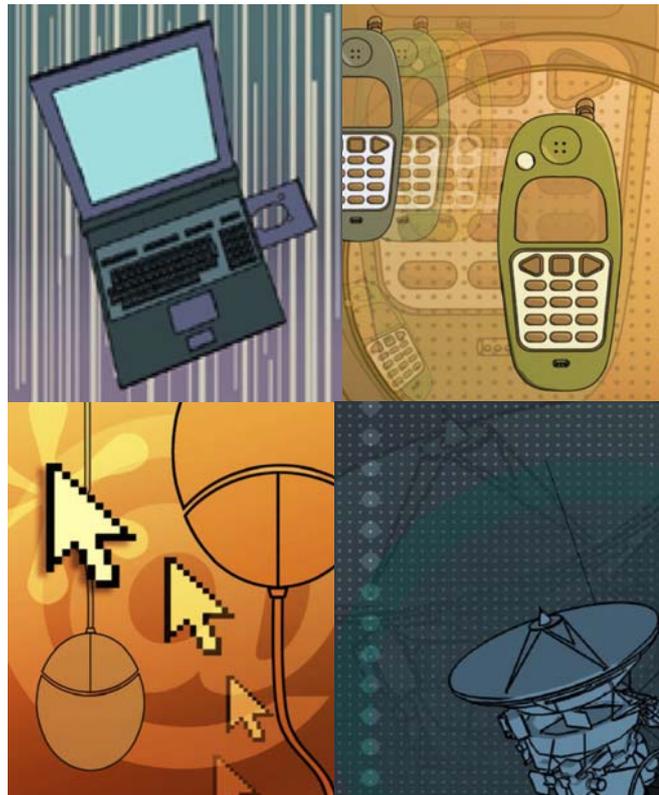


# IT Resources and Services

## Quick Guide for MBA Students



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CEIBS IT Department  
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# Acceptable Usage Policy

## 1. Introduction

This acceptable usage policy applies to all users of the CEIBS Campus Network and its objective is to ensure that every network user can enjoy a secure and productive network environment.

## 2. The Network

- Network facilities are provided to school members and legitimate users. Users having rights to access network resources do not imply they can transfer the rights to others unless it is explicitly approved by the School. For example, users are not allowed to :
  - Disclose or share the computer account with others.
  - Allow unauthorized users to access the network via his/her machine.
  - Copy software or data files from network and transfer to others.
- Users should be considerate when using the Internet to transmit/receive large files (e.g. multimedia files). Efforts should be made to locate files at local sites or perform at non-office hours. IT should be informed prior to download large files.
- IT is authorized to block some bandwidth consuming services, for example, streaming media service, at peak of bandwidth utilizing.
- Users should not use the network resources for activities that are not related to the school (e.g. commercial and private activities). Downloading by using Peer-to-Peer (P2P) software (such as e-Mule, BT and etc) through campus network is prohibited unless it is explicitly approved by the School.
- Network objects (data, program, information) not particularly locked or protected by the system do not imply that they can be altered, deleted or manipulated. This is same as the common understanding that you do not have the right to take away belongings of others although they are not being locked.

## 3. Security Awareness

Globally speaking, the number of computer and network security incidents has been increasing remarkably in the past few years. Such a worldwide phenomenon is having various impacts on our campus IT infrastructure. User's security awareness and participation play an important role in maintaining a stable and secure computing environment.

Faculty, Staff and students should become knowledgeable about relevant security requirements and guidelines, and protect all the resources under their control such as access passwords, computers, data and information they acquired.

Computer should have the most recently available and appropriate software security patches, anti-virus software and firewall protection, commensurate with the identified level of acceptable risk.

Adequate identification, authentication and authorization functions should be provided in computer systems and software applications, commensurate with appropriate use and the acceptable level of risk.

Activities outsourced to off-campus entities should comply with the same security requirements as in-house activities.

Resources to be protected include networks, computers, software, data and information. Both physical and logical integrity of these resources should be protected against threats such as unauthorized intrusions, malicious misuse, or inadvertent compromise.

In any cases, users are advised to consult IT Support Team should you have any queries or problems related to computer and network security. It is sure that a stable and secure IT Environment can be achieved with the efforts from every one of us.

## 4. The CEIBS Account

Access to restricted resources is provided by means of a CEIBS Account. Users are responsible to maintain a secure password.

In emergency cases, network administrators are authorized to temporarily suspend the access of CEIBS Account.

## 5. Software Copyright and Licenses

China has appropriate copyright and patent laws which govern the use of software and other intellectual properties. The School has also laid down a general policy regarding intellectual properties and software licenses. Users should ensure that all the software (data files inclusive) they install and use does not violate such laws and policies. In particular, users should note the following:

- All software installed into individual machines must carry valid and appropriate license. This applies not just in offices but also in laboratories and open areas.
- Users should not copy the software from the campus network and install into other machines without obtaining appropriate licenses.
- Users should not distribute any software (e.g. setting up ftp server).

## 6. Email

Email is one of the most important tools for administration and communication in this School. The following are common email problems which should be avoided:

### **Broadcast mail or Mass mail**

Sending inappropriate or irrelevant email to a large group of recipients will not only waste the recipients' time and disk space but also interfere in the normal operation of servers and network. Typical emails considered as inappropriate are:

- advertisement
- lost and found
- announcement of student activities
- survey and questionnaire

### **Chain mail**

This is equivalent to chain letters, requesting recipient to duplicate a junk mail to others, generating a chain of emails. Users should NOT propagate such mails.

### **Fake and/or anonymous mail**

Email should be sent with the email address assigned by the School. Sending email in the name of others (fake mail) and/or using anonymous mail is considered as acts of dishonesty and could lead to serious disciplinary actions.

### **Indecent mail**

Emails should always be written with proper language and observe common courtesy. Users should not use bad language or harass the recipient.

## **7. Pornographic and Indecent Materials**

The Laws of China governing the pornographic and indecent materials also apply to files stored in electronic forms. Illegal storage and distribution of such materials is a criminal offense.

## **8. Enforcement**

Depending on the seriousness of the offence, one or more of the following actions could be taken:

- Warning will be given to the user.
- Problematic programs/process will be stopped or be removed from the system.
- Problematic machines will be isolated from network until the problem is rectified.
- User accounts and computer will be suspended from accessing the network for a specified period as determined by Information Centre.

# General Introduction of IT Resources and Services for MBA Students

Please read the Acceptable Usage Policy carefully before proceeding to use CEIBS IT Resources and Services.

In this section, you will get general information about IT Resources & Services and relevant policies.

## Prerequisites for access to CEIBS IT System

In principle, IT support service is only provided for computers which have been installed with licensed Windows system.

CEIBS has purchased license of McAfee VirusScan Enterprise for students. It is suggested that students install it to protect their computers.

CEIBS requires that students use licensed software. In principle, IT department only provides system installation service for the users who have obtained the license of the system software.

All computers of students are required to be registered by IT department for security and management purpose. Unregistered computer will not only be denied to access most of internal IT resources, such as printing, Student Sharing Space, most of modules of CEIBS BlackBoard system and internet services except HTTP, HTTPS, MAPI, Gmail with Secure POP3, and Gmail with Secure SMTP, but will also be assigned less internet bandwidth.

## CEIBS Account

CEIBS Information Centre provides every MBA student with IT resources and services during their study at CEIBS, such as email account, public printing service, network sharing folder, MBA Portal, the BlackBoard system and etc. Every MBA student will be assigned a CEIBS Account upon their registration for accessing these IT resources and services which need authentication.

CEIBS Account's format:

- For local students: Initial letter of the surname (Pinyin) + first name (Pinyin) + ".m" + Grade code;
- For international students: Initial letter of the last name + first name + ".m" + Grade code. For example: the CEIBS Account for Xiaokan JIN of MBA 2016 shall be "jxiaokan.m16".

MBA students can successfully access to the IT resources and services after they logon with their CEIBS account. Please make sure to keep your password safe. For security purpose, the password should be changed every 3 months and it can be changed through WEBMail interface. The password should be

comply with strong password policy, please find detail in below,

- The password does not contain the account name of the user.
- The password is at least seven characters long.
- The password contains characters from three of the following four categories:
  - Latin uppercase letters (A through Z)
  - Latin lowercase letters (a through z)
  - Base 10 digits (0 through 9)
  - Non-alphanumeric characters such as: exclamation point(!), dollar sign(\$), number sign(#), or percent(%).

For detail information about how to change password, please refer to IT Service Help in BlackBoard system.

Termination of CEIBS Account:

- CEIBS Account for MBA student will be terminated after graduation. Except internet accessing service, all related IT resources and services will also be stopped.

## IT Environment Security

To provide dependable IT environment for meeting the needs of faculty, student and staff in teaching, research and administration, CEIBS is committed to provide a secure yet open network that assures the availability, integrity and appropriate confidentiality of information, while maintaining its accessibility.

Each member of CEIBS community is responsible for the security and protection of electronic information resources over which he or she has control. All users are expected to observe acceptable standards of behavior in using CEIBS IT Resources and Services. It is advisable that every one of us should take appropriate precaution against various possible forms of cyber attack.

User's security awareness and participation play an important role in securing our IT Environment. The following items list some security practices that are highly suggested for MBA Students:

- Update security patches and fixes timely and regularly for both the operating systems and applications, such as Windows 7, Windows 8, Microsoft Office, Internet Explorer, and etc.
- Install McAfee VirusScan software or any other effective anti-virus software and perform update of virus definition timely.
- Turn on your Windows Firewall to protect your computer. If you have installed 3rd party firewall, please disable it and turn to use Windows Firewall.
- Don't download and install unknown and unnecessary software. Don't click "Yes"/"Ok" to permit any software installing or approve of any background operations when access some websites. It's always a trick behind it. Maybe it will install malicious software such as Trojan, Worm or virus on your computer.
- Have good understanding on installed software and familiar with its required configuration.

- Disable unnecessary services and software. E.g. disable simple file sharing in Windows XP.
- Enforce proper access control when file sharing is required.
- Disable unused accounts e.g. guest account.
- Make sure all accounts have passwords set and apply strong password policy.

In any cases, MBA students are advised to consult IT Support Team should you have any queries or problems related to computer and network security. It is sure that a stable and secure IT Environment can be achieved with the efforts from every one of us.

## Network Service and Internet Accessing

CEIBS campus network covers all campus buildings. Wireless network infrastructure has already covered all campus areas and supports two wireless access speeds: 802.11a/g/n.

170Mbit bandwidth internet connection is provided by CEIBS and is shared with all CEIBS users. Every computer can be connected to Internet directly through the CEIBS campus network. MBA students are also free to enjoy this service at CEIBS. Any abuse of internet is disallowed, especially for using some of Peer-to Peer software, such as BT, e-Mule to download. Those who abuse internet will be subject to penalty defined in Acceptable Usage Policy.

To get fully access to IT resources, MBA students are required to have their computers registered by IT Department. Unregistered computer is denied to access to printing service and course module in BlackBoard, and is also allocated less internet bandwidth.

By default, cable network and WIFI in classroom is closed during the class. When WIFI in classroom is closed, the wireless signal which surrounds the classroom will also be affected.

For security purpose, students can't access internal resources off campus, except for the resources published to Internet. All on-wall outlets marked with XXDXX or DXX are network outlets.

## Individual Email Account

CEIBS email system is based on Microsoft Exchange 2010 server. Every MBA student will be assigned mailbox during study at CEIBS. For detailed information about mailbox, please see the table as following.

Mailbox quota for MBA student	500 MB
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If quota reached the threshold	<ul style="list-style-type: none"> <li>■ When the mailbox exceeded the 80% of the quota limit, the user will receive a warning message alert to delete messages from the mailbox;</li> <li>■ When the mailbox exceeded 95% of the quota limit, the user will receive a warning message alert to delete messages from the mailbox. In addition, the user is unable to send out any messages until the mailbox size is reduced below the quota limit;</li> <li>■ When the mailbox exceeded 100% of the quota limit, the user will receive a warning message alert to delete messages from the mailbox. In addition, the user is unable to send/receive any messages until the mailbox size is reduced below the quota limit.</li> </ul>
Maximum size of message	<ul style="list-style-type: none"> <li>■ 25 MB per message;</li> </ul>
Maximum number of recipients per outgoing message	20 email addresses, it only impacts on the message sending to internet.
Client Supported	Client that supports Outlook Anywhere service or mobile device that supports Exchange ActiveSync. <b>POP3/SMTP and IMAP/SMTP isn't supported due to security purpose.</b>
Termination	CEIBS mailbox will be terminated after graduation. Your life-long alumni mailbox will be activated simultaneously and email address isn't changed.

Email address format: CEIBS Account + "@ceibs.edu". For example, the email address for Wang Yuan of MBA 2016 shall be "wyuan.m16@ceibs.edu". Instead of CEIBS account, email address can be used to logon to most of IT resources and applications. This email address will be your lifelong alumni mailbox address.

CEIBS email system can be accessed by any clients that support Outlook Anywhere service or Exchange Activesync service (for mobile device). For security purpose, POP3/SMTP and IMAP/SMTP isn't supported. Webmail can be accessed in case of emergency and the URL of Webmail can be found in CEIBS homepage. For detail information of email client configuration, please refer to the guide in IT Service Help of BlackBoard system.

Out-of-Office Assistant is a useful function to automatically reply to incoming messages not only from internal user but also from internet contact while out of office. Student can set up this function through Webmail interface. Please use this function with caution, because you take risk of being collected into advertising mail list. Then you may receive many junk mails.

As you know, email is a set of dynamic database. Backup is only for the purpose of system disaster recovering. In case you lose email message by mistake, IT won't provide email restore service. In order to avoid loss of email message, please keep your email data file safe and archive messages to your

dedicated computer.

Anti-spam service is enabled for every MBA student. Based on our experience, the spam detection engine can help sort out most of the spam mails. However, since it is just based on heuristic rules to classify spam mails, there are always chances that legitimate messages may be mistaken as spam (so called the false-positives). This false positive problem can sometimes be critical if an important or time-sensitive message is not read because it was classified as a spam. IRONPORT Anti-spam appliance is used as our anti-spam mail gateway. It provides a very useful function to avoid the mistake. That is a message named "IRONPORT Spam Quarantine Notification" which lists the emails blocked as junk mail. Every student will receive it and recall the message which is classified as a spam by mistaken. For detailed information, please refer to the relevant document.

In recent days, the situation of phishing email is very seriously. Phishing mail was always sent by some identity thieves and they always pretended to be system administrator to remind you password expiration, then lead you to a fake website which looks identical to the genuine one and cheat your account information. Our system was attacked due to password leak several times a year. Once you receive this kind of message, please pay more attention on sender's address. If you suspect that you have received a phishing email, do not respond to it or click the links in message. What you want to do is just delete it.

Termination of CEIBS mailbox:

- CEIBS mailbox for MBA student will be terminated after graduation. But every MBA student will be given a life-long alumni mailbox which keeps the same email address after termination of CEIBS mailbox.

## Student Sharing Space

MBA student will be granted permission to access to Student Sharing Space with the size limit of 40GB for data sharing purpose.

The Student Sharing Space is managed by the Student IT Club and the path is \\ceibs.edu\mbafiles, which can be accessed with the CEIBS Account. For detailed information, please refer to the following table:

Folder Name	Description	Access Permission	Quota
MBA2013	Files stored by MBA2013	Modify permission for all MBA Students and Exchange students	40GB
MBA2016	Files stored by MBA2016	Modify permission for all MBA students and Exchange students	40GB
MCAFEE	McAfee installation package and latest virus definition	Read permission for all MBA students and Exchange students	N/A
Software	Teaching software, Public printers driver	Read permission for all MBA students and Exchange students	N/A

Public	Public files stored by both MBA student and Exchange Student	Modify permission for MBA students and Exchange Students	10GB
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Please be noted that Student Sharing Space can't replace your local PC hard disk or even your external storage devices if you are looking for a large storage space or a fast access speed. However, it is most useful in situation like:

- Using as a temporary storage of working files.
- Sharing or exchanging data between your classmates.

The files in folder of MBAXXXX (such as MBA2016) on the Sharing Space will be removed after their graduation.

## Public Printing Service

CEIBS provides public printing to service to MBA Student through 5 all-in-one printers. These printers support,

- **Secured print/copy/scan to email.** Before using these printers, you must register your Student ID Card in printing system by yourself. Registration can be completed on any one of printer, just swipe your Student ID Card and enter your email address and password to pass the authentication. Registration guide is posted on the wall near every printer.
- **Single or duplex side and color or black & white print.** You may choose print type on your requirement. Every MBA student is entitled to print/copy 2000 pages A4 (black & white) and 50 pages A3 (black & white) for free of charge. Every Exchange student is entitled to print/copy 500 pages A4 (black & white). Over above printing quota, it will be charged by different price on different type.

	A3		A4	
	One sided	Duplex	One sided	Duplex
Color	RMB 3Yuan	TBD	RMB 2Yuan	RMB 3Yuan
B&W	RMB 0.2Yuan	RMB 0.3Yuan	RMB 0.2Yuan	RMB 0.3Yuan

- **Follow Me Print.** On printer server, there is only one virtual printer driver which is physically connected to all 5 printers. When you print out something, the print job will be transmitted to printer server but won't be printed. You can go to any of printer nearby you and swipe your student ID card, press Follow Me Print button to choose which printer job should be printed out. Then the selected job will be printed out and pages will be counted into billing system. The print job left on server will be expired and deleted after 24 hours. The expired job won't be count into billing system.
- **Copy.** These all-in-one printers also work as normal copy machine. Pages you copied will be counted into billing system.
- **Scan to email.** These all-in-one printers also support 600 dpi scan. It supports format of PDF/JPG/TIF to save scan result. The result will be sent to your mailbox.

- **Billing system.** Not only it supports summary inquiry, but also provides downloading detail report of print/copy.

Here is a location list of 5 printers,

- Business corner on the 1<sup>st</sup> floor of Academic Centre I
- Computer Lab on the 2<sup>nd</sup> floor of Academic Centre II
- Library's Copy Room on the 1<sup>st</sup> floor of the Library
- Next to A3.112 on the 1<sup>st</sup> floor of Academic Centre III
- Lobby of Dormitory III.

You may inquire how many pages you have printed by visiting printer quota inquiring website. And IT will send monthly printing usage report to you individually.

## MBA SSO Portal

CEIBS also offers a portal service called MBA SSO Portal as a convenient collection of most of systems and IT online service, such as BlackBoard system, Bidding system, CDC system and so forth. After login the single-sign-on (SSO) portal, students can visit most of the systems listed directly, without authentication again. The link of MBA SSO Portal can be found in MBA section of CEIBS homepage, named "BB (Student Only)".

## BlackBoard System

CEIBS BlackBoard is the educational platform. It enables instructors to enhance their classes with online components that foster student-driven learning. BlackBoard also powers fully online courses that extend an institution's reach; the system is also the online community platform, it can be leveraged to support both formal and informal communities online in an easy way and engages students in their academic life, in both their courses, in co-curricular activities outside of class and IT service information. Please visit it in MBA SSO Portal.

## Public IT Facilities

Some public computers are set up in public areas for students to access Internet. Unauthorized Installation of any software on these computers, and visiting to websites containing pornographic, politic sensitive and any other inappropriate contents are prohibited.

A computer lab equipped with 32 networked-computers is set up for students to access Internet and the school network resources. The computer lab is located in Room A2.205. Please obey the "Computer Lab Regulation" and find the opening hours as following.

Monday – Sunday	<b>24Hrs</b>
Public Holiday, specific school holiday, course reservation, and computer maintaining period	<b>Closed</b>

## Software for MBA Student

The following software is free for MBA Students during study at CEIBS. There is:

Software	Description	Period of Validity
McAfee VirusScan Enterprise	Anti-virus tool	18 months for MBA Students

We strongly recommend that students can update virus database on time to prevent any virus infection.

## IT Support Service

The CEIBS IT Support team provides students with PC support services, such as those for Internet accessing, email system, printing, generic office software, and etc. Operating System installation service is only provided to those who obtained the license of Windows OS. Other software used to install should be prepared by student him/herself, and student must ensure it carries valid and appropriate license. The IT Support team also provides PC hardware diagnosing, but the maintenance and repair of PC hardware is beyond the service scope. To encourage student self-help, lots of system guides and FAQs are provided in IT Help Section of BlackBoard system.

There are lots of IT applications developed by Information System Team (IS team) and released by relevant business department. IS team plays a role of technical partner and relevant business department plays a role of functional owner.

Please find some useful information about us as following.

Table 1 Location and Contact Information

	Location	Contact Info.
<b>IT Help Desk</b>	Outside of Room A2.204, Academic Centre II	Tel: 2890-5254 itsupport@ceibs.edu
<b>IT Office</b>	Room A2.204,	

Table 2 Applications and service provider

Service	Contact of Dept.	Tech. Contact
Email Service	IT Support Team	IT Help Desk
Public Printing Service		Tel: 2890-5254
Student Sharing Space		itsupport@ceibs.edu

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Network Service		
MBA Portal		

*About all other application services please contact relevant business departments who announce these services.*

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## Services for student affairs

Every year, there are three big events organized by MBA students, BGRC, InnovateChina, and TEDxCEIBS. IT provides support service for these activities. In principle, IT will fully support all student activities within the scope of resource. All service requirements should be raised as early as possible, and get approval of MBA office, then pass to IT.

## Quick Reference

In this section, we have some summarized information of IT resources and services for your quick reference.

### IT Facilities

CEIBS provides various IT facilities over the campus. The following table lists where you can find these facilities.

Location		IT Facilities	Open Time
Library	Copy room, 1.01	Public printer	Library's opening hours
Academic Centre I	Business Conner, 1F	Public printer	24 Hrs
	A1.217	VC room	24 Hrs
Academic Centre II	A2.205	Computer Lab	24 Hrs
	A2.205	Public Printer	24 Hrs
	A2.204	IT Help Desk (Ext. 5254)	7 days a week except holiday
	A2.204	IT Dept. Office	Working Day
	A2.202	IT Director Office	Working Day
Dormitory III	Near D3.109	Public Printer	24 Hrs
Academic Centre III	Near A3.112	Public Printer	24 Hrs

### IT Service

- Network settings of CEIBS

The Internet Protocol of client computer should be set to DHCP mode to get access to the CEIBS Campus Network. Get connection to wireless through the SSID of "CEIBS-Air". Unregistered computer will be obtained special IP address to be restricted their access to IT system and internet.

- Email system information

CEIBS email system support MAPI (Outlook) and Outlook Web App (Webmail).

Here lists some useful information about email system.

Exchange server: **chogori.ceibs.edu**

Proxy server for Exchange: **webmail.ceibs.edu**

Mailbox quota: **500MB**

Message Size limit: **20MB per message**

Recipients per message: **less than 20 recipients**

■ MBA SSO Portal

CEIBS also offers a portal service called MBA SSO Portal as a convenient collection of most of systems and IT online service, such as Webmail, BlackBoard system, Bidding system, CDC system and so forth. After login the single-sign-on (SSO) portal, students can visit most of the systems listed directly, without authentication again. The link of MBA SSO Portal can be found in MBA section of CEIBS homepage, named “BB (Student Only)”.

■ BlackBoard System

BlackBoard system is the educational platform and you can get access to it through the URL in MBA SSO Portal.

■ Public Printers information

Go to the printer setup guide in IT Service Help section of BB system and click the link of Printer Setup to set up the public printers.

Printing Quota: **2000 A4 pages and 50 A3 pages for MBA Student, 500 A4 pages for Exchange student, once you exceed the quota, the charge rate is**

	A3		A4	
	One sided	Duplex	One sided	Duplex
Color	RMB 3Yuan	TBD	RMB 2Yuan	RMB 3Yuan
B&W	RMB 0.2Yuan	RMB 0.3Yuan	RMB 0.2Yuan	RMB 0.3Yuan

Go to the MBA Portal and click the link of Printer Quota to check how many pages you have printed. For detail location of these printers, please refer to section of IT Facilities.

■ Student Sharing Space Information

Access to Student Sharing Space through the path of \\ceibs.edu\mbafiles in windows system and through the path of smb://helene.ceibs.edu/mbafiles in MacOS.

■ Anti-virus software

McAfee VirusScan Enterprise is only suggested anti-virus tool at CEIBS and is free for MBA student during study at CEIBS.

Every student can get it from \\ceibs.edu\mbafiles\MCAFEE and update the latest virus definition by yourselves.

■ Software

McAfee is free for MBA student and can be got from \\ceibs.edu\mbafiles\software.