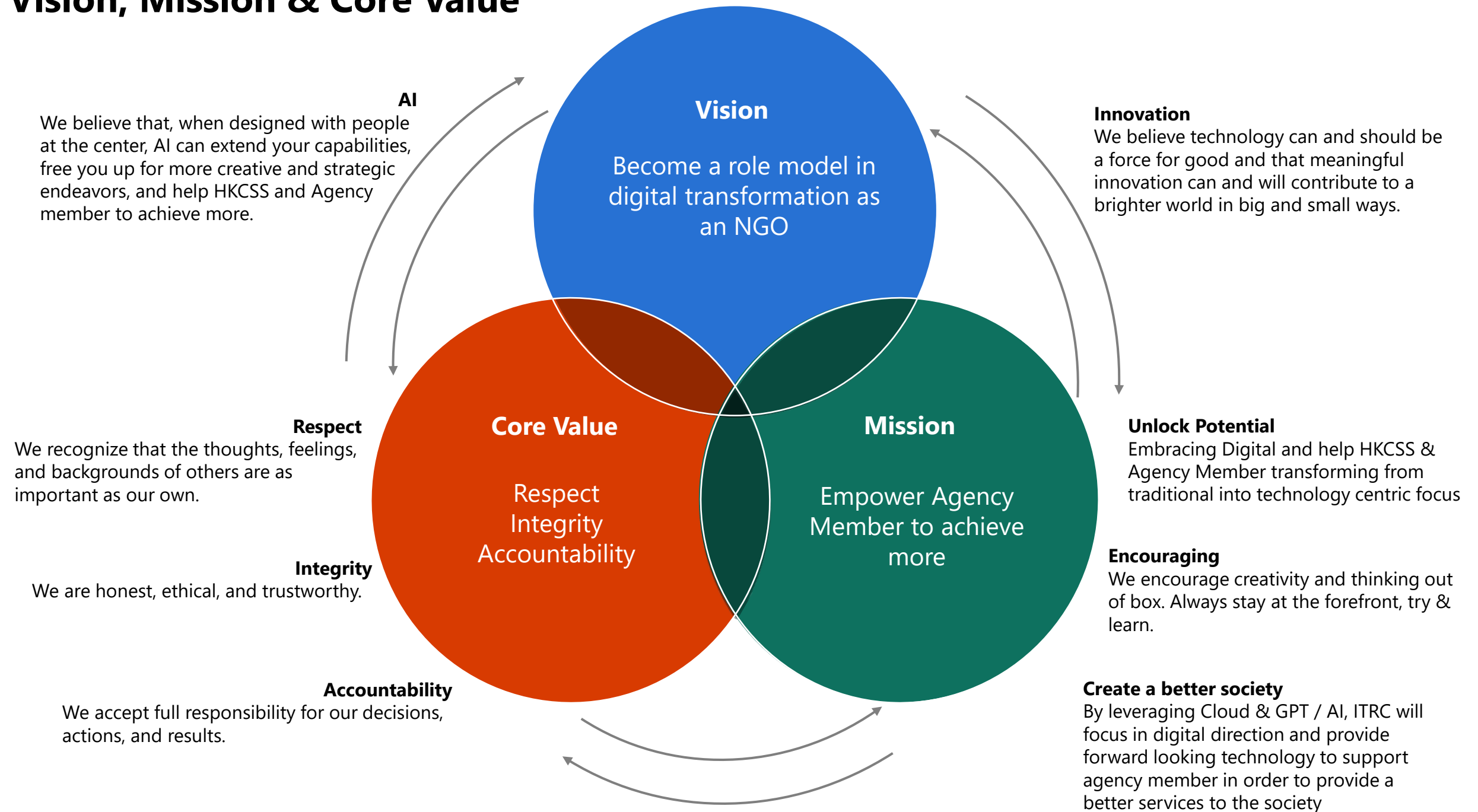


ITRC FORUM 2023

Data Analytic – Drive the Services Development



Vision, Mission & Core Value



Spectrum of Digital Transformation

HIGH

Level of Economic Scale

Service / Sector Development

6

Governance & Efficiency

Customer Satisfaction Enhancement

5

4

3

2

1



Enhancing management efficiency (HRM, FM system)



Strengthen Governance & compliance (e-workflow, Donation System, Document Management System, e-payment)



Measure Performance (output, outcome, impact) (case management system, event /service management system, Membership System)



E- or Cloud Services to enable Service Decision & Quality to fill services gap, community needs
Subscriptions based solutions : Selected specific services: Street Sleeper / Youth Mental Health, cases assessment tools; landscape portfolio



Build Service Capabilities & Data Analytic Report (Data Integration , leverages knowledge and develop knowledge on cases profile, intervention strategic, changing behaviors, critical factors)



Enable Collective intelligence (Data analytics for future development, Sector Services Report, adopt and develop AI services in strategic manner, contributing big data in innovation and digital services for Gov and social services operator)

Level of Social Impact

HIGH₃

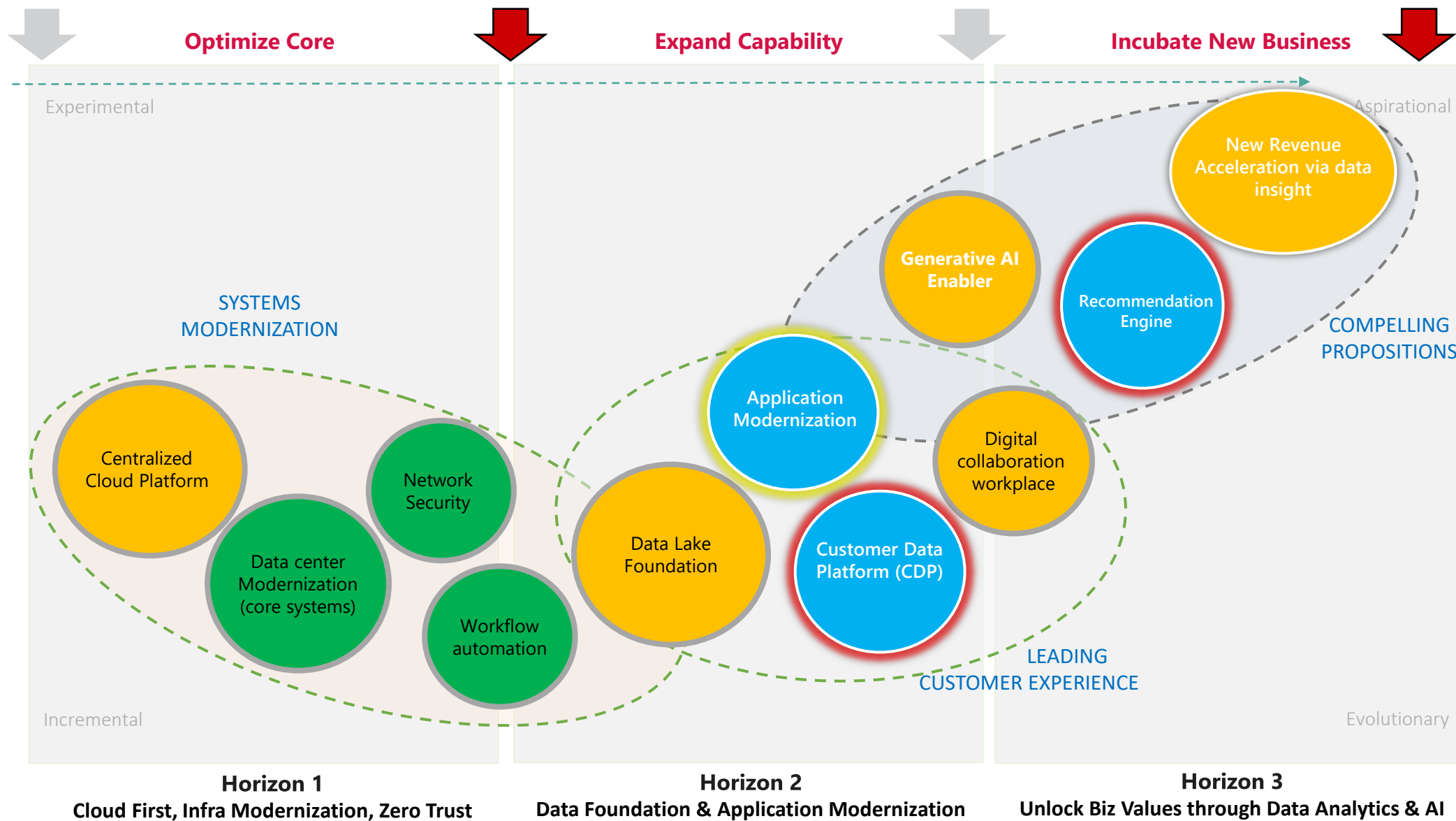
LOW

ITRC & SILO IT

Centralized & Cloud First

Digital & Data AI driven

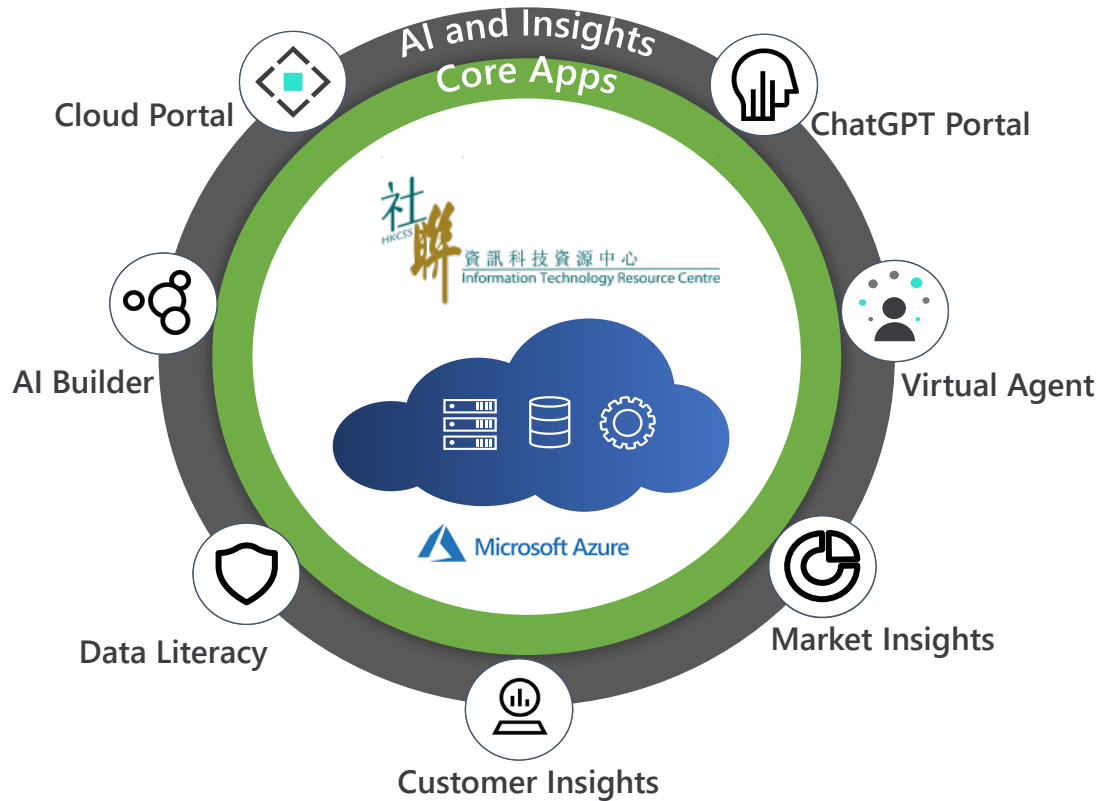
Shared
Commitment



Technology driven / engineering focus

Business Transformation Strategy driven

IIRC – Centralized Cloud Platform



Technology driven / engineering focus

Business Transformation Strategy driven

Benefits to HKCSS Agency Member

Cloud Consolidation

- Ensure security & compliance
- Reduce CAPEX, consolidate Cloud OPEX
- Make Apps & IT Infra more comprehensive

Operation Efficiency

- Real time usage monitoring
- Simplified technical overhead
- Faster time to market, fail quick & learn fast

Future Proof Tech

- Self-owned servers are legacy
- Cloud technology is evergreen and up to trend
- Zero carbon emission & Sustainable

Data & AI Enabler

- Data Analytics across members
- Data & AI driven decision making
- Single dashboard for all member

Empowering Agency Members to Achieve More



More Dreams.....