By fax 2121 0420 and post

February 2, 2006

Miss Polly Yeung
Clerk to Panel
Legislative Council Building
8 Jackson Road, Central
Hong Kong

Dear Miss Yeung,

I am writing to support the funding proposal under Capital Works Reserve Fund (CWRF) Head 710 Computerization for implementing the new strategy by OGCIO of CITB for implementing New Strategy for E-government Service Delivery.

Under the current situation, government services are delivered via ESD portal and individual B/Ds web site. This is not ideal since it is very difficult and inconvenient for citizens to discover and use the e-government services with this fragmented approach. For example, if a citizen would like to find property related information, the citizen needs to go to the Land Registry web site for property registration information; Lands Department web site for slope responsibility information; Planning Department web site for OZP information, etc. The fact that citizen have to spend more time going in and out of different web sites would reduce the willingness of the citizens in adopting e-government services. Obviously, concept of One Stop Access Portal (OSP) and Service Clustering would enable citizens to perform one or more tasks and transaction in one single web site. This convenience would greatly increase the motivation for the citizen to take full advantage of e-government services.

I also strongly support the idea that government to manage and operate the new OSP as a government-branded portal. One very good overseas example is the Geospatial One Stop (GOS) www.geodata.gov portal which is a one stop access portal for all

geospatial related information from various U.S. government departments. This portal is managed and operated by the Department of Interior of the U.S. Government and built and implemented by private sector. The GOS portal has proved to be very successful and popular. In addition to overseas' past experience, government-branded portal can also give the citizens more confidence in using the e-government services. In using some of the e-government services, the citizens are inevitably required to input some private and personal information for further processing. The citizens will be more confident in using the service and giving the personal information and the privacy of the citizens will be better protected if the portal is run by the government.

Finally, apart from the benefits to the public, the revised implementation approach can also benefit the IT industry since such a large scale of the portal project can create job opportunities for the IT industry. The Government and the B/Ds will be outsourcing to the private sector a significant portion of their work in application development, system implementation and maintenance, and provision of technical support. The increase of jobs in IT industry is a proof of HK's move towards a knowledge-based economy with the Government taking the lead.

Yours sincerely,

Dr. Winnie Tang
Chief Executive Officer