

To Whom It May Concern:

Having worked in Tertiary Institutions for more than 10 years, I am glad to witness the significant improvement in overall effectiveness and efficiency in teaching, learning and administration, through application of Smart Student Card in campus. I always wonder how our Smart ID Card could be more fully utilized so as to enhance Hong Kong's economic competitiveness and our quality of living. Being totally moved by the rosy picture projected by the ITU 2006, I venture to write to express my concerns about greater utilization of Smart ID, and incorporation of Smart ID into the Digital 21 Strategy. Hopefully, in our digital city, while requesting for e-government services and other e-business applications, we could count on ONE-STOP SERVICE:

- locate the public/private computer facilities most convenient to us
- select the transaction/activity we want
- insert our smart ID card/e-Cert into the reader, and
- key-in secure PIN in secure internet.

Electronic identity authentication is indispensable for promotion and development of digital city. The importance of high confidence in both the message integrity and sender authenticity is especially obvious in a financial context. Besides, both parties will always wish to be confident that a message has not been altered during transmission. Moreover, when all transactions are carried out with proper identity authentication, disclaiming responsibility becomes impossible. Ideally, if identity authentication could be made via unique Hong Kong Smart ID, individual and corporate e-Certs, Hong Kong citizens and companies would be more than willing to support the digital city, thereby enhancing corresponding utilization and ultimate efficiency.

There is no doubt that above mentioned ONE-STOP SERVICE could bring about improved efficiency, convenience, and better accessibility of public services and business opportunities through the skillful means listed as follow:-

1. Electronic Procurement
II e-procurement

- o qualified and registered users to look for buyers or sellers of goods and services
- o buyers or sellers to specify prices or invite bids
- o transactions can be initiated and completed on-line
- o e-procurement software may make it possible to automate some buying and selling.

II e-procurement could be integrated with computerized supply chain management.

II identity authentication through e-Cert could assure corresponding security and thereby encourage utilization.

II compilation of accurate/authentic e-directory could facilitate communications between corporate and/or individual buyers and sellers, thereby increasing business opportunities.

2. Internet Banking Services

- security of internet banking services could be enhanced with Hong Kong Smart ID authentication for both individual and corporate customers
- integrate internet banking, automated teller machines and credit cards transactions with short message services in mobile network, allowing customers to be notified through SMS every time a transaction is implemented to allow for instant identification of any fictitious transactions to reduce instances of fraud etc.

3. Secure Email Services

- Audit trail for litigation or investigation follow up could be enhanced with e-mails signed with e-Cert and e-Signature
- SPAM could be greatly reduced if e-Cert and e-Signature are required for both individual and corporate e-mails.

4. E-Government Service Delivery

- e-Government Service Delivery could be provided to the consumer directly, without the need for citizens to physically come to

- government offices and by-passing various middle-men and agents.
- validity of requisitioners could be verified through HK Smart ID authentication. Audit trails are made available for user' s personal references and government records. Fictitious and invalid requests/activities could then be greatly reduced, thereby improving internal efficiency and delivery of public services
 - for democratic governance, polling could be made simple and accurate with application of personal e-Cert

5. Electronic Document Management

- electronic document management system could be used to track and store transactions or activity mentioned above; when communication among the Government, companies and citizens are encouraged in a trusted and user-friendly internet environment, environmental friendly paperless office automation could then be achieved.

II litigation or investigation follow up could be enhanced with audit trail available through e-Cert application system.

II above mentioned electronic document management system could be used not only by the Government sectors but also to private companies.

6. Electronic Health Record System

- authentication made through Smart ID could be made simple and safe.
- health records embedded in e-Cert of Smart ID could enhance prompt and accurate transfer
 - o from hospital to hospital for patients transfer case
 - o from seriously ill/injured patient to the hospital
 - o from illiterate patient to the hospital
- it is entirely up to Government whether it is appropriate to pass proper law to authorize medical personnel to have access to those medical records when the endangered patients fail to provide e-Cert password

7. Education

- communication between schools and parents could be secured with e-Signature enhanced by e-Cert and Smart ID
- validity of proper approval and/or acknowledgement of receipt of service/information could be verified with e-Signature e.g. request for sick leave, distribution of conduct report, distribution of academic reports
- electronic document management system could be used to track and store all student related activities and transactions, such as attendance records, student personal files, academic records, emergency contact lists

With the implementation of the above mentioned recommendations, lots of jobs and business opportunities could be created for individuals and corporations. It is expected that Digital 21 Strategy would reinforce our position not only as a leading digital city, but also Asia's World City. Your favorable consideration of above mentioned suggestions would be much appreciated.

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