Core Applications Project – December 2005 Update

1   First of all, let us take this chance to wish you the most prosperous and happy new year in 2006. We might have an unsettled 2005, but let's work together towards a fruitful and fulfilling 2006.

[Seminar on the Impact and Implications of New Hong Kong Financial Reporting Standards to Not-for-profit Organizations](http://www.hkcss.org.hk/seminar/calendar/events.asp?date=2006/1/11)

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2   In 2005, the full convergence to the IFRSs (International Financial Reporting Standards) in Hong Kong has great impact on all Hong Kong organizations, including the NGOs. Affected areas include reporting on property, plant and equipment, leases, investment properties, financial assets and, revenue recognition and provision. The Council has organized a seminar on this subject on 11 January 2006. If you have not enrolled yourself yet, please contact Maria Cheng, our Chief Officer, Membership Liaison & Services (Tel. 2876 2455, Email maria.cheng@hkcss.org.hk) for further details.

Website

3   We are gradually revamping our [CAP Website](http://cap.hkcss.org.hk) (http://cap.hkcss.org.hk). In this month, we have installed a preliminary version of FAQ (frequently-asked-questions). It is meant to be a reference library of common questions frequently encountered during the use of the CAP Systems, and the instructions/solutions recommended. This database will expand gradually and we are building a search engine now to help users in retrieving the relevant information easily.

4   We will also install other reference materials (for instance, log status, report samples, self-learning materials, etc.) onto the Website. Please remember that all the efforts spent in maintaining the Website are targeted to make it a better forum for your benefits. Watch closely on the development and let us have whatever comments you might have.

Support Service for Batch I and Batch II

5   For Batch I and Batch II, the Council is working on the final formal documents with the service vendor. It has taken some time, longer than anticipated, to work out the negotiation details but apparently all major issues have been resolved. The implementation part of the project would be formally finalized shortly. Please note that the Council remains responsible for supporting NGOs in using the CAP Systems through

the Help Desk service. We are now recruiting an appropriate service vendor, which may or may not be the existing one, to provide high-level technical advisory service as the 3rd tier support. Details are to be confirmed in late January/early February 2006.

6   In November, the problem-resolving rate has dropped slightly due to some unplanned tasks in the period:-

	New	Closed	(Addition) / Decrease	Outstanding
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)
November	267	240	(27)	(389)
	3,590	3,201		

7   The overall problem-resolution rate remains consistent at 89%. Apart from chasing the service vendor for solutions, we have also contacted Oracle directly to see how to expedite things.

User Group Meeting

8   We appreciate that many NGOs are expecting the next User Group Meeting. We apologize for the delay. We recognize that it would be an effective vehicle to monitor/improve the support service, and we are reviewing and restructuring the meeting structure and logistics. We are targeting to resume the meetings in January 2006, please watch out for our invitation in the coming week.

Follow-Up on the "Small NGOs Meeting"

9   We reported that in September, the Council has met with a number of NGOs which have reported problems in using the CAP Systems. Since then, the Project Team has been arranging special assistance to these NGOs to help them make use of the Systems properly. 6 (out of 10) of such NGOs have already had successful month-end processes in both the HRM and FM Systems by now. Review of

user needs has also been completed for 9 of these NGOs. Upon mutual agreement, minor customization would be performed so that the Systems would fit the NGOs' operations better.

10   Other than reviewing user needs, the Project Team has also provided system nursing to 4 NGOs as requested, with 3 of them completed accordingly already.

Batch III Progress

11   Regrettably, we need to report that there would be a delay for Batch III as there are problems with the tendering procedure. We are sorry that we are unable to give more details here as the procedure is still going on. If you are serious to know more about the status, please give us a call directly.

12   Once again, we wish you the very best in 2006!!!