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**HKIE Electronics Division Activity Report**

## **Technical seminar on achieving efficiency, reliability and sustainability - managing multi-dimensional projects to meet the 21st century challenge**

By Mr. Benjamin Y B Lam



On 31 May 2007, Project Management Institute (PMI) Hong Kong, HKIE-IT and EN Divisions, IEEE Engineering Management Chapter Hong Kong jointly organized a seminar and invited Mr WONG Chun-kau, Jolly, Police Chief Telecommunications Engineer, Information Systems Wing of Hong Kong Police Force (HKPF) to give a talk on the Third Generation Command and Control Communications System (CC3) at the Polytechnics University.

The speaker explained how CC3 made a difference in police work by providing a speedier response for public safety. He introduced how CC3 achieved efficiency, reliability and sustainability and to share his project management experiences of this multidimensional project to meet the 21st century challenge with a project sum of \$1 billion.

With CC3, HKPF able to better serve the community and save life. The enhanced 999 emergency telephone service provides automatic display of caller number and address; the digital radio system provides secure voice and data communication; the Automatic Vehicle Location and Geographical Information System tells the exact locations of police vehicles and incidents for faster dispatch of resources; the Mobile Computing & Messaging System provides accurate and timely data essential to any police operations. HKPF has a computer system that provides incident handling and dispatching functions, and gateway connection to a number of databases. The system is designed and developed wholly by in-house police resources, and together with police knowledge on workflow and process designs of the integrated CC3 system.

The CC3 project is one of the most unique ICT projects in Hong Kong as it consists of numerous elements of different engineering disciplines. To cope with this challenge, seven project teams comprising engineers, IT professionals as well as police officers and the contractor covering system design, installation, implementation, testing, transitioning, training and services. These teams worked round-the-clock worldwide with each one of them drawing representative members from all stakeholders to cover all aspects and balance the interests of all parties.

With strong leadership and teamwork exhibiting strong motivation present across the entire project management structure, the project was able to successfully roll out the CC3 system to respective Police Regions, satisfying end user needs, meeting design specifications, on-schedule, within budget, and viable for sustainable development.

On behalf of HKIE-IT Division would like to thank Mr Jolly Wong for his sharing on his experience in the project management skill and technique in the project.

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