

Dear IT2768 students,

Welcome back ! I am Mr Leung S C, your module leader for IT2768 (IT Services and Management). Semester 2 is starting next Monday (14 Oct) and I trust that this email would find you ready for the new semester.

IT2768 is another very interesting and useful module that I am eager to share with you. It is about opening up your Vision of IT services such that you will be able to see far and wide. The fun will focus in the concepts of IT service lifecycle and there is a team assignment for you to try out the concepts learnt with your friends in class.

If you want to know more, please be punctual for your classes. The lecture notes, tutorials, revision questions and team assignment for the whole semester have been uploaded to the BlackBoard. I would strongly recommend each of you to check them out and read the materials each week **before** your classes.

For your preparation of the classes, please check out the lesson plan before each class. The lectures are scheduled according to the timetable. Please be punctual. We have a lot to go through in each week. Your cooperation to keep quiet during the lecture would be highly appreciated.

BTW, for students who are late for more than 10 minutes we would sadly consider them to be absent from class. I am sure most of you would have no problem. If you are the exceptional few, please discuss your problem with me soonest.

I look forward to seeing you all in Semester 2, 2019!

Warmest Regards,

Leung SC

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