

**For discussion
on 4 February 2005**

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

**2004 Digital 21 Strategy –
Progress Report for 2004 and Targets for 2005 and Beyond**

Purpose

This paper reports on the progress made in 2004 in implementing the updated Digital 21 Strategy, and sets out the targets and action plans for 2005 and beyond.

Background

2. The overall objective of the updated Digital 21 Strategy, published in March 2004, is to sustain the momentum that has been created in the past five years and to continue to harness the benefits of information technology (IT) for business, the community and Hong Kong's position in the world. The Strategy sets out the following eight main areas of action, which represent the roadmap for driving the further development and adoption of IT in Hong Kong –

- (a) Government leadership
- (b) Sustainable e-government programme
- (c) Infrastructure and business environment
- (d) Institutional review
- (e) Technological development
- (f) Vibrant IT industry
- (g) Human resource in a knowledge economy
- (h) Bridging the digital divide

3. The Government has entrusted the Office of the Government Chief Information Officer (OGCIO) to measure progress at the end of each year against what is set out in the Strategy and propose specific targets, actions and plans for the next year.

Progress and Targets

(a) Government leadership

(i) Government as an advocate and champion

4. The establishment of the OGCIO as the focal point within the Government for formulating and implementing policies, programmes and measures on information and communications technology (ICT) is expected to enhance the visibility of the Government as an advocate and champion in promoting the further development and adoption of IT in Hong Kong (see also paragraph 24 below). Recruitment of the Government Chief Information Officer (GCIO) to provide proactive leadership in driving the development of ICT and e-government in Hong Kong has been completed. The new GCIO reported duty on 1 February 2005.

(ii) Enhancing the IT outsourcing programme

5. We continue to enhance our IT outsourcing programme in 2004. First, the OGCIO conducted an industry consultation exercise on the **Information Technology Professional Services Arrangements (ITPSA)** in May 2004. The Government proposes to replace the ITPSA by the **Standing Offer Agreements for Quality Professional Services (SOA-QPS)**, with a view to improving the efficiency and responsiveness of the service acquisition process, expanding the number of participating suppliers, promoting supplier development, strengthening the emphasis on service quality, and facilitating the participation of local small and medium-sized enterprises (SMEs). The OGCIO is finalizing the framework of the SOA-QPS and aims to invite tenders for the new contracts **before end 2005**. We will also progressively implement various enhancement measures, such as establishing a Suppliers Community Portal to facilitate introduction of IT service suppliers to

government bureaux and departments (B/Ds) and the latter's access to individual suppliers' capabilities and performance track record.

6. Second, the OGCIO awarded a programme management service contract in July 2004 to engage a consultancy firm to assist in implementing the outsourcing initiative for the **central computer centre operation**. Tendering for this outsourcing contract is expected to take place **by mid-2005**.

(iii) Enabling the development of innovative applications

7. To encourage the development of innovative IT applications, the OGCIO has put forward a number of options for internal consultation with a view to **opening up the intellectual property (IP) ownership in Government IT systems** for wider application by the industry. Pending resolution of the complex legal, policy and financial issues, we aim to propose a way forward **by mid-2005**.

(iv) Facilitating the development of e-commerce through the e-government programme

8. We have mapped out high-level strategies for sharpening the two specific e-government programmes mentioned in the Strategy, namely electronic procurement (e-procurement), which will be discussed in paragraph 12 below, and the Electronic Service Delivery (ESD) Scheme (see paragraph 11 below).

(b) Sustainable e-government programme

(i) Sharpening the e-government focus

9. To provide sponsorship for the e-government programme at the most senior level, an **E-government Steering Committee (EGSC)**, chaired by the Financial Secretary, has been set up in September 2004. At its first meeting, the EGSC endorsed the vision-mission for the next wave of e-government development. We will brief Members on the vision, mission and key priorities of our next wave of e-government in **March 2005**.

(ii) Driving utilization, creating value and engaging customers

10. We have accomplished the following specific tasks in 2004 as building blocks of the next wave of e-government programme:

- mapped out a new e-business and technological infrastructure strategy for **future delivery of e-government services** in late 2004. The new strategy seeks to provide e-services in a more customer-oriented manner based on a service clustering approach;
- commissioned a study on **Customer Relations Management (CRM)** in November 2004. Our plan is to issue a CRM Practical Guide by **March 2005** to provide guidelines to B/Ds on improving their customer interface and driving utilization of the e-options;
- issued an Expression of Interest (EOI) in December 2004 to ascertain the market interest in developing and operating a **Property Information Hub (PIH)**. In the light of the outcome of the EOI, we will map out an implementation plan for the PIH in the **first half of 2005**;
- reviewed the implementation strategy for the **Integrated Criminal Justice Process (ICJP)**, with a view to commencing Phase I of the programme in **early 2005**;
- launched the **Business Entry Portal (BEP)** to provide one-stop access to essential business information from over 100 contributing sources and the **Property Stamping System (e-stamping)** which allows online processing of stamping applications and issuance of stamp certificates.

11. We aim to complete the following tasks in 2005 in support of the vision of the next wave of e-government:

- To issue EOI to ascertain the market interest in implementing the proposed service clusters for delivery of e-government and related services in partnership with the Government in **the first half of 2005**, and to work out with the B/Ds concerned the business and implementation plans for the clusters before **end 2005**.
- To promulgate a **Channel Management Strategy** by the **third quarter of 2005** for adoption by B/Ds. Building on the CRM study and the new strategy for the future delivery of e-government services, the channel management strategy is expected to provide guidelines on setting utilization targets for high-value e-options, introducing service advantages and/or price differentials to migrate customers to e-options, adopting CRM practices to enhance the quality of e-services, rationalizing service delivery channels and scaling down the provision of less cost-effective channels where possible and justified.
- To enable the Government to better assess the cost-effectiveness of individual IT projects, the OGCIO intends to commission a study in **mid-2005** to review the IT project funding mechanism and recommend methodologies and tools to identify, quantify and measure the benefits attributable to e-government projects, including their **return on investment (ROI)**. This will enable B/Ds to focus resources on the high impact areas that can benefit both the community and the Government. Our aim is to complete the study by **end 2005**.

(iii) Driving IT adoption through e-government

12. With the aim of enhancing internal efficiency and driving the adoption of IT in the business sector, especially the SMEs, we have mapped out a strategy for taking forward **e-procurement** in the Government. Our next step is to identify the best practices adopted by other governments in e-procurement and its relevance to the HKSAR Government, and to formulate a pragmatic implementation strategy for Hong Kong. We envisage that the findings will be available by the **third quarter of 2005**.

13. To drive IT adoption in the community, the Government has been exploring the inclusion of value-added applications on **smart ID cards**. At as end December 2004, about 2.6 million smart ID cards have been issued, of which over 700,000 and 120,000 ID cards have included e-Cert and library card functions respectively. From mid-December 2004, smart ID card holders can use their ID cards for automated passenger clearance at Lo Wu Control Point, and such facilities will be made available in other control points in phases. By **2006**, smart ID card holders will be able to use their ID cards to book sports and leisure facilities at self-service kiosks and check driving licence data, thereby eliminating the need for drivers to carry their driving licences while driving.

(c) Infrastructure and business environment

(i) Digital Broadcasting

14. The Government completed a consultation exercise on **digital terrestrial television (DTT)** and announced an implementation framework in July 2004. The Asia Television Limited (ATV) and Television Broadcasts Limited (TVB) are required to simulcast their channels in both digital and analogue formats and launch high-definition television services by **2007** and achieve 75% DTT coverage by **2008**. Implementation is underway.

(ii) Broadband infrastructure and wireless access

15. The Government has completed a review of the **interconnection arrangement**. The outcome was announced in July 2004 whereby the Type II interconnection policy for local fixed-line telecommunications services will be withdrawn eventually to promote investment and consumer choice in high bandwidth customer access networks in telecommunications. The withdrawal will be fully implemented across the territory by **30 June 2008**.

16. With the aim of facilitating the deployment of wireless access technologies in Hong Kong, the Office of the Telecommunications

Authority (OFTA) launched a public consultation in December 2004 to invite views on the licensing framework for **broadband wireless access** (BWA). The consultation period will end on 21 February 2005.

(iii) Technology infrastructure

17. The Cyberport was practically completed in mid-2004 to provide four office buildings, a five-star hotel and an arcade. The technology focuses of the Cyberport include IT applications, digital entertainment and wireless/mobile applications. On 23 December 2004, the Administration submitted to this Panel a comprehensive report on the Cyberport project, covering the progress made in achieving its public missions and the anticipated internal rate of return of the project.

18. Science Park Phase 1 was fully completed in October 2004 and construction works for Phase 2 are underway. The four focused technology clusters in Science Park are electronics, precision engineering, biotechnology and IT & telecommunications. Apart from providing high quality R&D premises for its tenants, Science Park has also established common infrastructure such as the Integrated Circuit Design and Development Support Centre and the Product Analysis Laboratory to support the R&D efforts of their users.

(iv) Promote the adoption of e-business

19. To improve and update our legislative framework for the conduct of secure e-business, the **Electronic Transactions (Amendment) Ordinance** was enacted and came into effect in June 2004. Separately, a Task Force comprising the OGCI and the Hongkong Post (HKP) has been formed to develop a proactive strategy for promoting the usage of **e-Cert** and development of relevant applications in Hong Kong. New initiatives recommended by the Task Force will be launched by **mid-2005**.

20. In addition to generic promotional programmes, the OGCI has rolled out two **sector-specific programmes** in 2004 to promote the adoption of e-business by SMEs. By December 2004, 34 travel agents have participated in the “e-Transformation Scheme for the Travel

Industry” sponsored by the Government; and an “e-Transformation Scheme for Medical Doctors” has been launched. The OGCIO plans to launch similar programmes for two other sectors in the **first half of 2005**. We will identify other suitable sectors for inclusion in the programme in future.

(v) Promote information security

21. An information security management and incidents response framework has been established within the Government to advise on relevant policy, oversee the implementation of protection measures, promulgate guidelines and co-ordinate the handling of information security incidents. The Hong Kong Productivity Council (HKPC) has agreed to take up the operation of the **Hong Kong Computer Emergency Response Team Coordination Centre (HKCERT)**, which coordinates the handling of local information security incidents, starting from the **2005/06 financial year**.

22. On community support and education, a new theme page to promote wireless security and to share security guidelines and best practices with the public has been established on the InfoSec (infosec.gov.hk) website in 2004. A series of educational short messages have been broadcasted on radio since March 2004 to enhance public awareness of information security, and broadcasting of a new series of educational short messages will commence in **March 2005**. New government announcement for public interest (API), posters and information leaflets are also being developed. In addition, the Government maintains close liaison and collaboration with various non-government and industry bodies in organizing activities such as exhibitions, seminars and conferences to promote awareness and address issues of information security of different sectors.

(vi) Tackle spamming

23. A public consultation exercise was conducted from June to October 2004 to review the effectiveness of the existing measures for tackling the problem of unsolicited electronic messages and examine the

case for introducing legislative measures. The views received and the proposed way forward will be reported to Members in **March 2005**.

(d) Institutional review

(i) A more integrated structure

24. The **OGCIO** was set up on 1 July 2004 by merging the former Information Technology Services Department (ITSD) and the IT-related divisions of the Communications and Technology Branch of the Commerce, Industry and Technology Bureau (CITB). The OGCIO provides a single focal point for formulating and implementing ICT policies, strategies and measures under the Digital 21 Strategy, in addition to providing IT services and support within the Government.

(ii) Role of Information Infrastructure Advisory Committee (IIAC)

25. Upon completion of the review of the terms of reference, membership and operation of the IIAC, the Government decided to replace it with a new **Digital 21 Strategy Advisory Committee** (D21SAC) with new terms of reference and membership. The D21SAC was set up on 1 October 2004.

(iii) The case for a unified regulatory body

26. The Government will consult the public in the **first quarter of 2005** on its proposal to set up a unified regulator by merging the Broadcasting Authority and the Telecommunications Authority. The proposed new regulatory regime should be competition-based, less focused on monitoring and rule-making, and more responsive to converging technologies and services as well as the competing demands of different stakeholders in the industries and the general public.

(e) Technological development

(i) Support for research and development (R&D)

27. To improve the relevance of applied R&D to the needs of the industry and strengthen the coordination among different elements of the innovation and technology programme, the Innovation and Technology Commission (ITC) conducted a public consultation exercise from June to August 2004 on a new strategy for promoting innovation and technology development in Hong Kong. Having considered the feedback received, the ITC plans to set up **four R&D centres** in **mid-2005** to drive and coordinate R&D efforts in four technology focus areas and promote commercialization of R&D results. The four focus areas are: (a) automotive parts and accessory systems, (b) logistics and supply chain management enabling technologies, (c) nanotechnology and advanced materials, and (d) textile and clothing. It is anticipated that some of the R&D projects in focus area (b) will be ICT-related. In addition, the Applied Science and Technology Research Institute (ASTRI) will lead the R&D in five other focus areas, one of which being communications technologies. Under the new strategy, the Innovation and Technology Fund (ITF) will provide comprehensive support to the R&D centres and ASTRI on the nine focus areas mentioned above, and provide funding on merit basis to projects in other areas including digital entertainment.

(ii) Focus area: wireless technologies and services

28. The OGCI chairs a **Task Force on Promotion of Wireless Services and Technology** to coordinate the implementation of the recommendations of the IIAC Working Group on Wireless Services and Technology concerning the promotion and education of wireless technology. We are considering setting up a **new Task Force** in **early 2005** involving industry and relevant departments to identify and coordinate initiatives that can facilitate the development of the infrastructure, content and applications riding on wireless technologies and services. These include, but are not limited to, enterprise mobile applications, radio frequency identification (RFID), and location-based/global positioning systems.

29. Separately, a “**Cyberport 3G Community Project**”, organized by the Wireless and Technology Industry Association (WTIA) and the Hong Kong Wireless Development Centre (HKWDC), was launched in October 2004 with sponsorship from the OGCI, Cyberport and the 3G

mobile operators. Under this project, funding will be provided to support the development of innovative 3G applications and conduct relevant training and workshops to nurture local talents in the development of 3G applications. The project is scheduled for completion in **March 2006**.

(iii) Focus area: digital entertainment

30. The recommendations of the IIAC Working Group on Digital Entertainment have largely been implemented. In addition, a host of new initiatives have been undertaken by OGCIO in conjunction with its strategic partners such as the HKPC, Hong Kong Trade Development Council (HKTDC) and Cyberport to help foster the development of the local digital entertainment industry. In the 2005 Policy Address, the Chief Executive emphasized the Administration's commitment to stepping up the promotion of cultural and creative industries in Hong Kong. In addition to ongoing marketing support, new initiatives undertaken/to be undertaken in 2004 and 2005 include:

- *Infrastructure and resources*: the **Digital Media Centre (DMC)** was established in Cyberport in March 2004 to provide high-end post-production facilities and technical services for the industry at affordable costs. In addition, the **iResource Centre** in Cyberport, opened in May 2004, provides a wide range of multimedia resources and digital contents for use by the industry.
- *Incubation and Training*: to nurture local talents in Xbox games development, the Cyberport launched an **Xbox Games Incubation Programme** in cooperation with OGCIO and Microsoft in October 2004, which is scheduled for completion in **early 2006**. In addition, in order to support digital entertainment start-ups and provide training opportunities for local talents, the Cyberport has been invited to submit a proposal for the establishment of an **incubation cum training centre** in the Cyberport for consideration for funding by the ITF.
- *R&D*: seven ITF-funded projects are scheduled for completion in **mid to late 2005**. As mentioned in paragraph 27 above, the ITF

will continue to provide funding, on merit basis, to R&D projects in digital entertainment.

- *Professional exchange/development:* the OGCIO has co-organised a number of training, exchange and internship programmes for local students and professionals in 2004. Moreover, it has sponsored the organization of various seminars and forums including the Digital Entertainment Leadership Forum, Cyberport Venture Capital Forum and a seminar on online game development in the Mainland to promote exchange and networking among entrepreneurs and talents from Hong Kong, overseas and the Mainland. Such programmes will continue in **2005**.

- *Opening up new market:* under the second phase of the Mainland/Hong Kong Closer Economic Partnership Arrangement (CEPA II), Hong Kong service suppliers are allowed to set up Internet culture business units in the Mainland with the Mainland party holding majority shareholding with effect from 1 January 2005. Internet culture business units may import and host online games developed in Hong Kong, thus giving Hong Kong companies the opportunity to participate directly in serving the Mainland online game market. The OGCIO will pursue further liberalization measures to facilitate the entry of local digital entertainment companies into the Mainland market under the future phases of CEPA. We have also invited relevant Mainland officials to explain to the local industry the rules, policies and initiatives in relation to digital entertainment and explore with them possible collaboration opportunities.

We will continue to review and refine our strategy and programmes so as to meet the fast-changing needs and circumstances of the digital entertainment industry. We will report to Members on the details of our new initiatives in **the first half of 2005**.

(iv) Riding on new developments

31. The Government continues to provide support, in public policy, infrastructure and funding terms, to enable the industry to harness the potentials brought about by new technology platforms. These include sponsoring the “Cyberport 3G Community Project” to promote and facilitate the development of 3G applications in Hong Kong and setting up a Task Force to promote wireless technology and services. As mentioned in paragraph 28 above, a new task force will be set up in 2005 to look at the potential of global positioning systems and RFID. As requested by the Chairman, we will report on Government’s work in respect of Global Positioning Systems in March this year.

(v) Openness in technological and standards adoption

32. The Government continues to adopt **open and interoperable standards** and enhances its Interoperability Framework (IF) to reflect the latest developments in the industry. In this connection, Version 3 of the IF has been issued in November 2004. The Government also continues to promote the use of **open source software (OSS) technologies and solutions** within the Government through seminars, showcases and trials. The total number of OSS-based computers in the Government has increased from about 130 in February 2002 to about 1,400 in September 2004, involving 43 B/Ds (about 50% of all government departments). B/Ds have been advised to obtain the best value for money in the purchase of office and business systems by taking advantage of the latest developments in the IT market, including OSS development. In **2005**, the OGCIO will continue to assist B/Ds in the adoption of open/interoperable standards and OSS technologies, and issue guidelines on the selection of software, including cost of ownership considerations and licensing issues.

33. The SME Development Fund has funded the promotion of OSS adoption in the private sector; and the OGCIO has sponsored the HKPC in launching the Linux Business Award 2004. Moreover, the OGCIO has commissioned a survey on OSS adoption in the business sector and announced the results in August 2004. Based on the recommendations of the survey report, measures for promoting OSS have been proposed and submitted to the OGCIO Open Source Working Group for discussion and follow up.

34. The Environment Protection Department (EPD) embarked on a pilot project on **grid computing** in August 2004 in collaboration with the E-Business Technology Institute of the University of Hong Kong and the OGCIO. The pilot project will be completed in **2005**.

(f) Vibrant IT industry

(i) CEPA and other initiatives related to the Mainland

35. To enable Hong Kong IT companies to take part in Mainland projects, **CEPA II** has provided for Hong Kong service suppliers to apply for **computer information system integration qualification certification**, in accordance with the provisions of the relevant laws, regulations and rules promulgated by the Mainland. The detailed arrangements agreed between the HKSAR and Mainland Governments were announced in December 2004 and implemented with effect from 1 January 2005. We will brief Members on the arrangements and developments in **April 2005**. We will also formulate the wishlists for CEPA III taking into account the views of the IT and related industries.

36. The HKTDC has set up four CEPA Business Service Centres in Hong Kong, Beijing, Shanghai and Guangzhou in March 2004 as one-stop resource centres to help Hong Kong companies capture business opportunities brought about by CEPA. In June 2004, the **Pan-Pearl River Delta Cooperation and Development Forum** (Pan PRD or 9+2) was launched. The OGCIO participated in the Pan PRD Provincial Capital City Mayors' Forum cum Guangzhou Fair held in September 2004.

(ii) Quality assurance and capability building

37. The ITF has endorsed a \$5 million grant to assist local software companies to obtain certification in the **Capability Maturity Model** (CMM). The 14 participating companies are expected to obtain the certification in the first and second quarters of 2005. 13 of them will be able to achieve CMM Level 3, and the remaining one is expected to achieve Level 2 certification.

(g) Human resources in a knowledge economy

(i) IT in education

38. Following a two-month public consultation, the Education and Manpower Bureau (EMB) published in July 2004 a policy document entitled “Empowering Learning and Teaching with Information Technology”, which will be its **IT in education strategy** for the next three years. The Legislative Council has approved \$211.7 million of capital expenditure in 2004/05 to support the new strategy, which focuses on the further integration of IT into the learning and teaching process and establishes incentive schemes to encourage the private sector to develop quality e-learning materials and software. Since September 2004, the various IT grants for schools had been merged and two “IT Learning Centres” to facilitate teachers to develop, share and disseminate innovative learning and teaching methods had been established. Meanwhile, an “Information Literacy” framework for primary and secondary students is under development, and schools are applying for the special non-recurrent grants and the Quality Education Fund’s “Enhancement of IT Infrastructure Matching Grant” to enhance their IT facilities.

(ii) Qualifications Framework

39. The EMB is maintaining dialogue with the IT industry on the suitability of establishing an IT Industry Training Advisory Committee and developing competency-based qualifications for the industry under the Qualification Framework.

(h) Bridging the digital divide

40. Under the “**IT Hong Kong**” campaign, the OGCIO continues to implement measures aimed at raising awareness and promoting wider adoption of IT in the community. These include, among others, the provision of free IT training courses to the community, sponsoring inter-school quizzes and setting up a dedicated website.

41. In addition to assisting the Hong Kong Council of Social Service to set up the **Digital Solidarity Fund**, the OGCIO has contributed \$1 million to the Fund and solicit donations from the private sector. The Fund was set up in December 2004 and has secured a total of \$650,000 donations from commercial sponsors so far.

42. To enhance accessibility of the elderly and visually impaired to IT, the former ITSD, the Leisure and Cultural Services Department, Social Welfare Department and Department of Health launched a pilot portal in March 2004 to provide the sound version of selected information on their websites. Further improvements to the service are being worked out in consultation with the five user NGOs.

43. The OGCIO has sponsored the production of radio programmes to educate the public on IT related matters and encourage them to use IT. Over 40 episodes of radio programme were broadcast from September 2003 to October 2004 to promote e-living and e-government services. Broadcast of a new series of 40-episode radio programme has commenced in November 2004 and will be completed in **June 2005**. In addition, funding has been provided to the Hong Kong Computer Society (HKCS) to extend the free public enquiry service, IT Easy Link, from July 2004 to June 2005.

44. The above-mentioned targets and actions for 2005 and beyond are summarized at Annex for easy reference.

Conclusion

45. Overall, the Government has made good progress in the first 10 months in implementing the 2004 Digital 21 Strategy. In the light of the progress made, we have mapped out the targets and action plans for 2005 and beyond. We shall review and refine the Strategy, and update Members of the developments in early 2006.

**Office of the Government Chief Information Officer
Commerce, Industry and Technology Bureau
January 2005**

2004 Digital 21 Strategy

Targets & Action Plan for 2005 and beyond

	<u>Item</u>	<u>Target Completion Date</u>
(A) Government Leadership		
1.	Invite tenders for SOA – QPS	End 2005
2.	Invite tenders for outsourcing of Central Computer Centre Operation	Mid-2005
3.	Propose the way forward for opening up the IP ownership in Government IT systems	Mid- 2005
(B) Sustainable e-Government Programme		
4.	(a) Issue Expression of Interest on new model for delivery of e-government services and (b) work out business and implementation plan for the service clusters	(a) Mid-2005 (b) End 2005
5.	Promulgate a CRM Practical Guide	March 2005
6.	Map out the implementation plan for Property Information Hub	Mid-2005
7.	Promulgate the Channel Management Strategy	Q3 of 2005
8.	Complete the Study on Return on Investment of IT Projects	End 2005
9.	Complete the study on e-procurement	Q3 of 2005
10.	Smart ID cards can be used to book sports and leisure facilities and check driving data	2006

(C) Infrastructure and Business Environment		
11.	ATV and TVB to (a) launch high-definition TV services and (b) achieve 75% digital terrestrial television coverage	(a) 2007 (b) 2008
12.	Complete withdrawal of Type II interconnection policy for local fixed-line telecoms services	June 2008
13.	Launch new initiatives to promote usage of e-Certs	Mid-2005
14.	Launch two more sector-specific programmes to promote SMEs' adoption of e-business	Mid-2005
15.	HKPC to take up operation of HKCERT	April 2005
16.	Launch a new series of educational radio short messages on information security	March 2005
17.	Report outcome of the public consultation on proposals to contain unsolicited electronic messages	March 2005
(D) Institutional Review		
18.	Consult the public on the setting up of a unified regulator by merging the Broadcasting Authority and the Telecommunications Authority	Q1 of 2005
(E) Technological Development		
19.	Set up 4 R&D centers	Mid-2005
20.	Set up a Task Force on development of infrastructure, content and applications riding on wireless technologies and services	Early 2005
21.	Complete "Cyberport 3G Community Project"	March 2006

22.	Complete the Xbox Games Incubation Programme	Early 2006
23.	Funding the establishment of a new incubation and training centre on digital entertainment at Cyberport	Early 2005
24.	Complete the 7 ITF-funded projects on digital entertainment	Mid to late 2005
25.	Refine the strategy to promote digital entertainment industry	First half of 2005
26.	Issue guidelines to B/Ds on selection of software and assist them in the adoption of open standards and OSS technologies	2005
27.	Complete pilot project on grid computing	2005
(F) Vibrant IT Industry		
28.	Implement transitional arrangements for applying computer information system integrated qualification certification in Hong Kong	Jan-Dec 2005
29.	Formulate wishlists for CEPA III taking into account views of IT and related industries	Early 2005
30.	14 companies to obtain CMM Level 2/3	Q1 & Q2 of 2005
(G) Human Resources		
31.	Implement the second "IT in Education" strategy	Sept 2004-2007
32.	Consult industry on the suitability of establishing a Qualification Framework and an Industry Training Advisory Committee for the IT industry	2005
(H) Bridging the Digital Divide		

33.	Support the newly established Digital Solidarity Fund	On-going
34.	Launch a new series of radio programmes to promote IT in the community	Nov 2004 – June 2005