

Opening Remarks EGov Conference

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Greeting

- Distinguished Guest Speakers, Fellow Colleagues, Ladies and Gentlemen
- Welcome to the second e-Government Conference on “Citizen-Centric Service Delivery” which has been supported by Cisco Systems (HK) Limited, Hewlett-Packard HK SAR Limited, Microsoft Hong Kong Limited...
- and jointly organized by the Efficiency Unit and my office.
- We were very encouraged by the success of our first e-Government Conference held last year
- and so we look forward to exchanging experiences and generating discussions on the evolution of e-Government at this our second Conference.

About The Conference

- It is our great honor to be able to bring together at our Conference today four distinguished speakers to share with you their experience in formulating and pushing through major e-Government initiatives in their respective areas of work.
- We are greatly indebted to
 - Mrs *Maryantonett Flumian*, Deputy Head of Service Canada & former colleague;
 - Mr. *Andrew Pinder*, President of Gov3 formerly with UK Government;
 - Mr. *Henrik Jeberg*, CIO and Deputy Director General from the Danish Ministry of Finance;
 - Mr. *Gino P. Menchini*, ex-Commissioner of the Department of Information Technology and Telecommunications of the City of New York
- All our speakers have come a long way to join us today, indeed I have traveled 22 floors myself.

eGovernment Initiatives

- We started with a fast track commercial approach that put Government information and services online quickly. This encouraged citizens and business to start migrating to the electronic channel.
- As a result our citizens now have greater expectations for the delivery of public services through the electronic channel.
- It has also stimulated greater transparency and accessibility to government services.
- We found that the proliferation of information and services on some 200 websites of individual Government Bureaux and Departments was not conducive to public access and use.
- Consequently, we now face the second wave of the eGovernment programme, where services structured around citizens are expected to replace those built around Departments.

One-Stop Portal (OSP)..

- To meet this challenge, we are developing a one-stop access portal (OSP) which will serve as a single point of entry for Government information and online services.
- Information on the OSP will be grouped under service clusters, such as employment, immigration matters, education & training, to serve one or more target customer groups.
- Our plan is to launch the site for internal preview to Government colleagues by the end of this month, to be followed by a soft launch to targeted groups in the community for trial use in late July/early August this year.
- We will continue to develop and improve on the OSP taking into account feedback received from Government colleagues and members of the public.
- Later on during lunch today, we will show a video featuring the design and key features of the OSP.

Digital 21 Strategy..

- The eGovernment programme is indeed one of the important initiatives under the broader Digital 21 Strategy
- The Digital 21 Strategy aims to sustain and enhance Hong Kong's capability as a leading digital city in the world.
- This living document reflects an evolving society, marketplace and digital technology with editions every 3 years since 1998 with our next strategy due in 2007.
- We need to move beyond connectivity rates and ask ourselves, why actual internet take-up rates in households and business amount to only 62% and 50% respectively while cell phones have reached 120% per capita ?
- Small Businesses constitute 98% of our business and employ 60% of our workforce but again, only 56% use computing.
- The messages are moving on from physical infrastructure toward application and use.

..Digital 21 Strategy

- With the nature of work changing away from structured employment toward more dynamic work relationships, the Government has promoted several creative environments and clusters such as Cyberport, Science Park and the 5 recently opened research centres.
- These typically use information & communications technology not only for business content, but also to link together a critical mass of professional talent.
- For example 150 local, Mainland and overseas enterprises who specialize in wireless/mobile technology, bio-chemical technology, microprocessor chip design, geographical information services, digital and multi-media are featured in the Science Park and Cyberport environments.
- In the coming D21 version our focus will be to move beyond our excellent infrastructure in order to progress further advancements in ICT development and increase *digital inclusion*.

Digital Inclusion

- The launch of the OSP will encourage more citizen and business users to migrate to the online channel.
- This normally includes young people, households with higher income, and large-size enterprises
- We do recognise that certain segments of the society may not be able to benefit from the convenience of electronic services without proper assistance.
- Frequently digitally excluded are elderly people, SMEs, low-income households, the disabled and people with special needs
- (..and not forgetting elements of conservative professions and ourselves.)
- Continued efforts are needed to include all communities so that Hong Kong can become a more inclusive, knowledge-based society.

Thank You

- Thank you for your interest today. There are exciting changes ahead of us in Hong Kong which need not only your support but your leadership as we venture across individual Bureau and Department responsibilities.
- This is too important to leave to the specialists in IT and Business Process Re-engineering. Citizen facing leadership is crucial to lead and legitimize change.
- To this end, we were delighted to receive the full support of the Policy Committee recently for our approaches to eGovernment including the OSP.
- Last but not least, thank you to our four distinguished speakers again for sharing with us today.
- I would also like to thank our industry co-sponsors, Cisco, HP and Microsoft, for their effort and contribution in organizing this forum.
- Hope you all enjoy the event today.
- *Thank you.*