

An Enabling IT Architecture and Infrastructure to Support e-Government

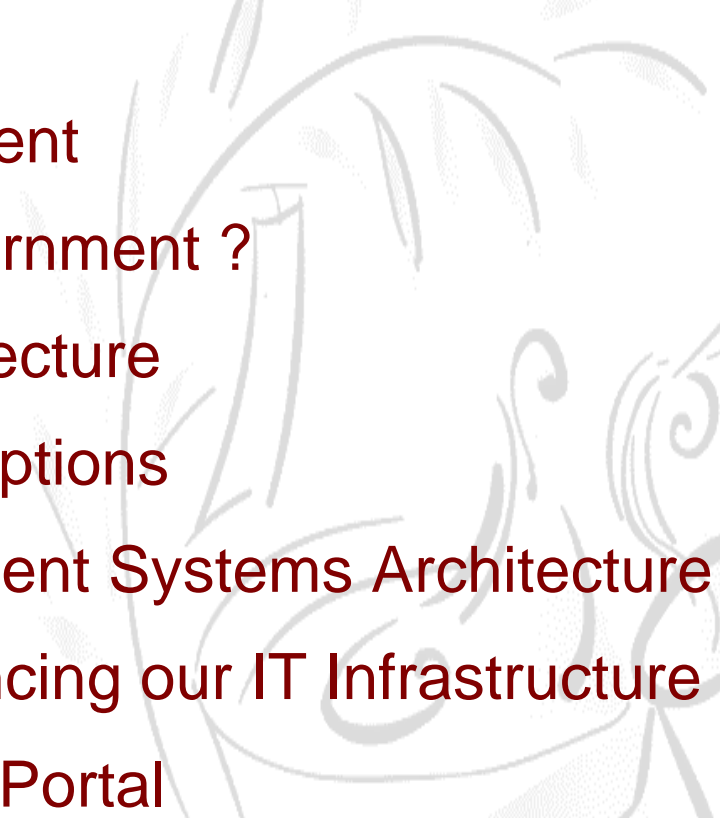


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'Government Through the Portal' Conference
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Agenda



- e-Business Trends
 - Our Quest for e-Government
 - Are We Ready for e-Government ?
 - The Need for an IT Architecture
 - Strategic Planning Assumptions
 - Our Emerging e-Government Systems Architecture
 - Making it Happen - Enhancing our IT Infrastructure
 - Government Through the Portal
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e-Business Trends

"A fundamental transformation of the business model is under way, to which the central precept of Darwinism applies: Companies must either adapt or perish"

James J. Schiro
CEO of PricewaterhouseCoopers



Our Quest for e-Government - the Drivers

- The 2001 Digital 21 Strategy
- E-Government Strategy
- Departmental Information Systems Strategies
- Departmental IT Plans
- E-Business Transformations at Bureaux/Departments
- Government Records Strategy



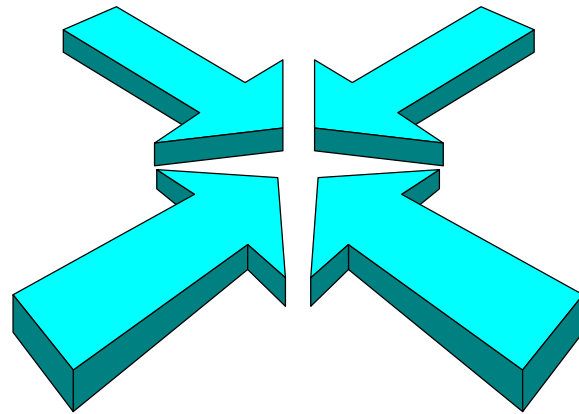
Are We Ready for e-Government ?



The Pre-requisites

The four essential pillars of e-Government readiness

Leadership



**Governance/
Management
Framework**

**Competencies and
capacities**

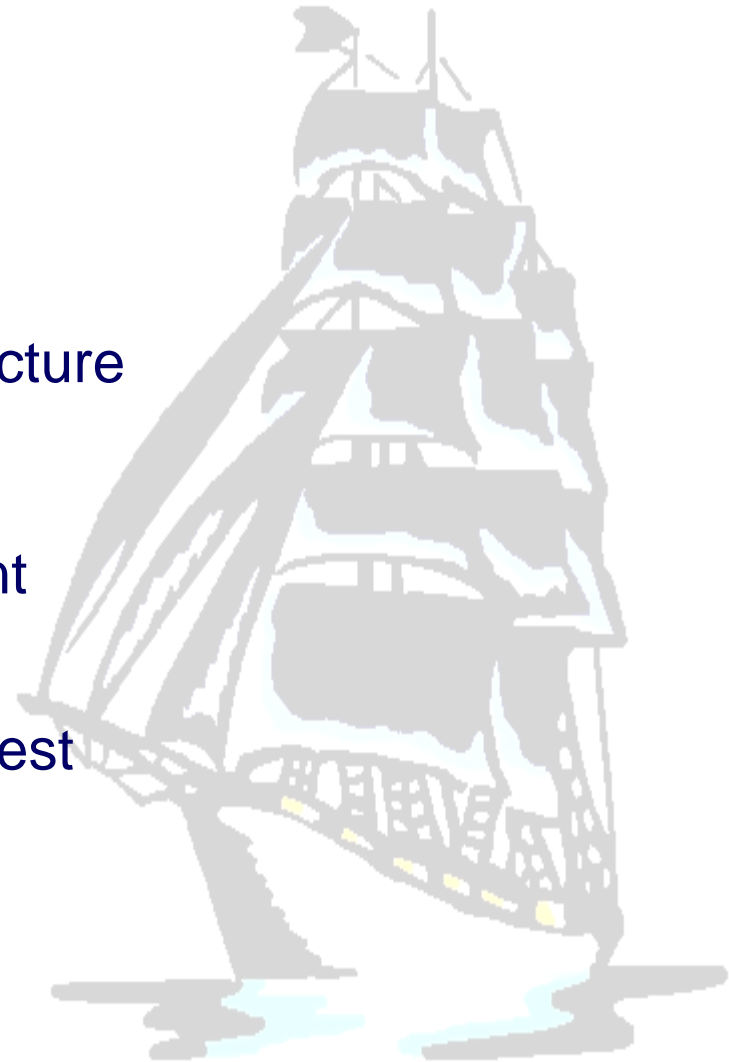
**Technology and
infrastructure**

Are We Ready for e-Government ?



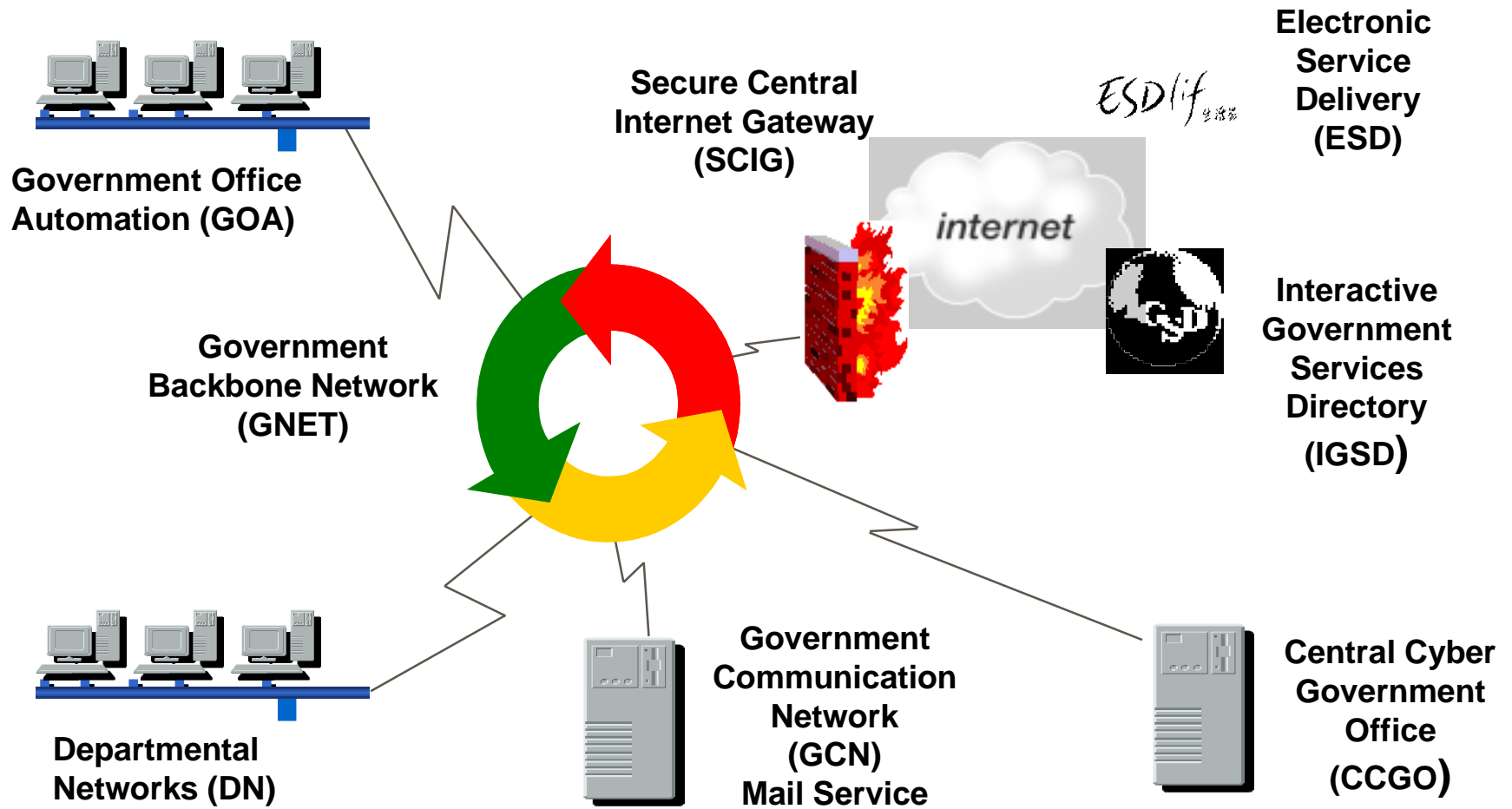
The Enabling Factors

- Legal framework
- Infrastructure
 - Public Key Infrastructure
 - Government Public Key Infrastructure
 - Chinese language interface
 - Information Security Management Framework
- Strategic planning - technology and best practice surveillance



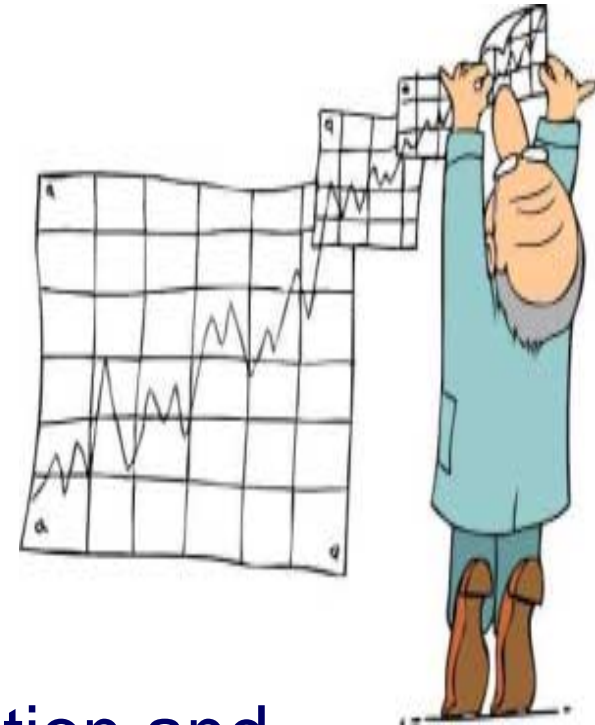
Are We Ready for e-Government ?

✓ Our Strong Base of Strategic IT Infrastructure Facilities



The Need for an IT Architecture to Enable e-Government

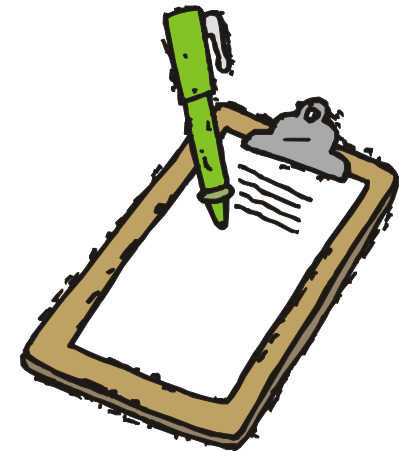
- Client-centric government services
- Rapid implementation process
- Cost effective implementation and support processes
- Adaptive to IT advancements
- Maximise potential for collaboration and standardisation internally and externally



E-Government Systems Architecture

Strategic Planning Assumptions

- E-Transaction account for every civil servant
- Wholesale introduction of broadband, always-on communications networks
- Optimal provision of workstations (desktop, kiosks and mobile versions)
- Maximise benefits and potential of the ESD infrastructure while facilitating open access



E-Government Systems Architecture Strategic Planning Assumptions (cont.)

- Efficient integration of new and existing applications
- Build on reusable business and infrastructure components
- Adoption of open standards to ensure interoperability of components
- Easy sharing and reuse of software
- Standardization to facilitate deployment, management and support



Our Emerging e-Government Systems Architecture



Application Layer
(Componentised business solutions)

Middleware Layer
(Common services and facilities)

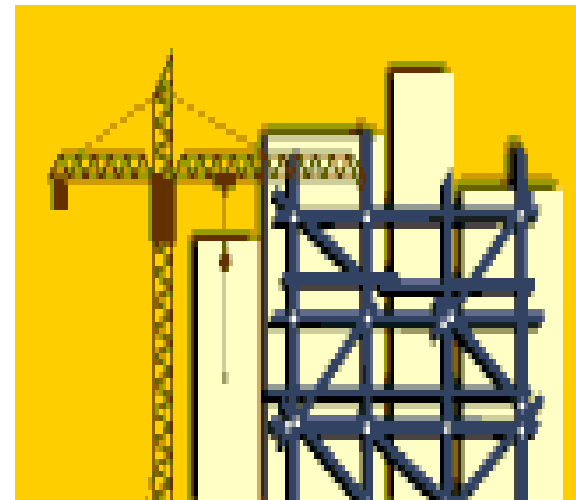
Platform Layer

- Host computers (mainframe, midrange, servers, data stores)
- End user devices (desktops, kiosks, mobile devices)
- Network (government backbone & departmental networks)

Applications :

Componentised Solutions to Support e-Government

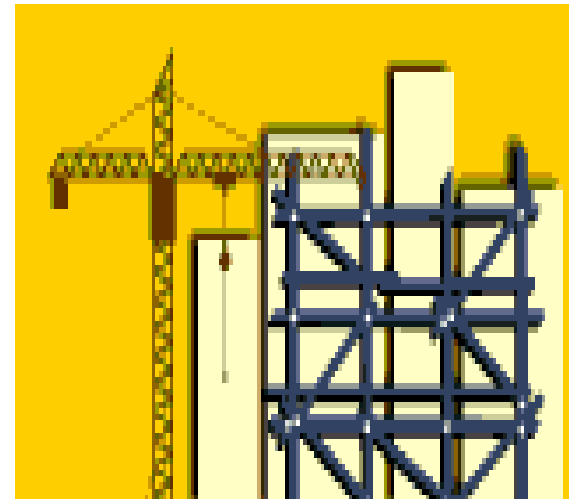
- Customer Relationship Management (CRM)
- Supplier Relationship Management (SRM)
- Enterprise Resource Planning (ERP)
- Human resources management
- Information exchange
- Webcasting and video streaming
- Knowledge management
- e-Learning



Applications :

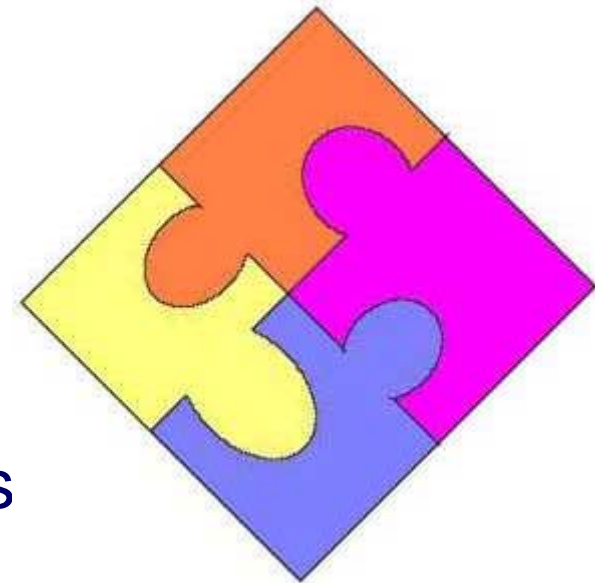
Componentised Solutions to Support e-Government

- Document management
- Electronic archiving
- e-Forms
- Digital publishing
- Call centre support and case management
- Asset management

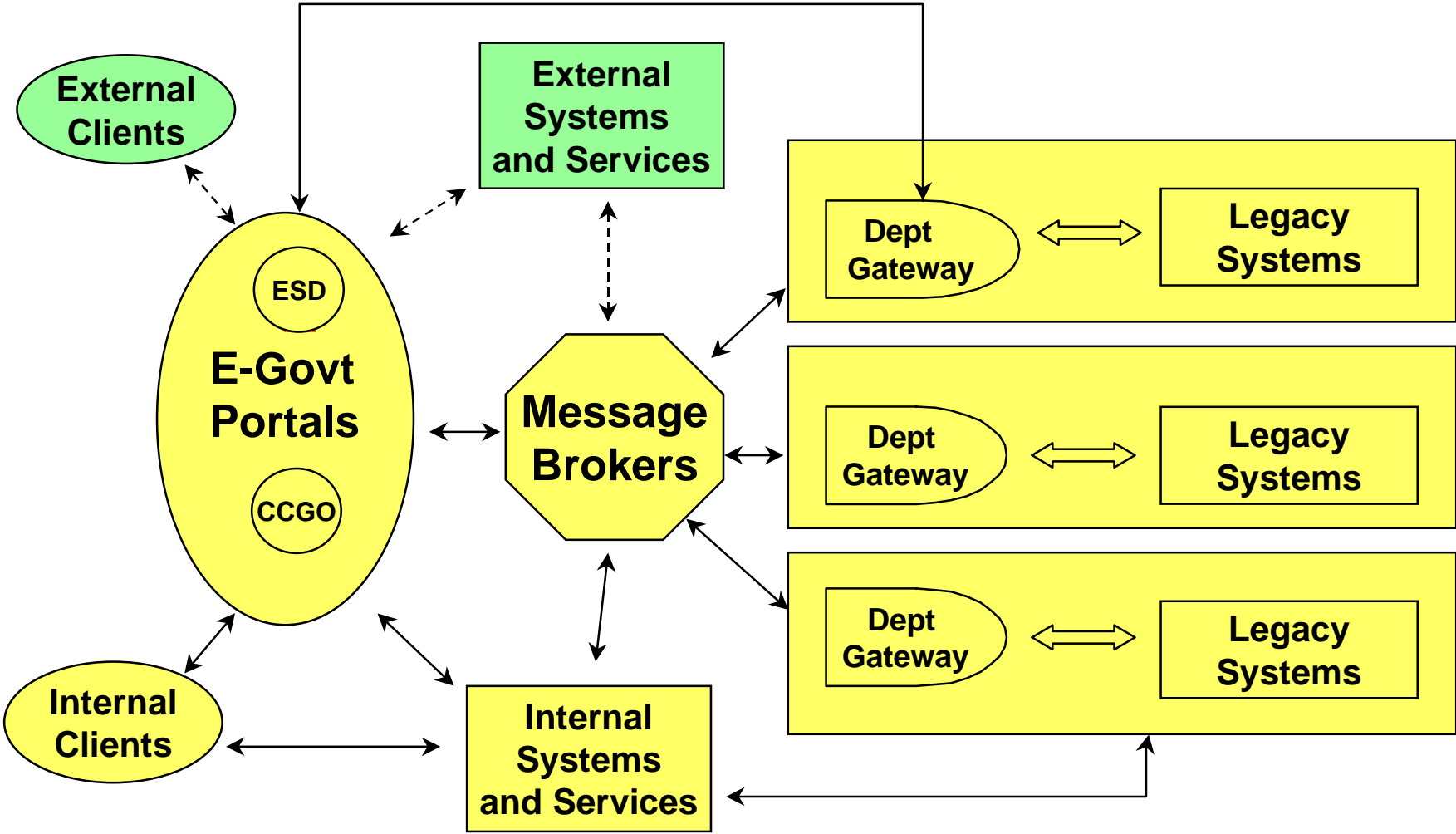


Common Services & Facilities

- Time-stamping facility
- Digital signature verification services
- E-Payment gateway
- User authentication services
- e-Government directory services
- Personalization services
- Workflow processing facility
- Case tracking facility



Our Emerging e-Government Systems Architecture



Making it Happen - Enhancing our IT Infrastructure

- Defining the e-Government Systems Architecture
- Aggressive sourcing of applications solutions
- Implementation of the Government Directory Service
- Implementation of Government PKI initiatives
- Wholesale enhancements to departmental broadband networks
- Enhancement to the Central Cyber Government Office




Making it Happen - Enhancing our IT Infrastructure (cont.)

- Enhancements to the Central Internet Gateway and Government Information Centre facilities
- Enhancements to the IGSD
- Further development of the ESD infrastructure
- Strategic re-positioning of the Central Computing Facilities
- Development of common Chinese language interface support for mobile devices
- Implementation of the work programmes of the IT Security Working Group



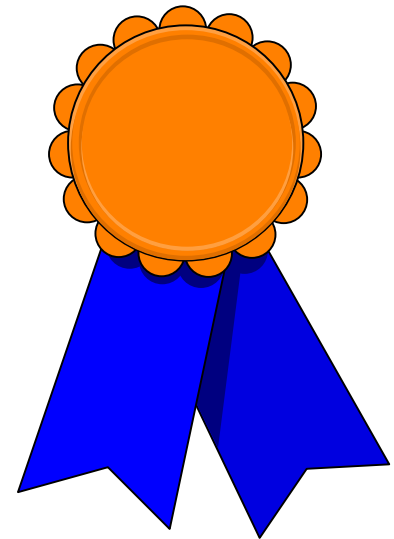
Making it Happen - Beyond Projects to Endeavour Management

- Projects : Managing within boundaries
 - Programmes : multiple objectives, cross organizational boundaries, evolving scope
 - Co-ordination of multiple projects
 - Envision and working towards the “bigger picture”
 - Endeavours : major strategic initiatives, fundamental changes, evolving objectives
 - Multiple players working in concert
 - Leadership to create a whole greater than the sum of its parts
 - Adjust in response to moves by competitors and market changes as well as more self-knowledge
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Making it Happen - Adopt e-Business Best Practices and Process Designs

The Right Mind Set

- Recognize the big picture
- Align information strategy and business strategy
- Think Big – but implement incrementally
- Recognize both internal and external customers and adopt completely customer-led processes



Government Through the Portal

- Strategic for Hong Kong
- Clear Vision and Leadership
- Excellent Platform to Futurize Government Services
- Collaboration is Key
- Start Early



ITSD - Your partner for e-Government



Thank You