



立法會  
資訊科技及廣播事務委員會  
**Legislative Council Panel  
on Information Technology and Broadcasting**

二零零二年的電子政府計劃  
**E-government Programme for 2002**

**14.1.2002**



# 二零零二年的電子政府計劃

## **E-government Programme for 2002**

- 改善環境以促進電子政府的發展  
**Enhancing the Environment for E-government Development**
- 電子服務選擇的提供及使用情況  
**Provision and Utilisation of E-options**
- 擴展「公共服務電子化」計劃  
**Expansion of the ESD Scheme**
- 電子投標及電子採購  
**Electronic tendering and procurement**
- 引進全新方式以加強與市民的溝通  
**Introducing a New Dimension of Communication with the Public**
- 增加政府內部使用資訊科技設施的機會  
**Enhancement of Accessibility to IT Facilities within Government**
- 應用流動及語音識別技術  
**Exploit Mobile and Voice Recognition Technologies**

# 改善環境以促進電子政府的發展

## Enhancing the Environment for E-government Development



- 在資訊科技項目發展周期的不同階段引進及落實業務程序重組的概念  
**Embed business process re-engineering into different stages of the IT project development cycle**
- 在二零零二年完成檢討現時資訊科技項目的管理方法和審批撥款機制  
**Complete a review of the current management methodologies and funding mechanisms for IT projects in 2002**
- 推出約**400**項資訊科技計劃  
**Implement some 400 IT projects**
- 讓各決策局和部門就資訊科技計劃作較大承擔  
⇒ 成立資訊科技管理組  
**Bureaux and departments to take business ownership of IT**  
⇒ **Set up their own ITMUs**



# 電子服務選擇的提供及使用情況

## Provision and Utilisation of E-options



- 目標: 在二零零三年年底或之前為**90%**適合電子化的公共服務提供電子服務選擇

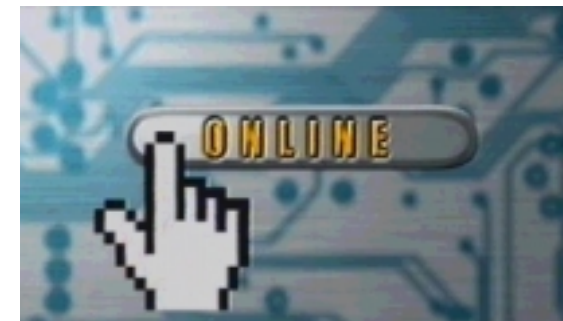
**Target: Provide an e-option for 90% of the public services amenable to the electronic mode of delivery by end 2003**

- 目前: 已有超過**70%**設有電子服務選擇

**Currently: 70% has e-options**

- 使用情況受多項因素影響(如服務的複雜性、服務提供有否其他方便的途徑、使用是否簡單便捷、使用服務的頻密程度及有否任何措施鼓勵市民使用)

**Utilisation depends on complexity of transactions, availability of alternative convenient channels, user-friendliness of the e-options, frequency of usage of the service and existence of incentives**

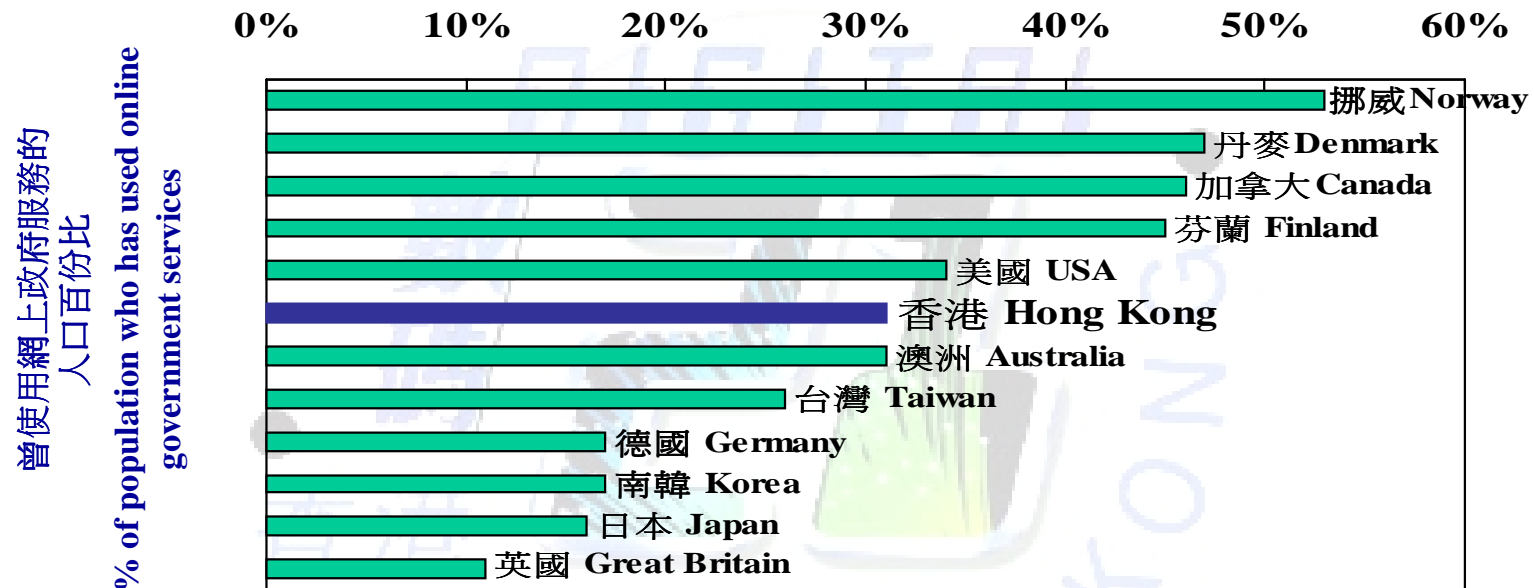


# 電子服務選擇的提供及使用情況

## Provision and Utilisation of E-options



網上政府服務的使用情況  
Utilisation of Online Government Services



來源Source: Taylor Nelson Sofres, 2001

在二零零二年研究其他國家在推行鼓勵性措施方面的經驗，及考慮該等措施是否適用於香港

**In 2002, study the experiences of other countries in introducing measures/incentives and consider the applicability of these measures/incentives to Hong Kong**

# 擴展「公共服務電子化」計劃 Expansion of the ESD Scheme



- 全港最受歡迎的政府網站之一

**One of the most popular Government web sites in Hong Kong**

- 訪客人次: 約2 100萬

**No. of visitors: about 21 million**

- 交易宗數: 超過110萬

**No. of transactions: over 1.1 million**

- 勇奪2001瑞典「斯德哥爾摩科技挑戰獎」

**Winner of Sweden's "Stockholm Challenge Award"  
2001**





# 擴展「公共服務電子化」計劃

## Expansion of the ESD Scheme



- 所提供的超過**110**種電子化公共服務乃來自**40**個政府部門和公共機構

**Provides more than 110 types of online public services from 40 government departments and public agencies**

- 最新服務:「香港統計數據書店」、網上報名參加普通話高級水平測試、以電子方式繳交定額罰款、網上直播道路交通情況、網上預約遞交結婚通知書、「政府書店」

**New services: “Statistical Bookstore”, online registration to sit for the Test of Advanced Proficiency in Putonghua, electronic payment of fixed penalty tickets, real time video of traffic conditions, online appointment booking for giving of marriage notice, “Government Bookstore”**



**Click here for Appointment Booking for Giving of Marriage Notice**  
預約遞交結婚通知書

**Click here for “Government Bookstore”**  
「政府書店」



# 擴展「公共服務電子化」計劃

## Expansion of the ESD Scheme



- 在未來數月將推出的新服務  
**New services in the upcoming months**
  - 為「香港統計數據書店」引進更多互動功能  
**Introduce more interactive functions through the “Statistical Bookstore”**
  - 預訂康樂體育設施和課程  
**Booking of leisure and sports facilities and programmes**
  - 報名參加更多公開考試  
**Registration service for more public examinations**
  - 銷售公開考試刊物  
**Sale of public examination publications**
  - 破產/清盤案查冊  
**Search of cases of bankruptcy and compulsory winding-up of companies**
- 計劃在二零零二年透過流動媒體提供服務  
**Plan to introduce the mobile medium in 2002**



# 電子投標及電子採購

## Electronic tendering and procurement



- 目標: 在二零零三年年底或之前以電子方式進行**80%**的政府採購投標項目  
**Target: carry out 80% of Government procurement tenders through electronic means by end-2003**

- 電子投標系統

⇒ 可用作非工程項目投標

### Electronic Tendering System

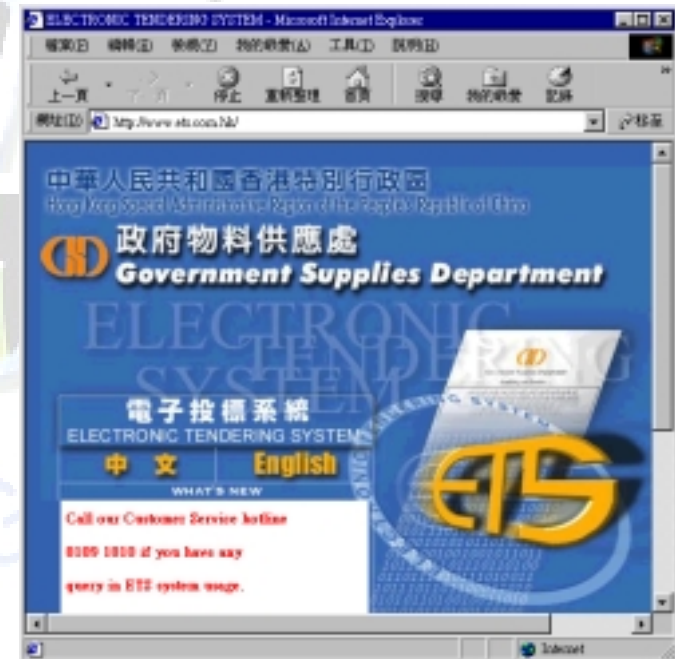
⇒ **Now available for non-works tenders**

- 以唯讀光碟為工程項目發出及收取標書

⇒ 正研究以互聯網遞交標書

### Dissemination and submission of works tenders through CD-rom

⇒ **Internet submission of tenders being studied**



# 電子投標及電子採購

## Electronic tendering and procurement

- 電子交易場系統
  - ⇒ 以採購價格低於**130萬港元**的物品
  - ⇒ 推動中小型企業從事電子商務

### Electronic Marketplace System

- ⇒ For lower value purchases below **HK\$1.3 million**
- ⇒ drive SMEs to adopt e-business

- 在二零零二年
  - ⇒ 協調各項電子投標和電子採購措施
  - ⇒ 鼓勵供應商積極使用電子方式投標

### In 2002

- ⇒ coordinate the various electronic tendering and procurement initiatives
- ⇒ encourage active utilisation of the electronic means by suppliers



# 引進全新方式以加強與市民的溝通

## Introducing a New Dimension of Communication with the Public



- 二零零二年下半年: 推出經改良的政府資訊中心網站、網上新聞通訊  
**Second half of 2002: launch the revamped Government Information Centre website, an online news bulletin**

- 在二零零二年逐步引入統一的「外觀與風格」標準

⇒ 建立品牌形象，方便市民瀏覽

**Progressively introduce the “Common Look and Feel” in 2002**

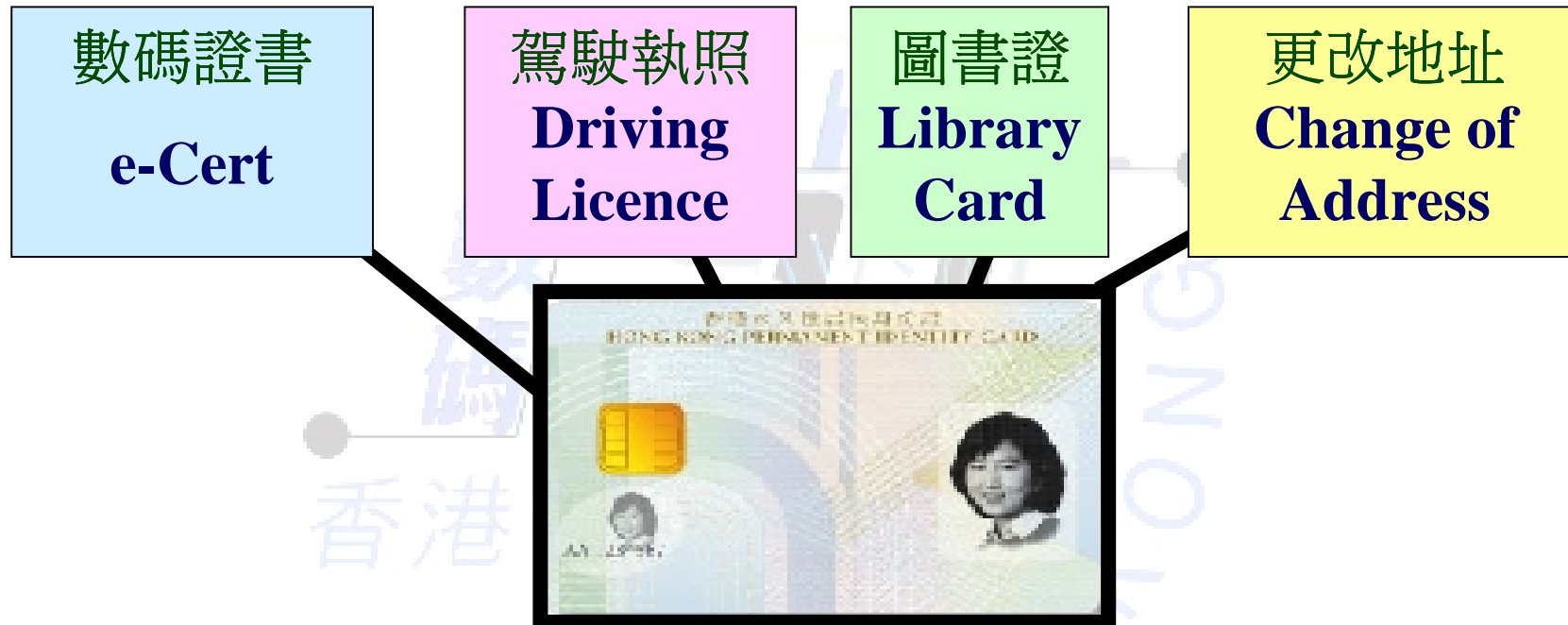
⇒ **establish a brand image, facilitate navigation by the public**





# 推行智能式身分證的多種用途

## Implementation of Multi-Applications on the Smart ID Card



- 資訊科技及廣播局作出協調，以確保能夠以融合及以客為本的方式為市民提供上述用途

**ITBB to coordinate so as to ensure that the applications are provided to the public in a seamless and customer-oriented manner**

# 增加政府內部使用資訊科技設施的機會

## Enhancement of Accessibility to IT Facilities within Government



- 目標：為所有公務員提供途徑使用電腦設施

**Target: Provide all civil servants with access to computer facilities**

- 在二零零二年推行試驗計劃，為未能享用電腦設施的人員在共用原則下獲取途徑使用電腦設施

**In 2002, roll out a scheme to provide officers currently without access, with computer facilities on a shared basis**

- 積極引進政府與僱員(G2E)的電子服務:以電子方式遞交及處理假期申請、派發薪俸結算書及提供網上培訓服務等

**Progressively introduce G2E services: including electronic leave application and processing, electronic pay slip, electronic training, etc**





## 應用流動及語音識別技術

# Exploit Mobile and Voice Recognition Technologies

- 在二零零二年在特定部門推出一連串計劃，以流動資訊技術提高部門外勤工作的效率和生產力

**In 2002, implement projects in selected departments using mobile computing facilities, to enhance the efficiency and productivity of off-site operations**

- 在二零零二年推出應用語音識別技術的計劃來提供特定的公共服務，以改善提供服務的方式

**In 2002, implement a scheme to provide selected public services using voice recognition technology, to improve delivery**





# 電子政府 你我齊得益

## **E-government Benefits Us All**

- 電子政府近年在世界各地均成為政府施政的重點工作

**E-government is an important area of work for governments around the world**

- 香港要維持領先地位，必須與各地緊密聯繫，並引進、發展及落實電子政府的最新項目，造福市民

**To maintain its leadership position in E-government, we must maintain close liaison with our counterparts around the world, and introduce, adopt and implement the best practices for the benefit of the community**

- 介紹香港電子政府措施的小冊子

**An E-government booklet to outline our major E-government initiatives**

