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Replies to supplementary questions raised by Finance Committee Members in examining the Estimates of Expenditure 2016-17

Director of Bureau : Secretary for Innovation and Technology

Session No. : 17

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CONTROLLING OFFICER'S REPLY

S-ITB001

(Question Serial No. SV0013)

Head: (47) Government Secretariat : Office of the Government Chief Information Officer

Subhead (No. & title):

Programme: (1) Use of IT in Government

Controlling Officer: Government Chief Information Officer (Allen YEUNG)

Director of Bureau: Secretary for Innovation and Technology

Question:

Regarding Reply Serial No. ITB163 of the Innovation and Technology Bureau, please inform this Committee of the rules and guidelines on the internal development of mobile applications by the Government.

(Time of Meeting: 6:08 pm on 7 April 2016)

Asked by: Hon CHAN Chi-chuen

Reply:

To assist and support government departments to develop mobile apps, the Office of the Government Chief Information Officer has drawn up a practice guide for internal reference by departments. A summary of the document is at Annex.

The practice guide provides departments with a roadmap for mobile app development, setting out five necessary steps involved. They include:

- (1) **Plan:** Set clear objectives for the mobile app, such as target users and download rates, and analyse the benefits that the mobile app could bring to the Government and the public;
- (2) **Build:** Focus on users' needs when designing the mobile app. At the same time, the mobile app should make proper use of various mobile device features, such as camera, Global Positioning System and push notifications;
- (3) **Deploy:** Departments should allow sufficient time for app stores (such as Google Play and Apple App Store) to verify the mobile app;
- (4) **Promote:** Departments should publicise and promote widely, and let the target users understand the objectives and use of the mobile app; and
- (5) **Review:** Departments should collect data on the cost-effectiveness of the mobile app for evaluation against the intended objectives, and make improvements where appropriate.

In addition, the practice guide lists out some Do's and Don'ts for departments' reference in developing mobile apps. They include:

- ✧ Evaluate the cost-effectiveness of the mobile app;
- ✧ Review the use of the mobile app regularly to ensure target users' needs are met;
- ✧ Do not copy website content to the mobile app direct or provide links to websites on the app; and
- ✧ Do not merely focus on the layout and look of the mobile app since its functionality is more important.

- End -

CONTROLLING OFFICER'S REPLY

S-ITB002

(Question Serial No. SV0015)

Head: (47) Government Secretariat : Office of the Government Chief Information Officer

Subhead (No. & title):

Programme: (1) Use of IT in Government

Controlling Officer: Government Chief Information Officer (Allen YEUNG)

Director of Bureau: Secretary for Innovation and Technology

Question:

Regarding Reply Serial No. ITB201 of the Innovation and Technology Bureau, please provide information to this Committee on whether application(s) had been submitted to the Civil Service Bureau for direct recruitment of information technology (IT) grade staff at ranks above the basic ranks to absorb the T-contract IT staff at middle to upper levels with long service.

(Time of Meeting: 6:45 pm on 7 April 2016)

Asked by: Hon Charles Peter MOK

Reply:

The Civil Service Bureau has an established mechanism for the recruitment and promotion of civil servants in a fair and open manner. For direct recruitment of staff at ranks above the basic ranks such as Systems Manager, consideration would first be given to whether any civil servants of the Analyst/Programmer Grade are suitable for promotion in accordance with the prevailing mechanism. Open recruitment would be carried out only if there are no such suitable candidates. According to records, no direct recruitment of IT grade staff at ranks above the basic ranks has been conducted by the Office of the Government Chief Information Officer in the past 5 years.

- End -

CONTROLLING OFFICER'S REPLY

S-ITB003

(Question Serial No. SV0014)

Head: (47) Government Secretariat : Office of the Government Chief Information Officer

Subhead (No. & title):

Programme: (1) Use of IT in Government

Controlling Officer: Government Chief Information Officer (Allen YEUNG)

Director of Bureau: Secretary for Innovation and Technology

Question:

Regarding Reply Serial No. ITB201 of the Innovation and Technology Bureau, please inform this Committee of the years of service of staff with the longest service among those employed by T-contractors.

(Time of Meeting: 6:39 pm on 7 April 2016)

Asked by: Dr Hon Elizabeth QUAT

Reply:

As at 31 December 2015, the longest length of service ^{Note} among staff engaged by the Government through T-contractors (commonly known as “T-contract staff”) is 20.6 years.

According to records, the T-contract staff concerned did not apply for any civil service information technology grade posts in the past 5 years.

Note: Length of service refers to the number of years of continuous employment of T-contract staff by T-contractors to provide service in the same bureau/department.

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