

## “Enhanced Productivity Programme:2002-03” Booklet

### Report on EPP Savings – Information Technology Services Department

Total value of EPP savings in 2002-03: **\$14.201 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 2002-03 on a **cumulative** basis is **5.0%**.

Category	Savings (\$m)	EPP Measures in 2002-03	Safeguards for Quality Service
<b>DE</b>	2.660	<ul style="list-style-type: none"> <li>• Reduce maintenance cost of computer systems by critically reviewing and re-scheduling the hardware and software maintenance work.</li> </ul>	<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"> <li>• We have entered into Services Level Agreement (SLA) with major user departments. The SLA facilitates the surveillance of our performance by users.</li> <li>• 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.</li> <li>• 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.</li> <li>• We have Performance Pledges which are commitments known to the users. The performances will be reviewed regularly to ensure that the pledges are met.</li> </ul>
	11.541	<ul style="list-style-type: none"> <li>• Reduce the number of contract Analyst/ Programmer staff to be employed by –                             <ul style="list-style-type: none"> <li>– Absorbing the work currently done by contract staff by in-house staff through re-scheduling of work.</li> <li>– Dispensing with feasibility studies when developing less complicated computer systems.</li> <li>– Adopting more flexible methodologies in the development of computer applications.</li> </ul> </li> </ul>	
<b>Total</b>	<b>14.201</b>		

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

Subventions

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