

10. Other Services

10.1 Application Development Services

ITS provides support for the development of the central administrative information systems of the University with the objectives of improving administrative efficiency and effectiveness and promoting round-the-clock self-help services. It also supports the development and maintenance of the University's corporate databases to facilitate the consolidation of management information required by the Senior Management. Maintenance services are also provided to ensure that new requirements of the central information systems can be accommodated and the smooth running of the systems is safeguarded. Consultation and assistance can also be rendered to departments in analyzing their critical information needs and defining the information systems and technologies required.

10.2 Co-ordination and Distribution of PC Software Licence

To provide more convenient services to departments and to achieve cost-effectiveness, ITS co-ordinates licence arrangements for some commonly-used PC software and their distribution to departments.

10.2.1 Software Licence Freely Distributed by ITS

Subject to the availability of central software funding to ITS, arrangements will be made for the acquisition and distribution of site licence for the following PC software and their upgraded version to departments free of charge:

- **Microsoft PC Software covered by the Microsoft Campus Agreement:**
 - MS Windows Operating System (OS) Upgrades
 - MS Office or Office for Mac (including MS Publisher)
 - MS Core Client Access Licence (CAL) (*including Windows Server CAL, Exchange Server Standard CAL, Office SharePoint Server Standard CAL, Systems Management Server Client ML*)
 - MS Project Professional
 - MS SQL - Device Client Access Licence (CAL)
 - MS Visual Studio Professional
- **NOD32 Anti-Virus Software**
- **SAS statistical software packages** (*4 modules including BASE, GRAPH, IML, STAT*)

10.2.2 Software Licence Available for Departments' Purchase

Agreements have also been made with software vendors for departments to purchase new licence and / or maintenance upgrade of the following PC software at prices lower than the regular packages:

- Adobe Software
- Microsoft PC Software under the Microsoft Open Licence Program (MOLP)
- SAS
- SPSS

The full list of products available for purchase and the updated price list can be found by clicking "Software Licence" under "Essential Information" of the ITS web site. *A summary of the software licensing arrangements is at **Appendix J**.*

10.2.3 Distribution Arrangements

For purpose of distributing the software under licensing arrangements, departments / staff can:

- (i) request ITS to duplicate the software at a charge ("Licensed Software Duplication Form" available under the PolyU Electronic Form Library); *or*

- (ii) borrow the software from ITS for installation in their offices, in which case a “Loan of Software Request Proforma” available under the Electronic Form Library has to be completed.

The procedures and regulations for the loan of software are included at **Appendix K**.

10.2.4 Use of Legal Software

Users are reminded that only legal software can be installed on the University's computing facilities. It is the personal responsibility of individual staff to install only legally licensed software on your office PC and appropriate requisition procedures should be followed to obtain valid software licences before the installation of any software. Illegal use and copying of software are not allowed at all times.

To ensure that you, as well as your department, will comply with the Copyright Ordinance, the campus-wide Software Asset Management (SAM) exercise will be conducted periodically, to take stock of and monitor the use of properly licensed software on University PCs. Details of the SAM exercise are available at <https://sam.polyu.edu.hk>.

10.3 Computing Equipment Maintenance Services

10.3.1 Scope of Services

To achieve cost-effectiveness on an institution-wide basis, ITS centrally co-ordinates maintenance services for PC systems and peripherals with outside vendors. Maintenance services are provided to departments free of charge and the scope of services covers recommended PCs, Novell and NT servers, monitors, printers, scanners and other peripherals. Maintenance services are also provided for the network and LAN (Local Area Network) equipment of the University.

10.3.2 Equipment Registration

For PC systems and peripherals, prior registration is required before maintenance services will be provided. To register the equipment, the departmental Computer Liaison Officers (CLOs) are requested to:

- complete the “Hardware Maintenance Request Form” available under the PolyU Electronic Form Library, and
- return the completed form, together with a copy of the purchasing documents (e.g. delivery note, invoices) of the concerned equipment, to the User Services Section of ITS.

10.3.3 Reporting Mechanism

PC Systems & Peripherals Covered by Maintenance Contract: Call the service hotline at **2880 9966**

LAN and Network Equipment: Call the ITS Help Centre Hotline at **Ext. 5900**