

# 立法會 *Legislative Council*

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## Panel on Information Technology and Broadcasting

Meeting on 23 March 2026

### Background brief on “iAM Smart”

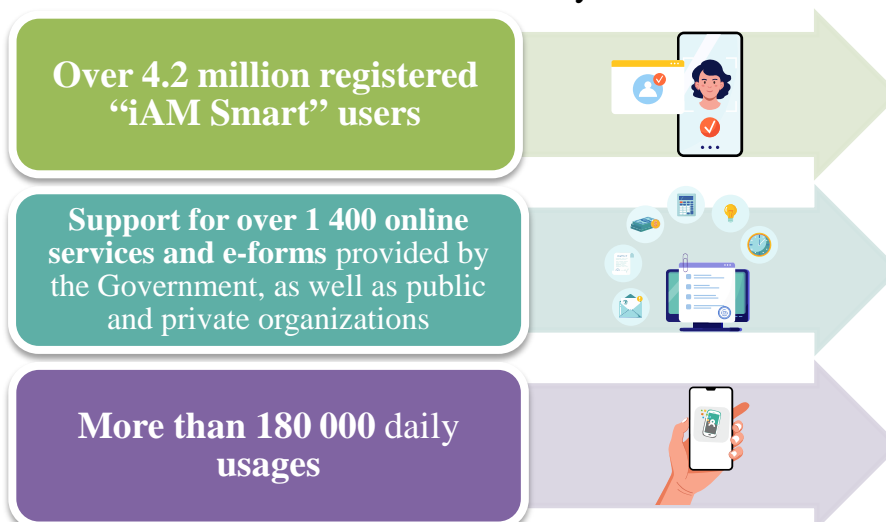
#### Purpose

This paper provides background information on “iAM Smart”. It also summarizes the major views and concerns raised by Members on relevant issues.

#### Background

##### “iAM Smart” platform

2. The “iAM Smart” mobile application provides a one-stop **personalized digital service platform**, which enables users to conduct authentication, digital signing and “e-ME” form-filling functions via the mobile application or website services, so that users can easily log in and use “iAM Smart”-enabled online services. Currently, all government departments have adopted “iAM Smart” to provide citizens with convenient and one-stop online services. Since its launch at the end of 2020, the usage data for “iAM Smart” as of the end of February 2026 is as follows:



Source: Digital Policy Office [“iAM Smart” web page](#)

3. The Digital Policy Office (“DPO”) obtained funding approval from the Finance Committee (“FC”) of the Legislative Council (“LegCo”) in mid-2023<sup>1</sup> to commence a series of upgrades to the “iAM Smart” platform. The target was to drive full adoption of “iAM Smart” by all government online services **by 2025**, so as to **realize the “single portal for online government services”**. More new features of “iAM Smart” have also been rolled out progressively, including the “Step-up Authentication”, a bill payment function and the “Mini-program Platform” which enable citizens to directly access online services provided by different departments with the mini-programmes in “iAM Smart”, without the need to download the mobile applications provided by individual government departments. Meanwhile, DPO is **actively driving the integration of government mobile applications into the “Mini-program Platform” of “iAM Smart” among bureaux/departments (“B/Ds”)**, so that the public can access these services directly. In addition, DPO plans to introduce an “AI Assistant” function by the end of 2026 to answer enquiries and offer personalized services to “iAM Smart” users, thereby further enhancing the user experience of government services.

#### Digital Corporate Identity Platform

4. Since the funding approval by LegCo FC in June 2024,<sup>2</sup> DPO has been pressing ahead to develop **the Digital Corporate Identity (“CorpID”) Platform** at full speed, with the target of **rolling it out progressively from the end of 2026**. DPO will also launch a **Sandbox Programme** for corporations and government departments interested in supporting CorpID to **conduct proof-of-concept testing and develop their applications**. To promote digital government development, all corporate-related e-government services are required to support the use of the CorpID Platform within 18 months after its launch. It is anticipated that the “Government-to-Business” and “Business-to-Business” e-services to be provided at the initial stage will cover areas such as finance and taxation.

#### Cross-boundary public services

5. To further facilitate Hong Kong residents in using cross-boundary public services, DPO and the Government Services and Data Management Bureau of Guangdong Province set up a connection linking “iAM Smart” with the Unified Identity Authentication Platform of Guangdong Province in November 2023. When registering an account on the Unified Identity Authentication Platform of Guangdong Province, “iAM Smart” users may bind their “iAM Smart” accounts, enabling them to **log in directly to the Guangdong Government Service Network and the “Yue Sheng Shi”**

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<sup>1</sup> The proposal ([FCR\(2023-24\)12](#)) was approved by FC on 12 May 2023.

<sup>2</sup> The proposal ([FCR\(2024-25\)17](#)) was approved by FC on 14 June 2024.

**mobile application via “iAM Smart”, facilitating convenient and efficient access to various government services of the Guangdong Province.**

## **Members’ views and concerns**

### Enhancing the functions of “iAM Smart”

6. Members suggested that the Administration should **enhance the publicity and promotion of “iAM Smart”** while developing functions suitable for use by the private sector on the “iAM Smart” platform to increase its utilization rate. There were also suggestions that the Administration should introduce artificial intelligence (“AI”)-powered search and recommendation services to “iAM Smart” and **incorporate mini-programmes** into the interface design to facilitate users to select the services they needed.

7. The Administration advised that it had been actively publicizing and promoting “iAM Smart” through various channels, including enhancing publicity at the community level through elderly service centres, community organizations and outreach programmes. The Administration would also incorporate personalized design into “iAM Smart” and use AI technology to understand users’ personal preferences, age groups, occupations, usage habits, etc., so as to make recommendations on suitable services. Furthermore, DPO would continue to collaborate with Cyberport to implement the “iAM Smart” Sandbox Programme to promote the adoption of “iAM Smart” by public and private organizations for conducting proof-of-concept testing and developing application solutions.

8. Some Members suggested that the Administration should **disseminate emergency alerts and territory-wide notifications** to the public **through “iAM Smart”** in the event of extreme weather conditions or sudden emergencies in Hong Kong. The Administration pointed out that the “iAM Smart” mobile application already provided a function for disseminating government information and alerts covering a wide range of content closely related to the daily lives of the public, including weather warnings and special weather tips, special traffic news, outbound travel alerts and food safety alerts. “iAM Smart” users might select through customized settings to receive information and alerts issued by various government departments based on their personal needs.

### Realizing the “single portal for online government services”

9. Noting that the download volume of certain government departments’ mobile applications was relatively low, some Members suggested that DPO should require B/Ds to **optimize and integrate their**

**existing mobile application services into the “iAM Smart” platform**, so as to save maintenance costs. The Administration advised that DPO would continue to actively promote the adoption of the “iAM Smart” platform by B/Ds, including phasing out mobile applications with relatively low usage and prioritizing the integration of newly developed electronic services into the “Mini-program Platform” of “iAM Smart”, thereby achieving the goal of a “single portal for online government services”. Furthermore, DPO would continue to work with the relevant B/Ds to review their implementation, ensuring that government mobile applications fulfilled their original purpose of “bringing convenience and benefits to the public”.

10. Members were concerned about **whether** government departments **would still need to maintain** their mobile applications **after integrating** the relevant services **into the “Mini-program Platform” of “iAM Smart”**, and **the estimated savings in manpower and expenditure**. The Administration advised that government departments could leverage the “Mini-program Platform” to develop mobile applications, capitalizing on the benefits of a “single codebase for multiple platforms” of mini-programmes, which ensured compatibility across various mobile phone models and operating systems. The associated savings included costs for development of mobile applications across multiple platforms, expenses for routine technical support and software updates, and related manpower resources input. Nonetheless, departments would still need to retain a certain level of staffing and resources to maintain the daily operations of the mini-programmes, including user data processing, content updates and backend system maintenance.

#### Digital Corporate Identity Platform

11. Members expressed concern about **how the CorpID Platform would facilitate business operations** and assist financial institutions in conducting the “Know Your Customer” procedures. They considered that **the CorpID Platform should support the Commercial Data Interchange** to enable other local enterprises to access relevant data, while **also aligning with international standards** to allow Hong Kong enterprises to conduct transactions using digital signatures and contracts via international network platforms. It was suggested that the Administration could give departments responsible for approving various funding schemes access to enterprises’ past funding records via their CorpID.

12. The Administration advised that corporate users could perform real-time corporate identity verification through the Platform, thereby simplifying the procedures for using the Commercial Data Interchange, which would help enterprises conduct the “Know Your Customer” procedures. Besides, the Platform was also designed to allow corporate

users to store identity verification data from other international and industry sources on it. The Administration was consulting with professional bodies, the industry and relevant departments regarding the corporate identifiers to be aligned with the Platform, and was also discussing alignment arrangements with the Global Legal Entity Identifier Foundation regarding its Legal Entity Identifier standard. The Administration further advised that enterprises would be encouraged to use the Platform to submit various applications and store certificates issued by different departments, which would facilitate the verification of identities and relevant data by departments or other enterprises via the Platform.

#### Cross-boundary public services

13. Noting the setting up of a connection linking “iAM Smart” with the Unified Identity Authentication Platform of Guangdong Province, Members expressed concern about the Administration’s **progress in introducing cross-boundary public services** via “iAM Smart”. The Administration advised that “iAM Smart” users could opt to bind their “iAM Smart” accounts when registering on the aforementioned Authentication Platform. This would enable users to log in directly to the Guangdong Government Service Network and the “Yue Sheng Shi” mobile application via “iAM Smart” to use a wide range of Guangdong Province’s government services. In addition, the Administration would explore in due course the possibility for Hong Kong residents to further access “Cross-provincial Government Services” in other provinces and cities in the Mainland through the Authentication Platform.

#### Information security

14. Members were concerned that the large amount of **personal data stored in “iAM Smart” might pose information security risks**. It was suggested that the Administration should **encrypt the data contained in “iAM Smart”**, such that in the event of a data leakage incident, criminals could not use the data for further fraudulent activities. The Administration advised that it had strengthened the information security of “iAM Smart” through measures such as introducing red team exercises, using AI for assessments, and engaging professional cybersecurity companies to conduct tests, with a view to identifying security vulnerabilities as early as possible and implementing defensive measures. The Administration emphasized that the provision of all government services was in strict compliance with the Personal Data (Privacy) Ordinance (Cap. 486) in respect of the collection of personal data, and that such personal data would be subject to encryption throughout the transmission and storage processes.

**Relevant papers**

15. A list of the relevant papers on the LegCo website is in the [Appendix](#).

Council Business Divisions  
Legislative Council Secretariat  
17 March 2026

**“iAM Smart”  
List of relevant papers**

Committee	Date of meeting	Paper
Panel on Information Technology and Broadcasting	13 May 2024	<a href="#">Agenda</a> Item III: “Digital Corporate Identity” platform <a href="#">Minutes of meeting</a>
	8 July 2024	<a href="#">Agenda</a> Item III: Latest enhancement of “iAM Smart” <a href="#">Minutes of meeting</a>
	12 May 2025	<a href="#">Agenda</a> Item III: Update on digital government and smart city development <a href="#">Minutes of meeting</a> <a href="#">Follow-up paper</a>
Finance Committee	11 April 2025	<a href="#">Administration’s written replies to Members’ initial questions on the Estimates of Expenditure 2025-2026</a> (Reply Serial Nos.: ITIB031, 148, 165, 168, 170, 172, 174, 175, 177, 192, 194, 200, 212, 226, 235 and 249)

Council meeting	Paper
6 November 2024	<a href="#">Question 19</a> : Implementing e-Government services
26 March 2025	<a href="#">Members’ motion</a> : Accelerating the development of a smart government to better assist the public in integrating into the life in the Greater Bay Area <a href="#">Progress report</a>
15 October 2025	<a href="#">Question 3</a> : Mobile applications launched by government departments

<b>Council meeting</b>	<b>Paper</b>
4 February 2026	<p><a href="#">Question 17</a>: Policy initiatives to promote paperless practices</p> <p><a href="#">Question 21</a>: Issuance of emergency alerts and important information to the public</p>