

Review of the  
Information Technology  
Strategy for the Social  
Welfare Sector in  
Hong Kong

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# Background

- In 2001, the Social Welfare Department (SWD), HKCSS and other major stakeholders draw up the Information Technology (IT) Strategy for the Social Welfare Sector (IT Strategy) for IT development with Lotteries Fund (LF) as the funding source.
- In 2004, a review was conducted and confirmed the Strategy as a pertinent guide for the non-governmental organisations (NGOs). A \$1billion Social Welfare Development Fund (SWDF) was set up to be implemented in three three-year phases from 2010-11 till 2018-19.
- IN 2011, SWD commissioned the University of Hong Kong to conduct a review and concluded in 2013 with 4 strategies and 12 recommendations. The strategies and recommendations were implemented in two phases from 2013-14 to 2014-15 and from 2015-16 to 2017-18.

# Review of the Information Technology Strategy for the Social Welfare Sector 2019-20

- In August 2019, the SWD commissioned NewTrek System Limited (the Consultant Team) to review the overall IT development of the social welfare sector in Hong Kong.
- The study aims at getting an in-depth understanding on the current status and the accumulated experiences subsequent to the implementation of the IT strategies in 2013, as well as the future IT development of the social welfare sector (the sector).

# Methodology


- Kickstart meetings with
  - the Hong Kong Jockey Club Charities Trust (HKJCCT)
  - Information Technology Resource Centre (ITRC)
  - Volunteer IT Advisors League (VITAL)
- 93 Surveys from small, medium and large NGOs (total: 169)
- 45 In-depth Interviews
- 8 Focus Groups

# Study Focuses

1. IT Governance
2. Infrastructure
3. Software Applications
4. Knowledge and Applications Sharing
5. Humanware
6. Financial References

## Findings

Categories	Large NGOs	Medium Size NGOs	Small NGOs
IT Governance	IT Governance with proper project management	Own IT operation staff for vendor management	Rely on vendor
Infrastructure	Build as needed; outsource	Build as needed; outsource	Build as needed; outsource
Software Applications	Depends on IT staff skillset and vendor; major system developments funded by SWDF	Staff will less skillset; Depends on vendor	Depends on vendor
Knowledge and Application Sharing	Informal group to share market information	Lack of market information	Lack of market information
Humanware	IT talent with respect to NGO growth	Less experienced IT talent	No talent; low priority
Financial references	Continuous to strengthen the IT team; able to deploy tools for Covid-19 immediately; new solutions with new IT technology	Increase operation support capability; able to deploy tools for Covid-19 immediately	Cannot afford recurrent spending; wholly rely on SWDF




Strengthenin  
g IT planning  
and  
Governance

To provide IT strategic planning and governance training to NGO board and senior management

To strength the adoption of IT project management to enhance the overall quality of IT development.

To provide training and best practices sharing to further develop IT HumanWare.



Promoting e-  
services through  
the adoption of  
new technology

To encourage NGOs to  
deploy/innovate new ICT usage in  
service through adoption of new  
technology

To promote the adoption of open  
source application software and  
cloud platform deployment





Enhancing data  
security and IT  
security  
awareness

To enhance and promote the awareness of data/ IT security through continuous training and establishment of baseline requirements for NGOs requirements.



Enhancing  
collaboration  
among NGOs in  
common  
application  
development

To promote idea of sharing usage  
of IT applications and knowledge  
among NGOs through open  
source code and common  
software application development

# Way Forward

- The Joint Committee on Information Technology for the Social Welfare Sector (JCIT) is going to form a Task Group comprising members from IT field, tertiary institutions, JCIT members, NGOs, major stakeholders, etc for devising action directions and plans for materializing the proposed recommendations in the Review report.



Next Step

(C1) IT Governance

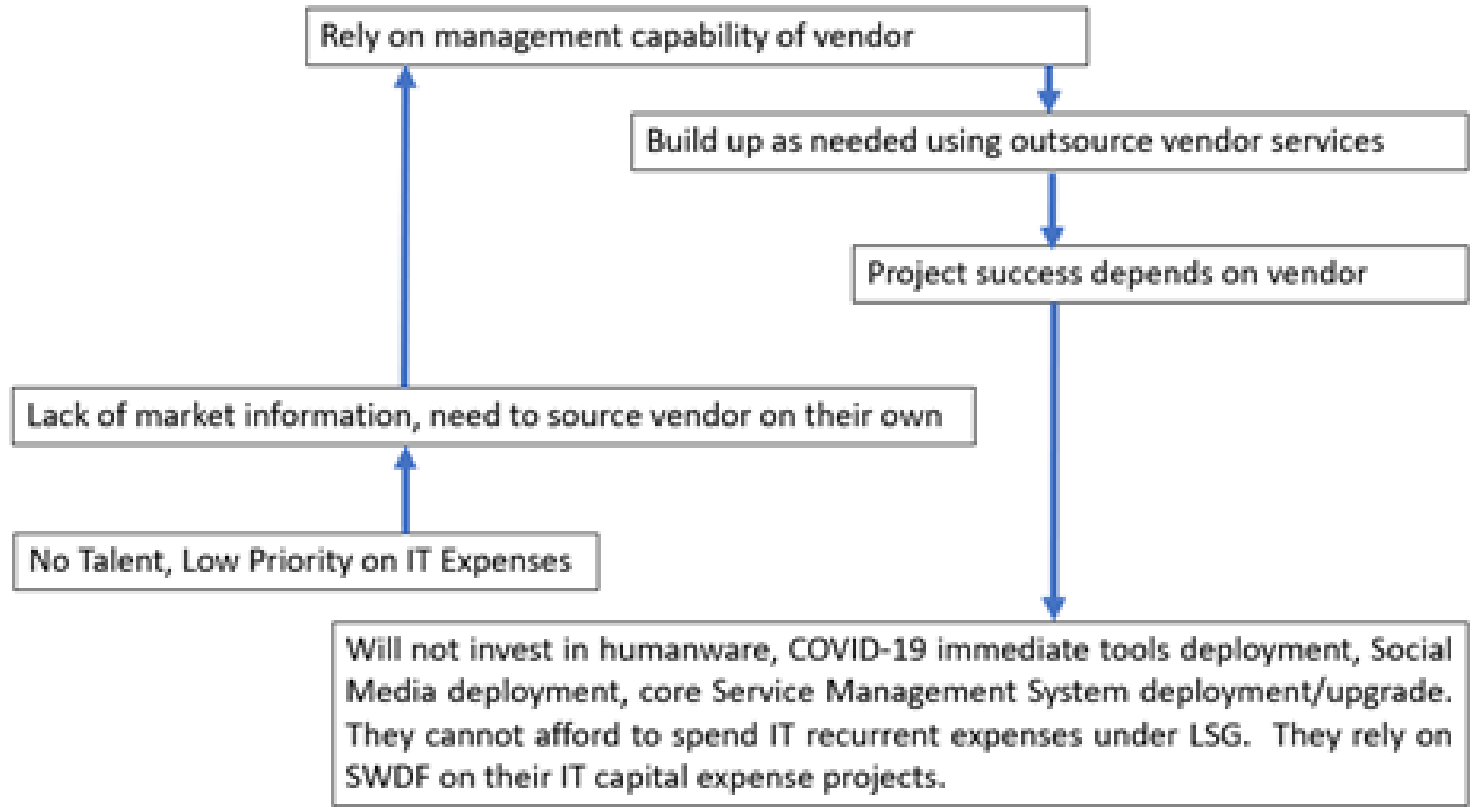
(C2) Infrastructure

(C3) S/W Application

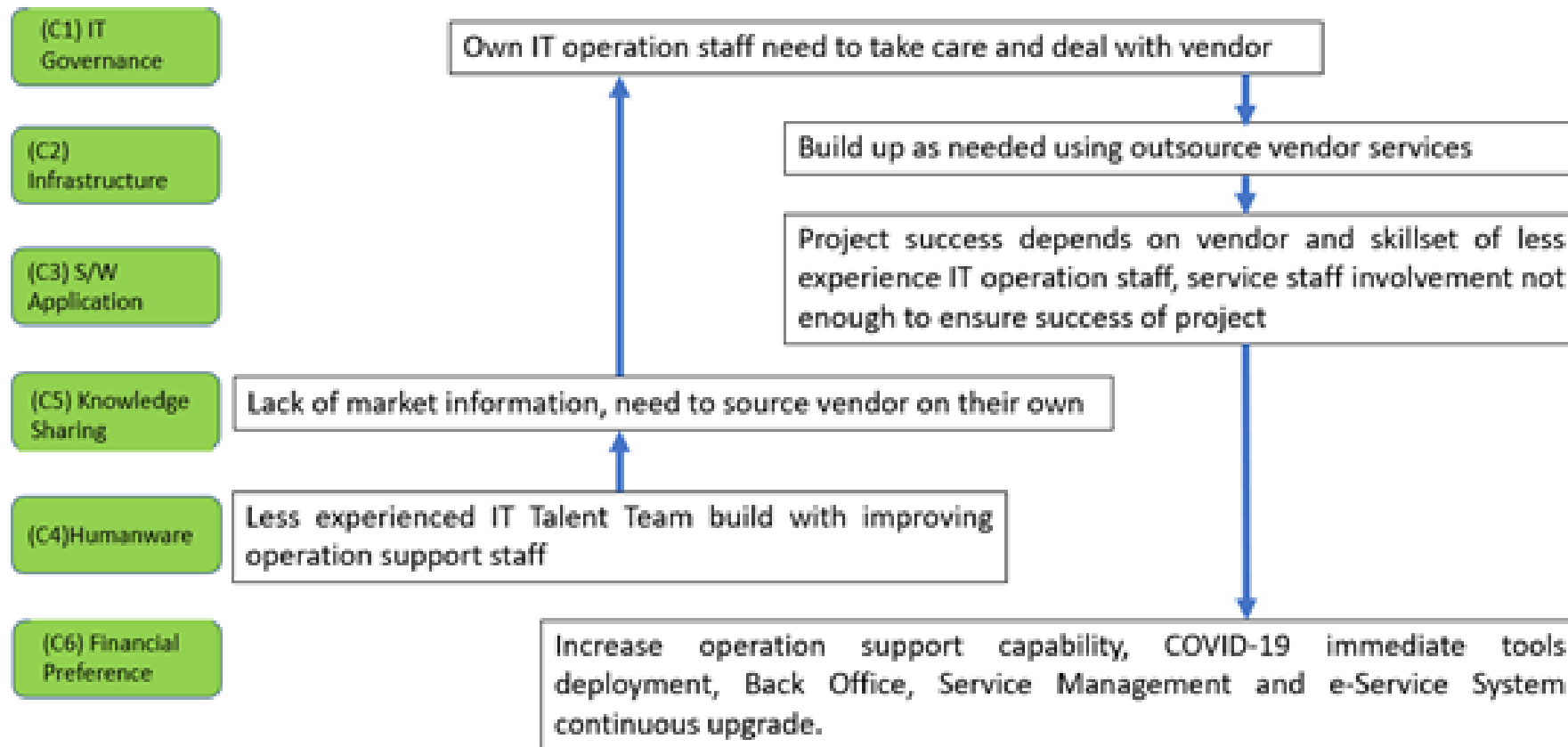
(C5) Knowledge Sharing

(C4) Humanware

(C6) Financial Preference



# S-NGO IT Challenges



# M-NGO IT Challenges

(C1) IT Governance

(C2) Infrastructure

(C3) S/W Application

(C5) Knowledge Sharing

(C4) Humanware

(C6) Financial Preference

IT Governance are in place with proper project management staff to deal with Vendor

Build up as needed using outsource vendor services

Project success depends on vendor and skillset of IT Staff. The Service Staff involvement is still limited in ensuring the project success. Major software systems are developed/deployed under the support of SWDF. L-NGO uses the SWDF to build up the IT capabilities.

Informal group to exchange market information and source suitable vendor

Built IT Talent with respect to the need of the NGO growth

Continuous to strengthen the IT team, COVID-19 immediate tools deployment, Back Office, Service Management and e-Service System continuous upgrade. New business solution using new IT technology.

# L-NGO IT Challenges