

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 2008–09	\$564.2m
Establishment ceiling 2008–09 (notional annual mid-point salary value) representing an estimated 619 non-directorate posts as at 31 March 2008 rising by nine posts to 628 posts as at 31 March 2009	\$263.7m

In addition, there will be an estimated 17 directorate posts as at 31 March 2008 and as at 31 March 2009.

Controlling Officer's Report

Programmes

<p>Programme (1) Use of Information Technology (IT) in Government</p> <p>Programme (2) IT Infrastructure and Standards</p> <p>Programme (3) IT in the Community</p>	<p>These programmes contribute to Policy Area 17: Information Technology and Broadcasting (Secretary for Commerce and Economic Development).</p>
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Detail

Programme (1): Use of IT in Government

	2006–07 (Actual)	2007–08 (Original)	2007–08 (Revised)	2008–09 (Estimate)
Financial provision (\$m)	357.5	391.1	365.1 (–6.6%)	381.6 (+4.5%)
				(or –2.4% on 2007–08 Original)

Aim

2 The aim is to promote and facilitate more extensive use of IT by the Government with a view to providing customer-centric services that support an accessible, accountable and efficient government and contribute to maintaining Hong Kong's position as a world digital city.

Brief Description

3 The Office of the Government Chief Information Officer (OGCIO) provides a single focal point within the Government with the responsibility of formulating IT policies and strategies under the Digital 21 Strategy and providing IT services and support within the Government.

4 The vision of the OGCIO under this Programme is to formulate policies and strategies and to implement programmes in relation to e-government that (a) serve the community through the provision of integrated, one-stop and customer-centric e-services to customers that deliver increased value and facilitate better access to public services; (b) transform the Government through business process re-engineering that improves service delivery, strengthens the value of customer orientation and enhances efficiency and productivity; and (c) sustain Hong Kong's role as a world digital city through promoting a more pervasive e-environment that raises the e-literacy of the community and driving the adoption of e-commerce and e-business. The strategies and initiatives under this Programme aim to support the Chief Executive's policy direction, including progressive development, quality city and quality life.

5 In 2007–08, the Office:

- promulgated the fourth Digital 21 Strategy;
- monitored the progress in implementing the 2004 Digital 21 Strategy published in March 2004;
- launched GovHK, the new one-stop shop for online government information and services, adopting a clustering approach to e-government service delivery;
- evaluated proposals received in the Expression of Interest exercise conducted to gauge interest in private sector participation to provide value-added information and services riding on GovHK;

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- started to implement the pilot e-procurement programme for low-value, high-volume purchases conducted at bureaux/departments' level;
- completed a review of the result of the project governance mechanism for government IT projects and implemented further enhancements to assist government bureaux/departments in better planning and managing their projects;
- revamped the Government intranet portal, the Central Cyber Government Office (CCGO), to provide more customer-centric services to government employees;
- advised bureaux/departments on the management responsibilities of information security and kept bureaux/departments abreast of the various IT security technologies and solutions as well as latest IT security vulnerabilities and cyber threats;
- assisted the Rating and Valuation Department (RVD) and the Land Registry (LR) to progressively implement the Property Information Hub (PIH) initiative for public online access to those Government-held property-related information;
- collaborated with the Lands Department (LandsD) in exploring with bureaux/departments concerned the feasibility of providing geo-spatial information through GovHK;
- assisted bureaux/departments to incorporate business process re-engineering considerations in the development of new IT applications;
- promoted the awareness of wireless and mobile services and technologies within the Government and assisted bureaux/departments in adopting the technologies through the provision of centralised mobile workplace services and the pilot implementation of a mobile public portal;
- advised and assisted bureaux/departments on the appraisal, adoption and management of relevant technologies in implementing e-government initiatives;
- promulgated a management guide to assist bureaux/departments in evaluating and developing the business cases for their IT projects in a more systematic and comprehensive manner;
- completed the first-tier study on service transformation opportunities in the Government;
- 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;
- participated in a pilot electronic record keeping system led by the Government Records Service; and
- co-ordinated the orderly transition of e-government services under the Electronic Service Delivery (ESD) scheme upon the expiry of the ESD contract in January 2008.

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

Target

	Target	2006 (Actual)	2007 (Actual)	2008 (Plan)
services rendered meeting requirements set out in service level documents agreed with users (%)	100	100	100	100

Indicators

	2006 (Actual)	2007 (Actual)	2008 (Estimate)
government staff with designated workstations (%)	92.9	94.6	96.0
no. of bureaux/departments with IT plans in place	57	56	57
results of post-implementation reviews on completed IT projects			
completed on schedule (%)	40.6	41.4 [^]	60.0 [^]
completed within budget (%)	88.8	90.5	90.0
meeting agreed specifications (%)	99.3	100	100
achieving intended benefits (%)	96.5	97.4	99.0

[^] New basis of measurement as from 2007 to take account of the planned system rollout date when the project commences.

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	2006–07 (Actual)	2007–08 (Revised Estimate)	2008–09 (Estimate)
total value of work undertaken in the year (\$m)	945.1	1,256.2	1,829.7
total value of work outsourced in the year (\$m)	845.0	1,196.1	1,225.9

Matters Requiring Special Attention in 2008–09

7 During 2008–09, the Office will:

- monitor the progress in implementing programmes and initiatives in the 2008 Digital 21 Strategy;
- continue to enrich the contents and enhance the design of GovHK and its service clusters;
- collaborate with bureaux/departments concerned in implementing the pilot e-procurement programme;
- continue to upkeep the IT security awareness of bureaux/departments and monitor their security compliance status;
- formulate a channel management strategy for adoption by bureaux/departments with a view to streamlining service delivery channels and achieving greater customer satisfaction and cost-effectiveness;
- work with bureaux/departments concerned to ensure the development of a comprehensive and co-ordinated approach in the management of information across the Government;
- continue to enhance the Government intranet portal, the CCGO, to provide more customer-centric services to government employees;
- continue to provide advice and support in joined-up project initiatives including the Government Electronic Trading Services (GETS) and the Digital Trade and Transportation Network (DTTN), and explore with and facilitate bureaux/departments on further opportunities for joining up e-government services;
- continue to co-ordinate with the RVD and the LR in the implementation of the PIH;
- collaborate with the LandsD in the delivery of geo-spatial information to the public through GovHK;
- review the arrangement for the supply of IT professional services in Government and explore opportunities for further enhancement;
- commence a review on the electronic mail services in the Government and formulate a strategy for the service in the next five years;
- continue to monitor the IT project governance and assist government bureaux/departments in better managing their projects;
- participate in the review of the pilot electronic record keeping system led by the Government Records Service; and
- continue to advise and co-ordinate 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 CCGO.

Programme (2): IT Infrastructure and Standards

	2006–07 (Actual)	2007–08 (Original)	2007–08 (Revised)	2008–09 (Estimate)
Financial provision (\$m)	104.2	114.8	115.2 (+0.3%)	113.5 (–1.5%)
				(or –1.1% on 2007–08 Original)

Aim

8 The aim is to facilitate the development of a secure and reliable infrastructure and the setting of common standards in Hong Kong.

Brief Description

9 The Office supports the development of IT infrastructure and setting of 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 Government, business and the general public can interact readily and securely, for the further development of e-government services and e-commerce. It also seeks to introduce common standards which apply to both the public and private sectors. The strategies and initiatives under this Programme aim to support the Chief Executive's policy direction, including infrastructure projects for economic growth and investing for a caring society.

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10 In 2007–08, the Office:

- formulated a government IT infrastructure and sourcing strategy to facilitate the implementation of initiatives under the new Digital 21 Strategy;
- awarded contracts for the implementation of the Government Wi-Fi programme (GovWiFi);
- commenced the procurement exercise for a new arrangement of data centre services;
- co-ordinated with the Tamar design-and-build project director, contractor, and related bureaux/departments on the establishment of IT infrastructure and common IT services to facilitate the provision of a collaborative working environment;
- introduced 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;
- enhanced the websites related to information security to keep abreast of international and industry developments;
- completed a feasibility study on unified identity management for e-government services and promulgated the Unified Identity Management Framework to bureaux/departments;
- advised on the technical issues on anti-spamming legislation;
- 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 technical and security issues relating to the planning and development of a territory-wide electronic health record sharing infrastructure in Hong Kong;
- awarded the contract for the renewal of the Government Backbone Network providing connectivity among bureaux/departments and common services;
- commenced the preparation work for the transition of the relevant government networks to make use of the new Internet Protocol (version 6);
- commenced the procurement of a new Internet gateway to enhance the performance and security of the Internet access service for government users;
- enhanced the E-Government Infrastructure Service and provided common services to support the implementation of the GovHK Programme;
- operated the Voluntary Certification Authority Recognition Scheme and monitored the compliance by recognised certification authorities of 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 in managing the public certification services;
- completed an initial study to assess the potential of developing a Spatial Data Infrastructure having regard to the latest international and regional developments;
- planned and initiated the institutional review of Computer Emergency Response Centre (CERC) services in Hong Kong; and
- completed a study on the service delivery channels of the Government Directory Service.

Matters Requiring Special Attention in 2008–09

11 During 2008–09, the Office will:

- implement GovWiFi to increase the coverage of wireless broadband facilities in public areas and facilitate wireless Internet access by the public;
- arrange contracts of standing offer agreements for the provision of data centre services to bureaux and departments;
- formulate a strategy to exploit potential opportunities for consolidation of government data centres;
- continue to co-ordinate with the Tamar design-and-build project director, contractor, and related bureaux/departments on the establishment of IT infrastructure and common IT services to facilitate the provision of a collaborative working environment;
- review, update 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;

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- continue to conduct the centrally managed security audit for bureaux/departments;
- work with the FHB, the healthcare professions and other stakeholders on the development of a territory-wide electronic health record sharing infrastructure in Hong Kong and provide input on the associated specifications on technical and data standards, information management, security and other relevant IT requirements;
- complete the renewal of the Government Backbone Network to enhance capacity and connectivity among bureaux/departments and common services;
- continue to enhance the Interoperability Framework to facilitate the development of e-government services;
- continue to take part in the Ideographic Rapporteur Group of the International Organization for Standardization (ISO) and promote wide adoption of the ISO/International Electrotechnical Commission 10646 as the standard for Chinese character coding in Hong Kong;
- continue to advise the DTTN Standards Advisory Group on relevant standards with a view to providing a neutral and secure interface for logistics players in the supply chain to exchange information and data;
- continue to implement a pilot infrastructural authentication service using the secure personal identification number embodied in the smart identity cards;
- advise bureaux/departments on the adoption of the Unified Identity Management Framework for their e-government services;
- continue to operate the Voluntary Certification Authority Recognition Scheme;
- continue to provide advice and support to the Hongkong Post Certification Authority in managing the public certification services;
- complete the institutional review of CERC services in Hong Kong and commence implementation;
- continue to prepare the transition of government networks to make use of the new Internet Protocol (version 6); and
- continue to provide central facilitation and technical consultation services for the upgrading of the Confidential Mail System in bureaux/departments.

Programme (3): IT in the Community

	2006–07 (Actual)	2007–08 (Original)	2007–08 (Revised)	2008–09 (Estimate)
Financial provision (\$m)	62.2	58.1	69.8 (+20.1%)	69.1 (–1.0%)
				(or +18.9% on 2007–08 Original)

Aim

12 The aim is to promote and facilitate the development and adoption of IT in the community and in business to enhance the social and economic well-being and competitiveness of Hong Kong.

Brief Description

13 The Office 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. In addition, it works in close partnership with the local IT industry, academia, non-profit making organisations and other professional bodies to promote the use of new and emerging technologies, applications and services in the business sector and the community. The strategies and initiatives under this Programme aim to support the Chief Executive's policy direction, including optimising our demographic structure and attracting talent, developing democracy and enhancing governance.

14 In 2007–08, the Office:

- organised the second Hong Kong Information and Communications Technology (ICT) Awards with a view to engaging interested stakeholders to develop a large scale and internationally recognised branding of Hong Kong's achievements in ICT innovations and services;
- completed the 2004-05 and 2005–06 sector-specific programmes, and monitored the implementation of the 2006–07 sector-specific programme for five sectors, namely medical and health, watches and clocks, trade, beauty service, and social service, to further promote e-business adoption and to drive the development of practical IT solutions among small and medium enterprises (SMEs);

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- 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-operations between Guangdong and Hong Kong;
- co-ordinated and completed IT surveys including the 2007 annual surveys on the use of IT in households and business;
- collaborated with 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, Digital Entertainment Industry Support Centre and Cyberport Digital Entertainment Incubation cum Training Centre at the Cyberport to local IT and digital entertainment industry players;
- promoted the Digital 21 Strategy and new e-government services to the community;
- continued to promote the wider use of IT in the community through co-organising an IT Hong Kong Campaign and other community educational activities, including the production of radio programmes to promote wider adoption of IT and arouse awareness in information security and computer-related crime among the general public;
- 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;
- facilitated the development of the IT industry through organising and participating in conferences, forums, seminars, visits and various promotional events;
- promoted the awareness and adoption of Open Source Software (OSS) among SMEs;
- facilitated and monitored the pilot implementation of opening up intellectual property in government IT systems for commercial exploitation;
- collaborated with the Education Bureau (EDB) and the local IT industry on the development of a Qualifications Framework and associated specification of competency standards for the Software Products and Software Services;
- sponsored the Hong Kong Computer Society in conducting a study on a certification system for IT professional qualifications and an IT manpower roster for Hong Kong;
- engaged in discussions with the Hong Kong Institution of Engineers on the feasibility of setting up a registration system for IT practitioners in the applicable disciplines;
- continued to strengthen co-operation with the countries with which Hong Kong has entered into ICT co-operative arrangements at both the Government and industry levels;
- conducted an information security survey for public organisations and regulatory bodies on their current state of information security and advised them on the improvement measures required;
- published a Risk Assessment and Electronic Authentication Framework to facilitate the public and businesses to determine the appropriate assurance level and security requirements for different electronic transactions;
- conducted an in-depth study to identify the barriers preventing the disadvantaged groups from wider use of ICT in their daily lives;
- planned to establish a task force on digital inclusion to formulate strategies and initiatives to tackle the digital divide problems in a more holistic manner;
- conducted a public consultation on the recommended changes arising from the review on the institutional arrangements for the administration of .hk Internet domain names; and
- 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.

Matters Requiring Special Attention in 2008–09

15 During 2008–09, the Office will:

- continue to organise the Hong Kong ICT Awards with a view to engaging interested stakeholders to develop a large scale and internationally recognised branding of Hong Kong's achievements in ICT innovations and services;
- promote GovWiFi and raise public awareness of security and health issues relating to use of wireless services, through a series of publicity and education programmes to the general public;
- continue to sponsor worthwhile projects for driving e-business adoption among SMEs;
- continue to facilitate and support the development of local IT industry and help expand business opportunities in overseas and the Mainland markets through the Mainland and Hong Kong Closer Economic Partnership Arrangement and other collaborative arrangements;
- continue to collaborate with various Mainland counterparts at state, provincial and municipal levels to promote informatisation;

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- continue to support surveys to monitor IT adoption in the business sector and households, and to understand public opinions towards the provision and utilisation of e-government services;
- provide support to the task force on digital inclusion in formulating strategies and initiatives to tackle the digital divide problems;
- implement digital inclusion programmes with reference to the strategies and initiatives formulated by the task force on digital inclusion;
- continue to promote and support the development of the digital entertainment industry in Hong Kong through providing a full range of support services such as shared facilities, research and development, skills upgrading and marketing;
- continue to assist in promoting the Cyberport as the regional hub for the IT and digital entertainment industry;
- continue to organise and sponsor a variety of initiatives to widen the adoption of IT in the community, including the production of radio programmes and sponsoring non-profit making organisations to organise promotional activities, basic IT courses and competitions;
- continue to facilitate the development of the IT industry through participating in various promotional activities such as conferences, forums, seminars and visits;
- continue to promote the awareness and adoption of OSS among SMEs;
- continue to co-organise activities with bureaux/departments, professional bodies and the IT industry to enhance the supply of quality IT manpower in Hong Kong;
- continue to strengthen co-operation with the countries with which Hong Kong has entered into ICT co-operative arrangements at both the Government and industry levels;
- continue to promote information security awareness and education of the general public including SMEs and corporations;
- continue to facilitate and promote to the public and businesses on risk assessment and security assurance requirements in handling different electronic transactions;
- measure the digital inclusiveness of the disadvantaged groups so as to gauge the effectiveness of the digital inclusion programmes;
- commence the review of the pilot scheme for opening up intellectual property in government IT systems for commercial exploitation;
- work with the Hong Kong Internet Registration Corporation to take forward the recommended changes regarding the review on the institutional arrangements for the administration of .hk Internet domain names;
- collaborate with the EDB and the local IT industry on the development of a Qualifications Framework and associated specification of competency standards for the Information and Communications Services;
- continue to support and collaborate with HKCSS in the administration of the Digital Solidarity Fund to engage interested stakeholders in designing and implementing digital inclusion programmes; and
- continue to support the IT Hong Kong Campaign.

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ANALYSIS OF FINANCIAL PROVISION

Programme	2006–07 (Actual) (\$m)	2007–08 (Original) (\$m)	2007–08 (Revised) (\$m)	2008–09 (Estimate) (\$m)
(1) Use of IT in Government	357.5	391.1	365.1	381.6
(2) IT Infrastructure and Standards.....	104.2	114.8	115.2	113.5
(3) IT in the Community	62.2	58.1	69.8	69.1
	523.9	564.0	550.1 (–2.5%)	564.2 (+2.6%)

**(or comparable with
2007–08 Original)**

Analysis of Financial and Staffing Provision

Programme (1)

Provision for 2008–09 is \$16.5 million (4.5%) higher than the revised estimate for 2007–08. This is mainly due to the increased departmental expenses and salary provision arising from filling of vacancies and creation of ten posts, partly offset by reduced capital expenditure.

Programme (2)

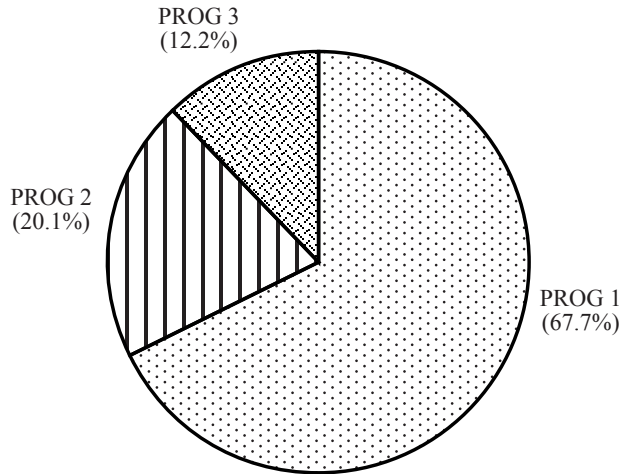
Provision for 2008–09 is \$1.7 million (1.5%) lower than the revised estimate for 2007–08. This is mainly due to the reduction of funding support for the Hongkong Post Certification Authority and deletion of one post, partly offset by the increased salary provision for staff redeployment and departmental expenses.

Programme (3)

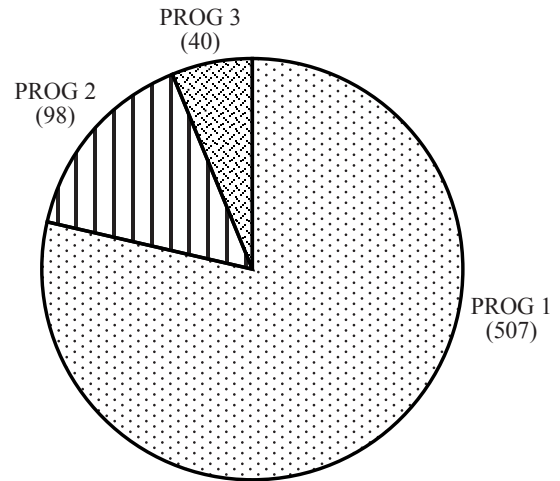
Provision for 2008–09 is \$0.7 million (1.0%) lower than the revised estimate for 2007–08. This is mainly due to the reduced departmental expenses, partly offset by the increased salary provision for redeployment of staff.

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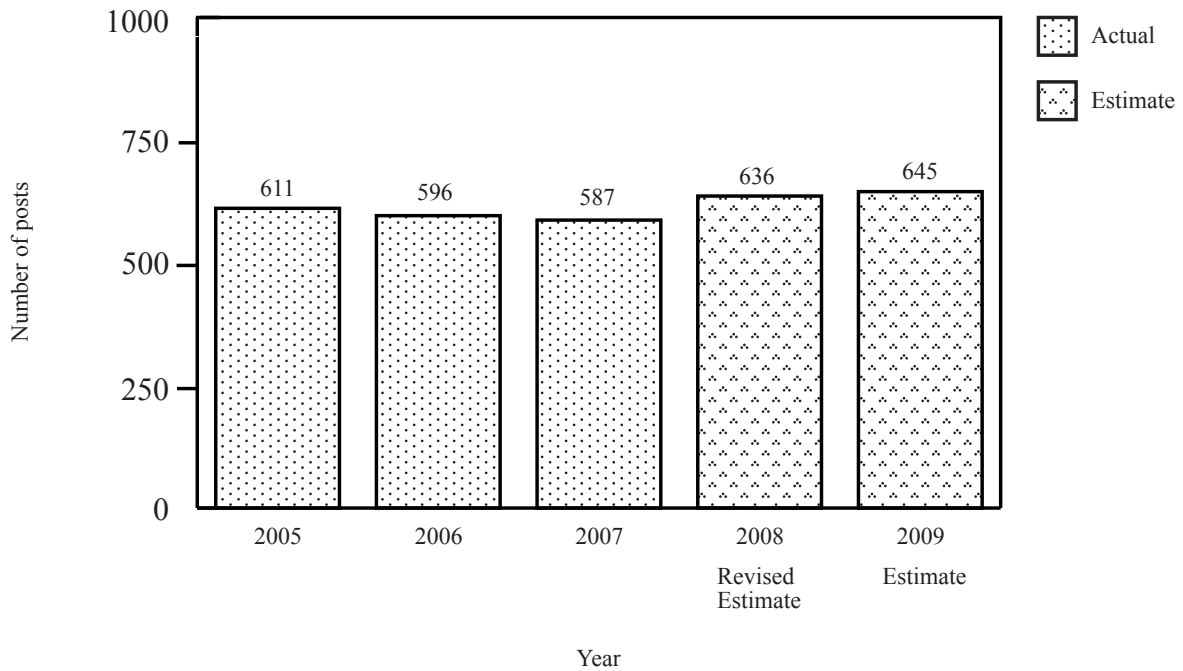
*Allocation of provision
to programmes
(2008-09)*



*Staff by programme
(as at 31 March 2009)*



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



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Sub-head (Code)	Actual expenditure 2006-07	Approved estimate 2007-08	Revised estimate 2007-08	Estimate 2008-09	
	\$'000	\$'000	\$'000	\$'000	
Operating Account					
Recurrent					
000	Operational expenses	522,164	562,783	548,871	563,998
	Total, Recurrent.....	<u>522,164</u>	<u>562,783</u>	<u>548,871</u>	<u>563,998</u>
Non-Recurrent					
	General non-recurrent.....	1,010	250	202	—
	Total, Non-Recurrent.....	<u>1,010</u>	<u>250</u>	<u>202</u>	<u>—</u>
	Total, Operating Account	523,174	563,033	549,073	563,998
Capital Account					
Plant, Equipment and Works					
661	Minor plant, vehicles and equipment (block vote)	696	1,000	1,000	186
	Total, Plant, Equipment and Works.....	<u>696</u>	<u>1,000</u>	<u>1,000</u>	<u>186</u>
	Total, Capital Account.....	696	1,000	1,000	186
	Total Expenditure	<u><u>523,870</u></u>	<u><u>564,033</u></u>	<u><u>550,073</u></u>	<u><u>564,184</u></u>

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Details of Expenditure by Subhead

The estimate of the amount required in 2008–09 for the salaries and expenses of the Office of the Government Chief Information Officer is \$564,184,000. This represents an increase of \$14,111,000 over the revised estimate for 2007–08 and of \$40,314,000 over actual expenditure in 2006–07.

Operating Account

Recurrent

2 Provision of \$563,998,000 under *Subhead 000 Operational expenses* is for the salaries, allowances and other operating expenses of the Office of the Government Chief Information Officer.

3 The establishment as at 31 March 2008 will be 636 permanent posts. It is expected that there will be a net increase of nine permanent posts in 2008–09. Subject to certain conditions, the controlling officer may under delegated power create or delete non-directorate posts during 2008–09, but the notional annual mid-point salary value of all such posts must not exceed \$263,674,000.

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

	2006–07 (Actual) (\$'000)	2007–08 (Original) (\$'000)	2007–08 (Revised) (\$'000)	2008–09 (Estimate) (\$'000)
Personal Emoluments				
- Salaries	268,746	289,170	287,020	298,000
- Allowances	3,260	4,000	3,450	3,700
- Job-related allowances	—	80	30	80
Personnel Related Expenses				
- Mandatory Provident Fund contribution	15	100	50	100
- Civil Service Provident Fund contribution	—	—	40	300
Departmental Expenses				
- Hire of services and professional fees	126,377	146,564	151,234	154,976
- Data processing	52,880	46,432	42,349	41,972
- General departmental expenses	23,112	24,173	21,500	23,050
Other Charges				
- Electronic Service Delivery scheme	35,774	40,264	38,498	920
- New Strategy for E-government Service Delivery	—	—	—	40,900
- Support for e-Cert scheme	12,000	12,000	4,700	—
	522,164	562,783	548,871	563,998

Capital Account

Plant, Equipment and Works

5 Provision of \$186,000 under *Subhead 661 Minor plant, vehicles and equipment (block vote)* represents a decrease of \$814,000 (81.4%) against the revised estimate for 2007–08. This is mainly due to the reduced requirement for minor plant and equipment.