

Joint Universities Computer Centre Limited
Special Interest Group on User Services (SIGUS)

A. Terms of Reference

The Special Interest Group on User Services (SIGUS) provides a forum for user services professionals of the JUCC member institutions to share their experiences, problems encountered, ideas and practices in order to excel in providing quality user services. Membership of SIGUS comprises representatives from all JUCC Full Members and Affiliate Members.

B. Roles, Mission and Scope

1. Roles

SIGUS is the Special Interest Group on User Services in the Joint Universities Computer Centre (JUCC). We provide a forum for user services professionals of the member institutions of JUCC to share their experiences, problems encountered, ideas and practices in order to excel in providing quality user services.

2. Mission

SIGUS' mission is to enhance the user services, including but not limited to training, documentation, consulting, helpdesk operation, end user support, job management and services management, of information technology and information system in the member institutions of JUCC by:

- a. Sharing experiences, ideas, policies and practices on provision and management of user services among SIGUS member institutions;
- b. Facilitating inter-institution collaboration on joint user services initiatives or projects;
- c. Promoting good practices and industrial standards to user services practitioners and professionals of member institutions;
- d. Developing good practices in user services and general reference guidelines in IT services in member institutions.

3. Scope

SIGUS focuses on issues surrounding the user services of information technology in higher education. These services include, but are not limited to, training, documentation, consulting, helpdesk operation, end user support, job management and services management.

C. Membership

The SIGUS is composed of at least two representatives from each member institution of JUCC. The Convenor of SIGUS is selected from the representatives and serves for a one-year term.

The University of Hong Kong	Dr M C Pong Ms Idy Tang
The Chinese University of Hong Kong	Ms Wendy Chan Mr Benson Cheng Mr Simon Ngai
The Hong Kong Polytechnic University	Mr Alan Lo Mr Pony Ma Mr Anson Chan
City University of Hong Kong	Mr Kyle Cheung Miss Veronica Yick Mr Joe Chow
Hong Kong Baptist University	Mr Banmas Li (Convenor) Mr Eric Pang Mr Ziv Chan
The Hong Kong University of Science and Technology	Ms Debbie Leung Ms Theresa Lo Mr Doug Wong
Lingnan University	Ms Queenie Chan Mr Daniel Lau
The Education University of Hong Kong	Mr Ka Ming Ho Mr Morris Ng Mr Edward Wong Mr Kelvin Cheng
The Open University of Hong Kong	Mr Thomas Sit Mr Philip Tang
Vocational Training Council	Mr Nelson Ho Ms Sarah Chan
University of Macau	Ms Laura Chiang
Tung Wah College	Mr Lewis Cheung Mr. Raymond Lui
The Hong Kong Academy for Performing Arts	Mr. Benjamin Ma
The Hang Seng University of Hong Kong	Mr Mike Ching Mr Danny Lam Mr Samuel Shum Prof P C Wong
Chu Hai College of Higher Education	Mr Owen Chen Dr Kenneth Lau
Caritas Institute of Higher Education	Mr Daniel Chan Mr Chan Ka Fai Mr Hallman Leung

D. Frequency of Meetings

Quarterly

E. Reporting to Steering Committee

Yearly

F. Current and Potential Projects

N/A

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