

立法會
Legislative Council

LC Paper No. CB(4)950/16-17(05)

Ref. : CB4/PL/ITB

Panel on Information Technology and Broadcasting

Meeting on 8 May 2017

Updated background brief on e-Government development

Purpose

This paper gives an account of the latest development of the e-Government programmes and a summary of views and concerns expressed by Members in previous discussions.

Background

2. The development of the e-Government was first advocated under the Digital 21 Strategy launched in 2001. The Administration has taken initiatives to use information technology to deliver public services. Over the past decade, the policy objectives of the e-Government development had been furthered to "use information technology to provide citizen-centric services that promote an accessible, accountable and efficient government". The key e-Government initiatives being implemented are highlighted as follows:

- (a) "GovHK" and "MyGovHK" - one-stop portal of government information and e-services;
- (b) Revamped public sector information portal ("Data.Gov.HK");
- (c) Electronic Health Records Sharing System ("eHRSS");
- (d) mobile e-Government services;

- (e) electronic information management ("EIM");
- (f) electronic procurement;
- (g) Government cloud platform ("GovCloud");
- (h) government data centre complex;
- (i) E-Government Infrastructure Services ("EGIS");
- (j) Government computer emergency response team ("GovCERT"); and
- (k) Smart Identity Card System ("SMARTICS – 2").

Previous discussions

3. Members generally supported the development of e-Government in Hong Kong when the implementation of the e-Government services was raised at the meetings of the Panel on Information Technology and Broadcasting ("the Panel") and the Council Meeting.

Panel on Information Technology and Broadcasting

Promotion and development of e-Government services

4. At the Panel meeting held on 8 June 2015, some members enquired about the promotion and future development of e-Government services. The Administration advised the Panel that most of the Government services were already accessible through the electronic channel. Meanwhile, the Administration had been introducing a wide array of mobile applications ("apps") to provide public services on the go. For future development, the Administration would implement strategic initiatives centrally, including the provision of Government cloud and common services, for the delivery of e-Government services.

5. The Panel also noted that the Administration had set up a Mobile App Facilitation Unit and had implemented measures to assist Bureaux/Departments ("B/Ds") in developing, promoting and enhancing the efficient provision of mobile apps. Panel members noted that Internet of Things ("IoT") combined

with Big Data analytics, cloud and mobile computing would form a smarter living for citizens. The Administration would also provide cloud infrastructure at the centre so that B/Ds might develop their IT applications in a more efficient and cost-effective manner.

6. Members suggested that the Administration should make more productive use of Big Data analytics to enhance the sharing of datasets among different B/Ds for strategic planning purposes and to coordinate the development of systems using IoT for B/Ds.

Assessment of e-Government services and Government mobile applications

7. At the Panel meeting held on 8 June 2015, some members enquired whether the Administration had monitored or assessed the standard of e-Government service systems developed by B/Ds. Members also expressed concern about the selection criteria for development of Government mobile apps, the relevant apps contents and the review and monitoring mechanisms for assessing the relevant apps. The Administration advised that the relevant B/Ds were required to review and prepare post implementation departmental returns within six months from the launch of the e-Government service systems or apps. The Administration would analyze the download rates and utilization rates of the apps with a view to advising respective B/Ds on further actions to take, including promoting, upgrading or enhancing the relevant apps if necessary.

8. The Panel was also informed that government fees could be paid through electronic means. The Administration would examine other options of payment mechanism using mobile apps taking into account users' preference and potential security issues.

Government cloud platform

9. At the Panel meeting held on 14 November 2016, members enquired about the measures to be taken to increase the adoption rate and technological advancement of GovCloud. Members suggested that the Administration should enhance support on the use of public cloud service. The Administration explained that the Office of the Government Chief Information Officer had adopted a scalable cloud design to re-provision the e-Government Infrastructure Service. Guidelines had also been issued to encourage B/Ds to use public cloud service when no sensitive information was involved in delivering the relevant Government services.

Public sector information portal

10. At the Panel meeting on 14 November 2016, the Panel noted that with the advancement of information and communications technology, more and more application developers were making use of public sector data and information to develop innovative apps. The Administration would continue to release free data and information in digital formats and would develop more application programming interfaces to facilitate their re-use.

Council Meeting

11. At the Council meeting on 2 March 2016, Hon Charles Peter MOK raised questions, among other matters, whether the Administration would make public the utilization of electronic public services and government web sites and whether the Administration had formulated any strategy to make use of big data to analyze the demand for new services and respond to public views, with a view to introducing new electronic services and enhancing existing electronic services.

Latest position

12. The Administration will update the Panel on 8 May 2017 on the latest progress of e-Government development.

Relevant papers

13. A list of the relevant papers with their hyperlinks is at:

<http://www.info.gov.hk/gia/general/200105/04/0504167.htm>
<https://www.gov.hk/en/residents/communication/government/governmentpolicy.htm>
https://www.ogcio.gov.hk/en/facts/doc/Fact_Sheet-OGCIO-EN.pdf
<http://www.legco.gov.hk/yr14-15/english/panels/itb/minutes/itb20150608.pdf>
<http://www.legco.gov.hk/yr15-16/english/counmtg/hansard/cm20160302-translate-e.pdf#nameddest=wrq09>
<http://www.legco.gov.hk/yr16-17/english/panels/itb/minutes/itb20161114.pdf>
<http://www.legco.gov.hk/research-publications/english/essentials-1617ise09-e-government-programme.htm#endnote4>

Council Business Division 4
Legislative Council Secretariat
 2 May 2017