

## **Application Guide for Information Technology (IT)-Related Projects Under the Social Welfare Development Fund (SWDF)**

### **Purpose**

This document aims to provide guidelines to the Non-governmental Organizations (NGOs) for preparation of the application form for the IT-related projects under the SWDF to upgrade their business system(s), e.g. IT infrastructure and system design to enhance their management capacity and/or facilitate service re-engineering and delivery.

### **Relevant Documents for Information of the SWDF**

2. Applicant NGOs should read this document in conjunction with the following documents for the detailed information of the SWDF:-

- (a) SWDF - General Notes for Application together with Proposed Areas of the Supported Scopes under SWDF;
- (b) “Questions and Answers” in the Briefing Session on SWDF on 13 January 2010;
- (c) “Questions and Answers” in the Sharing Sessions for Small NGOs on 27 April 2010; and
- (d) Frequently Asked Questions.

These documents can be downloaded from the following link:-

[http://www.swd.gov.hk/tc/index/site\\_ngo/page\\_swdf/](http://www.swd.gov.hk/tc/index/site_ngo/page_swdf/)

### **Application Form**

3. Applicant NGOs should give due consideration to business improvement and change management aspects of the IT-enabled project and should have conducted their own business process re-engineering (BPR) to achieve the best outcome. The application form should be prepared in the following aspects, as appropriate:-

#### **Part 1: Particulars of the Applicant NGO**

#### **Part 2: Summary of the Proposed IT Project**

### **Part 3: IT Profile of the Applicant NGO**

(a) **IT Strategy Adopted:**

*To provide information on the overall IT strategy of the Applicant NGO.*

(b) **Existing IT Environment:**

(i) No. of Desktop PCs / Notebooks in use

(ii) Network

- *To describe the existing network environment, including the setup of individual offices, the inter-office communication amongst the service units and with the head office, the remote access arrangement, as well as the hosting and other connectivity arrangements, etc.*

(iii) IT Application System(s)

- *To give an account on the functions, system configuration, hosting arrangement, firewall protection, remote access, number of years in use and number of users, etc. of the existing IT Application System(s) used by the Applicant NGO;*
- *To briefly describe whether there is any interface between the proposed IT Application System and the existing or the other proposed IT Application System(s);*
- *To provide information if there is plan for the upgrade of IT infrastructure.*

(iv) No. of IT Staff and its Composition

- *To provide information on the composition of the IT Department / Team and the number of the IT Staff responsible for the on-going IT support to the Applicant NGO.*

**Part 4: Details of the Proposed IT Project (*Please use separate sheet for each IT project*)**

- (a) **Name of the Proposed IT Project**
- (b) **Brief Description of the Proposed IT Project**
- (c) **Objectives of the Proposed IT Project**
- (d) **Needs / Problems Identified:** *To provide information on how the project meets the anticipated service need(s) arising from the changing demand of the community and/or addresses the identified problem(s)/business improvement of the Agency / service units. It is preferred to be substantiated with concrete data from needs survey, business process re-engineering, management review, etc.*
- (e) **Amount Applied for the Proposed IT Project**
- (f) **Contribution from the Applicant NGO**
- (g) **Amount to be Spent in Each Year**
- (h) **Breakdown and Details of Budget:** *To list out the detailed and itemized breakdown of both the one-off and annual recurrent costs for the implementation of the proposed IT project with reasonable basis, such as making reference to the market situation, etc. the cost estimates in the budget should be consistent with the supporting document(s). Please note that recurrent costs for the IT-related projects will not be supported under the SWDF and is to be borne by the Applicant NGO.*
- (i) **Any Other Source of Funding Support for the Proposed IT Project**
- (j) **Technical Solution to be Adopted for the Proposed IT Project:** *To provide the functions of the proposed IT system and technical solution in respect of the system architecture, interface with other systems, if any, transaction volume, data growth rate, security measures, hardware and software requirement specifications, etc.*

- (k) **Compliance** (*Applicable for website project only*)
- (l) **Security Measures to be Implemented in the Proposed IT Project** (*For IT project involving the handling of sensitive data, including personal data, relevant technical and procedural measures to be taken to ensure proper handling and protection of sensitive data are required to be provided*)
- (m) **Project Benefits and Sustainability:** *To describe the benefits of the proposed IT project to the organization, such as savings in manpower, utilities or consumables as well as intangible benefits, e.g. customer satisfaction, work efficiency, quality of services. The benefits should be quantified as far as possible and the estimated life span of the proposed IT project should also be stated.*
- (n) **Implementation Plan:** *To provide a time table with milestones together with the targets / improvements to be achieved and deliverables to be produced. For IT project taking more than 12 months to complete, justification will be required. It is advisable to use an evolutionary development approach to implement the IT project by phases in order to realize benefits earlier.*
- (o) **Project Management Structure:** *It is advisable for the Applicant NGO to carefully steer the IT project in the course of implementation, particularly for those projects which stretch over a long period of time. The following measures are proposed:*
  - (i) *The Board of Directors and agency head of the Applicant NGO are required to assume full responsibility to monitor the project in accordance with the implementation plan and timetable; and*
  - (ii) *As a condition of the approved grants, the Applicant NGO is required to set up a proper project management structure in the form of a project steering committee with clear responsibilities to steer, oversee, administer and undertake tasks in the project. The Applicant NGO is advised to keep track of the project progress and provide update to the SWD whenever necessary.*

- (p) **Evaluation Mechanism:** *To measure / evaluate whether the proposed IT project has achieved the intended objectives.*
  
- (q) **Joint Application :** *(If yes, provide details in Part IV)*

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Social Welfare Department  
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