

香港特別行政區政府  
政府資訊科技總監辦公室



OFFICE OF THE  
GOVERNMENT CHIEF INFORMATION  
OFFICER

The Government of the Hong Kong  
Special Administrative Region

本函檔號 Our Ref.:  
來函編號 Your Ref.:  
電話 Tel. No.: 2189 2322  
傳真 Fax. No.: 2827 6646  
電子郵件 E-mail Address: cfan@ogcio.gov.hk

**Urgent By Fax**

Fax No.: 2185 7845  
Date: 2 December 2008

Miss YUE Tin-po  
Clerk to Panel on Information Technology and Broadcasting  
Legislative Council Building  
8 Jackson Road, Central  
Hong Kong

Dear Miss Yue,

**Information Requested by the Panel on Information Technology and  
Broadcasting Meeting on 20 November 2008**

At the Panel meeting on 20 November, the Chairman asked the Administration to provide information on (a) details of the proposed new projects under CWRP Head 710 Subhead A007GX (Block Allocation), especially those with a project estimate of around \$8 million and above as set out in Annex B to the Administration's paper No. CB(1)202/08-09(12); and (b) the number of projects and associated project amount that were awarded to small and medium enterprises (SMEs) in the information technology sector under the block allocation for 2007-08 and 2008-09.

2. Enclosed at the **Annex** please find the additional information on the new projects with a project estimate of around \$8 million and above as set out in Annex B to the Administration's paper No. CB(1)202/08-09(12).

3. Please note that the top 10 proposed new items (in terms of project estimates) will be included in the discussion paper for the Public Works Subcommittee (PWSC) meeting to be held on 3 December 2008.

4. On the number of projects and associated project amount that were awarded to SMEs in the information technology sector under the block allocation for 2007-08 and 2008-09, we do not have information across the whole of Government, as departments may award contracts to large companies that in turn involve SMEs as sub-contractors. That said, the table below provides information on contracts awarded under the Standing Offer Agreement for Quality Professional Service administered centrally by the Office of the Government Chief Information Officer -

Year	Total Assignments awarded		Assignments awarded to SMEs	
	Quantity	\$M	Quantity (% to total)	\$M (% to total)
2007-08	214	192.8	99 (46%)	33.1 (17%)
2008-09 (up to 31.10.2008)	105	92.4	38 (36%)	14.1 (15%)

Yours sincerely,



(Caroline FAN)

for Government Chief Information Officer

**2009-10 CWRF Head 710 Subhead A007GX (the block allocation)  
Information on new projects with a project estimate of around \$8 million and  
above as set out in Annex B to the Administration's paper No. CB(1)202/08-09(12)**

(Note: Projects with estimates marked with ‘\*’ denote the top ten proposed projects to be included in the discussion paper for the Public Works Subcommittee (PWSC) meeting to be held on 3 December 2008.)

**(a) To deliver better services to citizens and businesses**

<b>Item No.</b>	<b>Project Title / Description</b>	<b>Project Estimate (\$M)</b>
1.	Upgrading of Vessel Traffic System-Informatics Subsystem (Marine Department) (MD)	9.953*
<p><u>Project Description</u></p> <p>MD proposes to upgrade the obsolete hardware and de-supported development tools of the existing Vessel Traffic System-Informatics Subsystem (VTS-IS) with a view to enhancing its features and functions as well as to streamlining the existing business processes for the provision of efficient support to daily operation of MD’s Vessel Traffic Centre. For sake of providing better collaboration/horizontal integration with most of the web-based systems in the department, the project would also replace the obsolete client/server technology with the web-based application framework.</p> <p>The proposed project will:</p> <ol style="list-style-type: none"> <li>a) provide e-service and generate various statistical reports in timeliness manner for commercial companies.</li> <li>b) provide faster access of information for government departments and external parties.</li> <li>c) improve data sharing with other departments.</li> </ol>		

Item No.	Project Title / Description	Project Estimate (\$M)
2.	Licensing of Chinese medicines traders and registration of proprietary Chinese medicines (Department of Health) (DH)	9.916*
<p><u>Project Description</u></p> <p>DH proposes to develop a new computer system to facilitate licensing of Chinese medicines (CM) traders and registration of proprietary Chinese medicines (pCm).</p> <p>The existing Chinese Medicine Control System (CMCS) was developed in 1999 to facilitate the Chinese Medicine Division to carry out its responsibility. As the development tool and operating system of CMCS are obsolete with maintenance ceased, DH proposes to develop a new computerised system to replace the CMCS to improve the reliability of the system and to enhance the efficiency for Chinese Medicine Division in provision of service. New functions, e.g. multi-level access control to information on application for pCm registration, PPS function for CM traders to make payment, computerised allocation of cases of applications of CM trade licence to case officers, etc. will be provided in the new system.</p> <p>The proposed project will:</p> <ol style="list-style-type: none"> <li>a) improve the public service with the provision of electronic payment facilities to facilitate CM traders in making payments.</li> <li>b) improve the accessibility of the information of licensed CM traders and registered pCm from periodical updates with real-time updates through the website.</li> <li>c) shorten the lead-time in processing the applications and conducting licensing inspections through online retrieving of case records.</li> <li>d) reduce public enquiries on licensing and pCm registration data by 80%.</li> </ol>		

Item No.	Project Title / Description	Project Estimate (\$M)
3.	Implementation of personalised services and features on GovHK (Office of the Government Chief Information Officer) (OGCIO)	9.500
<p><u>Project Description</u></p> <p>OGCIO plans to make available personalisation features to GovHK users for them to personalise their own interface on the portal. The users of GovHK will be able to create their own portfolio of Government online services, subscribe to topics they are interested in, and arrange the information display so that they can focus on the information they want. Features like notification messages and calendar will also be made available for the users to keep track of events or appointments that require their attention.</p> <p>OGCIO is collecting views of the public on the personalisation features through telephone survey. OGCIO plans to launch the personalisation features starting in 2010. User feedback will be then collected to further improve the service.</p>		
4.	Development of a multiple application registration system to enable a user to choose his own account to manage different Government e-services (OGCIO)	9.500
<p><u>Project Description</u></p> <p>The OGCIO has promulgated a Unified Identity Management (UIDM) Framework to bureaux/departments in December 2007. Based on the UIDM Framework, the OGCIO plans to implement a system to allow the public to create their own accounts, and at their own discretion link up the account with multiple e-government services provided by bureaux/departments. This centrally provided system can also be used by bureaux/departments' new e-government applications that do not have an authentication system.</p>		

Item No.	Project Title / Description	Project Estimate (\$M)
5.	Development of application interface and integration middleware for Government e-services (OGCIO)	9.300
<p><u>Project Description</u></p> <p>OGCIO plans to implement an application infrastructure for e-government applications in bureaux/departments to utilize centrally provided e-government facilities. The infrastructure includes application interface and integration middleware for the use of e-government applications in bureaux/departments. This approach would not only save repeated development efforts from e-government applications of bureaux/departments for the interface, but would also provide a more unified communication to the public. When the bureaux/departments use the centrally provided application interface to communicate with the public, the public can access information and interact with different bureaux/departments in a more consistent manner.</p> <p>OGCIO plans to make this service available to bureaux/departments in 2010.</p>		
6.	Set up of a centralised frequently asked questions database (OGCIO)	7.900
<p><u>Project Description</u></p> <p>OGCIO plans to implement a centralised frequently asked question (FAQ) database in a one-stop shop fashion to allow the public to search online for answers to their questions about Government information and services. Some search and knowledgebase products are likely to be acquired with customisation to be made.</p> <p>Currently, FAQs on specific Government information and services are scattered at respective departmental websites or even designated sections within departmental websites, making them not easily found by the public. The centralised FAQ database brings convenience to the public by facilitating their search, especially for subjects applicable in multiple bureaux/departments. It alleviates the burden on departmental help desks as well as that to the Integrated Call Centre. In the longer run, saving in cost for help desk could be achieved when the public migrate to enquire on the online platform.</p>		

**(b) To attain greater efficiency and productivity**

<b>Item No.</b>	<b>Project Title / Description</b>	<b>Project Estimate (\$M)</b>
8.	Serviceability Management System (Leisure and Cultural Services Department) (LCSD)	9.880*
<p><u>Project Description</u></p> <p>LCSD proposes to deploy advanced monitoring tools for IT infrastructure to manage their computerised systems.</p> <p>At present, over 90 internal and public services applications are hoisted in 300 servers at the 3 computer centres of LCSD to support the provision of leisure and cultural services to the community. In addition, 16 new computerised systems have been formulated in the LCSD's Departmental IT Plan for implementation in the next five years. All the application systems for public services are required to run around the clock and any interruption to these systems will cause inconvenience to the public. Great effort has been spent in keeping the smooth running of the systems.</p> <p>The proposed Serviceability Management System aims at improving the availability, reliability and stability of the computerised systems of LCSD and enhancing the system support services for these systems which enable LCSD's staff to provide high quality services to the public and contribute to the successful operation of the Department.</p> <p>The proposed project will:</p> <ol style="list-style-type: none"> <li>a) reduce the administration effort in managing and monitoring the security and performance of the application systems.</li> <li>b) reduce the service downtime and better customer experience with current problems relating to search, data input and instability been solved.</li> <li>c) contain the growth rate of physical servers and better utilization of CPU and RAM.</li> </ol>		

Item No.	Project Title / Description	Project Estimate (\$M)
9.	Departmental Human Resources Management System (Civil Service Bureau) (CSB)	9.800*
<p><u>Project Description</u></p> <p>CSB proposes to develop a departmental Human Resources Management System (HRMS) to improve personnel and grade management. The main objective of this proposal is to develop an integrated HRMS for CSB to handle normal departmental personnel functions (e.g. establishment, posting and recruitment) and grade management functions.</p> <p>The proposed system will cover multiple users in the personnel and grade management units of CSB. The new system will help improve the overall operational efficiency and enhance the integrity and security of personnel data maintained by CSB, as well as to improve information sharing through the setting up of a centralised HR database.</p>		
10.	Revamping of Slope Maintenance Responsibility Information System (Lands Department) (LandsD)	9.790*
<p><u>Project Description</u></p> <p>LandsD proposes to revamp the Slope Maintenance Responsibility Information System (SMRIS) with a view to developing a new geo-spatial database system, i.e. from coverage format to geo-database. The revamping exercise also helps refine the system architecture, replace the obsolete/to-be-obsolete software and hardware, enhance the workflow and the functionality in order to meet the operation needs of Systematic Identification of Maintenance Responsibility of Slopes (SIMAR) in the Territories project, and the requirement of government bureaux and departments and the public. Besides, the data format of SMRIS will be standardised so as to enhance the process in data dissemination.</p> <p>The proposed project will:</p> <ol style="list-style-type: none"> <li>sustain the operation by replacing an obsolete system developed in 2000.</li> <li>facilitate officers of the SIMAR project in assessing the Slope Maintenance Responsibility (SMR) results effectively and efficiently and maintaining timely SMR information.</li> <li>allow spatial analysis by having a based system with Geo-spatial Information System (GIS).</li> </ol>		



Item No.	Project Title / Description	Project Estimate (\$M)
11.	Computer system for processing the non-franchised bus applications (Transport Department) (TD)	9.642*
<p><u>Project Description</u></p> <p>The proposed Non-franchised Bus (NFB) application system aims to computerise the process of the NFB applications, to maintain comprehensive records of approved bus scheduled service, to monitor the transfer of buses under sanction, and to enhance the monitoring of the performance of processing NFB applications.</p> <p>TD currently does not have readily available management information for monitoring the performance of its licensing services. They are still using manual registers to record the receipt of applications under Passenger Services Licence (PSL) system. TD therefore proposes to computerize the manual records and enhance the management information system for monitoring the performance of the licensing services under PSL system.</p> <p>The proposed project will:</p> <ol style="list-style-type: none"> <li>a) improve the application processing as well as records management, and retrieval of information for monitoring.</li> <li>b) improve the operational efficiency by streamlining the application process.</li> <li>c) facilitate the inquiry and collection of NFB statistics and reports through the usage of client-server based technology as the data will be stored in a centralised single source for share among all users.</li> <li>d) enhance the capability of giving faster and accurate response to enquiries.</li> </ol>		

Item No.	Project Title / Description	Project Estimate (\$M)
12.	Consultancy study to define electronic information management (EIM) strategies for bureaux/departments as the first wave of EIM implementation (OGCIO)	9.000
<p><u>Project Description</u></p> <p>Information Management is widely recognised as a core discipline of public sector management. EIM is one of the key initiatives to be pursued under the 2008 Digital 21 Strategy. It aims to steer bureaux/departments to adopt electronic means for information management so as to improve operational efficiency, enhance information accessibility and traceability, and at the same time, strengthen information integrity and security.</p> <p>The EGSC has endorsed in principle the EIM strategy at its meeting on 29 April 2008 and advised that an integrated approach to dovetail EIM and electronic records management (ERM) should be devised for the benefit of the government as a whole. To identify an integrated way forward for EIM and ERM, OGCIO is planning to conduct a consultancy study to define EIM strategies for a cohort of bureaux/departments as the first wave of EIM implementation.</p>		
13.	Replacement of the Selective Placement System of the Selective Placement Division of the Labour Department (Labour Department) (LD)	8.973
<p><u>Project Description</u></p> <p>LD proposes to replace the obsolete hardware and de-supported software as well as to revamp the application architecture of the Selective Placement System (SPS). Besides, they also plan to migrate the production environment of the SPS from the Central Computer Centre (CCC) located at Sai Kung to LD's own premises.</p> <p>The proposed replacement system will continue to support the same types of business processes as does the existing SPS, including registration of disabled job seekers; search of suitable job vacancies for disabled job seekers and vice versa; and job placement services for employers and disabled job seekers.</p> <p>The proposed project will:</p> <ol style="list-style-type: none"> <li>ensure the continuity of employment service to the public.</li> <li>enhance the operational efficiency through the use of latest information technology to meet changing operational needs.</li> <li>provide employment service to the public in a more effective manner.</li> </ol>		

**(c) To enhance the e-government infrastructure**

<b>Item No.</b>	<b>Project Title / Description</b>	<b>Project Estimate (\$'M)</b>
16.	Upgrading of hardware and operating system of computer terminals (Hong Kong Police Force) (HKPF)	9.957*
<p><u>Project Description</u></p> <p>HKPF proposes to upgrade the Operating System (OS) of 3 491 networked terminals to meet their operational requirements. The main objectives of this project are to: (a) phase out obsolete OS to improve terminal security; (b) unify the desktop environment for the Force; and (c) enhance the terminal compatibility with major hardware products in the current market (e.g. scanner, printer, Chinese writing devices).</p> <p>The proposed project will:</p> <ol style="list-style-type: none"> <li>a) enable a more secure IT environment, as patches for security updates and system performance improvement are not available for the current obsolete products.</li> <li>b) provide a reliable platform for installation of more up-to-date software e.g. newer version of Antivirus software on all networked terminals.</li> <li>c) increase the efficiency in maintenance of computers.</li> </ol>		

Item No.	Project Title / Description	Project Estimate (\$'M)
17.	Enhancement of the security of the Central Internet Services (OGCIO)	9.950*
<p><u>Project Description</u></p> <p>OGCIO proposes to enhance the security of the Central Internet Services (CIS) to protect the central Internet infrastructure and services against increasing and new security threats.</p> <p>At present, the CIS is providing the central shared facilities for the Government to disseminate information and to communicate with the community at large through the Internet. These include Government Internet domain names, hosting of Government web sites, Internet mail exchange, broadband Internet connection for information access and applications, and dedicated bandwidth for delivery of e-Government services through the Central Internet Gateway (CIG). CIG provides a secure connection between the Government's internal network and the Internet as well as a stable and reliable CIS to Government bureaux/departments.</p> <p>The proposed project will:</p> <ol style="list-style-type: none"> <li>a) provide system event management to CIS with log data analysis or event correlation to generate instant alerts.</li> <li>b) enhance the Intrusion Prevention System of CIS to protect external firewall and against internal attack.</li> </ol>		

Item No.	Project Title / Description	Project Estimate (\$'M)
18.	Upgrade of database platform – Phase II (Rating and Valuation Department) (RVD)	9.889*
<p><u>Project Description</u></p> <p>In accordance with the Departmental IT Plan conducted for 2006-2011, RVD has adopted a three-phase approach in implementing the Strategic IT Programme for the upgrade of the database platform. This project is the second phase and aims to upgrade the de-supported Relational Database Management System (RDBMS) of the three major information systems in the RVD, namely the Integrated Property Data Bank (IPDB), Data Alignment Measures (DAM) and Workflow Management System (WMS).</p> <p>The major objectives are:</p> <ul style="list-style-type: none"> <li>• to upgrade the obsolete database and Application Server (AS) in IPDB, DAM and WMS to the latest software versions.</li> <li>• to upgrade the Geographic Information System (GIS) software employed in IPDB and DAM, due to the de-support of the software and its incompatibility with the latest version of RDBMS.</li> <li>• to upgrade the hardware of the corresponding servers to improve the system capacity and performance.</li> </ul> <p>The proposed project will:</p> <ol style="list-style-type: none"> <li>a) improve the capacity of the upgraded systems to support increased demands in future.</li> <li>b) reduce the time required for updating the GIS data from LandsD to the IPDB database from 3 days to 2 days.</li> <li>c) improve the system reliability will be improved by setting up database resilience in WMS.</li> </ol>		

Item No.	Project Title / Description	Project Estimate (\$'M)
19.	Replacement of legacy PC (Inland Revenue Department) (IRD)	9.800*
<p><u>Project Description</u></p> <p>IRD proposes to replace 2 100 aged workstations procured in 2001/2002 to enhance operational efficiency and to facilitate the planned upgrade of anti-virus software and Business application client software.</p> <p>The IRD currently maintains more than 2 900 workstations, of which around 2 100 were acquired in 2001-02. Given that the workstations have already reached the limit of supporting all the application software installed and showing sluggish performance, this project is going to replace the 2 100 aged workstations with a view to enhancing the operational efficiency and facilitating the planned upgrade of anti-virus software and business application client software. The operational efficiency and availability of workstation hardware will be enhanced upon project implementation.</p>		