

**Minutes of the 32nd Meeting of the
Joint Committee on Information Technology (JCIT)
for the Social Welfare Sector held on 28 July 2020**

Present :

Mr Kok Che-leung (Chairperson)
Mr Lam Bing-chun
Ms Lam Bun-gee
Mr Boer Chan
Mr Jeff Fong
Mr Lee Chang-pui, Tony
Ms Chan Siu-lai
Dr Choi Yi-king
Ms Fung Dun-mi, Amy
Dr Hung Suet-lin, Shirley
Ms LAM Shook-fun, Maria
Mr Chan Kwong-leong, Raymond
Mr Chan Wing-kin, Tony
Mr Cheng Siu-hong, Raymond
Mr Lee Kwok-kee, Kelvin
Mr Leung Kin-man, Michael
Mr Ma Kam-wah, Timothy
Mr Philip Wong

Mr Pang Yu-on (Secretary)

In attendance :

Ms Loletta Lo
Dr Ng Chi-kwong
Ms Chan Nga-yin, Hellas

Welcome Remarks

The Chairperson extended welcome to the following new members, who joined JCIT in June 2020 for a period of two years, including

- ✧ Mr Cheng Siu-hong, Raymond, Group Manager and Chief Operating Officer, Asia Pacific, HSBC
- ✧ Mr Philip Wong, Group Chief Information Officer, Emperor Group
- ✧ Mr Lee Kwok-kee, Kelvin, IT Manager, Christian Family Services

Centre

- ✧ Mr Chan Kwong-leong, Raymond, IT Manager, The Hong Kong Society for the Blind
- ✧ Mr Chan Wing-kin, Tony, Computer Programmer, Hong Kong Chinese Women's Club.

2. The Chairperson expressed gratitude to Ms Amy Fung, who agreed to continue serving JCIT for another two-year term starting from 1 August 2020 to 31 July 2022. He also welcomed Mr Boer Chan, Assistant Government Chief Information Officer from the Office of Government Chief Information Officer (OGCIO) who replaced Mr Kingsley Wong, and Ms Lam Bun-gee, Chief Social Work Officer of the Subventions Branch of SWD.

Agenda Item 2 – Confirmation of the minutes of the last meeting

3. The minutes were sent to members on 24 March 2020. No amendments had been received. The minutes of the 31st Meeting were confirmed with no further comments from Members.

Agenda Item 3 –Matters Arising from the Minutes of the Last Meeting

4. The Chairperson shared that the matters arising from the minutes of the last meeting would be covered by the agenda items.

Agenda Item 4 - Progress of the Pilot Project of Information Technology Security Audit for the Non-governmental Organisations of the Welfare Sector in Hong Kong

5. The Chairperson shared that the progress report on the pilot project furnished by the Information Technology Resources Centre (ITRC) of Hong Kong Council of Social Service had been sent to members on 23 July 2020. He invited Mr Ricky Fung of ITRC, Mr Johnny So, Ms Becca Leong and Mr SC Leung of the Hong Kong Productivity Council (HKPC) to join the meeting to present the progress of the pilot project.

6. Mr Ricky Fung gave a brief account of the background, objectives and deliverables of the pilot project with a PowerPoint presentation. He reported the progress of the project and highlighted the building of the IT security portal website for sharing the project progress and information on IT security to all NGOs, which would be launched in August 2020. Regarding the progress of

conducting security audit and pre-scanning for the 22 participating NGO's IT systems, Mr Fung explained that seven large and two medium size NGOs had completed the pre-scanning exercise. The pre-scanning and penetration tests for the remaining 13 NGOs were expected to be completed by October 2020. Mr Fung furthered that the framework of the IT security practice guide for large NGOs had been prepared for further discussion with the concerned NGOs.

7. Mr Fung shared the observations and initial findings of the pre-scanning and penetration tests which included shortfall in security monitoring, no regular conduction of security risk assessment and audit (SRAA), outdated system patches, weak in IT security awareness and over focus on data backup rather than security. The pilot project would set out the IT security practice guide to fit the adoption by different NGOs in the social welfare sector. Mr Fung added that NGO's IT adoption and computerisation level would be determining factors for the security requirements to be met, rather than simply based on the size of NGOs.

8. The Chairperson invited members to share their views on the pilot project. Ms Maria Lam enquired whether the website portal had interactive activities, such as chat room, for sharing of practice to increase NGO's participation. Mr Fung admitted that the current plan of the website portal was mainly for one-way information sharing, with IT security news and the security practice guide for users' reference. After building up a community of users, ITRC would further explore ways to facilitate sharing and discussions among NGOs on IT security issues. In response to Ms Lam's further enquiry, Mr Fung furthered that there would be training for the management level to increase their awareness of IT security and facilitate sharing on best practice.

9. Mr Timothy Ma suggested that some change management, such as adding function with regular reminder to alert the system management to conduct regular security checking and audit could be helpful in increasing the security awareness of NGOs. Ms Chan Siu-lai also considered that Security Risk Assessment and Audit (SRAA) was important to NGOs and should be conducted regularly. She also suggested to include the security areas for BYOD (Bring Your Own Device) in this project. Moreover, she expressed concerns for the difficulties of small NGOs to carry out regular security check and hoped that this project would identify their needs and provide more assistance to them. Ms Amy Fung pointed out the vast difference in resource implications for different NGOs to implement security practice either by themselves or third party. The Chairperson added that there would be difficulties to cater the needs of all types of NGOs and asked whether some off-the-shelf tools could be adopted by small NGOs to serve the purpose.

10. Mr Fung thanked for members' views. He stressed that SRAA was a regular and ongoing exercise. This pilot project would provide trainings to equip IT staff of NGOs with fundamental security skills and suggested free software and common security tools for NGOs to adopt. After completing this pilot project, they would submit an overall evaluation report, stating the findings with recommendations on long term IT security measures and views on conducting second stage or full-scale of SRAA for the social welfare sector.

11. Mr Raymond Cheng asked how the other NGOs could be benefited from this pilot project. He considered that some security measures, such as security audit and scanning were critical and mandatory and hoped that this project could push forward these key activities for NGOs to follow. Mr Fung explained that the completed IT security practice guide would be posted to the portal website for all NGOs to make reference to. Moreover, ITRC could plan for some off-the-shelf services with standard tools for NGO's to join. He pointed out that there were security operation centres in the open market which were providing similar model of scanning and monitoring services. Mr Cheng opined that the key area was to heighten the awareness and commitment of the senior management in implementing security exercises.

12. Mr Michael Leung shared his experience in Volunteer IT Advisors League (VITAL) team which helped NGOs in IT aspects, such as IT governance. He pointed out that some NGOs were in lack of IT staff and he hoped that the website portal could provide a platform for sharing common issues and applications. The Chairperson agreed and opined that HKCSS should make use of the portal for such purpose. Mr Tony Lee expressed that this pilot project aimed at cultivating the whole welfare sector to adopt the security practice.

13. The Chairperson asked how the security scanning was to be conducted for this project. Ms Becca Leong, Assistant Project Manager of HKPC explained that the scanning exercise included pre-scanning and penetration test. The pre-scanning was to conduct vulnerability scanning with Nessus and HKPC would issue report with recommendations for the NGOs to fix the vulnerabilities. BackBox was used to conduct penetration test to check the internet facing websites. HKPC would compile a written report with findings and recommendations for the NGOs to take follow-up actions.

14. Dr Shirley Hung enquired about the resource implication for NGOs, especially for small size NGOs in implementing the IT security measures. Mr Fung pointed out that there were certain standard and resource requirement in adopting IT security. Some NGOs had reflected their pressure in supporting the recurrent cost of regular IT security practice. Mr Boer Chan asked whether

this project would provide information on the scanning findings with priority for the participating NGOs to take follow-up actions. Mr Fung asserted that apart from individual report with recommendations, the project team would call for urgent meeting or make immediate calls to alert the respective NGOs of the impact and seriousness of the severe security loopholes found in the process.

15. Mr Raymond Chan shared that there were security loopholes in some NGOs IT systems which even vendors expressed difficulty to improve the security as limited by the design of the systems. NGOs had to revamp or even change the system which required additional resource. He hoped that more support could be provided to NGOs for IT investment. Mr Fung agreed that it could be difficult to have quick fix of vulnerabilities for some legacy systems. To solve the security issue, HKPC project team might suggest short term measures, such as using firewall, while NGOs might need to plan for revamping the system as the long term goal. Upon completion of the pre-scanning test, HKPC would further discuss and help the NGOs to work out the fixing plan.

16. At the invitation of the Chairperson, Mr Johnny So, project manager of HKPC supplemented that there were tools to identify the likelihood and impact of the security risk after the pre-scanning test. For critical or high risk items, they would immediately alert NGOs to fix the problems. On the other hand, training would be provided to different level of staff and users to heighten their awareness on the security issue.

17. The Chairperson summarised Members' views that security risk assessment and priority setting were important information for NGO's handling of IT security issues and would be useful in formulation of future guidelines for NGO's reference. Trainings to different level of staff and on-going sharing were also important. He thanked for the presentation of ITRC and HKPC representatives and expected them to provide concrete recommendations upon completion of the pilot project.

Agenda Item 5 - Report on the key analysis of the questionnaire survey of the Review of IT Strategy for the Social Welfare Sector

18. The Chairperson invited members of the NewTrek System Limited (NSL) project team, including Mr Li Yat-chuen, Project Coordinator, Mr Kevin Ng, Team Leader, and Ms Connie Kwan, Lead Consultant, to join the meeting at this juncture.

19. At the invitation of the Chairperson, the NSL project team presented the key findings of the survey with a powerpoint presentation, which had been sent to members on 23 July 2020. The key findings had been presented to the

Project Steering Committee (PSC) on 23 June 2020 and PSC member's views were incorporated. Mr Li Yat-chuen reported the progress of the Review which included issuing questionnaire to 169 subvented NGOs on 20 January 2020; meetings with key stakeholders, such as Subventions Branch, Lotteries Fund Project Section of SWD; Hong Kong Jockey Club Charities Trust and VITAL; and conducting in-depth interviews with 44 NGOs including 23 small, 11 medium and 10 large NGOs, defined according to the subvention amount. Mr Kevin Ng stated that up to the meeting date, there were 90 questionnaire returns. He gave a brief account of the initial findings in respect of IT governance, infrastructure, software applications, humanware, knowledge sharing and financial preference. For details, please refer to the powerpoint presentation.

20. The Chairperson invited Members to share their views on the Review. Mr Tony Lee expressed agreement to some of the initial findings. He pointed out the difficulty for NGOs to identify suitable IT partners from the commercial field and it would be good if a recognised vendor list could be provided for NGO's reference. Regarding humanware, he shared that the lack of IT related training in social work training curriculum affected the mindset of adopting IT applications in the social welfare sector. Mr Timothy Ma shared the same view and suggested that Universities could include courses, like IT applications, IT knowledge and awareness in the social work curriculum. He hoped that the Review recommendations would cover this area.

21. Ms Amy Fung concerned about the flexibility of the funding mode as it was the usual practice of NGOs to use the capital fund to set up IT system, which could not cover the recurrent nature of subscription mode of cloud service as widely adopted in the current trend.

22. Ms Maria Lam enquired about OGCIO's experience in establishing private cloud platform which NGOs might make reference to. She believed that the service provision of NGOs would be benefited if there could be a private cloud platform funded by SWD and operated by a recognised party with interlink to qualified vendors to facilitate the customisation. She suggested the NSL project team might test out the idea in the coming focus group to see whether NGOs showed interest in using such private cloud platform. Mr Raymond Cheng supported Ms Lam's suggestion of setting up NGOs' private cloud and considered having the need to review the funding mode to accommodate the recurrent cost of subscription service.

23. The Chairperson pointed out that while considering the recurrent cost by adopting cloud subscription, NGOs need to take into account of the savings incurred from system development which often involved business process reengineering. At the invitation of the Chairman, Mr Boer Chan explained that

OGCIO's private cloud, which had high security level, was for use by government bureaux and department's (B/Ds) to ensure data security. He reflected that some B/Ds were using public cloud service for less sensitive data with low security requirement level, such as public information. He shared that OGCIO was working out public cloud qualification framework to assess public cloud service providers for B/D's reference. NGOs might also take it as reference when available. Regarding the operating and support party of running NGOs' cloud service, he considered that it was related to the manpower and resource management issues. Mr Tony Lee considered it pragmatic for having certified cloud partners available in the market for NGOs to choose. He hoped that the project team could provide reference for adopting cloud technology in the open market for NGOs.

24. Mr Raymond Cheng asked if there was any observation and recommendation on IT governance through the survey. Mr Kevin Ng pointed out that some large NGOs had thorough guidelines and procedures on IT governance and it would be good for sharing with other NGOs that lacked such experience. He agreed to provide a sample reference in the Consultancy report. Mr Ng stated that the project team would make use of the coming focus group to collect more opinions so as to devise practical recommendations in the final report.

25. Ms Chan Siu-lai shared that service users were in relatively slow pace in adopting IT applications. She hoped that the project team could cover the adoption of IT by users in the Review. She expected the Review would devise recommendations on sustainability in terms of funding mode and humanware support. Ms Chan also concerned about NGO's view on Big Data Analytic. Mr Ng reported that most NGOs accorded relatively low priority and were not ready for using big data. Even large NGOs indicated that more time was required to explore this area. The Chairperson opined that it would be related to NGO's readiness for sharing data. Mr Boer Chan suggested providing use cases and scenarios as examples on the use of big data to help NGO better understand and increase awareness in the subject area.

26. In response to the Chairperson's enquiry on test bed, Mr Ng explained that after the development of a new software product, vendor could put it in a test platform for other NGO's trial use by integration with their existing systems. NGOs might then decide whether to adopt it after satisfactory trial use. He quoted the example that e-payment service could adopt this test bed mode for NGO's trial use. Such approach would be more cost effective than similar system development by individual NGO. Mr Ng explained that the concept was originated from a study on the "Test Bed" adopted by the Hospital Authority (HA). In response to Mr Lam Bing-chun's suggestion, Mr Ng agreed to

elaborate more about the concept of “Test Bed” with cited example for reference in the Consultancy report.

27. Before round up the discussion, the Chairperson asked NSL for any further feedback. Mr Kevin Ng supplemented that there were some well-developed software products in the market. It would be good to establish a mechanism to identify qualified vendors with well-developed software products for NGOs to adopt.

28. Lastly, the Chairperson thanked the views of the members and asked NSL to note in preparing the Review report.

Agenda Item 6 – Introduction of the two-year Work Plan of JCIT

29. The Chairperson invited the Secretary, Mr Pang Yu-on to introduce the two-year work plan of JCIT which had been sent to Members on 23 July 2020. Mr Pang said that JCIT meetings would be conducted on half-yearly basis counting from July 2020. He highlighted the three major items to be discussed, monitored and advised by JCIT, including IT projects funded by SWDF, the Pilot Project of IT Security Audit for NGOs of the Welfare Sector in Hong Kong and the Review of IT Strategy for the Social Welfare Sector in the coming two years. Members noted with no comment.

Agenda Item 7 - Progress of the Information Technology Projects Funded under the Social Welfare Development Fund (Paper JC 1/2020)

30. The Chairperson further invited the Secretary to report the progress of SWDF projects. Mr Pang referred Members to the paper and updated the latest implementation progress of the 282 approved Information Technology (IT) projects funded under Phase 3 of Social Welfare development Fund (SWDF).

31. Regarding the Core Applications Project (CAP) on Financial Management (FM) System Upgrade, undertaken by seven NGOs, with ITRC being the Project Manager overseeing the implementation of the project, all the seven NGOs had their system gone live by October 2019 and completed SRAA without issues in March 2020. Mr Pang shared the experience gained from the past two phases of CAP and pointed out that there were much difficulties for NGOs with individual needs and service requirements to adopt a common application. He hoped that the Review of IT Strategy would provide feasible solution in the area. Members raised no further comment on the Paper.

Agenda Item 8 – Any other business

32. There being no other business, the meeting was adjourned at 12:30 pm.

Agenda Item 9 - Date of Next Meeting

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

Social Welfare Department
August 2020