

# 1. About ITS

## 1.1 Our Vision and Roles

Information Technology Services (ITS) will support the University's Vision to be a leading University that excels.

It is our role to facilitate, foster and support the University's teaching, learning, applied research and partnership vision through the provision of an up-to-date, efficient and cost-effective information technology environment. We will deliver quality computer systems, facilities and services to meet the critical IS and IT needs of the University, our staff and students. We will support the University in nurturing our practical dreamers, critical thinkers, effective communicators and innovative problem solvers by providing the right technical tools and infrastructure required for a highly IT-infused learning and workplace experience.

As a customer-oriented service unit, ITS aims to be an outstanding provider of information technology services to our clients and the community we serve by being:

- Timely
- Responsive
- User Centred
- Service focused on exceeding user expectations
- Transparent
- Efficient and effective
- Dependable

## 1.2 Organization Structure

The Information Technology Services Office is organized into five functional areas.

The **Administrative Application Services Section (AAS)** is responsible for the co-ordination, development, implementation and maintenance of the University's computerized administrative systems and corporate databases, in support of the University's planning, administrative and communication needs. The computerised information systems cover the major administrative areas including human resources, student admission, student registration, student records, examination records, credit based system, budgeting and finance, management information, student affairs, research information and similar services. The section provides a focus for all administrative development activity and provides project management capabilities for departmental and faculty initiatives.

The **System Infrastructure Services Section (SIS)** is responsible for the server infrastructure of the University including the design, management and operation of University Data Centres and Machine Rooms; overall business continuity and disaster recovery provisioning; provisioning of server co-location, virtualisation and private cloud infrastructure; University shared print, file, data storage and archiving services and those server related technical services in support of teaching, learning and research. The Section provides technical support on escalated problems and technical services to end users and is also responsible for providing round-the-clock computer operation for the University.

The **Network and Communication Services Section (NCS)** is responsible for the development and management of the campus network infrastructure, e-Services infrastructure including the provision of IP Telephony and all aspects of identity management and electronic communication and network security. The Section provides technical support for escalated incidents and problems to end users.

The **User Services Section (USS)** provides end-user support services to enable all staff and students to make the best use of information technology at their disposal. It is responsible for the operation of the Help Centre and telephone hotline services to all users, the provision of staff IT training programmes, the operation of the Student Computer Centre and the co-ordination of hardware maintenance support to desktop equipment. The Section provides user consultancy on

the development and application of web technology, and is responsible for the infrastructure, administration, technical and training support of the University's common e-Learning platform. The Section provides user consultancy on PC software problems and applications for common use by departments. The Section provides local dedicated Departmental IT support for departments on a contract basis.

The **Administrative and General Services Section (AGS)** is responsible for planning support and administration matters including budgeting, finance, personnel, accommodation and office management. It also provides general support and customer services to departments in software site licence co-ordination and distribution, IT training programme planning and administration, and various publicity activities. The Section provides planning, administrative and general support for the smooth running of the ITS operations and services.

The ITS services structure is at **Appendix A**.

**1.3 Where To Find Us**

The ITS offices are located on the **28/F, 27/F and 12/F of The Metropolis Tower in Hunghom**.

The **Reception Counter** of the ITS office is located on the **28/F of The Metropolis Tower**.

The **Main Computer Centre** which houses most of the central computer systems, network servers and data communication equipment is located in **Tower P**. The **Secondary Computer Centre** which houses the disaster recovery / high availability (HA) systems and part of the data communication equipment is located in **Tower L**. Only authorised personnel can enter these rooms.

The **Student Computer Centre (SCC)** is located on the **M, 3<sup>rd</sup> and 4<sup>th</sup> floor of the Li Ka Shing Tower**.

The **ITS Help Centre** which provides help and consultancy services to walk-in users and receives enquiries on hotline is located in **Room M201 of the Li Ka Shing Tower**.

**1.4 Service Numbers & Service Hours**

Service	Phone No.	Service Hours		
		Mon – Fri	Sat	Sun & Public Holidays
<b>Reception Counter</b>	2766 4566	08:45 - 17:35	Closed	Closed
<b>Help Centre and Hotline* Service</b>	2766 5900	<b>During School Term</b>		
		08:15 - 22:30	09:00 - 17:15	Closed
		<b>During Class End</b>		
		08:30 – 18:30	09:00 - 12:00	Closed
<b>Central Computer Systems</b>	2766 5945-6	The computer systems are in operation on a 24-hour basis.		
<b>Student Computer Centre#</b>	2766 5948	<b>LKS Tower 2/F, M202</b>		
		24 hours		
		<b>LKS Tower 3/F</b>		
		08:30 - 23:30	09:00 - 23:30	09:00 - 23:30
		<b>LKS Tower 4/F</b>		
		08:30 – 23:30	09:00 - 23:30	Closed
<b>E-Learning Platform Support Hotline</b>	2766 4948	08:45 – 12:45 14:00 – 17:35	09:00 - 12:00	Closed

<b>Computer Equipment Maintenance</b>	2880 9966 (for PCs & peripherals registered in the ITS maintenance list)	09:00 – 12:45 14:00 – 17:30	09:00 – 12:30	Closed
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\* The Help Centre hotline operates a recording system 24 hours a day.

# Special arrangements will be made at the Student Computer Centre to accommodate the high usage demand during peak seasons such as the examination periods. Any changes to the opening hours will be announced accordingly.