

**For discussion on
9 June 2014**

**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, and our plans and measures to support Bureaux/Departments (B/Ds) achieve their policy objectives and initiatives through wider and better adoption of information technology (IT)¹.

Background

2. One of the key action areas under the 2008 Digital 21 Strategy is to enable the delivery of the next generation of public services. The Office of the Government Chief Information Officer (OGCIO), which coordinates efforts and supports B/Ds in this regard, has committed to providing annual updates to Members on the progress of the e-Government development. Our last progress update to Members was made in June 2013.

3. The Government is keen to use IT to deliver efficient and effective public services. New e-Government services are constantly introduced to bring convenience and better quality of life to the public. In general, Hong Kong's e-Government services compare well globally,

¹ In this paper, information technology (IT) is used as an extended synonym for information and communications technology (ICT).

and are internationally recognised with top rankings and awards. For instance, Hong Kong ranked fifth worldwide in Digital Governance in Municipalities Worldwide 2011²; and seventh worldwide and first in Asia in the Digital Economy Rankings 2010³. Many Government applications and solutions also won renowned regional and international awards. For example, GovHK portal has won a number of local and international awards, such as Best in Class Award (Government) in the Interactive Media Awards 2012 as well as Standard of Excellence (Government) Award and Outstanding Website (Government) Award in Web Marketing Associations' Web Award in 2012 and 2011 respectively.

Achievements in the Past Year

4. In the past year, we have made good progress on e-Government development. Some of the major achievements are set out below.

IT Infrastructure

Government Cloud Platform

5. The Government Cloud Platform (GovCloud) was launched in December 2013 to support the hosting of common e-Government services for shared use by B/Ds. Being Infrastructure-as-a-Service adopting cloud technologies, GovCloud helps expedite the development and delivery of e-Government services. It supports the development of common applications such as electronic recordkeeping and collaborative working systems for B/Ds, and will progressively support more e-Government services, particularly government internal applications that require agility and expandability to meet dynamic service demands.

² Published by the E-Governance Institute of National Centre for Public Performance of Rutgers, the State University of New Jersey at Newark, and Department of Political Science of Kent State University. The ranking evaluated various aspects of government websites in large municipalities, including usability, content, the type of online services being offered, etc.

³ Published by Economist Intelligence Unit (previously known as the e-readiness rankings). The ranking gauged the progress of 70 economies in leveraging ICT to the benefit of, among others, government. The ranking has ceased to be published from 2010 onwards.

E-Government Infrastructure Services

6. The new E-Government Infrastructure Services (EGIS) was rolled out in the form of Platform-as-a-Service adopting cloud technologies in April 2013. The migration of e-Government services to the new EGIS was completed in November 2013. Besides, some new e-Government services have been launched in the platform, such as the Research Assessment Exercise Electronic System of the University Grants Committee and the Central Platform for Posting Election Advertisements for Candidates of Village Representative of the Home Affairs Department. The service capacity will be increased progressively and when fully developed in 2015, the new EGIS will be able to host 100 additional e-Government services on top of the 118 e-Government services in the former platform.

New Government Data Centre Complex

7. Upon the completion of the technical feasibility study on establishing a new government data centre complex to support the long-term development of data centre services in B/Ds, we are working with the Architectural Services Department on the preparatory works for building the new complex. Minor studies and site surveys such as preliminary geotechnical assessment and underground utilities survey are in progress. We will seek support from this Panel later this year to proceed with the pre-construction consultancy work. Subject to the funding approval by the Finance Committee, it is planned to commence the pre-construction consultancy work in mid-2015.

Cloud-based Common Shared Services

Electronic Information Management

8. The Electronic Recordkeeping System (ERKS) was launched in the Government Records Service in May 2014. In the light of operational experience, we will invite tenders in the second half of 2014 to package the ERKS as a common shared service riding on GovCloud for

wider rollout in the Government. GovCloud will support around 30 B/Ds to roll out their electronic information management systems in the coming four years.

E-Procurement Services

9. We have completed the development of e-invoice function as an add-on module to the e-Procurement System with a view to shortening the delivery time and further speeding up the procure-to-pay process. Since December 2013, B/Ds have adopted e-Procurement for the purchase of IT products and services through the bulk purchase contracts. In April 2014, we also made available the full functions of e-Procurement for the use by B/Ds to enable them to reap the benefits of conducting procurement electronically.

Government Human Resources Management Services

10. The Government Human Resources Management Services (GovHRMS) supports human resources activities of staff members from recruitment to separation as well as strategic manpower planning and human resources decision making. We have adopted a phased implementation approach for the GovHRMS. The first batch of functional modules was developed and rolled out to two early adopter B/Ds in the first half of 2014. We will conduct a review in the second half of 2014 to devise a strategy for the wider rollout to other B/Ds. The development of additional functions has been started in 2014.

E-Government Services to the Public

Value-added Re-use of Public Sector Information

11. Since the rollout of the Data.One portal in March 2011, the number of downloads of public sector information (PSI) has been rising and we have been progressively making available more datasets. For instance, a dataset on the accessibility facilities in Hong Kong has been added recently. The portal now features 16 types of PSI, encompassing

over 2 000 datasets for free download and re-use. As announced in the 2014-15 Budget, we aim to make all government information released for public consumption machine-readable in digital formats from 2015 onwards. This will further facilitate creative and value-added re-use in the development of mobile applications and web solutions.

Mobile Version of the MyGovHK Portal

12. Since the launch of MyGovHK, the personalised platform of the Government's one-stop portal, in December 2010, the number of accounts has continued to grow and exceeded 200 000 in April 2014, representing an increase of 43% over a year ago. To enhance user experience and meet the ever-increasing demand of the public for mobile services, we are developing the mobile version of MyGovHK. The major features have already been launched in early 2014 and the full version will be ready in the third quarter of 2014. Besides its mobile-friendly design, the portal also conforms to the Web Content Accessibility Guidelines promulgated by the World Wide Web Consortium (W3C).

Mobile e-Government Services

13. With the advance in mobile technology and the increasing number of smartphone users in Hong Kong, providing services through mobile channels is gaining currency. In line with this trend, the Government has been actively developing and launching a wide array of mobile applications (apps) to provide more convenient public services to citizens on the go. As at March 2014, we have 85 Government mobile apps available for download by the public, covering a diverse range of areas, including traffic, leisure, health, education, news, etc.

14. While the decision to develop a mobile app rests with individual B/Ds having regard to their own operational needs and modes of service delivery, OGCIO assisted and supported B/Ds in their mobile app development through the Mobile App Development Facilitation Unit established in May 2012, which provides information and guidelines on mobile apps technology and design, organises training courses, seminars

and study visits, and collaborates with B/Ds in mobile app development projects.

15. With a view to further strengthening the support for B/Ds in mobile app development, we will implement five enhancement measures in 2014-15 to assist B/Ds to plan and develop mobile app to serve their business and service requirements in a cost-effective manner. These measures include providing a succinct and comprehensive practice guide to facilitate the efficient development of useful and user-friendly mobile apps, arranging more regular and targeted training sessions to help relevant colleagues better grasp the benefits and functionalities of mobile technology as well as the characteristics of mobile apps, developing practical mobile apps templates for easy adoption by new mobile apps (e.g. version update mechanism, system configuration checking and user-friendly navigation framework) to cut development cost and time, launching platform apps to enable B/Ds to discharge similar functions easily (e.g. EventHK, GovHK Notifications, etc), and launching a co-ordinated promotion campaign on Government mobile apps.

Utilisation of E-Government Services and Web Accessibility

16. In the past year, B/Ds continued to roll out more e-Government services for the use by the public. Around 20 additional e-Government services were introduced in 2013 and the overall utilisation of the e-Government services has continued to grow significantly. According to the recent e-Service Utilisation Survey, the overall utilisation in 2013 has more than doubled that of 2012 in terms of the total number of informational searches and electronic transactions. The **Annex** shows the utilisation figures of the most popular e-Government services in 2013.

17. To facilitate persons with disabilities to access online information and services, about 90% of the 460 Government websites have been enhanced to comply with the Level AA of the latest version (Version 2.0) of the Web Content Accessibility Guidelines promulgated by the W3C. The remaining websites will be enhanced to comply with the standard in 2014 and 2015.

E-Government Development in B/Ds

18. Many B/Ds also made good progress on e-Government development in the past year. A few examples are set out below.

Food and Health Bureau

19. Development of the first stage of the territory-wide patient-oriented Electronic Health Record (eHR) Sharing System (eHRSS) is in good progress. The enactment of eHR-specific legislation is progressing. The eHRSS will provide an information infrastructure for healthcare providers in both the public and private healthcare sectors, with the consent of patient and under proper access control mechanism, to view and upload the eHR. It will promote the efficiency and quality of healthcare, and facilitate disease surveillance and health statistics for public health and policy making. Subject to the progress of the legislative process, the eHRSS is planned for rollout by the end of 2014.

Immigration Department

20. With the introduction of the Mutual Use of Automated Clearance Service in December 2013, holders of the HKSAR passport can enrol for the automated immigration clearance service in the Republic of Korea (South Korea) whilst holders of the South Korean passport can also enrol for the e-Channel service in Hong Kong. The reciprocal immigration facilitation allows greater travel convenience for holders of HKSAR and South Korean passport which in turn, enhances trade, business and tourism links between Hong Kong and South Korea. As at the end of March 2014, more than 4 900 HKSAR passport holders and 1 800 South Korean passport holders have applied for enrolment to the new service.

Leisure and Cultural Services Department

21. The Leisure and Cultural Services Department continues to make extensive use of IT to provide comprehensive library services and

strengthen the facilities of public libraries. Following the successful completion of the major upgrade of the Multimedia Information System for Hong Kong Public Libraries in August 2013, the system is now available in all 67 libraries to provide 24-hour online services, support access through mobile devices, as well as allow a more convenient and interactive experience for the readers to view over 2.5 million digitised resources and multimedia collections. Personalised services and content recommendations such as most popular, pick of the day and similar collections recommendation are also provided to facilitate content browsing.

Lands Department

22. With the successful rollout of the final phase of the Common Geospatial Information Platform by the Lands Department to support GovHK in the delivery of geospatial information in July 2013, citizens can now easily access over 120 types of useful public facility data contributed by 26 B/Ds through the “GeoInfo Map” portal (www.map.gov.hk). With the intelligent search tools, the portal helps users access different areas of interest in a convenient way and its services are well-received by the general public with an average weekly hit count exceeding 6 million.

23. The Lands Department is also developing the Geospatial Data Conversion Suite for its Computerised Land Information System for the supply of new Digital Maps in different data formats for meeting the contemporary user needs and avoiding duplication of conversion efforts from other government departments and members of the public. The conversion suite is planned to be launched in the second half of 2014.

New Strategy for IT Development in Hong Kong

2014 Digital 21 Strategy

24. With the advent of wireless and multi-platform technologies,

cloud computing, Internet of Things and big data in recent years, we have recently updated the Digital 21 Strategy for the fourth time. The public consultation on the new Strategy was completed at the end of 2013. We are now finalising the Strategy taking into consideration the views received. We aim to promulgate the new Strategy within this year and proceed to implement various initiatives under the new Strategy.

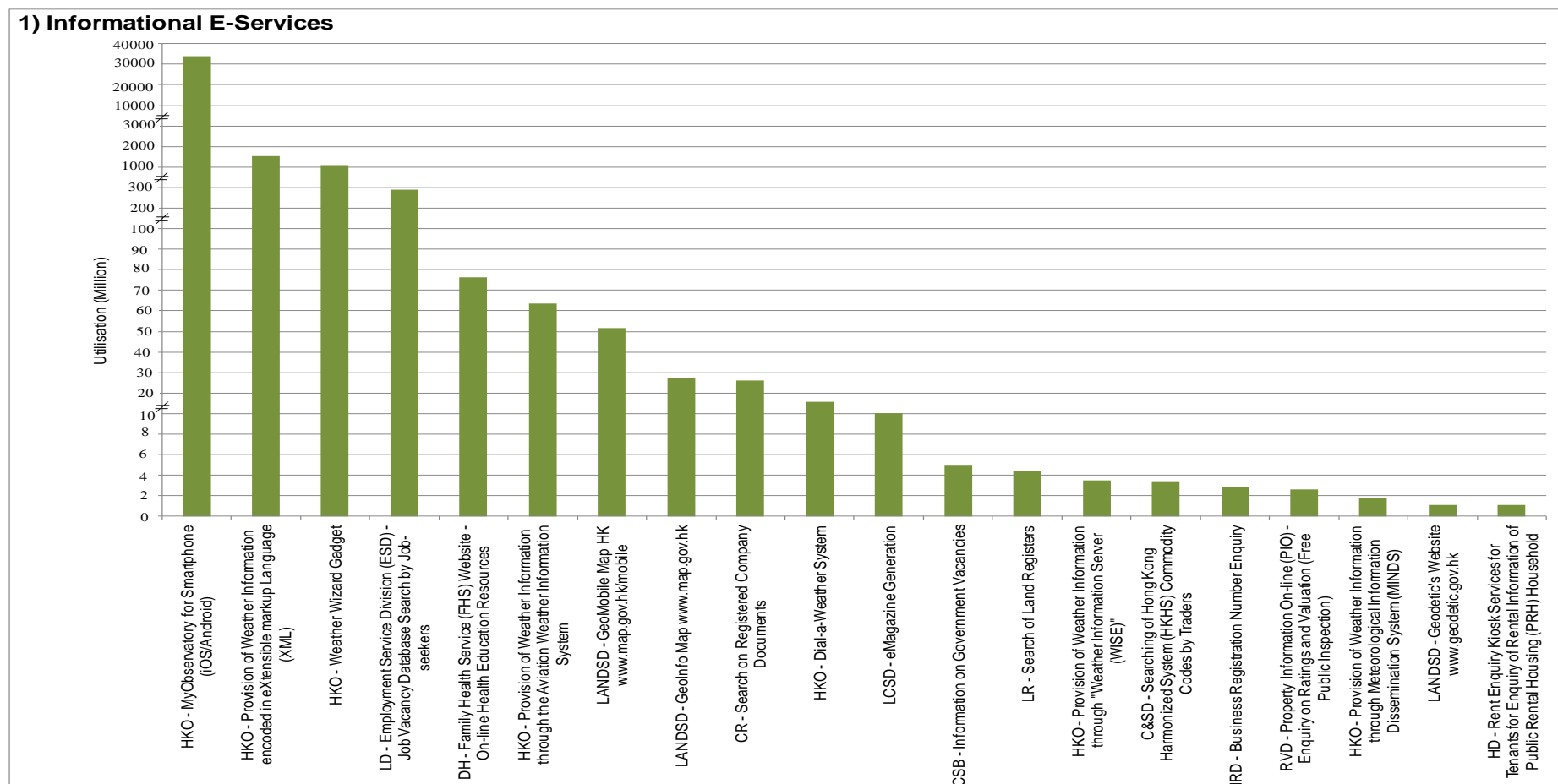
25. Under the new Digital 21 Strategy, the Government is committed to making the best use of IT to enhance internal operational efficiency and improve the provision of e-Government services to the public. We will continue to maintain the momentum in providing more convenient, more integrated, highly personalised and location-sensitive e-Government services to our citizens. We also plan to roll out more paperless solutions and collaborative workflow platforms under different policy domains in a progressive manner to enhance efficiency, facilitate information sharing and the use/re-use of data, and reduce costs. Moreover, to enable the Government to deliver better public services, we will develop strategies and priorities for establishing a smarter city infrastructure by, for example, deploying sensors where possible in city management and encourage the sharing of data, such as those related to traffic and weather, between Government departments.

Conclusion

26. We will continue our effort in achieving the objectives defined under the Digital 21 Strategy.

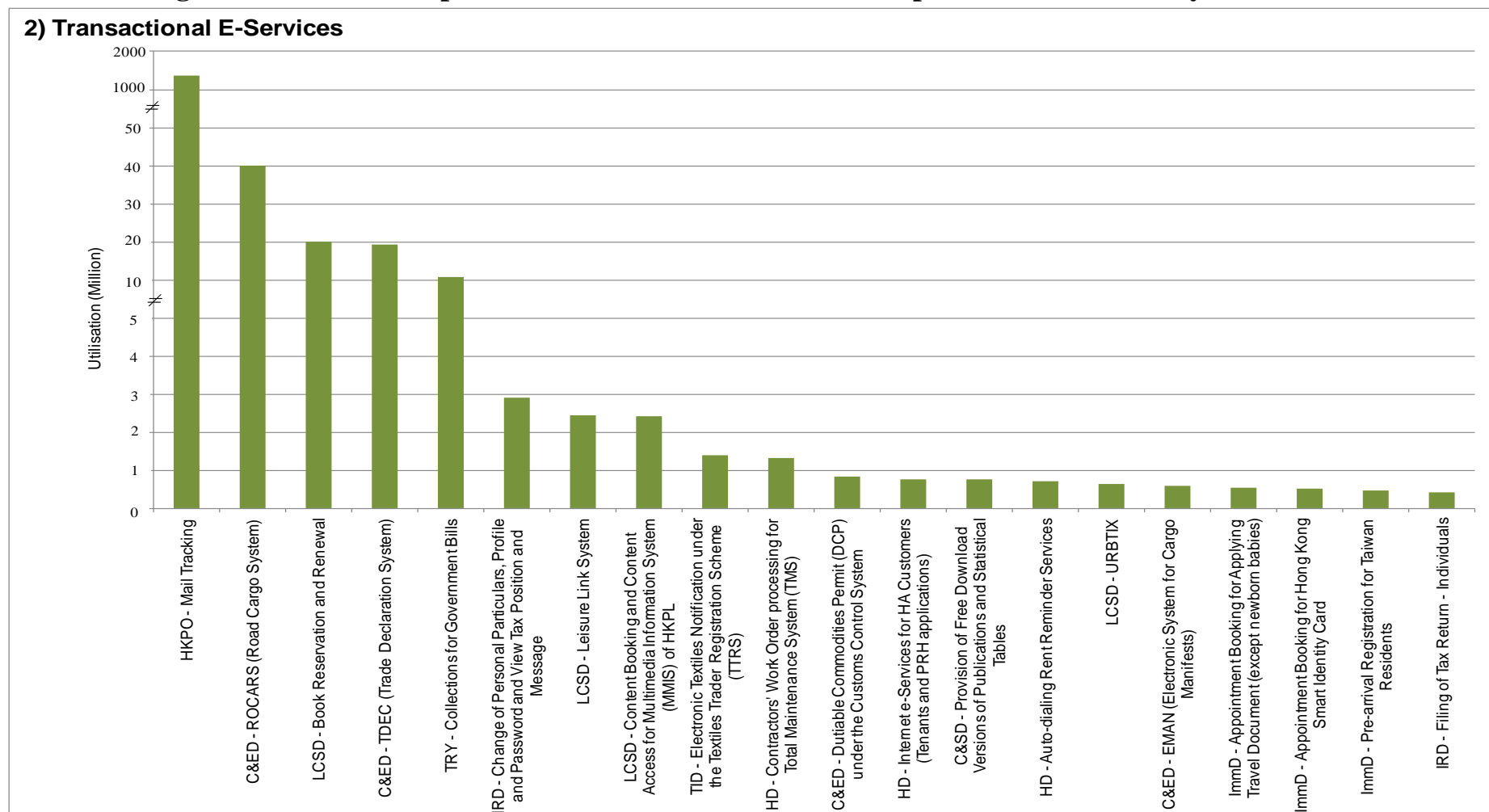
**Office of the Government Chief Information Officer
Commerce and Economic Development Bureau
June 2014**

Utilisation Figures of the Most Popular E-Government Services in the period from 1 January to 31 December 2013



Note: "Informational" type of service means its purpose is dissemination of information, which can be static or generated based on selection criteria, e.g. on-line telephone directory.

Utilisation Figures of the Most Popular E-Government Services in the period from 1 January to 31 December 2013



Note: "Transactional" type of service will involve interactive sessions with users, e.g. on-line booking of facilities and filing of returns.