



Information Technology Services Department  
Environmental Report 2000

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## INTRODUCTION

The Information Technology Services Department (ITSD) is the Government's advisor on information technology (IT) matters. Our vision is to lead the Government and facilitate the community in the development and the exemplary usage of IT. To this end, our mission is to promote and enable the extensive adoption and use of IT in the Government and the wider community, and to enable individuals, businesses and the Government to interact easily and securely through the use of IT.

2. In this Environmental Report, we will cover our:

- (a) Environmental Management Strategy;
- (b) environmental performance in 2000;
- (c) environmental management; and
- (d) targets for 2001.

## ENVIRONMENTAL MANAGEMENT STRATEGY

3. The ITSD Environmental Management Committee (EMC) was set up in September 2000 to formulate and oversee the implementation of Environmental Policy of the Department; to monitor the performance of ITSD in the various environmental areas to ensure that the departmental activities are conducted in an environmental friendly manner; to promote green culture within the department; to explore and promote the wider use of environmental friendly products and resources; and to evaluate and monitor the environmental performance of the Department.

4. Under our Environmental Management Strategy, we are committed to ensuring that the services that we offer to our clients, as well as our internal operations, are conducted in an environmentally responsible manner. With this in mind, we have adopted the following measures to fulfil this commitment;

### **Compliance**

We will ensure that all our operations within the Department comply with the spirit of all applicable environmental legislation, standards and regulations, as well as our internal guidelines and procedures.

### **Pollution Prevention**

We will implement an environmental management system to maintain and improve the environmental quality of our activities and services, and will require our contractors to adopt and implement sound environmental management systems, for example, when undertaking our computer projects.

### **Minimization of Consumption**

We will exercise the principles of Reduce, Reuse and Recycle in the use and consumption of materials and energy. We will also contribute towards environmental protection by promoting the more efficient use of resources and energy, both within the Government and in the community, through greater use of IT.

### **Communication**

We will ensure that all our staff are aware of our Environmental Policy (see Annex), as well as the environmental management measures that they should observe when discharging their official functions.

### **Training**

We will ensure that appropriate training is provided to staff to facilitate them to assume their environmental responsibilities and to participate in environmental activities.

### **Management Review**

The Management will regularly review and seek continual improvements in our environmental management system and to adjust it in line with changing internal and external factors.

## **ENVIRONMENTAL PERFORMANCE IN 2000**

5. The ITSD EMC has examined the targets for 2000 set in the Controlling Officer's Environmental Report 1999, and is pleased to report that all the targets have been met.

Target	Achievements
<p>To enlarge the capacity of the Government Communication Network (GCN) and the Central Cyber Government Office (CCGO) so that up to 12,000 government computer users can communicate through e-mail and can access information in electronic form.</p>	<p>As at the end of 2000, the numbers of GCN and CCGO users were 12,000 and 21,000 respectively.</p>
<p>To reduce the paper consumption of the Department by 10% of the level in 1999.</p>	<p>Through the implementation of effective control measures, paper consumption has been reduced by over 10% in 2000 as compared with 1999.</p>
<p>To include further environmental requirements in (standard) computer contracts.</p>	<p>We have notified our registered IT suppliers in early 2001 that we would include energy saving requirements in the standard contract for the supply of computer systems to ITSD. This will also become a standing requirement for future contracts.</p>
<p>To use refillable tone cartridges for all printers in the department where applicable.</p>	<p>Printers in ITSD use refillable tone cartridges whenever applicable. Used cartridges are collected for recycling and some 260 nos. were collected in 2000.</p>

To establish an Environmental Management Committee (EMC) and an environmental management system in the department for managing and monitoring the environmental performance.

The ITSD EMC was set up in September 2000. The ITSD Environmental Management Strategy as agreed by the EMC has been promulgated to staff for compliance.

## **ENVIRONMENTAL MANAGEMENT**

6. ITSD recognizes that although the office-based and supportive nature of its departmental operations do not have significant impact on the environment at large, it could contribute positively towards environmental protection if suitable measures are taken when pursuing its departmental activities. These measures include the promotion of wider use of IT in ITSD and within the Government, the inclusion of energy saving requirements in our contract for supply of computer systems, the implementation of in-house green measures, and the promotion of green culture within ITSD.

## Promotion of Wider Use of IT

7. Promoting the use of IT in Government is a primary departmental objective of ITSD. Under our co-ordination and assistance, various departments have significantly built up their IT capabilities in terms of hardware and software facilities and their management. From the central co-ordination perspective, we are implementing initiatives to enlarge the capacity of the Government Communication Network (GCN) and the Central Cyber Government Office (CCGO) in order to accommodate a user population of 24,000 by the end of 2001. As far as ITSD is concerned, adequate computer facilities are available for staff who need to use them for the effective discharge of their duties. As at the end of 2000, a total of 1,350 e-mail accounts have been created for use by permanent staff, contractors and consultants working in ITSD premises, representing 93% of the total number of staff working in the Department. To further enhance our capability to conduct business electronically, we aim to provide each staff with an e-mail account within 2001. Through the promotion and encouragement by the Management, e-mail has been widely used for circulation of official notices and messages within the Department, and the use of hard copies has been kept to the absolute minimum. We have also initiated action to liaise with the Environmental Protection Department and Government Supplies Department to explore ways to dispose of the used/obsolete computer parts and equipment in a more environmental-friendly manner.

## **Inclusion of Energy Saving Requirement in Computer Contract**

8. To promote the use of environmental friendly computer products, ITSD has initiated action to include 'ACPI compliant' as a requirement in our computer contract. Advanced Configuration and Power Interface (ACPI) is a new power management specification co-developed by hardware and software vendors that makes hardware status information available to the operating system. ACPI enables a computer to turn its peripherals on and off for improved power management. This specification enables new power management technology to evolve independently in operating systems and hardware while ensuring that they continue to work together. Most desktop and notebook computers are now ACPI compliant. ACPI is now a common standard for energy saving.

9. In pursuance of this proposal, we had sent a letter to registered IT suppliers in early 2001 to inform them of our intention to include 'ACPI compliant' as a standard requirement for Desktop and Notebook computers. The sample specifications for Desktop and Notebook Computers had been updated with the 'ACPI compliant' requirement. Such requirement would be included in the future Personal Computer/Local Area Network Standing Offer Agreements. By taking the lead to adopt such an energy saving initiative, the Department would contribute towards environmental protection within the community as a whole.

## Implementation of In-house Green Measures

10. In 2000, we had reviewed and revamped the departmental circulars on the internal administrative measures in relation to green management, and had issued comprehensive guidelines to staff to emphasize the importance of energy conservation and economy in the use of energy and office resources for compliance. For example, regular email messages had been issued to staff to encourage economy on the use of energy, paper and office stationery etc. Posters and stickers on energy and water saving had been posted at suitable locations to arouse the awareness of staff on green culture. Used paper collection boxes had been placed at various locations in the office to collect used paper for recycling. A total of 31,518 kg of used paper was collected in 2000, which is 23% more than the 25,528 kg collected in 1999. Besides, some 260 nos. of used ink cartridges were collected and returned to suppliers for recycling in 2000. As regards the consumption of paper, staff have been requested to arrange printing on both sides, use one-side used paper for drafting, and minimize the production of hard copies for personal retention. To optimize on the use of office space, we have promulgated a departmental records management policy. Under this policy, a records disposal programme has been initiated in consultation with the Government Records Services Director to dispose of inactive records to free up space for other more productive use.

11. The Central Computer Centre (CCC) of ITSD, which manages a large number of computer systems for various departments, consumes a substantial amount of paper in support of the operational requirements of client departments. We have put in place suitable paper saving measures. Double-side printing has been arranged wherever practicable, and hardcopy printing and report re-print arising from operation errors or internal control purposes have been reduced wherever possible. User departments of the CCC are also required to ensure that economy is exercised when making requests to CCC for hardcopy printing.

### **Promotion of Green Culture within ITSD**

12. To arouse staff awareness on green measures e.g. water saving and energy saving stickers and posters on the various measures are put up within the office to remind them to observe economy when using these resources. E-mail messages are issued to all staff on a regular basis to bring home environmental protection messages. We also invite their views and suggestions on environmental protection initiatives. We have also arranged with the building management offices to place recycle boxes at suitable locations for the collection of used cans and paper for recycling.

13. Environmental management training has been arranged for staff to improve their knowledge and exposure to the relevant subjects like environmental management system and ISO 14001. We would also organize talks and visits on the subjects of environmental conservation for staff to attend in 2001. This we hope would further instill a better sense of environmental protection, and will promote a greener culture among staff.

## **TARGETS FOR 2001**

14. The ITSD EMC will continue its efforts to meet the commitments as set out in the Environmental Management Strategy. The targets for 2001 are:

- (a) To enhance the CCGO and GCN capacity to a user population of 24,000 by the end of 2001;
- (b) to implement further e-initiatives within ITSD to promote the conduct of business by electronic means;
- (c) to invite Environmental Protection Department to make use of the CCGO to widely disseminate environmental protection messages;

(d) to make it a requirement that departments which use the service of ITSD's Central Computer Centre must observe strict economy when making requests for printing of reports;

(e) to provide an e-mail account to every staff working in ITSD;

(f) to organize adequate environmental management courses for ITSD staff to ensure that staff who wish to attend could have the opportunity to do so; and

(g) to maintain the current level of paper consumption.

## **Information Technology Services Department**

**June 2001**

**Environmental Policy of  
Information Technology Services Department**

The Information Technology Services Department is committed to conducting activities and businesses in an environmentally responsible manner. Externally, we promote the use of IT within Government and in the community so that natural resources can be conserved and environmental quality can be improved. Internally, we set goals to continuously improve our environmental performance. Specifically we will -

- Conduct our business in an environmentally responsible manner;
- Actively promote the potential environmental benefits that IT can bring to our clients;
- Influence our suppliers and contractors to ensure goods and services procured support the environmental concern;
- Adopt an Environmental Management System to actively manage our environmental aspects and potential impacts; and
- Continuously improve our own environmental performance and assist our clients to improve theirs through the adoption of environmentally sound procedures and processes, the choice of products, and the provision of quality IT services.