



IT Outsourcing and New Strategy of E-Government

**Mr. Howard Dickson
Government Chief Information Officer**

13 October 2005

Vision on IT Outsourcing

- Based on Infrastructural Blueprint
- Approached from Strategic Perspective
- Complements E-Government and Industry Development Strategies
- Business Case driven
- Major Incentives
 - Enlarge delivery capacity of IT services
 - Accelerate delivery of IT solutions
 - Encourage further development of IT industry

Outsourcing Arrangements

- Standing offer agreements (SOAs)
 - IT Products
 - IT Services
- Project-by-project Outsourcing
- Departmental IT Outsourcing
- Total (Business Process) Outsourcing
- Public-Private Partnership (PPP),
if the conditions are right

IT Outsourcing Strategy

2004 Digital 21 strategy

- Expand IT outsourcing to cover application maintenance, system management and operation

Two major initiatives in 2005

- Central Computer Centre Outsourcing Initiative (CCCOI)
- Quality Professional Services (QPS)

Central Computer Centre Outsourcing Initiative (CCCOI)

- First data centre outsourcing projects in government
- 10 systems from 7 departments will be outsourced
- Expected benefits
 - Improve operational efficiency and effectiveness
 - Achieve savings
 - Central Computer Centre (CCC) Outsourcing
 - Foster the development of industry
 - Provide reference for further data centre outsourcing

Quality Professional Services (QPS)

- A new arrangement for acquiring IT professional services
- Expected benefits
 - Expanding participation of suppliers; an increase in number of SOAs from 23 to over 40
 - Emphasizing quality
 - Encouraging innovation
 - Facilitating participation of SMEs

New Direction

- Consider consolidating certain government IT infrastructure such as Data Centre
- Infrastructural approach to address capacity and functional requirements of e-government

New Strategy for E-government Service Delivery

Objective

- Enable **citizen-centric delivery** of e-government services and **enhance service quality**
- Create a strong **e-government branding** for Hong Kong
- Facilitate **smooth re-provisioning of ESD services**

New Strategy for E-government Service Delivery

Key Features

- **Adopt a service clustering approach**
- **Set up a one-stop access portal (OSP)**
- **Adopt an incremental and inclusive approach**
- **Progressively evolve Government's technology architecture**

New Strategy for E-government Service Delivery

Key Features (Cont'd)

- Will involve the private sector to provide **value-added services and content**
- Will conduct an **Expression of Interest exercise** in mid 2006 (after the initial launch of the OSP)

New Strategy for E-government Service Delivery

Benefits

- **Citizens** : Greater convenience in accessing the Government; more citizen-centric services with enhanced quality
- **Government**: higher utilization of e-government services, more efficient and cost-effective service delivery and present a “whole-of-government” image
- **Private Sector**: Opportunities to participate in service delivery



Thank you.