

HONG  
KONG



**Government**

Creating Value For All



# Foreword

In March 2004, we issued the 2004 Digital 21 Strategy. A sustainable e-government programme is one of the key features outlined in the Strategy which will propel Hong Kong forward in this information technology age.

We place great importance on our e-government work. The reasons are three-fold. First, developing e-government allows us to improve operational efficiency and introduce service improvements to benefit our customers, through technology exploitation and service transformation. Second, it is an effective way for us to drive the wider adoption of IT in the business sector and in the community. And third, it demonstrates the Government's leadership role as an advocate and champion to promote Hong Kong's international status as an innovative digital city.

We have come a long way in terms of our e-government implementation over the past six years. This booklet outlines our achievements, in terms of programme implementation and international recognition, since the first Digital 21 Strategy was released in 1998. It also sets out our roadmap for the next wave of e-government development. Our focus in the years ahead will be on understanding our customers, creating value based on what they need, driving utilization through creation of customer value and rationalizing channel management through a mutual realization of customer and Government benefits, along a "CARING" theme.

There are tremendous challenges ahead. I believe that, with strong Government leadership and aided by the creation of a new Office of the Government Chief Information Officer, we will be well positioned to coordinate efforts across all bureaux and departments to achieve even greater success in the years ahead.

John C Tsang , JP  
Secretary for Commerce, Industry and Technology

# Key Milestones Achieved

Since the promulgation of the first Digital 21 Information Technology Strategy in 1998 and the subsequent update in 2001, the Hong Kong SAR Government has made good progress in exploiting information technology to better serve the community. By bringing e-government into the agenda of all Government bureaux and departments, we have improved the accessibility of government information and services and built up a solid foundation for citizens, businesses and the Government to further benefit from e-opportunities. These efforts have brought us international recognition, reinforcing Hong Kong's position as a leading digital city.

## Government Information and Services at a Glance

E-government is bringing citizens ever closer to the Government. You can now easily access a vast amount of public information and many services anytime, anywhere online.

- The average monthly number of page views of all government websites amounts to 155 million, an 80% increase over 2002. A common look and feel website design has been introduced to further improve navigation and user-friendliness.
- Over 1 200 different public services, representing 90% of the services that are amenable to the electronic means of delivery, are now provided with an e-option. (see Appendix I)
- All government bills are provided with an e-payment option.
- Over 1 500 government forms can be downloaded online and 400 e-forms are available for completion and submission online.
- Requests for access to government information are available for submission online.
- Over 80% of government procurement tenders are conducted through electronic means.

## Box 1

### Some Success Stories

#### Customer usage and satisfaction

- In 2003, 70% of Internet users had used e-government services, of which more than 60% rated e-government services as "very good" or "quite good".<sup>1</sup>

#### Submission of trade-related documents

- Seven most common trade-related documents can be submitted to the Government electronically. Electronic submission of five of these trade documents to the Government is mandatory. More than 50 000 traders and carriers used these electronic services and more than 18 million transactions were processed electronically in 2003.

#### Land register search

- Around 80% of searches are conducted electronically through dedicated lines. Full online services will be available later in 2004/05.

#### Interactive employment service

- Over 51 million page views per month
- Over 220 000 vacancies posted online

#### Search for trademarks, patents and designs

- Over 95% of searches conducted online

#### Marriage appointment booking

- 80% of couples make bookings online for filing their marriage notice on the first day of the notice giving period

#### Sports facilities and leisure activities booking

- Over 20% of bookings conducted online

#### Payment of government bills

- 37% of government bills and tax paid through electronic means in 2003



## Solid Infrastructure For the Further Exploitation of E-government

We have implemented territory- and Government-wide initiatives to put in place an infrastructure for citizens, businesses and the Government to yield benefits from e-government. To quote a few examples,

- Through the Electronic Service Delivery (ESD) Scheme, a robust and popular platform is available for the Government and the private sector to provide customer-centric and integrated online public and private services. (see Box 2)
- The smart identity card, together with the one-year free digital certificate offer and other value-added applications, is building up a community-wide information infrastructure for the Government and the private sector to introduce innovative and value-added e-applications. (see Box 3)
- The Electronic Tendering System (ETS) has facilitated suppliers from all over the world to do business with the Government online. In 2003, 3 000 suppliers from over 30 countries have registered to be ETS users.
- The Government Electronic Trading Service Scheme (GETS) facilitates the trading community to submit official trade-related documents electronically to the Government. Value-added services provided to the trading community by commercial service providers create opportunities for the further development of the local e-commerce service industry.
- The HKedCity, which sprung from an e-government initiative, has now become a community-wide educational platform. There are over 1.4 million registered users on the platform.
- The 1823 Citizen's Easy Link has provided an integrated and one-stop service for handling enquiries and complaints regarding a wide range of services, using one single telephone number. In 2003, over 1.1 million calls were handled. About 90% of cases processed were resolved within one call. This is a scalable initiative which is being expanded to more departments and new areas of work.

- The promulgation of the Interoperability Framework has facilitated the seamless flow of information across individual Government agencies, as well as more effective communication between the private sector and the Government through open standards.
- Comprehensive information security policies have been established to facilitate the development of reliable and secure e-government applications.
- With the enactment of the Electronic Transactions Ordinance and subsequent amendments, we have a legal environment for the secure and widespread adoption of e-government transactions.

### Box 2

#### The Electronic Service Delivery (ESD) Scheme

The ESD Scheme is our flagship e-government project which provides interactive and transactional public services online in a one-stop and customer-oriented way. The public can access ESD services via the Internet, public self-service kiosks at convenient locations and through mobile devices. The ESD website was funded and developed by a private sector operator. In addition to government services, the operator delivers private e-commerce services through the same information infrastructure, pump-priming the development of e-commerce in Hong Kong.

The ESD website now provides over 180 online public services from over 50 Government departments and public agencies. The availability of e-government and e-commerce services at a single website facilitates the cross-selling of these services, provides integrated services targeted at customers' needs and nurtures an e-culture in the community to access information and services online for convenient and quality service.



## Box 3

### The Smart Identity Card



We launched a 4-year programme to replace all existing ID cards with smart ID cards in August 2003.

In addition to supporting the core immigration functions (as a means of identification), the smart ID card can be used to store a digital certificate (personal e-Cert issued by Hongkong Post) for all e-Cert-based services; as a public library card; for automated immigration clearance at immigration control points by the end of 2004; and for driving licence-related uses in about 2006. We have also reserved capacity for future possible (government or commercial) functions. The smart ID card initiative is creating a territory-wide information infrastructure for the further development of e-government and e-commerce in Hong Kong.

In particular, the application for automated passenger and vehicle clearance at control points will be important. The initiative will revolutionize the current method of immigration clearance, raise overall efficiency and throughput at control points and improve accuracy and security. It will also enhance the status of Hong Kong as a world-class transportation hub.

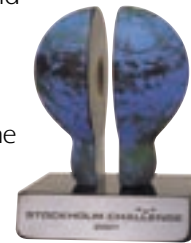


### International Recognition For Our E-government Achievements

Hong Kong is widely recognized for its e-government efforts.

- Hong Kong is regarded as a “mature city” in terms of e-government leadership.<sup>2</sup>
- Hong Kong is ranked second worldwide in terms of “digital governance”.<sup>3</sup>

- Hong Kong is ranked first in Asia/Pacific in terms of the percentage of urban Internet users accessing e-government services or information.<sup>4</sup>
- Hong Kong is ranked second in Asia in terms of the percentage of Government online users among Internet users (70%).<sup>5</sup>
- The ESD Scheme won the prestigious Stockholm Challenge Award in 2001. The Scheme is also a winner of the Asia Best Practice Award in the category of e-government in the World Summit Award 2003, in terms of e-content and creativity. With the successful integration and management of e-commerce services, the ESD operator was selected as the Best E-Commerce Service Provider by Capital magazine in December 2003. The ESDlife brand also gained the Super Brands Award in 2004.
- The smart ID card was awarded the Card Technology Breakthrough Award in the implementation category by Card Technology Magazine in 2004, for its use of biometric technology, multiple application and coverage of the whole Hong Kong population.
- The Hong Kong Public Libraries’ Multimedia Information System (MMIS) is one of the world’s largest and most complex bilingual (English and Chinese) digital library services. Using the interactive features of MMIS, library users can enjoy a wide variety of audio- and video-on-demand services as well as access to a diversity of document imaging material, from home or libraries. The MMIS is a winner of the Asia Pacific ICT Award 2002.
- The HKedCity’s i-Classroom was awarded the Medal of Achievement of the Computerworld Honors Collection in 2004, with its comprehensive educational resources and interactive services enabling classes beyond classroom.
- “Policing Disease” gained the Stockholm Challenge Award in 2004, for its innovative application of turning the Police Force’s criminal tracking IT system into a smart tracking system to identify the chain of human transmission of SARS.<sup>6</sup>



# The Next Wave of E-government



Building on our past achievements, we need to deepen the e-government programme and focus more sharply on service quality and effectiveness. In particular, the e-government programme should seek to bring value both to customers and to the Government. This will be achieved through transforming how public services are delivered, including:

- encouraging greater use of electronic forms of access and service delivery, through streamlining the business practices underlying e-services, understanding the Government's customers and adopting relevant customer relationship management practices;
- breaking institutional silos and enabling "joined-up" public services across the Government, and providing services that bring value to customers; and
- as far as possible, engaging private sector organizations to deliver the services. We should leverage on private sector's business ideas and innovation so as to improve services to customers.

Realizing the above vision in a successful way requires the Government to put customers at the centre of public service delivery. We will pursue a "CARING" e-government programme to achieve this.

## CUSTOMER Orientation

Customer relationship management (CRM) features have become increasingly popular among our e-government services. Notably, our ESD services are designed around customer needs, as reflected by its user-friendly interface and navigation path and personalization features for repeated users. To better meet customer needs, the ESD operator is also providing integrated public and commercial services online. Many departments are conducting customer surveys and collecting comments from focus groups to find out what customers want. We will in future, introduce measures to better engage our customers through a clear articulation of our CRM policies and guidelines.

We will step up our CRM efforts to provide more customer-centric and tailor-made services to citizens and businesses.

- We will introduce personalized features to more e-government services to facilitate users' access to services and information across different Government departments.
- We will also set out clear CRM policies and guidelines for all e-government services involving a customer interface, and align these with our project funding policy. This will stimulate innovative CRM measures at the inception stage of new projects and bring more value-added features to our customers.

## Box 4

### Examples of CRM Features

“Remember Me” function:

- The online booking service for sports facilities and leisure activities on ESD allows users to create and store their own personal profiles to facilitate express booking.
- The online tax filing service on ESD allows e-filers to retrieve basic particulars submitted in a previous year’s tax return under ESD to facilitate e-filing in subsequent years.

Personalization feature:

- The online news bulletin allows readers to receive customized news, according to different categories, e.g. business and finance, law and order, health and community, etc.
- The personalization function of the Business Entry Portal allows users to select and re-arrange the news and information in the Portal into customized layout of portlets on their personalized web pages.
- The Leisure and Cultural Services Department allows registered members of its e-magazine to customize information and services, according to their own areas of interest.

Customer-oriented offering:

- The public libraries provide an email alert service for several library notices.
- The Interactive Tax Enquiry service on ESD allows taxpayers to check their tax filing and payment status online.



- The Business Licence Information Service of the Trade and Industry Department provides customized reports on licensing requirements based on the business type and parameters selected.
- The Speedpost service of the Hongkong Post allows users to trace both outward and inward mail items online.
- By providing personal and living habit information in the Men’s Health Portal, users are advised how their lifestyle is affecting their health.

Service integration and clustering:

- ESD is an initiative that puts customers at the centre of its service provision. Its services are organized into different categories according to customers’ needs - leisure, wedding, household, health, business, etc. The integration of public and commercial services provides an even wider service offering, targeted at customers’ needs.
- ESD’s wedding portal is a further demonstration of the benefits of service clustering. Alongside the e-government service of appointment booking for giving marriage notice, a comprehensive set of value-added e-commerce services, such as “fung shui” advice on choosing an auspicious wedding date, e-planner for organizing the wedding, interactive enquiry service about banquets, travel information for the honeymoon and a dedicated online forum for couples to exchange information and tips, are also available.



## CARING Migration

People are becoming more and more used to accessing government information and services electronically. The most popular services include job search, checking the weather forecast, searching, renewing and reserving library material, paying government bills, booking leisure and sports facilities, etc.

To ensure that the public can take full advantage of e-services and that Government departments can reap the benefits of efficiency gains and cost reduction, we need to encourage even higher utilization.

- To promote the migration of customers towards e-services, we will identify specific high-value services for targeted utilization improvement.
- To help departments achieve this, we will introduce differential pricing where applicable, i.e. to introduce a lower price for e-services to reflect the lower handling costs involved; or other service advantages for e-services.
- We also see the need to rationalize different channels of service provision - counter, fax, email, post, phone, online, etc. We need to segment our customers and understand what they want and to deliver services in a manner that best suits them in a cost-effective way, through a proper channel management strategy. We will pilot the implementation of a channel management strategy in selected departments and services and devise a channel management framework for adoption by other departments/services.



## CARING Accessibility

Ensuring accessibility is the key to customer satisfaction and effective service delivery. The common look and feel website design initiative announced in March 2003 has been adopted in over 70 government websites. A survey conducted in late 2003 indicated positive feedback from the public. Over 90% of respondents ranked the initiative positively for being able to promote brand image and improve user confidence; provide a user-friendly experience in navigating the websites; and organize information more consistently to facilitate searching.

To further increase the accessibility of government information and services and to satisfy customers with different needs, we have introduced popular and innovative channels for e-government services by leveraging on one of the world's highest mobile penetration rates in Hong Kong. More and more m-government services are in place. (see Box 5)

In addition, our government websites and information also cater for people with special needs. (see Box 6)

We will improve accessibility to our websites and services by:

- improving our common look and feel website design to further improve accessibility and provide a consistent navigation experience to surfers; and roll this out to all government websites by the end of 2005;
- improving the information search function in government websites and introduce quick access features for e-services;
- strengthening the role of the Government News Bulletin as a two-way access channel between the public and the Government especially, when consulting on public policies; and
- making greater use of wireless technology in our service delivery.



## Box 5

### Examples of wireless applications

- Enquiry on weather and air pollution information through mobile devices
- Enquiry on updated news, government press releases and government telephone directory using mobile phones
- Appointment booking for obtaining/replacing the smart ID card using SMS
- The use of mobile technology for various field duties, e.g. Drainage Services Department capturing inspection results of drainage complaints and conditions in field sites; Housing Department capturing defects reporting, progress monitoring, tenancy checking during site inspection; and Civil Engineering Department performing geological and geotechnical field mapping, ground investigation, landslide investigation and assessment of natural terrain hazards.
- With its Collection and Delivery Management Information System (CDMS), Hongkong Post is now using mobile data capturing devices to record courier collection/delivery results in the field. They are also receiving service orders from and reporting service results back to the central service centres through the public wireless data communication network. With these and the application of a Geographic Information System, Hongkong Post is able to provide more efficient delivery teams and vehicle fleet management thereby ensuring swift and accurate postal collection and delivery services.



## CAuthentication

Authentication is often a key consideration in the provision of e-services. A reliable and robust authentication mechanism protects security and privacy and cultivates user confidence. On the other hand, the choice of authentication means can easily compromise user-friendliness and affect usage.

Since January 2000, the Electronic Transactions Ordinance has provided the legislative framework for the recognition of Certification Authorities for the issue of recognized digital certificates, which presents a highly secure facility to support transactions that require authentication, confidentiality, integrity and non-repudiation. The smart ID card project has further exploited this technology by providing for the capability to store a digital certificate for secure e-transactions. The Inland Revenue Department has also introduced a TIN (taxpayer identification number) for tax filing and other interactive tax enquiry services. The one-year free offer of an e-Cert on the smart ID card is building up a critical mass of digital certificate users, which in turn will create a strong business case for the development of more novel, secure and innovative e-services. The biometric feature, the card face data and the PIN feature available in the smart ID card present a new infrastructure to support the introduction of e-services with appropriate authentication options.

Building on this, we will develop guidelines for the adoption of the most appropriate authentication modes, based on risk levels commensurate with the security exposure of individual services and taking into account their technical functionality and ease of deployment. We will strike a balance between user-friendliness, risk level and security provisions when developing e-services.

## Box 6

### Web Accessibility to People with Special Needs

We have made vigorous efforts to facilitate web access for people with disabilities, senior citizens and new immigrants, as part of our digital inclusion policy.

In 1999, we began to revamp all government websites according to a set of web accessibility guidelines with reference to international standards and input from the industry and disabled groups. In early 2003, this exercise was completed.

To cater for the needs of people from different language groups, government websites have been made available in Traditional Chinese, Simplified Chinese and English.

In March 2004, we launched a pilot sound portal that allows visual-impaired people to listen to selected government online information through an Internet connected PC or telephone. The sound portal supports Putonghua, Cantonese and English to serve the three mainstream language groups in our society. We will continue to drive initiatives to turn Hong Kong into a barrier-free digital city for all.





## CARE-engineering and Service Transformation

All Government bureaux and departments are required to explore business process re-engineering (BPR) opportunities when implementing e-government projects. This is to ensure that the Government takes full advantage of the e-option to improve operational efficiency and quality of service delivery and to create value for the customer. Since the introduction of this requirement, the benefits have been clear. Joining-up Government departments to increase operational efficiency and provide integrated and customer-focused services will continue to be our future focus.

The re-engineered processes and joined-up operations, coupled with more efficient service delivery and more effective use of resources, will transform the way the Government serves the public, creating more value to Government, citizens and businesses.

We will:

- continue to push forward joined-up projects across Government agencies through securing management sponsorship and giving funding priority;
- identify high value areas for cutting across departmental boundaries and for adopting a whole-of-government approach; and
- examine and develop a mechanism to properly measure the full benefits of e-government projects to truly reflect the real value of e-government. Clear benefit measurement will help focus bureaux and departments on opportunities for process re-engineering and joined-up opportunities.

### Box 7

#### Integrated Criminal Justice Process

Traditionally, the criminal justice business processes in the Government have been paper-based and labour-intensive. Information flows across and within sections of agencies have been largely effected through paper documents and performed manually. We are developing an Integrated Criminal Justice Process initiative to automate the information exchange between 11 agencies throughout the whole criminal justice process – from arrest to identification, prosecution, trial, correction, rehabilitation and release.

## CARING Infrastructure

We are continuously enhancing and updating our infrastructure to facilitate the “joining up” of Government departments in processing information and delivering services.

Efforts have been made over the years to build up IT infrastructure components that are essential for the delivery of joined-up e-government services, such as the Interoperability Framework (see Box 8), IT security policies and management framework, a scalable e-transaction platform, common Chinese language interface, and a conducive legal environment for the conduct of e-transactions.

We are putting in place a scalable environment for the development and operation of some shared services to facilitate departments in their implementation of e-services. This will ease integration of application systems, enable exchange of information between application systems and enhance interoperability in the development of client-centric and service-oriented projects that cut across the service boundaries of Government departments.

To facilitate the convenient use of Chinese in electronic communication and data exchange by members of the public, we have established an open and common Chinese language interface. This includes the adoption of the ISO (International Organization for Standardization) 10646 standard and publication of the Hong Kong Supplementary Character Set (HKSCS). Through our active participation in the development of the ISO 10646 coding standard under the aegis of the ISO, we have submitted the HKSCS to the ISO for inclusion in the ISO 10646 standard, thus putting our commonly used local characters into the international coding standard.

Looking ahead, we will

- review the technology infrastructure and business model to meet the needs for providing e-government services in future;
- continue to review and enhance the Interoperability Framework with technical standards, data standards, and recommendations to facilitate information sharing; and
- continue to enhance and build up further infrastructure components that are essential for the delivery of joined-up e-government services.

### Box 8

#### Interoperability Framework (IF)

A key business objective of our e-government initiatives is to provide client-centric joined-up government services to the public, which requires the Government to be presented as a single organization with efficient flow of information, within legal bounds, across individual bureaux and departments.

To enable two information systems to exchange information and interact, they have to be implemented based upon a set of mutually agreed specifications covering both the business and the technical aspects. The Interoperability Framework (IF) helps the interacting parties to work out some of these specifications more effectively. For example, it covers the technical standards and data standards that help define the interface across different systems, as well as guidelines for project teams to work out some of the business-oriented specifications.



## CARING etworking Government

We are committed to providing a secure and user-friendly e-enabled workplace to support the modernization of internal operations. Up to the end of 2003, 71% of our staff have access to computer facilities, the Internet and email accounts. Using electronic means to communicate and transact amongst bureaux and departments (i.e. Government-to-Government (G2G) services) and with its employees (i.e. Government-to-Employee (G2E) services) is important for the Government. (see Box 9)

We will continue to network our Government through the following initiatives:

- extending our IT accessibility programme to the whole Government, which will provide shared IT facilities to all employees and drive the further adoption of G2G and G2E services. We aim to make IT facilities accessible to all staff in 2-3 years' time;
- implementing an e-transaction platform to facilitate web-based G2G and G2E services. A Departmental Portal Programme is in progress across the Government. Upon its completion in mid 2004, a generic mechanism will have been established for enabling a secure and user-friendly identity validation and access authorization for web-based cross-domain applications; and
- expanding the e-payroll system allowing civil servants to update their own information and conduct some payroll-related transactions electronically. Since April 2004, civil servants have been able to access and make enquiries about their own personal information and records through this system. Upon completion of the IT accessibility programme, we plan to issue e-payslips to all staff replacing the current paper payslips.

### Box 9

#### Prominent G2E and G2G Services

- E-learning
- Interactive search for government telephone directory
- Receiving monthly payslips and other pay-related statements
- Enquiring about pay and benefits
- Submitting, processing, calculating and recording leave applications
- Accessing updated government-wide policies and internal newsletters
- Accessing government rules, regulations and circulars
- Accessing the Laws of Hong Kong, court judgments and the Government Gazette
- Accessing statistical information
- Placing printing orders
- Submitting funding applications for IT projects







## E-government: Bringing Value to Customers and the Government

### CARIN Government Leadership

To lead Hong Kong into the next wave of e-government, we will create an Office of the Government Chief Information Officer (OGCIO). This Office will formulate and execute e-government policy, drive departments to make greater use of e-government, initiate and take forward strategically important “joined-up” projects across departments, vet and provide funding approval for e-government projects and provide technical advice on e-government initiatives. This will bring a stronger business and technical focus across bureaux and departments, to take a whole-of-government approach in driving e-government forward. We intend to create the Office by merging the Information Technology Services Department and the relevant Divisions of the Commerce, Industry and Technology Bureau in mid 2004.

We have built a solid foundation for Hong Kong to move further along the e-government road. To sustain Hong Kong’s position as a leading digital city and to continue with the Government’s efforts to make greater use of IT, we need to bring more value to customers and to the Government. Our “CARING” road map is our blue-print.



You are invited to send your comments on the e-government programme and the contents of this booklet to [enquiry@egov.gov.hk](mailto:enquiry@egov.gov.hk).



## List of Prominent Services provided with an e-Option

Service	Web Address
Booking of sports facilities and leisure activities	<a href="http://www.esd.gov.hk">www.esd.gov.hk</a>
Appointment booking for giving of marriage notice	<a href="http://marriage.esd.gov.hk">marriage.esd.gov.hk</a>
Appointment booking service for Hong Kong smart identity card replacement exercise	<a href="http://www.esd.gov.hk">www.esd.gov.hk</a>
Search and register for job vacancies	<a href="http://www.jobs.gov.hk">www.jobs.gov.hk</a>
Application for government jobs	<a href="http://www.csb.gov.hk">www.csb.gov.hk</a>
Voter registration	<a href="http://www.voterregistration.gov.hk">www.voterregistration.gov.hk</a> or <a href="http://www.esd.gov.hk">www.esd.gov.hk</a>
Search, renewal and reservation of books, access to multimedia library materials and library notification service	<a href="http://www.hkpl.gov.hk">www.hkpl.gov.hk</a>
Customized magazine of cultural and recreational programmes	<a href="http://www.lcsd.gov.hk">www.lcsd.gov.hk</a>
Purchase tickets for cultural and entertainment events	<a href="http://www.urbtix.gov.hk">www.urbtix.gov.hk</a>
Filing of tax returns and interactive enquiry on tax status	<a href="http://www.esd.gov.hk">www.esd.gov.hk</a>
Payment of tax bills, rates/government rents, water charges, fixed penalty tickets for traffic and public cleanliness offences and other government bills	<a href="http://www.esd.gov.hk">www.esd.gov.hk</a>
Application for renewal of driving and vehicle licence	<a href="http://www.esd.gov.hk">www.esd.gov.hk</a>
Live webcast of road traffic conditions	<a href="http://traffic.td.gov.hk">traffic.td.gov.hk</a>
Vehicle examination appointment booking	<a href="http://www.esd.gov.hk">www.esd.gov.hk</a>
Registration to sit for public examination, including HKCEE, HKAL, etc.	<a href="http://www.esd.gov.hk">www.esd.gov.hk</a>
Purchase of government publications and census and statistical data	<a href="http://bookstore.esdlife.com">bookstore.esdlife.com</a>
One-stop change of address for multiple government departments	<a href="http://www.esd.gov.hk">www.esd.gov.hk</a>
Interactive access to men's health information	<a href="http://www.hkmenshealth.com">www.hkmenshealth.com</a>
Track and trace of outward and inward Speedpost items	<a href="http://www.hongkongpost.com">www.hongkongpost.com</a>
Lost property reports	<a href="http://www.police.gov.hk">www.police.gov.hk</a>
Search for bilingual laws information	<a href="http://www.justice.gov.hk">www.justice.gov.hk</a>
Access to weather information	<a href="http://www.weather.gov.hk">www.weather.gov.hk</a>
Access to air pollution index	<a href="http://www.epd-asg.gov.hk">www.epd-asg.gov.hk</a>
Search for tourist information	<a href="http://www.discoverhongkong.com">www.discoverhongkong.com</a> or <a href="http://www.esd.gov.hk">www.esd.gov.hk</a>
Search for trade mark, patent and registered design details	<a href="http://ipsearch.ipd.gov.hk">ipsearch.ipd.gov.hk</a>
Search of land records	<a href="http://www.landreg.gov.hk">www.landreg.gov.hk</a>
Search for bankruptcy cases and compulsory winding-up of companies	<a href="http://www.esd.gov.hk">www.esd.gov.hk</a>
One-stop search for business licence information	<a href="http://www.licence.tid.gov.hk">www.licence.tid.gov.hk</a>
Application and enquiry of SME Funding Schemes	<a href="http://www.smefund.tid.gov.hk">www.smefund.tid.gov.hk</a>
Lodgment of textile notifications by carriers and traders	<a href="http://www.gets.gov.hk">www.gets.gov.hk</a>
Submission of manifests for import/export cargo by rail, air and ocean/river	<a href="http://www.gets.gov.hk">www.gets.gov.hk</a>
Submission of tender documents	<a href="http://www.ets.com.hk">www.ets.com.hk</a>

## Hong Kong's Main E-government Websites

Content	Web Address
E-government in Hong Kong	<a href="http://www.egov.gov.hk">www.egov.gov.hk</a>
Digital 21 IT Strategy	<a href="http://www.digital21.gov.hk">www.digital21.gov.hk</a>
Electronic Transactions Ordinance	<a href="http://www.digital21.gov.hk/eto">www.digital21.gov.hk/eto</a>
Public Key Infrastructure (PKI)	<a href="http://www.digital21.gov.hk/pki">www.digital21.gov.hk/pki</a>
Interoperability Framework for E-government	<a href="http://www.itsd.gov.hk">www.itsd.gov.hk</a>
Common Chinese Language Interface	<a href="http://www.digital21.gov.hk">www.digital21.gov.hk</a>
Information Security	<a href="http://www.infosec.gov.hk">www.infosec.gov.hk</a>
Electronic Service Delivery (ESD) Scheme	<a href="http://www.esd.gov.hk">www.esd.gov.hk</a>
Government Information Centre	<a href="http://www.info.gov.hk">www.info.gov.hk</a>
Smart Identity Card	<a href="http://www.smartid.gov.hk">www.smartid.gov.hk</a>
Government News Bulletin	<a href="http://www.news.gov.hk">www.news.gov.hk</a>
Government Telephone Directory	<a href="http://www.directory.gov.hk">www.directory.gov.hk</a>
Business Entry Portal	<a href="http://www.business.gov.hk">www.business.gov.hk</a>
Hong Kong Education City.Net	<a href="http://www.hkedcity.net">www.hkedcity.net</a>
Government Forms	<a href="http://www.info.gov.hk/forms">www.info.gov.hk/forms</a>
Government Electronic Trading Services (GETS)	<a href="http://www.gets.gov.hk">www.gets.gov.hk</a>



## Endnotes

1. According to the "Survey on Public Opinions on E-government Services" conducted by ACNielsen for the HKSAR Government, 2003
2. "eGovernment Leadership: Engaging the Customer," Accenture, 2003
3. "Digital Governance in Municipalities Worldwide: An Assessment of Municipal Websites throughout the World," E-Governance Institute/National Centre for Public Productivity and Global e-Policy e-Government Institute, 2003
4. "Asia/Pacific eGovernment Dynamics: Forecast, 2002-2007," IDC, 2003
5. "Government Online: An International Perspective 2003," TNS, 2003
6. For details, please refer to [www.hwfb.gov.hk/policingdisease/SARS-b.htm](http://www.hwfb.gov.hk/policingdisease/SARS-b.htm)

