

商務及經濟發展局
通訊及創意產業科

香港添馬添美道二號
政府總部西翼二十一樓



COMMUNICATIONS AND
CREATIVE INDUSTRIES BRANCH
COMMERCE AND ECONOMIC
DEVELOPMENT BUREAU

21/F, West Wing
Central Government Offices
2 Tim Mei Avenue
Tamar, Hong Kong

本函檔號 OUR REF : CCIB/GEN/4-35-10/3(20)C2
來函檔號 YOUR REF : CB4/PAC/R74
電 話 TEL. NO. : 2810 2722
傳 真 FAXLINE : 2827 2424
電子郵件 E-mail Address :

1 June 2020
(by Email)

Mr Anthony Chu
Clerk to Public Accounts Committee
Legislative Council Complex
1 Legislative Council Road
Central
Hong Kong

Dear Mr Chu,

Public Accounts Committee
Consideration of Chapter 4 of the Director of Audit's Report No. 74
Government's efforts in implementing electronic recordkeeping system

Thank you for your letter of 22 May 2020 on the above subject.
Our response to the matters set out in Part (IV) of the Appendix of your letter
is at Annex.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Clement Leung', written over a horizontal line.

(Clement Leung)
for Secretary for Commerce and Economic Development

c.c. Government Chief Information Officer
Director of Administration
Commissioner for Efficiency
Director of Marine
Secretary for Financial Services and the Treasury
Director of Audit

**Public Accounts Committee
Consideration of Chapter 4 of the Director of Audit's Report No. 74
Government's efforts in implementing
electronic recordkeeping system**

**Response of the Secretary for Commerce and Economic Development
to matters set out in Part (IV) of the Appendix
of the letter of 22 May 2020 from Clerk to Public Accounts Committee**

Part 3: Implementation of Electronic Recordkeeping System Pilot
Programme

- 18) According to paragraph 3.10, there were delays in 8 out of the 11 projects under the ERKS pilot programme. Among the five early adopters, CCIB of CEDB recorded the longest delay (18 months). CCIB of CEDB in March 2020 replied that as the original implementation plan was unrealistic, resulting in unexpected technical and operational issues, the time spent was unavoidable and should not be considered as a delay. Please elaborate on “unexpected technical and operational issues” to provide experience to other B/Ds for reference in programme implementation.

Response from Secretary for Commerce and Economic Development

When the electronic records keeping system (ERKS) was still in the system implementation stage, Commerce and Economic Development Bureau (Communications and Creative Industries Branch) (CEDB(CCIB)) had to spend longer-than-expected-time to resolve the technical issues and mitigate the limitations of the system functionality so as to comply with Government Records Services' requirements for ERKS. Major technical issues concerned system configuration and customisation. Subsequently, during the soft launch of ERKS, a total of 58 technical and operational incidents were reported, of which 36% (or 21) were regarded as “high level of impact”, e.g. occurrence of error messages, being unable to file attachments, being unable to file records due to system's inability to process specific symbols, etc. There was a possibility of system breakdown or more than 25% of users would be affected. CEDB(CCIB) must therefore resolve such critical issues before the actual ERKS system live-run even though a longer time span was required.

- 19) According to paragraph 3.37, Audit selected four B/Ds under the ERKS pilot programme and two from the next-stage adopters for examining the records management functionalities and practices in ERKS environment. According to paragraph 3.38(c), the four selected B/Ds did not specify in their departmental guidelines the time limit to capture a record into ERKS. 38% of records in CCIB of CEDB were captured into ERKS over one year after the sent/received date of e-mails. What is the number of records in CCIB yet to be captured after Audit examination? When will the capture be completed?**

Response from Secretary for Commerce and Economic Development

CEDB(CCIB) does not maintain statistics on records which had not been captured into ERKS. Nevertheless, having regard to Audit Commission's recommendations, CEDB(CCIB) will review and update our departmental records management guidelines and remind colleagues that records should be captured into ERKS as soon as possible under normal circumstances. In general, records should be captured into ERKS within 90 days.