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Panel on Information Technology and Broadcasting

Meeting on 10 June 2013

Updated background brief on e-Government development

Purpose

This paper gives an account of the development of the e-Government programmes and also a summary of views and concerns expressed by Members in previous discussions.

Background

2. Following the publication of the 2008 Digital 21 Strategy, the Government 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 organizations in the commercial and voluntary sectors. Government policy priorities such as healthcare reform are enabled by appropriate and world-leading use of information and communications technology (ICT). The internal efficiency of Government approaches that of the most efficient commercial organizations. 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 organizations. The Administration will adopt the user satisfaction level as the key performance indicator for this objective.

4. In 2011-2012, the Administration furthered the development of e-Government services to the Community. In general, the utilization of these services continued to grow significantly. The e-Government services and the centrally-led initiatives are highlighted as follows:

- (a) mobile and accessible version of "MyGovHK" portal;
- (b) mobile public services;
- (c) value-added re-use of public sector information;
- (d) popular e-Government services for Customs & Excise Department, Companies Registry, Hong Kong Observatory and Leisure and Cultural Services Department;
- (e) Government data centre services arrangements;
- (f) E-Government Infrastructure Service platform;
- (g) implementation of the Government Cloud Platform ("GovCloud");
- (h) use of public cloud services; and
- (i) development of cloud-based common shared services.

Previous discussions

5. Members generally supported the development of e-Government in Hong Kong when they discussed the implementation of the e-Government programmes at the Panel on Information Technology and Broadcasting ("the Panel"), the Finance Committee ("FC") and the Council meetings.

Panel on Information Technology and Broadcasting.

6. At the Panel meeting on 12 April 2012, the Administration briefed members on the progress of the pilot e-Procurement programme. Noting that e-Procurement was one of the priority initiatives announced in the 2005 Policy Agenda, and that the pilot programme had been implemented since

2007, some members opined that the Administration had taken too long to implement the system and queried why full system functionality would not be made available for use by all bureaux/ departments ("B/Ds") until the end of 2013. The Administration advised that in order to achieve economy of scale, the wider rollout of the e-Procurement would be in the form of a shared service riding on the GovCloud. If funding was approved by FC, the tendering exercise could start by July 2012 with a view to commencing the development of the GovCloud by end of 2012. The Administration expected that the necessary system functions could be made available for use by all B/Ds by end of 2013.

7. At the Panel meeting on 14 May 2012, the Administration briefed members on the proposal for the implementation of GovCloud. Members noted that an estimated one-off funding of \$242 million would be required to support about 30 B/Ds in rolling out their electronic information management and electronic procurement services for five years from 2013-2014 to 2017-2018. Members generally supported the implementation of the proposed GovCloud. In response to some members' concern whether the quality of the outsourced services would be guaranteed, the Administration advised that a team of IT professionals, including 1 Senior Systems Manager, 1 Systems Manager and 2 Analysts/Programmers would be responsible for coordinating and managing the initiative and related procurement and contract management. The funding proposal for the implementation of GovCloud was subsequently approved by FC on 8 June 2012.

8. At the Panel meeting on 11 June 2012, the Administration briefed members on the latest progress on e-Government development, and the initiatives to support B/Ds to achieve their policy objectives and initiatives through wider and better adoption of ICT. The Panel noted that the Administration conducted annual satisfaction surveys on its GovHK one-stop portal. Around 70% to 80% of respondents said that they liked GovHK over the past few years, representing continuous appreciation of its sustained efforts.

9. Some Panel members urged the Administration to facilitate the business operation of small and medium enterprises ("SMES") by providing online service for application of licences. The Administration advised that it had been developing application systems for processing e-submission in various Government departments. These included the Road Cargo System and the one-stop service for electronic company incorporation and business registration. The Office of the Government Chief Information Officer ("OGCIO") would also liaise with the Trade and Industry Department with a view to identifying ways to enhance its e-services system.

10. At the Panel meeting on 12 November 2013, members discussed the 2013-2014 funding requirement for the implementation of computerization projects under the Capital Works Reserve Fund Head 710 Computerization Subhead A007GX – New administrative computer systems. Some members pointed out that SMEs had experienced difficulties in bidding for Government ICT contracts as they used similar technologies in implementing projects and contracts were usually awarded to those with low bidding price, thus creating intense competition among SMEs in the ICT sector. These members urged the Administration to put in place measures to help SMEs to compete fairly in Government ICT tenders and procurements. Some other members suggested that the Government should invite award-winners from the ICT sector to introduce new technologies to the Government for use in new projects.

11. The Administration advised that it had recently introduced a listing arrangement for the procurement of government public cloud services. Out of the 40 listed service providers, about one-third of them were SMEs. In addition, the Administration had recently invited some ICT award-winners to demonstrate their winning projects in areas next to the Wanchai Government Complex, and held seminars for these award-winners to introduce their products to government departments.

12. Some Panel members opined that the Administration should provide performance guidelines to or conducted any assessment on the relevant B/Ds in the implementation of computerization projects. The Administration advised that the relevant B/Ds would submit a departmental IT project portfolio to the OGCIO every year outlining the existing projects and upcoming projects to be implemented in the coming five years. OGCIO would comment on and review the necessity and feasibility of these projects before implementation by the relevant B/Ds.

Council meetings

13. At the Council meetings on 6 February and 24 April 2013, Dr Hon Elizabeth QUAT and Hon Tony TSE raised questions on green data centres and development and application of spatial data infrastructures ("SDI"). Dr Hon Elizabeth QUAT urged the Government to formulate a set of "Green Data Centre Standards" for data centres in Hong Kong, and provide financial incentives to encourage these centres to save energy and implement environmental protection measures. Hon Tony TSE called on the Administration to formulate policies on establishing SDI.

Recent developments

14. At the Policy briefing of the Panel on 18 January 2013, members noted the Administration's new and ongoing initiatives to deliver e-Government services under the 2013 Policy Address. Details of the initiatives are set out in **Appendix**.

15. At the special FC meeting to examine the Estimates of Expenditure 2013-2014 on 10 April 2013, Hon Emily LAU, Hon Andrew LEUNG, Hon Charles Peter MOK and Hon SIN Chung-kai raised questions, among others, on International IT Fest, development of data centres, GovCloud to support e-Government services, enhancement of ICT adoption among SMEs, ICT Manpower development, mobile applications for e-Government services, practices on green data centre management, web accessibility and value-added re-use of public sector information. Members in general urged the Administration to develop more mobile applications and mobile websites to improve the efficiency of e-Government services.

Latest position

16. The Administration will update the Panel on 10 June 2013 on the latest progress on e-Government development, and the Administration's plans and measures to support B/Ds to achieve their policy objectives and initiatives through wider and better adoption of ICT.

Relevant papers

17. A list of the relevant papers with their hyperlinks is at http://www.legco.gov.hk/yr11-12/english/panels/itb/papers/itb_eb.htm
<http://www.info.gov.hk/gia/general/201302/06/P201302060435.htm>
<http://www.info.gov.hk/gia/general/201302/06/P201302060432.htm>
<http://www.info.gov.hk/gia/general/201304/24/P201304240263.htm>
<http://www.info.gov.hk/gia/general/201304/24/P201304240257.htm>
http://www.legco.gov.hk/yr12-13/english/fc/fc/w_q/cedb-ct-e.pdf

New and ongoing initiatives to deliver e-Government services under the 2013 Policy Address

New Initiatives

New strategy for IT development in Hong Kong

The Digital 21 Strategy was first promulgated in 1998 as the blueprint for the IT development in Hong Kong and was revised to keep abreast with technological development in 2001, 2004 and 2008 respectively. In view of technological advancement and rapid development of the local IT industry, the Administration will embark on another comprehensive review this year, with a view to formulating an updated blueprint for IT development across various economic and social sectors in the next few years.

Next generation Government data centre complex

2. The Administration will establish a new government data centre complex to support the long-term development of data centre services in bureaux/departments ("B/Ds"). The new complex aims to consolidate some existing government data centres to achieve economy of scale, and enable B/Ds to become more agile and adaptable to changes in business needs and the latest technological advancement. The Administration is currently conducting a technical feasibility study and requirement specification of the complex with a view to charting out an implementation plan in the latter half of 2013.

International IT Fest 2013

3. The Administration is working with the ICT industry to organize Hong Kong's first International IT Fest ("IT Fest") in April 2013. This series of large-scale ICT events, including two annual signature events, namely Hong Kong ICT Awards and International ICT Expo, and other events in areas where Hong Kong has clear strengths, e.g. cloud computing, information security, mobile technology, digital entertainment, digital inclusion, logistics, etc. will showcase Hong Kong's accomplishments as an IT hub and the development, business and career opportunities we offer.

On-going Initiatives

Cloud computing services and standards development

4. The provision of cloud computing services is developing with momentum. It is important to develop good practices and guidelines in respect of security and privacy on the provision and use of cloud services. In April 2012, the Administration established the "Expert Group on Cloud Computing Services and Standards" to drive cloud computing adoption and development in Hong Kong. It comprises experts from the industry, academia, professional bodies and the Government to develop and promote best practices and guidelines for the local community. In July 2012, the "Hong Kong/Guangdong Expert Committee on Cloud Computing Services and Standards" was established to facilitate expert exchanges between Hong Kong and the Mainland. Through these two expert groups, the Administration has developed and will launch a cloud information portal in January 2013 to disseminate standards and guidelines relating to cloud security and privacy, interoperability and portability, and the provision and use of cloud services. Its contents will be enriched progressively for the benefit of cloud service providers and consumers, particularly cloud users which are small and medium enterprises ("SMEs").

Data centre development, new hosting infrastructure for E-Government services and Government cloud computing strategy

5. Data centres are important infrastructure that supports sustained economic growth and strengthens Hong Kong's position as a business, financial and logistics hub. The Administration provides sites for high tier-data centres development and set aside two hectares of land in Tseng Kwan O last year for this purpose. The first site of about one hectare will be available for open bidding in mid 2013. The Administration is also mindful of the opportunities for housing data centres in industrial buildings and implemented since June 2012 two incentive measures to encourage the conversion of industrial buildings to data centres and the development of high-tier data centres on industrial lots. The response from the industry is encouraging. As at December 2012, Government received three applications for converting part of existing industrial buildings for data centre use. One application has been approved and the other two are being processed. Furthermore, through the Data Centre Facilitation Unit and its information portal, the Administration provides one-stop support to assist interested organizations to set up data centres in Hong Kong and liaise with various Government departments on technical requirements. The Administration will

continue its efforts in this regard, taking into account the needs of the industry and the technological development in respect of data centres.

6. In April 2011, the Finance Committee approved a funding commitment of \$135,000,000 for the development of a new hosting infrastructure for e-government services. The new infrastructure will adopt cloud computing technologies to achieve higher hosting capacity, shorter configuration time and more dynamic capacity allocation. Its development is progressing on course and will be rolled out from mid-2013 onwards.

7. The Administration has started to implement the Government Cloud Strategy and will invest \$242 million in the coming five years on the Government Cloud Platform ("GovCloud") to facilitate agile deployment of ICT resources for enabling cost-effective delivery of e-government services. The Administration will launch GovCloud by the end of 2013 to cover electronic information management, collaborative working and e-procurement initially. GovCloud will offer a lot of opportunities for the ICT industry to provide cloud computing services to the Government.

Next generation of E-Government services

8. The number of accounts on MyGovHK, the personalized platform on the Government's one-stop portal, has continued to grow since its launch in December 2010, reaching 62 000 in December 2011 and 125 000 in December 2012. Apart from enriching the portal's functions, features and information, the Administration will develop a mobile and accessible version of MyGovHK by end 2013. Users of smartphones, tablet computers and screen readers will be able to browse the portal contents smoothly.

9. In view of the increasing popularity of smart phones and mobile devices, B/Ds have rolled out 49 mobile applications ("apps") and 38 mobile websites. Among others, "GovHK Notifications", a centralized platform for the public to receive urgent and important government information, has been well received with more than 410 000 downloads since its launch in August 2012. The Office of the Government Chief Information Officer will continue to support bureaux/departments to develop quality mobile services so that the public can use e-government services anytime, anywhere. The Administration is also planning to launch in the first half of 2013 a new cross-departmental app for finding information relating to events organized by the Government or held in Government-managed venues.

10. At the same time, the Data.One portal has been providing eight data types, encompassing hundreds of datasets. Promotion of value-added re-use of Public Sector Information ("PSI") helps to tap community wisdom to

process or mesh different types of data so as to come up with innovative products and services, bringing convenience to the public. PSI creates business opportunities and spurs growth of the ICT industry. By empowering a smart city through making beneficial use of public data, the value-added re-use of PSI is conducive to Hong Kong's development as a knowledge-based economy. In this connection, the Administration will continue to add more variety of datasets free-of-charge onto the Data.One portal.

Enhancing the adoption of ICT among SMEs

11. To enhance Hong Kong's overall competitiveness, the Government has been implementing various programmes since 2004 to encourage SMEs to take advantage of ICT to increase efficiency and productivity. To date, the Administration completed 20 projects, including electronic business applications, websites and training, benefiting about 17 000 SME practitioners from various sectors.

12. In early January 2013, a project called "Consumer Connect" sponsored under the Sector-Specific Programme ("SSP") for SMEs was completed, providing brand owners and retailers with a software platform to promote their products and pass on product information to consumers. Another project for the security industry is being developed, and is expected to complete within 2013. Moreover, the Administration will sponsor a project for the land transport sector under the new round of SSP shortly.

13. The Administration is also exploring measures to facilitate the provision of software and services that meets the needs of SMEs through cloud computing to enhance their ICT adoption and facilitate the development of digital economy in Hong Kong.