

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

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Date:

25 November 2014

Ms YUE Tin-po
Clerk to Panel on Information Technology and Broadcasting
Legislative Council Complex,
1 Legislative Council Road,
Central,
Hong Kong

Dear Ms Yue,

**Information Requested by
the Panel on Information Technology and Broadcasting
on 10 November 2014**

At the meeting of the Panel on Information Technology and Broadcasting on 10 November 2014, the Administration undertook to follow up Members' request for supplementary information.

The full list of the 150 projects to be initiated in 2015-16, each with project estimates, can be accessed through the following link in the Digital 21 Strategy website – <http://www.digital21.gov.hk/eng/catalogue/cata.htm>.

A summary on the performance and results of projects funded under the Block Allocation is provided at the **Annex** for Members' reference.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Donna Chan', written over a light grey rectangular background.

(Miss Donna CHAN)
for Government Chief Information Officer

Encl.

**Summary on the Performance and Results of
Projects Funded under the Block Allocation**

Upon completion of an IT project, the relevant bureau or department (B/D) concerned is required to submit to the Office of the Government Chief Information Officer (OGCIO) a Post Implementation Departmental Return (PIDR) setting out the achievements made and the reasons for any deviation from the original objectives, budget and schedule of the project. The aggregated result of PIDRs is published in the Controlling Officer's Report (COR) of the OGCIO as government-wide performance indicators. In 2013, the summarised project performance reported in 133 PIDRs are provided below:

| Performance indicators | No. of PIDRs | | % achieved |
|-------------------------------|----------------------|----------------|------------|
| | with target achieved | with deviation | |
| Completed within budget | 133 | 0 | 100% |
| Meeting agreed specifications | 132 | 1 | 99.2% |
| Completed on schedule | 83 | 50 | 62.4% |
| Achieving intended benefits | 129 | 4 | 97% |

2. Of the 133 projects, all of them were completed within budget. In meeting agreed specifications, one project could not fully achieve the original specifications due to the change in business requirements of the concerned Department.

3. For projects not completed on schedule, the main causes of delay are the frequent staff turnover, insufficient skill level of contractors' staff and sub-standard quality of contractors' deliverables. Other causes include longer time than expected to finalise the user requirements and technical issues encountered.

4. In general, the benefits achieved by these projects include strengthening data protection and system security; ensuring system availability and reliability; enhancing productivity and customer services; and enabling of data sharing. For those projects not achieving fully the intended benefits, the main reasons include the take-up rate of e-option being lower than the expected level, the actual workload being lower than the estimated workload, and the change in business priority.

5. As Government's IT advisor, OGCIO provides various kinds of advice and assistance to B/Ds to enhance project management and strengthen project governance. A comprehensive risk assessment scheme has been put in place for project risk management. Best practices guides on project management, business case development and system development methodology have been promulgated to assist B/Ds in effective planning and delivery of IT projects, thereby maximising the benefits of the related investments.

6. B/Ds continue to roll out more e-Government services for the use by the public. In 2013, around 20 additional e-Government services were introduced. The overall utilisation covering both informational searches and electronic transactions in 2013 was more than doubled that of 2012.

7. With the advance in mobile technology and the increasing number of smartphone users in Hong Kong, providing e-Government services through mobile channels is gaining currency. In line with this trend, the Government has been actively developing and launching a wide array of mobile applications (apps) to provide more convenient public services to citizens on the go. As at September 2014, there are 95 Government mobile apps available for download by the public and 71 websites with mobile version, covering a diverse range of areas, including traffic, leisure, health, education, news, etc. As at January 2014, there were about 6 million downloads of Government mobile apps. In 2013, there were over 30 billion informational searches on the MyObservatory smartphone e-service provided by the Hong Kong Observatory.

8. In addition to providing technical support and advice, OGCIO shared enhanced practice guide with templates to B/Ds with a view to reducing the cost and lead time of developing individual mobile apps. OGCIO also advised B/Ds to prepare marketing plan with target hit rates when planning for new mobile apps. In addition, a promotion campaign, including a catalogue and promotion videos on Government mobile apps, has been launched. Furthermore, OGCIO has developed a mobile apps platform for B/Ds to centrally disseminate information of similar nature for easy access by the public.

9. Besides, the Public Sector Information (PSI) portal (data.one.gov.hk) continues to provide Government datasets in machine-readable formats to facilitate commercial or non-commercial re-use free-of-charge. As at November 2014, nearly 3,000 datasets in 16 broad categories are aggregated in the portal for ready download, including real-time data like traffic and weather data, and static data like geospatial data and population census statistics. Many mobile apps have been developed by the community by re-using PSI. For example, traffic snapshots provided by Transport Department are downloaded over 1 million times on average daily. In early November 2014, Hong Kong has won the Outstanding e-Government Prize (Open City) at the World e-Governments Organisation of Cities and Local Governments (WeGO) Awards 2014 for our achievements in opening up public sector information in machine-readable formats through the one-stop Data.One portal.