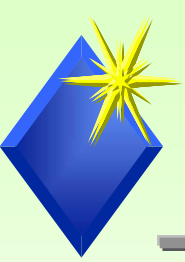


IT Project Planning and Implementation

5 March 2004

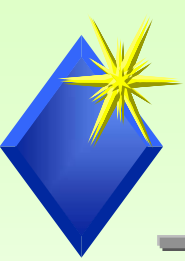
**Alfred NG
Chief Systems Manager**





Agenda

- **Concepts**
- **Methodologies Adopted**
- **Experience Learnt**



Concepts : ABC

➤ **A**rchitectural Approach
(架構為基)

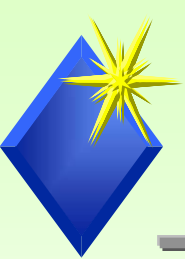


➤ **B**usiness Oriented
(業務主導)



➤ **C**ustomer Focus
(以客為本)



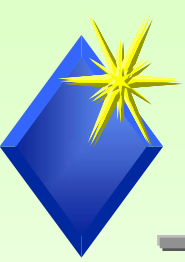


Architectural Approach (1)

Features :

- **Holistic view**
- **Long-term focused**
- **Infra-structure based**
- **Modular Implementation**

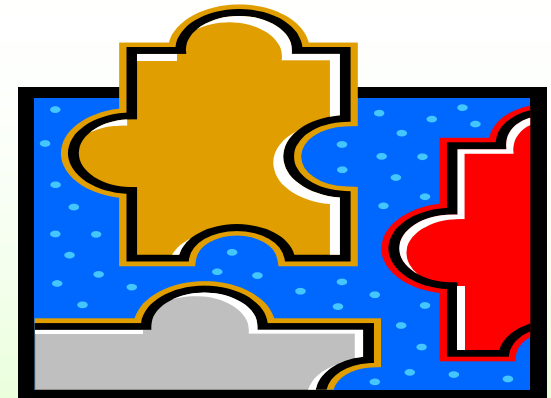


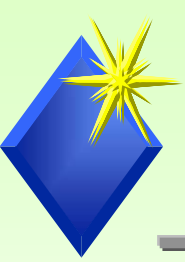


Architectural Approach (2)

Merits :

- **Identify Omission**
- **Avoid Duplication**
- **Ensure Integration**
- **Promote Synergy**
- **Enable Prioritization**

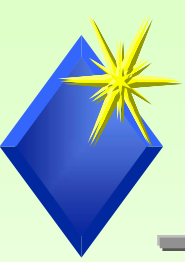




Business Oriented (1)

- **Guided by Business Goals**
- **Supporting Business Needs**
- **Creating/Exploiting Business Opportunities**

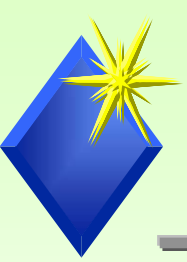




Business Oriented (2)

- **Understanding the Business**
- **Adding/Creating Values with IT**
- **Having a business mind-set**
- **Driving Changes**





Customer Focus (1)

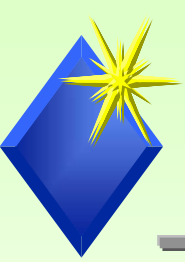
➤ External Customers

- Citizens
- Other organizations

➤ Internal Customers

- Management
- Field staff
- Maintenance staff

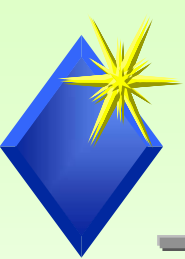




Customer Focus (2)

- **Ease of Use**
- **Operation Efficiency**
- **Maintainability**
- **Flexibility**
- **Scalability**
- **Culture/profession sensitive**





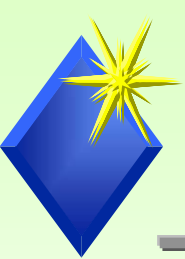
Methodology

-- Architectural Approach (1)

Information System Strategy Plan (ISSP)

- A long-term blueprint, for 5 years or more
- Strategic information systems identified
- IT infrastructure anchored
- Implementation priority set
- Reviewed periodically/
as business plan changes



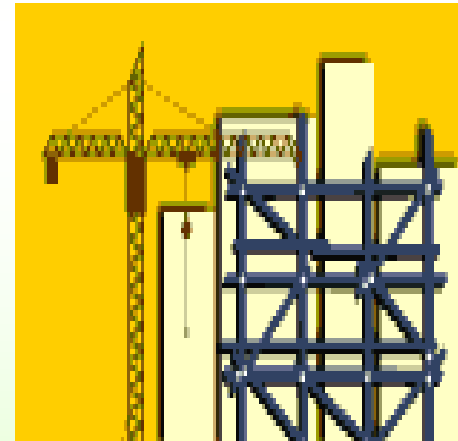


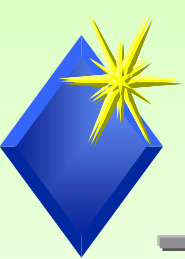
Methodology

-- Architectural Approach (2)

Infrastructure *(hard)*

- Government Backbone NETwork (GNET)
- Government Communication Network (GCN)
- Central Internet Gateway (CIG)
- Electronic Service Delivery (ESD)





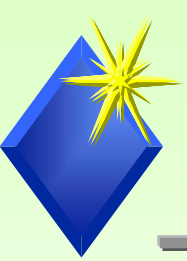
Methodology

-- Architectural Approach (3)

Infrastructure (*soft*)

- Electronic Transaction
Ordinance (**ETO**)
- Certificate Authority
Recognition Office (**CARO**)
- Interoperability Framework
(**IF**)
- Common Chinese Language
Interface
- Security Infrastructure



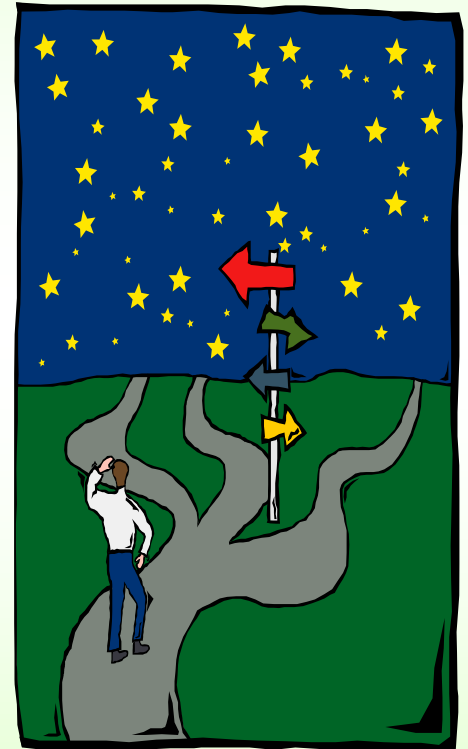


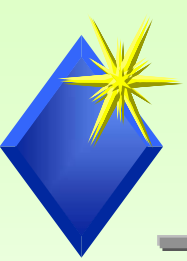
Methodology

-- Business Oriented (1)

Strategy Level

- IS Strategy Plan
- Geared to Business Plan
- Support Business Functions
- Create Business Opportunity
- Address ROI



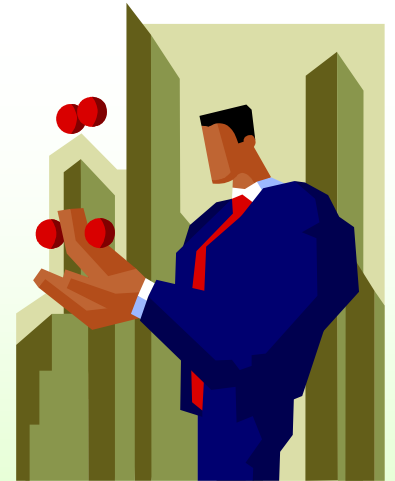


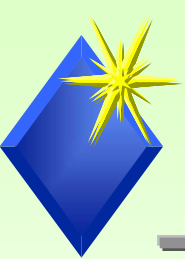
Methodology

-- Business Oriented (2)

Project Level

- **Project Management Methodology --- PRINCE**
- **Business Case**
 - **A Pre-requisite**
 - **Continuously Monitored**
- **Business Owner**





Methodology

-- Customer Focus (1)

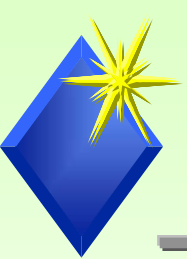
➤ **System Development Methodologies**

- **SSADM** (*Structured System Analysis & Design Methodology*)
- **RAD** (*Rapid Application Development*)

➤ **Emphasis on User Involvement**

- **System Design Walkthrough**
- **Joint Requirement Planning Workshop**
- **Prototyping Sessions**



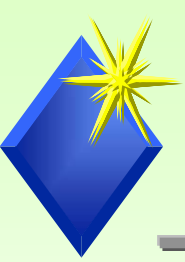


Methodology

-- Customer Focus (2)

- **Common Look & Feel**
- **Tri-lingual web-page**
- **Needs of different Age Groups**
- **Web Accessibility**
 - **Braille Display**
 - **Voice Synthesizer**
 - **Large-size Monitors Etc.**
- **Movable IT equipment for physical disabilities**

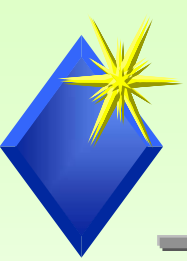




Experience Learnt

- *Strategy-led*
- *User-centric*
- *Connectivity/Inter-operability*
- *Creativity/Innovation*
- *Engineering & Re-engineering*
- *Sourcing for a right mix*
- *Security Conscious*





Experience Learnt

*S*trategy-led

*U*ser-centric

*C*onnectivity/Inter-operability

*C*reativity/Innovation

*E*ngineering & Re-engineering

*S*ourcing for a right mix

*S*ecurity Conscious



Thank You

