

Immaculate Heart of Mary College
Report on use of the Information Technology Staffing Support Grant (ITSSG) (2017 - 2018)

Information Technology Staff

Major Area(s) of Concern	<ul style="list-style-type: none"> • Provide technical support on the school web pages, eLearning activities and STEM related lesson activities • Support school multimedia production • Support daily use of IT facilities • Maintain the IT infrastructure at school (especially eClass and ESDA) • Provide technical support in school activities • Handle the technical parts of the ePayment System.
Strategies / Tasks	Employing a full time IT support assistant
Benefits Anticipated	<ul style="list-style-type: none"> • Teachers can apply IT in teaching and learning more effectively • Teachers can have better support in STEM related lesson activities • Teachers in IT Team can be more concentrated in teaching
Time Scale	1 September 2017 to 31 August 2018
Expenses	\$179,411.20
Success Criteria	<ul style="list-style-type: none"> • School web pages are updated approximately once a week • Failure of each server / system (downtime more than half school day) not exceeding 2 times a year • Daily operation of the ePayment System is completed • School promotion video and the School activities highlights are in good quality
Evaluation	<ul style="list-style-type: none"> • The school webpage was updated and well maintained without downtime. • Existing servers were well maintained and no failure was discovered. • Daily ePayment transactions were handled successfully, which reduced the workload of the Team. • Videos produced are in good quality
People Responsible	Mr. Lei Wing Kuen and Mr. Shum Chun Yin

Information Technology Technician – Technical Support Service (TSS)

Major Area(s) of Concern	<ul style="list-style-type: none"> • Support daily use of IT facilities • Maintain the IT systems and network security • Maintain the IT infrastructure at school (especially WEBSAMS, web server, domain servers, file servers and networking equipment) • Offer consultation on the use of IT hardware and software • Provide technical support in school activities • Support the implementation of IT development projects
Strategies / Tasks	Employing a full time technical support staff
Benefits Anticipated	<ul style="list-style-type: none"> • Minimize the data loss and system failure • Develop a more comprehensive IT environment to support learning and teaching
Time Scale	1 September 2017 to 31 August 2018 (Saturday - 0900-1200 every week)
Expenses	\$81,825.00
Success Criteria	<ul style="list-style-type: none"> • Failure of each server / system (downtime more than half school day) not exceeding 2 times a year • Network failure (downtime more than half school day) not exceeding 3 times a year • Planned IT development projects are completed on time
Evaluation	<ul style="list-style-type: none"> • School network were well-maintained • Network failure is zero this year. • Setting of IT systems are correct and server logs are normal.
People Responsible	Mr. Lei Wing Kuen & Mr. Shum Chun Yin