



HACTL'S IT MEDICS

軟硬兼備 Hactl IT特工團隊

If Hactl's SuperTerminal 1 is a giant, then the blood that flows around its huge body is the information flows that sustain its life and make possible all its bodily movements. Today, in this era of globalisation, "information" is the key word.

In a cargo terminal that facilitates seamless connections with the entire world, the outward evidence of life is not a pulse, but the myriad flashing green lights inside the server room. Each one might signal an email exchange between administrative staff and a customer on the other side of the world; or the transmission of information about a consignment of fresh seafood that has just arrived the terminal, and the real-time update of its cargo handling status; or it might even indicate an enquiry into the attendance records of a member of staff. In addition, every second of every day, massive volumes of messages are sent within the cargo terminal, pinpointing the position of individual shipments or entire containers, and coordinating the machines and people who move and handle them.

All of these functions rely on a group of IT (Information Technology) talents who can solve problems quickly, and who are good at communicating, designing and creating. In this issue of *Hactlink*, we invite three members of the Information Services (IS) Department – Senior IT Analysts Wong Yat Sing (Sing) and Tung Hoi Ching (Cherry), and IT Analyst Hung Wai Chun (Terry) – to unveil the daily work of their teams as they caretake the systems that keep Hactl's giant heart beating.

若將香港空運貨站 (Hactl) 比喻為一個巨人，實時無誤的「資訊」，就是巨人血液中的氧份，維繫身體各個關鍵部份的正常運作。

在今天，「資訊」是全球化年代的關鍵詞，放在與全球無間聯繫的貨站場景中，抽象的「資訊」、「Server 房」(伺服器房)閃動的綠燈，代表的又是甚麼？那既可以是行政人員與各地客戶的電郵來往、剛到埗的鮮活海產的貨運資訊、實時更新的貨物裝卸情況，甚至是每位同事的出勤紀錄。海量訊息在貨站內秒秒互通，協調著無數崗位的準確運作。

這背後，靠的就是一班反應敏捷，擅於解難、溝通以至設計創造的 IT (資訊科技) 團隊。今次我們就請來資訊服務部的高級資訊技術分析員黃日昇 (Sing)、董凱晴 (Cherry) 和資訊技術分析員洪瑋駿 (Terry)，讓大家了解這個團隊的工作日常。

The Problem Solvers

Cherry and Sing belong to the Solutions Development Team of the IS Department, while Terry works in the IT Operations Team. They all understand that these titles are potentially confusing, so Terry provides clarification: "Imagine that you need to research and make a presentation with a computer. You need stable hardware, such as a computer which can access the Internet, and the work space should have good network infrastructure that can send and receive Wi-Fi signals. This hardware and its support facilities are managed by the IT Operations Team."

"At the same time, to draft the presentation, you must install software such as Chrome and PowerPoint to research information and then design the presentation. These operations, involving software development and daily support, belong to the Solutions Development Team – that is, where Cherry and Sing work."

Talking about his own area of IT Operations, Terry continues: "We conduct regular inspections of the most important hardware in the entire network of the terminal – the Core Switch. As the terminal network is on a very large scale, the task is much more challenging than it would be in a smaller organisation. We have to coordinate closely with various IS teams, including the Solutions Development Team, to complete the checking in the safest and quickest possible way. This experience has really opened my eyes!"

The most important duty of these IT professionals is to closely monitor all software and hardware every day, to anticipate potential crises and to strike first, so maintaining the smooth operation of the cargo terminal. If they are performing as they should, colleagues in other departments will continue to work as usual, blissfully unaware that there has been any problem.

解難特工隊

Cherry 和 Sing 屬資訊服務部的解決方案發展組 (Solutions Development Team)，而 Terry 則屬於 IT 營運組 (IT Operations Team)。大家知道我聽這些名稱聽得一頭霧水，Terry 就馬上作出生動比喻：「你想像要用電腦找資料做簡報，你要有穩定的硬件，例如一台可以上網的電腦，工作空間要具備良好的網絡設備，能夠發出 Wi-Fi 訊號……這些硬件及設施上的配套，就是 IT 營運組的工作。」

「當你要做簡報時，亦需安裝 PowerPoint、Chrome 這些軟件，才可以找資料、做設計，這些涉及各種軟件開發和日常支援，就屬於解決方案發展組，即 Cherry 和 Sing 的團隊所負責的工作了。」屬 IT 營運組的 Terry 繼續解釋說，「舉例說，我們需要為貨站網絡架構中重要的 Core Switch (核心交換機) 進行日常檢查工作。因為貨站網絡規模龐大，當中涉及不同重要系統，難度遠高於一般機構。我們需要與 IT 部門不同組別的同事，包括解決方案發展組，進行緊密聯繫和溝通，務求以最安全及迅速的方式完成整項工作。這些經驗真是讓我眼界大開！」

這個團隊，最重要就是每天要金睛火眼監察，維持貨站的軟件硬件暢順運作，預視可能出現的危機，做到「先發制人」。最理想的情況是其他部門同事繼續如常工作，甚至不為意曾經出現過危機。

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TERRY HUNG

Terry Hung 洪瑋駿
IT Analyst 資訊技術分析員



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「如果認證過期，應用程式可能無法使用，而令同事的工作有所延誤。」

SING WONG

Sing Wong 黃日昇
Senior IT Analyst 高級資訊技術分析員

Evasive action

On one occasion, Sing and his teammates were preparing to update an application for the terminal. Performing a final test before the update, they unexpectedly discovered a problem: the certification for the application was going to expire within 4 days; and it must have valid certification at all times or it would cease to operate.

In some businesses, that wouldn't be too big a problem. But at mission-critical Hactl, nothing must be allowed to delay the taking off and landing of aircraft. The inter-departmental collaboration is so complicated that even a momentary pause in information transmission could cause chaos. For example, operational staff are totally reliant on the “COSAC-eLoading” mobile app, which constantly updates the aircraft “Load Plan” in real time, providing them with a “map” of where each ULD or pallet is to be positioned on the aircraft – taking into account vital factors such as the nature of the cargo, and its effect on weight and balance. The front-line team also needs to relay updates of loading progress, and check that all manifested cargo has been loaded. “If the application certification expires, it would cease operating and the work of other colleagues would come to a standstill,” explains Sing.

Fortunately, the problem was discovered in time, and Sing and his teammates

先發制人 預視危機

有一次，Sing 與組員準備為貨站優化一個應用程式，並於推出前夕作最後檢測，卻意外發現了一個問題：原來這個應用程式的認證尚有 4 天便屆滿，而應用程式必須定期更新認證，才可以符合規範，繼續運作。

在 Hactl，飛機升降全都不容延誤，而部門之間協作縱橫交錯，資訊停頓半刻，都可能釀成大亂。例如地勤服務組的同事要靠「COSAC-eLoading」的手機應用程式，即時更新「裝機規劃」，即是根據貨物的種類、重量及平衡安排，劃定航空載具於機艙所在位置的「規劃圖」，確保飛機重量分佈平均；前線同事亦可以實時知道裝機的最新進度，並驗證貨物是否被裝上正確的航班，避免出現航班延誤等問題。「如果認證過期，應用程式可能無法使用，而令同事的工作有所延誤。」

可幸及時發現問題，Sing 和同事馬上聯繫其他資訊服務部同事，大家馬上配合更新認證。在旁的 Terry 和 Cherry 都點頭說，那次經驗，對整個部門而言

immediately contacted their IS colleagues, and everyone sprang into action to update the certification. Terry and Cherry both nod their heads and agree that it was a profound experience for the entire department. “After that, we reviewed the entire application certification process very carefully, to ensure the same situation could never repeat itself.” Sing adds.

It's good to talk

Of course, Cherry and Sing's work is not confined to technical stuff; communication and innovation are equally important. Cherry is responsible for handling software-related matters for numerous departments: “We frequently meet with colleagues from other departments to understand their needs, workflows and any shortcomings of the existing systems, so we can design suitable application solutions. Throughout the whole process, you have to communicate with colleagues from various departments to ensure the software you design really meets their needs. For example, we developed an electronic system for the Service Delivery Department that schedules staff daily rosters. Before dealing with the technical issues and writing a programme, we first had to understand the rules and concept of roster scheduling. It's an interesting process that allows me to explore the operation of other departments.”

都非常深刻，「那次之後，大家都很用心去重新檢視整個應用程式認證的程序，確保相同的危機不會重演。」Sing 說。

工作貴乎溝通

當然，團隊工作不僅限於技術層面，溝通與創新也是工作一部分。這裡，Cherry 主責處理各部門採用的軟件相關事項，「我們不時要和其他部門同事開會，先了解他們的需要、工作流程及現有系統功能不足之處，再設計一個適合他們的應用軟件。整個過程中，你要和不同部門的同事溝通，方可設計出符合家需要的軟件。例如我們要為貨運服務部設計一個編制同事值班時間表的電子系統。在處理技術問題及編寫程式之前，其實要先理解人家「編更」的規則及概念。這個過程很有趣，在 IT 以外，讓你了解到公司其他部門如何運作。」說到底，IT 專才還是要懂得和人溝通，想想如何為用家解決日常問題。IT，就是介入問題的方法而已。



Another life after work

Our three IS workers all agree that there's more to Hactl than just professional satisfaction during work hours. For them, Hactl is a company that provides a wide variety of rewarding social and other activities after the day's work is done.

Take Cherry as an example: beyond her day job, she has another role – as Jardine Ambassador. That has allowed her to represent Hactl in preparations for large-scale charity events such as Walk Up Jardine House and CENTRAL Rat Race – working alongside colleagues from other Jardine group companies. “I've had the opportunity to meet colleagues from different areas of the group, as well as others I would not normally get to know: such as students, people with mental illness and those in recovery. For me, that's extremely meaningful. And my boss and colleagues have been very supportive!” She points at Sing sitting next to her and adds: “He has also represented the company many times in the Walk Up Jardine House event, and the results were very impressive!” Sing is well known for his sporting ability, and modestly responds: “Well, running up stairs is so easy!”

Terry, too, is an active member of the company outside working hours: “Two years ago, I participated in the short film competition during ‘Green Week’, to promote environmental protection. In taking part, I realised that many of my colleagues have hidden talents: some are great screenwriters, while others are expert in film editing. In that competition, Sing was also a screenwriter and actor in the short film.” Sing simply smiles and responds in typically self-effacing manner: “People are just being polite. It's nothing big.” The three of them continue to tease each other, and the room is filled with laughter.

These three enthusiastic young IT professionals, each with their own unique talent, have discovered that they can work hard and play hard at Hactl. So, if you thought the “IT guys” in Hactl are always the ones with thick glasses, who are no good at socialising and just sit at computers all day writing programmes – it's time to change your ideas!

精彩的公餘生活

談起工作的趣味，除了專業的滿足感外，三人都約而同說，Hactl 是一間「很好玩」的公司，公餘活動多姿多彩。

就以 Cherry 為例，除了工作崗位以外，她的另一身份就是「怡和親善大使」，過往就不時代表 Hactl，與其他怡和集團旗下的公司的代表，一同參與籌備像「齊步上怡廈」、「鼠戰中環」等大型慈善活動，「你會認識到集團裡不同領域的同事，或親身接觸到精神病患者及康復者、學生等平日少有機會認識的朋友，我認為極有意義。而且上司和同事都非常支持！」然後就指指旁邊的 Sing 說，「你看他，他也試過多次『跑樓梯』上怡和大廈，戰績很彪炳呀！」Sing 本是運動健將，聽罷則開玩笑說，「跑樓梯嘛，真是輕鬆到不得了！」

事實上，Terry 也是公司的活躍分子，「兩年前公司舉辦『綠。週』環保推廣活動，我就參加了其中以環保為主題的微電影比賽。玩過才知道，我們的同事們都是『卧虎藏龍』，有人是編劇高手，有人是剪片專家。那次比賽，Sing 也是微電影比賽的編劇及演員！」一如以往，聽罷 Sing 也笑著回應，「沒有沒有，大家看得起的、『俾面』而已，小事小事。」說罷，三人又互相搶白一番，笑聲此起彼落。

三位年輕的 IT 人，各有所長，做事專業，玩也認真。如果你還以為在 Hactl 的「IT 人」就是一班不擅交際，整天只會坐在「電腦房」，對螢幕寫程式、戴著厚眼鏡的人——看來是時候要改觀了。

CHERRY TUNG

Cherry Tung 董凱晴
Senior IT Analyst 高級資訊技術分析員

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