ITSC Newsletter

INFORMATION TECHNOLOGY SERVICES CENTRE
HANG SENG MANAGEMENT COLLEGE

Topics in this issue

New e-Payment for Residential College Laundry

Many residents are excited to see the availability of new commercial graded washers and dryers in the Residential College. And they are more excited to use a new e-Payment service developed by ITSC for the RC washers and dryers!

In the past, residents used their Octopus card to pay via a kiosk inside the laundry room to start a washer or dryer. Unfortunately, the kiosk failed frequently and some residents could not start the washer/dryer even after payment.

ITSC helped RCU set up a new system based on "Internet of Things (IOT)" technologies. To simply put, all washers/dryers are connected to our network, and we can monitor and control each washer/driver via a software application. Residents can now:

1. Check the availability of machines before they go to the laundry room,
2. Select a washer/dryer, and
3. Pay by e-coupon to start a machine

The Government is promoting Hong Kong as a Smart City. ITSC note that this is a good example how we could improve our lives with smart technologies!

RC laundry service website: https://laundry.hsmc.edu.hk/mobile/
User guide: https://itsc.hsmc.edu.hk/rc-laundry-e-payment-system/

Increased RC International Bandwidth

Residents complained that the Internet speed was slow, especially after the opening of game ports. It was suggested that ITSC would explore ways to improve the Internet performance. One suggestion was to use a quota scheme for fair use. If a resident consumes more than 60GB of traffic, his/her bandwidth will be reduced to maximum of 2.5Mbps until next month.

ITSC implemented the scheme for two months and observed that the scheme was not effective at all. The bandwidth was saturated at 80-100% from 18:00 to 04:00, with or without the quota scheme (Image 1).
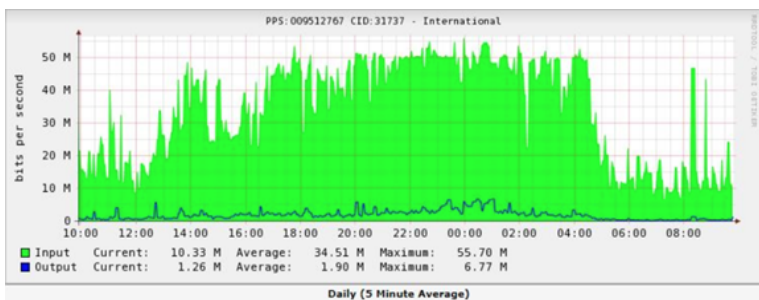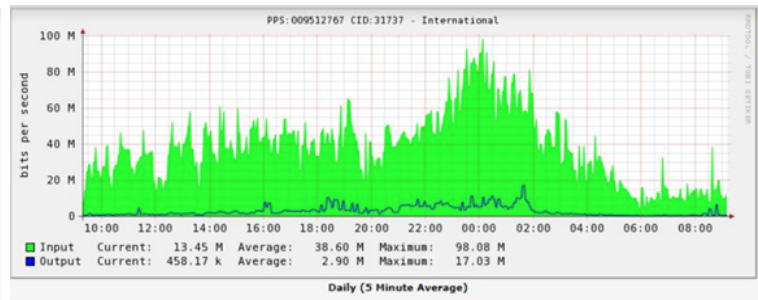

Image 1

Image 2

With a proposal from ITSC, RCU purchased an additional 50Mbps international bandwidth on April 19, 2018. The bandwidth usage now drops to 30-60% even at peak hours (Image 2). RC residents now experience a great improvement on network speed!

Centralized Virus Detection Service

Do you know how many malwares (malicious software) are attacking our campus computers every day? Do you know how to tackle the incident if your computer is infected with a virus? Don't worry! ITSC has launched a new Centralized Virus Detection Service!

Centralized Virus Detection Service is a system actively scanning all our campus PCs for

malwares such as viruses, worms, Trojan horses, and ransomware. It quarantines a malware automatically and notify us if a malware is detected. You can now assure that your PC is still safe.

If you suspect that you have your computer or files infected by malware, please contact us immediately.
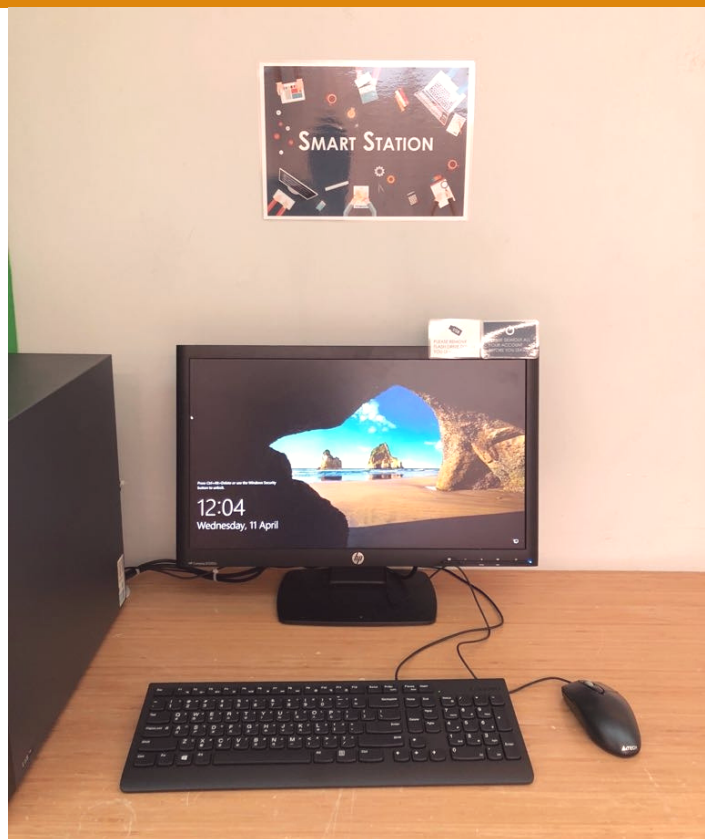
Launch of Smart Stations

In a meeting with students, some reported that our computer laboratories are fully occupied during project due dates and examination periods. It causes much inconvenience to students who are in a hurry to check email or print some course materials.

We immediately set up some "Smart Stations" in open areas around the campus:

- S H Ho Academic Building (Block A – 2/F, 3/F, and 4/F);
- Lee Quo Wei Academic Building (Block D – 2/F and 3/F)

It was observed that many students are using the "Smart Stations" since we set up a month ago! Thanks for your support and we will monitor the usage and set up more if necessary.

Smart Tips for you!

Two Smart tips for you!
1)View lecture notes using digital copies. You can scan the handouts for free via a photocopier to help saving our environment;
2)Use mobile printing service if you really need to print some notes.

Want to know more? Check these out!
Mobile printing App: https://mprint.hsmc.edu.hk/
Document scanning service: https://itsc.hsmc.edu.hk/document-scanning-service/

Contact Us Phone: 3963-5160 | Email: itsc@hsmc.edu.hk

ITSC Website: http://itsc.hsmc.edu.hk/ & Smart IT Website: https://smartit.hsmc.edu.hk/