

**Minutes of the 35th Meeting of the
Joint Committee on Information Technology (JCIT)
for the Social Welfare Sector held on 20 July 2022
(By Zoom)**

Present : Mr Gordon Leung, JP (Chairperson)
Ms Wong Yin-yee
Miss Chan Chong-lai
Ms Lui Ka-wing
Mr Gavin Wah
Mr Jeff Fong
Ms Chan Siu-lai
Mr Cheng Siu-hong, Raymond
Dr Danny Chow
Ms Chu Lai-ying, Ada
Ms Fung Dun-mi, Amy, MH, JP
Ms Lam Shook-fun, Maria
Mr Lee Kwok-kee, Kelvin
Mr Leung Kin-man, Michael, MH
Mr Tang Man-chun
Mr Philip Wong

Mr Wu Tak-fai (Secretary)

In attendance : Mr Jeffrey Fung
Ms Loletta Lo
Ms Chan Nga-yin, Hellas

Absent with apology: Miss Chow Tsz-ki
Mr Lee Chang-pui, Tony
Mr Ma Kam-wah, Timothy, MH, JP

Welcome Remarks

1. The Chairperson welcomed Dr Danny Chow, the new non-official member, and Mr Wu Tak-fai, the incumbent secretary to JCIT, to the meeting for the first time.

2. The Chairperson expressed gratitude to Mr Chan Wing-kin and Mr Chan Kwong-leong, who had completed their two-year tenure in May 2022; Ms Fung Dun-ki, Amy who would retire from JCIT upon completion of her six-year tenure in July 2022, and Mr Lee Chang-pui, Tony who would cease to be the representative from the Hong Kong Council of Social Service with effect from August 2022, for their contributions to 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 had been sent to Members on 19 January 2022. 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

4. There was no matters arising from the last meeting.

Agenda Item 3: Progress of the Information Technology Projects Supported by the Social Welfare Development Fund - Paper JC 1/2022

5. SWD reported the progress of the implementation of IT projects supported by the Social Welfare Development Fund (SWDF), as detailed in Paper JC 1/2022, with highlights as follows –
 - (a) Up to June 2022, 639 out of 670 projects in three phases had been completed while the remaining 31 projects under Phase 3 had applied for extension and were expected to be completed in 2022-23.
 - (b) As observed, enhancement of service delivery and management capacity was of significant portion in the SWDF IT projects under all the three phases. For IT projects under Phase 3, more projects with the adoption of new technology, such as mobile apps, virtual reality and facial detection emerged.
 - (c) More NGOs had conducted security risk assessment and audit (SRAA) for their IT systems under Phase 3, reflecting more awareness and emphasis of the importance to strengthen IT security for achieving effective service

delivery and management in the welfare sector.

6. Members' views on the implementation of SWDF IT projects were summarised as follows –
 - (a) Members generally appreciated the support of SWDF in promoting IT development in the welfare sector which paved the way for NGOs to move forward to using information, communication and technology (ICT) to meet service needs in the digital era. Members also noted that the implementation schedules of some projects were affected due to COVID-19 pandemic but the NGOs concerned had applied for extension with justifications. All the projects would be completed in 2022-23.
 - (b) In response to a Member's enquiry about monitoring and support for the implementation of IT projects, SWD explained that through liaison with the concerned project officers during the development process and reviewing the overall evaluation reports, understanding on the outcomes, difficulties and solutions taken by NGOs had been gathered. Members suggested to review the projects so as to identify those with successful or valuable experience for sharing among NGOs. SWD agreed to identify suitable projects for sharing their success or experience gained. One of SWDF IT projects would be invited for sharing at the first session of the newly formed experience sharing platform.
 - (c) Members considered that SWDF had facilitated IT development as catch-up work in the welfare sector and hoped that NGOs could include elements of innovation in their business processes and service delivery, similar to some projects developed under the support of Social Innovation and Entrepreneurship Development Fund. Feasibility of adopting mergers and acquisitions (M&A) practice in the welfare sector could also be explored where practicable. Members believed that consolidation of opinions of social service providers could bring mutual benefits and opportunity of cooperation.
 - (d) Some Members concerned about the financial arrangement for the continuity and sustainability of the SWDF IT projects, which had been developed for years and needed to be upgraded or revamped. SWD responded that while NGOs could utilise recurrent resources under the Lump Sum Grant Subvention System (LSGSS) for supporting on-going

maintenance and expenses of IT systems, ways to take forward the recommendation 2 in the Review Report on Enhancement of LSGSS, i.e. to provide NGOs with subsidy for business system upgrading, including IT projects, would be considered subject to the availability of new resources.

Agenda Item 4: Progress of the Implementation of Action Plan for the Recommendations of the Review of the Information Technology Strategy for the Social Welfare Sector in Hong Kong - Paper JC 2/2022

7. SWD briefed Members on the progress of the implementation of action plan, as detailed in Paper JC 2/2022, with major progress of work summarised as follows –
 - (a) Setting up the NGO IT Information Portal in May 2022 to share information / guidelines on IT project management, IT security, IT projects and training materials, etc. with cumulative number of visits to the Portal having exceeded 1 800 in mid-July 2022.
 - (b) Launching IT systems, i.e. e-platform for residential care homes (RCHs) in June 2022, e-Submission System for NGOs to submit service performance returns and Online Submission system for submitting service referrals in September 2022, for the use by the welfare sector to promote e-services.
 - (c) Forming an experience sharing platform to share good practices and successful experience in IT projects with the first sharing session to be conducted in late August / early September 2022.
8. Members' views on the progress of work were summarised as follows –
 - (a) Members appreciated SWD's effort in forming the IT Information Portal for NGOs. While the current setup only focused on disseminating useful information, it would be good if the Portal could further serve as a platform for NGOs to share amongst themselves their experience, ideas and concerns for developing and maintaining IT systems. The Meeting also noted that there were some existing small group platforms for

exchanging views already. SWD would endeavour to enrich the content and reference materials by taking into account Members' views, while at the same time to explore the feasibility of enhancing the function of the Portal.

- (b) For the launch of e-platform for RCHs and e-submission / online submission systems in 2022, Members considered this could motivate NGOs to adopt more e-services in their management and daily operation.
 - (c) Regarding the experience sharing platform for NGOs, Members commented that while the sharing of successful projects could provide good examples that enhanced efficacy in operation and service delivery, it was equally valuable to point out difficulties, lessons learned and solutions taken in project implementation. A Member added that it might also be fruitful to enrich NGO's IT knowledge by inviting IT professionals in the commercial market to introduce the prevailing IT resources and solutions.
 - (d) On the proposed IT projects for sharing in the first sharing session as a start of the sharing platform, Members appreciated the ideas and selection of projects, which included tailor-made systems developed for individual NGOs, common application modules adopted by a number of service units with similar service type, and projects with the provision of free consultancy services to promote and support IT plan for NGOs.
 - (e) A Member proposed that a pre-meeting questionnaire followed by post-meeting feedback be arranged to collect concerns, expectations and comments on the sharing platform from the participants.
 - (f) Members opined that mindset change of both management and frontline staff was of paramount importance in IT development in the welfare sector. IT knowledge, capability of staff, and resource aspects were also major factors affecting e-service adoption and IT development of NGOs. Regarding the importance of enhancing IT governance in NGOs, it would be more desirable to have IT professionals serving as members in the management board level.
9. Mr Gavin Wah of OGCIO shared that the Government organised regular events on Innovation and Technology (I&T) solutions for bureaux and departments to help them build up awareness and knowledge of the latest

technologies and innovations in the market. He suggested SWD to organise briefing / sharing with topics including I&T for NGOs' management level and to induce mindset change on the use of IT in improving service delivery. He also echoed that the proposed experience sharing platform could serve the purpose.

10. The Chairperson thanked Members for their opinions and assured them that SWD would keep on implementing the proposed actions and reporting the progress in subsequent meetings.

Agenda Item 5: Pilot Project of Information Technology Security Audit for the Non-governmental Organisations of the Welfare Sector in Hong Kong – Paper JC 3/2022

11. SWD reported the progress of the Pilot Project and briefed Members on SWD's views and way forward of the Pilot Project, as detailed in Paper JC 3/2022, with highlights on the following points –
 - (a) SWD generally agreed to the recommendations set out in the Project Evaluation Report of the Pilot Project, especially that NGOs should strengthen their IT governance and planning by incorporating IT security as an integral part of IT system development.
 - (b) SWD would keep on encouraging NGOs to incorporate IT security into their IT policy / budget plan and requesting NGOs to include the requirement for conducting SRAA when NGOs seek funding support for IT system development. Besides, sharing sessions would be arranged for NGOs to raise the welfare sector's awareness and knowledge of IT security.
 - (c) SWD planned to conduct a survey to ascertain the needs and readiness of NGOs for joining a SRAA exercise. Findings of the survey would shed light on approach, scale, time frame, funding arrangement to implement a cost-effective SRAA exercise for NGOs.
12. Members' views on the Pilot Project were summarised below –

- (a) Members agreed that NGOs should include SRAA for their IT systems to mitigate security risks, and could also make good use of the IT Security Practice Guide and IT security toolkits developed under the Pilot Project to enhance their IT security.
 - (b) A Member opined that, apart from SRAA, Privacy Impact Assessment (PIA) might also be covered in conducting security assessment of IT systems. SWD supplemented that PIA should be conducted for development of IT systems containing personal data.
13. Mr Gavin Wah of OGCIO stressed that SRAA was an on-going process and it would be desirable for NGOs to conduct SRAA on a regular basis. SWD shared Mr Wah's views and considered that IT security should be included in the IT plan of NGOs.
14. The Chairperson thanked for Members' views and stated that SWD would conduct a survey to solicit NGOs' views of joining the SRAA exercise, and then report the findings to JCIT for advice on the way forward.

Agenda Item 6: Any other business

15. There being no other business, the meeting was adjourned at 12:15 pm.

Agenda Item 7: Date of Next Meeting

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