

**Minutes of the 34<sup>th</sup> Meeting of the  
Joint Committee on Information Technology (JCIT)  
for the Social Welfare Sector held on 23 December 2021**

Present : Mr Gordon Leung, JP (Chairperson)  
Ms Wong Yin-yee  
Miss Chan Chong-lai  
Ms Lui Ka-wing  
Mr Gavin Wah  
Mr Jeff Fong  
Mr Lee Chang-pui, Tony  
Ms Chan Siu-lai  
Mr Chan Wing-kin, Tony  
Mr Cheng Siu-hong, Raymond  
Miss Chow Tsz-ki  
Ms Chu Lai-ying, Ada  
Ms Lam Shook-fun, Maria  
Mr Lee Kwok-kee, Kelvin  
Mr Leung Kin-man, Michael, MH  
Mr Tang Man-chun  
Mr Philip Wong

Ms Chan Nga-yin, Hellas (Secretary)

In attendance : Mr Jeffrey Fung  
Ms Loletta Lo  
Ms Yip Po-kei

Absent with apology: Mr Chan Kwong-leong, Raymond  
Ms Fung Dun-mi, Amy, MH, JP  
Mr Ma Kam-wah, Timothy, MH, JP

**Welcome Remarks**

1. The Chairperson welcomed the following Members who attended the meeting for the first time:
  - (a) New Members, including Ms Chu Lai-ying, Ada, Mr Tang Man-chun

- and Miss Chow Tsz-ki;
- (b) Mr Gavin Wah from the Office of the Government Chief Information Officer (OGCIO) who temporarily took up the duties of Mr Boer Chan; and
  - (c) Official members from the Social Welfare Department (SWD), including Ms Wong Yin-ye, Miss Chan Chong-lai and Ms Lui Ka-wing, and in-attendance, Mr Jeffrey Fung.
2. The Chairperson expressed gratitude to Dr Choi Yi-king and Dr Hung Suet-lin, Shirley, who had retired from the JCIT in May and September 2021 respectively, for their contributions to the JCIT during their tenures.

### **Agenda Item 1: Confirmation of the minutes of the last meeting**

3. The Chairperson said that the draft minutes of the last meeting were sent to Members on 20 May 2021. As no comments had been received from Members, the minutes were taken as confirmed.

### **Agenda Item 2: Matters Arising from the Minutes of the Last Meeting**

#### Paragraph 26: The Member Self-recommendation Scheme for Youth (MSSY)

4. The Chairperson informed that upon open recruitment and selection by an interview board under Phase IV of MSSY, Mr Tang Man-chun was appointed as Member of JCIT with effect from 1 December 2021. He expressed appreciation to Mr Leung Kin-man, Michael, Mr Lee Chang-pui, Tony, Mr Ma Kam-wah, Timothy and Mr Philip Wong who had served as members of the Assessment Panel in late July 2021 to interview and select participant candidates.

### **Agenda Item 3: Progress of the Information Technology Projects Supported by the Social Welfare Development Fund - Paper JC 4/2021**

5. SWD reported progress of the implementation of the IT projects supported by the Social Welfare Development Fund (SWDF), as detailed in Paper JC 4/2021, and highlighted that the IT projects in Phases 1 and 2 had all been

completed while 54 out of 277 projects in Phase 3 were still under development which were expected to be completed by 2022-23. SWD would continue to monitor the implementation of these projects and provide necessary support to the non-governmental organisations (NGOs) concerned.

6. Members' views on the implementation of the SWDF IT projects were summarised as follows –
  - (a) On a Member's enquiry about the efficacy of the projects and whether there were means for the NGOs concerned to report the benefits of individual projects, SWD explained that upon completion of each IT project, NGOs were required to specify the benefits in the Overall Evaluation Reports (OERs) which would be submitted for SWD's review.
  - (b) Members opined that, through examining all the three phases of the IT projects, SWD could obtain information on the recent development and needs of NGOs to facilitate the formulation of IT strategies in the future.
7. SWD would analyse OERs to identify good practices in the implementation of IT projects for sharing with NGOs to facilitate IT development in the social welfare sector.

**Agenda Item 4: Implementation of the Recommendations of the Review of the Information Technology Strategy for the Social Welfare Sector in Hong Kong (the Review) - Paper JC 5/2021**

8. SWD briefed Members on the proposed action plan for the implementation of recommendations of the Review as detailed in Paper JC 5/2021 with salient points elaborated as follows –
  - (a) A Task Group comprising IT professionals as well as representatives from academia and social welfare sector was formed in July 2021 to formulate action plans with priority for taking forward the recommendations of the Review. The major observations and suggestions of the Task Group were summarised below:
    - sharing of IT policy/plan and good practices of large NGOs would be useful to help foster IT adoption in small and medium NGOs;

- priority should be accorded to address the needs and concerns of small and medium NGOs;
- change management was of paramount importance to the success of the adoption of IT applications;
- riding on upcoming roll-out of e-mode submission for NGOs by SWD would encourage the adoption of e-services, promote use of new IT technologies and advocate change management; and
- starting with a plan covering actions to be carried out in the first two years with on-going review to assess their effectiveness so as to formulate further actions taking into account the latest IT development.

(b) Having regard to the suggestions made by the Task Group, SWD formulated a series of proposed actions which were related to:

- promoting IT knowledge management and training;
- setting up an IT information portal for NGOs;
- encouraging project consultancy services;
- launching SWD's e-submission and on-line submission systems for NGOs to promote e-services;
- advocating the use of cloud services;
- promoting the use of open source applications;
- sharing relevant guidelines / information on IT security;
- encouraging NGOs to make good use of the IT security practice guide;
- advocating change management / business process re-engineering and inducing mindset change of NGO senior management;
- forming an experience sharing platform to share good practices and successful experience in IT projects, in particular common IT applications; and
- advocating sharing of source code.

9. Members' views on the proposed action plan were summarised as follows –

(a) Members appreciated SWD's upcoming launch of e-submission and online submission systems for NGOs in 2022 to submit their service performance returns electronically and to make service referrals online, which were considered as a good move to facilitate NGOs to transit to

e-mode operation and adopt more e-services in their management and daily operation;

- (b) Members appreciated the provision of free IT consultancy service under the 5-year project “The Hong Kong Jockey Club IT Support Programme for NGOs” launched in December 2019, and suggested SWD to liaise with the Hong Kong Jockey Club to promote and facilitate NGOs to apply for the service;
- (c) For promoting the use of open source applications in IT systems, Members considered that it was good to reduce the effort and time for application development, but remarked that security issue could not be undermined;
- (d) For data and IT security, Members expressed the importance of IT governance in NGOs. Training of management level, especially for small and medium NGOs, was necessary to enhance their awareness on security issues and induce mind-set change for planning and introducing appropriate security measures. Nevertheless, there was also a need to strike the balance between business operations and IT security;
- (e) Members agreed that the advocacy of change management in the social welfare sector was important in the development of IT projects and adoption of new IT technology and e-services. Also, NGO senior management should consider the application of next generation IT facilities when formulating their future plan and provision of social services;
- (f) Regarding the feasibility of mandatorily requiring sharing of source code with other NGOs for Government-funded IT projects, Members pointed out that the suggestion might involve complicated issues, such as intellectual property rights. Thus, sharing of the design of service-related IT applications, common business modules / logic, or Application Programming Interface (API) would be more feasible and practicable; and
- (g) Members shared that funding support for IT development in the social welfare sector was also important. SWD responded that while the existing IT projects supported by Phase 3 of SWDF would be completed

by 2022-23, NGOs might utilise recurrent resources under the Lump Sum Grant Subvention System for the on-going maintenance of IT systems.

10. Regarding the suggestion of including IT-related courses (e.g. IT project management) in the social work training curriculum as raised at the last meeting, Members noted the Task Group's views that on-the-job IT training for social workers to fit their "just-in-time" need of different work situations would be more practical and helpful. Members also noted that the six universities currently providing social work training did offer IT-related courses as general studies / foundation courses / elective courses in their undergraduate programmes.
11. SWD shared that two of the three JCIT Members, who were absent from the meeting with apology, had sent emails to indicate their support for the proposed action plan and emphasize the importance of sharing good practices as well as fostering culture change of IT adoption in the social welfare sector.
12. After deliberations, Members endorsed the proposed action plan, which was considered practicable, to take forward the recommendations of the Review.
13. The Chairperson thanked Members' support and assured that SWD would follow up the proposed actions and report the progress of implementation in subsequent meetings.

**Agenda Item 5: Progress of the Pilot Project of Information Technology Security Audit for the NGOs of the Social Welfare Sector in Hong Kong (the Pilot Project)**

14. The Chairperson informed that a progress report on the Pilot Project prepared by the Information Technology Resource Centre (ITRC) of the Hong Kong Council of Social Service had been sent to Members on 17 December 2021. He invited representatives of ITRC and the Hong Kong Productivity Council (HKPC) to join the meeting to report progress of the Pilot Project.
15. ITRC reported the progress of the Pilot Project with a PowerPoint presentation and highlighted the following points –
  - (a) The deliverables of the project were completed, including (i) performing

IT security audit and scanning for the 22 participating NGOs; (ii) formulating an IT security practice guide with toolkits for NGOs to use; (iii) establishing a portal website for sharing of IT security knowledge; and (iv) providing training to management, general staff and IT staff for the participating NGOs;

- (b) While the IT security practice guide and toolkits had been released to the 22 participating NGOs via ITRC's IT security portal in June 2021, login accounts were also provided to other subvented NGOs in late October 2021 for their access to the IT security practice guide and other training materials in the portal; and
- (c) ITRC was conducting project review and evaluation as part of the project deliverables. Areas relating to IT security needs, business and funding models, and promotion of the effective use of the project deliverables would be covered in the project evaluation report.

16. Members' views on the Pilot Project were summarised below –

- (a) Members appreciated the issuance of IT security practice guide as a useful reference and benchmark of IT security measures in the social welfare sector, in particular the toolkits with IT asset valuation checklists and templates;
- (b) Noting there was vast difference in NGOs' IT security measures, it would be helpful if the Pilot Project could recommend different measures for NGOs according to their levels of security profile;
- (c) Members suggested the ITRC to make recommendations on how to strengthen NGOs' ability to identify common pitfalls and find ways to solve the problems by themselves. Moreover, automated scanning services in providing alerts to NGOs on critical IT security issues would also be useful;
- (d) While data security was important, Members pointed out that IT security in a broader sense, such as IT governance, service continuity, prevention of operational disruption, etc., was also crucial. Therefore, NGOs were suggested to include IT security in their IT project planning and development;

- (e) To ensure the sustainability of adopting IT security measures, such as scanning, patching, and applying fixes, etc., Members considered that relevant resources and training for different levels of staff would be helpful for NGOs to enhance their awareness and knowledge on IT security;
  - (f) Regarding training for senior management, Members suggested that focus should be put on mindset change and risk management. For training to general staff, training materials in Chinese would greatly facilitate them to have better understanding and to apply what they had learnt in their working environment. Phishing email tests would also be beneficial to arouse NGO staff's awareness on security issues; and
  - (g) In response to a Member's enquiry, ITRC explained that the Security Operations Centre (SOC) was a kind of centralised service for monitoring and analyzing an organization's IT security position. SOC was adopted in the commercial field such as financial industry, but was seldom used in the welfare sector in Hong Kong. Nevertheless, NGOs could explore more available tools and services in the open market for conducting Security Risk Assessment and Audit.
17. Mr Gavin Wah of OGCIO shared with the meeting that the use of a centrally managed cloud platform system used by government departments could somehow reduce manning efforts and potential risks on data security. For the current Pilot Project of conducting IT security audit for NGOs, it was useful to arouse the awareness of IT security in the social welfare sector and identify ways to address the security risks.
18. SWD informed that according to the funding requirement, ITRC was required to submit a final evaluation report to SWD which would subsequently be submitted to the Lotteries Fund Advisory Committee (LFAC) before the completion of the Pilot Project, i.e. by end of March 2022. Upon receiving the report from ITRC, SWD would circulate it to Members for comment and endorsement before submission to LFAC.
- (Representatives of ITRC and HKPC left the meeting at this juncture.)



**Agenda Item 6: Any other business**

19. There being no other business, the meeting was adjourned at 5:15 pm.

**Agenda Item 7: Date of Next Meeting**

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

Social Welfare Department  
January 2022