

‘Enhanced Productivity Programme: 2001-02’ Booklet

Report on EPP Savings – Information Technology Services Department

Total value of EPP savings in 2001-02: **\$13.731 m** equivalent to **2.0%** of total recurrent baseline expenditure in that year that is subject to EPP. Total EPP savings (as a percentage of recurrent baseline expenditure subject to EPP) achieved by 2001-02 on a **cumulative** basis is **3.0%**.

Category	Savings (\$m)	EPP Measures in 2001-02	Safeguards for Quality Service
DE/OC	2.190	<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 resources deployment to make good the situation. These measures are :</p> <ul style="list-style-type: none"> • We have entered into Services Level Agreement (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.
	11.541	<ul style="list-style-type: none"> • Reduce the number of contract Analyst Programmer staff to be employed by – <ul style="list-style-type: none"> – Absorbing the work currently done by contract staff by in-house staff through re-scheduling of work. 	
		<ul style="list-style-type: none"> – Re-engineering of the business process including the streamlining of approval procedures of system development and adoption of the "Rapid Application Development" methodology to speed up the computer application system development process, hence more systems can be developed with less contract staff employed . 	<ul style="list-style-type: none"> • We have also been granted ISO 9001 certificate on the Central Computer Centre Helpdesk services. ISO 9001 standards are adopted to provide quality helpdesk service to user departments. • We have Performance Pledges which are commitments known to the users. The performances will be reviewed regularly to ensure that the pledges are met.
<i>Subtotal</i>	<i>13.731</i>		
Total	13.731		

PE : Personal Emoluments

PRE : Personnel Related Expenses

DE : Departmental Expenses

i.e. Staff salaries and allowances

i.e. Costs related to the employment of staff other than pay and allowances e.g. pensions, staff housing

i.e. The day to day operating expenses of departments e.g. fuel,

OC: Other Charges

travelling expenses and furniture

i.e. Significant expenditure peculiar to a particular department's operation

Subventions

i.e. Recurrent payment to non-government bodies in support of their on-going expenses