Minutes of the 29th Meeting of the
Joint Committee on Information Technology (JCIT)
for the Social Welfare Sector held on 13 June 2018

Present :   Ms Carol Yip   (Chairperson)
                               Miss Cecilla Li
                               Mr Lam Bing-chun
                               Mrs Paula Leung
                               Miss Donna Chan
                               Ms Amy Fung
                               Mr Gordon Lo
                               Mr Kwok Lit-tung
                               Mr Michael Leung
                               Mr Tony Lee
                               Mr Pang Yu-on   (Secretary)

Absent with apologies: Prof Leung Kwong-sak
                               Ms Susanna Shen
                               Dr Shirley Hung

In attendance :   Mr Wong Yuk-tong
                               Dr Ng Chi-kwong
                               Mr Vincent Chan

Opening Remarks

The Chairperson extended welcome to all Members and introduced Dr NG Chi-kwong, who replaced Mr Lee Tat-hong as Senior Systems Manager (Information Systems and Technology) of the Social Welfare Department (SWD) to sit in the meeting and Mr Pang Yu-on who replaced Ms Winnie Tam as the Secretary of the meeting.

2.   The Chairperson informed Members that Ms Susanna Shen and Ms Amy Fung had kindly accepted the re-appointment as the JCIT Members for a period of two years after completion of their tenure respectively on 31 May 2018 and 31 July 2018.

Agenda Item 1 - Confirmation of Minutes of the Last Meeting

3.   The draft minutes of the 28th Meeting were sent to Members for comments on 30 June 2017.   Minor amendment as well as textual refinement had been incorporated into the revised draft minutes which were sent to Members on 6 June 2018.   The revised minutes of the 28th Meeting were confirmed with no further amendments from Members.

Agenda Item 2 - Matters Arising from the Minutes of the Last Meeting

Paragraphs 8-10: Monitoring Mechanism of IT Projects

4.   Mr Pang Yu-on reported that all the Phase 1 projects were completed with 216 Overall Evaluation Reports (OERs) received.   Regarding Phase 2, 89% of the the OERs of 179 projects were received with the remaining projects either still under implementation or being extended.   Mr Pang highlighted that reminders would be sent to project owners to call for submission of Interim Reports and OERs on time.   For NGOs not responding to the first reminder for submission of the overdue reports, a second reminder would be issued and the agency heads would be alerted for report submission.   The Information Systems and Technology Branch (ISTB) would check the reports received against the approved applications to see if the projects had been implemented as originally planned.

Paragraph 20: General performance of small NGOs

5.   Mr Pang Yu-on shared that there was no significant difference in calling off projects in terms of the size of NGOs.   The call-off rates for small NGOs were close to the average overall call-off rates, i.e., around 10% under Phase 1 and around 4% under Phase 2.   In order to support the NGOs in implementing the projects, "Tips for Managing IT projects under the Social Welfare Development Fund (SWDF)" had been uploaded to the SWD Homepage. Besides, NGOs could make use of the SWDF e-platform under the management of Information Technology Resource Centre (ITRC) of Hong Kong Council of Social Service (HKCSS) to share and collect information of IT projects with similar nature.   ITRC would also organise workshops/seminars to guide small NGOs with limited experience in implementing IT projects to overcome their challenges.

Agenda Item 3 - Progress of the IT Projects Funded under the Social Welfare Development Fund *(Paper JC 2/18)*

6.   At the invitation of <u>the Chairperson</u>, <u>Mr Wong Yuk-tong</u> briefed Members about the progress of the IT Projects funded under the SWDF.   <u>Mr Wong</u> reported that the vetting of the first round of Phase 3 applications with a total of 277 IT projects under 120 NGOs was completed in May 2018.   The deadline of the second round applications was set on 31 May 2018, of which applications for implementing 12 IT projects under 8 NGOs were received. The vetting on the second round applications was expected to be completed in late 2018.   The number of IT projects implemented in Phase 3 represented a substantial increase of 51% and 19% as compared with Phase 1 and Phase 2 respectively.

7.   In analysing the four categories of the IT projects, "Enhancement of service delivery and management capacity" accounted for a significant portion of 67% among all IT projects.   This was likely the outcome of the implementation of one of the recommendations set out in the Review of the IT Strategy for the Social Welfare Sector (the IT Strategy), i.e. to promote the use of new technologies for more cost-effective service delivery and better communication with service users.

8.   <u>Mr Wong</u> further remarked that there were new technologies adopted in some applications, such as facial detection/recognition in aged home to prevent elderly from wandering away; virtual reality application for youth training to keep trendy attraction for youth to join centres' activities; data visualisation technique that generated interactive reports for service management and planning for residential child care services; and smart card / Radio-Frequency Identification (RFID) attendance systems for hostel for mentally handicapped and elderly centres in keeping track of residents of the hostel and elderly attending centres' activities.

9.   In line with the prevailing IT Strategy to strengthen IT security and web accessibility, <u>Mr Wong</u> highlighted that applicant NGOs were required to explicitly state the measures in the applications to strengthen IT security under Phase 3 SWDF, including the plan for conducting Security Risk Assessment and Audit for the IT systems to be developed.   For IT projects related to website development, applicant NGOs were required to observe and adopt the requirement of W3C (World Wide Web Consortium) as promulgated by OGCIO.

10.   Mr Wong thanked for the contributions from the JCIT members in vetting the applications and giving valuable comments, which would be forwarded to the concerned NGOs for their considerations.

Discussion on Advocating IT Security and Audit among NGOs

11.   Before going to Agenda item 4, the Chairperson initiated to discuss the IT security and IT Strategy for the social welfare sector as these were closely related to the IT development of the sector. She invited the project team of HKCSS to share their experience in advocating IT Security and Audit among NGOs in the social welfare sector. Three members of the project team then joined the meeting at this juncture, including Mr Edmond Keung, Deputy General Manager, Mr Ricky Fung, Senior Manager of System Deployment, and Business Analyst, Mr Eldon Cheng.

12.   Mr Ricky Fung shared their recent seminars and workshops in advocating IT security and audit. He reported that 56 NGOs had been invited to attend a seminar on Security Risk Assessment and Audit on 30 January 2018, while a joint project would be kicked off on 18 July 2018 for five NGOs to adopt the anti-ransomware solution. Besides, HKCSS intended to start a pilot project on security audit for 16 NGOs, which would be extended to 69 NGOs in two phases if evaluated to be successful. The project included devising baseline standards applicable to various NGOs; conducting security awareness training/seminars/workshops; providing security audit and scanning; and following up on review and compliance check. An additional year would be required to wrap-up and complete all the follow-ups. HKCSS would also tap the expertise from the Hong Kong Productivity Council in the implementation process.

13.   The Chairperson invited members to give their views on the intended project proposal. Mr Gordon Lo opined that it was not easy to set a universal baseline standard across the NGO sector. Rather, the standard could be set at different levels so as to suit the needs of different NGOs. Meanwhile, sufficient time was required to allow the NGOs to fix the identified security issues upon scanning. Mr Michael Leung echoed that it was difficult to establish a homogenous standard for all NGOs. Moreover, human factors should be taken into account especially for managing sensitive and marketable data.

14.   <u>Miss Donna Chan</u> commented that it might be rather unrealistic to manage the project under the proposed capacity of the working team of only three members. <u>Mr Gordon Lo</u> highlighted that technical vetting was rather straight forward but inducing policy change on security was not easy. Besides, security training should be tailor-made to different levels and types of users. <u>Mr Michael Leung</u> considered it necessary to strike a balance between security level and convenience for users. He remarked that bridging security loopholes might incur changes in organisational workflow, which needed to be optimal, feasible and applicable.

15.   <u>Mr Lam Bing-chun</u> supported the pilot project be implemented for NGOs of different sizes and suggested that ITRC should also estimate the cost involved in bridging the security loopholes for the participating NGOs after conducting the security audit. The information collected through the pilot project might serve as a good reference for estimating the resources required for extension of the project to cover more NGOs later. <u>Mr Ricky Fung</u> responded that security fixing costs had not been included in the project proposal.

16.   <u>Mr Tony Lee</u> and <u>Mr Ricky Fung</u> thanked for the valuable views from Members. They would refine the proposal and adopt a feasible and applicable approach to formulate the baseline standards and security training.

Discussion on the coming review of IT Strategy for the Social Welfare Sector

17.   <u>The Chairperson</u> invited <u>Mr Lam Bing-chun</u> to brief about the background information on the IT Strategy and the way forward. <u>Mr Lam</u> recapitulated the findings of the review of the IT Strategy conducted in 2013. The NGOs at that time were aware of the needs for IT development, but majority lacked long-term IT plan and was slow to upgrade the hardware and software of the aged IT systems which could not respond to technological changes and prone to security risks. Apart from limited sharing among the NGOs on IT knowledge, awareness on web accessibility and IT security was not strong as well. NGOs were in general not fully adopting IT in their business process re-engineering and service delivery.

18.   <u>Mr Lam</u> supplemented that with the resources provided to NGOs under SWDF to implement IT projects in various aspects, NGOs did show some progress in their IT development. He then put forth certain suggestions that might worth examining if the IT Strategy was to be reviewed. For example,

there was a need to explore the possibility of setting baseline IT security requirements as well as compliance requirements of web accessibility standard for NGOs. Apart from using e-platform to share new technologies and knowledge, e-services for the public should take into account the needs of the younger generation.   Besides, new funding mode might be explored to support NGOs in adopting cloud services. Strategies for promoting IT planning and enhancing IT support to NGOs could be further explored.

19.   The Chairperson invited Members to give their views on the Review on IT Strategy.   Ms Amy Fung shared that following the idea of promoting smart living, smart city, and smart mobility, NGOs might consider smart services especially in data analysis and service planning. She expressed that the IT applications should be more user-friendly and people-oriented.   She took their summer programme online enrolment as an example, which proved to be more effective than the conventional enrolment mode.   The utilisation rate had been increased substantially while data of browsing behavior of users could be analysed for service planning.   Miss Donna Chan commented that this was a good example of using big data analytics for service improvement.

20.   Mr Tony Lee remarked that individual NGOs needed to have their own IT planning and strategy, and to prioritise their IT projects in a systematic way strategically.   Mr Gordon Lo viewed that NGOs should be more proactive in IT planning and SWD could consider encouraging them to conduct IT planning, which might benefit them in the long run.   Mr Kwok Lit-tung noted that NGOs especially the small ones might not have adequate IT experience and knowledge. They needed assistance and technical support in various aspects.   Certain IT information such as common software application might facilitate their IT development.   Mr Kwok also wondered if paperless office was possible since many of the workflows and process still required the submission of hardcopy documents such as those for auditing and service performance monitoring.   Mr Lam Bing-chun welcomed opportunities for future system interfacing with NGOs so as to facilitate electronic submission of information subject to NGOs' readiness.

21.   The Chairperson stated that the IT Strategy had been adopted for five years and more information would be collected before reporting to the Members about the future plan for conducting the coming review.

Agenda Item 4 – Core Applications Project Financial Management System Upgrade   (Paper JC 3/18)

22.   The Chairperson invited the project team of HKCSS to present the joint project "CAP Financial Management System Upgrade".   Mr Ricky Fung reported that the joint CAP project commenced in September 2017 with tender for system upgrade service issued in November 2017 as well as tender for hardware infrastructure issued in March 2018.   The procurement of system upgrade service, hardware infrastructure, and Oracle licenses were completed in May 2018.   There was a 5-month delay in the project implementation period.   One of the participating NGOs, the Society of Rehabilitation and Crime Prevention (SRACP), withdrew from the CAP project in October 2017 making the number of participating NGOs reduced from eight to seven.   Upon the Chairperson's enquiry on the reason for SRACP's withdrawal,   Mr Tony Lee said that it was the Board's decision to quit from the hardware upgrade.   Miss Donna Chan asked if there were any remedies to catch up with the 5-month delay.   Mr Ricky Fung replied that they would liaise with the contractor as well as the stakeholders to catch up with the schedule.   Moreover, as all the related tenders had been completed, the procurement uncertainties had been minimised.

23.   Upon the enquiry of the Chairperson on the benefit of the project to the CAP participants, Mr Ricky Fung shared that there was a significant improvement in the Oracle software version especially in flexibility, where customisation for individual NGO could be entertained. The use of virtual machine could allow more room to meet individual future expansion.   Mr Michael Leung suggested adopting different software packages to suit various needs of NGOs with different sizes.   Mr Tony Lee welcomed the suggestion but he remarked that the participating NGOs had been offered to vote for different software packages and Oracle remained to be their choice.   Mr Lam Bing-chun suggested that with the experience of implementing CAP, ITRC should explore adopting open standard software for joint IT application to reduce development cost and benefit the small NGOs.

Agenda Item 5 – Any other business

24.   The Chairperson thanked the JCIT Members for their valuable views and information given in the meeting.   She particularly thanked Members' effort in vetting the 277 projects under Round 1 of Phase 3.

25.   There being no other business, the meeting was adjourned at 16:30.

Agenda Item 6 - Date of Next Meeting

26.   The date of the next meeting would be fixed in due course.

Social Welfare Department
August 2018