

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 2020–21	\$881.6m
Establishment ceiling 2020–21 (notional annual mid-point salary value) representing an estimated 692 non-directorate posts as at 31 March 2020 rising by 29 posts to 721 posts as at 31 March 2021.....	\$503.3m
In addition, there will be an estimated 15 directorate posts as at 31 March 2020 and as at 31 March 2021.	
Commitment balance.....	\$38.9m

Controlling Officer's Report

Programmes

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

Programme (1): Use of IT in Government

	2018–19 (Actual)	2019–20 (Original)	2019–20 (Revised)	2020–21 (Estimate)
Financial provision (\$m)	585.3	603.4	622.0 (+3.1%)	648.3 (+4.2%)
				(or +7.4% on 2019–20 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 2019–20, OGCIO:

- continued to develop a common big data infrastructure to facilitate bureaux and departments in implementing and hosting big data analytics applications;
- provided technical advice and support to bureaux and departments in the implementation of smart city initiatives and projects;
- continued to implement the next generation integrated government cloud infrastructure to enable more efficient and secure delivery of public services;

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- enhanced the Government’s online one-stop service portal with new chatbot functions to facilitate searching of and access to e-government services by the public;
- continued to promote wider use of electronic submission of government forms;
- commenced the development of pilot applications adopting blockchain technology to examine the applicability and benefits of blockchain in improving government services;
- set up the Smart Government Innovation Lab to assist government departments in sourcing innovative IT solutions to meet their business needs;
- continued with the construction 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 rollout 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	2018 (Actual)	2019 (Actual)	2020 (Plan)
services rendered meeting requirements set out in service level documents agreed with users (%).....	100	100	100	100

Indicators

	2018 (Actual)	2019 (Actual)	2020 (Estimate)
no. of bureaux and departments with IT plans in place	66	67	67
results of post-implementation departmental returns on completed IT projects			
completed on schedule (%).....	69.5	73.2	75.0
completed within budget (%).....	100	100	100
meeting agreed specifications (%).....	99.1	98.7	100
achieving intended benefits (%).....	99.1	99.6	99.0
	2018–19 (Actual)	2019–20 (Revised Estimate)	2020–21 (Estimate)
total value of work undertaken in the year (\$m).....	2,227.3	2,392.2	2,856.7
total value of work outsourced in the year (\$m).....	2,025.0	2,215.9	2,571.0

Matters Requiring Special Attention in 2020–21

6 During 2020–21, OGCIO will:

- launch a common big data infrastructure to facilitate bureaux and departments in implementing and hosting big data analytics applications;
- continue to provide technical advice and support to bureaux and departments in the implementation of smart city initiatives and projects;
- launch the next generation integrated government cloud infrastructure to enable more efficient and secure delivery of public services;
- promote bureaux and departments to implement electronic submission of their government forms;
- launch pilot applications adopting blockchain technology to examine the applicability and benefits of blockchain in improving government services;
- commence the development of a traffic data analytics system in collaboration with the Transport Department to enhance traffic management and transport efficiency;
- explore the application of robotics technologies to enhance public services in collaboration with relevant government departments;

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- continue to assist government departments in sourcing innovative IT solutions to meet their business needs through the Smart Government Innovation Lab;
- continue with the construction of the government data centre complex;
- update government's information security policies and guidelines to keep in pace with technology development, industry best practices and government security requirements;
- continue the rollout of a new centrally managed messaging platform for bureaux and departments; and
- commence the system development for rolling out electronic recordkeeping system to all government bureaux and departments in collaboration with the Government Records Service and the Efficiency Office.

Programme (2): IT Infrastructure and Standards

	2018–19 (Actual)	2019–20 (Original)	2019–20 (Revised)	2020–21 (Estimate)
Financial provision (\$m)	77.7	112.8	119.9 (+6.3%)	143.4 (+19.6%)
				(or +27.1% on 2019–20 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 2019–20, OGCIO:

- continued to develop the *iAM Smart* Platform (*iAM Smart* formerly known as electronic identity (eID)) for provision of one-stop personalised digital government services to Hong Kong residents;
- installed 50 smart lampposts in Kwun Tong/Kai Tak Development Area under the first phase of the Multi-functional Smart Lampposts pilot scheme and established a Technical Advisory Ad Hoc Committee to review further personal privacy protection measures;
- continued to support the co-ordination and monitoring of smart city initiatives under the *Smart City Blueprint for Hong Kong*, including industry engagement and formulation of an update to the Blueprint;
- continued to implement the Enriched IT Programme in Secondary Schools initiative to cultivate young IT talent, and to foster a pro-IT atmosphere and stimulate interest in IT in the school community;
- continued to promote and enhance the Cybersec Infohub pilot partnership programme to facilitate information exchange among different stakeholders and dissemination of cyber security alerts to the public;
- continued the review of the Electronic Transactions Ordinance (Cap. 553);
- established a framework to facilitate wider adoption of public cloud services by bureaux and departments; and
- contributed to the official release of a national standard on cloud computing to facilitate acquisition of managed cloud services by the public and enhancement of service provisions by the cloud service providers.

Matters Requiring Special Attention in 2020–21

10 During 2020–21, OGCIO will:

- launch *iAM Smart* Platform and commence *iAM Smart* user registration;
- follow up on the work of the Technical Advisory Ad Hoc Committee regarding the way forward for the Multi-functional Smart Lampposts pilot scheme;
- continue to support the co-ordination and monitoring of smart city initiatives and publication of *Smart City Blueprint for Hong Kong 2.0*;
- launch the IT Innovation Lab in Secondary Schools initiative under the Enriched IT Programme in Secondary Schools;

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- determine the ongoing operation arrangement of the Cybersec Infohub; and
- continue the review of the Electronic Transactions Ordinance, including formulation of the legislative amendment proposals.

Programme (3): IT in the Community

	2018–19 (Actual)	2019–20 (Original)	2019–20 (Revised)	2020–21 (Estimate)
Financial provision (\$m)	106.5	90.3	97.4 (+7.9%)	89.9 (–7.7%)
				(or –0.4% on 2019–20 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 2019–20, OGCIO:

- worked with bureaux and departments and related organisations to open up more data in machine-readable format for free use by the public and publish their second annual open data plans;
- achieved the target of providing over 34 000 hotspots under the “Wi-Fi.HK” programme;
- organised the Hong Kong ICT Awards 2019 and Internet Economy Summit 2019 to enhance Hong Kong’s profile as a leading ICT hub in the region;
- continued to provide one-stop support service to facilitate the setting up of data centres in Hong Kong and concessionary measures to encourage the use of existing industrial buildings and industrial lots for data centres;
- organised and supported local ICT delegations to take part in China International Software Expo 2019 and other visits to explore business opportunities in the Mainland;
- collaborated with the Department of Industry and Information Technology of Guangdong Province to organise the 14th Plenary Meeting of the Hong Kong/Guangdong Expert Group on Co-operation in Informatisation and the Guangdong/Hong Kong Cloud Computing Exchange Forum; and
- launched the web-based learning portal to help the elderly acquire digital skills.

Matters Requiring Special Attention in 2020–21

14 During 2020–21, OGCIO will:

- continue to work with bureaux and departments and related organisations to open up more data in machine-readable format for free use by the public and update their open data plans;
- continue to implement and promote the “Wi-Fi.HK” programme;
- organise the Hong Kong ICT Awards 2020 and Internet Economy Summit 2020;
- continue to provide one-stop support service to facilitate data centre development in Hong Kong;
- continue to collaborate with the Department of Industry and Information Technology of Guangdong Province on the Hong Kong/Guangdong Expert Group on Co-operation in Informatisation;
- continue to organise outreach and training activities to enrich the ICT knowledge among the elderly and enrich the contents of the web-based learning portal; and
- continue to promote web/mobile app accessibility in public and private organisations.

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ANALYSIS OF FINANCIAL PROVISION

	2018–19 (Actual) (\$m)	2019–20 (Original) (\$m)	2019–20 (Revised) (\$m)	2020–21 (Estimate) (\$m)
Programme				
(1) Use of IT in Government	585.3	603.4	622.0	648.3
(2) IT Infrastructure and Standards.....	77.7	112.8	119.9	143.4
(3) IT in the Community.....	106.5	90.3	97.4	89.9
	<hr/>	<hr/>	<hr/>	<hr/>
	769.5	806.5	839.3 (+4.1%)	881.6 (+5.0%)
				(or +9.3% on 2019–20 Original)

Analysis of Financial and Staffing Provision

Programme (1)

Provision for 2020–21 is \$26.3 million (4.2%) higher than the revised estimate for 2019–20. This is mainly due to the increased requirement for personal emoluments and increased provision for capital expenditure. In addition, there will be a net increase of 22 posts in 2020–21.

Programme (2)

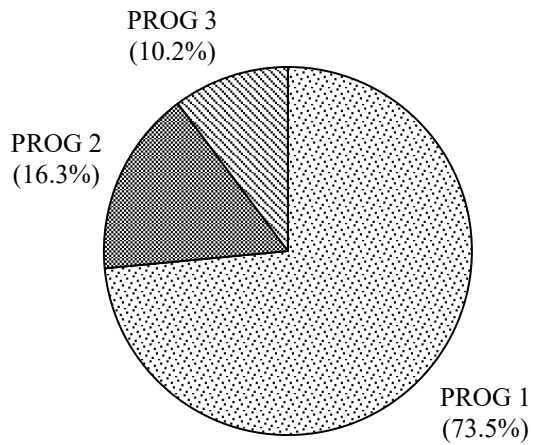
Provision for 2020–21 is \$23.5 million (19.6%) higher than the revised estimate for 2019–20. This is mainly due to the increased requirement for personal emoluments and departmental expenses, partly offset by the decreased provision for one general non-recurrent project. In addition, there will be a net increase of seven posts in 2020–21.

Programme (3)

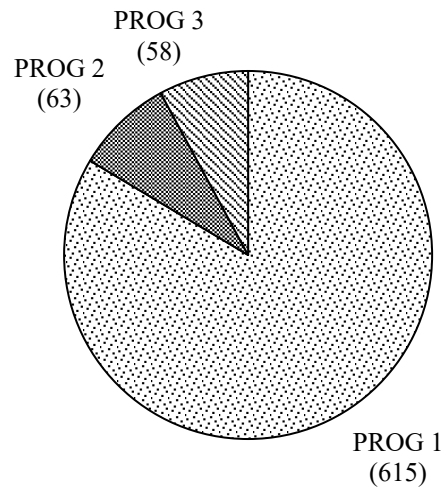
Provision for 2020–21 is \$7.5 million (7.7%) lower than the revised estimate for 2019–20. This is mainly due to the decreased provision for one general non-recurrent project.

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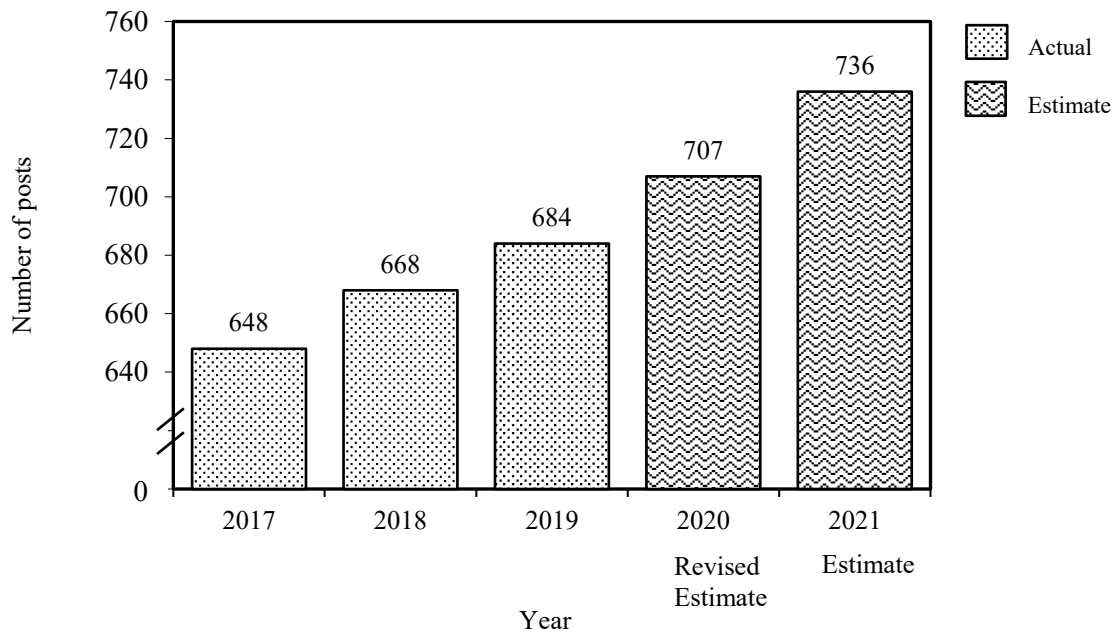
*Allocation of provision
to programmes
(2020-21)*



*Staff by programme
(as at 31 March 2021)*



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



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Sub-head (Code)	Actual expenditure 2018–19	Approved estimate 2019–20	Revised estimate 2019–20	Estimate 2020–21	
	\$'000	\$'000	\$'000	\$'000	
Operating Account					
Recurrent					
000	Operational expenses	725,775	789,551	813,016	863,368
	Total, Recurrent.....	<u>725,775</u>	<u>789,551</u>	<u>813,016</u>	<u>863,368</u>
Non-Recurrent					
700	General non-recurrent	33,562	16,953	26,302	11,606
	Total, Non-Recurrent.....	<u>33,562</u>	<u>16,953</u>	<u>26,302</u>	<u>11,606</u>
	Total, Operating Account	<u>759,337</u>	<u>806,504</u>	<u>839,318</u>	<u>874,974</u>
Capital Account					
Plant, Equipment and Works					
661	Minor plant, vehicles and equipment (block vote).....	10,153	—	—	6,609
	Total, Plant, Equipment and Works.....	<u>10,153</u>	<u>—</u>	<u>—</u>	<u>6,609</u>
	Total, Capital Account.....	<u>10,153</u>	<u>—</u>	<u>—</u>	<u>6,609</u>
	Total Expenditure	<u><u>769,490</u></u>	<u><u>806,504</u></u>	<u><u>839,318</u></u>	<u><u>881,583</u></u>

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Details of Expenditure by Subhead

The estimate of the amount required in 2020–21 for the salaries and expenses of the Office of the Government Chief Information Officer (OGCIO) is \$881,583,000. This represents an increase of \$42,265,000 over the revised estimate for 2019–20 and \$112,093,000 over the actual expenditure in 2018–19.

Operating Account

Recurrent

2 Provision of \$863,368,000 under *Subhead 000 Operational expenses* is for the salaries, allowances and other operating expenses of OGCIO.

3 The establishment as at 31 March 2020 will be 707 posts. It is expected that there will be a net increase of 29 posts in 2020–21. Subject to certain conditions, the controlling officer may under delegated power create or delete non-directorate posts during 2020–21, but the notional annual mid-point salary value of all such posts must not exceed \$503,324,000.

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

	2018–19 (Actual) (\$'000)	2019–20 (Original) (\$'000)	2019–20 (Revised) (\$'000)	2020–21 (Estimate) (\$'000)
Personal Emoluments				
- Salaries.....	430,598	452,562	477,513	502,735
- Allowances.....	8,209	12,000	8,726	8,700
- Job-related allowances	58	100	60	100
Personnel Related Expenses				
- Mandatory Provident Fund contribution.....	1,207	1,494	1,366	1,309
- Civil Service Provident Fund contribution.....	9,778	11,131	13,087	17,942
Departmental Expenses				
- Hire of services and professional fees	168,666	199,264	199,264	216,582
- Information and communications technology rentals and maintenance.....	42,196	38,000	38,039	40,000
- General departmental expenses	20,110	29,000	30,961	30,000
Other Charges				
- Hosting platform for e-government services	44,953	46,000	44,000	46,000
	725,775	789,551	813,016	863,368

Capital Account

Plant, Equipment and Works

5 Provision of \$6,609,000 under *Subhead 661 Minor plant, vehicles and equipment (block vote)* is for the requirement for scheduled replacement of minor plant and equipment.

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Commitments

Sub-head (Code)	Item (Code)	Ambit	Approved commitment	Accumulated expenditure to 31.3.2019	Revised estimated expenditure for 2019–20	Balance
			\$'000	\$'000	\$'000	\$'000
<i>Operating Account</i>						
700		<i>General non-recurrent</i>				
	801	Providing Public Wi-Fi services in Study Rooms and Youth Service Centres	25,300	3,206	3,200	18,894
	894	Enriched IT Programme in Secondary Schools.....	75,000	39,609	15,339	20,052
		Total	<u>100,300</u>	<u>42,815</u>	<u>18,539</u>	<u>38,946</u>