

## Success Story of Project Completed for the Government

7 October, 2005

**Project Owner:** *Social Welfare Department*

**Project Name (in English):** *Revamping of SWD Homepage*

**Project Name (in Chinese):** 社會福利署重新設計網頁及開發網頁管理系統

**Project Description:** *Revamp the existing web site of Social Welfare Department (SWD) of the Government of the Hong Kong Special Administrative Region (HKSARG or the Government). ([www.swd.gov.hk](http://www.swd.gov.hk))*

**Means of Service Acquisition:** *Open Tender*

**Contractor Name:** *Kanhan Technology Limited*

**Subcontractor Name:** *AI Solution Limited*

**Project Commenced on:** *21/Dec/2004*

**Project Completed on:** *03/Oct/2005*

### Sharing for Successful Implementation

#### 1. Fully Awareness and Compliance with Government Homepage requirements

- a. Guidelines on Dissemination of Information Through Government Homepages (<http://www.info.gov.hk/digital21/eng/knowledge/guide/index.htm>);
- b. Guidelines and Design Specification of Common Look and Feel for Government web sites and portals;
- c. Tips for Improving Accessibility of Web Pages ([http://www.info.gov.hk/digital21/eng/knowledge/access\\_main.html](http://www.info.gov.hk/digital21/eng/knowledge/access_main.html));
- d. Webmaster Guideline to GIC Web Content Update on SCIG System; and
- e. Customization Guide on GIC Search Engine for Individual Web Site.

## **2. Comprehensive Web Content Management System (WebTask)**

- a. workflow: support multiple level approval workflow for secured web publishing
- b. special content: support special web content sections with unique layouts and interactive features
- c. user management: support content grouping that facilitates decentralized web publishing management
- d. reporting: provides report for both system access, content management activities, and user management activities, available in web browser and export to Excel.

## **3. Effective Communication with user groups**

The project involves users not only from the technical team but also representatives from the twelve service branches and thirteen administration districts. Extensive communication with users and the tech team is essential for ensuring the project deliverables fit the users' needs.

## **4. Decentralize the content ownerships**

In order to make the website more effective, the content owners are changed from IT Department to branches, departments & secretaries in SWD. The workload for the webmaster therefore can be reduced, while the content can upload the content as anytime as the owners wish.