

# Transformative Opportunities of Implementing a Collaboration Platform in the Government Statistical Service of Hong Kong, China



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2 questions before we start...

## Question #1

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- **How can we achieve our**
  - Business objectives
  - Work assignments
  - ...
- **How can an organisation achieve its**
  - Vision
  - Mission
  - Performance targets
  - ...

**Answer:  
working together**

2 questions before we start...

## Question #2

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- **How can we work together?**



- Vision, mindset, common goals, cooperation, ...

- Standards, guidelines, procedures, teams, meetings...

- Platform for connection, communication and collaboration

## Connection and collaboration are the keys

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- **Internet era**

- People, process, data and things are all **connected and talking to each other** like never before

- **Collaboration platform**

- **Connecting** colleagues, processes, work and knowledge on a collaboration platform

- Empowering colleagues in engaging ways

- **Collaboration:** transparency, stronger working relationships

- Self-learning

- Sharing experience and knowledge

## Our Problems

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- Silos (stovepipe operation) deterring effective sharing
- Difficulties in searching the right information/ knowledge
- Email flooding
- Weak workflow management
- Re-inventing wheels
- Repeating mistakes
- Changing workforce demographics

## Our plan

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- **Preparation**
  - Conducted a Knowledge Management (KM) consultancy
  - Visited Australian Bureau of Statistics (ABS)
  - Studied KM solutions and other project experiences
- **Rapid Web 2.0 developments**
- **The plan** : To leverage on the transformative opportunities of implementing a Collaboration Platform

## Our Project Objectives

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- Support convenient knowledge acquisition, storage, transfer, sharing and reuse
- Create a collaborative working, sharing and learning environment
- Foster a culture more embracive towards collaboration, knowledge sharing, open communication and self-learning

## Innovative Use of IT in the system

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- Web-based portal
- Workspaces for collaboration
- Workflow management
- Knowledge repositories
- Wikipedia-like reference

## Portal

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- A single point of access to work, share and learn
- An information portal
- A knowledge portal
- A work portal to access portlets of other applications
- Customisable tab pages to fit ones need

## Portal

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The screenshot displays the user interface of the Census and Statistics Department portal. At the top, the header includes the department's name and logo, along with navigation links for 'Home Page', 'My Task', 'My Minute', and 'Departmental Applications'. Below the header, the main content area is divided into several sections:

- Workspace Home:** A navigation menu with links for 'Home', 'Learning Corner', 'Staff Directory', 'Useful Reference', 'Statpedia', 'Departmental Newsletters', 'Statistical Management', 'Fieldwork Management', and 'eLAPS (C&SD)'.
- STATISTICS HIGHLIGHT:** A section providing key statistical data points, such as 'Population (700k) End -2012: 7 173.9', 'Unemployment rate 12/2012 - 3.4', and 'Composite CPI(yoy) Feb 2013 -4.4'.
- ANNOUNCEMENTS:** A section listing various administrative and personnel notices, including 'CPC No. 20/2013 - Clerical Grade Posting' and 'Memos dated 14.2.2013 - Lady Macle's e-book'.
- NEWS IN BRIEF:** A section featuring a news article titled 'Visit by ISI Executive Committee' with a date of 25/3/2013. The article text describes a visit by the International Statistical Institute's Executive Committee to discuss the 50th World Statistics Congress (WISC).
- Staff Photos:** A photograph showing a group of seven individuals, likely the ISI Executive Committee members, standing together in a formal setting.

## Virtual workspaces

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- Virtualise workplaces into workspaces
- Relating staff in form of workgroups
- Connecting staff to work knowledge and corporate content
- Resolve the problem of knowledge hidden behind email archives and local drives

## Virtual workspaces

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The screenshot displays a web-based interface for the IT Resource Management workspace. At the top, the header identifies the user as being in the 'CSD > IT Resource Management > IT Resource Management' workspace, created on June 5, 2012, and last modified on March 1, 2013. The main content area features a 'Welcome to the IT Resource Management Workspace!' message and an 'About IT Resource Management Workspace' section. This section explains that the workspace is a one-stop hub for IT-related support and lists the following categories:

- Hardware: including disposal, inventory, loan, maintenance and procurement
- Software: including disposal, inventory, loan, procurement and Authorised Freeware List (AFL)
- IT Security: including policy and guidelines, security alert, virus prevention and handling, incident handling and ITSSA/ITSA
- Account Management: including CMS/Net, Departmental Portal (DP), LAN accounts, Lotus Notes and SCIG accounts
- End-user Application: including documentation enhancement and FoxPro migration
- Infrastructure: including confidential folder, DR and SAS servers
- Intellectual Property Rights
- IT projects
- Training and Learning
- User Resource Center (URC) and Disaster Recovery Centre (DRC)
- Users' Tips

The interface also includes a left-hand navigation menu with various categories such as 'IT Resource Management', 'Hardware', 'Software', 'IT Security', 'Account Management', 'End-user Applications', 'Infrastructure', 'Electronic Information Management', 'Intellectual Property Rights & Software Asset Management (SAM)', 'The CSD Website', 'Confidential Folder', 'Web & Web Conference', 'Training and Learning Resources', 'User Resources Centre (URC) and Disaster Recovery Centre (DRC)', 'Users' Tips', 'Forums', 'Workflows', 'Discussions', 'Navigate by Tag', and 'Room Index'.

## Collaboration tools

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- For sharing knowledge assets and information
- Formal and informal communication
- Co-authoring
- Group calendar
- e-learning

## Discussion forum

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The screenshot shows the SAS discussion forum interface. At the top, it says "Census and Statistics Department" and "The Government of the Hong Kong Special Administrative Region". Below that, there are navigation links: "Home", "My Profile", "My Page", "My Task", "My Minute". The main content area is titled "3 SAS discussion forum" and includes a welcome message and a list of forum posts. The posts are listed in a table with columns for "Type", "Created On", "Created By", and "Answer On".

Type	Created On	Created By	Answer On
Question	14/12/2015	shelley	14/12/2015
Question	14/12/2015	shelley	14/12/2015
Question	14/12/2015	shelley	14/12/2015
Question	14/12/2015	shelley	14/12/2015
Question	14/12/2015	shelley	14/12/2015
Question	14/12/2015	shelley	14/12/2015
Question	14/12/2015	shelley	14/12/2015
Question	14/12/2015	shelley	14/12/2015
Question	14/12/2015	shelley	14/12/2015
Question	14/12/2015	shelley	14/12/2015

## Workflow management

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- Automate business processes
- Embed knowledge capture, creation and delivery in business processes
- A dynamic system: generic workflows available for customisation and sharing

## Task reminder list

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File	Subject	Originator	Creation Date	Due date
TestWorkflow	<a href="#">Testing Workflow</a>	ooyor	2013/03/05	2013/03/05
Security Alert	<a href="#">Security Alert (Testing)</a>	ywlamwong	2013/02/25	2013/02/25
dept.	<a href="#">Monthly Expenditure and Progress Summary of Computer Projects as at 2011/12/31</a>	imclau	2011/12/28	2012/01/02
dept.	<a href="#">Expenditure Plan of Computer Projects as at 2011/12/05</a>	imclau	2011/12/06	2011/12/08
dept.	<a href="#">Monthly Expenditure and Progress Summary of Computer Projects as at 2011/11/20</a>	imclau	2011/11/28	2011/11/30
dept.	<a href="#">Monthly Expenditure and Progress Summary of Computer Projects as at 2011/10/21</a>	imclau	2011/10/28	2011/11/02
dept.	<a href="#">Monthly Expenditure and Progress Summary of Computer Projects as at 2011/09/30</a>	imclau	2011/09/28	2011/10/02
dept.	<a href="#">Monthly Expenditure and Progress Summary of Computer Projects as at 2011/08/31</a>	imclau	2011/08/30	2011/09/02
dept.	<a href="#">Monthly Expenditure and Progress Summary of Computer Projects as at 2011/07/31</a>	imclau	2011/07/27	2011/08/02
dept.	<a href="#">Monthly Expenditure and Progress Summary of Computer Projects as at 2011/06/30</a>	imclau	2011/06/29	2011/07/05

Total Task: 10 Latest 10 Records (Default V.)

[Show Completed Tasks](#)



## Knowledge repositories

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- In the form of centralized knowledge domains and decentralized shared folders
- Taxonomy based
- Consolidate all existing knowledge and information assets
- Satellite knowledge hubs e.g. Statpedia
- Facilitate learn-before, -during and -after anytime, anywhere and anyplace

## Knowledge Repository

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The screenshot shows the Knowledge Repository interface for the Census and Statistics Department. The interface includes a navigation menu on the left with options like 'Workplace Home', 'Learning Corner', 'Statpedia', and 'Launch Pad'. The main content area displays a 'Knowledge Domain' table with various categories and links.

Knowledge Domain		
<b>I. Statistical Management</b>		
Press releases	<a href="#">Link</a> <a href="#">StatIRM and above</a>	Press release schedules, contingency plans, guidelines on transmitting press releases to ED
SAB	<a href="#">Link</a> <a href="#">StatIRM and above</a>	Minutes of SAB meetings and papers discussed
Publication Matters	<a href="#">Link</a> All	Printing requisition forms, production schedules of CASD publications, sales reports, reports of relevant reviews, complimentary distribution lists, house standards, etc.
Comparative Indicators	<a href="#">Link</a> <a href="#">StatIRM and above</a>	Document of 'A Comparison of the Economic and Social Situation of the Hong Kong Special Administrative Region with Eleven Selected Economies'
LegCo Questions related to CASD	<a href="#">Link</a> <a href="#">StatIRM and above</a>	LegCo questions and replies related to CASD
Miscellaneous References on Statistical Management	<a href="#">Link</a> <a href="#">StatIRM and above</a>	Information notes, corporate plans, Con's speeches, etc.
Outsourcing of Survey Work	<a href="#">Link</a> <a href="#">StatIRM and above</a>	Materials related to the contract out of statistical surveys (e.g. list of contractors for conducting statistical surveys and guidelines for contracting out statistical surveys)
Comments on Media Report	<a href="#">Link</a> <a href="#">StatIRM and above</a>	Summary of the corresponding article commentary and copy of the reply
Topical Issues of Technical	<a href="#">Link</a> All	Reference materials on topical issues including 2001 Population Census and Revision to the Compendium

## Tagging and searching

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- Free tagging of unstructured contents (e.g. emails, minutes and business processes)
- Tag cloud development
- Search engine covering workspaces and the system space

## Tagging

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The screenshot shows a web application interface for tagging documents. The page is titled "Census and Statistics Department" and "The Government of the Hong Kong Special Administrative Region". The user is logged in as "jmsadmin". The page displays a "Table of Contents" on the left, a "Check Out and Edit" button, and a "Content History" table. The table lists documents with columns for Title, Author, Created on, Tags, and Last edited by. A tooltip shows that 1-2 of 2 documents are tagged with "KMSS troubleshooting".

Title	Author	Created on
[How to] Upgrade to Internet Explorer 8	cojor	18/01/2011 05:48:21 PM
Tags	Last edited by	Last edited on
how to, KMSS troubleshooting	cojor	18/01/2011 05:47:51 PM

Document Deadline

1-2 of 2 document(s) tagged: KMSS troubleshooting  
[How to] Upgrade to Internet Explorer 8  
[Troubleshoot] Cannot login to KMSS

To ensure the optimal viewing and functioning of the KMSS, your Internet Explorer browser should be upgraded to Internet Explorer 8 (IE8). Some existing applications may have slight layout distortion under IE8. Please consult the SMOs/PIs in charge should you have any questions on the upgrade.  
Please click here for [Link to upgrade to IE8](#).

Attachments

Your Name: \_\_\_\_\_

# Wiki Technology

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## • Statpedia

The screenshot displays the Statpedia website, which is a wiki-based platform for statistical information. The page title is "Statpedia" and it is part of the "Census and Statistics Department" website. The interface includes a navigation menu on the left with options like "Home", "About", "Contact Us", and "Help". The main content area features a search bar, a list of articles, and a section titled "What is Statpedia?". The "What is Statpedia?" section explains that Statpedia is a wiki-based platform for statistical information, where users can create and edit pages. It also lists various statistical themes such as "Population and Demographics", "Social Statistics", "Trade", "Labour", "External Trade", "Technical Economic Statistics", and "Regional Economic Statistics".

# Learning corner: reference materials

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The screenshot shows the SAS Learning Resources page on the "Census and Statistics Department" website. The page title is "SAS" and it is part of the "IT Learning Resources" section. The page content includes a list of resources, such as "1. User's guides and technical papers", "2. Sample programs", "3. SAS discussion forum", and "4. SAS Programming Tips". There is also a section for "List of Participants of SAS Enterprise Guide Training in 2010/11 to 2012/13" and "Nominations for SAS e-Learning Courses". The page includes a search bar, a navigation menu, and a list of articles with columns for "Title", "Date", "Last Modified", and "Modified By".

Title	Date	Last Modified	Modified By
1. User's guides and technical papers	5/21/11	5/21/11	IRK/SL
2. Sample programs	12/15/10	12/15/10	IRK/SL
3. SAS discussion forum	11/22/12	11/22/12	IRK/SL
4. SAS Programming Tips	12/28/12	12/28/12	IRK/SL
List of Participants of SAS Enterprise Guide Training in 2010/11 to 2012/13	3/29/13	3/29/13	IRK/SL
Nominations for SAS e-Learning Courses	4/9/13	4/9/13	IRK/SL
Nominations for SAS Training Course 2011/12: SAS Enterprise Guide (EG) Programming	3/1/13	3/1/13	IRK/SL
Nominations for SAS Training Course 2012/13: SAS Enterprise Guide: Querying and Reporting	3/1/13	3/1/13	IRK/SL
Nominations for SAS Training Course 2013/14: SAS Enterprise Guide: ANOVA, Regression and Logistic Regression	Today	Today	IRK/SL
Nominations for SAS Training Course 2013/14: SAS Enterprise Guide: Querying and Reporting	Today	Today	IRK/SL

## Transformative opportunities

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- **From workplace to workspace**
  - A versatile virtual platform which supports KM, collaboration and connectivity
  - Service available anytime, anywhere and anyplace
  - Enables work-from-home
  - Major implication on business continuity arrangement
  - Establish new ways of work focusing on collaboration and connectivity
  - The project won the **Outstanding KM Project Award of MAKE (Hong Kong) 2010**

## Transformative opportunities

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- **Continuous Learning**
  - An environment conducive to continuous learning
  - Advocate and facilitate learn-before and learn-after
  - A new learning model to develop talent: e-learning
  - e-learning: Learning corner + Statpedia + Discussion forum + Experts + Tag + Search
  - Reinforce organizational competency

## Transformative opportunities

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- **Knowledge transfer**
  - Generation Next (those born after 1980's) will mature and prevail in our workforce
  - Massive retirement in the next 5 – 10 years
  - A sustainable platform geared to the new workforce for knowledge retention and skills transfer

## Key Success Factors

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- **Change Management**
  - Involve colleagues early
  - Briefing sessions, seminars and trainings
  - Responsibility assignment
  - Sand-box for trial use
  - End-user support
- **Technology**
  - Market-proven commercial off-the-shelf technologies
  - Simple and intuitive interface

## Inspiring ideas:

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## Thank You!

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