Vision
Sustain Hong Kong's position as Asia's leading digital city.

Mission
- Deliver effective, secure and citizen-centric eGovernment Services, meeting rising public expectations.
- Cultivate and develop Information and Communications Technology (ICT) talents in Hong Kong, enhancing competency and professionalism.
- Develop a vibrant ICT industry, promoting high-tier data centres, cloud computing services, big data, mobile apps developments and cyber security awareness.
- Help to build a digitally inclusive, knowledge-based society.

Establishment
The Office of the Government Chief Information Officer (OGCIO) was set up on 1 July 2004. The establishment of the OGCIO provides a streamlined government structure and leadership for delivering the ICT functions within the Government and enables the Government to take a proactive, leading role in championing ICT development in the community.

Organisation Structure
Headed by Government Chief Information Officer (GCIO), OGCIO provides a single focal point with responsibility for ICT policies, strategies, programmes and measures under the Digital 21 Strategy (www.digital21.gov.hk), in addition to providing information technology (IT) services and support within the Government. GCIO is deputised by two Deputy Government Chief Information Officers (DGCIOs) who are responsible for two major areas of responsibilities: Policy & Community and Consulting & Operations.

OGCIO has some 600 civil service staff and is responsible for the career development of around 1,400 government IT professionals working in different government bureaux and departments.

These government IT professionals are responsible for assuring the quality of government IT activities, particularly in developing and aligning IT strategy with business and policy objectives and in designing and delivering IT-enabled business change projects that enable timely delivery of policy goals. In addition, around 2,400 contract IT staff are engaged to supplement the government IT workforce.

Functions of OGCIO
(i) Facilitating a digital economy

We facilitate the development of a digital economy through —

- Driving E-business – Providing the necessary infrastructure for Hong Kong's digital economy to flourish.
- Legal Framework for the Conduct of Secure Electronic Transactions in Hong Kong – The Electronic Transactions Ordinance (Cap. 553) (“ETO”) was enacted in 2000 to accord electronic records and electronic signatures the same legal status as that of their paper-based counterparts in the conduct of electronic transactions. The Postmaster General is a recognised certification authority by virtue of the ETO and offers Hongkong Post Certification Authority services. A commercially-run certification authority can also apply to the GCIO to become a recognised certification authority under the voluntary recognition scheme.

- Internet Domain Name Administration Regime – The Hong Kong Internet Registration Corporation Limited (HKIRC), a non-profit making company, is designated to manage and administer the “.hk” country-code top level domains for Hong Kong since 2002. In March 2010, the Government signed a Memorandum of Understanding with the HKIRC to enhance its governance and transparency in administering Internet domain names in Hong Kong.
• Enriched IT Programme in Secondary Schools – OGCIO is implementing a two-pronged Enriched IT Programme in secondary schools for eight years from 2015/16 until 2022/23. The Programme is a collaborative effort of secondary schools, tertiary institutions, industry and government to cultivate young IT talents to meet the development needs of a digital society. Eight partner secondary schools have been selected to provide intensive IT training to students (from secondary two to secondary six) who are interested and talented in IT. We also support secondary schools to organise some 50 IT activities every year to foster a pro-IT atmosphere and stimulate interest in IT in the school community.

• Promoting ICT Adoption among Small and Medium Enterprises (SMEs) – Since 2004, OGCIO has been implementing a Sector-specific Programme (SSP) to encourage SMEs to adopt ICT to enhance their operational efficiency and business opportunities. To date, 24 projects have been completed, benefiting over 38,000 SME practitioners.

(ii) Developing Hong Kong as a hub for innovation and technology

We support ICT start-ups, groom talents and facilitate ICT industry development through —

• Cyberport – Cyberport brings together a cluster of high quality ICT and related enterprises, nurtures industry startups and entrepreneurs, provides advanced technology infrastructure, runs incubation programmes for new startups, and facilitates synergy and partnership among members of the ICT industry.

• Outsourcing Policy – OGCIO facilitates the Government to adopt an outsourcing policy for its IT projects through establishing and managing procurement arrangements.

• Collaboration with the Mainland – OGCIO takes active steps to facilitate exchange and collaboration between the ICT industries of Hong Kong and the Mainland. We have been leading local ICT delegations to visit the Mainland to explore collaboration and business opportunities, taking advantage of Mainland’s implementation of the strategic "Internet+", "One Belt, One Road" and “Made in China 2025" initiatives. We regularly take part in major ICT exhibitions in the Mainland providing opportunities for local ICT companies, especially SMEs, to showcase their innovative products and services and to tap into the Mainland market.

We collaborate closely with Guangdong Province with the establishment of the Hong Kong/Guangdong Expert Group on Co-operation in Informatisation. We have put in place the mutual recognition scheme of electronic signature certificates between Hong Kong and Guangdong which helps enhance security and reliability of cross-boundary e-commerce between the two places. The Hong Kong/Guangdong Expert Committee on Cloud Computing Services and Standards has been set up to strengthen co-operation of the two places in promoting the development of cloud computing services.

To facilitate the further development of the local ICT industry, we will step up efforts to attract mainland ICT companies to set up research and development (R&D) facilities in Hong Kong. Such R&D facilities will help enhance technological capabilities of the local ICT ecosystem, as well as to create employment opportunities for the local ICT work force.

• International IT Fest – Since 2013, OGCIO collaborates with local ICT industry to organise the International IT Fest, showcasing Hong Kong’s vibrant developments and achievements in the ICT sector and reinforcing Hong Kong’s position as a regional ICT hub. As a highlight event of IT Fest 2016, the first Internet Economy Summit will be organised in April 2016 to provide a platform for international ICT visionaries and business leaders to share their insights on the development of Internet Economy.

• Hong Kong ICT Awards – OGCIO has been collaborating with the local ICT industry in organising the Awards since 2006 to recognise outstanding achievements and to showcase Hong Kong’s ICT success at home and abroad.

• Data Centre – OGCIO champions initiatives and measures to develop Hong Kong as a prime location for high-tier data centres in the region. The Data Centre Facilitation Unit established under OGCIO provides information and one-stop support to assist enterprises interested in setting up data centres in Hong Kong, and works with government departments on measures to facilitate the setting up of data centres taking into account their unique mode of operation.
City-wide Wi-Fi – OGCIO launched the GovWi-Fi Programme in 2008, currently providing free Wi-Fi service to the public and visitors in around 550 government premises with over 3,000 hotspots across Hong Kong. The programme will continue to extend its service progressively to more premises. We also facilitate other government-related organisations to provide Wi-Fi services at their premises (such as public hospitals) through partnership with Wi-Fi operators. To make it easier for the public and visitors to access free Wi-Fi services in Hong Kong, we collaborate with the industry to launch a common Wi-Fi brand “Wi-Fi.HK” in August 2014 to promote public Wi-Fi services which are offered by the public and private sectors completely free of charge or free for a certain period of time. There are currently over 16,000 hotspots under Wi-Fi.HK.

Cyber Security – OGCIO collaborates with key partners and maintains the Cyber Security Information Portal (www.cybersecurity.hk). The portal provides practical advice and step-by-step guidelines for general users, small and medium enterprises (SMEs), and schools to conduct health check on computers, mobile devices and websites as well as tips and techniques to guard against cyber attacks. Through the Hong Kong Computer Emergency Response Team Coordination Centre (HKCERT), businesses, organisations, and individuals receive the latest information security threat information, professional advice on preventive measures and recovery, and technical assistance to meet the challenges of cyber attacks.

(iii) Development of the next generation of e-government services

We facilitate service transformation in both the public and private sectors through —

GovHK – GovHK (http://www.gov.hk), the one-stop portal of government information and e-services, was launched in 2007. In 2010, the Government introduced the personalised platform of GovHK - MyGovHK, providing single access to an array of personalised e-government services. To enhance user experience and meet the ever-increasing demand of the public for mobile services, we have also developed the mobile version of MyGovHK.

data.gov.hk – OGCIO launched the revamped Public Sector Information (PSI) portal in March 2015 to make all government information already released online and free of charge for public consumption available in digital format, with a view to tapping creativity and wisdom of the community in developing innovative applications with PSI, thereby bringing about convenience to the citizens and business opportunities to the industry. The portal currently provides over 4,500 datasets under 18 broad categories.

Electronic Health Records – OGCIO provides advice to the Food and Health Bureau on the development of a territory-wide patient-oriented electronic health record (eHR) sharing system for launching by the end of 2015.

Mobile E-government Services – As of July 2015, there are 117 government mobile applications and 75 government mobile websites. OGCIO facilitates the implementation of mobile e-government services through providing support to Government departments and developing mobile applications commonly used by them for public services.

IT Strategy – OGCIO formulates government-wide IT strategy and advises government bureaux and departments in their formulation of departmental IT strategy addressing the policy objectives. We facilitate government bureaux and departments to plan and execute their IT-enabled change initiatives in a more agile, cost effective and joined-up manner by adopting cloud computing and other emerging technologies. These initiatives include:
- Electronic Information Management – In line with the government-wide electronic information management strategy that embraces content management, record management and knowledge management, OGCIO is planning to provide government bureaux and departments with cloud-enabled common shared services such as electronic recordkeeping and collaborative workspace.

- Electronic Procurement – OGCIO is rolling out its cloud-enabled electronic procurement service to government bureaux and departments to enhance efficiency from the automated and integrated procurement processes. Suppliers also reap the benefits of shorter transaction turnaround time and greater business opportunity.

- Government Human Resources Management Services (GovHRMS) – Providing common IT services to facilitate end-to-end human resources management activities of staff members from recruitment to separation as well as strategic manpower planning and human resources management decision making in Government. OGCIO monitors the development and implementation of the GovHRMS.

- Government Cloud Platform – Leveraging on this Cloud platform, OGCIO continues with the further development and provision of common e-government services in an agile way to meet the rising public expectations and citizen’s demand for quality e-government services.

- Government Data Centre Service Arrangements – OGCIO is planning to build a government data centre complex with a view to consolidating some of the existing government data centres, leading to better economy of scale, cost effectiveness as well as greener management in the overall government data centre operations.

- Government Electronic Communications Infrastructure – OGCIO establishes and maintains an advanced and secure electronic communications infrastructure for effective and efficient communications and collaboration in government operations and delivery of public services.

- Information Security – OGCIO keeps the government IT security policy and requirements in pace with technology advancement and international best practices and enforces compliance by government bureaux and departments.

- GovCERT.HK – OGCIO runs a dedicated governmental computer emergency response team, GovCERT.HK (www.govcert.gov.hk) to coordinate and manage information security incident response for government bureaux and departments. GovCERT.HK also collaborates with other CERTs locally and globally to assist public/private sectors and individuals in protecting their information and digital assets.

(iv) Fostering a digital inclusive society

We seek to narrow the digital divide through —

- Internet Learning Support Programme – OGCIO has launched the Internet Learning Support Programme “i Learn at home” since 2011 to assist students from low-income families to undertake web-based learning at home. The Programme helps eligible families procure economical Internet access services and suitable computer equipment, and provides the students and their parents with free training and user support.

- Digital Inclusion Apps – OGCIO aims at harnessing Hong Kong’s strength in mobile technologies to achieve social inclusion. In 2013, we provided funding to support social service organisations to develop seven mobile apps for persons with special needs, including persons with disabilities, ethnic minorities, elderly, etc. These apps, available for free use, are well received and one of them won the Hong Kong ICT award. We have launched a new batch of five mobile apps for the underprivileged in April 2015.

- Web Accessibility Campaign – To facilitate access to online information and services by everyone including persons with disabilities, OGCIO has been implementing a Web Accessibility Campaign since October 2011 to promote web accessibility through a multi-pronged strategy ranging from Government leadership, fostering awareness, promulgating resources, nurturing expertise to encouraging adoption. Since 2013, we have been organising an annual recognition scheme to laud enterprises and organisations for making their websites and mobile apps accessible, and providing free assessment services and advisory support to participating organisations.
• Encouraging ICT Adoption among the Elderly – OGCIO has been organising ICT Outreach Programmes for Elderly since 2014 to help institutionalised and “hidden” elderly experience how ICT can spice up their life and facilitate an active and healthy ageing. In the light of the good responses in 2014, we commissioned three elderly service organisations to implement a new round of programmes in 2015 and extend the service scope to cover more elderly groups, including seniors receiving day care centre services and home care services. The new round of programmes will be completed in mid-2016.

Facts and Figures

To keep Hong Kong at the forefront of ICT development, OGCIO has implemented various measures to create the right environment, infrastructure, skills and culture for developing and adopting ICT, as reflected in —

• Hong Kong's average peak Internet connection speed at 94.8 Mbps and average Internet connection speed at 17.0 Mbps are among the fastest in the world (2nd Quarter, 2015);

• Hong Kong’s household broadband penetration rate reached 83.0 per cent, among the highest in Asia (July 2015);

• Hong Kong’s mobile subscription rate reached 228.8 per cent, one of the highest in the world (July 2015);

• the penetration of public Wi-Fi is among the highest in the world with 39,267 wireless hotspots installed by the Government and the private sector (September 2015);

• Hong Kong was ranked as the city with the least risks in Asia Pacific for data centre establishment in the Data Centre Risk Index for three consecutive years from 2011 to 2013; and

• Over 12 hectares of land in Industrial Estates have been granted for data centre development since 2010. The Tseung Kwan O Industrial Estate, which currently houses a total of 11 high-tier data centres, is the largest data centre cluster in Asia Pacific.