



Office of the Government Chief Information Officer The Government of the Hong Kong Special Administrative Region



Vision

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

Mission

- Deliver efficient, secure and citizen-oriented e-Government Services.
- Nurture and develop Information and Communications Technology (ICT) talents and professionalism in Hong Kong.
- Develop a vibrant ICT industry, promoting high-tier data centres, cloud computing services, big data and cyber security awareness.
- Develop Hong Kong into a world-class smart city.
- Promote a digitally inclusive, knowledge-based society.

Organisation Structure

Headed by Government Chief Information Officer (GCIO), OGCIO is responsible for formulating information technology (IT) strategies, programmes and measures, in addition to providing IT services and support within the Government.

OGCIO has some 600 civil service staff and is responsible for the career development of around 1,800 government IT professionals working in different government bureaux and departments (including OGCIO).

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 3,700 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 –

- Legal Framework for the Conduct of Secure Electronic Transactions in Hong Kong – The Electronic Transactions Ordinance (Cap. 553) (“ETO”) accords electronic records and electronic signatures the same legal status as that of their paper-based counterparts in the conduct of electronic transactions.



- 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.



- Fostering IT Learning Atmosphere among the School Community – OGCIO launched the eight-year Enriched IT Programme in Secondary Schools (“EITP”) in the 2015/16 school year to identify and nurture IT talents in secondary schools for the development of our digital society. Eight partner secondary schools have established enriched IT classes to provide advanced IT training to students who are interested and talented in IT. The Financial Secretary proposed in his 2019-20 Budget to set aside \$500 million to implement the “IT Innovation Lab in Secondary Schools” initiative under the existing EITP and provide a maximum funding support of \$1 million for three school years to each publicly-funded secondary school to enhance IT equipment and facilities at schools and organise IT-related extra-curricular activities outside traditional classroom learning.
- Smart City Development – The Government published the Smart City Blueprint for Hong Kong (the Blueprint) in December 2017 which maps out development plans up to 2022 and beyond, covering six major areas, namely “Smart Mobility”, “Smart Living”, “Smart Environment”, “Smart People”, “Smart Government” and “Smart Economy”, and providing a clear and concrete direction for the smart city development in Hong Kong. The Blueprint is available at the dedicated smart city portal (www.smartcity.gov.hk). The Government will release the Smart City Blueprint for Hong Kong 2.0 (the Blueprint 2.0) this year which will include the latest development of various smart city initiatives as well as some new initiatives to further smart city development.
- Development of digital infrastructure in supporting the Smart City Blueprint, namely iAM Smart, Pilot Multi-functional Smart Lampposts Scheme and Next Generation GovCloud and Big Data Analytics Platform.
 - iAM Smart – OGCIO will provide a one-stop mobile portal in December 2020 for direct access of e-government services (and online services provided by public bodies and commercial organisations in future) and additional value-added services.
 - Pilot Multi-functional Smart Lampposts Scheme – We plan to implement a pilot scheme of installing some 400 smart lampposts in four selected districts in the territory with higher pedestrian flow. The smart lampposts with smart devices will provide convenient data services and collect various real-time city data, enhance city and traffic management, and complement the future infrastructure development for the fifth generation (5G) mobile communications services in Hong Kong. Some 50 smart lampposts in the first phase have been put into operation in Kwun Tong / Kai Tak Development Area. In view of some people’s concern over privacy, OGCIO has set up an expert committee to review the personal privacy protection and related information security technology issues relating to the operation of multi-functional smart lampposts. The committee unanimously agreed that the

Government should continue to take forward the pilot scheme and submitted a report. The Government would refine the applications and implementation arrangements of the pilot scheme in accordance with the committee’s recommendations. The committee report is available on the smart lampposts thematic webpage (www.ogcio.gov.hk/en/our_work/strategies/initiatives/smart_lampposts/).

- Next Generation GovCloud and Big Data Analytics Platform – OGCIO is modernising the existing government cloud infrastructures and will adopt a new application architecture. Through implementing this new platform, bureaux and departments can expedite the development and delivery of digital government services, including the big data analytics and artificial intelligence applications. The Next Generation GovCloud Platform and Big Data Analytics Platform have been launched in September 2020.

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

We support ICT start-ups, nurture talents and facilitate ICT industry development through –

- Smart Government Innovation Lab – OGCIO set up a Smart Government Innovation Lab in April 2019 to promote pro-innovation government procurement policy and expedite bureaux and departments’ adoption of innovative IT products and solutions, thereby improving public services and creating more business opportunities for local start-ups and SMEs.



- 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+” and “Belt and Road” 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.

The Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area was announced in February 2019. The focus areas in Innovation and Technology which OGCIO will involve include developing an international Innovation and Technology Hub and expediting Infrastructural Connectivity, building smart city clusters and a Greater Bay Area big data centre, promoting the use on mutual recognition of electronic signature certificates and enhancing the level of cyber security protection, etc.

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. In 2016, Hong Kong joined the Cloud Computing Working Group of the National Information Technology Standardisation Committee to participate in formulation of the "Cloud Service Purchase Guideline". The guideline was approved and officially published on 30 August 2019 and was effective from 1 March 2020.

- Internet Economy Summit (IES) – IES is an annual signature event to provide a platform for Mainland and international ICT visionaries and business leaders to share their insights on the development of Internet Economy, and promoting Hong Kong as a bridge connecting the Mainland and international markets. The fourth IES was held on 15-16 April 2019, attracted about 3,000 attendance over the two days.



- 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 innovation and successes. In its 2019 edition, the Hong Kong ICT Awards has received more than 800 entries under eight categories of the Awards.



- Data Centres – 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, including conversion of existing industrial buildings and industrial lots for data centre use, and works with government departments on measures to facilitate the setting up of data centres taking into account their unique mode of operation.



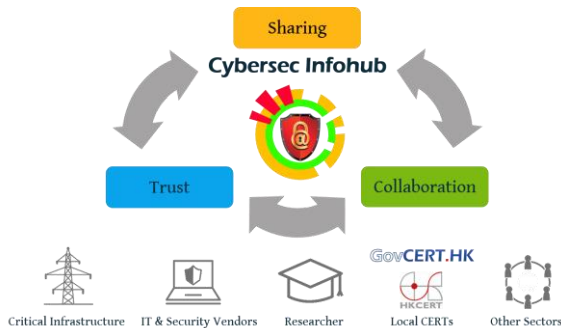
- Wi-Fi Connected City – OGCIO has been promoting public Wi-Fi services which are offered by public and private organisations completely free of charge or free for a certain period of time under the common Wi-Fi brand "Wi-Fi.HK" since 2014. There are currently over 37,000 hotspots under the "Wi-Fi.HK" brand.



- Cyber Security – Through various means such as Cyber Security Information Portal (www.cybersecurity.hk), social media, seminars and school visits, OGCIO collaborates with key partners including the Hong Kong Computer Emergency Response Team Coordination Centre (HKCERT), Hong Kong Police Force, Hong Kong Internet Registration Corporation Limited (HKIRC) and professional bodies to provide businesses (in particular SMEs), organisations, students and general users with the latest information on cyber threats, professional advice on preventive and recovery measures, and technical assistance (e.g. web scanning) to mitigate security risks.



In addition, OGCIO partners with HKIRC to run a public-private partnership programme underpinned by a collaborative platform (www.cybersechub.hk) and professional exchange activities to promote cross-sector sharing of cyber security information, best practices and experiences. The programme raises the community's awareness of cyber security, strengthens alert capability, promotes collaboration and ultimately helps the community as a whole 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 (www.gov.hk) provides a one-stop portal of government information and e-services and an account-based platform – MyGovHK to provide single access to an array of personalised e-government services. The GovHK Chatbot (Bonny) was launched in the GovHK portal in December 2019. It makes use of Artificial Intelligence technology to interact with users by text to assist them in searching for government forms and related e-government services.



- Open Data – OGCIO launched the revamped Public Sector Information (PSI) portal (data.gov.hk) in December 2017 to make government information already released online and free of charge for public consumption available in digital format with new and enhanced functions such as visualisation of multiple datasets on a map, 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 4,195 unique datasets under 19 broad categories and 1,390 Application Programming Interfaces. The portal has also introduced city dashboards at the

end of 2019 for the public to understand the city-related data more easily.

- 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 which has been launched in March 2016.
- IT Strategy – OGCIO formulates government-wide IT strategy and actively 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, records management and knowledge management, OGCIO has implemented common shared services such as electronic recordkeeping and collaborative workspace on cloud platform for adoption by government bureaux and departments. OGCIO, in collaboration with Government Records Service and Efficiency Office, also plans for the rollout of electronic recordkeeping system to all government bureaux and departments by the end of 2025 to enhance efficiency in preserving and managing government records.
 - Electronic Procurement – OGCIO is rolling out its cloud-enabled electronic procurement service to government bureaux and departments to enhance procurement efficiency. 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 human resources management activities of staff members as well as strategic manpower planning and human resources management decision making in Government. OGCIO monitors the development and implementation of the GovHRMS.
 - Government Data Centre Service Arrangements – OGCIO is building a government data centre complex that consolidates 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. In 2019, OGCIO commenced the service launch of a new centrally managed messaging platform for government bureaux and departments.

- Information Security – OGCIO is reviewing the “Government IT Security Policy and Guidelines” in 2020 to ensure that it is in pace with technology advancement and international best practices. OGCIO also enforces compliance by government bureaux and departments.
- GovCERT.HK – OGCIO runs the GovCERT.HK (www.govcert.gov.hk) dedicated to coordinating and managing 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 –

- Web/Mobile App Accessibility Campaign – To facilitate access to online information and services by everyone including persons with disabilities, OGCIO has been implementing a Web/Mobile App Accessibility Campaign since 2011 through a multi-pronged strategy ranging from Government leadership, fostering awareness, promulgating guidelines and tips, nurturing expertise and organising recognition scheme to encourage adoption of accessibility design. Since 2018, HKIRC has become the organiser of the Web Accessibility Recognition Scheme.
- Encouraging ICT Adoption among Elderly – OGCIO has been conducting the ICT Outreach Programme for the Elderly since 2014 to help institutionalised and hidden elderly, and elderly receiving day care services and home care services experience how ICT can spice up their lives. An Enriched ICT Training Programme for the Elderly was introduced in February 2019 for elderly persons with basic ICT knowledge to learn about the adoption of digital technology in their daily living and serve as trainers to help more elderly people acquire technology knowledge. In October 2019, a web-based learning portal was launched to help the elderly acquire digital skills, so that they can benefit from the advancement in digital technology in their daily living. In view of the COVID-19 epidemic, outreach activities and advanced digital training classes have been shifted to remote learning to facilitate the elderly's continuous learning of digital technologies during the fight against the epidemic.

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 has a robust telecommunications network, with eight submarine cable landing stations connecting to eleven regional and trans-Pacific submarine cable systems;
- Hong Kong's mean download speed over fixed broadband at 205.69 Mbps is among the fastest in the world (August 2020);
- Many participants from Mainland China, Taiwan, Korea, Japan, Singapore and other Asian countries join the Internet exchange service with direct connection with Hong Kong. Hong Kong's household broadband penetration rate reached 95.3 per cent, among the highest in Asia (June 2020);
- Hong Kong's mobile subscription rate reached 274.9 per cent, one of the highest in the world (May 2020);
- The penetration of public Wi-Fi is among the highest in the world with 68,989 wireless hotspots installed by the Government and the private sector (July 2020);
- Hong Kong is the most suitable location in Asia Pacific for setting up new data centre according to Asia Pacific Datacenter Index published by International Data Corporation in 2014;
- Over 19 hectares of land in Industrial Estates have been granted for data centre development and the Tseung Kwan O Industrial Estate is currently housing a total of 11 high-tier data centres; and
- About three hectares of land in Tseung Kwan O was set aside for establishing high-tier data centres. The land was sold in October 2013 and December 2018 through open tenders. The high-tier data centre on the first site of about one hectare was put into operation in October 2017.