For discussion on
13 May 2010

**Legislative Council Panel
on Information Technology and Broadcasting**

Progress Update on E-Government Development

Purpose

This paper updates Members on the latest progress on E-government development, the benefits that E-government services have brought to citizens, and our way forward to encourage bureaux and departments (B/Ds) to achieve their policy objectives or goals through adoption of information and communications technology (ICT).

Background

2.   Following the publication of the 2008 Digital 21 Strategy, the Government has further developed, in consultation with the Digital 21 Strategy Advisory Committee, the following statement of desired outcomes for developing the next generation of public services -

> *"The Government provides people with the services they need, in an efficient, convenient manner, which is as pleasurable and straightforward as dealing with the most customer-friendly organisations in the commercial and voluntary sectors. Government policy priorities such as healthcare reform are enabled by appropriate and world-leading use of ICT. The internal efficiency of Government approaches that of the most efficient commercial organisations. Transparency and public engagement are enhanced through leveraging ICT."*

3.   In order to determine whether the service delivery objective is being met, the Government has begun to measure user satisfaction with the channels used to deliver government services and is benchmarking this with the

satisfaction level achieved by leading commercial organisations. We will adopt this as the Key Performance Indicator for this objective.

4.　　　This paper updates Members on the development of the E-government programme, highlighting -

- Achievements since May 2009 when we last briefed Members on the progress of major E-government initiatives;
- The Pan-Government IT Strategy being mapped out by the Office of the Government Chief Information Officer (OGCIO) and its strategic components; and
- Forthcoming major E-government projects.

Achievements in Past Year

5.　　　We have made good progress on the implementation of E-government programme in the past year.　　Achievements include -

- The one-stop portal, GovHK, has continued to deliver a high-level of user satisfaction, and has won awards[1] for its design, services and accessibility features among E-government services locally; the revamped GovHK and its mobile/accessible version have been launched in March 2010 to enhance the user experience as well as mobile accessibility;
- A pilot scheme on paper-less meeting has been launched;
- More E-procurement initiatives have been rolled out to users in three pilot departments and suppliers;
- The Electronic Health Record (eHR) Office has been set up to take forward the development of eHR;
- The Road Cargo System has been launched to start a trial run to facilitate seamless customs clearance at the land boundary;

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[1] Awards include - a) Silver Award for Best Public Service Application in Hong Kong ICT Awards 2009
　　　　　　　　 b) Excellence Award in Web Care Award 2009
　　　　　　　　 c) Recommended Website in 2009 Meritorious Website Contest

- The pilot scheme on Express e-Channel at the Lo Wu Immigration Control Point is well received by the public, and will be considered for further extension;

- Development of the Client Information System was completed and the system will be launched in June 2010 to facilitate effective social welfare services;

- The Government Financial Management Information System (GFMIS) is in full production use;

- The online applications for incorporation of companies and filing of company documents are being implemented for service rollout in 2010-11; and

- The design of the One-Stop Shop IT system to provide one-stop services to job-seekers was completed and the one-stop services will be launched in early 2011.

6. Further details on these achievements are included in **Annex 1**.

Pan-Government IT Strategy

7. Our policy objectives are to maintain a small and efficient Government, promote business opportunities in the private sector, deliver citizen-centric services with strong emphasis on customer engagement and joined-up services, and promote the use of green ICT technologies. Having regard to these policy goals, we see several change drivers which will shape the development of E-government.

- Users of government services increasingly wish to see joined up services, and to be able to access the services they require without needing to understand the structure of the Government;

- The growth and development of ubiquitous network computing create opportunities for the Government to make greater use of common and shared systems, infrastructure and data, in order to reduce the cost, time and environmental impact involved in delivering enhanced

systems, and to enable enhanced collaboration among B/Ds for better efficiency for the delivery of joined-up citizen-centric services;

- The use of social computing tools is growing very rapidly, especially among younger members of the community. These platforms provide an opportunity for Government to interact more effectively with these members of the community both to engage them in policymaking and as part of the strategy for delivering relevant public services; and

- There is a growing role for ICT to reduce the environmental impact of government activity, for instance by reducing the use of paper within the Government and by reducing the carbon footprint of government ICT activities.

8.   Taking the above into consideration, we are formulating a Pan-Government IT Strategy to provide overarching IT direction and strategy to B/Ds, and to determine what IT initiatives should be taken by the OGCIO, and which by B/Ds.   This strategy will address five main areas - governance on IT investments, IT-enabled business transformation, information and data management, technology architecture and infrastructure, and human resources. Many aspects of the strategy are already in place, and we will progressively enhance the strategy to reflect the key drivers of change.   We aim to complete the first phase of strategy enhancement in time for relevant projects to be considered in 2010-11.   More details on the scope of the strategy are included in **Annex 2**.

Forthcoming OGCIO Initiatives

9.   We will take forward initiatives in line with the Pan-Government IT Strategy to enhance efficiency, facilitate collaboration and pave way for the next generation of E-government services.

Further Development of GovHK

10.   The revamped website launched in March makes it easier for users to

accomplish the task that they had in mind when deciding to visit the site. The next stage of enhancement is to develop a personalised version of the site (MyGovHK). This will make it easier for citizens to use the services that are most relevant to them, and will enable us to make personalised suggestions on additional services that they might find useful. By late 2010, we intend to provide a personalised homepage, e-alert and easy sign-on function for users to access different online public services via an integrated user account. We will continue to enhance the personalisation features progressively thereafter.

11. The new mobile version of GovHK is more convenient for users who are browsing via mobile phones, but it does not yet support all the transactions that users might require, nor does it take advantage of smartphone features such as the camera, global positioning system, local storage and push notifications. We propose to develop downloadable GovHK applications for popular smartphone operating systems in order to provide a richer experience for mobile users. We hope to develop the first such application later this year, and are currently planning the features to be included in the first release. We will progressively add more features, and develop additional applications for other mobile devices. To further support mobile services, we also envisage a common SMS gateway and mobile payment system; we will commence feasibility studies on these initiatives during 2010-11. We will also work with B/Ds to minimise the complexity involved in connecting their back-end systems to the mobile interface.

12. GovHK already has a channel on YouTube and a Twitter presence. We will continue to enhance the use we make of social media to reach GovHK clients.

Next-generation Government Communications Infrastructure

13. In 2009, the OGCIO completed a study to formulate the development strategy for the next generation communications infrastructure, taking into account business needs, industry and technology developments, and transitional arrangements based on the existing government network infrastructure ("the NGCI study"). The study concluded, among other things, that the Government should adopt a Unified Communications and Collaboration Services Strategy

with phased implementation to enable the Government to cope with modern communications needs. The relevant recommendations will be subsumed under the Pan-Government IT Strategy, either as specific projects or further detailed studies on the longer term proposals. New initiatives arising from the NGCI study will be made around mid-2010.

14.   Riding on the initiatives arising from the NGCI study, we will also develop common services for use by B/Ds to achieve economy of scale as well as to enhance consistency of customer experience and facilitate collaboration across B/Ds. During 2010, we expect to complete the development of frameworks for Human Resource Management, Collaboration and Electronic Information Management which will specify the common services to be provided, as well as providing a mechanism for B/Ds to develop adjunct systems to meet any unique needs.

E-engagement

15.   Different B/Ds, as well as individual government officials, have conducted a wide variety of e-engagement activities on different policy initiatives from time to time, e.g. online surveys, writing blogs, collecting feedback through Facebook, participating in live web chats, hosting dedicated websites and/or discussion forums to consult the public on specific issues, exchanging emails with the public and webcasting. We are studying overseas practices on public engagement using social media tools, and we will draw reference from these practices as applicable.

Reuse of Public Sector Information

16.   Government and public bodies hold and publish a wealth of public sector information (PSI) such as traffic-related, weather and geospatial information. However this is not always published in a form, or on terms, which facilitate third-parties adding value to it, for instance by combining it with other data or disseminating it through additional channels. In order to help us develop a policy framework that could better facilitate the reuse of public sector information, we will conduct a pilot in 2010-11 and will review the case for a more general policy framework in the light of the value generated

by the pilot.

Forthcoming Major Departmental Initiatives

17.　　At the departmental level, many B/Ds have already moved towards the citizen-centric mode of public service delivery and the use of electronic channel is gradually becoming more popular (see **Annex 3)**.　In the meantime, some B/Ds are going to implement E-government initiatives to further enhance their public service delivery capability in support of their business goals and policy objectives.　Major initiatives of B/Ds include -

- Redevelopment of Communal Information System and Enhancement of IT Infrastructure of the Hong Kong Police Force;

- Traffic and Incident Management System of the Transport Department;

- System Infrastructure Enhancement Project of the Inland Revenue Department;

- Implementation of the Integrated Student Financial Assistance System; and

- A verified, authenticated and searchable electronic database of Hong Kong Legislation.

Details of the above initiatives are at **Annex 4**.

Key Performance Indicators

18.　　Our desired outcome for the next generation of public services is that they should be convenient and efficient, and as pleasurable to use as the best in the commercial and voluntary sectors.　We have begun to measure this directly, conducting a survey that compares user satisfaction with the channels used to deliver government services, with user satisfaction with the channels used by leading private sector organisations.　The initial survey respondents include both individuals and small and medium-sized enterprises (SMEs).

19.   We have drawn some initial conclusions from the survey -

- The Internet (including web and email) is the most commonly used channel for individuals accessing government services.   The proportion using various channels during the past 12 months was -

Internet	55%
Post	37%
In person	36%
Phone	22%

- User satisfaction with channels used to deliver government services was comparable to the upper quartile of the eight benchmark private sector organisations.   The proportion of individual respondents who were very satisfied or somewhat satisfied with each channel was as follows -

	Government Services	**Upper quartile of private sector services**
All channels	69%	67%
Internet	73%	71%
Post	62%	n/a
In person	65%	57%
Phone	63%	67%

- The picture is similar for SME respondents, except that a much larger proportion had used the in-person channel (61%) and postal channel (47%) and a marginally lower proportion had used Internet (50%) and phone (19%).   User satisfaction was again comparable to the upper quartile of benchmark private organisations, though it tended to be marginally lower than the upper quartile, rather than marginally higher as was the case for individual users.

20.   After reviewing the initial findings with the E-government Task Force under the Digital 21 Strategy Advisory Committee, we propose to refine the survey methodology to take account of the following factors -

- The need for a larger sample size, in order to generate meaningful data about satisfaction with less commonly used services

- The need to evaluate whether customers would prefer to use a different channel but are encountering difficulties in doing so, even though they are satisfied with the channel they are in fact using

- The need to consider whether to benchmark different departments against the most directly comparable private organisations

21.   We intend to complete the survey using a refined methodology during the current financial year.   In parallel, we will be discussing the initial survey findings with B/Ds and identifying any lessons for enhancement of their E-government services.

22.   We have also conducted a survey[2] to evaluate citizens' satisfaction with GovHK.   Some key results of the survey are as follows -

(a) Users of online services of GovHK are generally satisfied (85% strongly satisfied/somewhat satisfied) with our services;

(b) The awareness for GovHK (83%) and usage rate (62%) are high among past 3 months' Internet users[3];

(c) Users of online banking services and airline websites generally expressed that the layout of GovHK is clearer than those private services; and

(d) More users think that the content of GovHK is well categorised than online banking websites and airline websites.

IT Expenditure for E-government

23.   We have earmarked HK$1,446.1 million in the Capital Works Reserve Funds (CWRF) for carrying out the government IT programme in 2010-11, and

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[2] The survey was conducted before the launching of GovHK revamp in March 2010.
[3] Past 3 months Internet users usually spend around 14 hours per week on the Internet mainly from home, followed by office or school.   68% usually access the Internet every day, particular for those aged 15-34.

we envisage that the industry will find many new business opportunities (see **Annex 5**).

Conclusion

24.		The Government will continue its efforts in achieving the objectives and statement of desired outcomes defined under the Digital 21 Strategy by transforming and joining-up government processes through IT. We will continue to update Members regularly on our progress and achievements on an annual basis.

**Office of the Government Chief Information Officer
Commerce and Economic Development Bureau
May 2010**

Achievements in the Past Year

GovHK

The customer satisfaction survey conducted from November 2009 to February 2010 revealed that there has been an increasing number of regular users of GovHK (see Annexes 1-A to 1-C). Over 80% of the respondents agreed that GovHK was informative and could fulfill their needs of searching. Besides, around 80% of the respondents also considered that the layout and categorisation of information on GovHK were comparable to some major commercial portals.

2.		In response to citizens' comments on the look and feel of GovHK in previous customer satisfaction surveys, we launched the revamped GovHK in March 2010 to enhance the user experience of GovHK and provide the services they need in a more efficient and effective manner. We introduced some new features, including smart menu, goal-oriented approach, personalised colours, shared GovHK and government forms. We have also enhanced the Change of Address online service to cover more B/Ds and non-governmental organisations.

3.		In view of the increasing trend of mobile access to the Internet, a new mobile/accessible version, "One-click-access Mobile GovHK", has been launched in March 2010 as well to feature not only the full content of GovHK, but also enable access to dynamic data and government videos in just one-click in leading mobile devices. In the mobile/accessible version, all contents are packaged in an optimised size and format so that users can look up public information through a mobile device anytime, anywhere. This version is also designed to cater for the specific needs of the visually impaired users.

Pilot Scheme on Paper-less Meeting

4.		The OGCIO has launched a pilot scheme to encourage the use of paper-less meeting solution in Government since October 2009 to facilitate the

new way of convening meetings in paper-less and more efficient manner. It also serves to promote an environmental-friendly means of information sharing by reducing the use of paper. Bureaux/Offices have also started their planning and arrangement for the implementation of the initiative gradually.

Electronic Procurement

5. Following the production launch of the Procurement Portal in June 2008, the remaining E-procurement initiatives, namely workflow, E-catalogue and E-sourcing have been implemented and rolled out progressively to the pilot departments (namely the OGCIO, the Immigration Department and the Environmental Protection Department) and suppliers since September 2009.

6. We expect that the E-procurement initiatives will facilitate better sourcing, streamline the procurement workflow and encourage adoption of e-commerce in the supplier community. After the full operation of the pilot E-procurement initiatives in the first half of 2010, we will collaborate with the three pilot departments and relevant stakeholders to review the outcome in the latter part of 2010 and propose the way forward.

Electronic Health Record (eHR)

7. The Government is committed to developing a territory-wide patient-oriented eHR system where individual records are owned by the patients. Participation will be on a voluntary basis and sharing of patients' health records between healthcare professionals in both public and private sectors is subject to patients' express and informed consent. The eHR system, which serves as an essential infrastructure for implementing the healthcare reform, will enhance continuity of care for patients and efficiency of healthcare by providing a platform for seamless integration and interface of healthcare services at different levels of care from primary care doctors to hospitals.

8. The Finance Committee approved in July 2009 a commitment of $702 million for implementing the first stage of the territory-wide patient-oriented eHR Programme from 2009-10 to 2013-14 and an eHR Office was set up in the Food and Health Bureau (FHB) in July 2009 to spearhead and coordinate the

development of the eHR Programme, with the technical support from Hospital Authority (HA), the steer of the eHealth Record Programme Steering Committee[4], and the guidance from the Steering Committee and its Working Groups[5].

9.   The targets of the first stage eHR programme are -

    (a) to have the eHR sharing platform as an essential healthcare infrastructure ready by 2013-14 for connection with all public and participating private hospitals;

    (b) to have electronic medical/patient record systems or other health information systems in the market for connection to the eHR sharing platform; and

    (c) to formulate a legal framework for the eHR sharing system to protect data privacy and security prior to commissioning of the system.

10.   We plan to streamline the patient enrolment and improve the security and accuracy by using the card face data of smart Hong Kong Identity Cards in the registration process of the Public Private Interface - Electronic Patient Record Sharing Pilot Project[6] (PPI-ePR) starting in the third quarter 2010. As at 15 April 2010, over 89 000 patients have enrolled to PPI-ePR. The use of smart Hong Kong Identity Card by the patient will be entirely voluntary.

11.   The eHR Office will consult the relevant professions, stakeholders and the public in 2010-11 on issues such as voluntary participation; authorisation; consent for record access and the long-term legal framework required for the protection of privacy and security of eHR data.

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[4] The eHealth Record Programme Steering Committee comprises representatives from FHB, Department of Health, Efficiency Unit, OGCIO, HA, and other relevant B/Ds.

[5] The Steering Committee on eHR Sharing and its Working Groups comprise members from both the public and private sector stakeholders.

[6] PPI-ePR is developed and operated by HA and it was expanded in 2008 under the auspices of the Steering Committee on eHR sharing as part of the initiative to take forward the development of eHR. PPI-ePR allows a duly authorised healthcare provider with the consent and authorisation code of a patient to access the patient's clinical information at HA.

Using smart ID card for elderly healthcare voucher

12.   The Elderly Health Care Voucher Pilot Scheme was launched on 1 January 2009. As at 18 April 2010, over 2 600 healthcare service providers have enrolled, and the Department of Health has handled over 560 000 voucher claims. To further simplify the procedures and afford greater convenience to elders, the Government will, subject to the technical feasibility, make use of the "card face data function" in the chips of smart Hong Kong Identity Cards for registration and claiming for the use of elderly healthcare voucher.

Road Cargo System

13.   The Road Cargo System (ROCARS) is built for Hong Kong to keep abreast with global, regional and national developments in moving towards electronic customs clearance which would strengthen Hong Kong's competitiveness as an international trading centre.

14.   The Customs and Excise Department (C&ED) launched the ROCARS to start a trial run in March 2010. The ROCARS provides e-services for the industry stakeholders concerned to submit electronic advance cargo information to C&ED before the cargo consignment enters or exits Hong Kong by truck for customs clearance of road cargoes as well as enables C&ED to conduct risk profiling in advance. Therefore, the cross-boundary trucks, except those selected for inspection, can enjoy seamless customs clearance at the land boundary and the cross-boundary cargo movement can be expedited at the same time.

Pilot scheme on Express e-Channel at Lo Wu Control Point

15.   Since the production launch on 3 March 2009 by the Immigration Department (ImmD), the pilot scheme has received positive response and the average clearance time has shortened from 12 seconds to 8 seconds as compared with the traditional e-channels. Currently, there are 20 Express e-Channels installed at the Lo Wu Control Point. As at 15 April 2010, around 1.05 million Hong Kong residents have enrolled and over 21.2 million passenger movements have been recorded. In view of the scheme being well received by the public,

the ImmD will plan to install more Express e-Channels at the Lo Wu Control Point and consider extending the Express e-Channel service to other control points.

Client Information System

16.   To provide better and more effective client services, the Social Welfare Department (SWD) is implementing the Client Information System (CIS) which will be launched to production in June 2010.   The CIS will automate and streamline case management process, as well as collect and share client information across SWD to facilitate operational, management and planning purposes.   It will provide caseworkers with as much information as possible to facilitate timely care planning, intervention and service delivery. The CIS also generates useful management information for service planning purposes, for example, the tracking of an increasing number of child abuse and neglect cases to allow SWD to adequately allocate resources for prevention and intervention services.

Government Financial Management Information System (GFMIS)

17.   The GFMIS serves some 5 400 users in various B/Ds service-wide to enable the government accounting and financial management operations and processes to be conducted in a more efficient and effective manner, support informed decision making, and provide functionalities to meet both the cash-based and accrual-based financial reporting requirements.   All modules of the system were implemented in August 2009.

*Implementing online applications for incorporation of companies and filing of company documents*

18.   The Companies Registry is developing Phase II of the Integrated Companies Registry Information System (ICRIS II) which will come on stream in 2010-11.   ICRIS II will provide on-line applications for incorporation of companies and filing of company documents, and provide a one-stop service for company incorporation and business registration to the business community. With the electronic one-stop service in place, the time required for company

incorporation and business registration will be shortened from four working days to less than one day.   Other than enhancing efficiency and transparency of the registration and filing service, ICRIS II also creates new service capabilities to facilitate a more business-friendly environment that enhances Hong Kong's overall competitiveness and ease of starting a business in Hong Kong.

### *Establishing One-Stop Shop IT system for helping the job-seekers*

19.   The Labour Department (LD) will implement a One-Stop Shop IT System (OSSS) to support the case management operation of the pioneer one-stop employment and training centre to be set up in Tin Shui Wai as announced in the 2009-10 Policy Address.   The OSSS will enable information sharing among LD, Social Welfare Department, Employees Retraining Board and relevant non-governmental organisations and support the parties in offering one-stop employment and training/retraining services to job-seekers.   The OSSS is planned for production launch upon the opening of the pioneer centre in early 2011.

Trend on Average Daily Visits per Month on GovHK (since soft launch) from September 2006 to March 2010[7]

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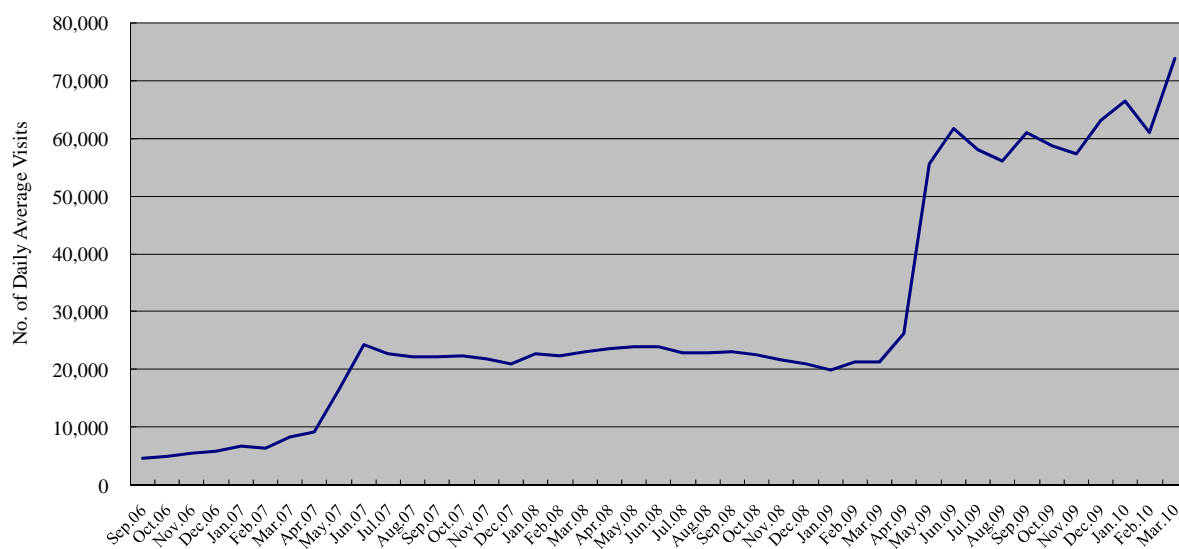
[7] With the implementation of a new web analytical tool, different criteria for capturing the website access statistics has been used. The present statistics collection mechanism is more precise because the statistics on individual workstation, rather than individual web server, can be captured. As a result, there is a surge in the number of visitors.

Trend on Average Daily Page Views per Visit per Month on GovHK (since soft launch) from September 2006 to March 2010[8]

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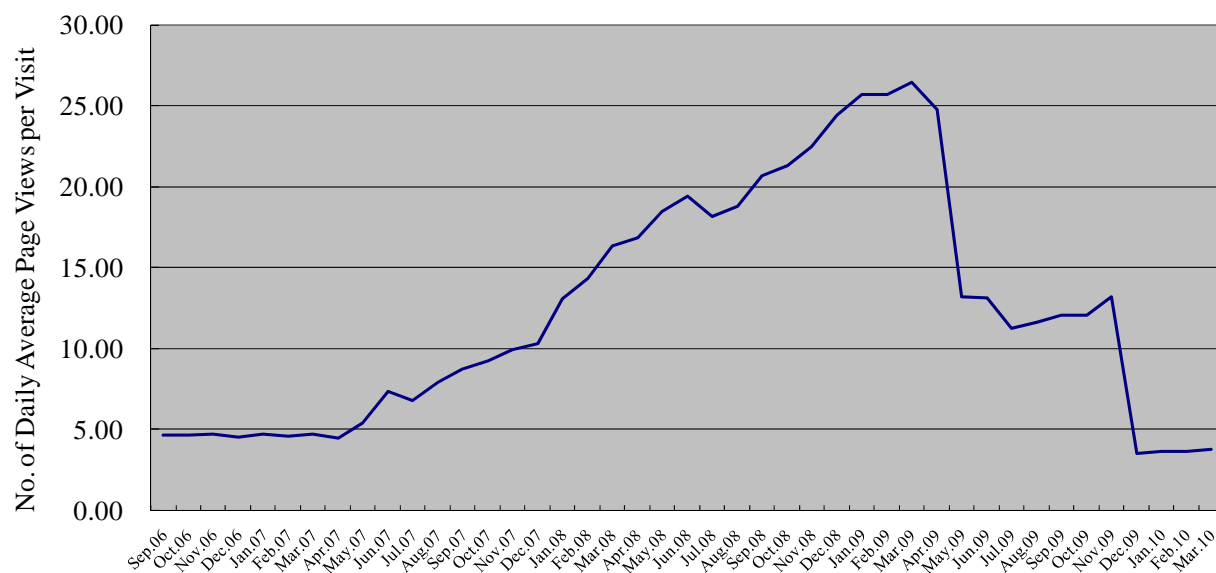
[8] With the implementation of a new web analytical tool, different criteria for capturing the website access statistics has been used. The present statistics collection mechanism is more precise because non-human traffics (e.g. page views generated from search engines) will be excluded. Moreover, with the launch of revamped GovHK in late March 2010, we envisage that there will be a further drop in page views as visitors can make use of the smart menu and go through less pages to browse their required information and services on GovHK. This leads to a drop in daily page viewed per visitor.

GovHK Customer Satisfaction Survey from 2006 to 2009

Key Indicators	2006	2007	2008	2009
Respondents liked GovHK	83%	87%	87%	85%
Respondents would use GovHK in the future	91%	95%	94%	94%

Main Areas of the Pan-Government IT Strategy

Governance on IT Investments

In order to align IT investments with government policy/departmental objectives and to take full benefits of the new market offerings such as the pay-per-use business model, we will establish a comprehensive management framework for the Government to make decisions about IT investments, assure their quality and measure their strategic impact and success.

IT-enabled Business Transformation

2. To improve the efficiency and quality of electronic services and enhance customer experience, the OGCIO has already been developing programmes that foster joined-up processes and common services in the Government. Based on the experience of the initiatives currently in progress, such as the pilot schemes of paper-less meeting and E-procurement, we will continue to identify and implement similar initiatives across the Government. During this process, the Government will also play an exemplar role in greening the environment and reducing carbon footprint, by way of using computing resources efficiently as well as minimising the environmental impact with the help of ICT services.

Information and Data Management

3. Electronic Information Management (EIM) is an important business process to ensure that proper records are maintained and that information can be made readily available for operational use, knowledge sharing and decision support. The OGCIO have engaged four other B/Ds, namely the Communications and Technology Branch of Commerce and Economic Development Bureau, the Drainage Services Department, the Legal Aid Department and the Rating and Valuation Department to collaborate to define departmental EIM strategies, taking into consideration the security, privacy and information protection requirements, with a view to developing a framework in

the second half of 2010 to facilitate the wider EIM implementation in the Government.

4.   We will also assess the likely impact of changes in infrastructure, technology and user behaviour to the Government Information Security Management Framework. This will further protect government information assets against loss, misuse, disclosure, damage or unavailability, and enhance public confidence in the adoption of E-government services.
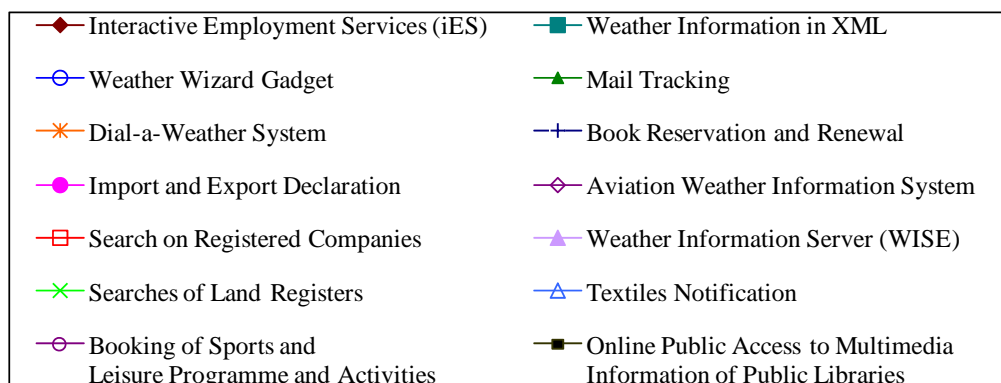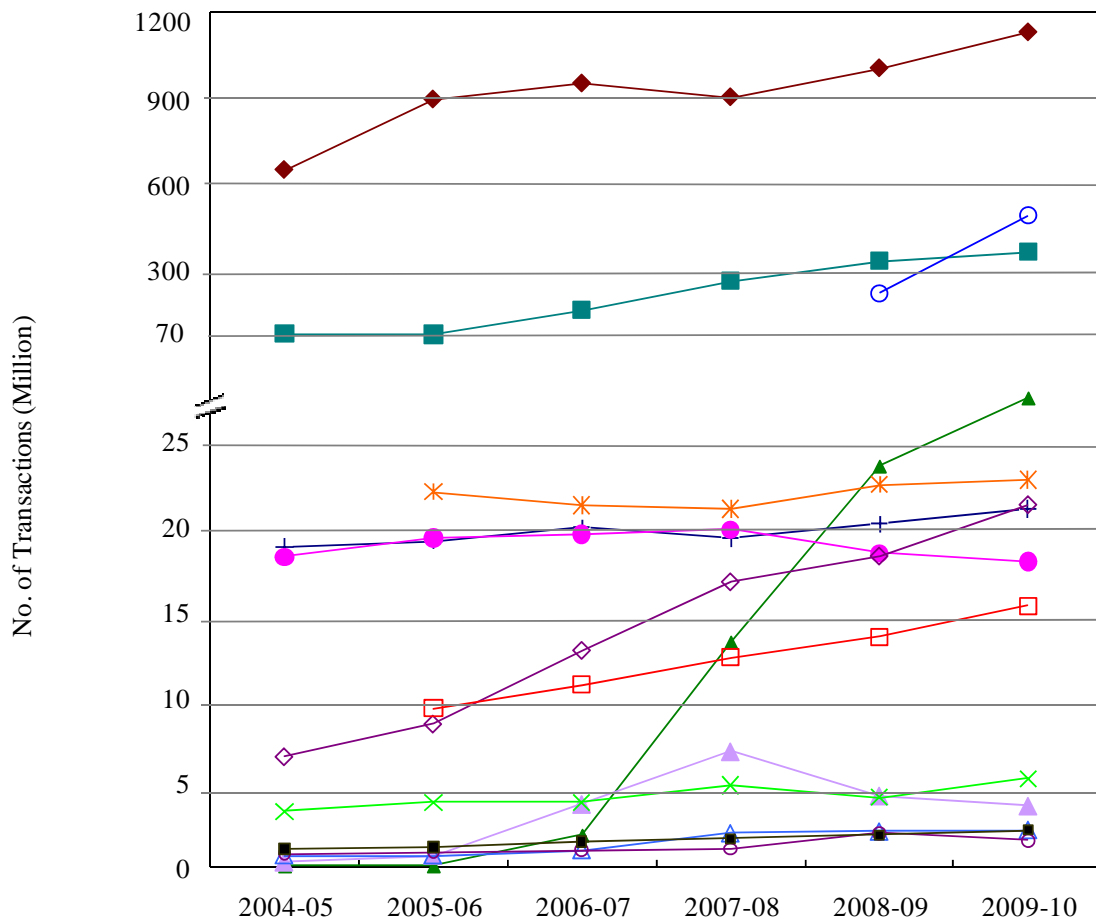
Technology Architecture and Infrastructure

5.   Proper adoption of technologies by the government is critical to improving the quality for delivering new services, ensuring security / control, improving efficiencies and at the same time protecting our investments. In view of the rapid advancements in technologies such as cloud computing and increasing expectations from the customers, there is a need for a continual review and evaluation process for providing an interoperable and sharable infrastructure in supporting the new government policies and programmes. The target is to enable the inter-linking to and from different platforms e.g. government-to-government (G2G), government-to-business (G2B), government-to-citizen (G2C), etc. while still maintaining the security and integrity needs in our government systems architecture.
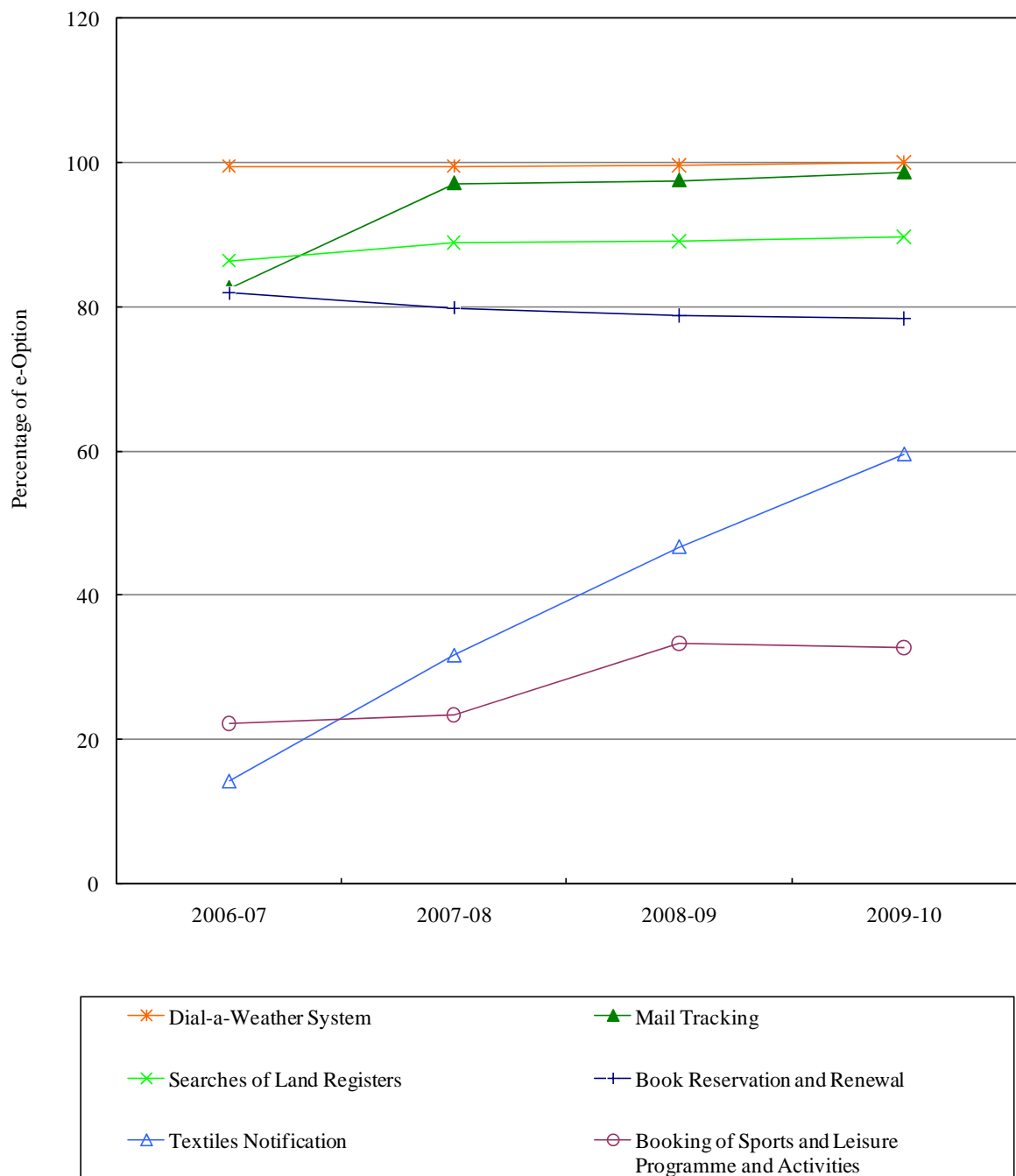
Human Resources

6.   Successful implementation of the Pan-Government IT Strategy requires a sustainable and robust government IT workforce, in terms of capacities and capabilities, to harness the benefits of ICT for the Government and society. The OGCIO has already developed a Continuing Professional Development (CPD) process to recognise and develop our competencies and competitiveness to a higher level to meet the challenges of tomorrow. Riding on the Government IT Skills Framework (GISF) and the Core Competencies Framework for the Government IT Profession, the CPD process aims to facilitate government IT professionals to identify the skills and the levels of skill required, to understand the strengths and weaknesses, and to identify the skill gaps and development needs for personal and career development. We

have also embarked on forming the Professional Practice Communities of government IT professionals to develop best practice approaches and the Business Domain Communities to facilitate cross fertilisation of knowledge and expertise between IT professionals and business leaders for IT exploitation in specific business and policy domains.

Annex 3

A. Popular E-Services Usage Statistics (e-transaction volume) from Year 2004-05 to 2009-10

Legend:
- Interactive Employment Services (iES)
- Weather Information in XML
- Weather Wizard Gadget
- Mail Tracking
- Dial-a-Weather System
- Book Reservation and Renewal
- Import and Export Declaration
- Aviation Weather Information System
- Search on Registered Companies
- Weather Information Server (WISE)
- Searches of Land Registers
- Textiles Notification
- Booking of Sports and Leisure Programme and Activities
- Online Public Access to Multimedia Information of Public Libraries

B. Popular E-Services Usage Statistics (e-options over all available options)[9] from Year 2006-07 to 2009-10

Legend:
- Dial-a-Weather System
- Searches of Land Registers
- Textiles Notification
- Mail Tracking
- Book Reservation and Renewal
- Booking of Sports and Leisure Programme and Activities

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[9] The popular e-services shown in Chart B are those having both e-option and other service delivery channels in Chart A.

Forthcoming Major Departmental Initiatives

Redevelopment of Communal Information System and Enhancement of IT Infrastructure of the Hong Kong Police Force

The Hong Kong Police Force (HKPF) will develop the next generation of Communal Information System (CIS) which was launched in 1997. The new CIS will support operation of each police station throughout the case cycle from receipt of reports from public to investigation, detention, conviction till case closure so as to provide more responsive police service. It will also provide an enhanced e-service on non-life threatening cases. The new CIS is planned for operation in 2015.

2. In addition to the development of the CIS, HKPF will enhance the existing IT infrastructure through virtualisation technology to meet new business challenges. The enhanced infrastructure, which will support data-centric architecture, will enable HKPF to manage the administration of servers, user access control and application change control more effectively, and hence improve HKPF's information management and accessibility, enhance operational mobility and efficiency as well as mitigate data leakage risk. It will also provide a common platform for integration of applications, data storage and standardised user interface to promote user friendliness.

Provision of Traffic and Incident Management System in the Transport Department

3. The Transport Department (TD) plans to install a Traffic and Incident Management System (TIMS) for more effective and efficient traffic and incident management so as to minimise traffic impact and inconvenience to road users and the public. The TIMS will automate and integrate various existing incident management processes such as detection, verification, monitoring, impact analysis, response measures and information dissemination. TD will consult the Transport Panel on the proposal in the second quarter of 2010, and plans to seek funding approval of the Finance Committee in 2010-11.

System Infrastructure Enhancement Project of the Inland Revenue Department

4.   To maintain a secure and reliable system to meet operational requirements effectively, the Inland Revenue Department (IRD) will upgrade the IT infrastructure so as to leverage new technology to improve the efficiency and sustain the ongoing operation of the computer systems.   An upgraded IT infrastructure deploying up-to-date technology will bring about a more open and flexible system architecture which will better equip the IRD to meet the increasing demands of the public and fast changing business environment. The upgraded system will shorten the time required for daily housekeeping and system backup, enabling IRD to enhance the system availability of eTAX under GovHK and reduce the service break for online enquiry of taxpayer assessment notices from the existing 4 hours to 1 hour per day.

Implementation of the Integrated Student Financial Assistance System

5.   To improve the operation and administration of the student financial assistance schemes, the Student Financial Assistance Agency (SFAA) will implement the Integrated Student Financial Assistance System in three phases from 2011 to 2016.   The new system will provide operationally integrated and new advance functionalities to various functional units with a view to enhancing the management of various student financial assistance schemes and scholarship schemes from capturing of application details to processing of application, arrangement of payment and management of loan accounts.   It will also support provision of new convenient e-services under GovHK to the public by enabling the applicants to submit applications, enquire progress and manage their loan accounts online through Internet.   Moreover, it will strengthen the readiness for future development in terms of capacity and capability in supporting new schemes and enhancements to the existing schemes that may be introduced in future.

A verified, authenticated and searchable electronic database of Hong Kong Legislation

6.   The Department of Justice (DoJ) will implement an authenticated electronic database of Hong Kong legislation.   The new system will improve the workflow, accuracy and timeliness for legislation compilation, so as to facilitate DoJ to maintain a verified, authenticated and searchable electronic database of Hong Kong legislation with legal status.   At the same time, it will deliver e-services by providing the public with free and convenient access to the accurate and timely updated Hong Kong legislation with legal status over the Internet, which will greatly improve the image of DoJ and the Government as a whole.   This is in line with the aspiration of Hong Kong to become the regional hub for legal services and dispute resolution and the Government's initiative to become a leading digital city.   The system is planned for implementation in two phases in 2014 and 2015.

Approved IT Projects Outsourced[10]

	2008-09 (Actual)	2009-10 (Revised estimate)	2010-11 (Estimate/ target)
Value of Work Outsourced ($ million)	912.9 out of	1,173.8 out of	964.1 out of
Value of Work Undertaken ($ million)	951.2 (96.0%)	1,242.8 (94.4%)	1,446.1 (66.7%)[11]

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[10] Value of work undertaken is based on allocation of CWRF Head 710 on Computerisation. Apart from this, the Government spending on IT investment also consists of recurrent IT expenditure including staff cost as well as non-recurrent cost for projects under other funding heads (e.g. Head 708 on Capital Subventions and Major Systems and Equipment, Subhead 603 on Plants, vehicles and equipment and Subhead 700 on General non-recurrent), computerisation in schools and IT expenditure of Housing Authority/Housing Department and Hospital Authority.

[11] The "two-thirds" outsourcing ratio is our minimum target for outsourcing, which was set when the outsourcing policy was first introduced in the context of the 1998 Digital 21 Strategy.