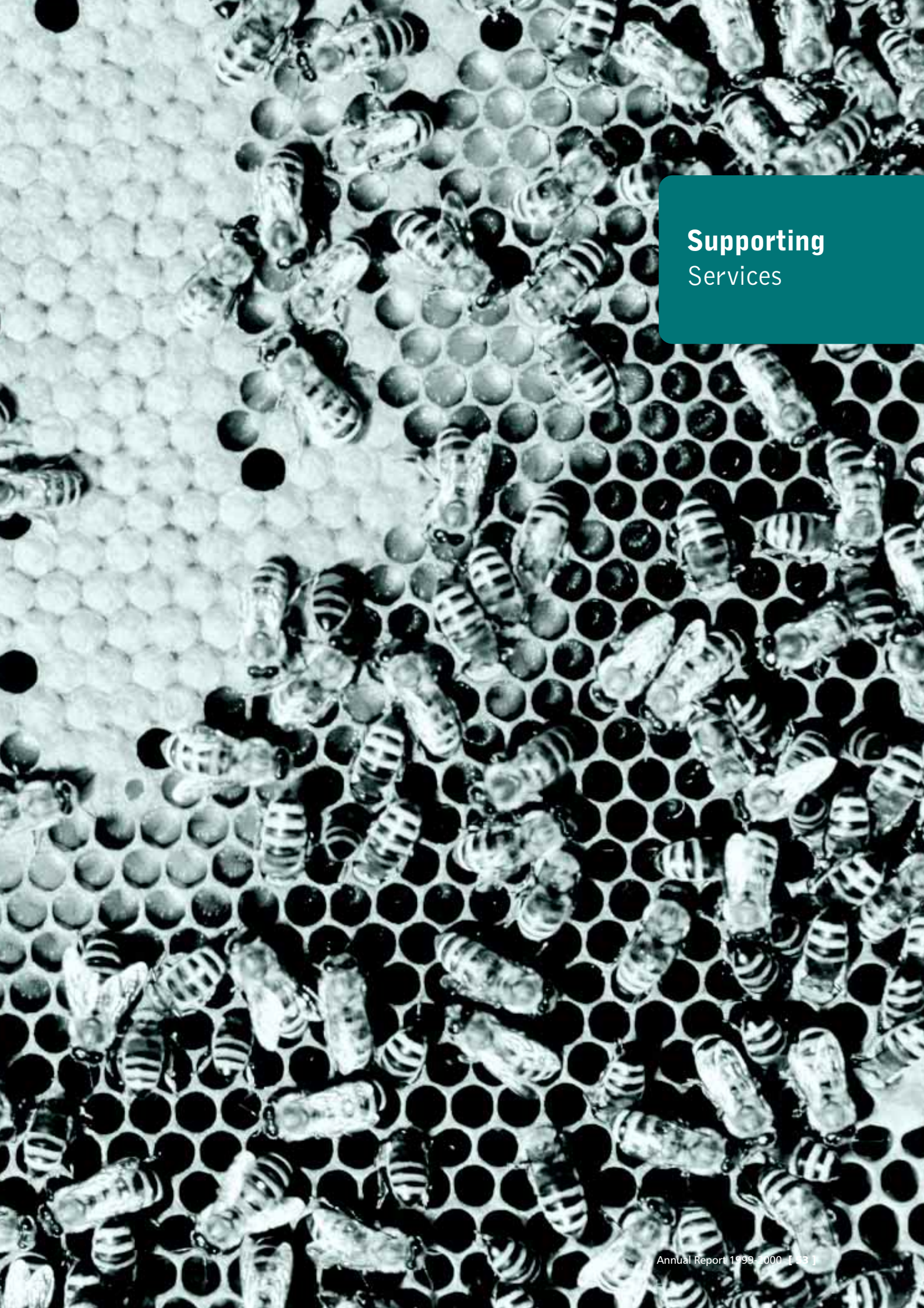




Committed

The supporting services are essential for **ensuring** and **enhancing** the **effective management and operational processes** of the MPFA.



**Supporting
Services**

The Corporate Services Division, the Information Technology Division, the Legal Advice Unit and the Corporate Secretary Unit provide the essential supporting services for ensuring and enhancing the effective management and operational processes of the MPFA.

Corporate Services Division

The Corporate Services Division is responsible for providing administration and other support services. Its main scope of work includes human resources management, finance control and treasury functions, translation service and general administration support.

Human Resources Management

The Human Resources Department is responsible for formulating and overseeing the implementation of the MPFA's manpower policies and plans. It aims to establish a professional human resource management function, creating an environment that will attract, motivate and retain a high calibre, professional workforce.



A staff training session

The MPFA is an equal opportunity employer. All approved positions are advertised in local newspapers to attract qualified candidates. We emphasize a fair and equitable recruitment process and look for staff who have high professional standards and integrity. In 1999 and 2000, the Human Resources Department was heavily engaged in the recruitment of staff. Up to 31 March 2000, we had recruited 196 staff out of an approved headcount of 287.

To attract high calibre staff, we provide a compensation and benefits system that is attractive and competitive, with rewards linked to performance. This is supported by a fair and equitable performance appraisal system.

The Corporate Services Division, the Information Technology Division, the Legal Advice Unit and the Corporate Secretary Unit provide the essential supporting services for **ensuring and enhancing the effective management and operational processes** of the MPFA.

Effective teamwork and high performance of staff depends on open and sincere communication between staff and management. The staff communication process begins on the date the staff joins the MPFA through a vigorous and well-monitored mechanism of induction and orientation programme. The staff appraisal system is also a useful tool in enhancing two-way communication between staff members and their superior. We respect staff's views and encourage staff participation in management. Staff members are consulted on the formulation of major human resources policies.



Christmas party, 1999

The MPFA strongly supports continuous learning and self-development, and places high priority in the training and development of staff. Before the training function is adequately established, job-related training course workshops have been organized by various departments.

General Administration

The General Administration Department provides administrative support to the MPFA to ensure the smooth functioning of the office. The services include the leasing of office space and fitting out of offices, the procurement of office equipment and furniture, office supplies and services, premises maintenance, and other general office administration.

In 1999, the General Administration Department had completed the office relocation project and provided a comfortable work environment for staff. A set of Procurement and Stores Regulations was developed to monitor and control the procurement processes of the MPFA and to ensure quality products are acquired at a reasonable price. An initial records management mechanism has been established in order to standardize practices in a systematic way.

The multi-function room is the venue for conferences, seminars and training sessions



Financial Control

The Financial Control Department is responsible for keeping accounting records for all financial activities, preparing financial statements and analyses, preparing annual budget estimates, exercising budgetary control, preparing cash flow forecast, establishing and maintaining the MPFA's financial and accounting system, and establishing economic objectives and financial policies for the MPFA.

Treasury

The Treasury Department is responsible for planning and managing the cashflow requirement of the MPFA, ensuring that all its activities are adequately funded. Short-term cashflow surpluses are deposited with banks to earn interest income. Before the treasury function is firmly established, the \$5 billion capital grant from the HKSAR Government and the \$600 million seed money for the Compensation Fund are mainly deposited with the Hong Kong Monetary Authority.

Information Technology Division

The Information Technology Division is responsible for providing automated, business-driven and technical solutions in support of the operations of the MPFA. In this context, it formulates information technology (IT) policies and strategies, sets up procedures, standards and guidelines, develops application systems and establishes the technical infrastructure for the whole organization.

The focus of the IT Division in 1999-2000 was to ensure that the core application systems and basic infrastructure of the Information Management System (IMS) were successfully established in order to satisfy MPFA's statutory requirements. At the same time, the Division aimed to equip IT staff through on-the-job training with the business knowledge, updated technology skills as well as to inculcate them with professional ethics.

Information Management System

Towards the middle of 1999, PricewaterhouseCoopers Consultants Hong Kong Limited (PwC) was appointed to develop the IMS which would serve as the core computer system of the MPFA. Apart from providing an advanced paperless information system that covers and

integrates every aspect of the MPFA business, the IMS is also expected to be capable of supporting public access to relevant MPF information. The IMS project had experienced some slippage and was under constant vigilance. Additional resources had been deployed to the project by both PwC and the MPFA. It was expected that the core systems would be completed and delivered before launching of the MPF System in December 2000.

IT Division will soon embark on an Information Systems Strategic Study (ISSS) in order to provide a long-term view of how, when and at what cost IT applications can better support the business objectives of the MPFA. The long-term goal is to develop systems, identified in the ISSS, that will enable the MPFA to operate more responsively, efficiently and effectively.

Infrastructure and Technical Services

Towards the end of 1999, a centralized IT Help Desk was set up to serve as the first point of contact for all IT-related enquiries.

The corporate infrastructure, which consists of a local area network (LAN), an Oracle database engine and a Windows 98 client interface, had been established to support the application, office automation and communication systems.

IT Policy and Planning

An IT Quality Policy was formulated to state the commitment of the IT Division to quality, and to broadly spell out the standard requirements that need to be in place to fulfill these commitments.

In addition, a proposal on an IT Security Policy has been made to define the objectives and responsibilities of all Divisions in ensuring that all systems are protected from any malicious or error-prone practices. All key stakeholders will be consulted on the proposal before its implementation.

Computer room



Under the IT Quality Policy, Change Management Control procedures had been developed to ensure that as changes are developed and implemented, the integrity of the system environment remains intact and the systems continue to perform in ways for which they were designed. These procedures have been promulgated to all key stakeholders and are in use by both IT groups and system users.

Legal Advice Unit

The Legal Advice Unit was established in September 1999. Prior to that time the MPFA had received legal assistance from the Department of Justice.

The role of the Legal Advice unit is, primarily, to provide legal assistance in the interpretation of the MPF and ORSO legislation. In addition to its primary duties, the Unit also provided legal support on day-to-day matters of the MPFA, such as providing legal advice on

the negotiation of leases of office accommodation and contracts and on corporate governance issues. In anticipation of the enforcement work after the full implementation of the MPF System, it has worked closely with the Member Protection Division in the preparatory work of developing strategies and policies on prosecution of offences and the imposition of civil penalties deriving from breaches of the MPF.

Corporate Secretary Unit

The Unit was staffed towards the end of 1999. Since then it has taken up the responsibilities of providing secretariat services to the Management Board and the MPF Schemes Advisory Committee. Apart from the role of being a coordinator for cross-Division/Unit matters, the Corporate Secretary Unit also liaised with government and non-government organizations on general corporate level matters. It assisted the Chairman and the Managing Director in preparing reports, proposals, papers and speeches as necessary.

The MPFA staff at work

