

Minutes of MIS Departmental Meeting on 4-Oct-18 at 4:20pm in Meeting Room B

Present :	Helen Lee (HL)	Franko Ng (FN)
	Patrick Kwan (PK)	Bac Lam (BL)
	Peter Liu (PL)	Henry Yeung (HY)
	Avice Lee (AL)	Tom Wong (TW)
	Joe Tsang (JT)	Albert Tang (AT)
	Bigto Chan (BC)	Tony Pang (TP)
	Frances Wong (FW)	Joe Cheuk (JC)
Apology for Absent:	Ice Chan (IC)	Layla Wan (LW)

Discussed Items	Target Date	Action by
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1. **EBMS**

1.1	EBMS Upgrade	<u>Jan-19</u>	TW/AT/SY/ Trainees
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Customized Report and Program

- 6 satellite programs (for P&L) were completed by AT on 13-Sept; 2 satellite programs (for eQuest and Resource booking) were completed by SY on 28-Sept;
- 14 layout setup were completed by SY on 13-Sept.
- Field privilege of 14 layout were completed by FW on 21-Sept
- 80 custom report link setup were completed by IC on 21-Sept

Volume discount and IDD

Ungerboeck Chris reviewed our testing environment on 7-Sept and 17-Sept. Two critical problems were found:

- #1: No round up for discount percentage for volume discount
- #2: Delete SO

Chris suggested to upgrade EBMS on/above 20.92 for problem #2. The API was updated by Chris on 14-Sept. MIS completed functional testing for Volume discount on 19-Sept and IDD handling on 24-Sept. 11 reports (related to volume discount) and 5 programs (related to IDD handling) were converted on 3-Oct as well.

Enhancement for USI API - volume discount result was completed on 24-Oct as informed by USI Janice. The enhancement included numeric field providing two decimal points and right-alignment. MIS verified result and deploy to testing environment on 26-Oct.

Walkthrough testing before UAT

After reviewed, 45 roles were consolidated into 39 roles setup for key users on 21 Sept and 1 more role setup for MIS Support was built on 2 Oct.

MIS upgraded testing environment to 20.93D on 24-Sept. Walkthrough testing begin on 4-Oct and will be completed by week of 8-Oct.
Testing V20.93D was completed on 15-Oct.

We summarized key points for v20.93D Unit Test by date;
a) 10-Oct: User group meeting was held. The Unit Test of V20.93D by key users from each department was carried out in between 23-Oct and 9-Nov.
b) 22-Oct: 34 users are involved in this Unit Test. MIS

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completed account setup. Additional users (13 M&S users and 1 EPC users) were setup as per M&S Holly and EPC Vivian on 29-Nov.

c) **23 and 24-Oct:** MIS arranged for USI Janice to make two day sharing sessions of v20 features. Key users from M&S, FP&O, FIN, EPC, COMM, F&B – Catering, HKSP, FIN, F&B – EM, and SEC were joined to the sessions. MIS uploaded training material to CEC Intranet on 26-Oct.

d) **29-Oct:** MIS conducted one ad-hoc sharing session for basic concept (i.e. create account, insert booking, generate contract and close event order) for all M&S users. M&S requested one more week for testing, and the testing period will be extended to 16-Nov.

e) **2-Nov:** FIN Kathy setup discount code to all space which are entitled the volume discount in testing environment. Bac walked through volume discount procedure with M&S Patricia and Rebecca, and FIN Kathy. Fine tuning in Payment Plan setup in V20 completed and informed Rebecca to verify on 6 Nov.

f) **2 Nov:** Bac prepared the User Guide of EDM Roster Maintenance. Then, conducted a sharing and hands-on walkthrough on how to maintain the roster and how to verify the result through Function calendar or Daily event schedule report. She will test and report the result on or before 14 Nov.

g) **5-Nov:** Tom shared IDD process with FIN Edward and Sita, and EPC Vivian.

Next MIS arranged review meeting for key users on 14-Nov.

2. **E-Quest**

2.1 **Equest revamp**

COMM verified 2 reports (Enquiry and Event Type Report), will proceed in Oct.

COMM will proceed to verify the result in Nov since they are engaged in 30th anniversary preparation in Oct.

MIS completed testing for stage 2 and 50 characters of position fields on 11-Sept. COMM verified result of these items on 20-Sept. MIS will perform production deployment on 8-Oct.

Production deployment was completed on 29-Oct. No issues have been reported.

3. **HRMS**

3.1 **Study on Training Record Management**

Production Deployment done and HRD will verify by 4 Oct.

Noted

BL/HY

3.2 **Leave Transaction Report**

The issue has been fixed and the report was tested by HRD. Production is deployed on 2-Oct.

Noted

HY

3.3 **Enhance on Accuracy of Maintaining personal and payroll records**

Following to discussion in Sept 2018 with Michael team, we have enhanced employee assignment detail report to show MPF information for verification and deployed on 3 Oct.

Noted

BL/HY

As following up and confirmed with Michael on 29 Oct. his team

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[are using the revised report to verify the input employee data with the hard copy to ensure the Accuracy. He will let us know if need further assistance.](#)

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4. **POS**

4.1 **Event Support**

MIS completed setup in Hall1 for Jewellery Fair on 13-Sep (2 sets POS with custom kitchen printer routing). No issue reported.

Noted

AT/JT

Setup in Hall3 for Fine Art was completed on 26-Sep (1 set POS with custom kitchen printer routing). No issue reported.

[F&B request to add 3 kitchen printers to Port Café for Electronic Fair on 14-Oct. MIS added the kitchen printers to Port Café on 15-Oct. No issue reported.](#)

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4.2 **New update deployment**

[Some POS cannot perform daily close because it mis-check the free disk space of the portable router mount point that caused the error. We have disable the media auto-mount function in POS to solve this issue. The command deployed to all POS by the auto-script. The script tested on 22 Oct 18 and start to deploy on 23 Oct 18 Until 31 Oct 18, 23 out of 34 POS was deployed.](#)

Oct-18

LW

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5. **Intranet**

No issue was brought up during the meeting.

6. **Market List**

No issue was brought up during the meeting.

7. **Oracle Financial**

No issue was brought up during the meeting.

Noted

BL

8. **Budget Plus**

No issue was brought up during the meeting.

Noted

TW

9. **BI Tools**

No issue was brought up during the meeting.

Noted

10. **Ticketing System**

10.1 **Ticketing System Revamp**

Powerweb updates in September

Noted

HY/PK/AR

1. A number of updates were done for text changes requested by HKT
2. Updates were made to code and CSS to make the site more usable for whitelabels. Some code updates made during the launch preparation and some supplied by Softix earlier did not allow the application of a whitelabel properly.
3. The LD+Json for SEO was added to the Venue pages
4. LD+Json for events was tested on the development server to determine the gap between current data and the schema.org requirements. Some followup will be done after the whitelabel and mobile site work has completed.
5. A wallpaper was added to the frontpage from 14th to 27th September as per HKT request. Code was updated to

move the wallpaper into corecontent as part of the fixes for whitelables.

Powerweb in October

1. A wallpaper was setup for the period 15 Oct to 22 October on the frontpage
2. The opengraph and ld+json was updated to point to the larger show image, this was to ensure that the image met SEO and Facebook requirements of greater than 200x200 pixels in size
3. Text for the urgent confirmation message was updated per HKT's request
4. A link colour was updated per HKT request
5. LD+Json was updated so that no error is logged if the values are empty when the show doesn't exist
6. Credit card names were updated per HKT request
7. Minor code cleanup was done to remove duplicate code blocks

Powerweb updated for whitelable demo

1. Basic skinning was done on the front page and pages through the site to purchase to give a look and feel based on Asiaworld Expo's site
2. A number of fixes were made to resolve issues where the whitelabel needs were not met.
3. FontAwesome was used to simulate the social media buttons on the AWE site, the site overrides were used to enable a newer version than the HKT site was using.
4. An initial view was passed round MIS colleagues for comment, a quick demo is planned in October for MIS.

Outstanding items to date are the confirmation page and confirmation email. It is planned to attempt a different layout design than HKT's to demonstrate the ability to change the look as needed. Expected completion is by Monday the 8th Oct.

This has been delayed due to the work on the mobile site, completion is planned for November.

Changes to the mobile website in September

The mobile site was passed to HKT on Monday the 24th of September with feedback on the site due on Friday 5th October. HKT has already asked a couple of questions, both of which have been resolved.

HKT submitted 62 changes for the mobile site over 4 powerpoint documents. All but 2 changes have been applied. The remaining 2 are pending when Scott returns from Vacation.

For Insight HKT confirmed that will go ahead and use Insight without the map. Instructions on the information needed by MIS to set up promoter and venue groups and their users as well and requirements on information for adding events was passed to HKT on 14th September. No requests for using Insight have been received to date.

Ticket Formats

A generic ticket format for HKAPA was set up and successfully used for a number of events. Further enhancement to expand the scope of the generic format is being researched (method to determine age limit) Further generic formats are planned for other venues once a method to resolve an issue in centering Chinese text is found.

The last update was received on 20-Sep where 42 issues

needed to follow up.

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|------|--|--------|----------|
| 10.2 | Outlet deployment task for Softix system
Tom Lee TST reported when using card swiper sometimes got error, replaced another card reader for them on 19/9/2018 and confirmed Seller the issue solved. | Noted | JC/PL |
| 10.3 | Distil networks
A review meeting was held with Distil support on 5 Sep 18, it is suggested to change to use action "Block" mode for "Automatic Brower" policy to stop known BOT connection to hit the premier web site. The sample Block page was sent to HKT team to confirm the page wording on 14 Sep 18 and it is waiting their feedback now.
The Distil custom page was confirmed by HKT on 1 Nov 18 and it is enabled "Drop" for "Automatic Brower" Policy on 2 Nov 18. Next we will review current policy again to see any enhancement need by end of Nov 18. | Noted | PK/LW |
| 10.4 | Seatmap Report
Scott granted the database access right on 11-Sep and share the data dictionary on 18-Sep. We are still waiting for Scott reply about the RSRV seat status issue. | Noted | JT |
| 10.5 | Access Control System
Tested Chocolate & Bakery case on 4 Sep 18, tested JSON package on 7 Sep 18 and tested rollover script on 20 Sep 18. Matt updated the correct faxd script on 1 Oct 18 and asking Matt how to use this script to different cases, it is targeted to complete faxd script on 5 Oct 18. And a summary of all PAX issues we found during testing were posted to redmine on 13 Sep 18.

MIS has raised a 'two day pass' issue on 31-Oct and waiting Softix to reply. HKT and MIS is working on the 3rd event (Art Basel) testing and target to complete by week of 9-Nov.

MIS had prepared a document of Access Control test cases on 21-Sep and went through details of the issues with HKT, Gatelink and Softix on 26-Sep. Gatelink shared their current interfaces on how to address some of HKT's issues, and some issues needed customization. Gatelink will provide a detail proposal by this week for HKT to review.

Gatelink conducted two training sessions for HKT and MIS on 6-Nov and 7-Nov by using the demo site which hosted at HKCEC. HKT and MIS will proceed on testing and target to complete by 20-Nov.

MIS also completed the Functional Specification on 28-Sep. The document includes the design of flow, the description and required functions of each entities and user interfaces. MIS is now adding some business scenarios and sample data to the document for passing to vendors to study, and the document is target to complete by this week.

MIS sourced 5 vendors, and 4 of them has engaged with us to proceed the vendor evaluation process. We fine-tuned on the Specification and compiled a version on 8-Oct, and sent to the vendors for study. First round briefing to different vendors was started on 12-Oct and finished on 30-Oct. Two vendors provided their design and discussed with MIS on 26-Oct, and one vendor discussed with MIS on 31-Oct, and one vendor will provide proposal by this week. MIS provided feedback to vendors during discussion, and vendors are in progress to revise on their presentation by week of 9-Nov. After the presentation finalized, vendors will show their design to HKT users for comment. | Mar-19 | HY/JT/AR |

MIS is revising the Specification to include supplement which discussed with vendors during meeting and target send to vendors by 9-Nov.

Gatelink server was setup completed on 1 Nov 18 and Gatelink's Bill help to verify the server setting on 2 Nov 18 by remote. 3 Gatelink scanner were received on 5 Nov 18.

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11. **Computer Logistics System**

No issue was brought up during the meeting.

12. **HKCEC Website**

12.1 **Web accessibility recognition scheme 2018**

HKIRC replied on 13-Sep said the initial assessment result should be ready by 28-Sep. HKIRC informed us on 28-Sep the assessment result will be delay, based on HKIRC email, the result should be available on or before 5-Oct.

Noted

JT

The initial assessment report was omitted and did not send us as scheduled. The report was received on 29-Oct and 4 issues were found.

2 x webform reCaptcha issue
1 x PDF issue
1 x Protected Page issue

COMM Shannon contacted the HKIRC technical support team and explained the reason. Finally, HKIRC accepted those issues and arranged human testing for the HKCEC website.

12.2 **HKCEC Website Content Update**

Informed by COMM Shannon, MIS help to update Concession Stands thumbnail and icon on 30-Oct. No issue reported.

Noted

JT

Upload new panorama view for Hall, Theatre and Meeting Room has been completed on 5-Nov. No issue reported.

13. **HKCEC Mobile App**

13.1 **Mobile App Revamp**

F&B key user meeting held on 19-Sep, Dicky and Vernon shared their idea and comments during the meeting. Some of the features they need to further discuss with the frontline staff after HACCP audit.

Jun-19

JT/AT/HY

Second F&B key user meeting held on 26-Sep, F&B user raised their concern about online takeaway order and remote queuing features. MIS will prepare the meeting recap, summarize the F&B wish list, and send to F&B and COMM for their reference.

Meeting recap has been consolidated and target to send to F&B and COMM on 7-Nov.

14. **Call Billing System**

No issue was brought up during the meeting.

15. **Optimum Setting**

15.1 **Post-Meeting Enhancement**

1 enhancement item was completed on 12 Sep. 2 pending items

Oct-Nov-18

SY/FW/IC

are targeted to be completed by late Oct. A vm is prepared for FP&O Fung for testing on issue of additional layers to floorplan on 10-Sep and still waiting for reply on the solution.

2 enhancement items are targeted to be completed on Nov. For additional layers to floorplan, will find FP&O Fung to see if any idea on solving this issue by week of 5-Nov.

16. **E-Workflow System**

16.1 **Purchase Requisition Workflow**

Nov-18

JT/AT

2nd phase enhancement items were deployed to testing environment on 24-Sep. The testing instance was released to P&S key users for testing and targeted to complete in Oct.

Production deployment of 2nd phase enhancement items was completed on 23-Oct. COMM users started to use EPR on 23-Oct. F&B users started to use the system on 31-Oct. FP&O target launch on 7-Nov.

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17. **Email Marketing System**

No issue was brought up during the meeting.

18. **Desktop, Server and Network**

18.1 **Helpdesk** – 25 calls had been recorded in Sep 18.

9

Noted

34 calls had been recorded in Oct 18.

HKT outlet support cases recorded in Sept 18

5 HKT outlet support cases recorded in Oct 18

Server – No server unplanned down in Sep 18.

No server unplanned down in Oct 18.

Storage – There are about 43GB network HD storage increased in Sep 18.

There are about 56GB network HD storage increased in Oct 18.

18.2 **AD, Exchange, EV server upgrade**

Nov-18

PK

Outlook patch was deployed to all users that previously migrated mailbox on 19 Sep 18. Mailbox migration was resumed on 2 Oct 2018, it is targeted to complete user mailbox migration on mid of Nov 18.

Around 200 user mailbox had been migrated to new mail server in Oct 18. remain 7 users user now, it is target to complete it by 8 Nov 18.

About system mailbox migration, confirmed system mailbox list with Dev. team on 4 Oct 18 and completed mailbox migration testing on UAT of HRMS and Workflow system, it is target to migrate it by end of Nov 18.

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18.3 **SW55 Firewall Replacement**

Nov-18

PK/JC

MIS VLAN completed migrate to new Firewall on week of 10 Sep 18. However, there are different issues reported by MIS users. The target to migrate pilot user will postpone to 3 Oct 18. There are 30 users will be included in this pilot test and targeted to complete on 22 Oct 18. Thereafter, it is targeted to complete for all users migration on week 8 Nov 18.

GuestWifi subnet completed migrate to new Firewall on 10 Oct 18. DMZ subnet completed migrate to new Firewall on 15 Oct 18. Vendor subnet completed migrate to new Firewall on 22 Oct 18. The Aventail subnet completed migrate to new Firewall on 5 of Nov 18. For users subnet, it is target to complete it on 7 Nov 18. For Server subnet migration, it targets to complete it on week 12

[Nov 18.](#)

- 18.4 **Networking Switch Table and Closet Floor plan Mapping**
The cables have been labelled in CSR300 as reference to all other closets on 3 Oct 18. The network switch table template for N5K has completed recording on 3 Oct 18.

Oct-18

TP/IL/SY

[The cables have been labelled in CSR300 as reference to all other closets on 3 Oct 18. The network switch table template for N5K is under further check and verification to ensure the accuracy. it is target to finish it on or before 8 Nov 18. The closet floor mapping will simulate once.](#)

18.5 **OTRS (Helpdesk Support System)**

[A new helpdesk support system is built for logging down the desktop support case. 1st round testing is performed by MIS Infra team started from 1-Sep. 2nd round testing will be performed by MIS Dev team on 1 Nov.](#)

[Training is provided to Dev team on 26-Oct and they start logging support ticket on that day. Review meeting will be conducted 30-Nov to collect Dev team's feedback.](#)

19. **Matters arising from the meeting**

- 19.1 There were some issues brought up during the meeting and recorded as items 18.5, 19.4 and 19.5

Noted

19.2 **E-Attendance System**

Database design of E-Attendance System was completed and the mock-up design was reviewed internally on 14-Sep. The system mock-up was reviewed together with HR on 17-Sep. HR also confirmed the system mock-up in the meeting.

Nov-18

BC/AT

MIS started to implement the backend system with K2v5. Database, SmartObjects, views and forms implementation target complete in Oct. Study and implementation on HRMS integration target complete in Oct.

[Implementation of backend system completed on 2-Nov. Demo session was conducted with HR users on 5-Nov and the testing environment also released to HR users.](#)

Study and implementation on Mobile Attendance Application will start once the backend system complete.

[Mobile Application implementation target completed by 9-Nov. Demo session to HR users was scheduled on 13-Nov.](#)

19.3 **Staff Engagement Survey 2018**

HR requested for digital survey environment for Staff Engagement Survey 2018 on 3-Sep. The survey is targeted to conduct from 1-Nov. The digital survey environment was set up and released to HR on 10-Sep. HR tested survey questions setup and requested for 5 system customizations for the survey. All customizations were completed on 13-Sep. HR will proceed with the questionnaire setup. **30th Anniversary e-Invitation** Finished modifying bilingual email content and guest confirmation web page on 02/10. Completed an email reminder program for guests who share the same QR Code on 02/10. Tested several user test cases for mobile app on 03/10.

MIS studied the project scope, there are 4 enhancement items in the backend system, develop a QR code scanning mobile app and few reports. In order to meet the COMM schedule (start to send QR code on 2-Nov), MIS prefer to handle 4 backend system enhancements in-house and the QR code scanning and report may use the third-party solution. MIS share our concern to

Nov-18 BC/JT

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COMM on 10-Sep meeting.

In the meantime, MIS interviewed 2 different Access Control vendor in mid of Sep. In addition, we check with NWD to see the feasibility to adopt the NWD RSVP app.

Meeting with NWD Catherine at NWFB office on 18-Sep. During the meeting, NWD shares their RSVP app and setup document to us. MIS spend some time to study NWD RSVP app and the result shows it can handle most of COMM requirements. MIS recommended using NWD RSVP app to handle QR code scanning for 30th anniversary cocktail event.

Pricing

Vendor A: HKD \$38,000

Vendor B: USD \$3,500+

NWD RSVP App: \$0

Next meeting was scheduled on 5-Oct to share the invitation email layout, RSVP form and NWD app flow etc. to COMM.

Follow up meeting held on 5-Oct. MIS share the RSVP form and NWD app UI to COMM during the meeting. UAT start from 8-Oct and finished on 30-Oct.

The 1st batch of e-invitation emails sent out on 1-Nov at 10:30. One of the NWS customers reported that he could not found the QR code image in the email. MIS checked with NWS IT and confirmed the image was removed by its email security application. MIS suggested adding a QR code hyperlink in the email content. In case the same issue exists later, this alternative can let customer click or copy the hyperlink to open their personal QR Code in browser. COMM accepted this suggestion and MIS deployed to production on the same day.

Confirmed by COMM, MIS will synchronize all RSVP form data to NWD app on 4-Dec 13:00. Next, COMM will arrange a training for reception helpers on 27-Nov and MIS will provide support for the NWD app during the training.

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19.4	<p>Staff Engagement Survey 2018</p> <p>HR requested for digital survey environment for Staff Engagement Survey 2018 on 3-Sep. The survey is targeted to conduct from 1-Nov. The digital survey environment was set up and released to HR on 10-Sep. HR tested survey questions setup and requested for 5 system customizations for the survey. All customizations were completed on 13-Sep. HR will proceed with the questionnaire setup.</p> <p><u>HR requested for 9 other customizations on the look and feel of the survey. All customizations were completed on 21-Oct. The survey started on 1-Nov. No issue reported.</u></p>	Nov-18	AT
19.5	<p>e-Vehicle Pass</p> <p>Meeting was conducted with EPC to collect user requirements on 19-Sep. MIS is reviewing to requirements and drafting the system specifications target by 8-Oct.</p> <p><u>Internal review of mock up design draft was completed on 29-Oct. Updated mock up design target review by 9-Nov. MIS will schedule meeting with users to share the design by end of Nov.</u></p>	Jun-19	AT
20.	<p><u>DATE OF NEXT MEETING</u></p> <p>The meeting adjourned at 5:10pm. The date of next meeting is 7-Nov-18, 2:30pm at Meeting Room B.</p>		

Franko Ng
MIS Manager