

**Minutes of the 37<sup>th</sup> Meeting of the  
Joint Committee on Information Technology (JCIT)  
for the Social Welfare Sector held on 8 May 2024**

Present : Miss Charmaine Lee, JP (Chairperson)  
Ms Wong Yin-yee, JP  
Ms Eveline Sit  
Ms Lui Ka-wing  
Mr Jason Pun  
Mr Jeff Fong  
Ms Chan Siu-lai  
Mr Cheng Siu-hong, Raymond  
Dr Danny Chow  
Miss Chow Tsz-ki  
Ms Chu Lai-ling  
Ms Chu Lai-ying, Ada  
Ms Ho Mei-yee, Joyce  
Ms Lam Shook-fun, Maria  
Mr Lee Kwok-kee, Kelvin  
Mr Tam Kin-lok, Luke  
Mr Wong Tak-shing, Philip

Mr Wu Tak-fai (Secretary)

In attendance : Mr Jeffrey Fung  
Mr Wong Kwok-ho, Ben  
Ms Chan Nga-yin, Hellas

Absent with apology: Mr Ma Kam-wah, Timothy, MH, JP  
Mr Tang Man-chun, Sky

**Welcome Remarks**

1. The Chairperson welcomed Members to the meeting. There were three new Members of JCIT, namely Ms Ho Mei-yin, Joyce, representative of the Hong Kong Council of Social Service, Ms Chu Lai-ling, Secretary General of Connecting Hearts Limited and Mr Tam Kin-lok, Luke, Co-founder & Community Engagement Director, Hong Kong Community Experience Limited. Apologies were received from Mr Ma Kam-wah, Timothy and Mr

Tang Man-chun, Sky for being unable to attend this meeting. The Chairperson also introduced two SWD staff, Ms Eveline Sit and Mr Wong Kwok-ho, Ben who attended the meeting for the first time.

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

2. The Chairperson said that the draft minutes of the last meeting had been sent to Members on 14 April 2023. The Secretariat received a comment which had been incorporated in the revised draft minutes and were sent to Members on 30 April 2024. The minutes were confirmed without further amendment.

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

*Paragraph 3 - report the findings of the survey on IT security in the social welfare sector*

3. The Chairperson invited Ms Eveline Sit to report the findings, conclusion and recommendations of the “Survey on Information Technology Security in the Social Welfare Sector” (the Survey) with highlights as follows-
  - (a) The Survey was conducted through a questionnaire which was sent to 169 NGOs (i.e. all subvented NGOs at that time) on 8 December 2022 with a total of 144 returns being received as at July 2023. The response rate was 85%.
  - (b) A majority of NGOs (76%) had formulated their IT security policy / guidelines and covered IT security aspects in their IT project planning and development. Over 70% NGOs had engaged contractors in conducting Security Risk Assessment and Audit (SRAA). The top three benefits of SRAA realised by NGOs were (i) understanding current IT security situation and weakness; (ii) identifying and fixing system vulnerabilities; and (iii) serving as a guide to enhance existing IT security measures. Major difficulties hindering NGOs to conduct SRAA were staff manpower / capability and budget.
  - (c) Regarding the need and readiness for conducting SRAA, 62.5% NGOs had intention to conduct SRAA, among which 74% of them preferred conducting their SRAA individually instead of joining a coordinated SRAA exercise involving multiple NGOs.

- (d) Based on the findings from the Survey, SWD came up with a number of recommendations. NGOs were advised to comply with the Office of Government Chief Information Officer (OGCIO)'s government IT security policy and guidelines and conduct SRAA on a regular basis. They could consider deploying Lump Sum Grant (LSG) / LSG Reserve for meeting the required expenses for SRAA, or to include SRAA requirement in their funding request submission under the upcoming Dedicated Fund (DF). NGOs were also encouraged to arrange more training to enhance staff awareness on IT security. SWD would continue to enrich IT security information in the NGO IT Information Portal and arrange related sharing through the Experience Sharing Platform. In addition, SWD would continue to require NGOs to include SRAA requirement when seeking funding support from SWD for IT projects.
4. The Chairperson stressed the importance of conducting SRAA regularly and invited Members to share their views. Members' views were summarised as follows-
- (a) While noting NGOs' enhanced awareness on IT security, their knowledge / skills on handling IT security incident response management was relatively inadequate. SWD responded that sharing on cyber security and management tips would be covered in the coming Experience Sharing Platform under planning. In view of increasing cyber-attack activities, some Members pointed out that capacity building and management training for NGOs staff particularly at senior management level, with focus on IT security planning and governance, would be beneficial to strengthen their awareness and knowledge in handling IT security incidents.
- (b) Some Members mentioned that cyber risk assessment tools were available for free in the Internet, and suggested exploring measures to encourage NGOs using these tools for conducting self-assessment.
- (c) The importance of data security management especially in handling personal data was deliberated. Adoption of cloud services by NGOs would become a trend, and selection of cloud service vendors would be essential for systems storing / processing personal data. A list of reliable cloud service providers in the market would be useful for NGOs' reference.
- (d) Mr Jason Pun of OGCIO shared that the Hong Kong Computer Emergency

Response Team Coordination Centre (HKCERT), funded by OGCIO and managed by the Hong Kong Productivity Council (HKPC), provided useful IT security information including IT security guidelines and incident response handling. Free training tools were also available on the Cybersec Training Hub managed by the Hong Kong Internet Registration Corporation Limited (HKIRC). Concerning the use of cloud services, NGOs could browse the InfoCloud portal of OGCIO which was furnished with useful information such as practice guide for procuring cloud services, assessment of cloud service, list of cloud service providers, etc.

5. The Chairperson thanked Members for their views and suggestions. She summarised that apart from conducting in-depth SRAA for IT systems, performing self-assessment with active encouragement and involvement from the NGO senior management and ongoing participation in IT security training/experience sharing could enhance NGOs' awareness of IT security.

*Paragraph 4 (d) - The Social Welfare Development Fund (SWDF)*

6. Mr Wu Tak-fai reported that the last eight outstanding Overall Evaluation Reports (OERs) of IT projects under Phase 3 of the Social Welfare Development Fund (SWDF) had been received by June 2023. As indicated in the OERs, the top three benefits gained from implementing the IT projects by NGOs included improving operational efficiency, saving manpower/other resources, and enhancing service delivery. The major difficulties encountered were tendering / procurement related issues, impact of COVID-19, and manpower / staff turnover. Overall speaking, the projects under the SWDF had brought about mindset change in adopting IT in service provision of the welfare sector.
7. Members' opinions were summarised as follows-
  - (a) Vendor and project management were difficulties commonly encountered by NGOs during the implementation of the projects. SWD responded that relevant topics on IT project management would be incorporated in the coming Experience Sharing Platform to address NGOs' needs. SWD would also provide the link of Contractor List under Standing Offer Agreement for Quality Professional Services 5 (SOA-QPS5) which fulfilled the pre-qualifications required by respective project nature as vetted by OGCIO. NGOs could make reference to the list for inviting

proposals for their IT projects.

- (b) A member shared that NGOs could make reference to relevant project information in the e-Platform managed by the Hong Kong Council of Social Service.
- 8. The Chairperson concluded that all the 670 IT projects under the SWDF had been completed. SWD would make reference to the experience gained under the SWDF in formulating the implementation plan of the DF which would be deliberated in Agenda Item 3.

### **Agenda Item 3: Implementation Plan of the Dedicated Fund - Paper JC 1/2024**

- 9. Ms Eveline Sit introduced the implementation plan of the DF, as detailed in Paper JC 1/2024 with highlights as follows –
  - (a) The Government would set up a DF of \$500 million to help NGOs operating subvented welfare services meet their development needs for staff training and system enhancement, particularly enhancing professional knowledge of staff and strengthening awareness of inter-disciplinary collaboration, as well as encouraging and promoting the application of information technology.
  - (b) The scope, funding and vetting arrangement of the DF were briefed to Members. To achieve synergy effect, NGOs were encouraged to submit joint applications especially for IT projects, and SWD would consider allocation of additional funding to the NGO coordinating the joint project.
  - (c) SWD would seek comments from JCIT for IT-related project applications. To better reflect JCIT's role in providing advice on all IT projects applied for funds under the management of SWD, SWD suggested textual amendment on the 4<sup>th</sup> item in the Terms of Reference of JCIT as "To provide advice on the IT projects funded/ to be funded by the Social Welfare Department".
- 10. The Chairperson highlighted that IT project applications, which were under agency-based funding category of the DF, would be vetted by SWD with the advice / comment of JCIT. The category of specified staff training projects

might cover IT training as well. SWD would set out the specified training topics / themes and periodically initiate invitation to NGOs to apply for additional funding to conduct specified staff training programmes / projects as appropriate.

11. Members welcomed the set-up of the DF, which could facilitate the IT development in the welfare sector. Their views were summarised as follows-

- (a) Collaboration among NGOs for joint applications in IT system development was worth encouraging but might not be easy to achieve. Sharing platform could be established so that like-service practitioners might share their IT development needs and collaborate on joint projects. It might also be easier to work out joint application systems for new welfare services, such as the Pilot Programme on Community Living Room. To achieve synergy, NGOs could consider developing common / open source application by modules for sharing. A list with IT systems developed by different NGOs might serve as a reference for IT development, especially for small NGOs.
- (b) A Member shared that the Hong Kong Jockey Club Charities Trust (HKJCCT) had funded a project managed by the HKPC since 2019, providing free IT consultancy services and project management support to needy NGOs. In view of the satisfactory result, additional funding had been approved for the HKPC to extend similar services to NGOs for another three years starting from Q3 of 2024. NGOs could utilise the services for formulating IT roadmap and obtain consultancy advice on developing IT projects.
- (c) Members viewed that training on IT and data governance was important. NGOs would like to know the aspects and topics to be covered in the specified staff training projects so as to formulate plan on proposing the use of the DF. SWD would explore with different service branches and stakeholders to identify specific training projects and invite NGOs to apply for such in due course.
- (d) Members recognised the need for enhancing knowledge of national affairs and suggested that the study tour might also cover the understanding of the IT application in welfare services in the Mainland.

12. The Chairperson thanked Members for their opinions and suggestions on the implementation aspects of the DF. She pointed out that the DF would allow flexibility for NGOs to decide on the types of training and system development according to their needs and submit applications according to their own schedules.
13. The meeting agreed to the proposed revision on Terms of Reference of JCIT.

**Agenda Item 4: Progress in Implementing the Action Plan for the Recommendations of the Review of the Information Technology Strategy for the Social Welfare Sector in Hong Kong - Paper JC 2/2024**

14. Mr Wu Tak-fai briefed Members on the progress of implementing the action plan, as detailed in Paper JC 2/2024, with major work progress summarised as follows –
  - (a) Video clips produced by four NGOs on their experience and practice wisdom in implementing IT projects had been uploaded onto the NGO IT Information Portal (the Portal). A new webpage on SRAA, Ethical Artificial Intelligence (AI) Framework provided by OGCIO, and a leaflet on tips for users of AI Chatbots from the Office of the Privacy Commissioner for Personal Data (PCPD) were also made available on the Portal. The number of visits to the Portal had increased from 7 700 as reported in the last meeting to over 24 500 as at end of April 2024.
  - (b) SWD launched the Voucher Information System for the Elderly (VISE) in July 2023, which provided a one-stop e-Platform for over 440 recognised service providers (RSPs) on Community Care Service Voucher service and Residential Care Service Voucher service. The usage rate of VISE exceeded 106 400 as at March 2024. Overall feedback was positive with appreciation on the efficiency in subsidies reimbursement and case checking.
  - (c) Information on “Enhancing Data Security to Prevent Cyber Attacks” provided by PCPD, with recommended data security measures and real cases showing the latest trends of cyber threats for organisations, had been added to the Portal.

- (d) To enhance collaboration among NGOs in common application development, SWD conducted the second sharing session on 8 June 2023 (in hybrid mode) with over 190 participants from 83 NGOs. Participants reflected that the Experience Sharing Platform provided a good channel for NGOs to share experience and learn how to manage IT projects. SWD would continue to make good use of the Platform to facilitate further IT development in the welfare sector. The third sharing session, with topics addressing the needs and concerns of NGOs, was planned to be held in July 2024.
15. Members appreciated SWD's promotion of e-Services through launching IT systems for NGOs' use. A Member reflected that positive comments and appreciation towards VISE were given by stakeholders of the welfare sector.
16. The Chairperson thanked Members' opinions and expressed gratitude for the support of Members including Mr Raymond Cheng, Ms Maria Lam and Mr Kelvin Lee, who had been moderators / guest speaker in the second sharing session. The Chairperson expressed that since the endorsement of the Review, SWD had been taking various measures to implement the action plans of the four strategies. She assured Members that SWD would continue to take appropriate measures to facilitate the IT development in the social welfare sector.

#### **Agenda Item 5: Any other business**

17. There being no other business, the meeting was adjourned at 12:52 p.m.

#### **Agenda Item 6: Date of Next Meeting**

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

Social Welfare Department  
June 2024