



康樂及文化事務署

Leisure and Cultural Services Department

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Ms Joanne MAK
Clerk to the Panel on Home Affairs
Legislative Council
Legislative Council Complex
1 Legislative Council Road
Central, Hong Kong

25 May 2017

Dear Ms MAK,

**Panel on Home Affairs
Letter from Hon MOK Charles Peter**

I refer to the questions raised in the letter dated 25 April 2017 from Hon MOK Charles Peter to the Chairman of the Panel on Home Affairs concerning about Agenda Item V : Implementation of New Intelligent Sports and Recreation Services Booking and Information System of the meeting of the Panel on Home Affairs on 26 April 2017. Our response to the nine parts of the question raised by Hon MOK Charles Peter is as follows:

- (1) Details of the IT contract staff planned to engage for the development of the new system are tabulated below:

Rank	Number of Staff	Average Length of Service
Senior IT Manager	0	Not applicable
Systems Analyst IT Manager Analyst/Programmer	About 5 to 15 to be engaged at various stages of work	Depending on the actual recruitment situation

- (2) The Leisure and Cultural Services Department (LCSD) attaches great importance to the personal data protection, information system security and network security. The new intelligent booking and information platform will follow the guidelines of the Office of the Government Chief Information Officer and adopt effective security measures and technologies to ensure the security protection of the system in order to minimise the security risk. The specific measures include:

- (a) installation of firewalls, anti-virus software, and intrusion detection and prevention systems on Internet gateways to protect critical systems against security threats;
- (b) timely updating of security protection systems and the use of latest virus signature files to prevent infection of malware;
- (c) encrypting all classified and personal data during storage and transmission; and
- (d) conducting regular security risk assessment for system.

LCSD will closely monitor the daily system operation, detect and block potential malicious attacks on the computer networks, ensure

normal operation and take appropriate measures promptly when necessary.

With regards to protection of privacy, the design of the new intelligent system will follow the six Data Protection Principles of the Office of the Privacy Commissioner for Personal Data to ensure that the new intelligent system will comply with the Data Protection Principles and other requirements under the Personal Data (Privacy) Ordinance (Cap. 486) when collecting, handling, storing and disclosing personal data.

LCSD will also appoint qualified independent consultant to conduct privacy impact assessment in each critical stage of the implementation of the new intelligent system (including system analysis and design, as well as stages before and after implementation, etc.). Recommendations of each privacy impact assessment will be conducive to the work of protecting personal data in the next stage.

To protect personal data privacy, LCSD has established mechanism and provided relevant working guidelines to our staff for proper handling of personal data.

- (3) The new intelligent sports and recreation services booking and information system provides a one-stop electronic service platform enabling the public to enquire and book sports and recreation facilities and programmes through the Internet platform and mobile app anytime and anywhere. The new system will be equipped with more powerful and convenient search functions with greater flexibility to enable the public to set specific selection criteria according to their needs and preferences when searching for and booking facilities and programmes, thereby eliminating the need to make bookings in-person or by post. For instance, the new system provides easy search function to enable those who are unable to book specific venue in a particular session to view other available sessions in the same venue or other available venues with the same use at the same session. In addition, users who are not able to book facilities or enrol in programmes will also be notified of the cancelled bookings of other users through automatic notification so that bookings can be made instantly. LCSD anticipates that the new system will provide more customer-oriented

functions to encourage the public to do more exercise, thereby increasing the number of bookings and utilisation rates of sports and recreation services and venues.

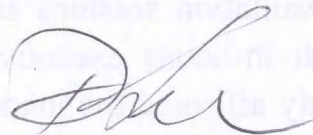
LCSD introduced the arrangement of shortening the booking period by individuals from 30 days to 10 days since June 2013. As the arrangement is well received by the public, the arrangement will be maintained in the new system. Upon implementation of the new system, members of the public can enquire and book sports and recreation facilities and programmes through Internet platform and mobile app anytime and anywhere, and with the adoption of balloting for booking and allocation of popular sports and recreation facilities, LCSD anticipates that the number of people making bookings in person will be substantially reduced and the average waiting time about 15-minute shortened.

- (4) To have a more efficient and fair allocation of valuable community resources, and step up efforts to curb touting activities and prevent the abuse of facilities, the new system will introduce a new function of allocating facilities by ballot on top of the booking and allocation mechanism on a first-come-first-served basis. LCSD will consider adoption of balloting first for allocation of some popular facilities with high demand, such as turf football pitches and multi-purpose arenas (badminton courts, basketball courts and volleyball courts, etc.) of sports centres, with the remaining sessions to be allocated in accordance with the existing allocation mechanism i.e. advance bookings of unallocated sessions can be made within 10 days from the current date on a first-come-first-served basis.
- (5) Fee-charging sports and recreation venues will be provided with smart self-service stations where members of the public can use the self-service to sign in for fee-charging sports and recreation facilities or programmes with smart identity card. For other sports and recreation venues not having the self-service station, users can sign in through mobile app utilising location based technology. LCSD's staff and programme coaches will monitor the situation as appropriate to avoid abuse of sign in function. The new system will also support the use of popular e-payment methods.

- (6) LCSD will release the real-time information on sports and recreation facilities and programmes, such as sessions or programme places that are available for booking in digital formats as public sector information and provide the related Application Programming Interface (API). Details and format of the information will be worked out in the system analysis and design stages.
- (7) LCSD commissioned a consultancy study in 2015 to study and collect views on user's need and expectation for the development of the new intelligent system. In addition to the respective questionnaire surveys conducted with users of LCSD's sports and recreation facilities and participants of LCSD's programmes, as well as schools across the territory, meetings were also conducted with representatives of national sports associations (NSAs). Various interviews, workshops, consultation sessions and questionnaire surveys were also conducted with in-house executive staff and frontline staff. The consultancy study affirmed the inadequacy of the existing system and the need for redevelopment and proposed the improvement directions. The consultant consolidated the views and advice from various parties and put forward three main focuses, including quality customer service, operational excellence and fair use of public resources. In addition, the consultant has also studied the overseas experience and put forward proposals such as patron registration, self-services, cashless payment, analytics driven business and customer service focused approach. The adopted consultant's recommendations were reflected in the functions of the new system.
- (8) Upon development of the new system, LCSD will provide appropriate training and instruction to the existing venue management staff, including system usage and arrangement, case study, experience sharing sessions, on-site training and emergency plan to facilitate the staff to adapt to and become familiar with the new system so as to provide quality services to the public.
- (9) The new smart self-service stations in the sports and recreation venues will support the use of the Next Generation Smart Identity Card for instant patron registration and self-service check in for sessions and

programmes. With the registered patron account, members of the public can enjoy a variety of services, including bookings of facilities, enrolment in programmes, account management, balloting application and e-payment through internet or mobile app.

Yours sincerely,



(Mrs Doris FOK)

for Director of Leisure and Cultural Services

c.c.: Secretary for Home Affairs (Attn : Ms Petty LAI)