# 立法會
## *Legislative Council*

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## Panel on Information Technology and Broadcasting

## Meeting on 13 May 2010

## Updated background brief on E-Government programmes

### Purpose

This paper gives an account of the development of the E-government programmes and also a summary of views and concerns expressed by the Panel on Information Technology and Broadcasting (the Panel) in previous discussions.

### Development of the E-government programmes

2.      On 4 May 2001, the Government promulgated "Digital 21" Information Technology (IT) Strategy (the Strategy) to update and revise Hong Kong's IT strategy to keep pace with the changing technological landscape and the global E-business development, so as to develop Hong Kong into a leading digital city in the globally connected world.   One main focus in the Strategy was to develop E-government to modernize Government operations, enhance efficiency and optimize the use of limited resources, as well as improve the quality of service delivery to the community so as to meet the increasing aspirations and demand in the Information Age.

3.      In the first phase of the E-government programmes launched in 2001, the Government put in place a secure and reliable infrastructure and provided an e-Option for 90% (or 1 200 services) of the public services amenable to the electronic mode of delivery.   In March 2005, the Administration announced the implementation of the next wave of E-government which focused on "integrating and transforming E-services".   Government bureaux and departments were required to move from a government-centric way to a "whole-of-government" and customer-oriented approach in providing E-services.   In this regard, the Office of the Government Chief Information Officer (OGCIO) was established within the then Commerce, Industry and Technology Bureau which sought, among other things, to provide more visible and proactive leadership for the Government to drive the development of E-government.   A Task Force on E-Government Service

Delivery comprising leaders of IT from a number of leading Hong Kong enterprises, as well as academics and Government representatives was set up under the Digital 21 Strategy Advisory Committee to help formulate suitable objectives, strategies and initiatives.

GovHK

4.	At its meeting on 3 March 2006, the Finance Committee approved a commitment of $170.8 million for developing GovHK and enhancing the central infrastructure to support the implementation of the new strategy. GovHK was officially launched in August 2007 to gradually reprovision the E-government services provided through other platforms, such as the Electronic Service Delivery (ESD) portal and the Government Information Centre[1].

Pan-Government IT Strategy

5.	The Administration is formulating a Pan-Government IT Strategy to provide overarching IT direction and strategy to bureaux and departments, and to determine what IT initiatives should be taken centrally, and which by bureaux and departments. This strategy will address five main areas, namely governance on IT investments, IT-enabled business transformation, information and data management, technology architecture and infrastructure, and human resources. Many aspects of the strategy are already in place, and the Administration will progressively enhance the strategy to reflect the key drivers of change with a view to completing the first phase of strategy enhancement in time for relevant projects to be considered in 2010-2011.

Progress of the implementation of E-government programmes

6.	According to the Administration's report in the Administration paper (LC Paper No. CB(1)1843/09-10(07)), good progress has been made in the past year on the implementation of E-government programmes as highlighted below:

    (a)	revamp of the GovHK website and launch of its mobile/accessible version;

    (b)	launch of a pilot scheme on paper-less meeting;

    (c)	roll out of more E-procurement initiatives to pilot departments and suppliers;

    (d)	set up of the Electronic Health Record (eHR) Office to take forward the development of eHR;

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[1]	The Government's services on the ESD*life* portal have been migrated to GovHK after the expiry of the Government's contract with the operator of the ESD Scheme in January 2008. The Government Information Centre was retired in May 2007.

(e) launch of the Road Cargo System to start a trial run to facilitate seamless customs clearance at the land boundary;

(f) considering further extension of the pilot scheme on Express e-Channel at the Lo Wu Immigration Control Point;

(g) implementation of the Client Information System to facilitate effective social welfare services;

(h) full production launch of the Government Financial Management Information System;

(i) development of online applications for incorporation of companies and filing of company documents; and

(j) implementation of the One-Stop Shop IT system to provide one-stop services to job-seekers.

**Discussion by the Panel on Information Technology and Broadcasting**

7. The Panel received regular reports from the Administration on the implementation of the E-government programmes. Panel members generally supported the development of E-government in Hong Kong.

8. At the Panel meetings held on 13 May 2008 and 11 May 2009, some members expressed concern whether the Government had sufficient IT professionals with the right skills and experience to drive the E-government programmes and manage the IT initiatives. Referring to the staff lay-offs in the information and communication technology (ICT) sector, members considered that the Administration should help unemployed ICT professionals remain in the industry, such as by taking initiatives to create more IT jobs under the E-Government programmes. Some members noted that the hiring of contract staff might affect the service continuity of the Information Technology Management Unit (ITMU) providing IT support to various Government bureaux and departments. They suggested that consideration be given to resuming the recruitment of IT professionals for the civil service to ensure that the Government had a sustainable and robust IT workforce. Concern was also raised that most of the directorate officers overseeing the work of the ITMUs in various bureaux and departments were not well-versed in IT and tended to consider IT projects from a user perspective rather than a technical perspective, making it difficult for the outsourcing suppliers to satisfy their needs, thus causing delay to the completion of the projects. Members considered that apart from administrative skills, the senior officers in the relevant bureaux and departments should also possess IT knowledge necessary for managing the IT projects. The Administration was urged to undertake measures to enhance the IT knowledge of these responsible officers so that they could have a more balanced perspective on IT projects.

9.      Panel members expressed concern about the low information communication technology (ICT) penetration rate among SMEs and urged the Administration to identify barriers to ICT adoption.  Noting that most of the Government IT projects were awarded to large IT service providers and suppliers, Panel members called on the Administration to consider sub-dividing the projects into smaller items, so as to provide more opportunities for SMEs in the IT sector to bid for the contracts.  The Administration was also requested to review how the overall Government procurement policy and the Government Procurement Agreement under the World Trade Organization (WTO GPA) could engage local ICT SMEs in the provision of IT hardware, software programming and consulting services.

10.     According to the Administration, action had been taken to examine the barriers to ICT adoption with a view to implementing targeted measures to promote the wider use of ICT among SMEs.  Sector-specific programmes had been conducted to raise SMEs' awareness of the need and motivation in ICT adoption. Some major IT projects were sub-divided into smaller ones and SMEs were able to participate in Government IT projects and in the provision of professional services through outsourcing and the award of standing offer agreements.  The Administration undertook to relay to the Financial Services and the Treasury Bureau members' concern about the Government procurement commitments to the WTO GPA.

**Latest position**

11.     The Administration will update the Panel on 13 May 2010 on the latest progress on E-government development and the initiatives to encourage bureaux and departments to make the best use of ICT to achieve their policy objectives and goals.

**Relevant papers**

Paper provided by the Administration for the Information Technology and Broadcasting Panel meeting on 13 May 2008
http://www.legco.gov.hk/yr07-08/english/panels/itb/papers/itb0513cb1-1456-3-e.pdf

Background brief prepared by the Legislative Council Secretariat for the Information Technology and Broadcasting Panel meeting on 13 May 2008
http://www.legco.gov.hk/yr07-08/english/panels/itb/papers/itb0513cb1-1456-4-e.pdf

Minutes of Information Technology and Broadcasting Panel meeting on 13 May 2008
http://www.legco.gov.hk/yr07-08/english/panels/itb/minutes/itb080513.pdf

<u>Paper provided by the Administration for the Information Technology and Broadcasting Panel meeting on 11 May 2009</u>
http://www.legco.gov.hk/yr08-09/english/panels/itb/papers/itb0511cb1-1492-5-e.pdf

<u>Background brief prepared by the Legislative Council Secretariat for the Information Technology and Broadcasting Panel meeting on 11 May 2009</u>
http://www.legco.gov.hk/yr08-09/english/panels/itb/papers/itb0511cb1-1492-6-e.pdf

<u>Minutes of Information Technology and Broadcasting Panel meeting on 11 May 2009</u>
http://www.legco.gov.hk/yr08-09/english/panels/itb/minutes/itb20090511.pdf


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