

Core Applications Project - October 2005 Update

- 1 In the attempt to enhance the communication among the participating NGOs and the Project Team, we would be issuing news emails on a regular basis to you. We hope that it would evolve into an effective 2-way communication gradually. If you have any suggestions for us, please do let us know.

WebSite

- 2 The Project Team has started to revamp the CAP Website at cap.hkcss.org.hk. Bear with us for the “under construction” pages and give us your comments on how to make it really useful to you. In particular, tell us what you are expecting from this Website.

Status of the Project

- 3 The vendor of the Batch I and Batch II Implementation Project, PCCW, is wrapping up the project with the Council. The Project Steering Committee has given guidelines to the Project Team on the discussion. Most likely, the negotiation would be concluded in the next month. We will be able to report more details to you in the next User Group Meeting.

Support Service

- 4 The Council has been gradually taking up the support service since February this year. Regrettably, it is not functioning smoothly and satisfactorily for some time. We thank you for your patience and we are asking for your continuous support.
- 5 With additional resources recruited, the support service is gradually picking up:-

	<u>New</u>	<u>Closed</u>	<u>Addition / (Decrease)</u>	<u>Outstanding</u>	<u>Cumulative Ave. Resolve Rate</u>
Closing Numbers as at 31 January 2005	1,057	858	199	199	81.2%
1 February - 30 June 2005	1,386	1,130	256	455	81.4%
July	218	185	33	488	81.7%
August	200	277	(77)	411	85.6%
September	202	242	(40)	371	87.9%
Total for Quarter from July to September	620	704	(84)		
Total	3,063	2,692			

Plan to Resolve the Technical Problems

- 6 We appreciate that there are outstanding technical problems with the CAP Systems. The situation is not satisfactory. What we are doing currently to resolve these problems includes:-
 - a. Recruiting additional resources to deal with them. We have 2 additional technical staff on board already and they are working on the Discoverer reports currently. We need to get some more to speed up the process.
 - b. Applying supplementary grant from SWD. We have discussed with SWD initially. SWD requires that the

Council confirms with the NGOs on the relevance and significance of the reported problems. Our staff will contact you shortly to complete the exercise.

Small NGOs Meeting

- 7 In early September, we have met with some “small NGOs” regarding a number of problems in the Project. The Council appreciates very much the discussion and we are following up with the action items.
- 8 We would like to stress again that we are concerned about your problems in using the CAP Systems. We appreciate the importance of “happy customers” and the Council is committed to help as much as possible.

Batch III

- 9 The tendering process for the Batch III work is in progress. 10+ NGOs have joined Batch III. With more and more NGOs joining the Project, the Project itself would be a critical mass to attract more favorable commercial participation. It would also form a forum for exchange of ideas and best practices.

Collecting Email Addresses

- 10 As suggested, we would be issuing similar news emails regularly. If you think somebody else would like to receive these emails, please ask them to send an application email to cap@hkcss.org.hk with the subject of “Subscribe CAP Newsletter”. Thank you.
- 11 Once again, we thank you sincerely for your patience and support so far. We do hope that the CAP Systems are useful to all the participating NGOs, let's work together closely towards this goal.

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