

香港特別行政區政府
政府資訊科技總監辦公室



OFFICE OF THE
GOVERNMENT CHIEF INFORMATION OFFICER

The Government of the Hong Kong
Special Administrative Region

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Date:

25 November 2015

Mr Daniel SIN,
Chief Council Secretary,
Panel on Information Technology and Broadcasting,
Legislative Council Complex,
1 Legislative Council Road,
Central,
Hong Kong

Dear Mr SIN,

**Information Requested by
the Panel on Information Technology and Broadcasting
on 9 November 2015**

At the meeting of the Panel on Information Technology and Broadcasting on 9 November 2015, the Administration undertook to follow up Members' requests for supplementary information. The requested information is provided herewith for Members' reference:

- Annex A - Information on whether computer system(s) could be developed for the Leisure and Cultural Services Department to prevent ticket scalping for mega sports events, such as the World Cup qualifier matches;
- Annex B - The names of Bureaux/Departments ("B/Ds") which had completed upgrading its Confidential Messaging Application and those which had not, and the difference(s) between upgrading email systems and upgrading the Confidential Messaging Applications for the relevant B/Ds; and
- Annex C - The names of the new projects to be initiated in 2016-2017 which would use cloud platform for implementation and development.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Donna Chan'.

(Miss Donna CHAN)

for Government Chief Information Officer

Encl.

Information on whether computer System(s) could be developed for the Leisure and Cultural Services Department to prevent ticket scalping for mega sports events, such as the World Cup qualifier matches

This short note aims to provide information on the enhancement of the Leisure Link System (LLS) under the Leisure and Cultural Services Department (LCSD), operation of the Urban Ticketing System (URBTIX) and the arrangement for the sale of tickets for major events organised by the venue hirers.

Leisure Link System

2. LLS provides booking services to the public through four different channels, namely, booking counters at leisure venues, the Internet, self-service kiosks and the telephone for booking leisure facilities and enrolling in programmes.

3. Over the years, LCSD has introduced administrative measures and system enhancements to improve the booking and allocation arrangements through LLS to curb touting activities and abuse of facilities. Measures implemented in 2013 and 2014 included shortening the advance booking period for individual hirers from previous 30 days to 10 days so as to reduce the time for reselling the user permits by the “touts”; re-registration of Leisure Link Patrons (LLP) using their Hong Kong identity cards, upon completion of registration, individuals can only use their Hong Kong identity cards or LLP/Temporary LLP account for booking that can prevent hirers using multiple identity proofs to make booking in excess of the quota set for individual hirers; cancellation of the “standby” arrangement for turf soccer pitches; tightening the peak period booking quota for individual users; tightening the penalty system for organisations; and introducing a penalty system for hirers in that the hirers’ booking right for fee-charging recreation and sports facilities will be suspended for 90 days if hirers fail to take up a booked session on two occasions without cancellation of booking within any period of 30 consecutive days. In addition, the hirers’ booking right for fee-charging recreation and sports facilities will be suspended for 180 days if hirers are found engaging in unauthorised transfer or touting of user permits or abuse half-rate concession. The penalty system for hirers aims at minimising abuse of the booked facilities and better use of resources. Apart from the above measures, LCSD has reminded all venue staff to strictly follow the procedures in the “Conditions of Use of Leisure Facilities” to verify the identity documents of the hirers. Users who produce identity documents different from LCSD’s booking record will not be allowed to sign in and use the facility. This can minimise the possibility of abuse or unauthorised transfer of booked leisure facilities.

4. To further curb touting activities, LCSD has submitted an improvement project titled “Enhancement of Facility Booking Features of Leisure Link System” to the Office of the Government Chief Information Officer. The project is aimed at

preventing hirers to use the booked facilities through the Internet for touting. Under the new arrangements, all cancelled facility sessions through the Internet will only be released at a designated time for public rebook fairly via the LLS booking counters, the Internet, self-service kiosks and telephone on first-come-first-served basis. Subject to the approval of the project, it will be commenced in the third quarter of 2016-17 for completion in the fourth quarter of 2017-18.

5. Moreover, to cope with the growing demand from users as well as the future service needs, LCSD has commenced a feasibility study on the redevelopment of LLS to review the current LLS in a more holistic manner and identify room for improvement with a view to enhancing efficiency, customer-friendliness and transparency in the booking of leisure facilities as well as enrolment of recreation and sports programmes. The target completion date for the feasibility study is September 2016.

Measures taken by URBTIX to curb ticket scalping

6. URBTIX provides one-stop ticketing services to hirers or event presenters as well as audience for a total of 45 performance venues managed by LCSD and other organisations. Apart from counter booking at 36 outlets available throughout the territory, URBTIX offers credit card telephone booking, 24-hour Internet and mobile app booking services for the convenience of the public.

7. As regards the ticketing arrangement for popular events such as large-scale concerts, URBTIX will discuss with the organisers to limit the maximum number of tickets to be purchased per transaction at 4 to 10 on the first day of sale with a view to allowing more members of the public to buy tickets through the Internet, mobile app, telephone or counter booking. When the tickets of a large-scale event go on sale, URBTIX outlets will deploy manpower in advance for crowd control and devise appropriate queuing arrangements as necessary.

8. To uphold the fair, open and just principle in the sale of tickets by URBTIX, the LCSD and the system contractor for URBTIX monitor the ticketing situation from time to time and continuously enhance the online ticketing system to intercept browsing and ticket purchases through improper computer programs. A recent enhancement implemented is the imposition of a limit on the number of tickets that can be purchased online using the same credit card on the first day of sale.

9. Besides, the Government has been appealing to the public to purchase tickets through proper channels for the avoidance of loss from fraudulent activities. The “Terms and Conditions of Sale of Tickets” and “Notice to Ticket Buyers” of URBTIX specify that URBTIX has not authorised anybody to make alternative arrangements other than designated venues or channels for the sale of its tickets. Members of the public should be aware that buying or selling any unauthorised tickets will incur risks and encourage ticket scalping activities.

Arrangement for Ticket Sale of Major Events

10. Apart from the booking of leisure facilities through LLS and the ticketing services of URB TIX, for those major events organised by the venue hirers, the ticketing services are arranged by the event organisers. LCSD will closely monitor the situation and will maintain a close liaison with the organisers to facilitate them to make arrangements as appropriate (such as setting of the number of tickets to be purchased per transaction by each person, purchasing and collection methods, etc.) so as to ensure that the sale of tickets can be conducted in a fair, open and orderly manner.

Annex B

The names of Bureaux/Departments ("B/Ds") which had completed upgrading its Confidential Messaging Application and those which had not, and the difference(s) between upgrading email systems and upgrading the Confidential Messaging Applications for the relevant B/Ds

As at the end of October 2015, the following five bureaux/departments/offices (B/D/Os) have completed the upgrade of their Confidential Messaging Application:

- (1) Civil Aviation Department
- (2) Civil Engineering and Development Department
- (3) Commerce and Economic Development Bureau (Communications and Technology Branch)
- (4) Government Records Service
- (5) Office of the Government Chief Information Officer

2. The following 82 B/D/Os will progressively complete the upgrade of their Confidential Messaging Application by mid-2017:

- (1) Agriculture, Fisheries and Conservation Department
- (2) Architectural Services Department
- (3) Audit Commission
- (4) Auxiliary Medical Services
- (5) Buildings Department
- (6) Census and Statistics Department
- (7) Central Policy Unit
- (8) Chief Executive's Office
- (9) Chief Secretary for Administration's Office
- (10) Civil Aid Service
- (11) Civil Service Bureau
- (12) Commerce and Economic Development Bureau (Commerce, Industry and Tourism Branch)
- (13) Companies Registry
- (14) Competition Commission
- (15) Constitutional and Mainland Affairs Bureau
- (16) Correctional Services Department
- (17) Create Hong Kong
- (18) Customs and Excise Department
- (19) Department of Health
- (20) Department of Justice
- (21) Development Bureau (Planning and Lands Branch)
- (22) Development Bureau (Works Branch)
- (23) Drainage Services Department
- (24) Education Bureau
- (25) Efficiency Unit
- (26) Electrical and Mechanical Services Department

- (27) Environmental Protection Department
- (28) Financial Services and the Treasury Bureau (Financial Services Branch)
- (29) Financial Services and the Treasury Bureau (The Treasury Branch)
- (30) Fire Services Department
- (31) Food and Environmental Hygiene Department
- (32) Food and Health Bureau (Food Branch)
- (33) Food and Health Bureau (Health Branch)
- (34) Government Flying Service
- (35) Government Laboratory
- (36) Government Logistics Department
- (37) Government Property Agency
- (38) Highways Department
- (39) Home Affairs Bureau
- (40) Home Affairs Department
- (41) Hong Kong Police Force
- (42) Hongkong Post
- (43) Hong Kong Monetary Authority
- (44) Hong Kong Observatory
- (45) Housing Department
- (46) Immigration Department
- (47) Independent Commission Against Corruption
- (48) Independent Police Complaints Council
- (49) Information Services Department
- (50) Inland Revenue Department
- (51) Innovation and Technology Bureau
- (52) Innovation and Technology Commission
- (53) Intellectual Property Department
- (54) Invest Hong Kong
- (55) Joint Secretariat for the Advisory Bodies on Civil Service and Judicial Salaries and Conditions of Service
- (56) Judiciary
- (57) Labour and Welfare Bureau
- (58) Labour Department
- (59) Land Registry
- (60) Lands Department
- (61) Legal Aid Department
- (62) Leisure and Cultural Services Department
- (63) Marine Department
- (64) Office of the Communications Authority
- (65) Office of the Ombudsman
- (66) Official Receiver's Office
- (67) Planning Department
- (68) Public Service Commission
- (69) Radio Television Hong Kong
- (70) Rating and Valuation Department
- (71) Registration and Electoral Office
- (72) Secretariat, Commissioner on Interception of Communications and Surveillance

- (73) Social Welfare Department
- (74) Security Bureau
- (75) Transport and Housing Bureau (Transport Branch)
- (76) Transport Department
- (77) Trade and Industry Department
- (78) The Treasury
- (79) University Grants Committee
- (80) Water Supplies Department
- (81) Working Family and Student Financial Assistance Agency (Student Finance Office)
- (82) Working Family and Student Financial Assistance Agency (Working Family Allowance Office)

3. Confidential Messaging Application and an email system are technically two different systems. The former is an add-on software to an email system for providing the requisite security protection to the latter in handling email exchange within the Government involving confidential classification of information for compliance with the Government Security Regulations. As such, upgrade of an email system is technically different from upgrade of Confidential Messaging Application.

**Names of the new projects to be initiated in 2016-2017
which would use cloud platform for implementation and development**

Project Names

Buildings Department

- 1 Revamp of Site Monitoring Information System
- 2 Revamp of Departmental Website

Census and Statistics Department

- 3 Confidential Messaging Application and Upgrade of Email System Infrastructure
- 4 Upgrade of Data Preparation System

Civil Service Bureau

- 5 Redevelopment of e-Leave System

Department of Justice

- 6 Relocation and Enhancement of IT Facilities (West Wing of the Justice Place)

Drainage Services Department

- 7 Implementation of Sewage Services Support System

Government Laboratory

- 8 Environmental Chemistry Information System

Inland Revenue Department

- 9 Establishment of Web Content Management System and Migration of Website

Labour Department

- 10 Internet Cloud Platform

Leisure and Cultural Services Department

- 11 Revamp of Cultural and Leisure Programmes Searching System

Office of the Government Chief Information Officer

- 12 Revamp of Internal Application Systems
- 13 Implementation of Collaborative Project Workspace Shared Services
- 14 Pilot Implementation of Government Instant Messaging Cloud Service
- 15 Enhancement of Departmental IT Infrastructure
- 16 Revamp of External Procurement Portal for e-Procurement Service
- 17 Enhancement of Common Service Portal

Radio Television Hong Kong

- 18 Implementation of Server Virtualisation and Enhancement of Disaster Recovery System

Project Names

Social Welfare Department

19 Residential Respite Place Vacancies System

Transport Department

20 Revamp of Government Vehicle Examination Centre Appointment Booking Control Systems