

I.T. Excellence Awards Presentation Ceremony Award entries shows rapid IT take-up rate in Hong Kong



At the presentation ceremony of the 4th IT Excellence Awards. (Front row from the left): Ms Agnes Mak, Chairman of Organizing Committee; Mrs Carrie Yau, Secretary for Information Technology and Broadcasting - HKSAR; Mr Daniel Lai, President of HKCS; Prof Ng Ching-fai, Chairman of Panel of Judges and Mr Alan Wong, Director of Information Technology Services Department - HKSAR (Back row): Winners of the 4th IT Excellence Awards.

The winners of IT Excellence Awards 2001 were announced on 29 January 2002 at a presentation ceremony officiated by Mrs Carrie Yau, Secretary for Information Technology and Broadcasting.

Mr Daniel Lai, President of Hong Kong Computer Society, the organizer of the Award Scheme, said, "this year's entries help to demonstrate that Hong Kong's take-up of IT has been phenomenally rapid and far-reaching, seeking to empower every sector of society."

"We have received 53 quality entries for the present edition of the Awards. It is evident that many of these entries have been driven by today's pressing need to streamline business processes in order to reduce operating costs," Mr Lai added.

This year's awards were judged in two categories - applications and products. The Panel of Judges was chaired by Prof. Ng Ching Fai, President and Vice Chancellor of Hong Kong Baptist University. The Panel members were required to take into account the functionality of each entry, and the degree of innovation displayed by



Mrs Carrie Yau presented the IT Product Gold Award to Infrasy (HK) Ltd for its Gourmate Restaurant Management System.

Editor's Message

Starting from January 2002, the HKCS editorial board has revised the format, content and layout of the HKCS Newsletter, in order to give a fresh impression to the readers. The HKCS Newsletter is now called VISION - a flourishing journal in a new IT ear for all IT professional and practitioners. The Society aims to approach our members with a human and natural touch, and to view our "VISION" from the summit over the mountain, therefore we choose the "MOUNTAIN" to be the background of the newsletter cover.

We wish that every reader and members would enjoy reading the newsletter.

We do welcome interesting and informative articles related to Information Technology. For any submission of articles, please feel free to send to hks@hkcs.org.hk (subject to HKCS Newsletter Article Submission).

For any further inquiries, please do not hesitate to contact Ms. Jamie Chui, our Executive Officer at 2834-2081.

Annie Lok
Director of Publication

1 IT Awards Presentation Ceremony

3 Public Library Talk III

4 HKCS Activities
• Site Visits

4 SIG News
• ISSIG Seminar

5 HKSPIN Newsletter

6 Feature
• From Data-processing To Digital...
• Impact of Knowledge Management ...

11 Announcement
• Compliment on HKCS Annual Report 2001/2002

12 Event Calendar



Prof Ng Ching-fai presented the IT Application Gold Award to Menfond Electronic Art and Computer Design Co. Ltd. for its Blue Fairy Digital Facial Expression System for Digital Actors.

entries in the Product Award category. In respect to the uniqueness of each category, various factors ranging from cost-effective performance, improvement in productivity, competitiveness, market performance and impact on society were considered.

In announcing the award winners, Mrs Agnes Mak, Chairman of the Organizing Committee, said, "as the popular understanding of the benefits of IT grows (and as our citizens look with an increasingly critical and selective eye on the technology industry as a whole (the value of this award scheme is becoming even greater, for it offers an independent and rigorous evaluation of actual achievement and genuine potential. "

The Gold Award of the Application Category goes to Menfond Electronic Art and Computer Design Co. Ltd. for its Blue Fairy Digital Facial Expression System for Digital Actors. The system creates a digital shape library of exaggerated 3D facial expressions, each expressing a key motion. It has enabled the completion of one of the first five 3D animated films in the world and the first in Hong Kong.

The Gold Award of the Product Category goes to Infrasy (HK) Ltd for its Gourmate Restaurant Management System. Gourmate delivers a reliable multi-language point-of-sale restaurant management solution that is both flexible

and scalable. The system is highly commended for its system functionality and hardware reliability. With 90 per cent market share of the Chinese restaurant industry, Gourmate is already the de facto standard.

There are two Application Silver Awards - the Enterprise Application Security Technology (EAST) submitted by JP Morgan Chase and Central Library Multimedia Information System (MMIS) submitted by Leisure and Cultural Services Department of Hong Kong SAR Government and IBM China/Hong Kong Ltd.

EAST systematically defines and standardizes business application security requirements. With its vendor-independent plug-and-play integration capabilities and object-oriented interface, different business applications can consume common security services on a single user account.

The MMIS offers Hong Kong people richer multimedia content with greater flexibility, vastly improved and highly specific research capabilities. It is one of the world's largest and most complex Chinese/English digital library services.

The Electronic Trading Platform of CASH Financial Services Ltd and ModernPorts.com are awarded Certificates of Merit in the Application Category. The Electronic

Trading Platform, a first for Hong Kong, facilitates trading of securities, futures and options, the lodging of applications for IPO equity and mutual fund searches, routing orders directly to the relevant exchanges.

ModernPorts.com is Hong Kong's first shipping portal which provides high-speed, real-time information and a secure online business environment. The portal integrates customer needs with key services, streamlining and accelerating business processes.

In the product category, HanWEB Publishing Server submitted by Kanhan.com Ltd received the Silver Award. HanWEB provides an effective answer to the divides between text, speech image and between languages and formats, and therefore solutions to long standing problems in handling Chinese on the Internet.

AsiaWeb Technologies Ltd's AsiaWeb Advertising Management System and Vitova Ltd's Knowledge Management Suite both received the Product Bronze Awards.

The AsiaWeb Advertising Management System streamlines and expedites advertising operations for publishers, saving both time and money by reducing overheads, shortening lead times and sharply reducing the possibility and impact of human error.

The Vitova Knowledge Management Suite provides a knowledge management



The MC of the Presentation Ceremony, Mr Jonathan Cheng



The winner of the IT Excellence Award demonstrated its winning application to Mrs Carrie Yau, the Secretary of Information Technology and Broadcasting - HKSAR.

platform that integrates and centralizes isolated repositories to deploy a wide range of information for ready management and sharing.

ESDlife submitted by ESD Services Ltd was awarded a certificate of merit in the Product Category. ESDlife is the first bilingual portal delivering one-stop public and personal services to provide Hong Kong citizens with maximum convenience.

IT Excellence Awards is a professional initiative of the Hong Kong Computer Society and have been established to promote a greater use of IT in Hong Kong, to help strengthen an IT culture in Hong Kong's business and daily life, and to encourage local software development.

The award scheme is sponsored by Information Technology and Broadcasting Bureau, Information Technology Services Department and Hong Kong Science and Technology Parks Corporation. It is supported by Hong Kong Information Technology Federation, Hong Kong Productivity Council, Hong Kong Trade Development Council, Innovation and Technology Commission and the Office of the Privacy Commissioner for Personal Data. Pacific Century CyberWorks and Centaline Property Agency Ltd are the commercial sponsors while PricewaterhouseCoopers is the Honorary Auditor.

Public Library Talk III

With the success of the previous two series of the Public Library Talks, Hong Kong Computer Society and the Public Library Hong Kong had jointly organized another series of Library Talk from November 2001 to March 2002.

The objective is to leverage the computer literacy of the general public. The eight districts which have participated in these library talks are the Central, East, Wanchai, Kung Tong, Kowloon, Tai Po, South Kwai Chung and Yune Long districts. With the expertise and knowledge from the professional speakers of HKCS, the talks have come up with the topics:

- How to Choose Your Own Computer
- Introduction to Software
- PC Fixing Hints
- Computer Accessories in the Future
- Learning on Internet
- E-Commerce
- Data Privacy on Internet
- Health Aspects on Using Computer

HKCS would like to thank the members and voluntary speakers for their generous contribution of time and effort that they have committed in the Public Library Talks.

PowerPoint Presentations for the first two series are available at

<http://www.hkcs.org.hk/Public Library.htm>



HKCS collaborated with the Hong Kong Public Library to educate the public in the use of computer. Mr Benedict Lam presented a talk at the Hong Kong Central Public Library on the topic of "How to Choose Your Own Computer".

Schedule of the Upcoming Library Talks:

Date	Time	Library	Topic
3 March 2002	10:15 am - 11:45 am	Hong Kong Central (CIC)	Data Privacy on Internet 保障網上個人私隱
9 March 2002	3:15 pm - 4:45pm	Tsuen Wan	Health Aspects on Using Computer 如何健康地使用電腦
16 March 2002	3:15 pm - 4:45pm	Fa Yuen Street	Health Aspects on Using Computer 如何健康地使用電腦
23 March 2002	3:15 pm - 4:45pm	Quarry Bay	Health Aspects on Using Computer 如何健康地使用電腦

HKCS Site Visits

HKCS Site Visit to HKJC - 19 January 2002

The Site Visit to Hong Kong Jockey Club (HKJC) was successfully held on 19 January 2002, with about 20 members participated. The visit was started with a video presentation, which highlighted the charity support offered by the Hong Kong Jockey Club. Then, Mr. K. N. Kau, IT Operations Officer of HKJC and his fellows gave us an informative and comprehensive presentation about HKJC's IT department structure, IT systems and facilities. A tour of Data Centre and Emergency Control Room has been followed by the presentation. The visit was ended by a warm tea reception.



Special thanks to Mr K N Lau, IT Operations Officer of HKJC to host the visit to our member



HKCS Site Visit to the Hong Kong Jockey Club was held on 19 January 2002

IT Pioneer Visit to MTR - 25 January 2002

An IT Pioneer Visit to MTR, which was jointly organized by Information & Technology Broadcasting Bureau -HKSAR and Information Technology Services Department - HKSAR and Hong Kong Computer Society was held successfully on 25 January 2002 (Friday). The objective of the visit is to leverage the IT awareness of the general public. The Operations Control Centre (OCC) is located inside the Operations Control Complex at Tsing Yi Station. It is the nerve centre of the Tsuen Wan, Kwun Tong, Island and Tung Chung Lines as well as the Airport Express. The OCC operates 24 hours a day and performs the major functions in the area of: signaling and train service control, environment control and power system control. The feedback from participants was positive and the visit ended with a group photo session in front of the MTR logo.



The Operations Control Centre (OCC) at Tsing Yi MTR Station

HKCS IS-SIG (Information Security Special Interest Group) seminar

"Certification Program for Business Continuity Professionals"

HKCS IS-SIG jointly with three IS related organizations invited Prof. Goh Moh Heng, the Executive Director for Disaster Recovery Institute (DRI) Asia to present a talk on "Certification Program for Business Continuity Professionals" on 17 January 2001.

(Con't on page 8)



An IT Pioneer Visit to MTR, which was jointly organized by Information & Technology Broadcasting Bureau -HKSAR and Information Technology Services Department - HKSAR and Hong Kong Computer Society was held successfully on 25 January 2002 (Friday).



In this issue:

Editor: Y L Tam

SECOND ASIA PACIFIC SEPG CONFERENCE - ATTENDEE'S REVIEW Page 5

METRICS IN A MATURE CMM ORGANIZATION - ABSTRACT Page 6

INTERNATIONAL SEPG CALENDAR OF EVENTS Page 7

Second Asia Pacific Software Engineering Process Group Conference Attendee's Review

Daniel Wong
Gtech, Australia
John Goh
HKSPIN
Y L Tam
HKSPIN

The second Asia Pacific Software Engineering Process Group (AP-SEPG) Conference was held in Hong Kong on 12th - 14th November 2001. The two days of presentations and one day of tutorial were well represented with international reputable speakers from Hong Kong, Japan, China, India, United Kingdom, USA, and Australia. Also, delegates from companies within Hong Kong, Shenzhen, Guangzhou, and even as far

as Shanghai attended. The terms such as Capability Maturity Model (CMM) and software engineering are no longer odd and unknown jargons, and that other conference participants talked about them with interest and enthusiasm. Within the Asia Pacific region, many companies are following the lead from global pioneers such as Motorola, Reuters, Citibank and Chase Morgan in the pursuit for quality and value in products and services.

In the Opening address, Mr. Stephen Mak, Acting Director of Information Technology Services highlighted the relevance of IT software process improvement within his department. Also, Mr. Mak amused the audience with the relevance of IT conned WWW acronym: not only for World Wide Web but also for 'Why?', 'Which?' and 'For Whom?' in our pursuit of improvements and benchmarking standards.



Top row (left to right) Mr. Daniel Wong, Ms. Pamela Shafer, Dr. John Horch, Mr. Daniel Roy, Mr. Robert Hadow, Mr. V Muralidharan, Mr. Paul Kwan

Bottom row (left to right) Ms. Rose Chu, Ms. Judy Bamberger, Ms. Mita Rout, Mr. Roy Ko, Mr. John Carver, Mr. Michael Song



From left to right: Mr. Roy Ko, Mr. Stephen Mak, Mr. HP Suen

The keynote speech, "The Indian Software Success Story", was presented by the Executive Director of QAI India, Navyug Mohnot. We were all quite impressed by the progress and achievements made by India over the past years. National Association of Software and Service Companies (Nasscom) reported the growth in Indian software and services exports from \$1,750 million (U.S.) in 1998 to \$4,000 million (U.S.) in 2000. Also, the Indian government has committed towards national IT policies with specific focus on IT software and services.

Comparison with other SEPG conferences

Four SEPG conferences are held worldwide each year: USA Software Engineering Institute SEPG conference, Europe SEPG conference, India SEPG conference and Asia Pacific SEPG conference. While the first three has over 1,000 participants, Asia Pacific SEPG conference has less than one hundred. The low attendance may be due to the slow momentum in embracing software engineering and CMM for a strategic business investment into the future. Although India and Australia are further ahead, the rest of AP is still lagging behind.

While topics in the US, Europe and India SEPG conferences focused more on the advanced CMM Levels 4 and 5, CMMI, as well as Agile processes and methodologies, Asia Pacific SEPG conference was still focusing on basic CMM Levels 2 and 3, and tailoring of CMM for small projects.

Conclusion

Most participants agreed that the second AP-SEPG conference was a great success with some remarkable increase in attendance since last year. Further increase in industry participation would greatly enhance discussion panels and information exchanges. We look forward to the 2002 AP-SEPG conference!

References

Speech by Mr. Stephen Mak (<http://www.itsd.gov.hk/itsd/speech/esp011112.htm>)

Speech by Navyug Mohnot (<http://www.qaiindia.com/SEPG-HK.pdf>)

Nasscom (<http://www.nasscom.org>)

Metrics in a Mature Capability Maturity Model (CMM) Organization

Dr. Rajiv Nag

Mr. Rajarshi K. Das

e2eTechnologies

Abstract: The question of choosing an appropriate set of metrics is one that has challenged many a quality manager engaged in moving towards Level 3 and Level 4 of the Capability Maturity Model. Since the CMM was never intended to be a "prescriptive model", it has consciously refrained from recommending an overall set of metrics since doing so has the risk of putting the organization into a "straight jacketed" frame of thinking. Having said that, however, the quality manager generally gropes around for answers to the question - "What metrics should I deploy so that both business needs and CMM requirements till Level 4 are fulfilled?" (In fact, there should be no dichotomy between the two - meeting business needs and CMM needs should be synonymous anyway).

The authors draw upon their extensive experience of consultancy to several Level 4 and Level 5 companies in India in the area of metrics to recommend a set of metrics in this paper.

This set of metrics has been, by and large, implemented in these companies effectively. The authors believe that this set of metrics could serve as a "superset" and software organizations could pick and choose according to their needs. Most of their client companies have been able to do so easily. Case studies detailing the set of metrics chosen by 5 of these companies are also presented in the paper. These companies are at Level 4 or Level 5 presently. In deciding on the set of metrics, the authors did not go along completely with the generally accepted practice of Basili's GQM (or Hetzel's IOR approach). Although the metrics chosen would be able to eventually map on to the GQM approach (in the sense that all metrics meet certain organization and business goals), the approach taken was to devise two sets of metrics - Core metrics and Tertiary metrics. The metrics, together with a complete formula for each, are defined. In addition, the likely data sources where these would be captured from, the business use of each of these metrics and the mapping on to CMM requirements are also provided in this paper.

Reference:

Full paper presentation at AP SEPG Conference may be found at <http://www.hkpc.org/itd/sqts/cd/>

International SEPG Calendar of Events

Date	Name of Event	Location	Contact
February 18-21, 2002	SEPG Conference 2002 - Success = Experienced Process Guidance	Phoenix Civic Plaza Phoenix, Arizona	http://www.sei.cmu.edu/products/events/sep/ http://www.sei.cmu.edu/sep/register.htm
March 4-8, 2002	The 10th International Conference on Practical Software Quality Techniques & The 4th International Conference on Practical Software Testing Techniques PSQT/PSTT 2002 South	New Orleans	
March 11-13, 2002	AquiS 2002 - The 5th International Conference on "Achieving Quality In Software"	Venezia,	http://www.iei.pi.cnr.it/AQUIS2002/index.htm
March 11-15, 2002	5th Software & Internet Quality Week Europe (QWE2002)	The Sheraton, Brussels, Belgium	http://www.qualityweek.com
March 14-15, 2002	SPICE 2002 - The Second International SPICE Conference	Venice, Italy	http://www.isospice.com/spice2002/index.html
April 2-4, 2002	7th INTERNATIONAL CONFERENCE on ISO 9000 & TQM (7-ICIT) [Theme: Change Management]	RMIT Storey Hall, Melbourne, Australia	www.hkbu.edu.hk/~samho/icit.htm
April 9-12, 2002	EUROPEAN SEPG 2002 - The seventh annual European Software Engineering Process Group Conference	Amsterdam	http://www.espi.org/
April 22-26, 2002	International Conference on Effective Methods for IT Quality	Orlando, USA	http://www.qaiusa.com/
July 1-3, 2002	13th IEEE International Workshop on Rapid System Prototyping	Darmstadt, Germany	http://www.rsp-workshop.org
July 22-24, 2002	ACM SIGSOFT INTERNATIONAL SYMPOSIUM ON SOFTWARE TESTING AND ANALYSIS - ISST A 2002	Rome, Italy	http://www.iei.pi.cnr.it/ISSTA2002/
August 20-23, 2002	28th International Conference on Very Large Data Bases	Kowloon Shangri- La Hotel, Hong Kong SAR, China	http://www.cs.ust.hk/vldb2002
August 26-29, 2002	COMPSAC 2002	Oxford, England	http://www.cse.dmu.ac.uk/COMPSAC
October 3-6, 2002	IEEE International Conference on Software	Montreal, Canada	http://www.icsm2002.org
October 21-25, 2002	Annual International Software Testing Conference	Orlando, Florida, USA	http://www.qaiusa.com/
November 12-13, 2002	Asia Pacific SEPG Conference	Hong Kong	http://www.hkpc.org/itd/sqts

From Dataprocessing To Digital - The Development of A Profession - Part III

Prof. Goh introduced the DRI International. It is a non-profit making organization, which administers certification examinations for business continuity professionals. Currently, more than 5,550 exams were held, over 2,750 persons have been certified and over 10,000 have attended their training classes.

The speaker then talked about the certification program. It contains some well-defined components such as job delineation, body of knowledge, education curricula, certification exam, re-certification and enforcement mechanisms. There are three certification levels, which a practitioner can enter. The qualifications for entering each are different. For example: the "associated" requires some basic knowledge and a lower passing score on the exam. The "master" requires a higher passing score and 5 years' experience in 7 subject areas of professional practices.

Prof. Goh further explained these professional practices. They are: project initiation and management, risk evaluation and control, business impact analysis, development continuity strategies, emergency response, develop and implement the plan, awareness programs and training, testing, public relations and coordination with public authorities.

More than 130 persons attended the seminar, which was excellently received.

1956

SILLIAC, a valve computer, was built by Brian Swire at Sydney University. The project was financed by Sydney jeweler Adolph Basser after a Melbourne Cup win. John Bennett came from Ferranti UK to manage the software and teaching.

UTECOM, a value computer produced by English Electric based on Alan Turing's ACE prototype, was installed at UNSW. It filled 12 cubic metres and operated at 8,000 instructions per second.

WREDAC, a modified Elliott 401, was installed at the Weapons Research Establishment in Salisbury SA. This computer processed missile telemetry recorded at the Woomera testing range. It had very sophisticated analog to digital equipment to handle the input and very early graphical output, possibly a world's first, using modified weather recorders.

1957

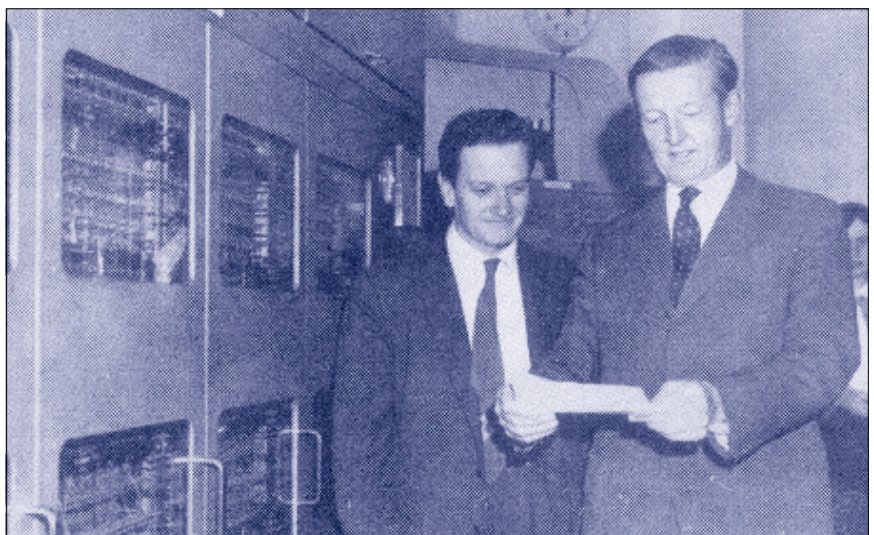
The launch of Sputnik-1, the world's first satellite, by Russia, ushered in a new age in technology and communication

1959

COBOL, the first mainstream commercial programming language, was developed.

1960

Australia's first transistor computer, SNOCOM, was developed by David Wong and Murray Allen at CSIRO/Sydney University for the Snowy Mountains Hydroelectric Authority's (SMHA) Snowy Mountains Scheme. The use of transistors meant SNOCOM was a tenth the size of its vacuum-tube predecessors and used only a tiny fraction of the power, in fact as little as a 60W light bulb- so it ran cold. The Weapons Research Establishment needed to predict where its "toys" would come back to earth. This required high-speed real-time processing



John Bennett and The Rt Hon. William Philip Sidney with Silliac

of a variety of telemetry data streams, so Hinckfuss, Keith and Macauley invented remote digital communications and used the UR TREAC design to built ATROPOS, a Digital Impact Predictor (DIP) at Woomera.

Also in 1960, the high speed, bargain basement computer ARCTURUS computer was installed at Sydney University, IBM unveiled its first transistor mainframe, the IBM 7090 and Digital Equipment Company released the DEC PDP-1 the world's first transistor minicomputer, the first commercial computer equipped with a keyboard and monitor, and which cost US\$120,000.

1961

RJ KingSmiths, believed to be the first Australian software company, was established.

1962

Douglas Engelbart of the Stanford Research Institute invented the mouse pointing device for computer

1963

CSIROnet, Australia's first computer network, was built at CSIRO using a CDC3600 in Canberra and two CDC 3200s in Sydney and Melbourne. The "network" initially relied on overnight airfreight of magnetic tapes. Trevor Pearcey and Murray Allen started a game to design the perfect computer, which they christened CIRRUS. By the early 1960s, they had a paper design from the hardware right up to compilers and a multi-user operating system and it seemed a waste not to try and build it. They obtained funding and built it at the



Cirrus

University of Adelaide.

1964

Australia's first minicomputer, the DEC PDP-5 was delivered to the University of NSW.

Control Data Corporation delivered the world's first supercomputer, the CDC 6600.0000

Dartmouth College (UK) developed the BASIC programming language.

IBM released its general purpose System/360 range of computers.

The American Standard Association adopted ASCII as the standard code for data transfer.

1965

The first commercial minicomputer to sell for less than \$10,000, the DEC PDP-8, was released by Digital Equipment Corporation.

1966

The University of NSW installed an IBM

360/50, a general purpose computer with 24-bit addressing capable of processing data items of 32 bits, 64 bits or 15 decimal digits, and it seemed possible that graphics displays might be provided. The availability of the first generation of medium scale integrated circuits from Texas Instruments allowed a team including Gordon Rose, Murray Allen and Trevor Pearcey to develop the programmable, multi-user INTERGRAPHIC.

1968

Douglas Engelbart demonstrated his system of keyboard, keypad, mouse and windows at the Joint Computer Conference in San Francisco. He demonstrated use of a word processor, hypertext system and remote collaborative work with colleagues.

1969

UNIX was developed at Bell Laboratories by Thompson and Ritchie.

Con't ...

Impact of Knowledge Management Technology to a Consultant

1. Introduction

I have been working as a IT consultant in few computer vendors for more than 10 years. Most consulting firms nowadays recognized that sharing knowledge between projects, learning from others' successes and mistakes, as well as capturing reusable material from engagements was essential to firms' success.

Effective knowledge management became increasingly important as consultant strove to meet customer expectations for innovation, rapid execution, and global consistency. It also became clear that clients expected the ability to tap the consulting firm's collective knowledge, not any individual consultant limited knowledge. This raised some interesting challenges for consulting firm to balance innovation with reuse. These drivers forced us to look at ways to innovate while at the same time leverage our experiences across the globe.

2. What is Knowledge Management (KM) ?

KM is a multidimensional business process. It blends the insight and expertise of people, highly collaborative work processes and broad access to the enterprise's information stores into a cohesive, interconnected environment

KM implementation should not be technology focused only, it should be a combined and integrated approach of technology, people and process. And the KM team subscribed to a model that started with business results at the top of a pyramid, looking at what actions, decisions, and knowledge are required to achieve those results. By beginning with the end in mind, the firm could ensure that the information gathered could be turned into useful knowledge.

3. Knowledge Management Technology and its impact

Not all consulting firm will need all functions, but everyone should recognize its KM requirements within those areas:

3.1 Capture and Store

This KM requirement specifically addresses the enterprise's need to capture and represent tacit knowledge in explicit form. Among the capture technologies are the traditional modes of capture through presentation tools, word processing, spreadsheet processing and E-mail, as well as emerging technologies for capture such as speech recognition, audio and video production.

3.1.1 Positive impact to consultant

In the past, consultant has to key in data to computer in file or database format to capture information. With the advance of recent capturing and multi-media technology, such as imaging, digital recording, MPEG, JPEG & streaming, consultant can be easier to capture and to store information as text, audio, video or document image. Also, with the rapid drop of storage hardware cost, consultant can store information in a more convenient and cost effective way.

3.1.2 Negative impact to consultant

More information is readily available for capturing now. Consultant has to decide what should be captured, how should it be organize and how long should it be kept. Consultant needs more understanding on his/her own KM requirement.

3.2 Classification and Structure

These technologies focus on providing structure - a classification scheme for the enterprise's information assets and a means to effectively navigate the structure. The classification process may utilize hierarchies, taxonomies or semantic networks, but in all cases it should reflect the user's cognitive model of the information rather than the computer implementation. Structure and navigation technology features include: representing the classification scheme systematically and providing a user interface (a visual or textual path); indexing the explicit information stores and their content to the classification scheme; building electronic linkages from the classification elements to the relevant

information assets; and enabling multiple views of the classification scheme.

Some classification techniques in research stage are neural network, statistical method, and the fast growing baby of W3C - XML and related technologies. Internet is the largest information store in the world, as more web page is written in XML, those new techniques like RDF and XML schema, can enhance the web semantics, providing necessary information for people to classify web page information, which is not possible in the past for unstructural or semi-structural information.

3.2.1 Positive impact to consultant

Consultants may have good understanding of their current KM requirement so that they can decide the information classification and navigation method. However, the world, especially IT sector, is just changing too fast. The critical thing is how to extract key attributes and semantics from a piece of document, speech or film. When the KM requirement is changed, the information classification can be changed accordingly in short time.

3.2.2 Negative impact to consultant

Along with the emerging information representation technology, some organizations are trying to "standardize" information recording, communication and management. For example, we find more new XML DTD or schema standard in industries like trading, manufacturing, finance and education. Although the main reason behind is to encourage collaboration and communication among different parties within their industry, people are still free to design their own information database. However, from the company point of view, it will incline to follow industry standard, and limit other alternative in information organization that may be more suitable to their employees. This will impact consulting firms' internal information classification or their recommendation to clients.

Con't...

By John Li
Director of Public Relations of HKCS



Compliment on Hong Kong Computer Society's Annual Report 2001/2002

Dear Members,

Wish you a healthy and prosperous Year of the Horse!

Hong Kong Computer Society will be publishing its 2001-2002 annual report for release in April 2002. The annual report, with a circulation of 3,500 copies, will be distributed to all our members, IT professionals, related officials in Government and Universities, fellow associations and societies in Hong Kong, Mainland China and overseas. It will cover the activities held during our Council's tenure of office.

We are now invitation for compliments to support our printing cost and other necessary expenses.

Details:

Languages: English and Chinese
Color: 2 Colors
Size: 1/2 Page 148.5mm (h) x 210mm (w)
1/4 Page 148.5mm (h) x 105mm (w)

Order: For any interested parties, please send in the order form on or before 22 March 2002 Friday.

Thank you for your continuous support. For enquiry, please contact Ms Jamie Chui at 2834-2228.

HKCS Annual Report 2001/2002 Compliment Order Form

Fax to : Hong Kong Computer Society
(852) 2834-3003
Address : Rm 1915, China Merchants Tower
Shun Tak Centre, 168 Connaught Road Central
Hong Kong

I would like to order 1/2 Page (HK\$2200 member; HK\$2450 non-member)
 1/4 Page (HK\$1200 member; HK\$1450 non-member)
 1/36 Name Only (HK\$500 member; HK\$750 non-member)

Early Bird: Enjoy 10% discount for any confirmation of order on or before 18 March 2002.

Name: _____ No. of Compliment order: _____ (HK\$ _____)

HKCS Member: YES (Membership No.: _____) NO

Tel: _____ Fax: _____

Date: _____ Signature: _____

Name & Logo to be placed in the Compliment (please print):

Name/Company Name: _____

Logo:

(Please email the company logo in tif or jpg format with minimum 300 dpi to hkcs@hkcs.org.hk with your name, contact and the order no. AR2001/2002C)

HKCS Coming Events

2002

February	9	HKCS Site Visit to Mobile Computing Centre, ITSD-HKSAR (for Student Members ONLY)
	9	HKCS Public Library Talk on "Computer Accessories in the Future Home" at Tsing Yi Public Library
	17	HKCS Public Library Talk on "Learning on Internet" at Hong Kong Central (CIC) Public Library
	24	HKCS Public Library Talk on "E-Commerce" at Hong Kong Central (CIC) Public Library
	28	香港電腦學會春茗於上環信德中心皇上皇大酒樓舉行
March	2	HKCS Site Visit to Integrated Call Centre - Efficiency Unit of HKSAR
	3	HKCS Public Library Talk on "Data Privacy on Internet" at Hong Kong Central (CIC) Public Library
	9	HKCS Public Library Talk on "Health Aspects on Using Computer" at Tsuen Wan Public Library
	7-10	Hong Kong Information Infrastructure Expo & Conference organized by Hong Kong Trade Development Council at HK Convention & Exhibition Centre
	15	HKCS Site Visit to Modern Terminals Limited
	16	HKCS Public Library Talk on "Health Aspects on Using Computer" at Fa Yuen Street Public Library
	21	ISSIG AGM & Speaker's Meeting
	25	HKCS Speaker's Meeting "Visual Modeling for Software Development: From Classroom to Industry"
April	26	HKCS AGM
September	18-21	Asian IT Expo 2002 sponsored by HKCS & organized by Adsale Exhibition Services Ltd at HK Convention & Exhibition Centre
	19-20	25th Hong Kong International Computer Conference (HKICC '2002) at HK Convention & Exhibition Centre
November	7-9	8th Joint International Computer Conference and Optional Tour



This newsletter is published by the Publications Committee of the Hong Kong Computer Society (Editor: Annie Lok)

Hong Kong Computer Society

Room 1915, China Merchants Tower, Shun Tak Centre, 168 Connaught Road Central, Hong Kong
Tel: (852) 2834 2228 • Fax: (852) 2834 3003 • Email: hkcs@hkcs.org.hk • URL: <http://www.hkcs.org.hk/>
© Hong Kong Computer Society, 2002

Disclaimer

The publisher, editor and sponsor shall not be liable for any errors. The views expressed in this publication are not necessarily those of the publisher, the editor or of the sponsor. All products mentioned in this newsletter should be used in accordance with the prescribing information and/or product brochure prepared by the manufacturer