

**For discussion
on 8 April 2024**

**Legislative Council
Panel on Information Technology and Broadcasting**

Establishment of the Digital Policy Office

PURPOSE

In the 2023 Policy Address (PA), the Chief Executive (CE) announced that the Government would set up the Digital Policy Office (DPO) by merging the existing Office of the Government Chief Information Officer (OGCIO) and the Efficiency Office (EffO), responsible for formulating policies on digital government, data governance and information technology. This paper seeks Members' view on the re-organisation proposal.

PROPOSAL

2. We propose to form the DPO through re-organising the existing structure of the OGCIO and EffO after the approval of the Finance Committee (FC) and completion of other relevant procedures. The package of proposal will lead to the following changes –

- (a) transfer of nine permanent directorate posts of various ranks, namely, one Administrative Officer Staff Grade B1 (AOSGB1) (D4) (to be regraded from Head, Efficiency Unit (HEU) (D4) in paragraph 2(e)), one Deputy Head, Efficiency Unit (DHEU) (D3), one Administrative Officer Staff Grade C (AOSGC) (D2), three Assistant Director of Management Services (ADMS) (D2), two Principal Management Services Officer (PMSO) (D1) and one Principal Executive Officer (PEO) (D1) posts from EffO to the DPO (paragraph 19 refers);
- (b) transfer of the non-directorate civil service establishment of the EffO to the DPO upon the setting up of the DPO (paragraph 21 refers);

- (c) creation of one permanent Assistant Director of Information Technology Services (ADITS) (D2) post to coordinate work plans and implement measures for facilitating the development of smart city and digital economy related industries in Hong Kong, and cross-boundary data flow in the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) and related collaboration with Mainland (paragraphs 17 to 18 refer);
- (d) revision and redistribution of duties and responsibilities among the directorate posts (including nine posts to be transferred from EffO in paragraph 2(a) above, and 15 existing posts in OGCI) upon the setting up of the DPO (paragraphs 19 to 20 refer);
- (e) regrading of one one-rank grade directorate post of the Commissioner for Efficiency (C, Eff) from the grade of HEU (D4) to an Administrative Officer (AO) grade post ranked at AOSGB1 (D4), and delete the grade and rank of HEU upon the setting up of the DPO (paragraphs 22 to 23 refer); and
- (f) corresponding changes to the civil service establishment ceilings as well as transfer of relevant provision and non-recurrent commitment consequential to the formation of the DPO (paragraphs 24 to 27 refer).

JUSTIFICATIONS

3. Digitalisation can drive economic development and social innovation. It facilitates the upgrading and transformation of enterprises, boosts efficiency, stimulates innovation and enhances competitiveness. The digitalisation process also accelerates transformation in the public sector and the way the Government delivers public services to meet the changing needs and public expectation in the digital era.

4. In the past two decades or so, the Government had taken forward a number of computerisation and e-government initiatives to build a digital government. With the ‘new normal’ taking roots after COVID-19, the need for more and better e-government services has become even more obvious and imminent. Further to the setting of targets in the 2022 PA¹

¹ The 2022 PA announced the Government’s target to digitalise all licensing and government services involving application and approval by mid-2024. For those with legislative requirements or international conventions/practices, applicants will only need to visit relevant government offices once. Moreover, the Government will drive all government departments to use iAM Smart to provide one-stop electronic services to citizens by 2025.

relating to full digitalisation of government submissions by mid-2024 and one-stop e-government services portal by end-2025, the CE announced in the 2023 PA the establishment of the DPO, by merging the OGCIO and the EffO, to enhance governance and advance the development of digital government.

THE PROPOSALS

Objectives of the DPO

5. The DPO represents a consortium of know-how of the two offices specialised in information technology (IT) and business processes re-engineering, elevating their role from advisory and support to various bureaux and departments (B/Ds) into one that spearheads changes in digital policies. In this connection, setting up of the DPO not just involves organisational change, but also highlights the importance of digital policy to enhance the government processes and public service delivery.

6. With data as the cornerstone of digital economy and smart city, the DPO will promote data-driven, people-centric, and outcome-based digital policies within the Government and across sectors. Specifically, it will advocate to B/Ds the potentials and power of data as well as the importance of data-driven policy formulation and smart innovation, as the key to improving Government's efficiency and services to better serve our people and the businesses.

Proposed Organisation Structure of the DPO

7. The Commissioner for Digital Policy (CDP) will lead the DPO and assume the responsibilities of formulating policies and measures relating to digital government, data governance and IT, and providing steer to B/Ds on digital policies and their implementation. The proposed job description of CDP is at **Enclosure 1**. The post will be assumed by the incumbent Government Chief Information Officer (GCIO). Therefore, the CDP post will be pitched at the existing rank of GCIO (D6) as a one-rank grade directorate post, and it can be filled either by a civil servant through in-service appointment exercise or by an external candidate through an open recruitment process.

8. The CDP will be underpinned by three Deputy Commissioners, each heading a dedicated branch to deliver the work priorities of the DPO, namely digital government, data governance and digital infrastructure. Details are set out in the ensuing paragraphs.

(I) Digital Government

9. The **Digital Government Branch** of the DPO will spearhead the development of digital government to bring impact, convenience and benefits to the public and businesses; prompting B/Ds to embrace a transformative mindset in public services; and proactively devising digital plans to enhance public services. It also seeks to embed the concept and core drivers of digital transformation in B/Ds' operations and future strategies, resulting in improved efficiency and effectiveness.

10. The Digital Government Branch will be led by Deputy Commissioner (Digital Government) and the post will be filled by an AOSGB1 (D4) who will oversee the following areas of work –

- (i) ***Digital Government Policies & Standards:*** To set policies and standards for B/Ds, track improvements and progress continuously, and submit regular reports on Government's digitalisation progress to the senior management. Work includes driving B/Ds to adopt advanced technologies in launching over a hundred of digital government initiatives, for example, issuing and verifying certain licences and certificates electronically by using blockchain technology, enhancing security in public cargo areas by employing artificial intelligence (AI) technology, providing automated parking systems in newly completed government car parks and short-term tenancy car parks, providing electronic payment options for all government fees within one year, developing smart search-and-rescue mobile applications, enhancing the 1823 enquiry service through AI chatbot, etc.;
- (ii) ***Researches & Collaboration:*** To initiate studies on local and international development and best practices to identify areas of public service for further digitalisation, major improvement and significant impact, including coordinating joined-up and cross-departmental projects, and collaboration with outside parties; and
- (iii) ***Skill Enhancement:*** To enhance e-government capabilities and impart the latest developments in IT, data and cybersecurity to the senior management. Possible initiatives include exploring with the Civil Service College on providing briefings, seminars and/or trainings to senior management of B/Ds, enabling them to effectively navigate the digital landscape.

11. Deputy Commissioner (Digital Government) will also oversee the conduct of business facilitation initiatives and the operation of the Social Innovation and Entrepreneurship Development Fund. The post will be assumed by the incumbent C, Eff, which is a one-rank grade post of HEU (D4) and has been filled by an AOSGB1. In the light of past experience and practical consideration, we propose to formalise this arrangement by regrading the one-rank grade directorate post of HEU (D4) to AO grade post ranked at AOSGB1 (D4). Detailed justifications are provided in paragraphs 22 to 23 below.

(II) Data Governance

12. Data is the foundation and core for the formulation of digital policy. The **Data Governance Branch** of the DPO is to formulate and promulgate policies and measures on data governance, with a view to opening up and sharing of more data; breaking information silos; harnessing technologies to analyse and leverage data; and innovating public services with the aid of IT and data.

13. The Data Governance Branch will be led by Deputy Commissioner (Data Governance)² and the post will be filled by a DHEU (D3) who will oversee the following areas of work –

- (i) ***Data Policies & Standards***: To set data governance policies and standards that facilitate the collection, analysis, sharing and application of data. These include requiring B/Ds to consolidate and publish departmental data catalogue; nominate Departmental Data Officer at directorate level to coordinate data-sharing work; and formulate plans for streamlining e-government services through inter-departmental data sharing;
- (ii) ***Data Sharing & Application***: To work with B/Ds to improve accessibility of B/Ds' data and leverage the central IT services and latest technologies for introducing data-driven policies, user-oriented services and smart solutions; and
- (iii) ***Common Data Platforms***: To centrally manage and enhance government data centres, data network, central services (including iAM Smart, GovHK, email services, 1823) and data platforms such

² The Deputy Commissioner for Efficiency is a one-rank grade directorate post of DHEU (D3). We propose to pitch this post at the existing rank of DHEU. It can be filled either by a directorate civil servant through in-service appointment exercise or by an external candidate through an open recruitment process. The regrading of the post is therefore not necessary in the new organisation structure.

as government cloud, big data analytics platform, shared blockchain platform to support the delivery of e-government services.

(III) Digital Infrastructure

14. Digital infrastructure lays the foundation of the digital transformation process. The **Digital Infrastructure Branch** of the DPO is responsible for ensuring the adequacy, security and robustness of the digital infrastructure, and foster collaboration with the industries to support the sustainable development of digital government, economy and society.

15. The Digital Infrastructure Branch will be led by Deputy Commissioner (Digital Infrastructure) and the post will be filled by a Deputy Director of Information Technology Services (DDITS) (D3) who will oversee the following areas of work –

- (i) ***Project Governance & Security***: To oversee and implement policies and measures relating to Government IT project's governance and security, by putting in place a multi-pronged mechanism, covering project initiation, procurement, system development, pre-launch cybersecurity and stress testing, to strengthen DPO's support to B/Ds' supervision and execution of IT projects and associated risks throughout the project cycle. It will also act as "red team" to help B/Ds assess the readiness of their major and public facing systems and manage risks before system launch. In addition, the branch will support the Government's work on enhancing cybersecurity of critical infrastructures and government systems (including the review of potential security risk arising from over-reliance on specific hardware, software and technologies), and step up cross-sector collaboration to promote and fortify defence on cybersecurity in the community;
- (ii) ***Mainland Collaboration***: To foster closer collaboration with the Mainland on the connectivity of digital infrastructures and data, as well as to deepen cross-boundary development especially in the GBA context; and

- (iii) **Industry Development:** To oversee measures and collaborative efforts to promote industry development, including promoting the development of Hong Kong into a regional hub for high-tier data centres and related data industries, facilitating the development of AI and data related industries of Hong Kong, development of smart city and cybersecurity related industries, talent cultivation, etc.

16. The proposed job descriptions of the above three Deputy Commissioners are set out at **Enclosures 2 to 4**.

Other Staffing Proposals

Creation of one permanent ADITS post

17. We propose **creating one permanent ADITS (D2) post in the DPO**, to be designated as Assistant Commissioner (Mainland and Industry Collaboration) (AC(MIC)), to liaise and coordinate with relevant Mainland authorities on formulation, on-going operation and continuous development of the facilitation measures for cross-boundary data flow in the GBA, lead and administer the implementation of the facilitation measures, promote and support the adoption of the facilitation measures in different business sectors, coordinate work plans and implement measures for facilitating the development of smart city in Hong Kong and liaise and coordinate with different government B/Ds and business sectors on co-developing a smart city cluster in GBA, coordinate and implement the Wi-Fi Connected City Programme and the smart lampposts in Hong Kong, facilitate Hong Kong to develop into a regional high-tier data centre hub, support the development of the Artificial Intelligence Supercomputing Centre in Hong Kong, and assist in formulating strategies and implement measures for promoting the development of information and communications technology industry in Hong Kong.

18. The implementation of smart city development and the cross-boundary data flow initiatives as well as the enhanced support on Mainland collaboration on other IT initiatives call for high-level policy planning, IT project steer, leadership and governance which entails strategic leadership, coordination and management. The presence of directorate leadership at ADITS level is therefore crucial for securing the effective senior level liaison and coordination with different Mainland authorities as well as government B/Ds, and steering the effective operation of various initiatives with due regard to cybersecurity and the protection of digital assets and the optimal use of resources to ensure timely accomplishment of all objectives. The proposed job description of AC(MIC) is set out at **Enclosure 5**.

Transfer of nine permanent directorate posts from EffO to DPO and redistribution of duties and responsibilities among the permanent directorate posts in DPO

19. A total of nine permanent directorate posts in EffO will be transferred to the DPO. Upon the setting up of the DPO, duties and responsibilities among the permanent directorate posts in DPO, including the nine posts to be transferred from EffO and existing 15 posts in OGCIO, will be redistributed with a view to rationalising the distribution of their work to make optimal use of the new office's human resources at the senior level. The revised job descriptions of the other directorate posts in DPO (except CDP, the three Deputy Commissioners and AC(MIC)) are set out at **Enclosures 6 to 25**.

20. The existing organisation charts of OGCIO and EffO, as well as the proposed organisation chart of the DPO showing the proposed creation and transfer of directorate posts are at **Enclosures 26 to 28** respectively.

Transfer of non-directorate civil service establishment from EffO to DPO

21. A total of 87 non-directorate posts from the EffO will be transferred to the DPO upon its formation.

Regrading of the one-rank grade post of HEU to AOSGB1

22. The former Efficiency Unit (EU), headed by a one-rank grade post of HEU (D4), was established in 1992 to provide the Government with advice on opportunities for reforms that would improve the efficiency and effectiveness of the public service. On 1 April 2018, the former EU was transferred to the then Innovation and Technology Bureau (ITB)³ and renamed as EffO with the HEU post retitled as C, Eff⁴. EffO is responsible for supporting the Information, Technology and Industry Bureau (ITIB) to take forward initiatives in promoting innovation and technology, especially in the wider adoption of innovative technology in the public service and the launching of smart government initiatives.

³ In July 2022, the ITB was renamed as the Information, Technology and Industry Bureau (ITIB) to highlight the role of innovation and technology in promoting the development of re-industrialisation in Hong Kong.

⁴ The C, Eff post remained at the rank of HEU and was filled by an AOSGB1 through the creation of a supernumerary AOSGB1 post held against the HEU post under delegated authority.

23. After the formation of DPO, C, Eff will be retitled as Deputy Commissioner (Digital Government) of DPO, who will continue to push for digital government and innovative initiatives among B/Ds. In the light of past experience and practical consideration, we propose to regrade the one-rank grade directorate post of HEU to AOSGB1, which is of the same rank, to undertake the duties and responsibilities of the Deputy Commissioner (Digital Government) of DPO (paragraphs 10 to 11 above refer).

FINANCIAL AND ESTABLISHMENT IMPLICATIONS

24. The proposed creation of the permanent ADITS post will incur an additional notional annual salary cost at mid-point (NAMS) of \$2,407,800 and the additional full annual average staff cost, including salaries and staff on-cost, is \$3,617,328.

25. The proposed transfer of nine directorate posts and 87 non-directorate posts from EffO to the DPO, as well as the regrading proposal of HEU to AOSGB1, as set out in paragraphs 19 to 23, are cost neutral.

26. The civil service establishment (including the one post proposed to be created in this paper) is estimated to stand at about 194 000 posts at the end of the 2024-25 financial year, which will not exceed the civil service establishment ceiling as at end-March 2021. Therefore, the Government's policy of maintaining zero growth in the civil service establishment since 2021-22 will not be affected.

27. As a result of the re-organisation, adjustments will need to be made to the establishment ceilings expressed in terms of total NAMS of OGCIO and ITIB. Consequential transfer of approved provision and non-recurrent commitment will also be required. We will separately seek the approval of the FC for the changes to the approved estimates of 2024-25 for ITIB and OGCIO.

ADVICE SOUGHT

28. Members are invited to offer views on the above proposal. Subject to Members' views, we will submit the staffing proposal to the Establishment Subcommittee of the FC for consideration and seek approval from the FC.

**Innovation, Technology and Industry Bureau
Office of the Government Chief Information Officer
Efficiency Office
March 2024**

**Job Description
Commissioner for Digital Policy**

Rank: Government Chief Information Officer (D6)
Responsible to: Permanent Secretary for Innovation, Technology and Industry (PSITI)

Main Duties and Responsibilities:

- (1) To assist PSITI in formulating and overseeing the overall policies, strategies and initiatives on digital government, data governance and information technology (IT);
- (2) To devise strategic plans for the promotion and implementation of digital transformation in public services;
- (3) To promote the adoption of IT in the community and various industry sectors and lead efforts to bridge the digital divide;
- (4) To foster IT collaboration with Mainland and cross-boundary data flow to help facilitate the implementation of collaborated IT initiatives of Mainland and Hong Kong, and the safe and orderly data flow from the Mainland to Hong Kong;
- (5) To steer and coordinate the work of the Digital Policy Office (DPO) to achieve timely, smooth and effective implementation of policies and programmes;
- (6) To serve as the Controlling Officer for the expenditure head of the DPO and to ensure proper use of financial resources within the office; and
- (7) To be the Head of the Analyst/ Programmer, Computer Operator and Data Processor grades.

**Job Description
Deputy Commissioner (Digital Government)**

Rank: Administrative Officer Staff Grade B1 (D4)
Responsible to: Commissioner for Digital Policy (CDP)

Main Duties and Responsibilities:

- (1) To assist CDP in formulating, coordinating and overseeing the overall policies, strategies and initiatives to promote the development of digital government;
- (2) To oversee the policies relating to and promotion and implementation of digital transformation in public services, offering advice and technical support to bureaux/ departments as necessary;
- (3) To oversee the liaison with the Guangdong Provincial Government to promote the “Cross-boundary Public Services” initiative;
- (4) To coordinate the Government’s efforts on business facilitation and streamlining of government services to improve licensing and public services delivery through adoption of innovation and technology, and business process reengineering;
- (5) To serve as Secretary-General to the Social Innovation and Entrepreneurship Development Fund Task Force Secretariat and oversee its operation;
- (6) To serve as the Chairman of the Administrative Computer Projects Committee and advise CDP on policies and procedures in respect of funding of administrative computer projects within the Government under Capital Works Reserve Fund Head 710;
- (7) To oversee the monitoring of relevant international benchmark rankings/indices on digital economy and to drive targeted reform measures of B/Ds;
- (8) To be the Head of the Management Services Officer grade; and
- (9) To oversee the general administration of the DPO.

**Job Description
Deputy Commissioner (Data Governance)**

Rank: Deputy Head, Efficiency Unit (D3)
Responsible to: Commissioner for Digital Policy (CDP)

Main Duties and Responsibilities:

- (1) To assist CDP in formulating, coordinating and overseeing data governance policies and guidelines to foster the opening up, sharing and application of data among government bureaux/ departments (B/Ds) and across sectors;
- (2) To oversee the promotion of opening up and sharing of data and application of digital technologies by B/Ds (such as the artificial intelligence, big data, geospatial analysis, etc.) for continuous development of citizen-centric and data-driven digital government services that could bring convenience and facilitation to the public and businesses;
- (3) To oversee the planning, development and management of central information technology platform and services, including iAM Smart, Government Cloud, Big Data Analytics Platform, Shared Blockchain Platform, government data centres and network, government email services, etc. in supporting digital government services delivery;
- (4) To oversee the management and operation of 1823 Contact Centre; and
- (5) To oversee the provision of consultancy services to B/Ds and the application of design thinking to enhance user experience and efficiency in the delivery of public services.

Job Description
Deputy Commissioner (Digital Infrastructure)

Rank: Deputy Director of Information Technology Service (D3)
Responsible to: Commissioner for Digital Policy (CDP)

Main Duties and Responsibilities:

- (1) To assist CDP in formulating strategies and measures to foster digital infrastructure development in Hong Kong;
- (2) To oversee and implement policies and measures relating to Government information technology (IT) project's governance and security, by putting in place a multi-pronged mechanism, covering project initiation, procurement, system development, pre-launch cybersecurity and stress testing, to strengthen support to bureaux/departments' supervision and execution of IT projects and associated risks throughout the project cycle; and to support the Government's work on enhancing cybersecurity of critical infrastructures and government systems, and step up cross-sector collaboration to promote cybersecurity and protection of digital assets in Government, promote cybersecurity awareness in businesses and the community, and oversee the Electronic Transactions Ordinance in Hong Kong;
- (3) To foster closer collaboration with the Mainland on the connectivity of digital infrastructures and data, as well as to deepen cross-boundary development especially in the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) context, including the formulation, on-going operation and continuous development of the facilitation measures for cross-boundary data flow in the GBA and the co-development of a smart city cluster in GBA and Digital GBA;
- (4) To formulate strategies and implement initiatives to facilitate the development of the local IT industry including promoting the development of Hong Kong into a regional hub for high-tier data centres, facilitating the development of artificial intelligence and data related industries of Hong Kong, development of smart city and cybersecurity related industries, and support for tech startups and small and medium enterprises;

- (5) To oversee the implementation of digital infrastructure programmes and services to facilitate the development of digital economy and smart city in Hong Kong;
- (6) To facilitate the procurement of IT-related products, services and technologies, supervise the provision of common IT services, and oversee IT project governance in Government; and
- (7) To perform the Grade Management functions for the Analyst/Programmer, Computer Operator and Data Processor grades, and develop a long range human resource plan for the government IT profession.

Job Description
Assistant Commissioner (Mainland and Industry Collaboration)

Rank: Assistant Director of Information Technology Services (D2)
Responsible to: Deputy Commissioner (Digital Infrastructure)

Major Duties and Responsibilities:

- (1) To foster closer collaboration with the Mainland on inter-connectivity of digital infrastructures and data, as well as to deepen cross-boundary development especially in the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) context;
- (2) To liaise and coordinate with relevant Mainland authorities on formulation, on-going operation and continuous development of the facilitation measures for cross-boundary data flow in the GBA;
- (3) To lead and administer the implementation of the facilitation measures, and promote and support the adoption of the facilitation measures in different business sectors;
- (4) To liaise and coordinate with different government bureaux/ departments and business sectors on implementation of the Digital GBA initiative and co-developing a smart city cluster in GBA;
- (5) To coordinate work plans and implement measures for facilitating the development of smart city in Hong Kong;
- (6) To coordinate and implement the Wi-Fi Connected City Programme, and facilitate the development of Wi-Fi.HK for the public and visitors;
- (7) To oversee the on-going development of the smart lampposts as a digital infrastructure for smart city development in Hong Kong;

- (8) To facilitate the development of Hong Kong into a regional high-tier data centre hub;
- (9) To facilitate the development of local artificial intelligence and data related industries and support the establishment development of the Artificial Intelligence Supercomputing Centre in Hong Kong; and
- (10) To assist in formulating strategies and implement measures to facilitate the development of local information and communications technology industries as well as to develop smart city and cybersecurity related industries in Hong Kong.

Job Description
Assistant Commissioner (Digitalisation and Business Facilitation)

Rank: Assistant Director of Management Services (D2)
Responsible to: Deputy Commissioner (Digital Government)

Main Duties and Responsibilities:

- (1) To develop and implement digital government initiatives and facilitate digital transformation of licensing and public service delivery;
- (2) To oversee and coordinate bureaux/departments (B/Ds)' efforts in the implementation of digital government initiatives through adoption of innovation and technology, and business process re-engineering;
- (3) To provide secretariat service to the Business Facilitation Advisory Committee and its Task Forces, and chair the Business Liaison Groups covering different sectors;
- (4) To monitor World Bank Group's publication on international competitiveness of Hong Kong and/or other relevant international benchmark rankings/indices on digital economy in respect of Hong Kong's situation, and to work in partnership with B/Ds concerned to develop targeted reform measures;
- (5) To develop and implement business facilitation initiatives, and oversee and coordinate B/Ds' business facilitation efforts under the "Be the Smart Regulator" Programme; and
- (6) To lead and supervise project teams to conduct consultancy studies or other projects as assigned.

Job Description
Assistant Commissioner (Digital Efficiency and Resources)

Rank: Assistant Director of Management Services (D2)
Responsible to: Deputy Commissioner (Digital Government)

Main Duties and Responsibilities:

- (1) To co-ordinate with bureaux/departments (B/Ds) to formulate and plan the strategy, publicity and promotion of digital government and smart city initiatives recommended under the service-wide e-Government audit;
- (2) To monitor the implementation of the initiatives under (1) above, and to evaluate their effectiveness in enhancing the efficiency of public services in collaboration with B/Ds;
- (3) To provide support to the Administrative Computer Projects Committee (ACPC), oversee the operation of the ACPC Secretariat, and follow-up with B/Ds on ACPC's recommendations;
- (4) To monitor the implementation and evaluate the effectiveness of computerisation projects approved by ACPC; and
- (5) To assist Deputy Commissioner (Digital Government) in the management of the Management Services Officer grade, including reviewing the effectiveness of management services teams posted within and outside the Digital Policy Office, monitor performance and formulate training and development programmes to enhance the professional capabilities of the management services teams; and
- (6) To lead and supervise project teams to conduct consultancy studies or other projects as assigned.

Job Description
Assistant Commissioner (Digital Inclusion and Research)

Rank: Administrative Officer Staff Grade C (D2)
Responsible to: Deputy Commissioner (Digital Government)

Main Duties and Responsibilities:

- (1) To assist the Deputy Commissioner (Digital Government) in formulating, coordinating, and overseeing the overall policies and strategies for promoting the development of the digital government;
- (2) To conduct research on issues related to promoting the development of the digital government, including the measures introduced by different governments for e-government development and their application;
- (3) To draw up programmes and initiatives on digital inclusion and monitor their implementation; and
- (4) To provide secretariat support to the Social Innovation and Entrepreneurship Development Fund and its sub-committees established under the Commission on Poverty.

Job Description
Assistant Commissioner (Data Applications)

Rank: Assistant Director of Information Technology Services (D2)
Responsible to: Deputy Commissioner (Data Governance)

Major Duties and Responsibilities:

- (1) To assist Deputy Commissioner (Data Governance) in promoting the application of digital technologies by bureaux and departments (B/Ds) (such as the artificial intelligence, big data, geospatial analysis, etc.) for continuous development of citizen-centric and data-driven digital government services;
- (2) To oversee the provision of “iAM Smart” as a single digital identity of Hong Kong residents for authentication in government and commercial online transactions and as a key digital infrastructure for smart city development;
- (3) To oversee the enhancement of “iAM Smart” to realise “single portal for online government services” and support B/Ds to provide Hong Kong residents with one-stop digitalised services by adopting “iAM Smart”;
- (4) To oversee the implementation of open data policy and facilitate B/Ds and other public/private organisations to open up their data on the open data portal (data.gov.hk) for free use by the public so as to promote technological research, innovation and smart city development;
- (5) To oversee the development of data sharing standards and analytics infrastructure to facilitate B/Ds in developing big data applications and conducting data analytics;
- (6) To oversee the planning and implementation of data sharing, data interchange and system interoperability initiatives across the Government; and
- (7) To oversee and manage the e-Government service portal “GovHK” and related services for providing e-Government services to the public.

**Job Description
Assistant Commissioner (Data Platforms)**

Rank: Assistant Director of Information Technology Services (D2)
Responsible to: Deputy Commissioner (Data Governance)

Major Duties and Responsibilities:

- (1) To oversee the planning, development and management of Government Cloud Infrastructure Services, e-Government application architecture and central platform facilities in supporting digital government services delivery;
- (2) To formulate strategies and implement programmes for the Government's data centre services;
- (3) To monitor government information technology (IT) infrastructure and advise on IT business contingency planning and operations in the Government;
- (4) To steer the provision of Central Computer Centre (CCC) services and central Internet services, including CCC hosting and disaster recovery, Internet mail, Internet access, government web content and domain name hosting, and government directory;
- (5) To oversee technical support provided for the Government Electronic Trading Services; and
- (6) To steer and oversee the implementation of the Centrally Managed Messaging Platform.

Job Description
Assistant Commissioner (Contact Centre and Change Management)

Rank: Assistant Director of Management Services (D2)
Responsible to: Deputy Commissioner (Data Governance)

Main Duties and Responsibilities:

- (1) To direct and manage 1823 Contact Centre to deliver quality enquiry and complaint handling services to the public;
- (2) To direct reforms and digital transformations in 1823 Contact Centre to improve operational efficiency and service delivery;
- (3) To direct a programme of change management projects in support of major digital transformation initiatives in the government; and
- (4) To lead and supervise project teams in conducting consultancy studies or other projects as assigned.

Job Description
Assistant Commissioner (Common Services and Sourcing)

Rank: Assistant Director of Information Technology Services (D2)
Responsible to: Deputy Commissioner (Digital Infrastructure)

Major Duties and Responsibilities:

- (1) To formulate strategies and oversee sourcing and contractual matters relating to the procurement of information technology (IT) products and services;
- (2) To manage the Analyst/Programmer Grade and the Computer Operator Grade, and to be responsible for their professional development;
- (3) To assist in formulating strategies and implement measures for promoting the development of IT talent in Hong Kong;
- (4) To steer the development and deployment of common, shared and joined-up IT applications for adoption by bureaux/departments (B/Ds);
- (5) To steer the development and management of the e-business and IT services within the Digital Policy Office;
- (6) To steer the development and review of best practices and guides on delivery of IT projects for adoption by B/Ds;
- (7) To steer the provision of IT management services for B/Ds without IT Management Unit setup; and
- (8) To steer the development of Smart Government Innovation Lab for promoting the adoption of innovative technologies by B/Ds and engaging the industry to propose technology solutions to address the business needs of various government B/Ds.

Job Description
Assistant Commissioner (Project Governance and Security)

Rank: Assistant Director of Information Technology Services (D2)
Responsible to: Deputy Commissioner (Digital Infrastructure)

Major Duties and Responsibilities:

- (1) To formulate policies and measures for strengthening information technology (IT) project governance in Government to support implementation of digital government and digital transformation of public services;
- (2) To lead and oversee the provision of technical guidance and support to bureaux/ departments (B/Ds) in developing and implementing IT-enabled business systems to meet their policy goals;
- (3) To devise a multi-pronged mechanism, covering project initiation, procurement, system development, pre-launch cybersecurity and stress testing, to strengthen support to B/Ds' supervision and execution of IT projects and associated risks throughout the project cycle, and act as "red team" to help B/Ds assess the readiness of their major and public facing systems and manage risks before system launch;
- (4) To formulate and manage government information and cyber security policies and incident response mechanism and support the Government's work on enhancing cybersecurity of critical infrastructures and government systems;
- (5) To oversee the overall management of the Government Computer Emergency Response Team (GovCERT.HK), facilitation of the development of Hong Kong Computer Emergency Response Team Coordination Centre and coordination of Internet infrastructure protection in Hong Kong;
- (6) To oversee the implementation of the Electronic Transactions Ordinance;
- (7) To support Security Bureau in the formulation of legislation to enhance the protection of cyber security of critical infrastructure; and

(8) To implement public education and awareness programmes on information and cyber security.

Job Description
Principal Management Services Officer
(Government Service Enhancement)

Rank: Principal Management Services Officer (D1)
Responsible to: Deputy Commissioner (Digital Government)

Main Duties and Responsibilities:

- (1) To develop and implement digital government initiatives and facilitate digital transformation of public service delivery;
- (2) To oversee and coordinate bureaux/departments (B/Ds)' efforts in the implementation of digital government initiatives through adoption of innovation and technology, and business process re-engineering;
- (3) To develop and implement streamlining initiatives, and oversee and coordinate B/Ds' efforts under the "Streamlining of Government Services" Programme;
- (4) To formulate plans and oversee the implementation, operation and continuous improvement of the "Cross-boundary Public Services" initiative;
- (5) To oversee the coordination and liaison with B/Ds, the Guangdong Provincial Government and related authorities on the provision and operation of cross-boundary public services; and
- (6) To lead and supervise project teams to conduct consultancy studies or other projects as assigned.

**Job Description
Departmental Secretary**

Rank: Principal Executive Officer (D1)
Responsible to: Deputy Commissioner (Digital Government)

Major Duties and Responsibilities:

- (1) To oversee human resources management of the Digital Policy Office (DPO), such as administration of recruitment, promotion, employment terms and benefits, establishment control and manpower, discipline, and conditions of service;
- (2) To provide advice in administering government policies, regulations and guidelines related to departmental management and administration matters;
- (3) To oversee the provision of administrative support services in the areas of records management, translation services, procurement and supplies matters, transport services, departmental green, safety and health matters, etc.;
- (4) To oversee the management of the general and common grades staff in DPO and take care of their appointments and promotion, training and development, conduct and discipline, pay and conditions of service, welfare and benefits; and
- (5) To oversee the T-contract matters in the Government which is administered centrally by DPO.

Job Description
Chief Systems Manager (Data Applications)1

Rank: Chief Systems Manager (D1)
Responsible to: Assistant Commissioner (Data Applications)

Major Duties and Responsibilities:

- (1) To enhance the “iAM Smart” platform and promote its use as a single digital identity of Hong Kong residents for authentication in government and commercial online transactions and as a key digital infrastructure for smart city development;
- (2) To oversee the operations, helpdesk, promotion and publicity of the “iAM Smart”; and
- (3) To assist in the collaboration with the Guangdong Province the use of “iAM Smart” for real name identity authentication on the “Unified Identity Authentication Platform of Guangdong Province”, enabling Hong Kong residents in Hong Kong and Mainland cities of the Greater Bay Area to access government services of the two places online without the need for cross-boundary travel in person.

Job Description
Chief Systems Manager (Data Applications)2

Rank: Chief Systems Manager (D1)
Responsible to: Assistant Commissioner (Data Applications)

Major Duties and Responsibilities:

- (1) To support the implementation of open data policy, and coordinate, liaise and support bureaux/departments (B/Ds) and other public / private organisations to open up their data on the open data portal (data.gov.hk) for free use by the public;
- (2) To maintain and update the open data portal (data.gov.hk) and to advise B/Ds on the best practices and data format on open data;
- (3) To support, housekeep and refresh frameworks, standards and services related to data sharing, including but not limited to Address Data Infrastructure, and to provide maintenance and advisory support on the “Address” Framework Spatial Data Theme for the Common Spatial Data Infrastructure;
- (4) To build and maintain the Consented Data Exchange Gateway to facilitate data sharing among B/Ds, and provide technical support to B/Ds on data sharing and data interchange initiatives;
- (5) To provide advisory services on artificial intelligence and big data analytics to B/Ds and assist them in developing citizen-centric and data-driven digital government services; and
- (6) To manage, maintain and support the Central e-Form Services as well as the technical infrastructure and content management service of the Government portal “GovHK”, and to provide advisory services on mobile applications.

Job Description
Chief Systems Manager (Data Platforms)1

Rank: Chief Systems Manager (D1)
Responsible to: Assistant Commissioner (Data Platforms)

Major Duties and Responsibilities:

- (1) To plan, develop and manage Government Cloud Infrastructure Services, e-Government application architecture and central platform facilities in supporting digital government services delivery;
- (2) To recommend government-wide best practices, guidelines and standards for cost-effective use of central cloud platforms to achieve agile delivery of digital government services;
- (3) To review and refine the government cloud architecture, standard, framework and services offering, and address relevant information security and privacy issues to boost the use of government infrastructure platforms;
- (4) To advise bureaux/departments (B/Ds) on suitable cloud services and hosting options to meet their business and application requirements;
- (5) To develop and maintain the system architectures and technology frameworks for adoption by B/Ds in their implementation of digital government services; and
- (6) To build and maintain a common blockchain technology infrastructure (including a shared blockchain platform and related common services) for shared use by B/Ds in developing blockchain applications;
- (7) To build and maintain a common big data analytics infrastructure (including a big data analytics platform and a digital highway) for shared use by B/Ds in developing big data analytics applications; and
- (8) To support, housekeep and refresh frameworks, standards and services including Government Technology System Architecture, Interoperability Framework, and Hong Kong Supplementary Character Set (HKSCS) and standard (ISO 10646).

Job Description
Chief Systems Manager (Data Platforms)2

Rank: Chief Systems Manager (D1)
Responsible to: Assistant Commissioner (Data Platforms)

Major Duties and Responsibilities:

- (1) To develop and maintain best practices of information technology (IT) business contingency planning and operations for adoption within the Government;
- (2) To manage implementation of the government data centre initiatives and programmes;
- (3) To assist in managing the development and operation of the Central Computer Centre (CCC), including CCC hosting and disaster recovery services;
- (4) To manage the development and operation of the government network infrastructure, including Government Backbone Network and Building Backbone Network, Government Communication Network and CCC Network Services;
- (5) To manage the provision of central Internet services, including Internet mail, Internet access, government web content and domain name hosting, and government directory;
- (6) To oversee the provision of support for the Government Electronic Trading Services;
- (7) To plan and manage the implementation of the Centrally Managed Messaging Platform; and
- (8) To develop and maintain secure electronic communications and confidential e-mail services.

Job Description

Principal Management Services Officer (Data Application Consultancy)

Rank: Principal Management Services Officer (D1)
Responsible to: Deputy Commissioner (Data Governance)

Main Duties and Responsibilities:

- (1) To promote data interchange among bureaux/departments (B/Ds) for implementation of citizen-centric and data-driven digital government services;
- (2) To promote the application of design thinking for enhancing user experience and efficiency in the delivery of public services;
- (3) To lead and supervise project teams to apply design thinking in the delivery of digital government services with the aim to bringing convenience and facilitation to the public;
- (4) To lead and supervise project teams to conduct consultancy studies with the aim to identifying opportunities for improvement, facilitating change and accelerating digital technology adoption for better public services; and
- (5) To advise B/Ds on the procurement of external management consultants, participating in assessment panels and negotiating teams and project steering committees as necessary.

Job Description
Chief Systems Manager (Common Services and Sourcing)1

Rank: Chief Systems Manager (D1)
Responsible to: Assistant Commissioner (Common Services and Sourcing)

Major Duties and Responsibilities:

- (1) To coordinate, develop and deploy common, shared and joined-up information technology (IT) applications for adoption by bureaux/departments (B/Ds);
- (2) To develop and manage the e-business and IT services within the Digital Policy Office;
- (3) To develop and review best practices and guides on delivery of IT projects for adoption by B/Ds;
- (4) To provide IT management services for B/Ds without IT Management Unit setup; and
- (5) To oversee the implementation of Electronic Record Keeping System in all B/Ds.

Job Description
Chief Systems Manager (Common Services and Sourcing)2

Rank: Chief Systems Manager (D1)
Responsible to: Assistant Commissioner (Common Services and Sourcing)

Major Duties and Responsibilities:

- (1) To oversee and manage the programmes on sourcing and contractual matters relating to the procurement of IT products and services;
- (2) To assist in managing the Analyst/Programmer Grade and the Computer Operator Grade, and to be responsible for their professional development;
- (3) To implement measures for promoting the development of IT talent in Hong Kong; and
- (4) To oversee the management of Smart Government Innovation Lab for promoting the adoption of innovative technologies by bureaux/departments (B/Ds) and engaging the industry to propose technology solutions to address the business needs of various government B/Ds.

Job Description
Chief Systems Manager (Project Governance and Security)

Rank: Chief Systems Manager (D1)
Responsible to: Assistant Commissioner (Project Governance and Security)

Major Duties and Responsibilities:

- (1) To assist in formulation and management of government information and cyber security policies and incident response mechanism, and support the Government's work on enhancing cybersecurity of critical infrastructures and government systems;
- (2) To advise bureaux/ departments on information and cyber security threat alerts and risks mitigation, and to assure compliance with information and cyber security requirements;
- (3) To support the implementation of public education and awareness programmes on information and cyber security;
- (4) To formulate and provide technology strategy advice on information and cyber security as well as threat information sharing mechanism;
- (5) To manage the Government Computer Emergency Response Team (GovCERT.HK), facilitate the development of Hong Kong Computer Emergency Response Team Coordination Centre and coordinate Internet infrastructure protection in Hong Kong;
- (6) To monitor the latest cyber security developments and facilitate adoption of related technology in the Government;
- (7) To oversee the operation of the Certification Authority Recognition Office and the Intranet Server Certificate Certification Authority;
- (8) To assist in the formulation and implementation of measures for supporting the development of Mutual Recognition of Electronic Signature Certificates issued by Hong Kong and Guangdong;
- (9) To support the implementation of the Electronic Transactions Ordinance; and
- (10) To support the house-keeping of the Hong Kong Internet Registration Corporation Limited.

Job Description
Chief Systems Manager (Mainland and Industry Collaboration)¹

Rank: Chief Systems Manager (D1)
Responsible to: Assistant Commissioner (Mainland and Industry
Collaboration)

Major Duties and Responsibilities:

- (1) To assist in fostering closer collaboration with the Mainland on the connectivity of digital infrastructures and data, as well as to deepen cross-boundary development especially in the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) context;
- (2) To coordinate with relevant Mainland authorities to formulate sector-specific general data catalogues and explore new facilitation measures for cross-boundary data flow in GBA;
- (3) To oversee the operation of the Programme Management Office on facilitation of cross-boundary data flow in GBA, and promote adoption of the Standard Contract and other facilitation measures in the industry;
- (4) To assist in the liaison and coordination with different government bureaux/ departments in HKSARG as well as business sectors on implementation of Digital GBA and co-developing a smart city cluster in GBA;
- (5) To assist in the coordination and implementation of measures for facilitating and supporting the development of smart city in Hong Kong;
- (6) To assist in the coordination and implementation of the Wi-Fi Connected City Programme, and facilitate the development of Wi-Fi.HK for the public and visitors; and
- (7) To assist in the coordination and implementation of the smart lampposts in Hong Kong.

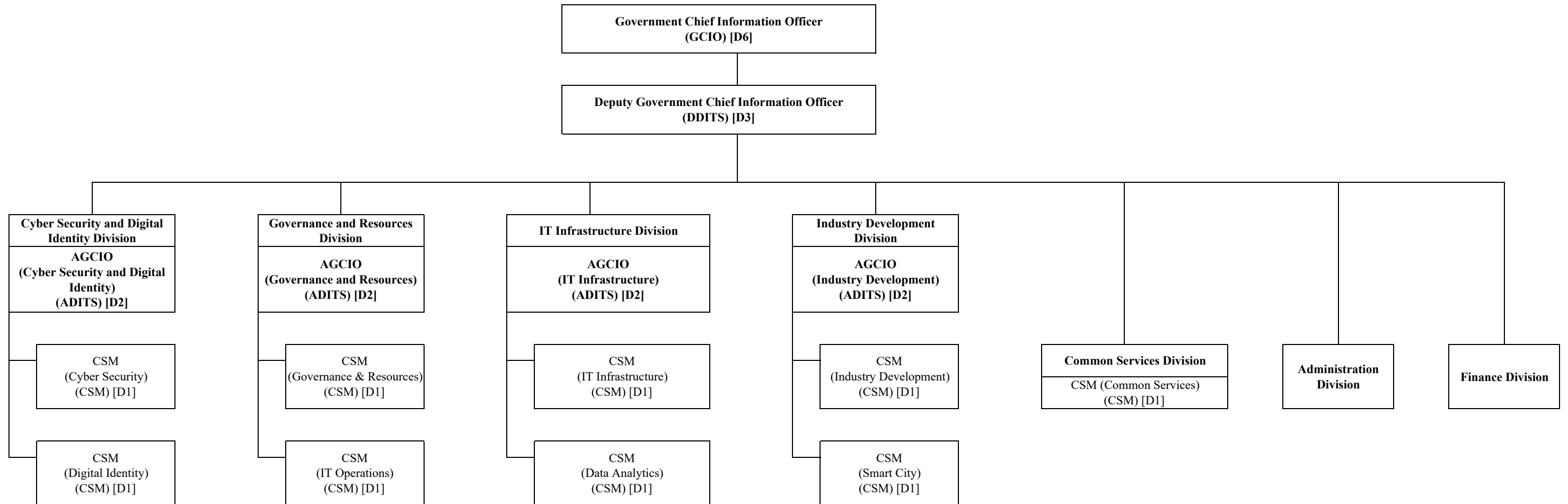
Job Description
Chief Systems Manager (Mainland and Industry Collaboration)²

Rank: Chief Systems Manager (D1)
Responsible to: Assistant Commissioner (Mainland and Industry
Collaboration)

Major Duties and Responsibilities:

- (1) To assist in the formulation and implementation of measures for supporting the development of the information and communications technology (ICT) industry in Hong Kong, and development of smart city and cybersecurity related industries;
- (2) To assist in the formulation and implementation of measures for promoting the development of Hong Kong into a regional hub for high-tier data centres;
- (3) To assist in the formulation and implementation of measures for facilitating the development of artificial intelligence and data related industries of Hong Kong and supporting the development of Artificial Intelligence Supercomputing Centre in Hong Kong;
- (4) To monitor Hong Kong's cooperation with overseas on ICT; and
- (5) To coordinate and support senior officers' attendance at ICT and related events.

Existing Organisation Chart of the Office of the Government Chief Information Officer

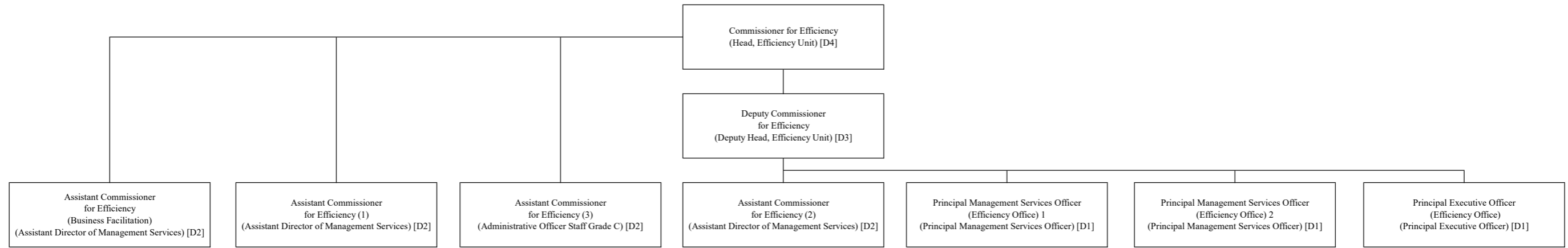


Legend

() Rank in Respective Grade
 [] Point in Directorate Pay Scale

GCIO - Government Chief Information Officer
 DDITS - Deputy Director of Information Technology Services
 ADITS - Assistant Director of Information Technology Services
 AGCIO - Assistant Government Chief Information Officer
 CSM - Chief Systems Manager

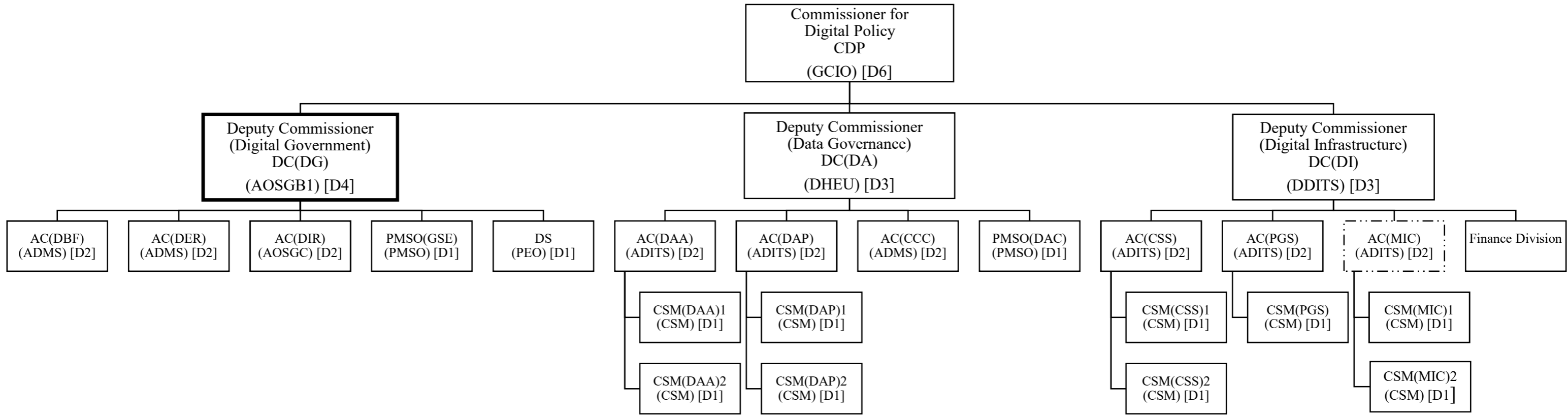
Existing Organisation Chart of Efficiency Office



Legend

() Rank in Respective Grade
[] Point in Directorate Pay Scale

Proposed Organisation Chart of the Digital Policy Office



Legend



Permanent post proposed for creation

Permanent post proposed for regrading

() Rank in Respective Grade

[] Point in Directorate Pay Scale

AC Assistant Commissioner

ADITS Assistant Director of Information Technology Services

ADMS Assistant Director of Management Services

AOSGB1 Administrative Officer Staff Grade B1

AOSGC Administrative Officer Staff Grade C

CSM Chief Systems Manager

DDITS Deputy Director of Information Technology Services

DHEU Deputy Head, Efficiency Unit

DS Departmental Secretary

GCIO Government Chief Information Officer

PEO Principal Executive Officer

PMSO Principal Management Services Officer

CCC Contact Centre and Change Management

CSS Common Services and Sourcing

DA Data Governance

DG Digital Government

DI Digital Infrastructure

DAA Data Applications

DAC Data Application Consultancy

DAP Data Platforms

DBF Digitalisation and Business Facilitation

DER Digital Efficiency and Resources

DIR Digital Inclusion and Research

GSE Government Service Enhancement

PGS Project Governance and Security

MIC Mainland and Industry Collaboration