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Submission on OSP e-government

By: HMSICA

The adoption of an OSP for e-government is highly welcomed by our Association since it is a brave step towards a unified face of the e-government to the public.

The committed government investments both in terms of financial and human resource is a clear sign of the government's commitment to promote the IT industry as an important part of the economy. To proliferate the effect of the building of this new portal, we would like to see more opportunities for SME software companies to engage in the process. And more software applications to be written based on the new e-government architecture.

To this end, the following concerns are raised:

1. Improve ease of usage and segmentation

For each usage purpose, ease of usage have a different definition. With the OSP, can this be implemented with the flexibility to allow different usage purpose to enjoy a high level of usage satisfaction?

When the task as such is so huge, will it exclude all SME software companies into supplying their service to the e-government project? If a particular sector of the community can be used as a reference sector for provision of the OSP design, (like youth sector) the chance of participation of SME will be higher.

3. Data usage via OLAP tools

Existing government data are not stored in a format(like commercial OLAP) such that the information could be searched and analyzed via a web based browser on a multi-dimensional basis. Will the future e-government web site provide such a facility? Specifically, a multi-cube web based analytical tool to analyze existing statistics provided on paper format.

3. Consolidation of Government/private services using software applications.

For lots of existing software applications, there is no established ways to send/receive their data direct to/from the government portal, for example, inventory software cannot send their existing stocks/item name to the government procurement site and the government procurement site cannot publish their need to other software applications that handles inventory. For the purpose of better usage, it is foreseeable that application to application data integration will be necessary. Is there any provision for such a platform?

4. Last but not least, all of the above will need a PKI (the CA now operated by the Post Office) to verify and identify the user and usage.

The better the e-government project, the higher the need for software development using a PKI agent. To tender out the CA or stop it are not beneficial for the long term development of the software industry in Hong Kong. Will the government allow Hong Kong software developers to run the CA for the Hong Kong community so that software developed for the e-government under existing PKI will be able to operate in the foreseeable future; without the doubt of its existence or monopolization by non-government institutes.

Rgds

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