

Office of the Government Chief Information Officer
Input to 2014 Digital 21 Strategy

Dear Sir,

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Please find comments and input from us on the Digital 21 Strategy, we are a small and start-up company participating in the ICT industry segment in Hong Kong. Despite our company is new, our main staff have long working history in the industry, we witnessed the boom time and recently the somewhat stagnation of the industry, so we would like to share our views.

Use of IT technologies is not good enough

A major portion of the Digital 21 strategy seems are around providing better / easier use of IT technologies to citizens, better IT infrastructure, e-government etc. We see that these are good for a better society, but we consider these aren't enough because without a clearer and supportive industrial policy, with objective of creating a healthy ICT industry, the economic value add to Hong Kong is no where to compete with what we are seeing in other countries and mainland China.

The "Digital 21" should focus more in the "Industry" portion

Formulating an ICT industry policy is a huge undertaking and only the Hong Kong government can take the leadership, we have no intent to act like we are experts in formulating these policies but would like to suggest a few items where we see the government can lead the change.

Catching up in the area of developing ICT products and services versus application of ICT products / software require more experienced R&D staffs. Currently IT / engineering staff are in short supply, partly because HK economic environment attract more students to financial segments, therefore generating much less R&D personnel in HK. One of the ways for HK companies to participate in such high value add industry would mean more

collaboration with Pearl River Delta companies and / or research institutions.

Our Input / Proposals :

Assistance to companies

1. Hong Kong government should work with the Guangdong government / authorities to facilitate :

- Easier employing by Hong Kong companies in SZ / Guangdong.
- Commuting transportation facilities to popular ICT work locations such as Shenzhen science Park / University Town - because many HK people are working there daily
- Funding / assistance for SME to carry out product / services certification at certifying laboratories, which normally incur high cost. This would certainly help HK companies expand in "Overseas Markets" and increase HK brand product's quality image.

Facilities of "Open Source" Data

2. More opening up of Government "Open Source" data resource for enabling easier development of more mobile APPS and Product / services.

One such example may be GIS map information, Road Department owns maybe the largest set of geographical data – which may help the HK ICT industry a lot, without having to pay high service fee to similar tools from foreign companies like Google Map.

Wireless Infrastructure for the Elderly

3. Currently HK government is providing quite a number of "Free WiFi" service at government facilities, we see this is a good start but is far from enough.

While these are location and time limited services, we believe with HK becoming an "Elderly city", like many other advanced cities, the provision of free, and / or very low cost wireless service (not limited to WiFi) by the government to "Where elderly people lives" are becoming a must for the reasons of:

- Such services are becoming necessity of daily life – like water / electricity utilities.
- Elderly people's Communication needs
- Connection to the community
- Personal Care / Safety

Above are inputs from us and we look forward to hearing feedback from your office.

Andrew Kung

Founder and General Manager

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