Head 47 — GOVERNMENT SECRETARIAT: OFFICE OF THE GOVERNMENT CHIEF INFORMATION OFFICER

Controlling officer: the Government Chief Information Officer will account for expenditure under this Head.

Estimate 2019–20 .... **$806.5m**

Establishment ceiling 2019–20 (notional annual mid-point salary value) representing an estimated 669 non-directorate posts as at 31 March 2019 rising by 23 posts to 692 posts as at 31 March 2020..... **$455.6m**

In addition, there will be an estimated 15 directorate posts as at 31 March 2019 and as at 31 March 2020.

Commitment balance **$70.2m**

Controlling Officer's Report

Programmes

Programme (1) Use of Information Technology (IT) in Government	These programmes contribute to Policy Area 17: Information Technology and Broadcasting (Secretary for Innovation and Technology).
Programme (2) IT Infrastructure and Standards	
Programme (3) IT in the Community	This programme contributes to Policy Area 16: Education (Secretary for Education) and Policy Area 17: Information Technology and Broadcasting (Secretary for Innovation and Technology).

Detail

Programme (1): Use of IT in Government

	2017–18 (Actual)	2018–19 (Original)	2018–19 (Revised)	**2019–20 (Estimate)**
Financial provision ($m)	579.5	582.9	589.8 (+1.2%)	**603.4 (+2.3%)**

(or +3.5% on 2018–19 Original)

Aim

2   The aim of this programme is to provide government bureaux and departments with the information and services they need in an efficient, convenient, secure and environmentally-friendly manner by suitable adoption of information and communications technology (ICT), and to support bureaux and departments to make the best use of ICT to achieve their policy objectives. Government policy initiatives, internal efficiency, transparency and public engagement should also be enabled by innovative use of ICT.

Brief Description

3   The Office of the Government Chief Information Officer (OGCIO) delivers and enhances the Government's online one-stop service portal, and manages relationships with portal users. It provides a range of IT professional services and facilitation measures to bureaux and departments, sets policies on IT standards, and develops and operates shared infrastructure and central services that take into account industry and technology developments. It establishes policies and practices on governance and cybersecurity, invests in IT, supports the IT initiatives of bureaux and departments, and enables them to assure the quality of their IT strategies, projects and operations. It also develops and motivates members of the government IT profession.

4   In 2018–19, OGCIO:

•   commenced the development of a shared big data infrastructure to facilitate bureaux and departments in developing and operating data analytics applications;

•   provided technical advice and support to bureaux and departments in the implementation of smart city initiatives and projects;

•   commenced the implementation of the next generation integrated government cloud infrastructure to enable more efficient delivery of public services;

- enhanced the Government's online one-stop service portal and its search services to provide better public service and user experience;

- commenced the construction work of the government data centre complex to support the Government's long-term demand for data centre services;

- continued to monitor the compliance of bureaux and departments with the Government's information security requirements; and

- commenced the implementation of a new centrally managed messaging platform for bureaux and departments.

5   The key performance measures in respect of use of IT in the Government are:

Target

	Target	2017 (Actual)	2018 (Actual)	**2019 (Plan)**
services rendered meeting requirements set out in service level documents agreed with users (%)	100	100	100	**100**

Indicators

	2017 (Actual)	2018 (Actual)	**2019 (Estimate)**
no. of bureaux and departments with IT plans in place	64	66	**66**
results of post-implementation departmental returns on completed IT projects			
completed on schedule (%)	67.1	69.5	**72.0**
completed within budget (%)	100	100	**100**
meeting agreed specifications (%)	99.6	99.1	**100**
achieving intended benefits (%)	99.1	99.1	**99.0**

	2017–18 (Actual)	2018–19 (Revised Estimate)	**2019–20 (Estimate)**
total value of work undertaken in the year ($m)	1,961.8	2,078.9	**2,571.5**
total value of work outsourced in the year ($m)	1,715.1	1,916.2	**2,314.4**

Matters Requiring Special Attention in 2019–20

6   During 2019–20, OGCIO will:

- continue to develop the shared big data infrastructure to facilitate bureaux and departments in developing and operating data analytics applications;

- continue to provide technical advice and support to bureaux and departments in the implementation of smart city initiatives and projects;

- continue to implement the next generation integrated government cloud infrastructure to enable more efficient delivery of public services;

- continue to enhance the Government's online one-stop service portal with artificial intelligence and chatbot functions to facilitate searching of and access to e-government services by the public;

- promote wider use of electronic submission of government forms with the aid of electronic identity (eID);

- develop pilot applications adopting blockchain technology to examine the applicability and benefits of blockchain in improving e-government services;

- set up a Smart Government Innovation Lab to promote adoption of innovative IT products and solutions offered by the local industry in various public services;

- continue the construction of the government data centre complex to support the Government's long-term demand for data centre services;

- review the information security related policies and guidelines in the Government to ensure they keep pace with advancements in technology development, industry best practices and government security requirements; and

- continue to develop and commence the rollout of a new centrally managed messaging platform for bureaux and departments.

Programme (2): IT Infrastructure and Standards

	2017–18 (Actual)	2018–19 (Original)	2018–19 (Revised)	**2019–20 (Estimate)**
Financial provision ($m)	71.2	85.4	85.7 (+0.4%)	**112.8 (+31.6%)**

(or +32.1% on 2018–19 Original)

Aim

7   The aim of this programme is to provide Hong Kong with the IT infrastructure, standards, legal framework and talent needed to facilitate a vibrant digital economy and to enable core industries to improve their competitive position.

Brief Description

8   OGCIO supports the development of community-wide IT infrastructure and facilitates the development of IT human capital to strengthen Hong Kong's position as a smart city. It seeks to develop a digital infrastructure through which the community can interact readily and securely, and to promote the use of electronic means for economic, social and government activities. It also seeks to introduce common standards which apply to both the public and private sectors.

9   In 2018–19, OGCIO:

• completed the tendering of the eID system as a key digital infrastructure for smart city development;

• commenced the implementation of the Multi-functional Smart Lampposts pilot project to collect real-time city data for better city management;

• supported the co-ordination and monitoring of smart city initiatives under the Smart City Blueprint for Hong Kong;

• continued to implement the Enriched IT Programme in Secondary Schools to cultivate young IT talent and stimulate interest in IT in the school community;

• launched a two-year pilot partnership programme "Cybersec Infohub" to promote cyber security information exchange among different stakeholders from the Government, the industry and the academia; and

• continued to participate in the Cloud Computing Working Group of the National Information Technology Standardisation Committee on the development of a national standard to guide consumers to purchase managed cloud services and enable cloud service providers to enhance their service provisions for meeting consumers' needs.

Matters Requiring Special Attention in 2019–20

10   During 2019–20, OGCIO will:

• continue to develop the eID system for the provision of eID to local residents free of charge;

• continue to implement the Multi-functional Smart Lampposts pilot project in selected locations;

• continue to support the co-ordination and monitoring of smart city initiatives under the Smart City Blueprint for Hong Kong;

• launch the IT Innovation Lab in Secondary Schools initiative under the Enriched IT Programme in Secondary Schools to stimulate students' interest and enhance their understanding in IT through extra-curricular activities;

• establish a public cloud qualification framework to facilitate wider adoption of public cloud services by bureaux and departments;

• continue to enhance the "Cybersec Infohub" to facilitate information exchange among different stakeholders and dissemination of cyber security alerts to the public; and

• commence a review of the Electronic Transactions Ordinance (Cap. 553).

Programme (3): IT in the Community

	2017–18 (Actual)	2018–19 (Original)	2018–19 (Revised)	**2019–20 (Estimate)**
Financial provision ($m)	109.0	109.2	109.9 (+0.6%)	**90.3** (−17.8%)

(or −17.3% on 2018–19 Original)

Aim

11 The aim of this programme is to strengthen the role of Hong Kong's business establishments in the local, Mainland and global markets for ICT and digital content services. The programme also aims to enable residents, businesses and voluntary organisations to utilise and share information and knowledge in promoting sustainable development and improving the quality of life.

Brief Description

12 OGCIO promotes and facilitates the wider use of IT in the business sector and the community, and contributes to building a digitally inclusive society in Hong Kong. It collaborates with industry support organisations and trade associations to support the IT industry, including exploration of business opportunities locally, in the Mainland and overseas.

13 In 2018–19, OGCIO:

• promulgated guidelines on the new open data policy and associated measures to require bureaux and departments to open up more data for free use by the public;

• continued to expand the coverage of "Wi-Fi.HK" programme and enhanced the quality of public Wi-Fi services funded by the Government;

• launched a programme to enrich ICT knowledge among the elderly through outreach and training activities and enhance their capability in adopting digital technology in daily living;

• commenced the development of a web-based learning portal to help the elderly and people in need acquire digital skills in a fun and accessible manner;

• continued to provide one-stop support service to facilitate the setting up of data centres in Hong Kong and arranged the disposal of another site dedicated for data centre use in Tseung Kwan O;

• organised the Hong Kong ICT Awards 2018 and Internet Economy Summit 2018, to enhance Hong Kong's profile as a leading ICT hub in the region; and

• organised and supported local ICT delegations to take part in China International Software Expo 2018 and other visits to explore business opportunities in the Mainland.

Matters Requiring Special Attention in 2019–20

14 During 2019–20, OGCIO will:

• continue to work with bureaux and departments and related organisations to open up more data for free use by the public;

• continue to implement the "Wi-Fi.HK" programme;

• continue to organise outreach and training activities to enrich the ICT knowledge among the elderly;

• launch the web-based learning portal to help the elderly and people in need acquire digital skills;

• continue to drive web/mobile app accessibility in public and private organisations;

• continue to provide one-stop support service to facilitate data centre development in Hong Kong; and

• organise the Hong Kong ICT Awards 2019 and Internet Economy Summit 2019.

Head 47 — GOVERNMENT SECRETARIAT: OFFICE OF THE GOVERNMENT CHIEF INFORMATION OFFICER

ANALYSIS OF FINANCIAL PROVISION

	2017–18 (Actual) ($m)	2018–19 (Original) ($m)	2018–19 (Revised) ($m)	2019–20 (Estimate) ($m)
Programme				
(1) Use of IT in Government	579.5	582.9	589.8	**603.4**
(2) IT Infrastructure and Standards	71.2	85.4	85.7	**112.8**
(3) IT in the Community	109.0	109.2	109.9	**90.3**
	759.7	777.5	785.4 (+1.0%)	**806.5 (+2.7%)**

(or +3.7% on 2018–19 Original)

Analysis of Financial and Staffing Provision

Programme (1)

Provision for 2019–20 is $13.6 million (2.3%) higher than the revised estimate for 2018–19. This is mainly due to the increased requirement for personal emoluments and departmental expenses, partly offset by the decreased provision for capital expenditure. In addition, there will be a net increase of ten posts in 2019–20.

Programme (2)

Provision for 2019–20 is $27.1 million (31.6%) higher than the revised estimate for 2018–19. This is mainly due to the increased requirement for personal emoluments and departmental expenses, partly offset by the decreased provision for a general non-recurrent project. In addition, there will be a net increase of 12 posts in 2019–20.
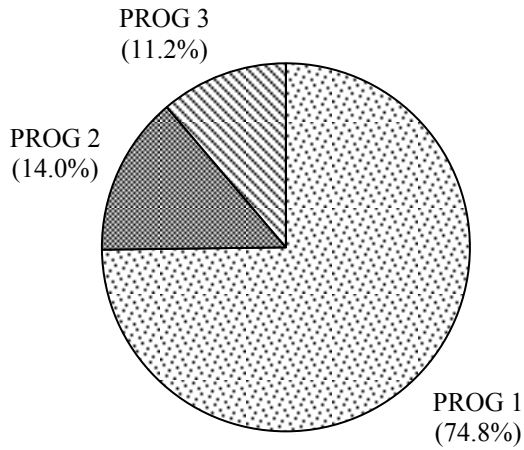
Programme (3)

Provision for 2019–20 is $19.6 million (17.8%) lower than the revised estimate for 2018–19. This is mainly due to the decreased provision for one general non-recurrent project, partly offset by the increased requirement for personal emoluments and departmental expenses. In addition, there will be a net increase of one post in 2019–20.

*Allocation of provision
to programmes
(2019-20)*

PROG 3
(11.2%)

PROG 2
(14.0%)

PROG 1
(74.8%)

*Staff by programme
(as at 31 March 2020)*

PROG 3
(58)

PROG 2
(56)

PROG 1
(593)
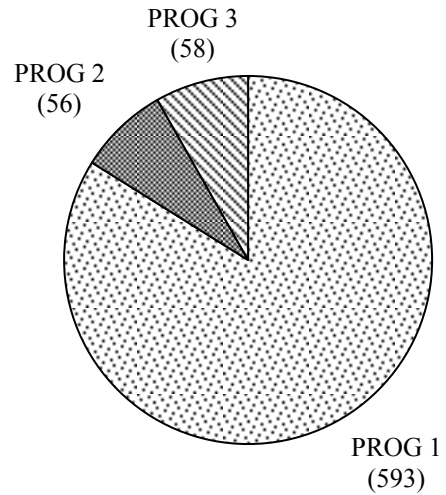
*Changes in the size of the establishment
(as at 31 March)*

Number of posts

720
700
680
660
640
0

638   648   668   684   707

2016   2017   2018   2019   2020
                        Revised   Estimate
                        Estimate

Year
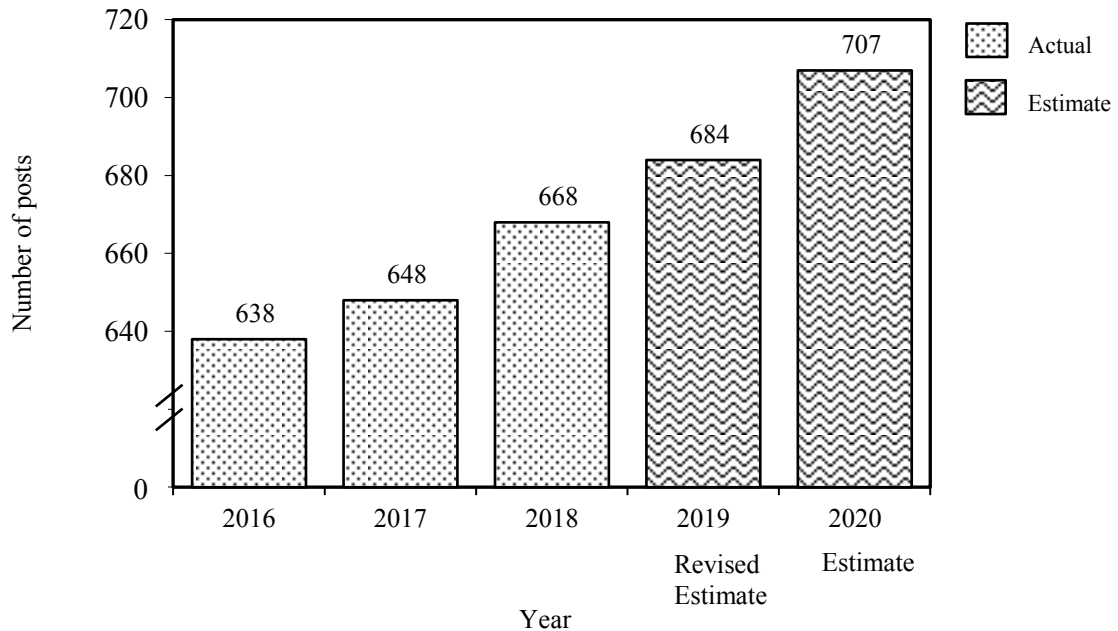
Actual
Estimate

Head 47 — GOVERNMENT SECRETARIAT: OFFICE OF THE GOVERNMENT CHIEF INFORMATION OFFICER

Sub-head (Code)		Actual expenditure 2017–18	Approved estimate 2018–19	Revised estimate 2018–19	Estimate 2019–20
		$'000	$'000	$'000	$'000
	Operating Account				
	Recurrent				
000	Operational expenses	712,249	726,789	735,419	**789,551**
	Total, Recurrent	712,249	726,789	735,419	**789,551**
	Non-Recurrent				
700	General non-recurrent	41,608	40,566	39,849	**16,953**
	Total, Non-Recurrent...............................	41,608	40,566	39,849	**16,953**
	Total, Operating Account	753,857	767,355	775,268	**806,504**
	Capital Account				
	Plant, Equipment and Works				
	Minor plant, vehicles and equipment (block vote)...	5,823	10,153	10,153	—
	Total, Plant, Equipment and Works.........	5,823	10,153	10,153	—
	Total, Capital Account.............................	5,823	10,153	10,153	—
	Total Expenditure	759,680	777,508	785,421	**806,504**

Head 47 — GOVERNMENT SECRETARIAT: OFFICE OF THE GOVERNMENT CHIEF INFORMATION OFFICER

Details of Expenditure by Subhead

The estimate of the amount required in 2019–20 for the salaries and expenses of the Office of the Government Chief Information Officer (OGCIO) is $806,504,000. This represents an increase of $21,083,000 over the revised estimate for 2018–19 and $46,824,000 over the actual expenditure in 2017–18.

Operating Account

Recurrent

2   Provision of $789,551,000 under *Subhead 000 Operational expenses* is for the salaries, allowances and other operating expenses of OGCIO.

3   The establishment as at 31 March 2019 will be 684 posts. It is expected that there will be a net increase of 23 posts in 2019–20. Subject to certain conditions, the controlling officer may under delegated power create or delete non-directorate posts during 2019–20, but the notional annual mid-point salary value of all such posts must not exceed $455,623,000.

4   An analysis of the financial provision under *Subhead 000 Operational expenses* is as follows:

	2017–18 (Actual) ($'000)	2018–19 (Original) ($'000)	2018–19 (Revised) ($'000)	**2019–20 (Estimate) ($'000)**
Personal Emoluments				
- Salaries..	413,882	419,600	426,000	**452,562**
- Allowances......................................	7,222	9,300	11,800	**12,000**
- Job-related allowances....................	89	100	100	**100**
Personnel Related Expenses				
- Mandatory Provident Fund				
contribution...............................	1,058	1,375	1,230	**1,494**
- Civil Service Provident Fund				
contribution...............................	7,614	9,345	9,220	**11,131**
Departmental Expenses				
- Hire of services and professional fees	192,254	180,569	180,569	**199,264**
- Information and communications				
technology rentals and maintenance........	24,751	34,000	37,000	**38,000**
- General departmental expenses	21,345	27,500	25,500	**29,000**
Other Charges				
- Hosting platform for e-government				
services	44,034	45,000	44,000	**46,000**
	712,249	726,789	735,419	**789,551**

Head 47 — GOVERNMENT SECRETARIAT: OFFICE OF THE GOVERNMENT CHIEF INFORMATION OFFICER

Commitments

Sub-head (Code)	Item (Code)	Ambit	Approved commitment	Accumulated expenditure to 31.3.2018	Revised estimated expenditure for 2018–19	Balance
			$'000	$'000	$'000	$'000
Operating Account						
700		*General non-recurrent*				
	801	Providing Public Wi-Fi services in Study Rooms and Youth Service Centres	25,300	779	3,500	21,021
	877	Internet Access for Needy Students	220,000	181,353	24,829	13,818
	894	Enriched IT Programme in Secondary Schools	75,000	28,128	11,520	35,352
		Total	320,300	210,260	39,849	70,191