HONG
KONG

E-government
Benefits Us All

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Preface

E-business has fundamentally changed our way of life. It has also become an important means of providing Government services. E-government is about improving the quality of Government service delivery - it will enable citizens, businesses and the community to deal with the Government more efficiently. The Government of the Hong Kong Special Administrative Region is determined to take forward E-government - we have progressively increased our IT expenditure and have rolled out new initiatives to facilitate both e-business and E-government transactions. The Government has made good progress to date. We can now obtain a wide range of Government information and services at our fingertips through electronic means - already over 70% of Government services which are amenable to the electronic means of delivery are provided with an e-option are online and we shall have 90% available by end-2003.

E-government is not about technology. It must be driven by improvements to Government services that benefit the entire community. E-government succeeds where citizens and businesses are encouraged to use and adopt electronic services that provide benefits not available from traditional channels. Today, more than five out of ten people are connected to the Internet. More than half of the establishments in the business sector have PCs and with choice of affordable broadband Internet service. Our community is ready to take full advantage of E-government.

This publication describes our vision for taking forward these developments, how we are moving towards E-government, and how by doing so we are already making it easier to transact with Government. It also outlines how our new E-government projects will provide even greater benefits. All these projects and initiatives are only a start. Together with you we shall continue our mission to make life better and easier for everyone.

CHAPTER 1

E-government: the Choice is Yours
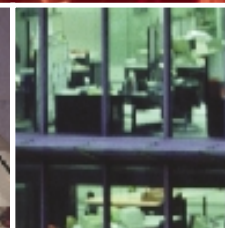
"Information Technology has not only helped business to improve efficiency, it has also helped improve the quality of life of individuals in our community. The Internet and advances in telecommunications have created unprecedented new business opportunities."

Hon. Tung Chee Hwa,
Chief Executive of the
Hong Kong Special Administrative Region

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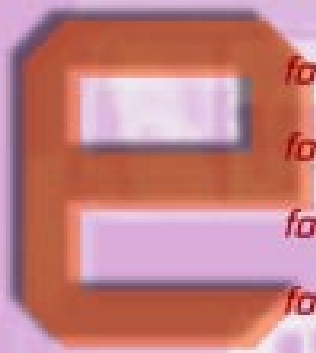
for electronic

for easy

for efficient

for economical

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E-government: the Choice is Yours

Advancements in technology are enabling the Government to deliver better services in a more efficient and effective manner. Citizens and businesses are enjoying the benefits now.

It is already possible to pay Government bills, look for jobs, file tax returns, check the latest weather forecasts and alerts, purchase Government publications, statistical reports and tables or place on hold a book in a public library, all without leaving home. As a business, you can research business opportunities, tender for Government work and apply for licenses and permits online.

Soon you will be able to book a squash court, receive electronic Government bills, make enquiries about Government services with one telephone number and communicate directly with Government in a way that will bring a new dimension to public service. E-government means you can choose how and when you communicate and transact with us. By making choices that suit your lifestyle, you can save time and money. Here are just some of the advantages you will find:

* services all day every day - counter/office opening hours are a thing of the past;
* "one-stop-shop" - one simple stop opens the door to a variety of services;
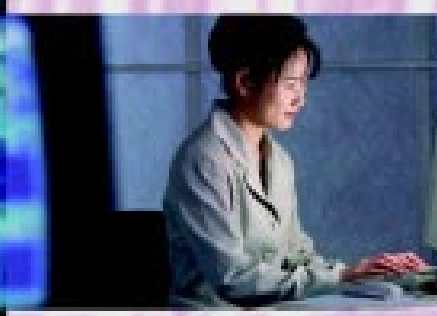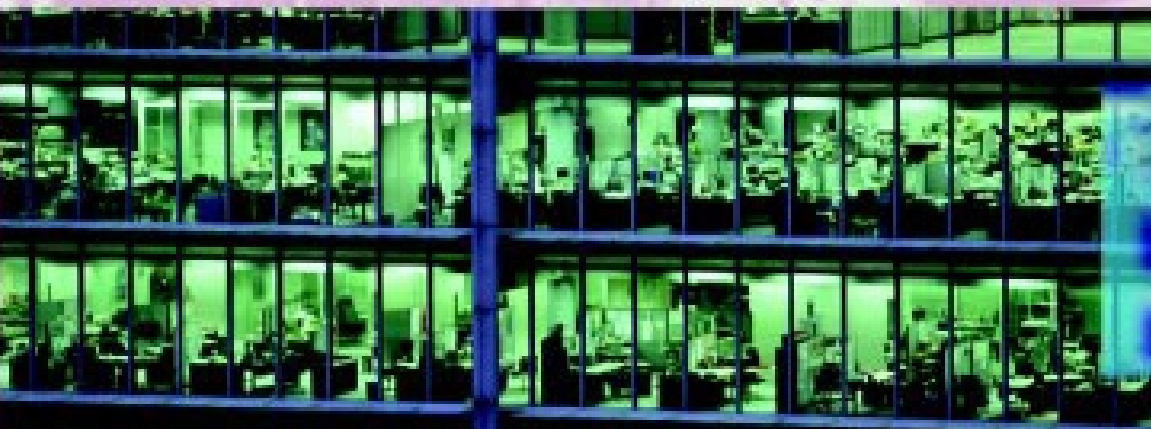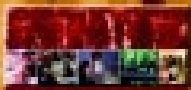
* no more queues - go online instead of standing in line;
* comprehensive information - more and faster information at your fingertips; and
* more options - many service channels for your convenience: be it e-mail; fax; telephone; kiosk; the Internet through computers or mobile devices; or person to person by visiting our offices - the choice is yours.

Developing a genuine E-government requires the active participation of all in the community. Your participation can help us get it right and ensure we continue to deliver the services you need in the form you prefer.

Enhancing Customer-Centric Public Service Provision

E-government is a government that places citizens at the centre of everything it does, and which makes its citizens its very purpose.

2001 Digital 21 Strategy identifies five key themes:

- *Enhance the world-class e-business environment in Hong Kong*
- *==Ensure that the Hong Kong Government leads by example==*
- *Develop Hong Kong's workforce for the information economy*
- *Strengthen the Hong Kong community for digital exploitation*
- *Leverage Hong Kong's strengths in exploitation of enabling technologies*

Developing E-government is one of the five Key Result Areas of the "2001 Digital 21 Strategy - Hong Kong: Connecting the World", promulgated in May 2001 by the Information Technology and Broadcasting Bureau of the Government of the Hong Kong Special Administrative Region as the blueprint for the IT development in Hong Kong.

The vision is to provide more efficient and better quality Government services to the citizens and businesses and to motivate and drive the wider adoption of e-business in the private sector and the community. We have also set ambitious targets for moving E-government forward.

This chapter outlines the progress of E-government and the main services currently available to citizens and businesses which provide a solid basis for further enhancement on the long road to E-government.

Providing one-stop access to Government services

(www.esd.gov.hk)

"We need to develop new ideas and models for delivering services, making the best of the opportunities of Internet and e-Business, for example through the Electronic Service Delivery programme..."

Hon. Tung Chee Hwa,
Chief Executive of the
Hong Kong Special Administrative Region

To provide you with convenient, reliable and high quality public services, over 110 services involving some 40 departments and public agencies are already available through our flagship Electronic Service Delivery (ESD) Scheme web site. More are being added and further services are available through other Government web sites, conveniently hyperlinked together.

## Providing one-stop-shop access to interactive Government information and services

(www.info.gov.hk)

All our bureaux and departments are online with bilingual web sites. The Government Information Centre, the most popular web sites of the Government and visited by over 500 million visitors

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in 2001, is a one-stop information portal providing easy access to all Government web sites. We apply international standards on all our web sites to ensure accessibility to all and best practices in web site development. In addition, we will develop a simplified Chinese character version for Government websites in 2002 to enhance accessibility to Chinese communities outside Hong Kong.
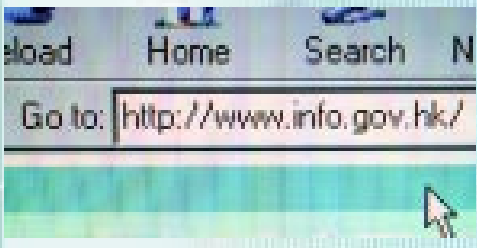
In mid 2002, we will introduce an online news bulletin to disseminate Government news in a more innovative and interactive manner. Rich in multi-media content, photos and graphic illustrations, this online news bulletin will contain articles and interviews with senior officials on Government policies, services and activities. A public forum and Letters-to-the-Editor will also be featured.

E-mail subscribers will be able to customise the daily news service to receive specific types of news suited to their needs. This flagship E-government project will be an effective means to present authentic and timely Government information to the public and further enhance the transparency of Government.

Introducing corporate identity to Government web sites

We are going to enhance the "common look and feel" of Government web sites by introducing standards and guidelines on web design and navigation. Our aim is to present a consistent image to you when you visit any of our web sites.

Communicating your views to Government

(www.info.gov.hk)

Major policy proposals or issues of community interest are often the subject of consultation. You can now reach all bureaux and departments through their web sites and submit your views and comments through e-mail. All bureaux and departments also have e-forms for requesting information under the Code on Access to Information.

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Enabling e-services of your choice

From mid 2003 our new smart identity cards are progressively issued, you will be able to use your identity card for some value-added applications at your wish. These applications will include using your Smart ID card for library card and driving licence related functions. You will also have the option to opt for a free e-Cert embedded in the smart ID card to facilitate e-business and E-government transactions. The new smart ID card may also provide a platform for future applications such as an e-purse and automatic passenger clearance at border points. This will be one of the largest multi-application smart ID card projects in the world.

Moving towards a "one-stop" call centre
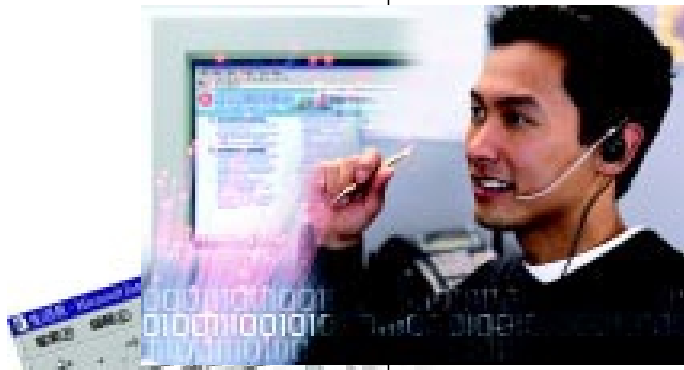
1823 Citizen's Easy Link provides a single point of contact for all enquiries and complaints on environmental hazards and cleanliness subject matters. As responsibility for these matters is currently spread across 16 different departments, 1823 Citizen's Easy Link will bring about significant improvements in the quality and productivity of customer service and complaint handling, and may well serve as a model for future cross-departmental collaboration.

Knowing and exercising your rights and obligations

(www.esd.gov.hk, www.justice.gov.hk)

You can now register as a voter and inform us of your change of registered address online. This makes it easier for you to exercise your right of citizenship and to participate in elections.

Staying up-to-date with the latest legislation has been made easier. You can now access all Hong Kong's legislation round-the-clock. In addition, many Government departments make

available the key provisions of relevant legislation in layman terms to facilitate public understanding, e.g. the Labour Department provides online access to concise guides to the Employment Ordinance and the Employees' Compensation Ordinance.

Volunteering for good cause

(www.esd.gov.hk, www.info.gov.hk/dh)

Enhance your sense of well being by contributing to the community. You can now electronically enroll as an individual volunteer in the Social Welfare Department. In addition, you can also register as an organ donor online.

To further enhance IT awareness in the community, we have rolled out an IT pioneer programme which you can enrol electronically. You can choose to become an IT volunteer during the enrolment process. IT volunteers are invited to assist IT awareness courses and join IT-related social functions.

Ordering Government publications and statistics

(www.esd.gov.hk)

Whenever you need to search for Government information and statistical data, you can visit our online bookstore. You can now browse through the catalogue and purchase Government publications.

Statistical publications such as monthly and annual digests, survey reports and thematic statistical study reports are now available online for purchase. Immediate downloading of the softcopy is possible. Apart from publications, specific statistical tables may also be purchased. We are expanding our services to provide more value-added functions.

"Statistical data are widely applied in business planning, academic research, financial analysis and social studies. Our statistical publications are therefore much in demand. We aim to enable the public to obtain them as conveniently as possible."

Mr. Frederick W. H. Ho, JP
Commissioner for Census and Statistics

Managing your personal affairs

(www.esd.gov.hk)

You can now lodge your tax return electronically and pay taxes online. You can also calculate your salaries tax and access a whole range of tax related information at our web site.

You can also search for and obtain a certified copy of a birth, marriage and death certificate, book an appointment to obtain an ID card, or apply for a senior citizen card online. Better still, you can book your marriage registration date online, as well as through our interactive voice response system.

Introducing a new way of court hearings

The first technology court will start operation in mid 2002. With state-of-the-art network infrastructure, facilities and tools, efficiency in the conduct of trials will be significantly enhanced.

Checking out the latest environmental conditions

(www.esd.gov.hk, www.weather.gov.hk)

You can check the latest weather forecasts, alerts and a variety of real-time weather data through the web site of the Hong Kong Observatory, one of the most frequently visited Government web sites. A WAP version of the service is also available enabling access on the move (wap.weather.gov.hk).

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Interacting with the Police

(www.info.gov.hk/police)

"Information technology has played a pivotal role in the development of the Force, both in terms of efficiency, improved communication, and knowledge management. We will continue to embrace new advances in technology to maintain our operational and management efficiency."

Mr. Tsang Yam-pui,
Commissioner of Police

A large number of reporting forms are already available online allowing you to report lost property, complain about noise in your neighbourhood, complain about telephone nuisance and indeed even complain about the Police. You may also apply for various permits online, e.g. temporary liquor licences and closed area permits. Updated information on crime prevention and the general crime situation is also provided.

Making Government payments

(www.esd.gov.hk)

You can pay your bills 24 hours a day 7 days a week online. This bill payment facility is available for a wide range of services including rates or Government rent, water deposits or water and sewage charges, business registration fees, trade effluent charges, and market stall rental fees. The latest additions to the list of services include payment for Fixed Penalty Tickets for convictions of traffic offences.

Handling Government bills will be even easier in the future. To further promote the one-stop shop concept to the general public and to continue our efforts to be environmental-friendly, we are

currently working on an initiative to combine the delivery and payment of Government bills in one go. In the future, you will be able to receive and pay your Government bills electronically, all at a touch of the button.

Caring for your health

We are going to provide a one-stop access to health related information and specific health advice and tips to promote healthy living in 2002. In addition, we are conducting a study with the aim of developing an electronic health information database for storage of medical records and exchange of knowledge within the health sector.

Making applications for licences and permits

(www.esd.gov.hk, www.licence.tid.gov.hk)

Applying for licences and permits is a regular activity for many businesses. We are trying to make the process easier for businesses to comply. The Business Licence Information Service provides one-stop-shop access to all information relating to Government licences, permits, certificates and approvals.

Doing business with Government

(www.ets.com.hk)

Our Electronic Tendering System is one of the first Government electronic tendering systems in the world that allows both tender dissemination and submission of tender offers. Businesses can use this secure electronic means to register as a Government supplier, receive notification of tenders, download tender documents, make enquiries about tenders, submit tender offers and receive notifications of tender award from anywhere in the world. We are introducing enhancements to the system to extend its scope to cover more tender types and higher tender values.

We are also developing an electronic marketplace to facilitate Government purchases of lower value items. Doing business with our suppliers online will not only foster an IT savvy busi-

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ness environment (particularly for our SMEs), it will also improve efficiency within our internal purchasing processes.

We are using CD-Rom to disseminate tender information and receive tender submissions for works projects which normally involve voluminous data and bulky submissions, so as to increase efficiency in the processes. We also disseminate tender information on the Internet. We are now studying the tender submission for works projects over the Internet.

> *"With the support of the construction industry, the electronic dissemination of tender documents for works contracts commenced more than a year ago... To sustain the momentum on the use of IT, we will need a coherent strategy on electronic collaboration. We are currently conducting a consultancy study on electronic services delivery for public works projects with a view to formulating a strategy by mid 2002."*
>
> *Mr. Lee Shing-see, JP*
> *Secretary for Works*

These initiatives will contribute to our overall target of conducting at least 80% of Government procurement tenders through electronic means by end-2003.

Moving towards paperless customs clearance

There is a world-wide trend towards a paperless customs clearance service. Recognised as one of the top 25 computer projects in the Asia Pacific Region, the computer-based Air Cargo Clearance System at the Hong Kong International Airport enables electronic pre-arrival clearance of cargo, thus improving the efficiency of customs clearance and providing a much faster service for businesses. The system is well received by the trade.

Leveraging IT to facilitate trade

Electronic data interchange (EDI) is the computer-to-computer exchange of business information in a standard format. It reduces the paperwork involved in trading procedures and improves efficiency. With the rapid growth of electronic com-

merce and Internet applications worldwide, Hong Kong businesses must quickly embrace the use of EDI in order to remain competitive. To promote the wide use of EDI in Hong Kong, the Government has implemented EDI for five key Government-related trade documents, namely Restrained Textile Export Licences, certificates of origin, dutiable commodities permits, production notifications and trade declarations. In the first half of 2002, we will launch EDI service for the submission of cargo manifests for air, sea and rail carriers. We are also studying the feasibility of implementing EDI for the submission of cargo manifests for the road mode of transport.

In addition, we are studying the feasibility of a 'single window' for the trade to communicate with Government electronically in the import, export and transshipment of cargoes, as well as in the clearance of port formalities by the associated carriers. The aim is to facilitate seamless integration and efficient processing of data between the trade and the Government.

We also facilitate businesses to identify and conduct business with overseas buyers, suppliers and partners. Through the Internet, the Hong Kong Trade Development Council provides up-to-date global market and buyer information and matches Hong Kong suppliers with overseas companies wishing to do business with Hong Kong. Resourceful information on China trade is also provided to keep Hong Kong companies abreast of business opportunities in the mainland of China.

Facilitating the development of "Logistics Hong Kong"

(www.logisticshk.gov.hk)

"With Hong Kong's excellent transportation facilities and the Pearl River Delta's high productivity, together we can develop into a logistics hub to link the Mainland with the world. We can promote the development of an inter-modal transportation system and consider other supporting facilities to speed up the flow of goods and information. The provision of integrated services will also strengthen Hong Kong's competitive advantage as a supply-chain base."

Hon. Tung Chee Hwa,
Chief Executive of the
Hong Kong Special Administrative Region

We are fully committed to providing a conducive environment and the necessary infrastructure, including suitable IT platforms, to facilitate the development and promotion of Hong Kong as the preferred international and regional transportation and logistics hub. The Hong Kong Logistics Development Council (LOGSCOUNCIL) is reviewing projects needed to facilitate e-communication amongst players in the supply chain.

Checking out building plans

You can now quickly retrieve and view electronic private building plans for Mong Kok, Yau Ma Tei and Tsim Sha Tsui districts within a few minutes, instead of 10 working days under the paper-based system. We will consider the feasibility of extending the service to cover building plans of other districts and putting the service over the Internet.

Facilitating foreign investments

(www.esd.gov.hk, www.investhk.gov.hk)

More than 900 international corporations have chosen to base their regional headquarters in Hong Kong and over 2,200 have established regional offices here. To attract foreign direct investments to Hong Kong, we have developed and provided online business setup guides, giving you detailed information on ways to setting up your business, arranging commercial, residential and industrial premises, dealing with business taxation, immigration procedures, getting support from banking, financial, utilities and transport, all to facilitate establishment of business presence in Asia's most dynamic economy. Sector-specific information, from Accounting and Auditing to Shipping and Logistics, together with hyperlinks to relevant Government bureaux, departments and business organizations, are also readily available all at a click of a button. The website is available in four languages: English, traditional Chinese, simplified Chinese and Japanese.
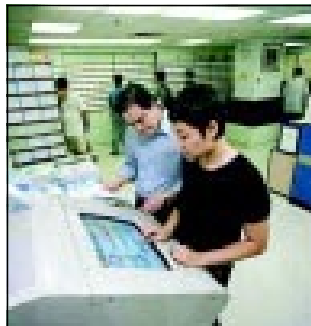
Marketing of employment opportunities

(www.esd.gov.hk, www.jobs.gov.hk)

We have rolled out an online interactive employment service to facilitate the provision of employment services. Job seekers can

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now login and register for desired positions. You can also prepare resumes, apply for jobs online and receive reminder e-mails when suitable jobs are identified. We will also provide IT facilities for those wishing to access these e-services at our job centres. As employers, you can post your vacancies, and with a click of the button, search the profiles of registered candidates and select suitable applicants for interview, all online.

Applying for Government jobs

(www.csb.gov.hk)
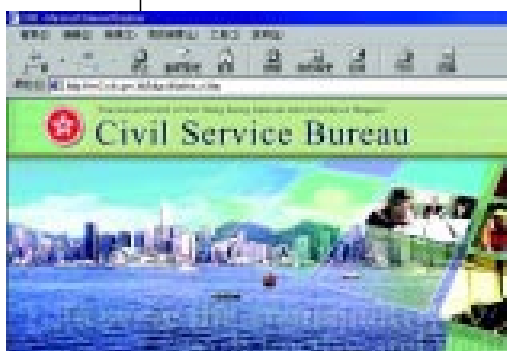
You can now browse civil service job opportunities and current vacancies on our web site, download application forms or submit on-line applications for a number of Government jobs. In future, you will be able to submit on-line applications for most vacancies through a click of a button on our web site.

Obtaining educational resources

(www.hkedcity.net)

"We see information technology as an important tool that will help us modernise the management of the school, improve information flow among stakeholders, enhance the effectiveness of teaching and learning, and, most of all, change the paradigm of learning."

Mrs. Fanny Law, JP
Secretary for Education and Manpower

Sharing resources and offering additional communication channels to teachers and students promote efficiency and innovation within the education community. Hong Kong EducationCity.Net is the world's first Government owned commercial education portal. This portal provides students and teachers with news, games, information on studying abroad, chat rooms, electronic library facilities and a resource site for both students and teachers to access. The portal also provides commercial opportunities for companies offering services and products to the education sector.

Obtaining public examination related services

(www.esd.gov.hk)

The examination results for the Hong Kong Advanced Level Examination and the Hong Kong Certificate of Education Examination were disseminated online in July and August 2001. Soon, you will be able to register for some public examinations and purchase examination publications.

## Providing multimedia facilities for students

Children in primary and secondary schools will be able to take advantage of special multimedia learning labs in the near future. Driven by the Quality Education Fund's solid commitment to improving IT access and using IT to improve overall education, these labs will provide students with additional exposure to IT while enhancing their learning experience. So far, some 200 Multimedia Learning Centres have been built in schools.

Making seamless ticket purchases

(www.esd.gov.hk)

You can easily discover what cultural and entertainment events are currently going on in Hong Kong and buy tickets for these events online. Self-service ticketing is now available at many ESD kiosks to make it easier and more convenient to acquire tickets. Simply select the event, make the payment and receive your tickets right away.
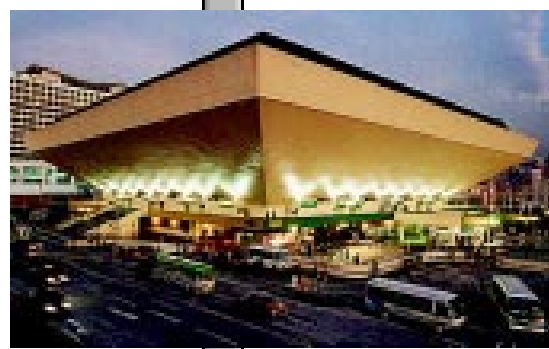
Booking leisure / sports facilities and programmes

(www.esd.gov.hk)

You will shortly be able to book and pay for the use of Government leisure and sports facilities and enroll-in programmes such as swimming, tennis and Tai Chi classes online. This will save you that extra trip to the facility just to make booking and payment. In the future, you can also book holiday camp facilities online, making it easier for you to plan your leisure activities.

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Gaining access to e-library services

(www.hkpl.gov.hk)

Library users can now submit applications for library cards, access library catalogues, reserve and renew books from the vast collections of the Hong Kong public libraries online. In addition, English electronic books at NetLibrary are now accessible via the Internet to library cardholders.

Renewing driver's and vehicle licence

(www.esd.gov.hk)

Drivers and vehicle owners can renew their licences, or report change of address; repeaters can also apply for road test appointments, all online. In addition, you can now apply to reserve your favourite registration marks for auctions.

Moving towards intelligent transport management

(www.esd.gov.hk)

"The 21st century is an era of IT. Every sector of our community will involve more and more extensive use of IT, and transport is no exception."

Mr. Nicholas Ng, JP
Secretary for Transport

Information on traffic conditions will greatly facilitate efficient road use. You can visit our web site to check the traffic conditions of some 43 locations throughout the territory. A video
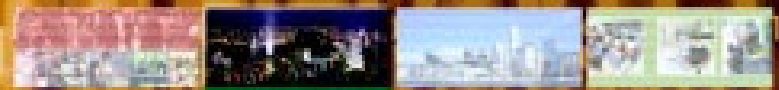
service on 20 popular spots around the territory is also available. We will extend this service to cover more locations in the future.

We are planning to establish a comprehensive transport information system that will provide territory-wide traffic information. The system will facilitate the development of value-added services such as advice on public transport options, routes to specific destinations, fleet management and car navigation services.
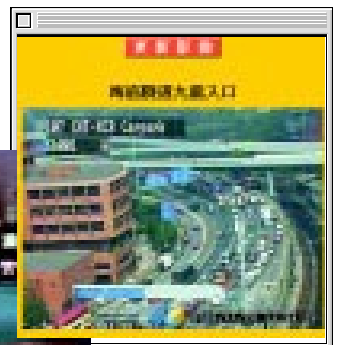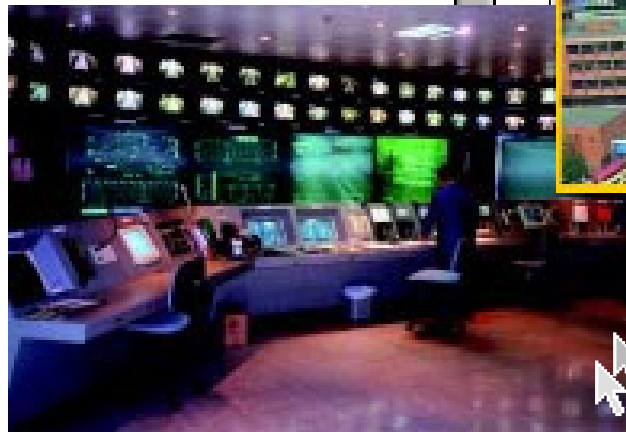
Getting around in Hong Kong

(www.esd.gov.hk, www.discoverhongkong.com)

There are many ways for using digital maps in our daily lives. We have developed a full set of digital maps, which form a significant IT infrastructure for locating specific services. Through a private sector partnership and several licensing arrangements, we have promoted wide usage of these maps for computers and mobile devices. These include the provision of mapping information for restaurants, transport routes, weather conditions as well as cultural and leisure facilities. Electronic street and building guides are also available using the digital map infrastructure.

Overseas visitors can plan an entire trip to Hong Kong using the Internet. Our Hong Kong Tourism Board web site, available in 12 languages, allows you to access visa requirements, choose a hotel, locate airlines, plan sightseeing activities, purchase and even glimpse live views of Hong Kong from a web cam! Additional information on Hong Kong's happenings and activities are also available for free subscription online.
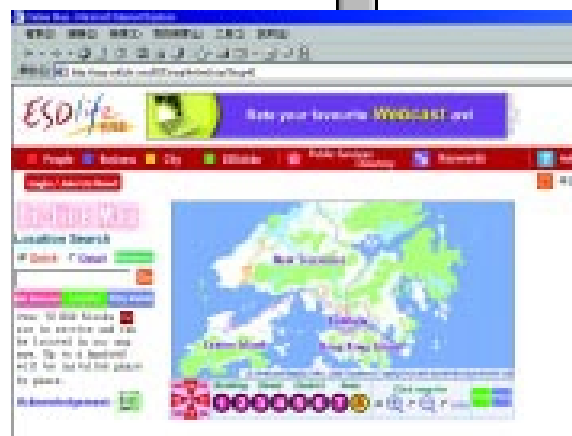
Developing
E-government
in the Digital World

E-government *IS NOT* a big information technology project. E-government *IS* about using technology to improve government for people.

E-government development in Hong Kong has already come a long way. We are favourably assessed in international benchmarking studies and have some major achievements. The Electronic Service Delivery (ESD) Scheme, a key E-government initiative in Hong Kong launched in December 2000, won Sweden's prestigious Stockholm Challenge Award 2001.

This chapter outlines the various efforts that Hong Kong has possessed and made in taking advantage of the benefits of E-government and the different focuses as we move ahead on the road to E-government.

A strong and committed Government

A dedicated E-government Coordination Office was set up in August 2001 under the Information Technology and Broadcasting Bureau to coordinate and drive E-government initiatives across Government.
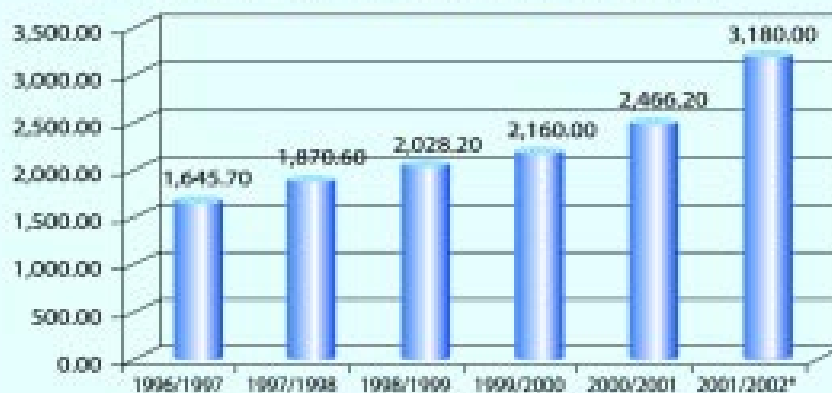
We have already devoted substantial resources to E-government and are progressively increasing those resources to build the momentum for E-government take-up. In 2001/02, the Government is anticipated to spend some HK$3.18 billion (US$ 408 million) on IT[i].

"The Hong Kong Government is firmly committed to driving our growth as a leading digital city. We will take the lead and will continue to invest in IT for building an efficient E-government ..."

Mrs. Carrie Yau, JP
Secretary for Information Technology and Broadcasting

Government IT Expenditure (HK$M)

Year	Expenditure
1996/1997	1,645.70
1997/1998	1,870.60
1998/1999	2,028.20
1999/2000	2,160.00
2000/2001	2,466.20
2001/2002*	3,180.00

* Projected value

Source: Information Technology Services Department, 2001
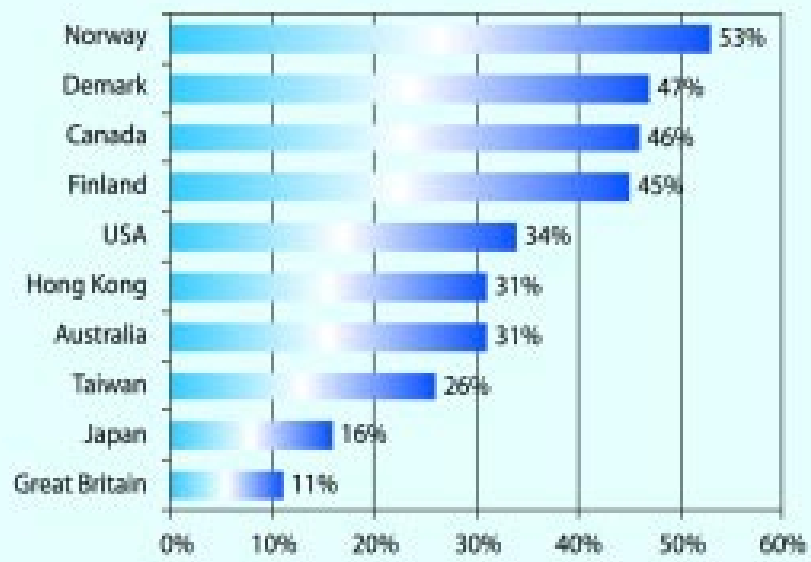
An IT Savvy Community

Computer penetration in homes and establishments stands at 61% and 50% respectively[ii]. Some 80% of households and 75% of establishments having computers[iii] are already Internet connected, boosted by a competitive Internet service provider market with some 257 licensed providers[iv].

Hong Kong citizens are early adopters of technology. Globally, we are one of the highest users of mobile phones with 84% of total population having mobile phones[v]. Hong Kong has embraced smart card technology, with some 7.9 million e-money smart cards in circulation[vi]. The use of the e-money smart cards has extended from its initial use in transport, convenience and fast food outlets to education and leisure facilities. Our high Internet penetration at 48.7% of all households with around 20% of all households using broadband connections[iii] also adds to the e-readiness of our population to transact online. This infrastructure provides excellent opportunities and conditions for our community to enjoy the benefits of innovative services anytime, anywhere.

It is no surprise therefore that our citizens actively use Government services and information online. Some 31% of our population used our online services in 2001[vii], which positions Hong Kong sixth amongst the 27 economies surveyed. It is evident that the Hong Kong community is ready to take advantage of E-government.

Level of Government Online Use in 2001

PERCENTAGE OF POPULATION WHO USED GOVERNMENT ONLINE SERVICES IN THE PAST TWELVE MONTHS

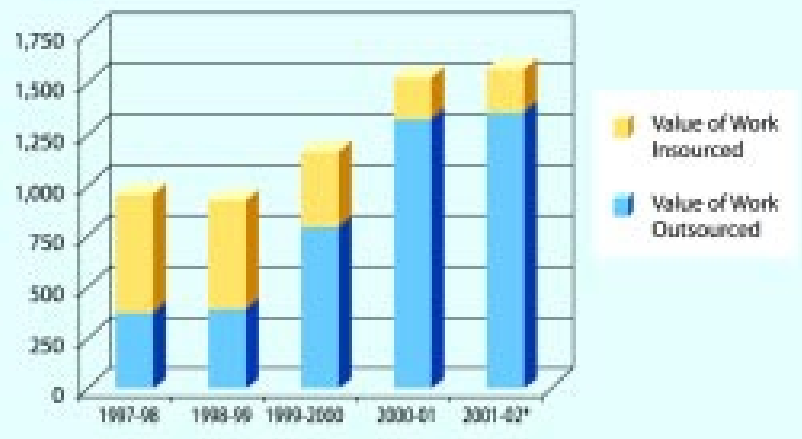| Country	Percentage
Norway	53%
Demark	47%
Canada	46%
Finland	45%
USA	34%
Hong Kong	31%
Australia	31%
Taiwan	26%
Japan	16%
Great Britain	11%

Source: Government Online: An International Perspective - 2001 Benchmark Research by Taylor Nelson Sofres, November 2001

A supportive local IT industry

Since 1998, we have adopted an active outsourcing strategy for the provision of IT services within Government. This has helped enlarge and accelerate the delivery capacity of IT solutions for Government, and to create a market of sufficient size to work as partners with Government to develop E-government. Currently, over 80% of all our new IT project development is provided by the private sector[i]. As we further exploit E-government and IT developments, we will continue to outsource not only new Government IT projects but also activities that are currently performed in-house.

Amount of Government IT work Insourced Vs outsourced (HK$M)

Legend: Value of Work Insourced; Value of Work Outsourced

Years: 1997-98, 1998-99, 1999-2000, 2000-01, 2001-02*

* Projected value

Source: Information Technology Services Department, 2001

We are keen to adopt innovative approaches in implementing E-government. The public-private sector partnership approach to a number of our E-government projects ensures we are capturing the best available services in the marketplace. The ESD Scheme is one example of this type of partnership. Its implementation makes the best use of private sector resources and expertise in the development, operation, maintenance and marketing of the service.

A sound framework to protect security and privacy

The Electronic Transactions Ordinance, enacted in January 2000, lays the legislative framework for the conduct of electronic transactions. Public certification services are provided to individuals and businesses for the conduct of secure electronic transactions. With the advance of mobile commerce, the Hongkong Post Certification Authority also launched the world's first mobile e-Cert sytem in October 2001. The new mobile e-Certs will be available for individuals and businesses to authenticate their identities over various types of mobile devices, including Personal Digital Assistants (PDAs) and mobile handsets.

Security and privacy are important elements of our E-government effort. Over the years, we have introduced measures to safeguard information integrity and security across and within Government systems. The Personal Data (Privacy) Ordinance protects the privacy interests of individuals in relation to personal data, and its provisions are strictly observed in the storage of personal information and provision of E-government services. These ensure that you can conduct transactions with Government securely.

A solid and flexible internal Government infrastructure

Over the years, we have built a solid, robust and flexible Government information infrastructure that will support E-government initiatives. By the end of 2001, all bureaux and departments will

have broadband access to the Internet enabling faster response times. Currently, one in two civil servants have a computer to facilitate their daily work, and we are introducing programmes to enhance computer access for all officers. To cater for the need of officers working outdoors, we are introducing PDAs to facilitate off-site operations. Our aim is to provide our officers with the right kind of technology and applications that best suit their needs.

We have also continually refined our standards and guidelines to ensure our Government systems interoperate with each other and with those of our stakeholders. This assists in the furtherance of seamless E-government and enables Government to communicate more effectively with the community.
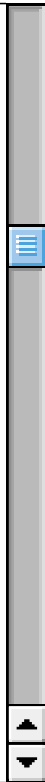
Progress of E-government Development in Hong Kong

Having built a strong foundation for E-government, we are in good position to embark on new challenges. E-government typically passes through several levels of sophistication - each one becoming progressively more complex and involving more stakeholders, both from the public sector and the private sector.

Level	Progress
1	**Internet as additional information channel** We have long recognised the role of the Internet as an additional information channel. Citizens are able to retrieve information from the bilingual web sites of all our Government bureaux and departments.
2	**Provision of departmental electronic services** Government has already provided electronic options for over 70% of services amenable to electronic mode of delivery. Citizens are able to perform electronic transactions with individual departments. We have set a target to increase the percentage of electronically available services to 90% by end-2003.
3	**Joined up Government** The traditional boundaries between departments begin to fade. Our ESD Scheme has made a major step towards providing a one-stop, customer-oriented Government service. Citizens are able to access all Government related information and services through a single entry point. "Joined up" Government means that we need to enhance our inter-departmental collaboration to deliver more quality services to the public in a one-stop and customer-oriented manner. This requires even more effort at business process reengineering and removing barriers.

4   Re-defined Government

Our partnership with the private sector in developing and operating the ESD Scheme demonstrates a changing role for Government in the provision of public services.

Many of our departments are now considering outsourcing the provision of Government services to the private sector, leveraging the use of Internet and information technology. Further private sector involvement will enable Government to make efficient use of the resources, expertise and flexibility of the private sector.

Although we have already made significant progress in providing one-stop, customer-oriented Government services, this is just the beginning. We are committed to providing you with continual improvements in the breadth of services offered and the efficiency of their delivery. We shall continue to improve user friendliness of the services we provide and encourage utilisation of these services in order to make it a success for all of us.

Connecting Citizens, Businesses and Government

Soon we will no longer be talking about
E-government - it will simply be "the" government.

E-government is about shifting the focus from the technology to the people who use it. It is about helping individuals, businesses and the community turn possibilities into reality. We are delighted by what has been achieved so far and gratified by the public support and the international recognition our efforts have received. But we know even more exciting and useful opportunities lie ahead. E-government will improve the way we interact with businesses and individuals, and act as a stimulus to encourage greater use of information technology within the Hong Kong community.

E-government is providing new and easy ways for you to participate and access a myriad of services and information more efficiently and effectively. As the number and sophistication of users increase, businesses find a larger and better informed and connected market to use their services and products. Investors also recognise Hong Kong as a 'switched on' economy with an entrepreneurial spirit and sophisticated clientele and infrastructure.

These developments will continue to lead the world and position Hong Kong as a leading digital city in the 21st Century. To realise our vision, we need the continuous support of the IT industry which has been our close partner in providing quality service to support the E-government development. We will continue to uphold and implement our outsourcing policy to make better use of the resources in the industry. We also need to focus our effort on a number of high priority areas that will deliver high value outcomes and improvements to the community and Hong Kong. Participation and support from both citizens and businesses is the key to reaping the full benefits of the E-government to us all.

Useful web sites

For further information on E-government and the electronic version of this booklet, please visit www.digital21.gov.hk/eng/e-gov.

Department / Service	Web Address
Information Technology and Broadcasting Bureau	www.info.gov.hk/itbb
Government Information Centre	www.info.gov.hk
Digital 21 Strategy	www.digital21.gov.hk/eng/e-gov
Electronic Service Delivery Scheme	www.esd.gov.hk
Business Licence Information Service	www.licence.tid.gov.hk
Civil Service Vacancies	www.csb.gov.hk
Bilingual Laws Information System	www.justice.gov.hk
Electronic Tendering System	www.ets.com.hk
Hong Kong Education City.Net	www.hkedcity.net
Hong Kong Examinations Authority	www.hkea.edu.hk
Hong Kong Observatory	www.weather.gov.hk
Hong Kong Online Map	www.esd.gov.hk
Hong Kong Police Force	www.info.gov.hk/police
Hong Kong Public Libraries	www.hkpl.gov.hk
Hong Kong Tourism Board	www.discoverhongkong.com
Invest Hong Kong	www.investhk.gov.hk
Interactive Employment Services	www.jobs.gov.hk
Logistics Hong Kong	www.logisticshk.gov.hk
Road Traffic Information Service	www.igsd.gov.hk/td
Statistical Bookstore	www.statisticalbookstore.gov.hk

Footnotes

i   Information Technology Services Department, 2001

ii   Census and Statistics Department, November 2001, Report on 2001 Annual Survey on Information Technology Usage and Penetration in the Business Sector

iii   Census and Statistics Department, November 2001, Thematic Household Survey Report No.6

iv   Information Technology and Broadcasting Bureau, October 2001

v   Office of the Telecommunications Authority, October 2001

vi   Creative Star Limited, press release, November 2001

vii   Government Online: An International Perspective - 2001 Benchmark Research, Taylor Nelson Sofres, November 2001