



電子政府下一階段的發展
E-government –
The Next Wave of Development

14 March 2005

第一階段的電子政府計劃

First Phase of E-government programme

- ✦ 重點：提供網上資訊及促進電子交易
Focus : publishing information online and enabling e-transactions
- ✦ 90% (或1,200項服務)適合電子化的公共服務已提供電子服務選擇
1,200 services with e-option, representing 90% of services amenable to electronic delivery
- ✦ 需採取「全政府性角度」的提供服務理念，由以客為本的方式取代以個別部門為本的方式
Need to move from a government-centric to a customer-oriented way of providing e-services, adopting a "whole-of-government" approach

下一階段的電子政府 - 設立獲賦權的架構

Next Wave of E-Government –

(A) Establishing empowered institutions

- ✦ 資訊科技總監辦公室於 2004年 7月1日成立，擔當更主動和積極的領導角色

Office of the Government Chief Information Officer established on 1 July 2004 to provide more visible and proactive leadership

- ✦ 由財政司司長擔任主席的電子政府督導委員會於 2004年 9月成立，以督導電子政府計劃的進一步發展

E-government Steering Committee, chaired by the Financial Secretary, set up in September 2004 to steer the further development of e-government

下一階段的電子政府 - 訂立共同理念 Next Wave of E-Government – (B) Embracing a Common Vision

利用資訊科技提供以客為本的服務，
從而建立開放、負責任及高效率的政府，
以及推動香港作為領先的數碼城市

**Use information technology to provide
customer-centric services that promote an
accessible, accountable and efficient
government and contribute to Hong Kong's
achievement as a leading digital city**

下一階段的電子政府 - 重點工作

Next Wave of E-Government - (C) Focusing on Key Priorities

a) 提供電子政府服務的新策略

New Strategy for e-government service delivery

新策略的目標：

Objectives of the new strategy:

- 提升電子政府服務的質素和使用率
Enhance the quality and boost the utilization of e-government services
- 讓更多私營機構參與
Allow more private sector participation
- 推廣電子商貿和商務
Promote e-commerce and e-business

下一階段的電子政府 - 重點工作

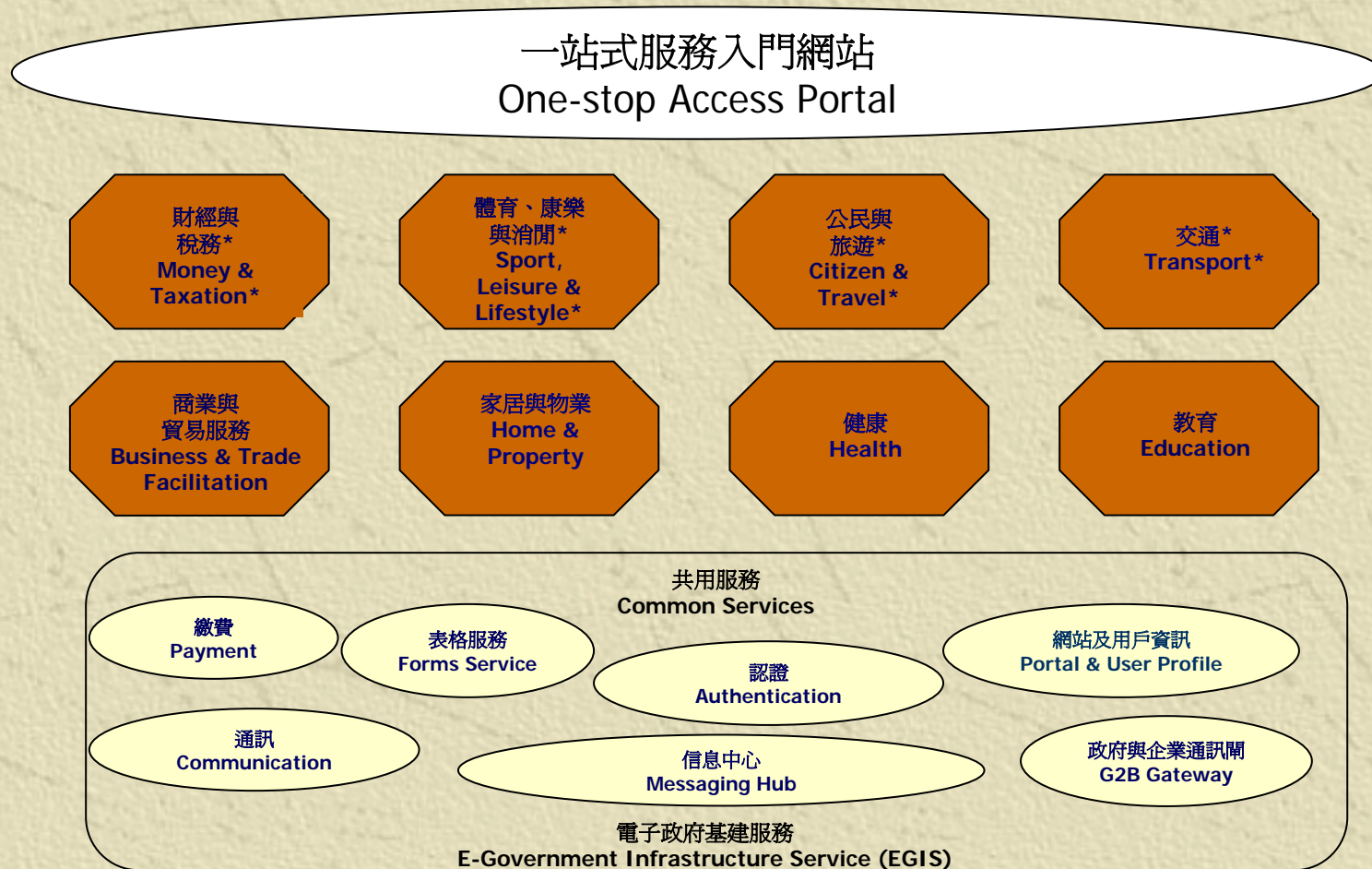
Next Wave of E-Government - (C) Focusing on Key Priorities


a) 提供電子政府服務的新策略 New Strategy for e-government service delivery

- 採用服務群組的方式
Adoption of a service clustering approach
- 設立一站式服務入門網站
Provision of a one-stop access portal
- 採用開放和互用標準
Adoption of open and interoperable standards
- 提供共用基建服務
Provision of common infrastructural services
- 採用客戶關係管理
Adoption of Customer Relationship Management (CRM)

提供電子公共服務的未來模式(暫定)

Future Model of Delivery of Electronic Public Services (Tentative)



 服務群組
Service clusters

*  優先服務群組
Priority service clusters

下一階段的電子政府 - 重點工作

Next Wave of E-Government - (C) Focusing on Key Priorities

a) 推行電子政府服務新策略的時間表 Time Table for New Strategy for e-government service delivery

- 於2005年上半年邀請業界提交發展新策略的意向書
Invite Expression of Interest from industry in the first half of 2005
- 於2005年年底制訂服務群組的具體業務及推行計劃
Draw up business and implementation plans for clusters before end 2005
- 於2006年開發服務群組及共用基建服務
Develop service clusters and common services in 2006
- 於2007年年內分期推出優先服務群組
Establish priority service clusters by phases from early to end 2007

下一階段的電子政府 - 重點工作

Next Wave of E-Government - (C) Focusing on Key Priorities

b) 客戶關係管理

Customer Relationship Management (CRM)

✦ 就推廣應用客戶關係管理制訂推行策略

Map out an implementation strategy to promote CRM adoption

✦ 於本年4月公布客戶關係管理的實務指引

Issue a Practical Guide in April 2005

下一階段的電子政府 - 重點工作 Next Wave of E-Government - (C) Focusing on Key Priorities

c) 服務途徑管理策略 Channel Management Strategy

在2005年第3季公布服務途徑管理策略，就下列事項提供指引：
Promulgate a channel management strategy by Q3 2005 to provide guidelines on:

- 提升電子服務的質素及吸引力
Enhancement of e-service quality and attractiveness
- 為高增值的服務訂定目標使用率
Set utilization targets for high value-added e-services
- 引入不同措施鼓勵客戶轉用電子服務
Introduction of incentives to migrate customers to the e-channel
- 適當地調整提供服務的途徑
Rationalization of service delivery channels

下一階段的電子政府 - 重點工作

Next Wave of E-Government - (C) Focusing on Key Priorities

d) 電子採購 E-procurement

✦ 制訂推行電子採購的策略，以提高內部效率和推動工商界應用資訊科技

Map out a strategy for taking forward e-procurement, aiming to enhance internal efficiency and driving IT adoption in the business sector

✦ 預計於 2005年第三季將有研究結果
Study findings expected by Q3 2005

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e) 衡量電子政府措施所帶來的效益 Measuring the benefits of e-government initiatives

就適用於確認及量度電子政府措施的效益的方法及工具，於 2005年進行研究

Commission a study within 2005 on methodologies and tools to identify and measure the benefits of e-government initiatives

持續進行的措施的進度

Progress of On-going Initiatives

A. 「公共服務電子化」計劃及其他電子服務 ESD Scheme and other E-services

a) 嶄新服務 New services

物業印花稅系統、綜合註冊資訊系統、綜合公司註冊資訊系統第一期，及為網上訂購統計及其他政府刊物服務提供15%折扣
Property Stamping System, Integrated Registration Information System, Integrated Companies Registry Information System Phase 1, 15% discount for online purchase of statistical and government publications

b) 客戶意見 Customer feedback

透過客戶意見調查、面談、意見表格、電郵及電話熱線等方式
Through such means as customer surveys, face-to-face interviews, suggestion forms, e-mail and telephone hotlines

持續進行的措施的進度

Progress of On-going Initiatives

B. 網上預訂社區會堂／中心的設施及設立電子政府服務中心 Online booking of facilities in community halls/centres and setting up of e-government service centres

民政事務總署會於其資訊系統策略研究中考慮可行性
Home Affairs Department to explore potential in its
Information System Strategy Study

C. 智能身份證 Smart Identity Card

- ✦ 使用智能身份證自助過關 – 由2004年12月
Automated passenger clearance using smart ID cards
from Dec 2004
- ✦ 新的功能（駕駛執照功能，預訂體育設施及康樂活動的自助服務） – 2006年
New applications (driving licence application, self-service
booking for sports facilities and leisure activities) in 2006

持續進行的措施的進度

Progress of On-going Initiatives

D. 物業資訊通 Property Information Hub

計劃於2005年年中前制訂未來的發展路向
Aim to recommend a way forward by mid 2005

E. 綜合刑事執法處理程序 Integrated Criminal Justice Process (ICJP)

就發展這項計劃的緩急次序及負責推行的決策局尋求
政策指引

Will seek a policy steer on the priority and leading
bureau for the programme

持續進行的措施的進度

Progress of On-going Initiatives

F. 政府與僱員及政府與政府服務 Government-to-Employee (G2E) and Government-to-Government (G2G) services

於2006年9月前完成資訊科技設施普及計劃
To complete IT Accessibility Programme in Sep 2006

G. 統一的「外觀與風格」標準 Common Look and Feel (CLF)

計劃於2005年11月或以前，完成各局及部門的網站更新工作
Target is for all B/Ds to complete the programme by
November 2005

持續進行的措施的進度

Progress of On-going Initiatives

H. 全球定位系統 Global Positioning System (GPS)

✦ 逾10個部門已採用或計劃採用GPS。共有11個應用系統現已推行，另有6個正在推行中。

Over 10 B/Ds have adopted or planned to adopt GPS. 11 GPS applications have been implemented and 6 are being built.

持續進行的措施的進度

Progress of On-going Initiatives

H. 全球定位系統 (續)

Global Positioning System (GPS) (Cont'd)

政府推行的促進措施:

Facilitation measures by the Government:

- ✦ 成立新的無線及流動科技推廣專責小組，著力推廣以GPS配合其他無線及基於位置應用系統的更進一步使用
Set up a new task force on promotion of wireless services and technologies to address further adoption of GPS together with other wireless and location-based applications
- ✦ 舉辦及統籌推廣活動
Organize and co-ordinate promotional events
- ✦ 提供資助
Provide funding support
- ✦ 建立所需的基建設施
Build up the necessary infrastructure



簡報完畢
End of Presentation

謝謝！
Thank You!