

**For discussion
on 8 January 2001**

**Legislative Council Panel
on Information Technology and Broadcasting**

Software Assets Management in Government

Introduction

This paper briefs Members on the progress of the implementation of software assets management (SAM), including internal software audits, within the Government.

Background

2. The use of unauthorised software in the Government was discussed at the Panel meeting held on 12 July 1999. Members had requested and the Administration undertook to provide a report on the internal software audits conducted by individual bureaux and departments, and the related follow-up actions, to the Panel for consideration. This paper provides such information.

3. The heads of individual bureaux and departments are responsible for the proper management and use of software in their respective offices. The Information Technology Services Department (ITSD) and the Intellectual Property Department (IPD) provide technical and advisory support to bureaux and departments on matters relating to SAM and software intellectual property.

Progress

4. To ensure the proper management of software assets within the Government, we have adopted the following measures -

- (a) promotion and education;
- (b) technical support; and
- (c) progress monitoring.

Promotion and Education

5. We have organised seminars on the proper management of software assets for all bureaux and departments. These seminars cover a wide range of topics including general practices of SAM in the industry, appropriate guidelines, SAM tools and SAM services available in the market.

Technical Support

6. Guidelines on the proper management of software assets have been issued to all bureaux and departments. These guidelines cover the key aspects of SAM including acquisition, deployment and use of software, and monitoring of the use of software. Bureaux and departments are encouraged to use these guidelines as the basis to draw up their own policies and procedures to meet their specific requirements. These guidelines are published in the SAM web site in the Government Intranet for reference by bureaux and departments. The guidelines are also documented in a booklet entitled "*Guidelines on the Management and Use of Computer Software and IT Security for Computer Users*" which has been issued to computer users in the Government for reference as well.

7. Helpdesk service is also available for providing technical advice and assistance to bureaux and departments on the implementation of SAM.

Progress Monitoring

8. ITSD has been conducting quarterly surveys on the progress of SAM implementation in bureaux and departments since October 1999. The SAM measures include -

- (a) appoint a compliance officer or an officer responsible for managing software assets to oversee and to act as a focal point for matters related to SAM and intellectual property;
- (b) promulgate internal departmental instructions in respect of the proper management and use of computer software to ensure that each staff member clearly understands the requirements;

- (c) ensure general awareness of all staff members to use only authorised software;
- (d) acquire software legitimately;
- (e) keep software licences;
- (f) keep software inventory up-to-date;
- (g) maintain and implement proper procedures for installing and distributing software;
- (h) conduct periodic software assets audit; and
- (i) confirm proper licensing and authorisation for all software used .

9. We have encouraged bureaux and departments to implement all the SAM measures as early as possible. Based on the returns submitted by bureaux and departments in the latest quarterly survey conducted in early December 2000, the progress of SAM implementation in the Government is summarised as follows -

- (a) 67 (70%) bureaux and departments have implemented all SAM measures;
- (b) 4 (4%) will have implemented all SAM measures by 31 December 2000;
- (c) 19 (20%) will have implemented all SAM measures by 31 March 2001; and
- (d) 6 (6%) will have implemented all SAM measures by 30 June 2001.

— More details are set out in the Enclosure. We anticipate that all Government bureaux and departments will have implemented all SAM measures by end June 2001.

10. Of the 67 bureaux and departments which have implemented all SAM measures, in the majority (57) of cases, no unauthorised software was detected. However, unauthorised software was found in ten cases and these fall within the following categories -

- (a) inadvertent installation of software copies exceeding the licensed quantity;
- (b) installation of licensed software or freeware which had not been approved for installation by the concerned bureaux and departments; and
- (c) unauthorized software which were installed by some other parties prior to the computers were assigned to the incumbent officers.

11. The concerned bureaux/departments have all taken rectification actions against the incidents immediately, i.e. to obtain the right number of licences, to give authorisation to the use of the software or to delete the unauthorized software, etc. where appropriate. All bureaux and departments have also been further reminded to follow the guidelines on the proper management and use of software which we have issued.

The Way Forward

12. We will continue to promote and educate computer users in the Government on the importance of the proper management of software assets, and to provide necessary assistance and monitor the progress of SAM implementation in bureaux/departments. All bureaux and departments are committed to preventing the use of unauthorized software. With the completion of implementation of all SAM measures in all bureaux and departments by end June 2001, we would set a good example for the private sector to follow.

Progress of SAM implementation

(A) Bureaux/departments which have implemented all SAM measures (Total = 67)

Audit Commission
Census and Statistics Department
Chief Executive's Office
Chief Secretary for Administration's Private Office
Civil Aid Service
Civil Aviation Department
Civil Engineering Department
Civil Service Bureau
Constitutional Affairs Bureau
Correctional Services Department
Customs and Excise Department
Department of Health
Drainage Services Department
Economic Services Bureau
Education and Manpower Bureau
Efficiency Unit
Electrical and Mechanical Services Department
Finance Bureau
Financial Secretary's Private Office
Fire Services Department
Government Flying Service
Government Laboratory
Government Land Transport Agency
Government Property Agency
Government Supplies Department
Highways Department
Home Affairs Bureau
Home Affairs Department
Hong Kong Monetary Authority
Hong Kong Observatory
Hong Kong Police Force
Hongkong Post

Housing Bureau
Immigration Department
Independent Commission Against Corruption
Information Services Department
Information Technology and Broadcasting Bureau
Information Technology Services Department
Inland Revenue Department
Innovation and Technology Commission
Intellectual Property Department
Invest Hong Kong
Judiciary
Labour Department
Land Registry
Lands Department
Legal Aid Department
Leisure and Cultural Services Department
Office of the Commissioner of Insurance
Office of the Telecommunications Authority
Official Languages Agency
Public Service Commission
Rating and Valuation Department
Secretariat for Independent Police Complaints Council
Social Welfare Department
Standing Commission on Civil Service Salaries and Conditions of Service
Standing Committee on Disciplined Services Salaries and Conditions of Service
Student Financial Assistance Agency
Territory Development Department
Tourism Commission
Trade and Industry Department
Transport Bureau
Transport Department
Travel Agents Registry
Treasury
University Grants Committee
Water Supplies Department

**(B) Bureaux/departments which will have implemented all SAM measures by
31.12.2000
(Total = 4)**

Buildings Department
Environment and Food Bureau
Financial Services Bureau
Planning Department

**(C) Bureaux/departments which will have implemented all SAM measures by
31.03.2001
(Total = 19)**

Auxiliary Medical Service
Chief Secretary for Administration's Office (Administration Wing)
Civil Service Training and Development Institute
Commerce and Industry Bureau
Department of Justice
Education Department
Environmental Protection Department
Health and Welfare Bureau
Housing Authority and Housing Department
Marine Department
Office of the Ombudsman
Official Receiver's Office
Planning and Lands Bureau
Printing Department
Radio Television Hong Kong
Registration and Electoral Office
Security Bureau
Television and Entertainment Licensing Authority
Works Bureau

**(D) Bureaux/departments which will have implemented all SAM measures by
30.06.2001
(Total = 6)**

Agriculture, Fisheries and Conservation Department

Architectural Services Department

Central Policy Unit

Companies Registry

Food and Environmental Hygiene Department

Management Services Agency