

Office of the Chief Information Officer

STAFF HANDBOOK

2013-14

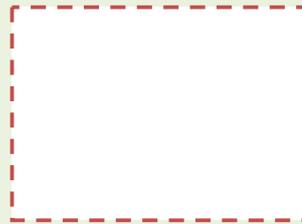


Table of Contents

1. Introduction.....	2
2. Opening Hours	3
2.1 IT Help Desk	3
2.2 Classroom Support Service	3
2.3 Central Computer Rooms	3
3. Campus Network	4
3.1 Network Infrastructure	4
3.2 Wireless Network	4
3.3 SSL VPN Service	4
4. Computer Accounts	5
4.1 Network Account	5
4.2 Single Sign-On System	5
4.3 Email Account	5
4.4 Google Apps “friends.ied” Account	6
4.5 UNIX Account	6
4.6 Account Password	6
4.7 Disk Quotas	7
4.8 User Profile	7
4.9 Expiry of Accounts	7
5. Computing & Multimedia Facilities	8
5.1 Central Computer Rooms	8
5.2 Classrooms and Lecture Theatres	9
5.3 Support for Central Teaching Venues	9
5.4 Multimedia Facilities	10
5.5 IEdSmart Card	10
5.6 Loan Services	10
5.7 CyberStations	11
5.8 IT Training	11
6. Getting Help	11
6.1 Staff FAQ – itssupport.ied.edu.hk/stffaq	12
6.2 Email – helpdesk@ocio.ied.edu.hk	12
6.3 Hotline – 2948 6601	12
6.4 Visit the IT Help Desk	12
7. Feedback & Suggestions.....	13
8. Useful Links.....	13
9. Computing Policies & Regulations	13

1. Introduction

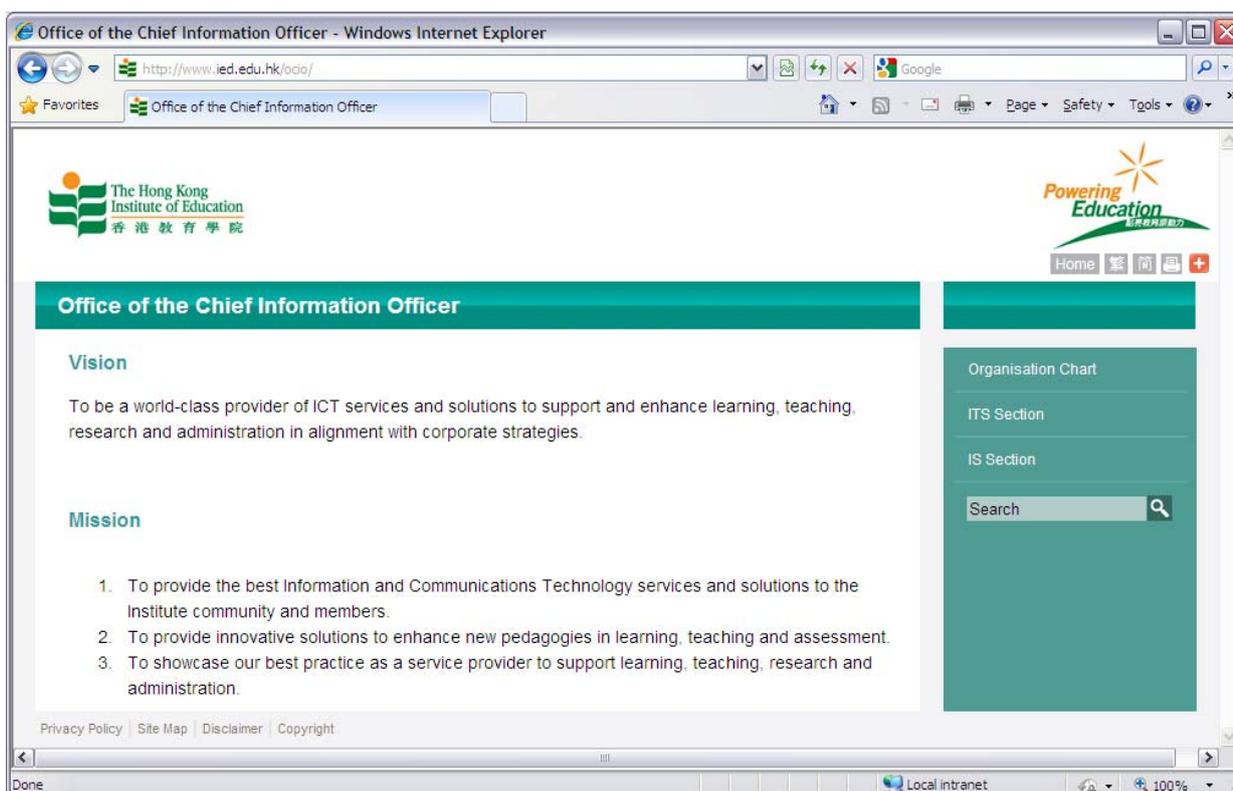
The Office of the Chief Information Officer (OCIO) provides Information Communications Technology (ICT) services and solutions to support and enhance learning, teaching, research and administration of the Institute.

OCIO is comprised of two sections, namely Information Technology Services (ITS) and Information Systems (IS). The ITS is responsible for the network and server infrastructure, email services, eLearning platforms, telephone services, smartcard infrastructure, classroom support, office automation and frontline support, while IS develops information systems to meet the needs of learning, teaching, research and administration. We are committed to delivering innovative, effective and friendly IT services to all members of the Institute.

Our services are underpinned by a reliable campus network and state-of-the-art technologies. We manage central computer rooms and classrooms with cutting edge equipment at the Tai Po campus and the Tseung Kwan O Study Centre to meet the teaching and learning needs. We also provide one-stop services at the IT Help Desk at the Tai Po campus, where support services and equipment loans are available.

For more updated information about our services, please visit the OCIO website.

 **OCIO website - www.ied.edu.hk/ocio**



2. Opening Hours

2.1 IT Help Desk

	C-LP-20, Tai Po Campus (Tel: 2948 6601)	Room G01*, Tseung Kwan O Study Centre (Tel: 2190 8581)
Mon – Fri	8:30 am – 6:30 pm	8:30 am – 9:30 pm
Sat	8:30 am – 5:00 pm	9:00 am – 5:00 pm
Sundays and Holidays	Closed	Closed

*The IT support service at the Tseung Kwan O Study Centre will be provided through the reception counter at room G01, ground floor.

2.2 Classroom Support Service

	Tai Po Campus (Tel: 2948 6529)	Tseung Kwan O Study Centre (Tel: 2190 8581)
Mon – Fri	8:30 am – 9:30 pm	8:30 am – 9:30 pm
Sat	8:30 am – 6:20 pm	9:00 am – 5:00 pm
Sundays and Holidays	Closed	Closed

2.3 Central Computer Rooms

	C-LP-21, Tai Po Campus	Other Computer Rooms, Tai Po Campus	Computer Rooms, Tseung Kwan O Study Centre
Mon – Fri	24 hours	8:30 am – 9:30 pm	8:30 am – 9:45 pm
Sat	24 hours	8:30 am – 9:30 pm	9:00 am – 5:45 pm
Sundays and Holidays	24 hours	Closed	Closed

3. Campus Network

3.1 Network Infrastructure

The campus network has employed an advanced networking technology: the Gigabit Ethernet. All office blocks at the Tai Po Campus are connected together by 1GE (1000Mbps) links and all desktop computers are connected to this backbone through a dedicated 100Mbps high speed link. Furthermore, the Institute's campus network is connected to HARNET (Hong Kong Academic and Research Network) which links all the local tertiary institutions together, and via HARNET to the Internet and Internet2. The infrastructure allows our users to communicate effectively with each other and to access local and remote library catalogues and digital repositories of educational materials from the desktops.

3.2 Wireless Network

Besides the wired campus network, users can also gain Internet access via wireless network service, which covers all offices, teaching venues, Student Hostels, staff quarters and many public areas at the Tai Po campus and Tseung Kwan O Study Centre. The HKIEd wireless network supports IEEE 802.11 a/g/n standards. It allows anyone who has Wi-Fi device to get Internet access over the air. For more details about the wireless network service, please visit the OCIO website.

 **OCIO > ITS > Network > Wireless Network**

3.3 SSL VPN Service

To allow staff to make secure connection to the campus network using their home computers, OCIO has implemented a SSL Virtual Private Network (VPN) technology using the Fortigate appliance. Data transmitted via the SSL VPN connection are encrypted which enables users to use some IT services outside the campus as secure as in the office. These include using Microsoft Outlook, accessing software available on the Citrix platform (e.g. SPSS), making connection to some central network servers using FTP/SFTP client software, and etc out of the campus. For more details, please visit the OCIO website.

4. Computer Accounts

Most of our network services are provided to members of the Institute only, and staff members are required to login the systems with different computer accounts. Network and email accounts for staff are created automatically and no application is required. Information regarding the account username and initial passwords will be sent to new users through internal mails once it is ready.

If you require services like publishing personal web pages, you will need to apply for a UNIX account (check the OCIO website for details).

4.1 Network Account

You will need the network account for accessing network services, including the followings:

- Printing on network printers;
- Using application software on network servers;
- Accessing network storage such as N: drive;
- Accessing MyIEd & eLearning system; and
- Using the VPN gateway.

4.2 Single Sign-On System

The HKIED Single Sign-On system (SSO) enables users to use most Institute's web applications with only one login with the network account and password. Once you have login a web application covered by SSO, you will be able to use all the other services that you have access to, without the need to login again. For more information about SSO, please visit the OCIO website.

 **OCIO > ITS > Computing Environment > Single Sign-On System**

4.3 Email Account

Email is an official communication channel at the Institute. Each staff has an email account created automatically. The Institute uses Microsoft Outlook as the major email and messaging environment. On the other hand, staff can also use other email software (e.g. Outlook Express) or the Webmail service (webmail.ied.edu.hk) to access their mail boxes. Please visit the OCIO website for more information about our email services.

4.4 Google Apps "friends.ied" Account

To facilitate staff to collaborate with students who are using Google Apps for Education services and to provide a backup email communication channel during disaster, each staff is provided with a Google Apps "friends.ied" account.

Google Apps is a collection of web-based programs including Google Gmail, Google Calendar, Google Docs / Drives, Google Sites, and etc. Currently students are using Google Apps for email communication and for other purposes (e.g. storing videos taken in teaching practice). While you could use the free service provided by Google for various purposes, you should NOT put any confidential information in "friends.ied" account as we have little control over the free Google services. Please also note that the official email service for staff is still our Microsoft Exchange which is managed by OCIO with backup and support.

The Google Apps "friends.ied" service can be accessed through <http://www.friends.ied.edu.hk/>. You can log in the "friends.ied" service using your network login name and password. Note that the full email address of your "friends.ied" account is `login_name@friends.ied.edu.hk`.

4.5 UNIX Account

Each staff can apply for an account on the UNIX server to publish personal web pages. UNIX account is not created automatically. Once created, staff can use the same network account and password to login the UNIX servers. For details on how to get a UNIX account and create personal web pages, please visit the OCIO website.

 **OCIO > ITS > Staff Services > Personal Web Page**

4.6 Account Password

The initial passwords for staff accounts will be generated and sent to the staff concerned through internal mails.

For security reasons, users are recommended to change the account password when they get the account and thereafter, change it regularly. It is the Institute's policy that users should change their account passwords every 90 days. To change the password, simply visit MyIED (my.ied.edu.hk).

4.7 Disk Quotas

Staff are allowed to save files or emails on the server. Information saved on the server can be accessed through any network-connected PCs. To ensure a fair use of resources, there are storage quotas for different network services, as shown in the following table.

Network N: Drive	Email Mailbox	Maximum Email Message Size	UNIX File Storage
50 MB	2 GB	20 MB*	10 MB

* Though the maximum outgoing email message size for staff members is 20MB, whether the recipient can get it will depend on the receiving email server.

4.8 User Profile

Staff can modify his/her user profile to publish personal homepage in the staff communication directory. To modify your user profile, please visit MyIEd.

 **MyIEd > iServices > Online Services**

4.9 Expiry of Accounts

All computer accounts will normally be terminated when one cease to be a member of the Institute. All data files, including email messages, will be deleted. It is the users' responsibilities to backup their own data prior to the termination of their accounts.

For the Google Apps “friends.ied” account, user could continue to use it even if he/she has left the Institute.

5. Computing & Multimedia Facilities

5.1 Central Computer Rooms

OCIO manages a number of computer rooms at the Tai Po campus and the Tseung Kwan O Study Centre to support teaching and learning. The following table shows the locations of these rooms.



Campus	Room No.	Type	No. of PC
Tai Po	B1-LP-01	Teaching	41
	B1-LP-02	Teaching	48
	B2-LP-01	Teaching	40
	E-1/F-07	Teaching	30
	C-LP-21 & Open Access Area	Self-access	50
	Learning Technologies Corner, Learning Commons	Self-access	18 (iMac)
	Learning Commons	Print-N-Go	13
	G/F, MMW Library	Print-N-Go	4
Tseung Kwan O Study Centre	304	Teaching	20 (iMac)
	305	Teaching	48
	306	Teaching	48
	G06	Print-N-Go	2
	Corridor outside G06	Self-access	10
	Learning Commons	Self-access	12



Most of the computer rooms are designed for teaching purposes while C-LP-21 at the Tai Po campus is an open access computer room for students to do their homework after class. To facilitate students' learning, C-LP-21 is open 24 hours every day, including Sundays and holidays.

5.2 Classrooms and Lecture Theatres

All lecture theatres and general classrooms are equipped with network-connected multimedia PCs, common audio-visual equipment, LCD projector and laptop connection ports. Teaching staff can conduct multimedia presentation in these rooms without the hassles of setting up equipment on the spot. When necessary, users can also use their own notebooks with the audio-visual equipment, providing a very flexible and convenient environment for integrating IT into teaching and learning.



All these teaching venues are installed with Smartcard classroom control system to automate the classroom energy control. For more details, please visit the OCIO website.

5.3 Support for Central Teaching Venues

Support for central teaching venues includes:

- Designing and maintaining the equipment in the venues;
- Providing a one-stop classroom service hotline (2948 6529 at the Tai Po campus; 2190 8581 at the Tseung Kwan O Study Centre);
- Setting up of audio-visual equipment and standard computers at venues without those equipment; and
- Providing audio-visual and lighting set-up support to Institute events and functions in the theatres and Council Chamber.

5.4 Multimedia Facilities

Some of the teaching activities may require staff and students to prepare multimedia teaching materials, audio and video clips. To facilitate this, we operate a self-access Audio-Visual Room in C-LP-23 of the Tai Po campus with common multimedia facilities. For instance, students can use the facilities for:

- Simple Video Editing
- Audio / Video Duplication
- CD / DVD Duplication
- Binding / Laminating



5.5 IEdSmart Card

To provide convenient and cost effective services at the campus, all staff members are provided with Smartcards (IEdSmart cards) to access various facilities, including the Library, car park, sports facilities, swimming pools, hostels and etc. To automate the classroom energy control, all teaching venues are also installed with smartcard readers and staff should use their IEdSmart Card to check-in before using the rooms. Any loss of staff IEdSmart Card should be reported to the Human Resources Office immediately.



5.6 Loan Services

We manage a loan counter in the Tai Po IT Help Desk to provide loan services of audio-visual equipment to members of the Institute. Please bring your IEdSmart Card when you need to borrow the available items. Borrowers are required to comply with the “Loan Service Policy” available on the OCIO website.

 **OCIO > ITS > Staff Services > Loan Services**

5.7 CyberStations

To help visitors, students and staff to access network services easily, a number of CyberStations are installed in various campuses. Staff can check their emails or search for campus activities from these stations. These stations are equipped with smartcard readers and a video camera. Staff can also reset their account password with their IEdSmart Card and PIN.

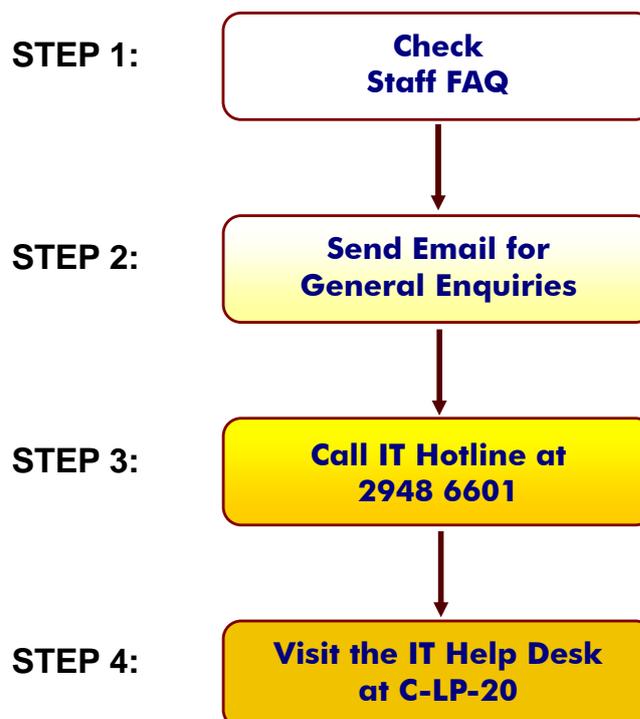


 **OCIO > ITS > Computing Environment > CyberStations**

5.8 IT Training

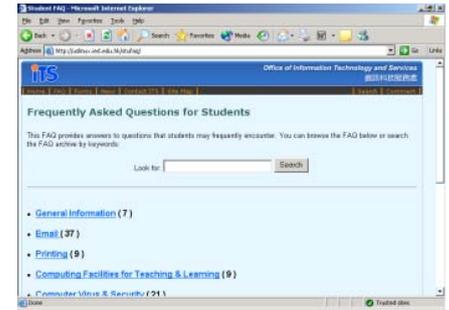
As an ongoing effort to raise the IT competency of our colleagues, IT training on common software applications and tools are conducted quarterly. Most of the trainings are on-campus with hands-on practice opportunities and they are delivered by professional trainers. Announcements will be made accordingly.

6. Getting Help



6.1 Staff FAQ – itssupport.ied.edu.hk/stffaq

Staff who have any enquiries or problems with OCIO services can check the Staff FAQ, where answers to most of the common questions can be found.



6.2 Email – helpdesk@ocio.ied.edu.hk

Email is a convenient means for general enquiry, reporting problems, requesting non-urgent services and seeking technical assistance. If you cannot find the answer to your question from Staff FAQ, you can send in your enquiries anytime to IT Help Desk via email. Users are encouraged to use this channel as far as possible. You are reminded to provide detailed information on the problem such as date and time when the problem occurred, and the error message. Email enquiries are usually answered within one working day.

6.3 Hotline – 2948 6601

For urgent problems where users need advice from a duty officer, or in case where a computer is not able to send emails, users can call the IT Help Desk Hotline. The Hotline will be answered by our staff during opening hours. Interactive Voice Response System will be activated to record the calls if the line is busy or when the Help Desk is closed. As the Hotline is a valuable resource for handling emergency and critical problems, please use it wisely to avoid abuse.



6.4 Visit the IT Help Desk, Room C-LP-20 of the Tai Po Campus

For problems that cannot be easily explained or demonstrated via phone or email, users can visit the IT Help Desk at Room C-LP-20 of the Tai Po campus. The IT Help Desk is equipped with typical hardware and software equipment for demonstrating problems and solutions.



7. Feedback & Suggestions

To help us to improve the services provided to users, you are welcome to send us your comments or suggestions through the following means:

Email	<u>listen@ocio.ied.edu.hk</u>
Suggestion Box	Outside IT Help Desk: Room C-LP-20 of the Tai Po campus

8. Useful Links

OCIO Website : www.ied.edu.hk/ocio

MyIEd my.ied.edu.hk

Webmail : webmail.ied.edu.hk

9. Computing Policies & Regulations

Staff should use the computing, network infrastructure and voice communications services of the Institute in a responsible, ethical and legal manner. They are to observe all relevant regulations, guidelines and legislations on the use of such services.

Please visit www.ied.edu.hk/its/policies for details.

