

In supporting the Innovation & Technology Bureau.

My name is Jo Wong (黃峻), I'm work in User Experience which is the human side of technology. I've been in the industry for 15 years and I've seen many projects develop products and services based on assumptions without triangulating evidences from the real customers and multiple sources of data and then hoping what they've developed their customers would buy them.

This created lots of wastes in terms of development time, resources, investments and made damages to the environment. We are still making products and services from the industrialisation age and treating technology as one of the silos.

I hope to see that the new bureau can demonstrate and help us move away from manufacturing mindset and bring more innovative and human elements into our society as a whole.

At the end of the day, we develop product and services for people, we need to understand their needs and behaviour, not just encourage and promote innovation and technology in a narrow sense. We need to think about innovation and technology in a holistic way, this means not technology driven, but in a more balanced manner, think how the people and business can benefit from it in a bigger sense, and how it impact the environment and in a longer time frame.

The holistic thinking of innovation and technology need to be integrated into education at all levels including schools, trainings in different industries, government etc. and inject the experimental, innovative sprit / culture / nutrients back into our society.

In this new bureau, I also hope to see more innovative way of structuring, working and measuring and not the usual ways (sometimes we blindly focusing on numbers and processes) and set up an example of how innovation and technology can work. Its like a start up in our government to experiment and explore a 21st century Hong Kong way of working.

Its the human qualities that lead us to innovation, not the other way round and lets start cultivate this. We in great need of this positive, caring and innovative force to navigate Hong Kong into our next chapter.

Thank you.

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