

Success Story of Project Completed for the Government

Date : October 23, 2006

Project Owner:

The Office of the Government Chief Information Officer (OGCIO)

Project Name (in English):

Provision of IT Services for the Office of the Government Chief Information Officer

Project Name (in Chinese): N/A

Project Description:

The key objective of the project was to provide the effective and uninterrupted system services to all Business Applications users in OGCIO. The services were basically grouped into 2 types :

- The Application and System Maintenance Service to a set of in-house application systems implemented in different technical environment from midrange, PC/LAN to web-based applications;
- The Projects and Development Service for major enhancements / new developments to the Business Applications.

Means of Service Acquisition:

Open Tender.

Contractor Name:

Integrated Enterprise Solutions Limited (IES)

Project Commenced on: April 17, 2001

Project Completed on: April 16, 2006

Background

The Government is committed to enlarging the capacity of information technology (IT) service delivery of OGCIO to cope with the demand in the Government as well as the community. Through this tender, OGCIO seeks to identify an organization capable of supplying and improving the day-to-day application and system maintenance services provision to users of Business Applications in OGCIO. The Business Applications is a group of application systems, together with the underlying operating systems, databases and tools, used internally by staff of OGCIO and/or staff in ITMU of Bureaux/Departments in satisfying their business needs.

During the contract period, IES was responsible for the ongoing application maintenance, technical support, and system enhancement services for over 20 in-house Business Applications. They were composed of 10 systems / subsystems on non-web-based environment, 13 systems on web-based environment and the OGCIO Portal. These applications covered a variety of business function areas and technical platforms including Linux, Apache, JBoss, MySQL, Lotus Notes, Oracle, HP-UX and PC computing platform such as Access, Visual Basic, FoxPro and so on.

The project team was composed of 6 members. Annual project effort for the first 3 years was about 1500 man-days per year with 1000 man-days for maintenance support and 500 man-days for enhancement service.

By adhering to our proposed transition plan and schedule, IES succeeded in taking over all support roles and activities for a total of 11 systems within 13 weeks. At the beginning, all the supported systems are either mid-range or PC/LAN applications. In 2002, IES started to undertake the development of some web-based applications to meet the changing business needs of the department.

Major Challenges Overcome

1. Sudden and unanticipated increase in workload

The scope of work in this project not only covered system maintenance and support services, but also included major enhancements and new development. As such, we had to cope with any sudden and unanticipated increase in workload in order to meet ad-hoc requests from time to time. With our effective manpower planning and human resources system, IES was responsive to user's demand and able to fulfill different projects' requirements by deploying additional resources in a timely and efficient manner.

One of the examples is that in July 2002, a project of over 1000 man-days effort was started for developing several critical applications in support of e-ITSD initiatives. IES managed to resemble a project team of 10 members with 5 additional developers within one month and the project was finally finished on time and within budget.

2. Minimizing staff turnover

By adopting a set of motivation measures and staff retention policies, IES had been successful in minimizing staff turnover in order to maintain the required service levels specified in this project. Since we took over the support services in July 2001, our team members ranging from category 2 to category 5 stayed working in the same team throughout the project.

Major Achievements

According to an internal review conducted by OGCI0 from October 2004 to November 2004, the overall performance of the In-house Applications Support Service provided by our project team was rated positive. Around 94% of the users who had used the service are satisfied with the provided services.

Besides, IES has participated in the system migration exercise for the merger of the then Information Technology Services Department (ITSD) with the then IT related divisions of the Communications and Technology Branch (CTB) of the then Commerce, Industry and Technology Bureau (CITB). The migration activities lasted for around 3-4 months before the merger took effect on July 1, 2004. It was

recognized by the responsible IT Manager that the merger exercise was carried out smoothly and successfully as a result of our effective leadership and management in supervising our staff in completing all the required tasks with good quality, as well as our expertise and patience in resolving problems encountered during the migration.