

Head 47 — GOVERNMENT SECRETARIAT: OFFICE OF THE GOVERNMENT CHIEF INFORMATION OFFICER

Controlling officer: the Government Chief Information Officer will account for expenditure under this Head.

Estimate 2009–10 **\$655.8m**

Establishment ceiling 2009–10 (notional annual mid-point salary value) representing an estimated 627 non-directorate posts as at 31 March 2009 rising by one post to 628 posts as at 31 March 2010... **\$277.6m**

In addition, there will be an estimated 17 directorate posts as at 31 March 2009 and as at 31 March 2010.

Controlling Officer's Report

Programmes

**Programme (1) Use of Information
Technology (IT) in
Government**

These programmes contribute to Policy Area 17: Information Technology and Broadcasting (Secretary for Commerce and Economic Development).

**Programme (2) IT Infrastructure and
Standards**

Programme (3) IT in the Community

Detail

Programme (1): Use of IT in Government

	2007–08 (Actual)	2008–09 (Original)	2008–09 (Revised)	2009–10 (Estimate)
Financial provision (\$m)#	436.0	454.1	444.8 (–2.0%)	477.2 (+7.3%)

(or +5.1% on
2008–09 Original)

For comparison purpose, the figures include provisions for the development and operation of shared government information and communications technology (ICT) infrastructure which have been transferred from Programme (2) to better reflect the desired outcomes under the Digital 21 Strategy.

Aim

2 The Government's Digital 21 Strategy contains five action areas to sustain Hong Kong's position as Asia's leading digital city. Each action area has a statement of desired outcome. The aim of this Programme is to deliver the desired outcome under the action area "Enabling the next generation of public services". The desired outcome is that Government should use ICT to provide the public with the services they need, in an efficient and convenient manner, which is as pleasurable and straightforward as dealing with the most customer-friendly organisations in the commercial and voluntary sectors. Government policy initiatives, internal efficiency, transparency and public engagement should also be enabled by appropriate and world-leading use of ICT.

Brief Description

3 The mission of the Office of the Government Chief Information Officer (OGCIO) under this Programme is to ensure that Government provides the public with services they need in an efficient and convenient manner by using ICT appropriately, and to inspire and support bureaux/departments to make best use of ICT to achieve their policy objectives.

4 OGCIO delivers and enhances the Government's online one-stop service portal, and manages relationships with portal users. It provides a range of IT professional services to clients within the Government, sets IT standards and policies, and develops and operates shared infrastructure. It enables bureaux/departments to assure the quality of their IT strategies, IT-enabled change projects, and IT operations and IT staff. It also develops and motivates members of the government IT profession.

5 In 2008–09, the Office:

- developed and promulgated the statements of desired outcomes for each of the five action areas under the 2008 Digital 21 Strategy published in December 2007;
- monitored and promoted the progress in implementing the 2008 Digital 21 Strategy;

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- enriched the contents on GovHK, the one-stop portal for e-government services and information, by developing more online services in various service clusters and publishing promotional feature articles;
- started to take forward the private sector participation initiatives with a view to incorporating information and services offered by professional bodies on GovHK;
- launched a Procurement Portal as a gateway for the participating bureaux/departments to share procurement-related information with internal users and external suppliers;
- advised bureaux/departments on the management responsibilities of information security and kept them abreast of various IT security risks, issues, technologies and solutions to combat emerging security threats;
- assisted the Rating and Valuation Department (RVD) and the Land Registry to progressively implement the Property Information Hub initiative for public online access to Government-held property-related information, with launching RVD's e-service as the first step;
- built the infrastructure to facilitate the Lands Department (LandsD) in implementing the geo-spatial information hub and related services for bureaux/departments to provide geo-spatial information through GovHK;
- implemented the Government Wi-Fi programme (GovWiFi) progressively and provided free Wi-Fi services at over 250 government premises in 2008;
- co-ordinated with the Tamar Central Government Complex (CGC) design-and-build project director, contractor, and related bureaux/departments on the establishment of IT infrastructure and communal IT facilities/services to facilitate the provision of a collaborative working environment, with particular focus on physical design of IT infrastructure and confirmation of user requirements on communal IT facilities/services;
- provided infrastructure support and facilities management services for central and common IT facilities for electronic transactions and messaging, including the Central Internet Gateway, the GovHK, and the Government Backbone Network;
- advised Food and Health Bureau (FHB) on the institutional arrangements, project governance, technical and security issues relating to the planning and development of a territory-wide electronic health record sharing infrastructure in Hong Kong;
- completed the renewal of the Government Backbone Network that provides connectivity among bureaux/departments and common services, and migrated all government internal networks to the new backbone network;
- assisted bureaux/departments to incorporate business process re-engineering considerations in the development of new IT applications;
- promoted awareness of wireless and mobile services and technologies within the Government and assisted bureaux/departments in adopting the technologies through provision of prototypes of mobile applications;
- advised and assisted bureaux/departments on the appraisal, adoption and management of relevant technologies in implementing e-government initiatives;
- advised and assisted bureaux/departments on the acquisition and management of IT solutions and services, including hardware, software and network products as well as data centre and IT professional services;
- reviewed the arrangement for the supply of IT professional services in the Government and explored opportunities for further enhancement; and
- assisted the Government Records Service in conducting a review on the pilot electronic record keeping system.

6 The key performance measures in respect of use of IT in the Government are:

Target

	Target	2007 (Actual)	2008 (Actual)	2009 (Plan)
services rendered meeting requirements set out in service level documents agreed with users (%)	100	100	100	100

Indicators

	2007 (Actual)	2008 (Actual)	2009 (Estimate)
government staff with designated workstations (%).....	94.6	94.1	96.0
no. of bureaux/departments with IT plans in place.....	56	57	57

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	2007 (Actual)	2008 (Actual)	2009 (Estimate)
results of post-implementation departmental returns on completed IT projects@			
completed on schedule (%).....	41.4	43.2	60.0
completed within budget (%)	90.5	90.3	90.0
meeting agreed specifications (%).....	100	96.0	100
achieving intended benefits (%)	97.4	97.2	99.0
	2007–08 (Actual)	2008–09 (Revised Estimate)	2009–10 (Estimate)
total value of work undertaken in the year (\$m).....	1,085.7	1,082.0	1,753.9
total value of work outsourced in the year (\$m).....	1,010.6	1,046.9	1,169.3

@ The previous indicators “results of post-implementation reviews on completed IT projects” have been renamed.

Matters Requiring Special Attention in 2009–10

7 During 2009–10, the Office will:

- continue to monitor and promote the progress in implementing programmes and initiatives in the 2008 Digital 21 Strategy;
- develop specific performance indicators for measuring progress towards the statements of desired outcomes for the 2008 Digital 21 Strategy;
- continue to enrich the contents and enhance the design of GovHK and its service clusters, and enhance GovHK to provide more personalised interface (MyGovHK) for services and information to better meet the needs of users;
- prioritise and implement first wave of features for MyGovHK such as personalised home page, e-bill, e-payment, e-alert, single registration and log-on process, interactive marketing and online form completion;
- collaborate with the LandsD and various bureaux/departments in the delivery of geo-spatial information to the public through GovHK;
- continue to provide advice and consultancy to relevant bureaux/departments in the engagement of service providers for the provision of Government Electronic Trading Services for the new term to commence in 2010;
- continue to advise FHB on the project governance, development and sourcing approach, technical and security issues relating to the development of a territory-wide electronic health record sharing infrastructure in Hong Kong;
- collaborate with bureaux/departments concerned in implementing the pilot e-procurement programme;
- commence development of the first wave of electronic information management strategies for participating bureaux/departments;
- assist bureaux/departments to formulate and implement strategies that make best use of ICT to support their policy goals;
- complete the implementation of the GovWiFi service;
- start to plan the next-generation government communications infrastructure;
- continue to enhance IT security awareness in the Government, review and enhance the government IT security-related regulations, policies and guidelines to keep abreast of the technology advancement and development of international best practices in information security management, and complete the programme of centrally managed security audits for bureaux/departments;
- commission a channel management study with a view to streamlining service delivery channels and achieving greater customer satisfaction and cost-effectiveness;
- continue to enhance the government intranet portal, the Central Cyber Government Office, to provide more customer-centric services to government employees;
- continue to advise and co-ordinate with bureaux/departments concerned in deepening government-to-employee services to government employees, and in the deployment of government-to-government services and common applications on the government intranet;
- design and implement new processes, tools and governance arrangements for IT-enabled change projects;
- develop best practice approaches for delivering and assuring business continuity and for IT operations management within the Government;

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- continue to document and adopt best practice approaches and standards of professional expertise to enable the government IT profession to inspire and support bureaux/departments in using ICT to achieve their policy objectives;
- prepare best practice guides and training programmes for sourcing IT products and services for reference by bureaux/departments; and
- continue to co-ordinate with the CGC design-and-build project director, contractor, and related bureaux/departments on the establishment of IT infrastructure and communal IT facilities/services to facilitate the provision of a collaborative working environment.

Programme (2): IT Infrastructure and Standards

	2007–08 (Actual)	2008–09 (Original)	2008–09 (Revised)	2009–10 (Estimate)
Financial provision (\$m)#	66.9	69.7	69.9 (+0.3%)	73.3 (+4.9%)
				(or +5.2% on 2008–09 Original)

For comparison purpose, the figures exclude provisions for the development and operation of shared government ICT infrastructure which have been transferred to Programme (1) and include provisions for the development of IT manpower transferred from Programme (3) to better reflect the desired outcomes under the Digital 21 Strategy.

Aim

8 The aim of this Programme is to deliver the desired outcome of the Digital 21 Strategy under the action area “Facilitating a Digital Economy”. The desired outcome is that Hong Kong should have the IT infrastructure, standards, legal framework and talent that are needed to facilitate a vibrant digital economy infrastructure and to enable our core industries to sustain and improve their competitive position.

Brief Description

9 OGCIO supports the development of community-wide IT infrastructure and setting of technical and professional standards so as to strengthen Hong Kong’s position as a world digital city. It seeks to develop an information infrastructure with an open common interface through which the community can interact readily and securely, with a view to further developing the use of electronic means to support economic, social and government activities. It also seeks to introduce common standards which apply to both the public and private sectors.

10 In 2008–09, the Office:

- made arrangements to refresh the existing contracts for data centre services;
- formulated a strategy for consolidating and outsourcing government data centre services;
- carried out a centrally managed security audit programme and provided reliable and secure central IT infrastructure facilities as well as advice and support to bureaux/departments in the implementation and management of information security policies and measures to maintain the reliability and security of Government’s information assets;
- advised on the Internet-related and technical issues in respect of the public consultation on the review of the Control of Obscene and Indecent Articles Ordinance;
- completed the institutional review of Computer Emergency Response Centre (CERC) services in Hong Kong;
- advised and assisted bureaux/departments on the adoption of the Unified Identity Management Framework for their e-government services;
- advised FHB on the project governance, technical and security issues relating to the implementation of the Elderly Health Care Voucher Scheme;
- advised Transport Department on the project governance, technical and security issues relating to the implementation of the Transport Information System;
- completed the implementation of a pilot infrastructural authentication service on the smart identity cards and assisted FHB in examining and confirming the feasibility of deploying the authentication service in the Elderly Health Care Voucher Scheme;
- launched a government portal with relevant information and guidelines on the new Internet Protocol (version 6) to facilitate bureaux/departments in planning and preparation for the transition of government networks to make use of the new Internet Protocol;

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- operated the Voluntary Certification Authority Recognition Scheme and monitored the compliance of recognised certification authorities with the requirements of the code of practice and the provisions of the Electronic Transactions Ordinance (Cap. 553);
- provided advice and support to the Hongkong Post Certification Authority (HKPCA) in managing the public Certification Authority (CA) services, and commenced a review on the role of HKPCA and the future arrangements relating to the e-Cert services;
- collaborated with the Education Bureau and the local IT industry to promote the adoption of Qualifications Framework and develop the associated specification of competency standards for the Information and Communications Services;
- worked with the Hong Kong Internet Registration Corporation (HKIRC) to take forward the recommended institutional changes arising from the review on the administration of .hk Internet domain names;
- sponsored the Hong Kong Computer Society to develop the certification system for IT professional qualifications in Hong Kong; and
- collaborated with Guangdong on the development of a framework for the mutual recognition of electronic signature certificates under the Supplement V to the Mainland and Hong Kong Closer Economic Partnership Arrangement (CEPA).

Matters Requiring Special Attention in 2009–10

11 During 2009–10, the Office will:

- commence implementation of the new CERC regime as recommended in the institutional review;
- monitor the smooth implementation of the new governance arrangements for the HKIRC;
- continue to take part in the Ideographic Rapporteur Group of the International Organisation for Standardization (ISO) and promote wider adoption of the ISO/International Electrotechnical Commission 10646 as the standard for Chinese character coding in Hong Kong;
- continue to operate the Voluntary Certification Authority Recognition Scheme;
- continue to provide advice and support to the HKPCA in managing the public CA services, and complete the review of the arrangements for maintaining a public CA in Hong Kong;
- promote deployment of digital certificates on easy-to-use universal serial bus (USB) devices for applying digital signatures and enhancing information security within public and private sector organisations;
- continue to co-organise activities with bureaux/departments, and facilitate professional bodies and the IT industry to enhance the supply of quality IT manpower in Hong Kong;
- work with professional bodies to develop an overall plan for sponsoring the development of IT professional certification;
- review competitiveness of Hong Kong as a location for online businesses;
- collaborate with Guangdong under the Supplement V to the CEPA on the development of a framework for the mutual recognition of electronic signature certificates and plan for the implementation of pilot applications; and
- embark on a review of the Electronic Transactions Ordinance (Cap. 553).

Programme (3): IT in the Community

	2007–08 (Actual)	2008–09 (Original)	2008–09 (Revised)	2009–10 (Estimate)
Financial provision (\$m)#	38.7	40.4	40.3 (–0.2%)	105.3 (+161.3%)

(or +160.6% on
2008–09 Original)

For comparison purpose, the figures exclude provisions for the development of IT manpower in Hong Kong which have been transferred to Programme (2) to better reflect the desired outcomes under the Digital 21 Strategy.

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Aim

12 The aim of this Programme is to deliver the desired outcomes of the Digital 21 Strategy under the action areas “Developing Hong Kong as a hub for technological cooperation and trade” and “Building an inclusive, knowledge-based society”. The desired outcome for the former action area is that business establishments located in Hong Kong should play a significant role in the local, Mainland and global markets for ICT and digital content services, and that collaboration with Mainland and international entities should be a major factor in successfully serving these markets. The desired outcome for the latter action area is that residents, businesses and voluntary organisations in Hong Kong are all able to create, access, utilise and share information and knowledge, so that they can achieve their full potential in promoting their sustainable development and improving their quality of life. There should also be a culture of healthy and ethical use of ICT, promoted and protected by knowledgeable users and the legal system.

Brief Description

13 OGCIO promotes and facilitates the wider use of IT in the business sector and the community, and contributes to building a digitally inclusive society in Hong Kong. It collaborates with industry support organisations and trade associations to support the IT industry, including exploration of business opportunities locally, in the Mainland and overseas.

14 In 2008–09, the Office:

- raised public awareness of security and health issues relating to the use of Wi-Fi services through a series of publicity and education programmes to the general public;
- organised the third Hong Kong ICT Awards aimed at developing widespread and internationally recognised branding of Hong Kong’s achievements in ICT innovations and services;
- initiated the pilot scheme of District Cyber Centre (DCC) to enable children from low income families and other needy local residents to gain access to the rich pool of information/knowledge in the cyber space and conduct suitable electronic transactions;
- conducted an in-depth study on the degree of digital inclusiveness of the disadvantaged groups;
- co-ordinated and completed IT surveys including the 2008 annual surveys on the use of IT in households and businesses;
- monitored the implementation of the sector-specific programme for six sectors, namely medical and health, watches and clocks, trade, beauty service, social service and supply chain, to further promote e-business adoption and to drive the development of practical IT solutions among small and medium sized enterprises (SMEs);
- continued to support the Hong Kong Council of Social Service (HKCSS) under the Digital Solidarity Fund to engage interested stakeholders in designing and implementing digital inclusion programmes;
- established a task force on digital inclusion to formulate strategies and initiatives to tackle the digital divide problems in a more holistic manner;
- collaborated with the Department of Information Industry of Guangdong Province through the Expert Group on Co-operation in Informatisation under the aegis of the Hong Kong/Guangdong Co-operation Joint Conference to facilitate co-operation between the two places;
- organised the 10th Joint Conference of the Pan Pearl River Delta Directors of Information Industry held in Hong Kong;
- continued to strengthen co-operation with the countries with which Hong Kong has entered into ICT co-operative arrangements at both Government and industry levels;
- facilitated the Cyberport and the relevant industry organisations in promoting the support facilities/services offered by the Hong Kong Wireless Development Centre, Digital Media Centre, i-Resource Centre and Cyberport Digital Entertainment Incubation cum Training Centre at the Cyberport to local IT and digital entertainment industry players;
- facilitated and promoted to the public and businesses on risk assessment and security assurance requirements in handling different electronic transactions;
- implemented and sponsored a variety of initiatives to widen the adoption of IT in the community, including sponsoring non-profit making organisations to organise promotional activities;
- conducted community awareness and education programmes including organising the “Hong Kong Clean PC Day” campaign and school visits to promote information security and ethical use of the Internet to the youngsters;
- continued to promote the wider use of IT in the community through co-organising the “IT Hong Kong” campaign and other community educational activities;
- facilitated the development of the IT industry through supporting and participating in conferences, forums, seminars, visits and various industry-led initiatives;

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- promoted the awareness and adoption of Open Source Software among SMEs; and
- commenced the review of the pilot scheme for opening up intellectual property in government IT systems for commercial exploitation.

Matters Requiring Special Attention in 2009–10

15 During 2009–10, the Office will:

- launch a one-year territory-wide campaign to educate Internet users, especially young students, on the safe and healthy use of the Internet;
- set up a task force on industry facilitation to facilitate the development of the ICT industry in exploring and developing the regional and global markets;
- facilitate consensus on a brand proposition for the ICT industry and develop a promotion plan;
- review strategy for supporting ICT collaboration with the Mainland in exploring and developing the regional and global markets;
- collaborate with the Hong Kong Trade Development Council, Overseas Economic and Trade Offices and Invest Hong Kong in gathering and disseminating market intelligence, promoting trade and attracting inward investment for the IT sector;
- formulate policy on promoting Hong Kong as a data centre hub;
- continue to organise the Hong Kong ICT Awards with a view to engaging interested stakeholders to develop widespread and internationally recognised branding of Hong Kong's achievements in ICT innovations and services;
- continue to review the pilot scheme for opening up intellectual property in government IT systems for commercial exploitation;
- continue to assist in promoting the Cyberport as a centre for the IT and digital entertainment industries;
- continue to facilitate the development of the digital entertainment industry in Hong Kong through supporting industry-led initiatives such as shared facilities, research and development, skills upgrading and marketing;
- co-operate with Shenzhen under the Shenzhen-Hong Kong Innovation Circle initiative;
- continue to implement the pilot scheme of DCC to enable children from low income families and other needy local residents to gain access to the rich pool of information/knowledge in the cyber space and conduct suitable electronic transactions;
- implement other digital inclusion programmes with reference to the strategies and initiatives formulated by the task force on digital inclusion;
- continue to measure the digital inclusiveness of the disadvantaged groups for gauging the effectiveness of the digital inclusion programmes;
- conduct an impact study to assist in the formulation of strategies and initiatives to facilitate ICT adoption by SMEs;
- continue to support surveys to monitor the use of IT in households and businesses;
- continue to promote information security awareness and education of the general public including SMEs and corporations; and
- continue to facilitate and promote to the public and businesses on risk assessment and security assurance requirements in handling different electronic transactions.

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ANALYSIS OF FINANCIAL PROVISION

Programme	2007–08 (Actual) (\$m)	2008–09 (Original) (\$m)	2008–09 (Revised) (\$m)	2009–10 (Estimate) (\$m)
(1) Use of IT in Government	436.0	454.1	444.8	477.2
(2) IT Infrastructure and Standards.....	66.9	69.7	69.9	73.3
(3) IT in the Community	38.7	40.4	40.3	105.3
	<hr/> 541.6	<hr/> 564.2	<hr/> 555.0 (–1.6%)	<hr/> 655.8 (+18.2%)
				(or +16.2% on 2008–09 Original)

Analysis of Financial and Staffing Provision

Programme (1)

Provision for 2009–10 is \$32.4 million (7.3%) higher than the revised estimate for 2008–09. This is mainly due to the increased requirement for implementing the new strategy for e-government service delivery, increased departmental expenses and increased salary provision arising from filling of vacancies and creation of one post, partly offset by reduced capital expenditure.

Programme (2)

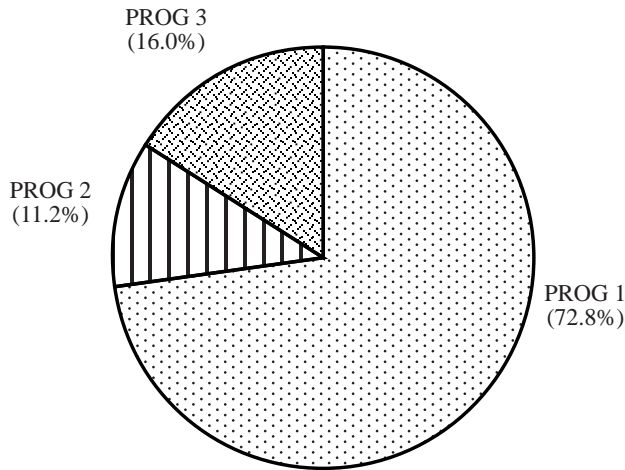
Provision for 2009–10 is \$3.4 million (4.9%) higher than the revised estimate for 2008–09. This is mainly due to the additional provision for the Computer Emergency Response Centre services, partly offset by the reduction of funding support for the Hongkong Post Certification Authority.

Programme (3)

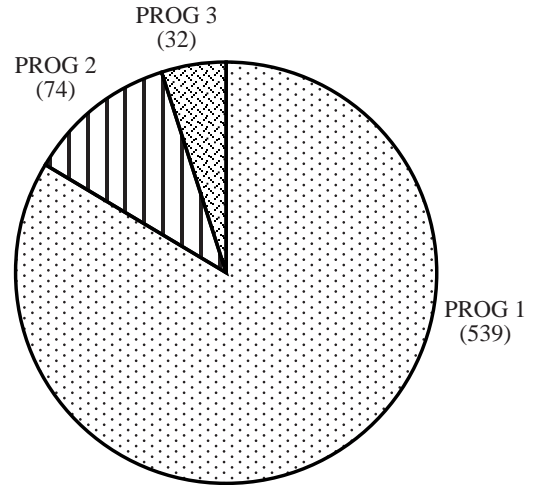
Provision for 2009–10 is \$65.0 million (161.3%) higher than the revised estimate for 2008–09. This is mainly due to the additional provision for a one-year territory-wide campaign to educate Internet users, especially young students, on the safe and healthy use of the Internet.

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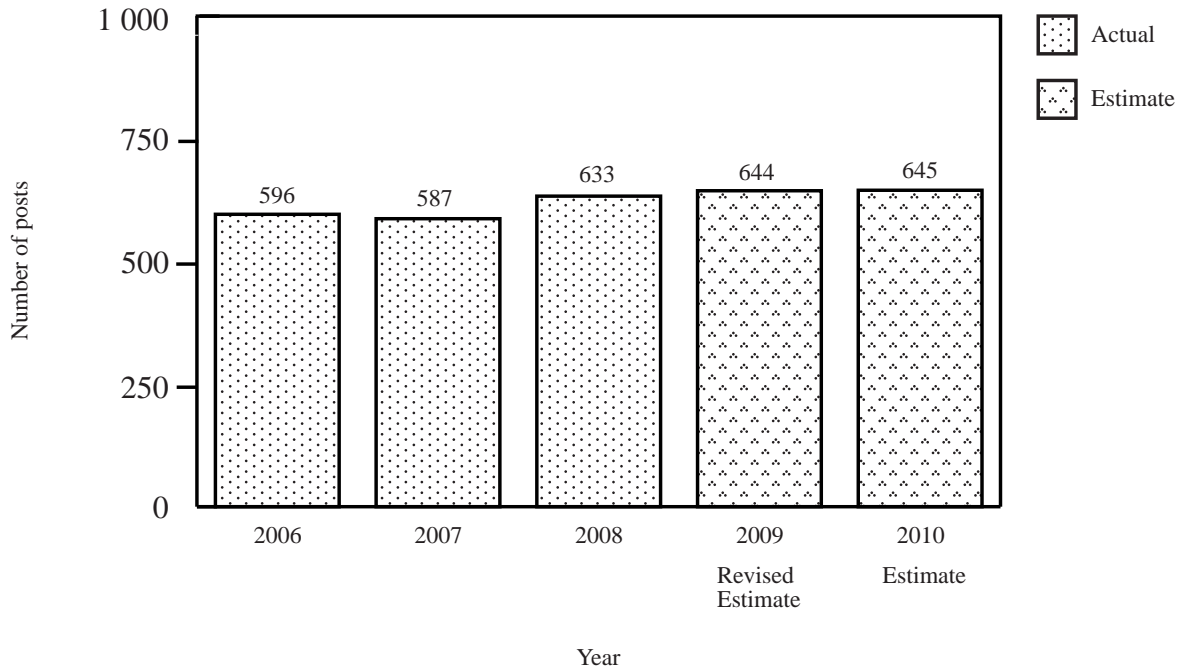
*Allocation of provision
to programmes
(2009-10)*



*Staff by programme
(as at 31 March 2010)*



*Changes in the size of the establishment
(as at 31 March)*



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Sub-head (Code)	Actual expenditure 2007-08	Approved estimate 2008-09	Revised estimate 2008-09	Estimate 2009-10	
	\$'000	\$'000	\$'000	\$'000	
Operating Account					
Recurrent					
000	Operational expenses	540,426	563,998	554,798	655,842
	Total, Recurrent	540,426	563,998	554,798	655,842
Non-Recurrent					
	General non-recurrent	202	—	—	—
	Total, Non-Recurrent	202	—	—	—
	Total, Operating Account	540,628	563,998	554,798	655,842
Capital Account					
Plant, Equipment and Works					
	Minor plant, vehicles and equipment (block vote)	1,000	186	186	—
	Total, Plant, Equipment and Works	1,000	186	186	—
	Total, Capital Account	1,000	186	186	—
	Total Expenditure	541,628	564,184	554,984	655,842

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Details of Expenditure by Subhead

The estimate of the amount required in 2009–10 for the salaries and expenses of the Office of the Government Chief Information Officer is \$655,842,000. This represents an increase of \$100,858,000 over the revised estimate for 2008–09 and of \$114,214,000 over actual expenditure in 2007–08.

Operating Account

Recurrent

2 Provision of \$655,842,000 under *Subhead 000 Operational expenses* is for the salaries, allowances and other operating expenses of the Office of the Government Chief Information Officer. The increase of \$101,044,000 (18.2%) over the revised estimate for 2008–09 is mainly due to the additional provision for a one-year territory-wide campaign to educate Internet users, especially young students, on the safe and healthy use of the Internet, as well as increased requirement for implementing the new strategy for e-government service delivery, increased departmental expenses and increased salary provision arising from filling of vacancies and creation of one permanent post.

3 The establishment as at 31 March 2009 will be 644 permanent posts. It is expected that there will be an increase of one permanent post in 2009–10. Subject to certain conditions, the controlling officer may under delegated power create or delete non-directorate posts during 2009–10, but the notional annual mid-point salary value of all such posts must not exceed \$277,583,000.

4 An analysis of the financial provision under *Subhead 000 Operational expenses* is as follows:

	2007–08 (Actual) (\$'000)	2008–09 (Original) (\$'000)	2008–09 (Revised) (\$'000)	2009–10 (Estimate) (\$'000)
Personal Emoluments				
- Salaries	288,722	298,000	304,000	315,000
- Allowances	3,131	3,700	4,130	4,350
- Job-related allowances	9	80	120	150
Personnel Related Expenses				
- Mandatory Provident Fund contribution	27	100	50	60
- Civil Service Provident Fund contribution	36	300	118	150
Departmental Expenses				
- Hire of services and professional fees	146,617	154,976	151,814	225,040
- Data processing	42,620	41,972	39,866	41,872
- General departmental expenses	19,221	23,050	23,000	24,800
Other Charges				
- Electronic Service Delivery scheme	31,243	920	—	920
- New Strategy for E-government Service Delivery	—	40,900	31,700	43,500
- Support for e-Cert scheme	8,800	—	—	—
	540,426	563,998	554,798	655,842