

**The University of Hong Kong**  
**Information Technology Services (ITS)**

**Information Sheet on Departmental SharePoint Workspace,  
 Central File Sharing System, Email Group for Staff  
 and/or Central Archive Storage**

1. Please fill in CF-158 “Application for Departmental SharePoint Workspace, Central File Sharing System(F1) , Email Group for Staff and/or Central Archive Storage (A1)” for using these services.

2. Departmental SharePoint Workspace

- a) The integration of Exchange Server and SharePoint Server enables the support of **staff collaboration** in a department. SharePoint sites can support staff collaboration through Blog, Calendar for the Group, Document Repository and Searching, and Group Website Publishing.
- b) One **departmental workspace** (*deptabbr*.workspace.hku.hk) running Microsoft SharePoint 2013 can be allocated for use by each department. *deptabbr* is the department abbreviation used in the central Windows domains (HKUCC-COM) (see <https://its.hku.hk/kb/how-to-set-up-a-department-abbreviation-for-use/>)
- c) Departmental SharePoint workspace is only available for use by HKU staff with a valid HKU staff email account.
- d) Each department has to assign **ONE Primary Administrator** to manage the departmental SharePoint workspace.
- e) Each departmental SharePoint workspace will be allocated with a free disk quota as tabulated below:

No. of <b>full time</b> staff (in headcount)	Disk quota allocation per department
1 – 9	150GB
10 – 199	200GB
200 or above	300GB

Primary administrator can create up to 100 SharePoint site collections (e.g. group/team sites) within the allocated storage space. In case additional storage space is required, please fill in CF-158 Part A (2c). Annual charging rate for additional storage space can be referred to <https://its.hku.hk/kb/charging-rate-for-cost-recovery-services-offered-by-its/>.

- f) The Primary Administrator can add other **site collection administrators** to their SharePoint site collections. See the following webpage for details <https://its.hku.hk/kb/sharepoint-admin-user-guide/#update-admin>)
- g) The primary/site collection administrator(s) can grant access right to the SharePoint sites based on the **email group(s)** set up.
- h) Departmental SharePoint workspace is only accessible within the campus network. HKUVPN connection is required for access from outside campus (please refer to <http://www.its.hku.hk/documentation/guide/network/remote/hkuvpn2fa> for details).  
User guide on departmental SharePoint workspace is available at <https://its.hku.hk/kb/dept-sharepoint-workspace/>.

### 3. Central File Sharing System (F1)

- a) The central file sharing system supports both Common Internet File System (CIFS, for Windows) and Network File System (NFS, for Unix/Linux) protocols. It is offered as a general purpose file sharing system for use by departments within the campus network.
- b) For first-time CIFS application, each department will be will be allocated with a free disk quota as tabulated below without setup fee:

No. of <b>full time</b> staff (in headcount)	Disk quota allocation per department
1 – 9	50GB
10 – 199	100GB
200 or above	200GB

A setup fee of HK\$500 will be charged for NFS and each subsequent CIFS application.

- c) Charging rates for
  - Additional storage space:  
<https://its.hku.hk/kb/charging-rate-for-cost-recovery-services-offered-by-its/>
  - Optional service:  
HK\$100/request covering up to 5 shared drive administrator accounts updates or 5 shared drive administrator IP addresses updates
- d) Administrators can set up folder permission on their own. ITS offers this service at cost. Request can be sent to [itscloud@hku.hk](mailto:itscloud@hku.hk) and cost estimation will be provided for consideration by departments.
- e) The followings features are NOT supported on the central file sharing system-

- No storage level data encryption (users are advised to encrypt confidential/sensitive files before putting up on the shared drive)
- No regular backup and data restore (users can refer to the previous snapshot files taken twice per day in the past 30 days)
- No file operation audit log such as file update/deletion
- No individual user/group quota setting for NFS shared drive (for Unix/Linux)

#### 4. Email Group for Staff

- An **email group (GROUP-deptabbr-group)** can be set up for use by a group of staff in a department. *deptabbr* is the department abbreviation used in central Windows domain (HKUCC-COM) (see <http://www.its.hku.hk/faq/personal/pc/desktopmgt/confirm-dept-abbr>) and *group* is a group name assigned by the department.
- Each department has to assign **ONE owner** to manage the email groups under her department.
- By default, the membership of an email group is empty. Owner can assign members to an email group by referring to the following webpage:  
<https://its.hku.hk/kb/for-sharepoint-administrator-how-to-edit-the-membership-of-the-email-group-account-using-ms-outlook/>

#### 5. Central Archive Storage (A1)

- The central archive storage (A1) is an affordable storage service served for infrequently accessed large storage demand. It functions as a secondary, slower storage option for archiving purposes. The service supports both Common Internet File System (CIFS) for Windows and Network File System (NFS) for Unix/Linux, making it versatile for different operating environments. It is provided as a lower-tier NAS storage solution for departmental use within HKU campus network.
- HKU departments get 0TB free disk quota with A1 service subscription. The chargeable storage size ranges from a minimum of 1TB to a maximum of 50TB per department. For subscriptions above 50TB, please contact [itscloud@hku.hk](mailto:itscloud@hku.hk).
- The standard charging rates for A1 storage can be referred to <https://its.hku.hk/kb/charging-rate-for-cost-recovery-services-offered-by-its/> .
- Administrators can set up folder permission on their own. ITS offers this service at cost. Request can be sent to [itscloud@hku.hk](mailto:itscloud@hku.hk) and cost estimation will be provided for consideration by departments.
- The followings features are NOT supported on the central archive storage (A1)-

- No storage level data encryption (users are advised to encrypt confidential/sensitive files before putting up on the shared drive)
- No regular backup and no snapshots for file restore. Only deleted files at the recycle bin can be retrieved with 31 days retention period by contacting ITS administrators.
- No file operation audit log such as file update/deletion
- No individual user/group quota setting for NFS shared drive (for Unix/Linux)

August 2025