

On behalf of the itSMF (IT Service Management Forum) Hong Kong Chapter, I would like to submit the following comments for the public consultation paper on 2014 Digital 21 Strategy. Here are the three areas of initiative from the paper we would like to share our view:

Strategic Thrust “Igniting Business Innovation”, Initiative (H) “SME Cloud Service”

The OGCIO has suggested to facilitate the provision of cloud services for SMEs, which comprises 98% of the companies in Hong Kong. This can help save the cost for setting up ICT infrastructure and lower the barrier of entry to systems and services enjoyed by large enterprises. The initiative emphasizes the importance for SMEs to increase the use of trusted and reliable cloud-based services and applications to boost productivity, improve efficiency and enhance customer services. We recommend to develop and release a set of service delivery best practices and guidelines for the cloud-based service providers in Hong Kong by referring to international best practice framework like ITIL, and focus on service resilience, availability, capacity and service level management. By setting a quality framework of cloud-based services these vendors deliver to SMEs, it will help drive service delivery consistency whereby supporting SMEs to stay agile, productive and competitive.

Strategic Thrust “Supporting a Thriving ICT Industry”, Initiative (J) “ICT Talent Development”

This initiative focuses to attract talents for ICT development, and to establish ICT as a widely recognized and highly valued profession in Hong Kong. It emphasizes on the partnership across different entities to collaborate for the sustainable development of ICT manpower for Hong Kong. Our recommendation here would be more than just developing ICT graduates with necessary skills to backfill ICT manpower, but also on the continued development of experienced professionals with opportunities of higher education and skill refinement especially on ICT Governance and Service Management areas. One possible initiative of these is to establish some diploma or post-graduate program in the universities leading to the award of higher service management professional qualification (such as master degree of ICT management). There are advanced or post-graduate program established at overseas universities in these areas and Hong Kong can benchmark the success and leverage the lesson learned of these programs to strengthen our talents from the strategic perspectives. Another initiative is to incorporate service management competency into the ICT qualification framework in Hong Kong so as to keep abreast

of the development of international best practice for ICT governance and management. This helps promote ICT as a well recognized and highly valued profession in Hong Kong, and mobilizes more talents to pursue a life-time career in ICT.

Strategic Thrust “Supporting a Thriving ICT Industry”, Initiative (M) “Data Centre and Cloud Computing Hub”

The Government has established in 2012 the Expert Group on Cloud Computing Services and Standards to facilitate and drive cloud computing adoption and deployment in Hong Kong. Three Working Groups were formed to support the Expert Group, and they focus on interoperability standards, security and privacy, and the provision and use of cloud service, respectively. We recommend that the Working Group for Provision and Use of Cloud Services should incorporate the service management lifecycle and best practices into their strategic advisory to the Expert Group, so that not only the functional aspects of the cloud computing can be thoroughly discussed among the experts, but also the non-functional requirements, their management standards and best practices can be reasonably thought out. This echoes to our recommendation on SME Cloud-based Service for which the success of Cloud service adoption is not just based on technical resolution to a set of functional requirements, but also on its service management best practice to address service quality and governance.

Should there be any clarification required, please let us know by replying this email, or forward your requirements to info@itsmf.org.hk

Regards
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