

Core Applications Project – November 2005 Update

- 1 Since we have resumed issuing newsletter in October 2005, feedback from NGOs is generally encouraging. Please let us know what you would like to see in such communication, and then we would try our best to accommodate your suggestions as much as possible. The ultimate objective is to make this newsletter really useful for you.

Project Status

- 2 The Council is about to conclude the project closure (for Batch I and Batch II) with the service vendor. (Please note that it refers to the system implementation work only, the support service will continue for some time.) Both parties are working on the formal documentation work now. NGOs might have the concern that there are still outstanding technical problems currently, rest assured that the Council is still responsible to follow up with them.

Follow-Up on the “Small NGOs Meeting”

- 3 We reported in our last issue of the Newsletter that following the September Meeting, the Project Team has been arranging special assistance to a number of NGOs since they have found difficulties with using the CAP Systems. We have managed to meet with all these NGOs, identify the critical issues relevant in their contexts and agree roadmaps to resolving the problems. We see good progress in some cases already, and we would work harder for the others.
- 4 In the exercise, we have introduced the “Account Manager System”. One of our Project Team members will be assigned to each Batch I and Batch II NGO. His major duty is to review the relevant problem log and communicate with the NGO on a regular basis. We hope that this mechanism would be able to provide a more focused contact point to facilitate communication. Contact us please if you are not sure how it works.

Support Service

- 5 The existing service vendor of the Project, PCCW, will complete its contractual obligation shortly. The Council has started to plan the appropriate arrangement to ensure that relevant technical support is available whenever required. We are glad that the basic structure of the support service, which consists of the 1st tier and 2nd tier Council colleagues and the 3rd tier outsourced technical support, is taking shape and maturing. Please refer to the “Service Handbook” for details on this arrangement. The objective of such design is to keep the operation cost economical and at the same time relevant expertise would be available when required.
- 6 We are strengthening the Project Team gradually with the objective to deliver better and better services. The problem resolving rate is beginning to show a positive sign:-

	<u>New</u>	<u>Closed</u>	<u>(Addition) / Decrease</u>	<u>Outstanding</u>
Closing Numbers as at 31 January 2005	1,057	858	(199)	(199)
1 February - 30 June 2005	1,386	1,130	(256)	(455)
July	218	185	(33)	(488)
August	200	277	77	(411)
September	202	242	40	(371)
Total for Quarter from July to September	620	704	84	
October	260	269	9	(362)
	3,323	2,961		

7 Apart from support to call logs, progress in other areas includes:-

- ✓ CRs (Change Requests) – We have agreed with the NGOs on the business impact about the relevant outstanding CRs as required by SWD. We would compile the funding application and send into SWD for processing within the next two weeks.
- ✓ Website – In December 2005, we would install the FAQ (Frequently Asked Questions) Section. In addition to commonly asked questions, we would also post operational tips which are useful to operating the CAP Systems more efficiently for your reference. We will also post monthly call log statistic for your information.

Batch III

- 8 We regret to advise you that the progress for Batch III is not smooth. Because the tendering procedure is still in progress, we are unable to give more details here. Once the situation becomes more solid, we will report again through the appropriate channel. Give us a call directly if you need more information in the meantime.
- 9 Once again, we sincerely thank you for your support to the Project. Your comment / feedback regarding this newsletter or other relevant areas is highly appreciated, do let us know please.