香港特別行政區政府

創新及科技局

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**INNOVATION AND
TECHNOLOGY BUREAU**

**THE GOVERNMENT OF THE HONG KONG
SPECIAL ADMINISTRATIVE REGION**

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4 June 2018

Mr Anthony Chu   **By e-mail**
Panel Clerk
Public Accounts Committee
Legislative Council Complex
1 Legislative Road
Central, Hong Kong

Dear Mr Chu,

Public Accounts Committee

Consideration of Chapter 6 of the Director of Audit's Report No. 70

**OGCIO's programmes and projects in promoting
the wider use of IT in the community**

Thank you for your letter dated 5 June 2018 on the above subject.

We have compiled a detailed response at **Annex** for Members' reference.

Yours sincerely,

(Salina MAK)
for Secretary for Innovation and Technology

Encl.

c.c.:   Government Chief Information Officer   (Fax: 2511 5359)
        Secretary for Financial Services and the Treasury   (Fax: 2147 5239)
        Director of Audit   (Fax: 2583 9063)

Public Accounts Committee
Consideration of Chapter 6 of the Director of Audit's Report No. 70
OGCIO's programmes and projects in promoting
the wider use of IT in the community
Questions and Requested Information

Questions responded by the Innovation and Technology Bureau

	Question and Requested Information	**Response**
	Part 5: Way Forward	
1	Regarding the Audit recommendation in para. 5.8 that the Government should update regularly their strategies and work programmes on promoting the wider use of IT in the community, taking into account the Smart City Blueprint for Hong Kong and other policy directives and strategies on innovation and technology promulgated, please advise the relevant strategies and the latest details.	The Innovation and Technology Bureau and its departments (including the Office of the Government Chief Information Officer ("OGCIO")) will continue to publicise new and updated initiatives under our innovation and technology policy directions and strategies, including those for promoting wider adoption of information technology ("IT") in the community e.g. Smart City Blueprint for Hong Kong. In addition, we will timely update relevant websites.

Questions responded by the Office of the Government Chief Information Officer

	Question and Requested Information	Response
Part 2: Digital Inclusion Initiatives		
2	According to para. 2.11, in the school years 2011-2012 to 2016-2017, the average take-up rate of the Internet Learning Support Programme ("ILSP") was only 18%. Please advise this Committee of the following:	
	(a) What is the original take-up rate set by OGCIO or the Implementers?	(a) OGCIO did not set any targeted "take-up rate" in ILSP. That said, the Implementers are required to set key performance indicators in their annual business plans, including the number of families enrolled, served, and first served, and the number of services, as the targets for evaluating the effectiveness. According to the evaluation in the 2016/17 school year, both Implementers met the targets.
	(b) In the preparation for setting up the ILSP, did OGCIO examine the possible factors that might lead to low take-up rate as mentioned in para. 2.12. If yes, why did OGCIO still insist on implementing the ILSP; and	(b) In the course of planning for ILSP in 2011, OGCIO already anticipated that some eligible families might not have immediate needs for services under ILSP (e.g. families have already subscribed to Internet services of different service providers at home, purchased computers, etc.). OGCIO and the two Implementers have all along been actively promoting and encouraging more eligible families to enroll and use the ILSP services through various publicity means.

	Question and Requested Information	Response
	(c) Given that the ILSP will end in August 2018, how will OGCIO deal with the 12 414 pieces of computer equipment purchased for eligible families from the launch of the ILSP in July 2011 to December 2017?	(c) One of the services under ILSP is to arrange for sale of computer equipment at affordable prices to eligible families. It does not involve any provision of direct financial subsidies. Such computer equipment generally comes with a 3-year warranty for free maintenance. The families can contact respective computer suppliers direct on computer repair as needed.
3	According to para. 2.13, the Social Welfare Department ("SWD") did not provide the Implementers with information on the eligible families receiving Comprehensive Social Security Assistance ("CSSA") to support the implementation of the ILSP. Please advise us of the following:	
	(a) Before implementing the ILSP, did OGCIO consult SWD on the arrangements for providing information on the eligible families receiving CSSA Scheme to the Implementers; and if yes, why did SWD not provide the Implementers with such information ultimately;	(a) OGCIO consulted SWD. To safeguard personal privacy, SWD could not provide the Implementers with information on the eligible families and students, but assist in distributing the programme leaflets and enrolment forms to eligible families.

	Question and Requested Information	Response
	and (b) Drawing on the above experience, how will OGCIO strengthen the communication with relevant departments before implementing any funding programmes in future to avoid recurrence of similar incidents?	(b) OGCIO will strengthen the communication with relevant departments in implementing such funding programmes in future, and consider setting up inter-departmental working group for programme preparation.
4	According to paras. 2.16(c) and (d), the unit cost for providing computer equipment was high. In 2014-2015, the facilitation cost for the purchase of computer was $1,670 per unit, while the product discount was only $470. The cost is on the high side. Please advise us of the following: (a) Given suppliers of major brands often sell computers to students at discounted prices at the beginning of a school year, will OGCIO consider changing the policy from facilitating service groups to purchase computers to	(a) The service offered by the Implementers is to arrange for sale of computer equipment at affordable prices to eligible families. It does not involve provision of any direct financial subsidies. As for facilitating suppliers to showcase computer products at schools, OGCIO will convey the suggestions to the Implementers and other welfare agencies which are interested in providing similar services for consideration.

	Question and Requested Information	**Response**
	assisting computer suppliers to showcase their products at schools and allowing students to purchase computers in the market themselves, with the cost reimbursable upon presentation of invoices/ receipts; and (b) Drawing on the experience, how will OGCIO ensure that administrative expenses will not be too high again in implementing similar support programmes in future?	(b) In implementing similar programmes in future, OGCIO will consider including unit cost of services, administrative expenses, etc. and assess the cost effectiveness according to the targets set.
5	It is mentioned in para. 2.22 that OGCIO will conduct a post-implementation review of the ILSP. Please advise us of the scope, timetable, progress and findings of the review.	The ILSP will officially end in end-August 2018. OGCIO will conduct a review with regard to the mode of operation, the number of beneficiary families which have used the services, and the Internet adoption rate of students from low-income families as compared with those from mainstream families, etc. The review is expected to be completed in the second quarter of 2019.
6	According to para. 2.29, up to December 2017, OGCIO had provided a total funding of $6 million for the development of 17	Please refer to the <u>Appendix</u>.

	Question and Requested Information	Response
	mobile apps. Please advise us of the themes and categories of these apps.	
7	It is mentioned in para. 2.34 that OGCIO will conduct a review of the Funding Scheme for Digital Inclusion Mobile Apps. Please advise us of the scope, timetable, progress and outcome of the review.	Organisations funded under the third round of the Funding Scheme for Digital Inclusion Mobile Apps are required to submit their final reports, including mobile apps downloading statistics, to OGCIO by end-June 2018. OGCIO will conduct a review with regard to the mode of operation, the funded organisations' targets in the project proposals, feedback from the organisations and mobile app users, as well as the app usage and outcome, etc. The review is expected to be completed in the fourth quarter of 2018.
8	Regarding the Audit recommendation to OGCIO in para. 2.42(c) to take measures to further encourage more local enterprises/ organisations to adopt web/mobile apps accessibility design, please advise us of the timetable, progress and effectiveness of the relevant follow-up work.	OGCIO has engaged the Hong Kong Internet Registration Corporation ("HKIRC") to support the related promotion work, including organising the Web Accessibility Recognition Scheme, by leveraging HKIRC's expertise in website operation and extensive customer network, to further promote the adoption of accessibility design among enterprises and organisations. The first awards presentation ceremony of the scheme will be held in June this year to commend enterprises and organisations that have attained gold awards in three consecutive years, thereby encouraging other organisations to follow suit and participate in the scheme. The remaining awards will be presented at the awards presentation ceremony to be held at the end of this year.
Part 3: Free Public Wi-fi Services		
9	While the number of sites with free Wi-Fi service provided by the Government has been increasing over the past decade, the usage at	Members of the public can obtain information on "Wi-Fi.HK" hotspots from the "Wi-Fi.HK" website and mobile app. OGCIO will step up the promotion of the "Wi-Fi.HK" website and mobile app in the second half of 2018 through online marketing video. OGCIO will also continue to work

	Question and Requested Information	**Response**
	some venues is on the low side. Other than connection speed, is it because the public is not aware of the sites where free public Wi-Fi service is provided by the Government? Or are there any other reasons? How will the Government step up the promotion of the Government Wi-Fi Programme ("GovWiFi")?	with the Hong Kong Tourism Board to promote "Wi-Fi.HK" to overseas and Mainland visitors.
10	Regarding the Audit recommendation in para. 3.18(a) to monitor the performance and connection speed of GovWiFi services and take measures to improve the connectivity and connection speed at GovWiFi venues with connection problem and slow connection speed, please advise us of the progress, timetable and effectiveness of the relevant follow-up work.	OGCIO is upgrading all GovWiFi equipment to IEEE 802.11ac to adopt the latest Wi-Fi standard, and replacing copper wires by fibre links where feasible to improve the data transmission speed and stability. The upgrading works will be completed within this year. By then, it is expected that fibre network will be available at over 80% of the GovWiFi venues and the connection speed would increase significantly from the existing average speed of 3 to 4Mbps to 10Mbps or above.
11	OGCIO stated in para. 3.19(b) that a trial for 4.5G mobile service is being conducted to support Wi-Fi	All installation works for the pilot project is expected to be completed in June 2018. The Wi-Fi service at Central Kwai Chung Park has been launched in May. Initial testing shows that the connection speed can reach

	Question and Requested Information	Response
	services at outdoor venues at Tung Chung North Park, Jordan Valley Park and Central Kwai Chung Park. Please advise us of the progress, effectiveness and conclusions of the relevant pilot project, including whether OGCIO will extend the pilot project to other venues or fully implement the alternative service mode.	over 10Mbps. OGCIO will extend the arrangement to more suitable outdoor government venues, including more than 1 000 parks and sitting-out areas of a smaller size in various districts and public housing estates, as well as those where copper wires cannot be replaced with fibre network.
12	According to para. 3.23, the Government pledged to increase the number of Wi-Fi.HK hotspots to 34 000 by the end of 2019. However, as at 31 December 2017, the number of hotspots only increased to 20 339. Para. 3.26 also indicates that from May 2016 to 28 February 2018, only 19 private organisations joined the Wi-Fi.HK brand. Has OGCIO reviewed the reasons for the low response rate of private organisations, including examining the attractiveness of the terms of the Wi-Fi.HK procurement	At present, more than 100 organisations have joined the "Wi-Fi.HK" brand. OGCIO will continue to promote, streamline the procedures for joining the "Wi-Fi.HK" brand and provide greater flexibility to facilitate organisations to participate in the brand having regard to their respective circumstances. OGCIO is applying for Class 38 (Telecommunications) trademark registration for the "Wi-Fi.HK" brand. The trademark registration will be completed in mid-2018. Trade registration helps enhance the level of trust and attractiveness of the brand. OGCIO will step up promotion of the "Wi-Fi.HK" brand through organising various events, making use of social media and producing online marketing videos. OGCIO will also continue to work with the Hong Kong Tourism Board to promote "Wi-Fi.HK" to overseas and Mainland visitors.

	Question and Requested Information	Response
	contract)? If yes, what are the reasons; if not, why?	
13	According to the situation described in para. 3.34(a), please advise us of the following:	
	(a) Why did OGCIO not seek Department of Justice (DoJ)'s advice on protecting the interests of the Government before acceding to the request of Service Provider A to extend the deadline for commencing the provision of Wi-Fi services at the 4 allocated venues and amending the agreement with Service Provider A?	(a) OGCIO sought legal advice from DoJ in October 2017. As the pilot project agreement did not contain any provisions for early return of venues or extension of implementation deadline, it was arguable whether such acts would legally constitute a breach of agreement. Hence, OGCIO did not take legal actions to seek compensation from the concerned provider. Drawing on experience of the pilot project, OGCIO has revised the project details and contract provisions for the public-private collaboration (PPC) programme.
	(b) The progress and status of the provision of Wi-Fi services at the 4 allocated venues currently; and	(b) Wi-Fi services at the 4 allocated venues have already been launched before the agreement deadline. Both the coverage and connection speed of the Wi-Fi service meet the project requirements.
	(c) When and how will OGCIO follow up the provision of free	(c) After reviewing the pilot project, OGCIO issued invitation to the industry in April 2018 for participating in the new round of PPC

	Question and Requested Information	**Response**
	public Wi-Fi services at the remaining 156 venues?	programme, involving over 3 100 government venues (including the 156 venues concerned) for providing Wi-Fi services.
Part 4: Other Initiatives in Promoting Wider Use of IT		
14	Regarding Sites 2 and 3 mentioned in para. 4.10, what measures will OGCIO take to expedite the disposal of the two sites? Please advise on the progress and timetable of the relevant follow-up work. If no timetable is set, why?	OGCIO is actively liaising with relevant departments to discuss the preparatory work for land disposal, including termination of the existing Short Term Tenancy and closure of the public metered carpark. Lands Department issued Notice To Quit to the tenants concerned in March 2018. The sites are expected to be available for disposal by tender in Q4 2018.
15	Regarding the Audit recommendation to OGCIO in para. 4.26(a) to encourage more government bureaux/departments, and public and private organisations to open up more data for free public re-use via the PSI portal, please advise us of the progress and timetable of the relevant follow-up work.	OGCIO aims to announce policies and measures in the second half of 2018 to facilitate government bureaux and departments and encourage public and private organisations to open up more datasets in digital format.
16	Regarding the Audit recommendation to OGCIO in para. 4.42(c) to establish a mechanism for the Hong Kong ICT Awards to	The Standards Assurance Sub-committee of the Hong Kong ICT Awards is reviewing the relevant mechanisms. We target to finish the review and formulate relevant improvement measures by end-September 2018 for implementation in the Hong Kong ICT Awards 2019.

	Question and Requested Information	**Response**
	strengthen the monitoring of the Leading Organisers' performance of the responsibilities stipulated in the Judging Manual, please advise us of the progress and timetable of the relevant follow-up work.	
Part 5: Way Forward		
17	Regarding the Audit recommendation in para. 5.8 that the Government should update regularly their strategies and work programmes on promoting the wider use of IT in the community, taking into account the Smart City Blueprint for Hong Kong and other policy directives and strategies on innovation and technology promulgated, please advise on the relevant strategies and the updated details of work programmes.	Please refer to ITB's response to Item 1.

Digital Inclusion Mobile Apps

(by beneficiary groups)

Beneficiary Group	Mobile App		Theme
Elderly	1.	AngeLINK	Assist elderly persons to produce life memorable booklets
	2.	eElderly Activity Search	A platform for the elderly to search activities in over 190 local elderly centres
	3.	One Click to Know Dementia	Provide dementia patients with cognitive training and practical tools to seek emergency assistance when they get lost
Persons with disabilities	4.	Barrier-Free Travel Guide	A barrier-free travel guide for persons with physical disabilities, detailing the accessibility facilities in tourist spots of Hong Kong
	5.	Searching & Exploring with Speech Augmented Map Information (SESAMI)	Provide speech augmented map information and indoor venue facility information to visually impaired persons

Beneficiary Group	Mobile App	Theme
	6. SignChat	Maintain a library of sign languages to enable persons with hearing impairment to communicate in sign language when using instant messaging applications
	7. Silence Sign Language Interpretation App	Provide instant sign language interpretation service for persons with hearing impairment through video communication
	8. Tap My Dish	Provide speech augmented food menu information for persons with visual impairment
Children with disabilities or special educational needs	9. Articulation Screening and Training Tool	Assess and train phonological abilities of persons with hearing impairment
	10. Auditory and Speech Training App	Cantonese speech recognition training kits for children with hearing impairment
	11. Early Literacy	Provide training on reading and writing skills for children with learning difficulties
	12. "Learn smart" teaching material publishing platform	Training kits and a publishing platform of teaching materials for students with cognitive impairment
	13. HOPE Chinese Character Game	Assist children with dyslexia in learning the structure of Chinese characters by decoding method

Beneficiary Group	Mobile App	Theme
	14. MathAid	A teaching tool that reinforces the learning of core mathematical skills for students with visual impairment
	15. Smart and Fit DS Kids	Provide training on muscular and co-ordination abilities for children with Down Syndrome
	16. Stories for Social Skills Made Easy	Educational kits on social learning for children with autism
Ethnic minorities	17. HK Easy	Chinese learning platform for ethnic minorities to learn vocabularies and Cantonese pronunciation