

於二零零三年二月十日
向立法會資訊科技及廣播事務委員會
作出簡介

**Presentation to Panel on Information
Technology and Broadcasting
on 10 February 2003**

工商及科技局電子政府專員史端仁先生
Mr Michael V Stone
E-government Coordinator
Commerce, Industry and Technology Bureau

理想 Vision

我們在推行電子政府方面的理想，是以高效率 and 以客為本的方式，為市民和商界提供融合的電子服務

Our E-government vision is to provide seamless electronic services to the public and businesses in an efficient and customer-centric way

主要工作範疇

Key Areas of Work

- 提供更多元化和更簡便易用的電子公共服務
To extend the coverage and to enhance the user-friendliness of electronic public services
- 盡量善用資訊科技
To exploit fully information technology
- 推行以電子方式把各政府部門連結起來的措施
To pursue joined-up initiatives
- 在公務員當中建立電子文化
To nurture an e-culture among civil servants

提供更多元化和更優質的電子政府服務

Enhancing the Scope and Quality of E-government Services

- 截至二零零二年年底，我們已為81%適合電子化的公共服務提供電子服務選擇
As of end 2002, 81% of public services were amenable to the electronic mode of service delivery
- 我們可望於二零零三年年底達至目標，將上述百分比提升至90%
We are well on to our target of reaching 90% by end 2003

提供更多元化和更優質的電子政府服務 (續)

Enhancing the Scope and Quality of E-government Services (Cont'd)

- 「公共服務電子化」計劃：新增服務
Electronic Service Delivery (ESD) Scheme: New Services
 - 預約換領新的智能式身分證
Appointment booking for new smart ID card
 - 提供更簡便的申請更改地址服務
Improved change of address application
- 儘管「公共服務電子化」計劃的服務已頗受歡迎，我們仍須繼續推動各界人士使用這些服務
ESD is popular, but we must drive usage

加強市民與政府之間的溝通

Enhancing Communication between the Public and the Government

- 政府網站統一的「外觀與風格」設計
Common Look and Feel (CLF) for government web sites
- 在二零零三年五月或之前，完成最多市民瀏覽的網站(包括勞工處、政府新聞處及香港天文台網站)的翻新工作
Highly utilized sites of Labour Department, Information Services Department and Hong Kong Observatory revamped by May 2003

加強市民與政府之間的溝通 (續)

Enhancing Communication between the Public and the Government (Cont'd)

- 政府新聞處的網上新聞通訊(由政府新聞處代表向委員作出簡介)

ISD's online news bulletin (ISD to make brief presentation for Members)

透過以電子方式連結各部門，提升電子服務的層次

Accelerating the Level of e-Service Provision by Joining Up Departments

- 綜合刑事執法系統
Integrated Criminal Justice System
- 房地產資訊入門網站
Property-related information portal
- 營商資訊入門網站
Business-related information entry portal
- 智能式身分證
Smart ID card

充分獲取推行電腦化計劃所帶來的果效

Reaping the Full Benefits of Computerisation Projects

- 業務程序重組
Business process re-engineering (BPR)
- 發揮協同效應(人力資源管理系統、文件管理系統；落實客戶關係管理概念)
Finding synergies (HRM systems, Document Management Systems; embedding CRM thinking)

在政府內部建立電子文化

Cultivating an e-Culture within the Government

- 全力推行試驗計劃，以評估「資訊科技設施普及計劃」的成效
Pilot project for testing out the “accessibility project” in full swing
- 資訊科技署成立資訊科技管理組
Establishment of IT Management Units (ITMUs) by ITSD

未來路向

The Way Forward

- 在以往成功建立的穩固基礎上繼續努力，以及確定電子政府的日後發展路向
Build on the solid foundation and also look to the future direction of E-government
- 擴展電子政府的服務範圍
Extend service coverage
- 連結各政府部門，提供更多服務
Provide more joined-up public services

未來路向 (續)

The Way Forward (Cont'd)

- 充分利用機會進行業務程序重組
Exploit more BPR opportunities
- 就推行電子政府的各項工作和發展路向，從基本上作出檢討
Start a fundamental evaluation of our efforts and direction
- 告知委員我們的想法
Keep Members abreast of our thinking