

15 December 2006

Office of the Government Chief Information Officer  
Commerce, Industry and Technology Bureau  
2/F, Murray Building  
Garden Road,  
Hong Kong

Dear Sir/Madam,

In response to your call for public consultation, I have some suggestions on what I would like to see happens in the near future especially on the use of e-cert.

As a tax payer, I found that the e-Certificate service provided by the HK Post is not user friendly. I am considering if I want to renew it. I was very disappointed with the project. There are not many applications that I can use the e-cert. This defeated the purpose of setting up the PKI infrastructure - e-cert and the smart ID card. I was so excited when I applied for the Smart ID that I would receive one-year e-cert free.

### **1. e-banking**

I am a user of the HSBC and found that its security device is more user friendly. I feel safe using internet banking as I know every time the password is unique. However, I also have accounts with other banks; I have to go through a tedious different log on procedure using different accounts number and password. I believe the e-cert is as good as the HSBC device, so why not use the existing platform to make e-banking more secure and user friendly? I believe this will save the banks a lot of investment to develop security measure and this is what the e-cert can do. For users like me, the process will be smoother and will definitely encourage more people to use e-banking.

Like HSBC, in addition to the password generated by the device, I still have to set up my own password to activate the e-process. **BUT JUST ONE MORE PASSWORD.** This can serve as a double security measure. In this case, even if I lost my HK ID, other people still cannot use my e-cert as they do not have my unique password.

Another important issue is that whenever some parties are checking my e-cert, I would be alerted, e.g. a SMS to my mobile phone informing me who is checking my e-cert.

### **2. e-hospital**

It would be nice if my ID card have access to my medical record. There are times

when I saw the doctor at one hospital, the doctor would refer me or I request to go to another hospital as I moved. It was a headache now as I have to request the hospital to release my records and send to another hospital which took a long time, or I have to physically carry all the x-rays and reports to see the new doctor. With the smart ID, when I report to another hospital, the staff can just check my ID and e-cert, I enter my own password for approval, then the system can transfer my medical record among hospitals. This will save time and a lot of nuisance.

### **3. e- business directory / e-trading + speed delivery**

A few years ago with all the IT 'big promises', there were many talks about B To B, or B to C, but nothing much happened. As I always look for different suppliers in different industries for overseas companies such as building materials, packaging materials and accessories, I want to deal with companies that are reputable and trustworthy. I usually go to the HKTDC portal/library or approach the Hong Kong General Chamber of Commerce to search for local suppliers, but I have to wait for the reply. Many times when I called the companies up, they were no longer in business or changed business nature.

I suggest the government departments like the Company Registry and HK Post to work with the industry organizations like HKTDC, HKGCC etc to set up a real and updated e-business directory and encourage the companies to use e-cert. When all the companies have registered using e-cert, this will enable SMEs to conduct trading with each other and do in-trade promotion to each other; whereas for customers, we know that they are genuine companies and would feel more secure to deal with them. In addition, if the e-business directory can provide information about companies in Mainland China, it would be much better. This e-directory should be made available on mobile phones to enable doing business anywhere anytime.

In addition, there are times I need to order samples or buy the products after checking the information online, if the system can connect with courier companies, or Speed Post, then it can streamline and facilitate the whole business transaction. The e-business directory can thus help SMEs to expand their reach to potential customers.

Also, I travel a lot in the region, many times my friends or business partners like the things I have, such as some special designed jewelries, gift items of Snoopy or Owls or Frogs, if the shops from which I made purchased have registered in the e-directory, I can then immediately place an order and the courier or HK Post can deliver the products immediately. This will greatly enhance the fun and joy of e-shopping and improve business and personal relationship.

### **4. Secured emails - Schools/Legislative Council etc**

I suggest parents and schools can work closer together. If all the students and

parents have registered using e-certs with the schools, teachers and parents can communicate with each other using secured emails. Parents would receive the updated information on their children's academic and extra-curricular activities' performance. Parents can update any changes they have on family information – change of address, contact phone numbers etc. In addition, if there are some emergencies such as the family goes on vacation and is delayed to return home on time for school, or the students need to apply for a sick leave, parents can send the note or sick leave application form to school. This will avoid students submitting false sick leaves.

In addition, if all the members of the Legislative Council, their offices and related organizations have registered as e-certs users, they can send secured email to each other thus avoiding what had happened recently. Legislators should set a role model to use the latest technology, leading Hong Kong to be a real e-city.

Yours Sincerely,

LAI Kwai-ying