

Letterhead of INFORMATION TECHNOLOGY AND BROADCASTING BUREAU

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OUR REF : L/M108/01 to ITBB/IT 117/3
YOUR REF :
TEL. NO. : (852) 2189 2207
FAXLINE : (852) 2511 1458
E-mail Address : rchang@itbb.gov.hk

15 June 2001

Clerk to Panel
(Attn: Ms Polly Yeung)
Panel on Information Technology and Broadcasting
Legislative Council
8 Jackson Road
Central
Hong Kong

Dear Ms Yeung,

**LegCo Panel on Information Technology and Broadcasting
Meeting on 28 May 2001**

At the captioned meeting, the Panel discussed, among other things, the "2001 Digital 21" Strategy. A Member enquired about the quality assurance practices in the local software industry, particularly ISO (International Standard Organisation) and CMM (Capability Maturity Model). The Administration undertook to provide further information on this subject, which is set out below for Members' information.

The ISO 9000 and CMM are both quality assurance standards adopted internationally. ISO 9000 is a family of standards that represents an international consensus on good management practices for all industries. It aims to ensure that the company/organisation concerned can deliver the products or services that meet its clients' quality requirements consistently. These good practices have been distilled into a set of standardised requirements for a quality management system, regardless of what the

company/organisation does, its size or nature (i.e. private or public sector). More information on the ISO 9000 is available at the following web site: www.iso.ch/iso/en/ISOOnline.frontpage/.

CMM is one of the best-practice standards developed by the Software Engineering Institute (SEI) operated by the Carnegie Mellon University with federal funding sponsored by the U.S. Department of Defense. There are different CMMs for software acquisition, workforce development, team building, etc. and CMM for software is among one of them. CMM for software describes the principles and practices underlying software process maturity and is intended to help software organisations improve the maturity of their software development processes. The CMM for software is organised into five maturity levels, namely Initial, Repeatable, Defined, Managed and Optimizing in ascending order. Each level focuses on particular key process areas such as project management controls, project and organisational management, etc., so as to improve the predictability, effectiveness, and control of the software development processes. More information on CMM for software is available at the following web site: www.sei.cmu.edu/cmm/cmm.html.

It is our understanding that many local companies have acquired ISO 9000 certification from the authorised bodies/companies¹. Out of the total of 1,513 ISO certified companies in Hong Kong, 28 of them are from the IT sector. There is no record about the number of CMM accredited companies in Hong Kong but according to information from the industry, companies such as Motorola, Citibank and Reuters, have achieved accreditations under the CMM.

The Administration supports the local software industry's initiatives to enhance the quality of their products/services. Besides, we believe that the keen competition in the software industry, both locally and globally, would drive many of our software companies to enhance the quality of their products/services, either through the ISO, CMM or other quality assurance systems. The Hong Kong Productivity Council is already providing services to help local companies to obtain these qualifications.

¹ There are six authorised bodies for ISO accreditation in Hong Kong, namely the Hong Kong Quality Assurance Agency (HKQAA), Lloyd's Register Quality Assurance Ltd., SGS Hong Kong Ltd., BSI Pacific Limited, Det Norske Veritas Certification B.V., and Bureau Veritas Quality International Limited.

Separately, the Chairman of the Panel also sought additional information on the progress of the cable laying work of the operators of Cable-based External Fixed Telecommunication Network Services at the same meeting. The Administration is collecting the relevant information and will reply under separate cover.

Yours sincerely

(Rex Chang)
for Secretary for Information Technology
and Broadcasting

c.c. Director of Information Technology Services
(Attn: Mr Y C Cheng)