

“Enhanced Productivity Programme: 2000-01” Booklet

Report on EPP savings -- Information Technology Services Department

Total value of EPP Savings: **\$6.685m**, equivalent to **1%** of total Recurrent Baseline Expenditure in 2000-01 which is subject to EPP.

Category	\$m	EPP Measures	Safeguards for Quality Service
DE/OC	3.685	<ul style="list-style-type: none"> ● Reduce maintenance cost of computer systems by - <ul style="list-style-type: none"> — Installing new disk technology for the Computer Bureau to replace the existing ones. This invest-to-save approach will result in savings in maintenance cost. — Critically reviewing and re-scheduling the hardware and software maintenance work. 	<p>Effective measures described below are in place to monitor the level of service. Should any decrease in service level be detected, the priority of existing activities will be adjusted for resource deployment to make good the situation. These measures are –</p> <ul style="list-style-type: none"> ● We have entered into Services Level Agreements (SLA) with major user departments. The SLA facilitates the surveillance of our performance by users. ● We have been granted ISO 9001 certificate on Professional Support Services (these are standards for project development). Defined procedures have to be followed and standards have to be observed. ● We have Performance Pledges which are commitments known to the users. The performances will be reviewed regularly to ensure that the pledges are met.
	5.254	<ul style="list-style-type: none"> ● Reduce the hire of professional services fees by - <ul style="list-style-type: none"> — Reducing the number of contract Analyst Programmer staff to be employed for ongoing application maintenance and technical support. The work currently performed by these contract staff will be taken up by in-house staff through re-scheduling of work. 	

Category	\$m	EPP Measures	Safeguards for Quality Service
		<ul style="list-style-type: none"> — Reducing the number and scope of hiring of professional services. Consider alternatives such as carrying out the projects by in-house staff. 	
Total	8.939*		

* Total value of the Information Technology Services Department's (ITSD) EPP savings achieved in 2000-01 is \$8.939m, equivalent to 1.3% of its total recurrent baseline expenditure which is subject to EPP. Of this, ITSD returns \$6.685m to the centre in 2000-01. The savings in excess of \$6.685m have been centralised under its policy bureau, the Information Technology and Broadcasting Bureau, for re-deployment within its policy areas.

Note

- PE : Personal Emoluments i.e. Staff salaries and allowances
- PRE : Personnel Related Expenses i.e. Costs related to the employment of staff other than pay and allowances e.g. pensions, staff housing
- DE: Departmental Expenses i.e. The day to day operating expenses of departments e.g. fuel, travelling expenses and furniture
- OC: Other Charges i.e. Significant expenditure peculiar to a particular department's operation