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Legislative Council

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Panel on Information Technology and Broadcasting

Meeting on 12 June 2006

**Updated Background Brief on
E-government Programme**

Purpose

This paper updates members on the development of the e-government programme and summarizes recent views and concerns raised by Members.

Background

2. The first phase of the e-government programme was launched in 2001. At present, the Government provides an e-option for about 1 200 public services. According to the Administration's report submitted to the Panel on 14 March 2005, the next wave of e-government would focus on "integrating and transforming e-services". To this end, the Government proposed to launch a One-Stop Access Portal (OSP) in 2007 which will gradually reprovision the e-government services currently provided on the Electronic Service Delivery (ESD) portal before the ESD contract expires in January 2008[1]. It also planned to adopt a "service clustering approach" for the future delivery of e-government services under which related e-government services will be grouped into a number of clusters to better meet the needs and expectations of citizens by segments. An Expression of Interest (EOI) exercise would be conducted in the latter half of 2005 for developing and operating the OSP and/or service clusters.

3. At the Panel meeting held on 9 January 2006, the Administration informed members that following a study conducted in June 2005, the implementation plan of the new e-government strategy had been revised as

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[1] The Administration has exercised the option under the ESD contract and extended the contract period for two years, i.e. from January 2006 to January 2008.

follows:

    (a) The launch of the OSP would be advanced to mid-2006 to tie in with the roll-out of new e-services of the Immigration Department.

    (b) The electronic government information currently provided by the Government Information Centre (GIC) would be incorporated into the OSP as the one-stop gateway to all e-government information and services.

    (c) The capacity and capability of the existing E-government Infrastructure Service (EGIS) platform[2] would be enhanced to support the development of the OSP, introduction of new e-government services as well as reprovisioning of existing ESD services. The availability of an open, neutral and interoperable platform owned by the Government would facilitate the participation of more private-sector companies in the delivery of e-government and value-added services.

    (d) The EOI exercise would be deferred to the second half of 2006 when the OSP and the service cluster framework would be in place.

4.   The Administration sought the Finance Committee (FC)'s approval for a non-recurrent provision of $170.8 million in 2006-07 and 2007-08 for the hardware, software, implementation and contract staff services, publicity and promotion for the OSP/service clusters. The proposed funding was approved by FC on 3 March 2006.

Consideration by Members

5.   Over the years, the Panel has received progress reports periodically on the implementation of the e-government programme. Members are generally supportive of the development of e-government in Hong Kong. In the course of deliberation at the Panel and FC, Members have raised a number of concerns for the Administration's consideration.

Utilization of e-government services

6.   The Panel was pleased to note that the promulgated target of providing an e-option for 90% of the public services amenable to the electronic mode of service delivery by the end of 2003 had been achieved. Nevertheless, members considered it equally important to promote the utilization of the e-options. According to the Administration's progress report on the 2004 Digital 21 Strategy submitted to the Panel in February 2006, it would promulgate a channel

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[2] The EGIS platform came into operation in December 2004 and provides to bureaux/departments shared front-end hosting services.

management strategy in the second half of 2006 to provide B/Ds with guidelines on, among other things, the introduction of incentives to migrate customers to use e-options.

7.   When considering the proposed funding of $170.8 million for enhancing the EGIS to support the OSP/clusters, members of FC also enquired about means to promote utilization of e-government services.   The Administration's response was that the new government-branded OSP, which would adopt a "citizen-centric" approach of service delivery and provide one-stop access to government information and services on-line, could help boost utilization.

8.   To address FC members' concern about measures to facilitate persons with physical impairment to access e-government services, the Administration confirmed that in designing the OSP, it would observe the "Guidelines on Dissemination of information through Government Homepages" published by the Home Affairs Bureau and those promulgated by the World Wide Web Consortium to ensure that the portal would be easily accessible by people with physical impairment.

9.   Noting the Administration's plan to set up a help desk for the e-government programme and that this service might be outsourced, members urged the Administration to ensure that there would be proper safeguards against disclosure of personal information.

Concerns about the revised implementation of the new e-government strategy

10.   The Panel noted that apart from the incumbent ESD Scheme service provider which queried the rationale for revising the implementation plan, the other deputations which submitted views to the Panel on 13 February 2006 generally supported the Administration's approach (outlined in paragraph 3 above).

11.   On whether the decision to develop a government-owned OSP instead of riding on the existing ESD portal secured through a public-private partnership was indicative of a diminishing role of the private sector, the Administration assured members that of the approved funding of $170.8 million, some $150 million would be used to procure hardware and software from the private sector through established procurement procedures and to engage the service of private sector professional staff during implementation.   Hence, this would be conducive to creating more job and business opportunities in the IT-related sectors.   The Panel also exchanged views with the Administration on the pros and cons of the existing ESD*life* portal, which presented government services alongside commercial services, vis-a-vis the proposed government-branded portal providing access to a wide range of e-government information and services. The Panel noted that while the ESD*life* portal hosts or hyperlinks to some 200 e-government services, the Government-owned OSP will facilitate public access

to more than 1 300 new and existing e-government services.

Benefits of e-government initiatives

12.   In considering the productivity gains of e-government initiatives, the Panel was particularly concerned about details of the resultant benefits/savings. In this connection, the Administration had informed the Panel in February 2006 that with a view to better assessing the benefits of individual e-government initiatives, it would commission a consultancy study in early 2006 to devise a reliable and consistent methodology for quantifying and measuring the benefits, both tangible and intangible, that might be derived from e-government initiatives. The Administration aimed to report the outcome of the study to the Panel upon completion of the study in mid 2006.

Latest position

13.   The Administration will provide the latest progress report on the implementation of the e-government programme to the Panel on 12 June 2006.

Relevant papers

14.   A list of relevant papers is at the **Appendix**.

Council Business Division 1
Legislative Council Secretariat
6 June 2006

List of relevant papers

Committee	Paper	LC Paper No.
Meeting of Panel on Information Technology and Broadcasting (ITB) on 28 May 2001	✧ Administration's paper : "E-government Strategy " ✧ Minutes of meeting	CB(1)1332/00-01(02) CB(1)1814/00-01
Council meeting on 4 July 2001	✧ A question raised by Hon SIN Chung-kai on access to various E-government services by users of different computer operating systems and Internet browser ✧ Hansard of meeting	-- --
Council meeting on 14 November 2001	✧ A question raised by Hon SIN Chung-kai on the usage of Electronic Tender System ✧ Hansard of meeting	-- --
Meeting of Panel on ITB on 10 December 2001	✧ Administration's paper : "Institutional arrangements for implementation of the Digital 21 Strategy and E-government initiatives" ✧ Minutes of meeting	CB(1)487/01-02(03) CB(1)703/01-02
Meeting of Panel on ITB on 14 January 2002	✧ Administration's paper : E-government programme for 2002" ✧ Minutes of meeting	CB(1)756/01-02(03) CB(1)1010/01-02
Meeting of Establishment Subcommittee (ESC) on 16 January 2002	✧ Administration's paper : "Proposed creation of one supernumerary post of Administrative Officer Staff Grade B (D3) in Information Technology and Broadcasting Bureau for a period of two and a half years to spearhead the E-government initiatives" ✧ Minutes of meeting	EC(2001-02)24 ESC19/01-02

Committee	Paper	LC Paper No.
Meeting of Finance Committee (FC) on 1 February 2002	✧ Administration's paper ✧ Minutes of meeting	FCR(2001-02)58 FC59/01-02
Meeting of Panel on ITB on 8 April 2002	✧ Administration's paper : "Realignment of leisure facilities booking systems and introduction of booking service under Electronic Service Delivery Scheme" ✧ Minutes of meeting	CB(1)1421/01-02(04) CB(1)1642/01-02
Council meeting on 29 May 2002	✧ A question raised by Hon SIN Chung-kai on technology transfer for Government IT projects ✧ Hansard of meeting	-- --
Meeting of Panel on ITB on 8 July 2002	✧ Administration's paper : "Progress update on the E-government programme for 2002" ✧ Minutes of meeting	CB(1)2172/01-02(03) CB(1)2429/01-02
Council meeting on 30 October 2002	✧ A question raised by Hon SIN Chung-kai on outsourcing of Government IT projects ✧ Hansard of meeting	-- --
Council meeting on 6 November 2002	✧ A question raised by Hon SIN Chung-kai on the Government's efforts in promoting the use of Open Source Software for the implementation of E-government projects ✧ Hansard of meeting	-- --
Meeting of Panel on ITB on 7 November 2002	✧ Administration's paper : "Common look and feel for Government web sites" ✧ Minutes of meeting	CB(1)185/02-03(06) CB(1)425/02-03

Committee	Paper	LC Paper No.
Meeting of Panel on ITB on 9 December 2002	✧ Administration's paper : "The interoperability framework – an enabler for joined-up E-government services"	CB(1)421/02-03(04)
	✧ Minutes of meeting	CB(1)670/02-03
Meeting of Panel on ITB on 10 February 2003	✧ Administration's paper : "Progress update on E-government development"	CB(1)627/02-03(01)
	✧ Minutes of meeting	CB(1)1004/02-03
Council meeting on 2 April 2003	✧ A question raised by Hon SIN Chung-kai on the procurement and disposal of computers by the disciplined services	--
	✧ Hansard of meeting	--
Council meeting on 25 June 2003	✧ A question raised by Hon SIN Chung-kai on the use of Open Source Software in Hong Kong	--
	✧ Hansard of meeting	--
Meeting of Panel on ITB on 21 July 2003	✧ Administration's paper : "Progress update on E-government development"	CB(1)2214/02-03(03)
	✧ Minutes of meeting	CB(1)2385/02-03
Council meeting on 8 October 2003	✧ A question raised by Hon SIN Chung-kai on projects under "Head 710 – Computerization" of the Capital Works Reserve Fund	--
	✧ Hansard of meeting	--

Committee	Paper	LC Paper No.
Council meeting on 10 December 2003	✧ A question raised by Hon Tommy CHEUNG on promotion of unlicensed restaurants on Electronic Service Delivery Life website	--
	✧ A question raised by Hon SIN Chung-kai on projects awarded under Information Technology Professional Services Arrangement	--
	✧ Hansard of meeting	--
Meeting of Panel on ITB on 12 January 2004	✧ Administration's paper : "Progress update on E-government programme"	CB(1)710/03-04(04)
	✧ Information note on the Electronic Service Delivery Scheme	CB(1)723/03-04
	✧ Minutes of meeting	CB(1)1044/03-04
Council meeting on 5 May 2004	✧ A question raised by Hon SIN Chung-kai on dedicated websites set up by the Government on specific issues or subjects	--
	✧ Hansard of meeting	--
Meeting of Panel on ITB on 10 May 2004	✧ Administration paper : "Review of the Government institutional structure for delivering the information technology function"	CB(1)1713/03-04(03)
	✧ Minutes of meeting	CB(1)2108/03-04

Committee	Paper	LC Paper No.
Meeting of ESC on 16 June 2004	✧ Administration's paper : "Proposed merger of the Information Technology Services Department and the IT-related divisions of the Commerce, Industry and Technology Bureau (Communications and Technology Branch) to form a new entity entitled Office of the Government Chief Information Officer in the Commerce, Industry and Technology Bureau with effect from 1 July 2004	EC(2004-05)8
	✧ Minutes of meeting	ESC37/03-04
Meeting of FC on 25 June 2004	✧ Administration's paper	FCR(2004-05)17
	✧ Minutes of meeting	FC110/03-04
Meeting of Panel on ITB on 12 July 2004	✧ Administration's paper : "Progress update on the E-government programme"	CB(1)2317/03-04(01)
	✧ E-government booklet on "Creating value for all"	CB(1)2326/03-04(01)
	✧ Minutes of meeting	CB(1)2469/03-04
Council meeting on 17 November 2004	✧ A question raised by Hon Emily LAU on application of object positioning technologies in Hong Kong	--
	✧ Hansard of meeting	--
Meeting of Panel on ITB on 14 March 2005	✧ Administration's paper : "E-government – The next wave of development"	CB(1)1052/04-05(04)
	✧ Minutes of meeting	CB(1)1197/04-05

Committee	Paper	LC Paper No.
Meeting of Panel on ITB on 9 January 2006	✧ Administration's paper : "New strategy for E-government service delivery"	CB(1)596/05-06(07)
	✧ Background brief on E-government programme	CB(1)597/05-06
	✧ Minutes of meeting	CB(1)821/05-06
Meeting of Panel on ITB on 13 February 2006	✧ Meeting with deputations and the Administration on new strategy for E-government service delivery	--
	✧ Minutes of meeting	CB(1)1004/05-06
Meeting of FC on 3 March 2006	✧ Administration's paper	FCR(2005-06)46