

An Overview on the Implementation of IT Strategy in Welfare Sector of 2001

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5 March 2004**

Outline

- 1. Background**
- 2. IT Strategy of 2001**
- 3. Implementation of the IT Strategy of 2001**
- 4. Current IT Development in the Social Welfare Sector**
- 5. Views on the Next Generation of the IT Strategy**
- 6. Ways forward**

Background

January 2001	Formation of the IT Strategy for the Social Welfare Sector (IT Strategy)
May 2001	Formation of the Joint Committee on IT for the Social Welfare Sector (JCIT ; 福利界資訊科技聯合委員會)
June 2001	Setting up of the IT Resource Centre (ITRC; 資訊科技資源中心) of HKCSS
2001-2003	27 IT projects/initiatives funded

IT Strategy of 2001

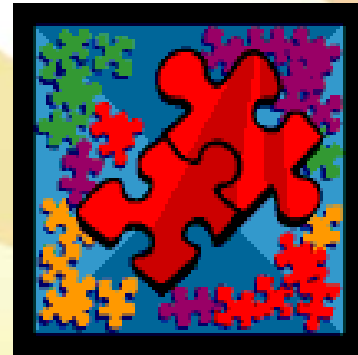
Objectives

- **to expand and improve the use of IT in**
 - ✧ **managing the organisations**
 - ✧ **communicating and delivering services**
 - ✧ **enhancing the competence in using IT through training**
- **to assist welfare service recipients and disadvantaged individuals to use IT by**
 - ✧ **making IT accessible**
 - ✧ **enhancing their skills to use IT**

IT Strategy of 2001

Components

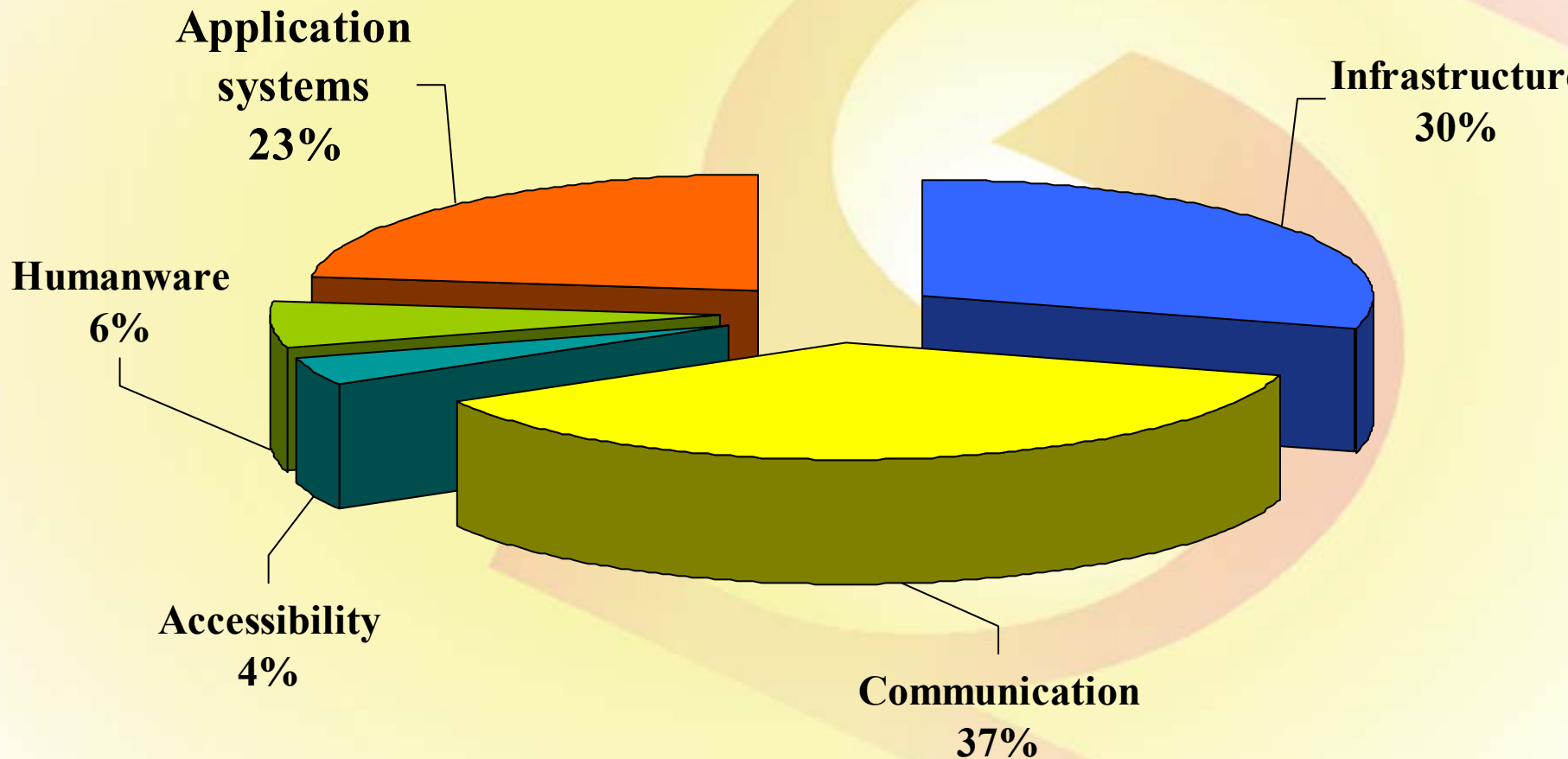
- **Infrastructure**
- **Communications**
- **Application Systems**
- **Accessibility**
- **Humanware**



Implementation of the IT Strategy of 2001



Distribution of LF grants under the IT Strategy of 2001



IT Strategy of 2001

Funding Parameters of Lotteries Fund (LF)

- **Funding support - non-recurrent in nature and on a project-by-project basis**
- **Ongoing recurrent expenses to be met by NGOs**

IT Strategy of 2001

Funding Parameters of LF

- **LF grant supported under BIP for each individual NGO is capped at \$4 million regardless of number of applications**
- **Framework for making LF grants endorsed by LFAC on 23 Oct 2001–**
 - ✧ **potential of synergy**
 - ✧ **enhancement of service delivery and productivity**
 - ✧ **benefits to service recipients**
 - ✧ **support training in the sector**

Infrastructure

- **PC Replacement Programmes**
 - ✧ **replacement of 1 584 PCs for 172 NGOs in March 2001 (LF grant of \$26.1 M)**
- **Assistance rendered to NGOs on procurement by ITRC of HKCSS**

Infrastructure (cont'd)

ITRC

- **Purpose**

- ✧ **to provide a range of IT support services to NGOs**

- **Major Services**

- ✧ **S**upplies and procurement of IT products/ services

- ✧ **O**n-site maintenance and support

- ✧ **R**esearch and development

- ✧ **T**echnical consultation

Communications

- **Internet Access and E-Cert Provision for NGOs**
 - ✧ **allocation of LF grants of \$44.1 M to 2 210 units operated by 204 welfare NGOs for broadband Internet access and digital certificates for 3 years**
- **Use of Web-based Technologies**
 - ✧ **development of portal sites for specific target groups, such as elders and people with disabilities**

Application Systems

- **LF grant of \$35.7 M to support the Core Applications Development on HRM and FM for NGOs (CAP) developed by HKCSS on behalf of 32 NGOs under the first and second batches of Business Improvement Project (BIP ; 業務改進計劃) applications**
- **LF grant of \$12.5 M to support 14 IT-related BIPs include development of management information system, knowledge management system, eServices through web sites, digital library for the visually impaired persons, etc.**

Accessibility

- **LF grant of \$40.7 M to promote wider use of IT by elders and people with disabilities through the following initiatives :**
 - ✧ **installing PCs at elderly centres and rehabilitation services units**
 - ✧ **providing Internet connection services to the elderly centres and rehabilitation services units for 2 years and 3 years respectively.**
 - ✧ **launching IT awareness training programmes**
 - ✧ **setting up a portal web site for people with disabilities (CYBERABLE.net)**

Accessibility

(cont'd)

- **Setting up a Central Fund for PCs with injection of \$3M from LF to enhance the employability of people with disabilities**
- **Enhancing web accessibility for disadvantaged individuals through:**
 - ✧ **issuing a set of guidelines to all NGOs**
 - ✧ **tasking ITRC to provide assistance to NGOs to add alternative text (alt-text : 文字標籤) to the contents of their web sites**

Humanware

- **Launching the IT Advisors Scheme (資訊科技顧問計劃) for NGOs in 2001**
- **Organising customised IT training programmes for NGOs with support from the Social Work Training Fund (\$ 0.91 M) & LF (\$3.6 M)**

Current IT Development in the Social Welfare Sector

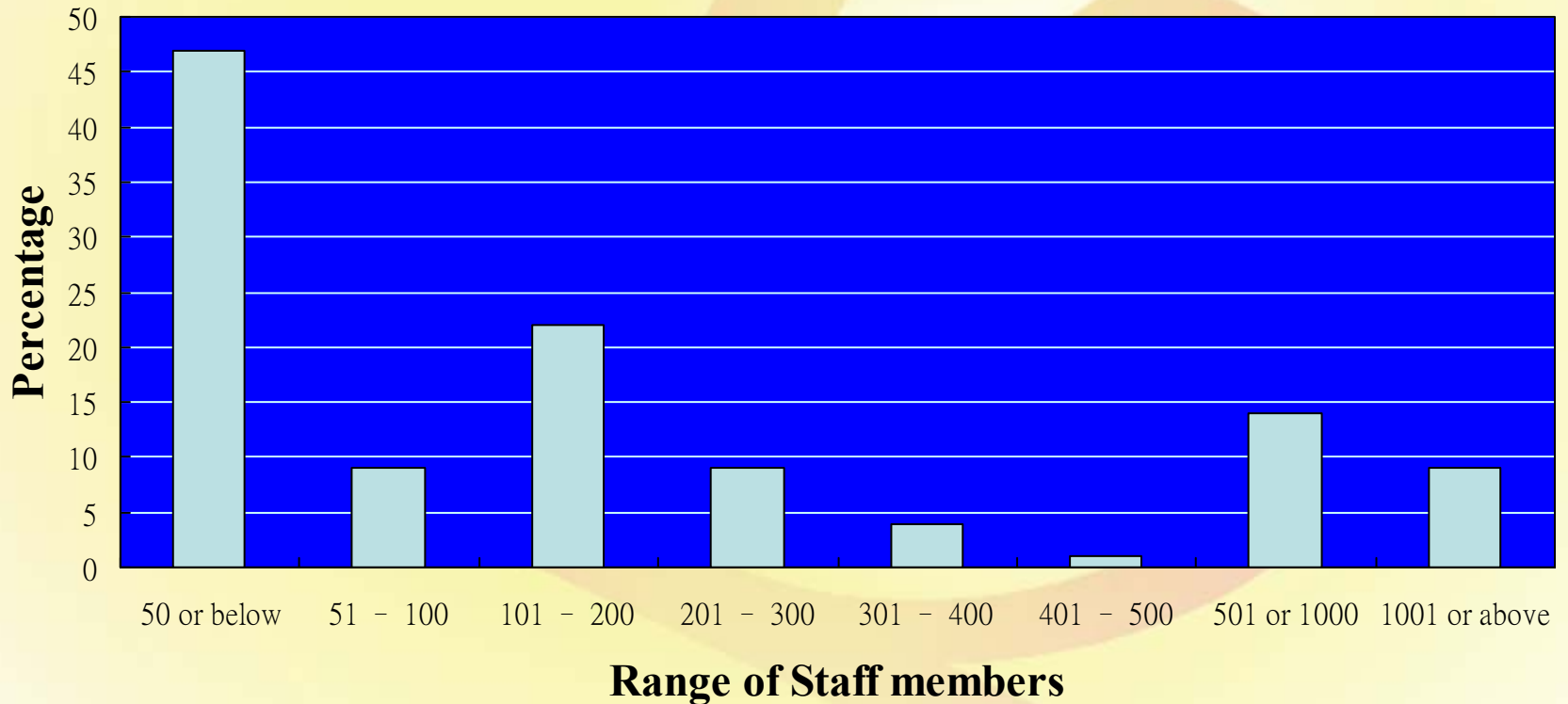


Stock-taking exercise

- **A self-administered questionnaire survey in October/November 2003:**
 - ✧ **115 out of 180 NGOs responded to the questionnaire survey (63.9%)**
 - ✧ **75% (Staff Members \leq 300) \rightarrow Group A (87 NGOs)**
25% (Staff Members $>$ 300) \rightarrow Group B (28 NGOs)
- **3 focus group meetings in December 2003**

Stock-taking exercise (cont'd)

Profile of Respondent NGOs

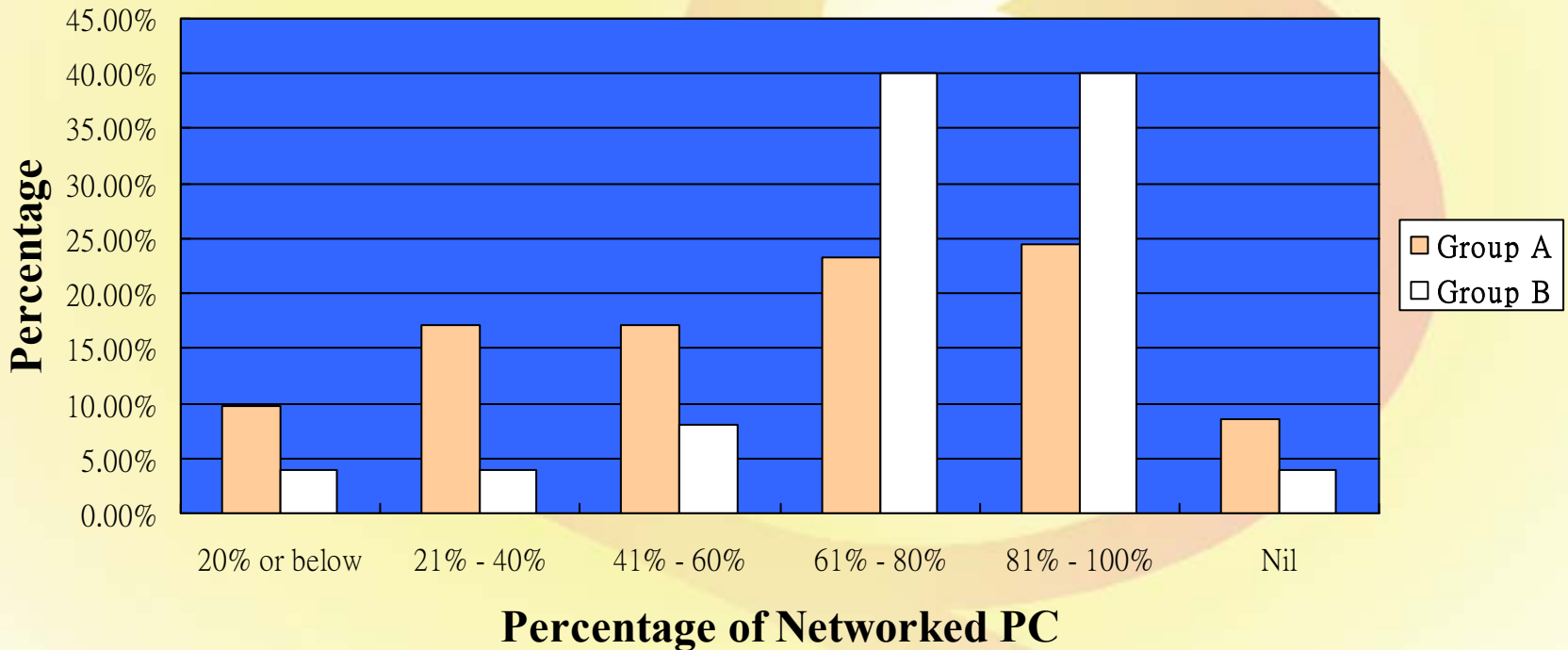


Infrastructure

- Majority of NGOs have developed their own network for shared use of IT facilities /applications and/or information
- Driving forces for growing use of IT :
 - ✧ PC Replacement Programme
 - ✧ Broadband Internet Access
 - ✧ IT projects supported by LF grants

Infrastructure (cont'd)

Distribution of percentage of PCs being networked for sharing IT applications/information by groups of NGOs

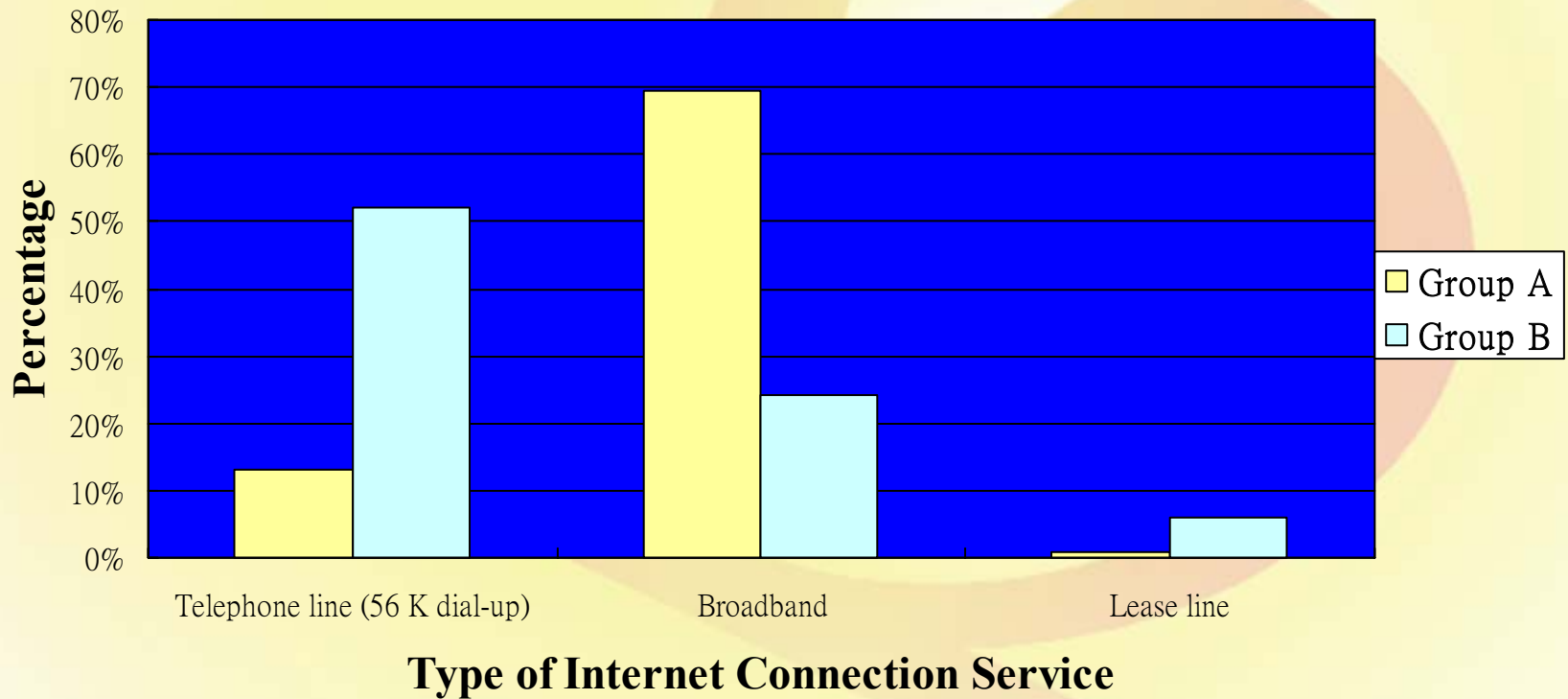


Communication

- **All respondent NGOs have at least one type of Internet connection**
- **93.9% used broadband Internet connection for email communication**
- **Provision of email accounts varies with**
 - ✧ **size of agencies (the larger, the higher the e-mail penetration rate)**
 - ✧ **business needs (frequency of use by different staff)**
 - ✧ **orientation of the management (attitude towards use of IT)**

Communication (cont'd)

**Distribution of the types of Internet connection service
by groups of NGOs**



Communication

(cont'd)

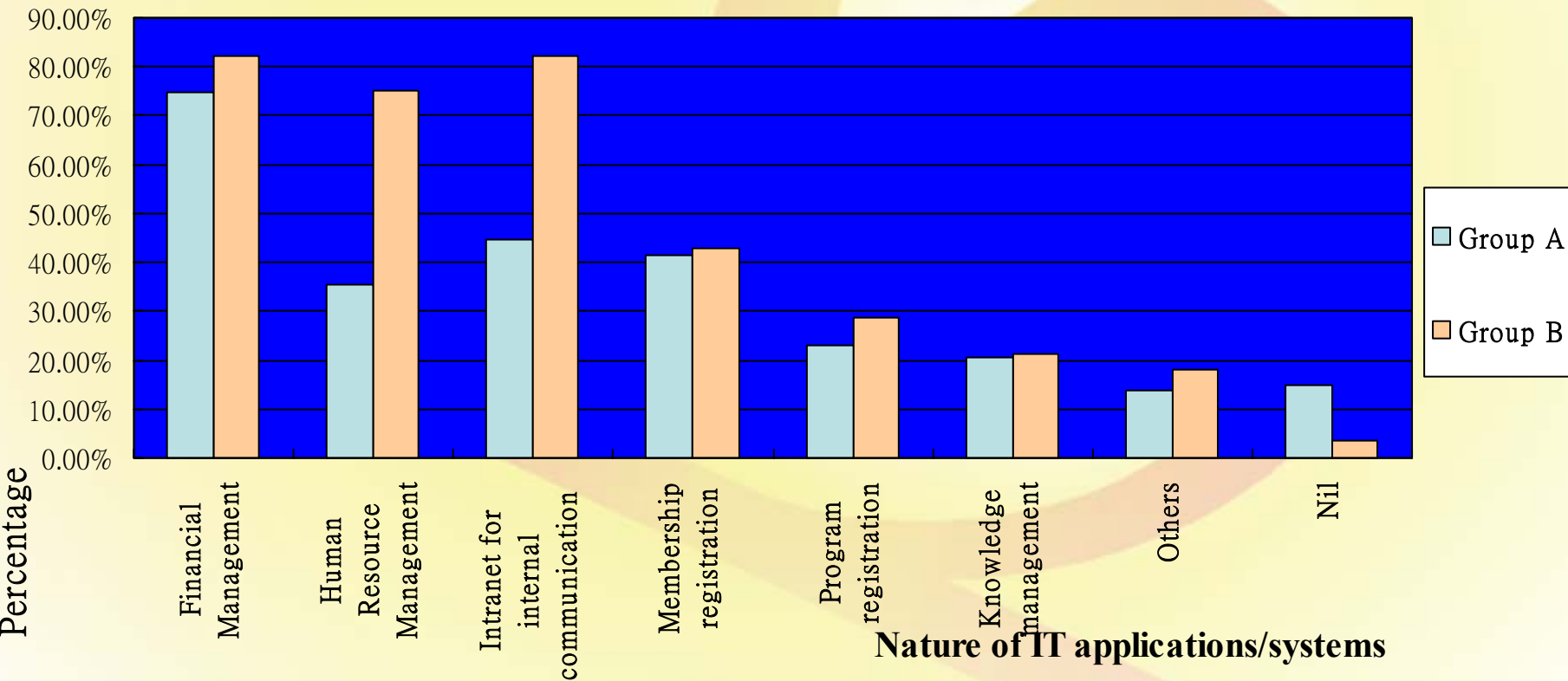
- **Some NGOs plan to develop interactive features in their websites to facilitate service delivery**
- **Suggestion for a common platform to facilitate electronic communication between SWD and NGOs and among NGOs**

Application Systems

- **87.8% have at least one or more IT applications/systems currently in use**
- **Top three IT applications being used :**
 - ✧ **Financial Management (FM)**
 - ✧ **Intranet**
 - ✧ **Human Resource Management (HRM)**

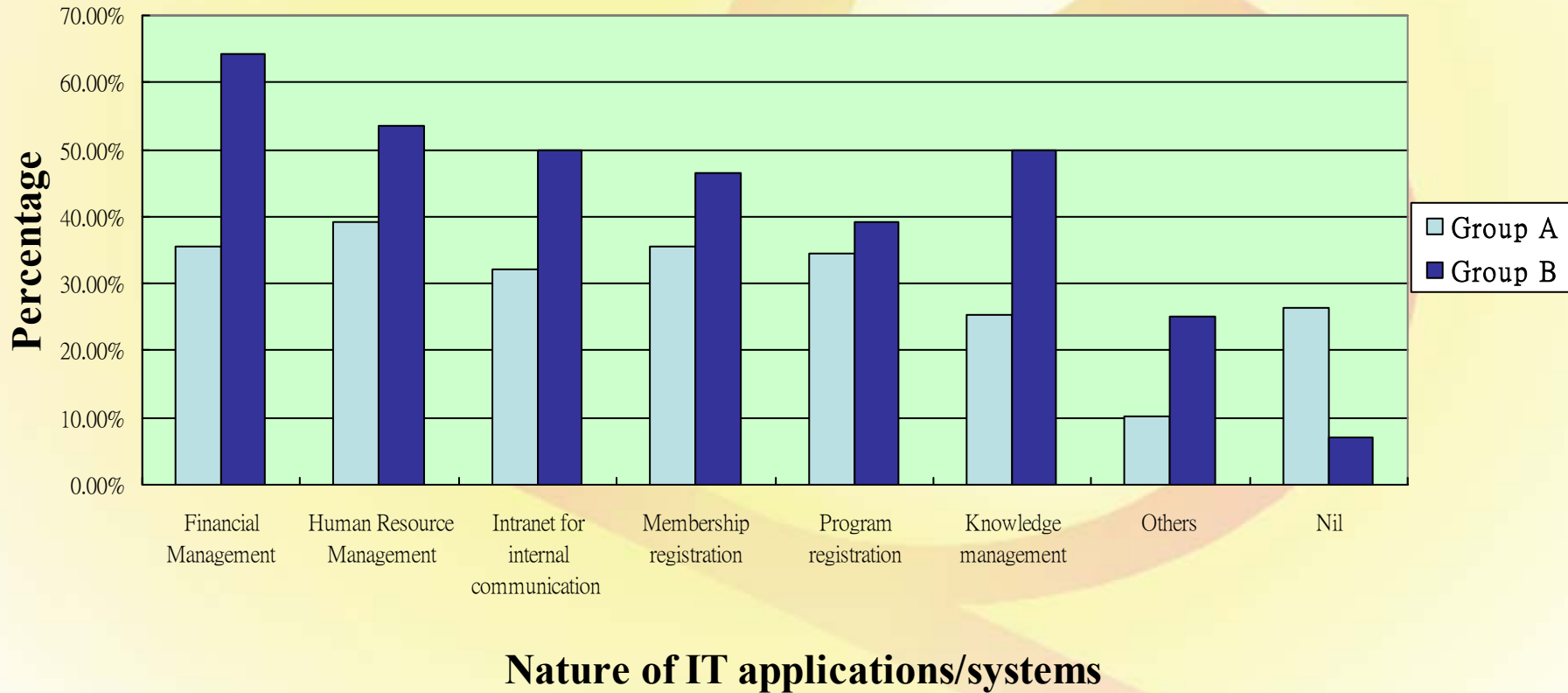
Application Systems Being Used

Distribution of the nature of IT applications/systems currently in use by groups of NGOs



Application Systems to be Developed

Distribution of the nature of IT applications/systems to be developed in the next three years by groups of NGOs



Application Systems

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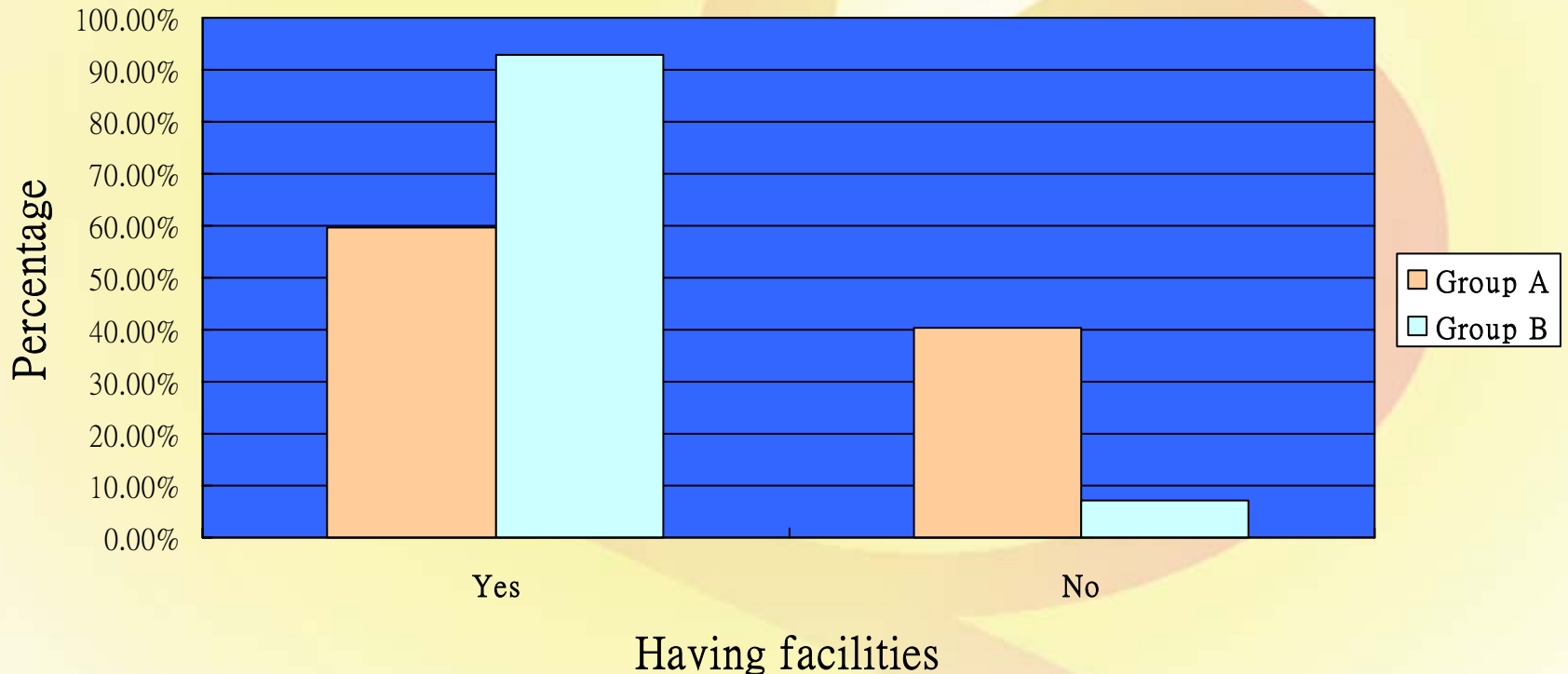
- **Increasing trend on the development of IT applications/systems to support service delivery, e.g. membership registration and programme registration, mobile IT technologies**
- **IT applications adopted by large NGOs are more sophisticated with wider scope of usage and users**
- **Small NGOs tend to subscribe off-the-shelf software products in the open market**
- **Exploration of using open-source application software**

Accessibility

- **67.8% have provided facilities for the elders/disabled to access the Internet and training to enhance their capability in the use of IT**
- **Only 23.4% of the NGOs' websites have features to suit the special needs of the elders/disabled for enhancing the web accessibility**

Accessibility (cont'd)

**Distribution of provision of facilities for the elderly/
disabled to access the Internet by groups of NGOs**

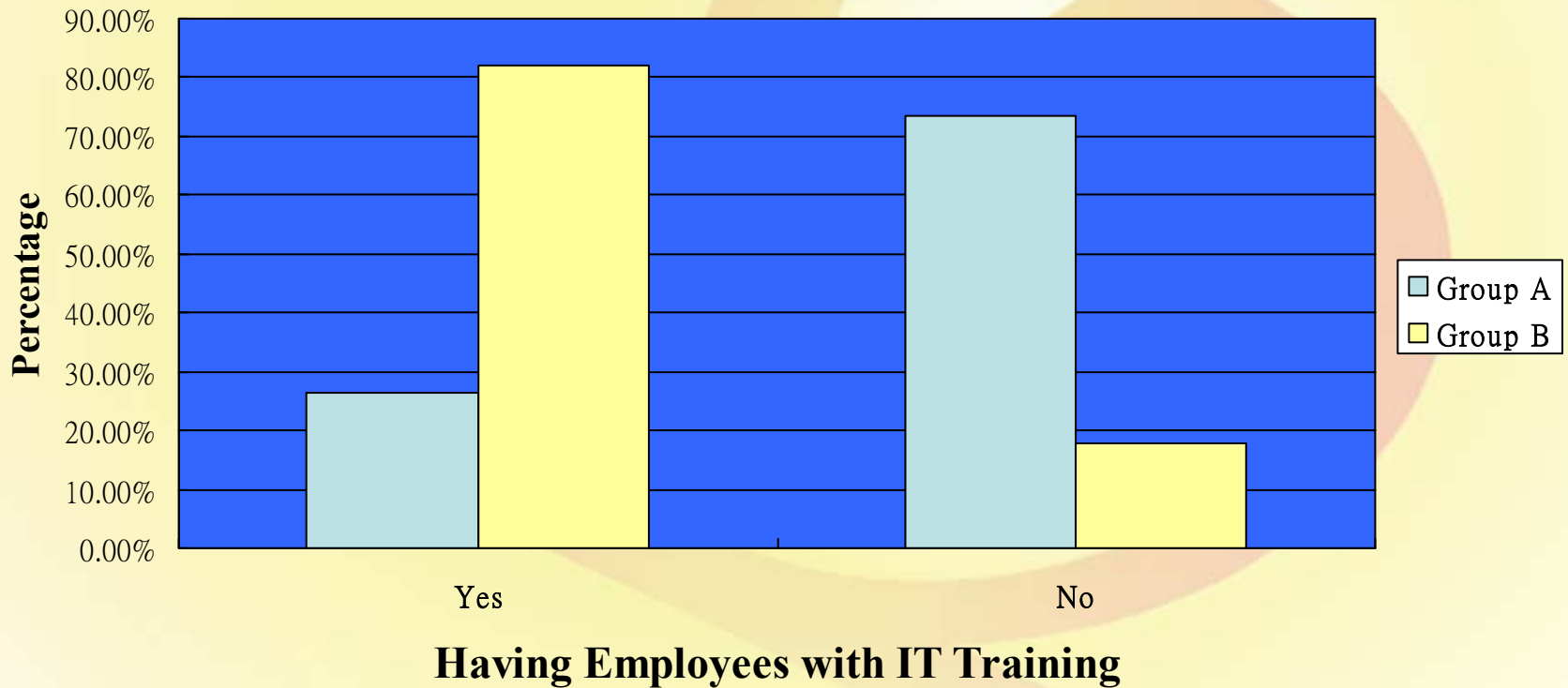


Humanware

- **40% have IT staff with formal IT training**
- **75.7% have deployed employees without formal training in IT to oversee IT management**
- **41.4% have arranged specific training for enhancing IT competence of employees**

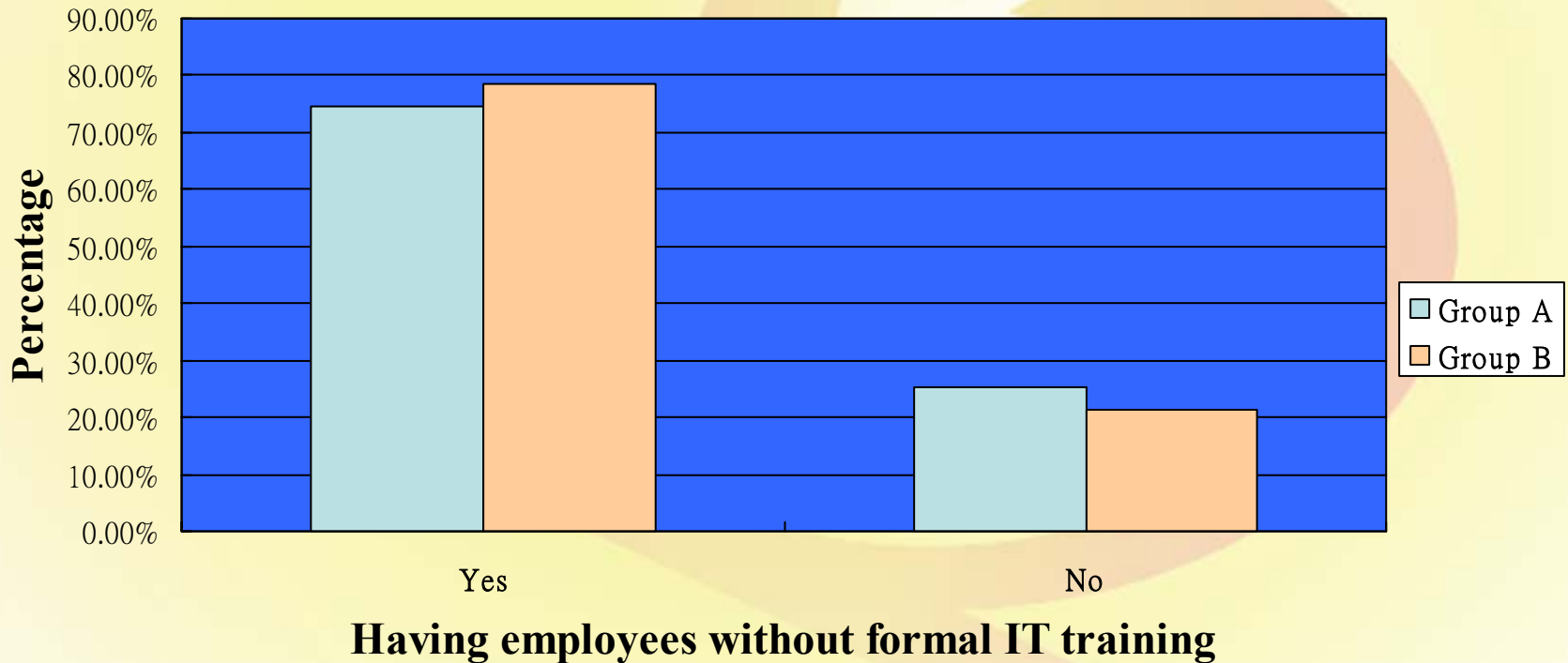
Humanware (cont'd)

**Distribution by groups of NGOs having employees
with formal IT training**



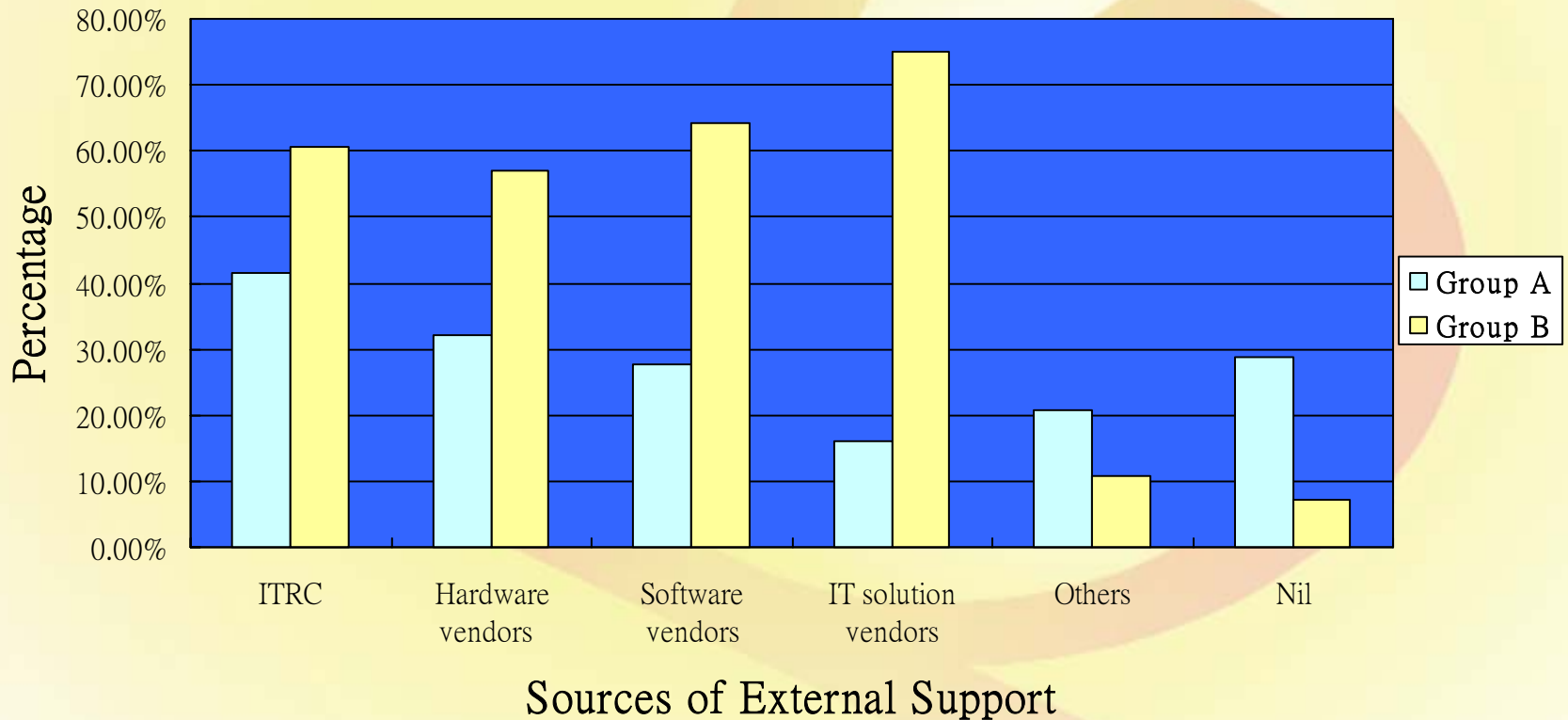
Humanware (cont'd)

Distribution by groups of NGOs having employee without formal IT training but responsible for IT management and/or any other IT-related operations



Humanware (cont'd)

**Distribution of the sources of external IT support
by groups of NGOs**



Humanware (cont'd)

- **76.5% have at least one or more sources of IT support**
- **For small NGOs, ITRC is an important source of external IT support (41.1% obtained IT support from ITRC within the group)**
- **75.7% have the policy of encouraging staff to be better equipped with IT knowledge**
- **Some NGOs have engaged volunteers for internal IT support and development**
- **Increasing trend for more IT training for social work staff in the sector**
- **Cultural change within the organisation**

Humanware (cont'd)

Expectation on ITRC

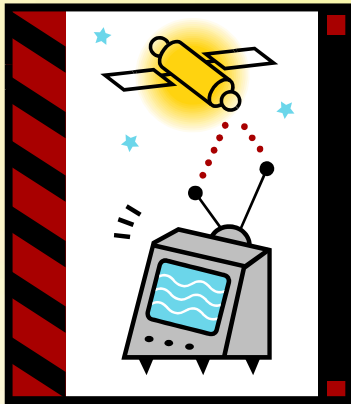
- ✧ **provide on-site technical support at concessionary fee-charging rate**
- ✧ **advise on procurement of application software from open market**
- ✧ **provide specific and structured IT training programmes**
- ✧ **assist in formulation of terms and contracts with IT vendors and advise on other IT-related legal issues**
- ✧ **create a database on trouble-shooting**

IT Investment

- **Majority of NGOs did not indicate the percentage of total expenditure in IT development**
- **Priority on IT investment in the sequence of**
 - ✧ **Infrastructure**
 - ✧ **Application systems**
 - ✧ **Communication**
 - ✧ **Humanware**
 - ✧ **Accessibility**



Views on the Next Generation of the IT Strategy



Views on the Next Generation of the IT Strategy

- **To explore the development of a common platform for sharing information/IT applications by making use of web-based technologies**
- **To develop a platform for enhancing e-communication between SWD and NGOs**
- **To develop common applications on modular basis**

Views on the Next Generation of the IT Strategy (cont'd)

- To strike a balance between the autonomy of NGOs and the leading role of SWD**
- To manage the issues of autonomy and ownership under Lump Sum Grant**
- To develop IT applications to facilitate service delivery**
- To establish a forum for continuous sharing among NGOs**
- To formulate a policy for developing a workforce with hybrid knowledge of IT and their business by NGOs**

Way Forward

- **To consolidate the results of the stock-taking exercise and views collected from focus group meetings and sector-wide seminar**
- **To draw up initial proposal of the next generation of the IT Strategy for discussion in JCIT**



Thank You

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