

## CEO Talk with CITIC TELECOM CPC

On 16<sup>th</sup> January, we had our first programme of the Business School Partnership Program, and which was a CEO Talk. In this CEO Talk, Stephen Wat the senior director of the cooperating partner CITIC Telecom International Holdings Limited was invited to give us a talk. He was a graduate from Hong Kong University, and he had 13 years of working experience in ICT industry. And 13 years later, he entered CITIC Telecom, and he worked hard and became a senior director now. The company CITIC Telecom is an ICT solution partner with multiple branches across the Asia Pacific region.

In his speech, he introduced ICT industry and mentioned the importance of ICT to the development of the society. Also he had talked about our future career; he taught us how to plan our career effectively. A lot of things in our daily life are actually related to Information, Communication or Teleology, for example, network, mobile, database etc. He pointed out that these things have an important role in the economic development. Due to the rapid development of the ICT industry, the connection among different people all over the world becomes stronger and stronger. One important thing that Mr. Stephen pointed out is that the demand of the society for information teleology will not stop, and the development of it will become faster and faster.

Lastly, Mr. Stephen mentioned about how we should plan our future career. If we want to begin our own business, we must be a bold leader and have innovative ideas in order to make our future career become successful.



At the end of the talk, we also asked some questions about the ways to develop a happy working environment for employees and the ways to succeed. The vice president of human resources Ms. Kathryn mentioned that they provide different activities for the employees in order to develop their connection. To achieve great success, Mr. Stephen replied that the most important thing is to have passion.



We are glad to be the participants of the CEO talk. The talk was interesting and wonderful. Through this activity, we have gained more knowledge about ICT industry (e.g. The Cloud System), and we have had a



better understanding on the importance of how the IT Industry influence our society. We also gained more ideas about deciding our own career in the future.

The speaker has used a friendly tone to present his main ideas to us. He had used many examples which can be easily found in our daily lives to make the talk more interesting and catch the audiences' attentions. For example, when he asked what "ICT" stands for, he used "Candy Crush", which is a popular game nowadays, to present his ideas. This aroused the interest of the audiences by using a funny way to introduce the IT industry.

The part that impresses us most is when the speaker tells us, "Everyone should have his her own target." He further explained that we should set plan before doing anything because this will increase the incentives of achieving our goals. This has made us understand the importance of being well-prepared before we enter university in the future.



or  
up a  
own

It is really a valuable chance for us to take part in this CEO talk, and after this talk, we were impressed by the advanced technology nowadays. This talk can really teach us the ways to succeed. We have gained a lot through this talk, not only the information of the IT industry, but also a life lesson.



G  
 roup  
 Mem  
 ber:  
 G  
 illian  
 Cheu  
 ng 5B  
 (3)

- Tiffany Leung 5B (17)
- Cherrie Man 5B (20)
- Kathy Sit 5B (23)
- Eman Tsang 5B (26)
- Macy Wu 5B (28)
- Kelly Yau 5B (29)
- Daisy Yeung 5B (30)
- Melody Yu 5B (32)

## Company Visit & Interview Skills workshop with CITIC TELECOM CPC

Kiki Chin

Janice Fung

Caterina Leung



### Introduction

On 18th March, 2014, we visited CITIC Telecom CPC Limited. First of all, we had a company introduction talk which lasted for half an hour. Then, we had a 15 mins of walking around the office to see the office's facilities and staff working environment. Lastly, we had an interview skills workshop and mock interview.

### Photo taken during the company visit



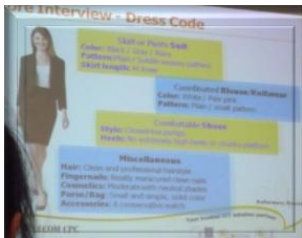




This is a Skype-like system which can acquire for around 4-6 different countries at the same time during the meeting. It is a newly developed technique which is not wide spread in different company.

### Interview skills workshop

In this workshop, the speaker talked about the interview skills which was very helpful. For example, the make-up and manner of a good interviewer. The speaker also told us the frequently asked interview questions. Thus, we can prepare for the real interviews in the future.



### Mock interview

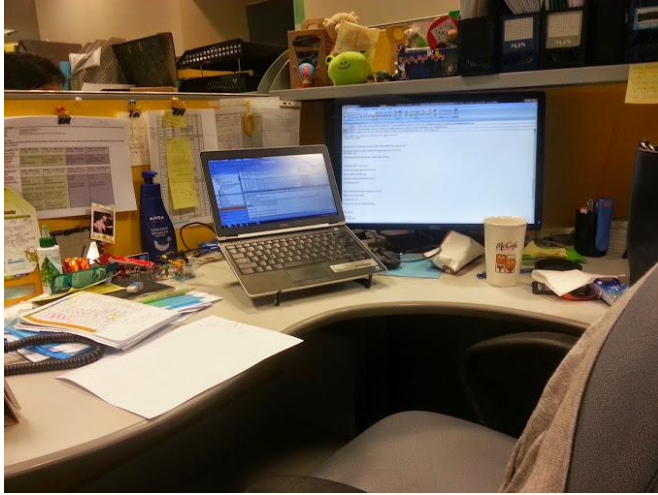
At first, there were two staff showing an example of the normal interview process. Then, a group of students tried to experience the interview process and the speaker gave us some feedback of those students.

### Reflection

In this company visit, I have learnt many useful stuff that can apply in my daily life. I also learnt how a big company works. It is divided into many department and they co-operate with each other to provide the best services to their customers. Sometimes, the staff may even be required to communicate with their consumers in different countries by using their advanced facilities, such as internet connections. Besides, I have also learnt many interview skills, like presentation techniques and dressing code. Through the mock interview, we have learnt to stay calm in answering some challenging questions and to present the best of your abilities to others.

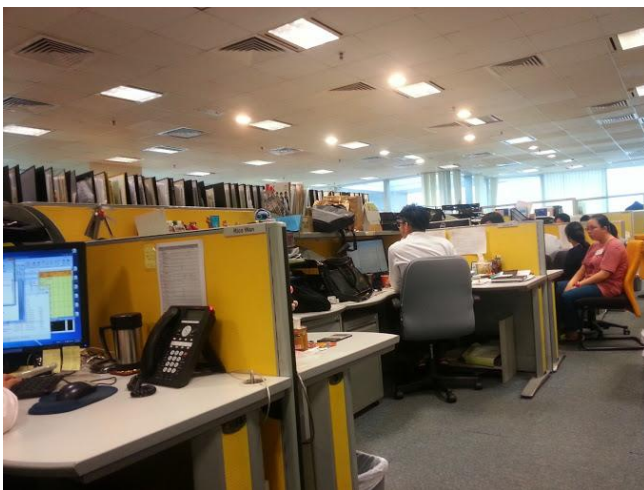
## Job Shadowing with CITIC TELECOM CPC

On the 22 April, we spent the day in the CITIC Telecom CPC office for the job shadowing. It was the first day after their Easter holiday, so they had a lot of work on that day.



Our mentors are employees of the Engineering and Service Project Department. The major service of the company is network service which is service for companies but not the general public. Therefore, they are responsible for setting up the network service for the clients (companies). They stay in the office most of the time, using computers and phones to contact their clients.

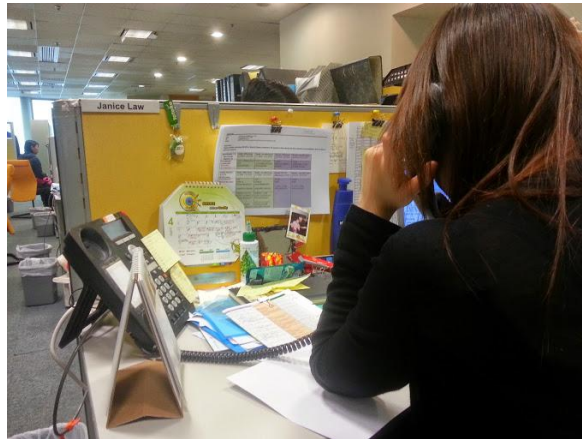
From our observation, they always use Putonghua to communicate with the clients, and they use Excel very often. They also told us that their clients prefer using phone to email for contacting. Therefore, they will send an email to the client after making the phone call for confirmation and for keeping record. This is to make sure that the data/information can be used as evidence in the future in case of having any argument. They also mentioned the intranet among their department, which can keep client service records, and share the records among the project managers. This helps the project managers to follow up the cases easier and faster if any of them leave the company.



Through the job shadowing, we can really feel how stressful working is. Many problems will be aroused; the problem solving skills need to be very good, so as the communication skills. We think we should focus more on enhancing our English and Putonghua as an international language as China's market is growing bigger. Furthermore, we have learnt how important group

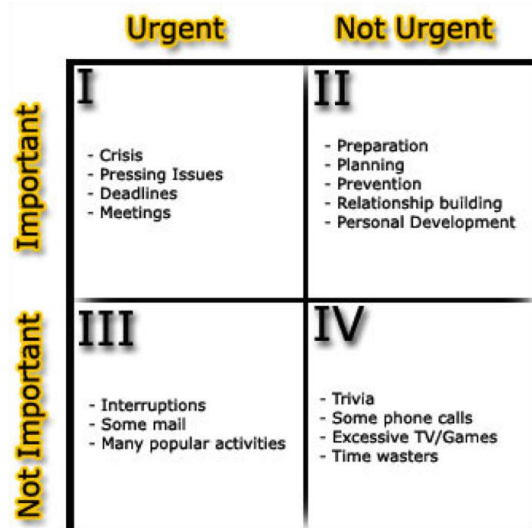
work is. On that day, one of our mentors, Janice, faced difficulty in solving client's problem, she struggled for a while, and the project manager next to her offered her some help and help Janice solved the problem. In this case, we have learnt the

importance of cooperation which sometimes things cannot be done by only one person. Also, we learnt to keep records and the data carefully and keep it as a habit, to prevent losing information. Otherwise, there will be no evidence to support if anyone challenges it.



Apart from the problem-solving skills and communication strategies, our mentors also taught us about time management, which is applicable and essential in all fields, including both school and workplace. Urgency and importance of an issue is often taken into consideration when we prioritize our jobs. A Lot of people may think that issues in 'Area I' should be done first. In fact, what need most of our time and attention are actually issues in 'Area II' as we can address things before they become urgent, hence ensuring ourselves having sufficient time and resources to cope with suddenly pop-up, urgent and important issues.

Besides learning the workplace skills, as students, we were encouraged to set up our goals, follow our dreams and choose those related subjects. Our members have shared their experience with us, from finding their jobs to working here in the IT industry. Most of them have studied in universities after setting up their goals. We should now study hard and pursue our dreams. Though the fact that working is stressful, they enjoy working with their partners. As stress can be alleviated by happiness, being happy is also one of the factors that make workers work better for their company.



To conclude, we have learnt a lot during the job shadowing. It is really a valuable chance for me to experience the real situation of working in Hong Kong. Thank you.

# Data Center Tour

## CITIC TELECOM TOWER REPORT

By Kelly Law, Cherrie Wan & Cherry Cheung

### Forewords

With the support from the CITIC TELECOM LTD, we were given a chance for a data center tour. This tour was held on 22 March 2014.

CITIC TELECOM LTD provides good opportunities for us, students to have a better knowledge about data center. Through this tour, the students could know more about the Information and Technology Industry. This creates an interesting platform for young people to develop themselves and broaden our horizon. It is also a valuable opportunity to have a visit.

We are very pleased to participate in this tour. We would like to express sincere thanks to the CITIC TELECOM for their kind support.



### Introduction

About CITIC TELECOM

- The CITIC Group, formerly the China International Trust and Investment Corporation, is a state-owned investment company of the People's Republic of China, established by Rong Yiren in 1979 with the approval of Deng Xiaoping. Its headquarters are in Chaoyang District, Beijing.
- CITIC Telecom International Holdings Limited is a telecommunication vendor to provide telecom services in the Asia Pacific including voice service, mobile SMS and other value-added services, data service and telecom solutions to telecom operators and ISP.
- It is parented by CITIC Pacific, a Hong Kong-based Chinese conglomerate company, since 2000

### About the Data Center

They have attained the Tier III Data Center Standard

- N+1 Transformers
- N+1 Generator Sets
- N+1 Chiller Plants
- N+N UPS



Tier III

Concurrently maintainable

->Single distribution path with redundant components

->99.982% availability

Or 1.6 hours downtime per year

**Special feature:**

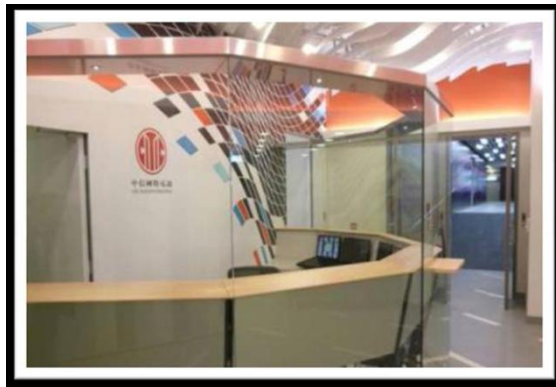
- 900mm raised floor(to place the cables and help ventilation)

- Fire Suppression

-VESDA system

-FM200, smoke detection system

-Sprinklers system in non-co-location area



**Data Center Security**

-Trap area for identity authentication

-RFID location tracking

-Finger-print access recognition

**Data Center Compartments**

-Specialized high power and standard power zones

-Security guard station

-Packing and unpacking area

-Store room

**Green Environment**

-Variable fan speed system

-Thermal insulation of wall and floor & ceiling slab

-Free cooling system

**Backend Supporting and Recreation**

-7x24 Security Operations Center (SOC)

-Conference room and training theatre

-Locker area

-Pantry and shower room

**Air-Conditioning**

- N+1 Chillers & CRAC units

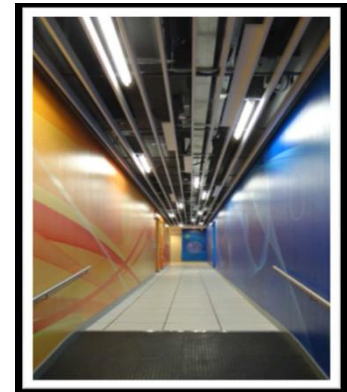
- Temperature: 20°C - 25°C

- Humidity: 40% -60%

**Backup Power**

- N+1 diesel generators

- Total 4 generators can support 5100KVA



- Provide backup electricity for 4 hours at full load

## Feedback



- After the visit of data center, I have learned that having a life goal is very crucial. Like one of the staff we met on that day, she's only a 90s and didn't have a high degree of education, but she still finished her Higher Diploma and get in data center company. She studies hard and tries her best to achieve her career goals. I appreciated her enthusiasm to the job.
- 
- I was impressed by this data center tour. Before this tour, I was absolutely ignorant of data center. However, this tour did give me a chance to investigate into it. After this visit, I understand the function of data center and the workflow of the staffs who work in it. I feel interested in being a computer technician after realizing their duties. This is probably a valuable chance for we students to know further about a workplace.