

有關電子政府計劃的最新進展
Progress Update on the
E-government
Programme

電子政府專員 喬樂平

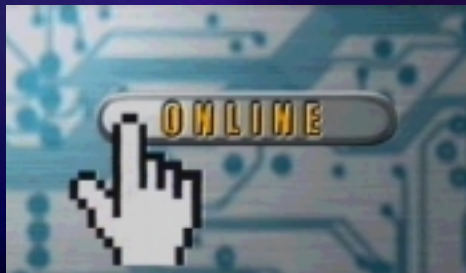
Robin Gill, E-government Coordinator

12.1.2004

電子政府首階段的發展

The First Wave of E-government

- **提供電子公共服務**
Public services available electronically
- **為90%適合電子化的公共服務提供電子服務選擇**
Provide an e-option for 90% of public services amenable to the electronic mode of service delivery
- **以電子方式進行政府80%的採購投標項目**
Carry out 80% of government procurement tenders through electronic means
- **獲得本地及國際認同**
Received local and international recognition
- **提供資訊和交易服務**
Information provision and transactions



「公共服務電子化」計劃

The ESD Scheme

■ 不斷加入新服務

New services - Continuously added

- **智能身分證換領計劃的預約服務**
Appointment booking for the smart ID card replacement exercise
- **申請旅行證件和延長逗留期限的預約服務**
Appointment booking for applications for travel documents and extension of stay

■ 提高使用率

Improve usage

- **為統計和其他政府刊物引入不同的收費**
Differential pricing for statistical and other government publications

政府網上統計數據書店
精選統計刊物獨家**75折**



以電子方式連結各部門和全政府性的措施

- 改善服務質素

Joined-up and Government-wide Initiatives - Improve service

- 推出多用途智能身分證及其增值服務

Multi-application smart ID card rolled out with value-added applications



- 已有超過50個網站採用統一的「外觀與風格」設計

"Common look and feel" website design already applied to over 50 government websites

以電子方式連結各部門和全政府性的措施

- 改善服務質素

Joined-up and Government-wide Initiatives - Improve service

■ 房地產資訊中心

Property Information Hub

■ 「政府與政府」及「政府與僱員」電子服務

G2G and G2E Services

- 綜合刑事執法系統

Integrated Criminal Justice System

- 「電子薪俸單」、「電子假期」系統

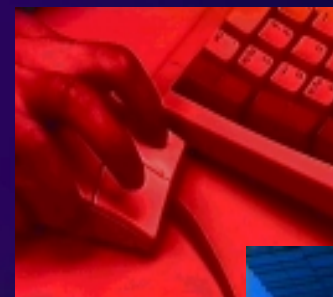
e-Payslip, e-Leave

提高運作效率

Gaining Operational Efficiency

- **規定在推行電腦化計劃時必須探討重組業務程序的機會**

Requirement to explore business process reengineering opportunities when implementing computerisation projects



- **可降低推行計劃的成本和獲取更大效益**

Can result in lower implementation costs and generate greater benefits

提高運作效率

Gaining Operational Efficiency

■ 例子：樹木資料庫

Example : Tree inventory system

- **減少工作人員的層級以提高生產力**
To delayer staff to improve productivity
- **項目費用減少100萬元**
Project cost reduced by over \$1 million
- **每年600萬元可變現的節省額**
Realisable savings of \$6 million per annum
- **每年600萬元名義上的節省額**
Notional savings of \$6 million per annum



電子政府下一階段的發展(1)

The Next Wave of E-government (1)

- **為客戶締造更大利益**

Creating Value for Customers

- **市民和企業可享用更以客為本、融合、具透明度、快捷、準確和方便的公共服務**

Citizens and businesses can enjoy more customer-oriented, integrated, transparent, faster, more accurate and convenient public services

- **政府可進一步提高服務質素、滿足客戶的需求、提高運作效率和降低運作成本**

Government will be better equipped to enhance service quality, meet customers' needs, improve operational efficiency and reduce processing costs

電子政府下一階段的發展(2)

The Next Wave of E-government (2)

■ 確保用戶參與及提高使用率

Ensuring customer engagement and utilisation

- **制定明確的客戶關係管理政策和指引**

Set clear CRM policies and guidelines

- **選定個別服務以提高其使用率**

Identify specific services for targeted improvement of utilisation

- **讓市民更容易獲取電子服務：統一的「外觀與風格」
網站設計、搜尋器、恰當的認證模式**

Improve accessibility of e-services, eg “common look and feel” website design, search engine, appropriate authentication mode

- **以試驗形式推行服務途徑管理**

Pilot channel management strategy

電子政府下一階段的發展(3)

The Next Wave of E-government (3)

■ 透過「公共服務電子化」計劃推出增值服務

Rolling out value-added services through ESD

- 營商入門網站
Business Entry Portal
- 網上物業加蓋印花服務
Online property stamping service



電子政府下一階段的發展(4)

The Next Wave of E-government (4)

- 「公共服務電子化」計劃的檢討

ESD review

- 資訊科技署和工商及科技局內的通訊及科技科的組織架構檢討

Organisational review of ITSD and the Communications and Technology Branch of CITB

- 考慮應否設立總資訊主任的職能

Consideration of a CIO function

