wi-Fi infrastructure and provided two new Wi-Fi SSIDs “LU” and “LU-Advanced” to serve wireless bands at 2.4 and 5 GHz, respectively. The “LU-Advanced” is a Wi-Fi SSID serving solely the 5GHz band. Compared to the 2.4GHz band, the 5GHz band has advantages of lower congestion, higher speed and better tolerance to wireless interference. This SSID is suitable for more demanding applications such as file sharing, video streaming and online chatting. Staff and students are recommended to select this SSID on devices which support this wireless band.

Administrative Systems Update

Launch of University Photo Gallery

A new Photo Gallery platform (<https://gallery.ln.edu.hk>) has been launched on October 30, 2018. The Photo Gallery is accessible in the University website in order to showcase the events of the University, Departments and Units. All departments and units are encouraged to use this as the official photo gallery.

Banner 9 Is Coming!

The next generation of Banner is coming in this October!

In April, ITSC has upgraded the administrative Banner ERP System from Banner 8x to Banner 9. The administrative pages of Banner 9 will bring a modern look and feel with consistent user experience for users. Banner administrative users will notice a change to the forms and screens currently used in Banner 8, along with improved accessibility on mobile devices. For more Banner 9 information, please visit here:

<https://www.ln.edu.hk/itsc/services/online-services/banner-system/banner9>

Book a Counsellor Online

Students can make appointment with counsellors of Student Services Centre through the new **Counselling Service Booking System**. This online system allows the students to view and select the counsellors' available timeslots and make an appointment instantly.

Communication Directory GO GREEN!

To save paper, the Communication Directory Booklet is now integrated with the online Staff Directory. With a new design, you can now search the contact information of a department or an individual staff member. By clicking on the department or staff name, you will be provided with a department's staff list where you can print it out for recording.

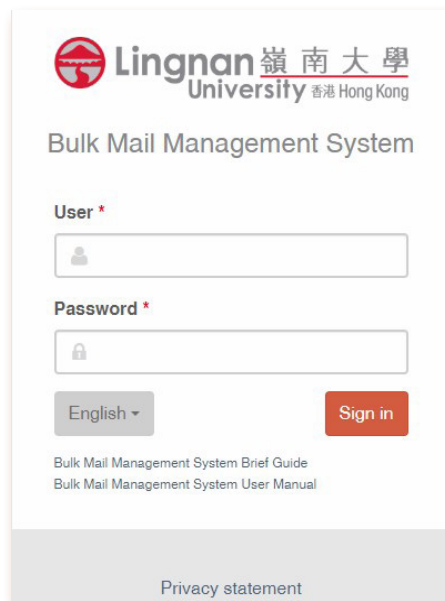
The image shows two screenshots from the Banner 9 system. The top screenshot is a 'Welcome to Banner System' page with a search bar. The bottom screenshot is a staff directory for the Information Technology Services Centre (ITSC) at Lingnan University. It lists staff members with their titles and names.

Post	Title	Name
Chief Information Officer and Librarian	Dr	LAM Mei Chun Louisa
General Office		
Deputy Director of Information Technology Services Centre	Ms	CHAN Eva
Administrative Officer	Mr	CHAN Shek Hin Gregory
Clerical Officer II	Ms	CHOW Shuk Yee Fiona

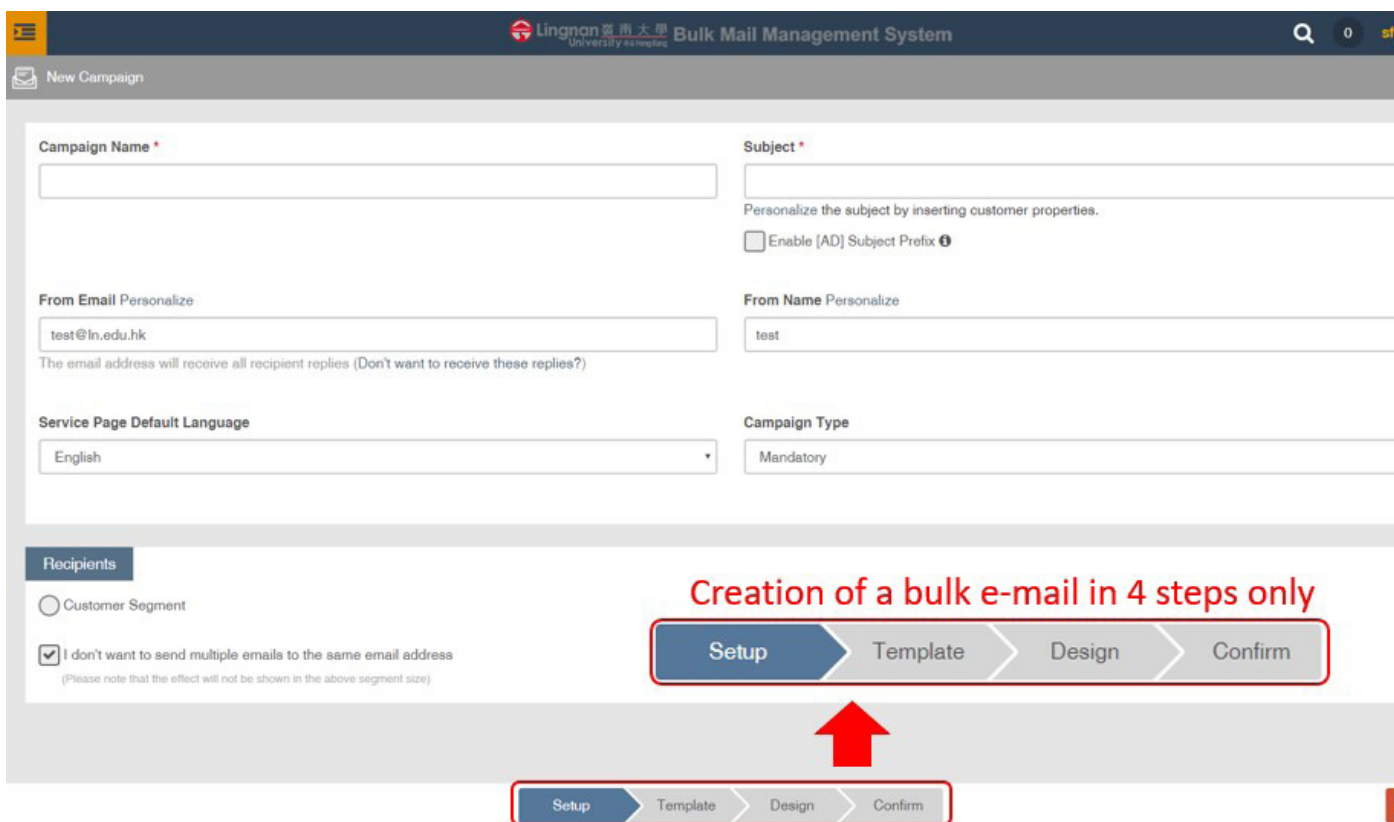
Launch of New Bulk Mail Management System in October 2019

A new Bulk Mail Management System (BMMS) is in place to replace the legacy one in order to facilitate the mass email dissemination as well as to comply with the **HKSAR Unsolicited Electronic Messages Ordinance**. The major improvement of the new BMMS includes:

- (i) Support cross browsers such as supporting different browsers like Chrome, Internet Explorer, Safari and Firefox;
- (ii) Responsive design of user interface to provide a suitable layout to users based on screen size, device platform and orientation;
- (iii) Simplify user interface for easy bulk mail creation by reducing the number of steps for the email creation;
- (iv) Provide Application Programming Interface (API) to support the integration of the systems for automatic generation of bulk mail notices.



Training on the new bulk mail system will be arranged in due course for colleagues who are responsible for sending bulk emails.



Academic Support Services

Get Ready for RAE 2020

ITSC is supporting the University to develop a RAE 2020 (Research Assessment Exercise) submission system to integrate with and collect data from Lingnan Scholars. The system also allows academics and Office of Research Support (ORS) to input the RAE specific data field onto a centralized platform. The system is on trial by some key members of the Research Committee in July. Once ready, it can be available for all eligible staff.

Knowledge Transfer (KT) Conference: SmartCity: How Big Data Reinvent HK Future

The conference was successfully held on January 23, 2019 with the objective to connect our university with the wider community, in particular, the large utility companies and the big data vendors (international) to transfer the contemporary knowledge of big data, AI and smart city technologies to the community of HK. We invited speakers from a) Large Utility Companies like HK Electric, HK Hospital Authority, MTR, HK Airport Authority, and HK Observatory & b) International Big Data Companies like ESRI, Appier INC; Amazon Web Services, Alibaba Cloud...etc. to deliver presentations on various topics relating to Smart City development.

The conference was very well-received. It was attended by 217 participants from different sectors of the industry and supported by over **30 supporting organizations** including CMA, HKG, FHKKI, HKPC, HKSTP, Cyberport, HKNGIS, and ESRI & Oxford. etc. The post-conference survey results were also encouraging and supportive.



LU Organized Smartcity: Bigdata KT Conference with Great Supported from:- Smart City Consortium, HK Public Utility Companies, Large Bigdata Vendors, HKG and the Community at HKPC Conference Centre

U2I Experiential Learning and Knowledge Transfer Seminar: Innovative Industrial Technologies for Staff and Students

Successfully held on April 24, 2019 this seminar was hosted by ITSC in collaboration with Student Services Centre, the then Division of Graduate Studies and LIFE with the aim of equipping our staff and students with knowledge in areas of AI, Digital Marketing, Big Data Analytics, and Cloud Computing for their career planning. Two industrial specialists, namely Mr. Angus Tong from Microsoft, and Dr. William Hung from DataTech gave two enlightening talks to our staff and students.





L1-Ms. Connie Wong,
L2-Ms. Jenny Ko,
L3-Dr. Toby Lam,
L4-Mr. William Hung,
R3-Prof. Joshua Mok,
R2-Mr. Angus Tong,
R1-Dr. Ir. Rosiah Ho



Knowledge Transfer Researches & Projects

The Chief Executive Community Project “Social Innovation & Socialpreneurs Development: Smart Ageing with Gerontechnology”

With the successful bidding of over 19.68-million grant funding by the HK Jockey Club charities Trust under the “HKSAR Chief Executive’s Community Project List” for the project titled “LU Jockey Club Gerontechnology and Smart Ageing Project”, the project has been kick-started in full pace to deliver its services. Aiming at promoting Gerontechnology, smart ageing, socialpreneurship development and developing an innovative Cloud platform for “sharing economy” to transform the legacy operation of Social Enterprises and NGOs, the project has the following key features.

<p>Area-1) To build a Social Enterprise Intelligent Hub (SEI Hub Virtual Community) embraced with the sharing economy model for the HK social enterprises and NGOs. 4 basic functions of the SEI-Hub:</p> <ul style="list-style-type: none"> a) Resource sharing for SEs/ NGOs b) Project Collaboration between SEs/NGOs c) Social Financing d) Knowledge Transfer and Public Education <p>Expected Timeline: Launch to the public by Nov-Dec, 2019</p>	
<p>Area-2) To incubate Gerontechnology & Socialpreneurship via setting up a “LU Jockey Club Gerontech-X Lab”</p>	
<p>Area-3) To embrace knowledge transfer with vocational and district-wide promotion programs and activities for Gerontechnology and Socialpreneurship to the 19 districts of HK.</p>	
<p><i>Gerontechnology Practitioner & Socialpreneur Incubation Courses</i> <i>Gerontechnology & Socialpreneurship Incubator</i> <i>Gerontechnology Public Seminars</i> <i>Gerontechnology Mobile Lab</i></p>	

We estimated the project will bring benefit to around 44,000+ individuals and 1300+ SEs+NGOs. The no. of promotional activities for Gerontechnology and Social Entrepreneurship for the entire 18 HK districts will include 150+ visits to elderly centers and welfare units with an estimated no. of total beneficiaries over 6000+.

Innovative Technology Project/Research

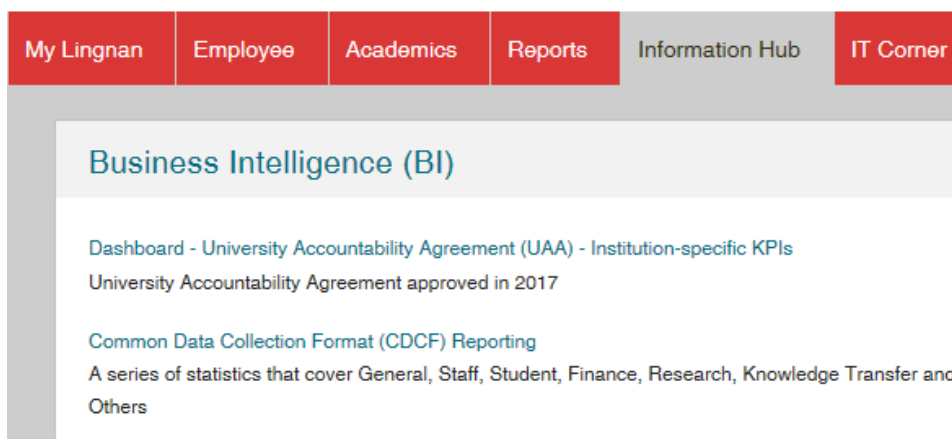
Successful in inviting an industrial partner, **Triple Faith Engineering**, to invest around HK\$2M-3M for carrying out 2 innovative projects under the Innovative Technology Fund (Industrial Support Program, ISP) using Artificial Intelligent and Spatial Geographic Information System (SGIS) technologies, the University expects both projects to have great impact on HK community. They are:

- i) The use of AIoT and GIS for Identification of Mosquito Distribution for Better Disease Control***
- ii) The use of AIoT and Predictive maintenance Strategy for Smart Toilet Development in HK***

Faculty staff from CDS, and Science Unit, and ITSC would collaborate in these research projects.

Institutional Research Services

In the academic year of 2018-19, ITSC has completed the data integration of all the Common Data Collection Format (**CDCF**) tables into **Business Intelligence (BI)** system. The data has been converted into useful information to support the decision-making process of the university and to support the departmental operations. CDCF, together with the University Accountability Agreement, which was initiated by UGC in 2017, provide a data-informed foundation for the university. They are now available in the **Information Hub** for all Deans and Heads of Department to access.



ITSC Web Site

New Service Catalogue

ITSC webpage has been revamped with Service Catalogue to inform different categories of core users of the specific IT services available to them. For each service provided, all its related webpages, documents and service requests will be shown. Users could directly submit a service request by clicking the relevant buttons.





Services for Staff



Computing Services

- General Computer Labs
- Printing
- Multimedia Booth
- Software



Network Connection

- Internet Connection
- Wireless Connection
- VPN Connection



Telephone

- Campus Telephone (IP Phones)
- Softphone
- Voice Mail



Services for Students



Computing Services

- General Computer Labs
- Printing
- Multimedia Booth
- Software



Network Connection

- Internet Connection
- Wireless Connection
- Hostel Network
- VPN Connection



Telephone

- Softphone