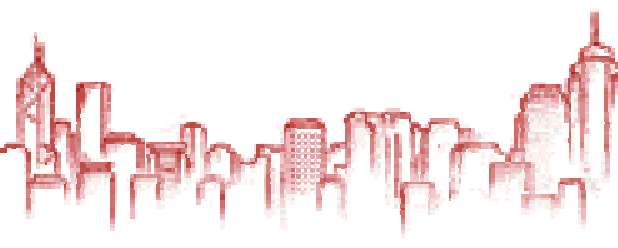




香港特別行政區政府
公共服務電子化



立法會資訊科技及廣播事務委員會

合併康樂設施預訂系統及

推出公共服務電子化計劃的預訂服務

Legislative Council Panel

On Information Technology and Broadcasting

Realignment of Leisure Facilities Booking Systems and

Introduction of Booking Service

under the Electronic Service Delivery Scheme





合併康樂設施預訂系統及 推出公共服務電子化計劃的預訂服務

- 康樂文化署成立後，沿用兩套前市政局的康體預訂及售票系統

**Upon the establishment of LCSD,
there were two booking and
ticketing systems for recreation and
sports facilities and activities**





- 兩套系統收費及預訂方式各有不同

These two systems handle different charging schemes and booking mechanisms





- 為提供最佳的康樂服務，本署把兩套系統合併

In order to provide improved leisure services to the public LCSD realigned the two systems





- 更引進電話對答查詢系統，為市民提供更長時間的電話預訂服務

An Interactive Voice Response System was also added to the realigned system to provide longer telephony service hours to the public





- 新系統增設網上預訂服務

Internet booking service was also provided as an additional channel





網上租訂的優點：

Benefits to the public :

1 提供24小時服務

**Internet service offers 24-hour one
stop shop service**





2 市民無需在櫃臺輪候訂場

No need for the public to queue up in front of LCSD counter





3 市民可選擇不用電話預訂，再無需在
三日期限內到櫃臺付款

**The public can choose Internet
booking instead of telephone booking.
Payment is made online and there is
no need to go to a LCSD counter to
make payment within 3 days**





- 4 市民可在網上直接獲得每區場地可供預訂的資料

Online information on availability of facilities in any district





- 本署還研製一套全新的網上用戶登記系統讓市民通過互聯網提交申請

LCSD has developed a new on-line patron registration system for the public to submit their applications through the Internet





這用戶登記系統加入了一項「電子雜誌」的功能，藉此推廣康樂文化署所舉辦的活動及節目

An electronic magazine function has been added to promote the events and programmes of LCSD.





完

The End

