



Vision

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

Mission

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

Establishment

The Office of the Government Chief Information Officer (OGCIO) was set up on 1 July 2004. The establishment of the OGCIO provides a streamlined government structure and leadership for delivering the ICT functions within the Government and enables the Government to take a proactive, leading role in championing ICT development in the community.

Organisation Structure

Headed by Government Chief Information Officer (GCIO), OGCIO provides a single focal point with responsibility for ICT policies, strategies, programmes and measures, in addition to providing information technology (IT) services and support within the Government. GCIO is underpinned by two Deputy Government Chief Information Officers (DGCIOs) who are responsible for two major areas of responsibilities: Policy and Industry Development and Infrastructure and Operations.

OGCIO has some 600 civil service staff and is responsible for the career development of around 1,500 government IT professionals working in different government bureaux and departments.

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 2,800 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 —

- Driving E-business – Providing the necessary infrastructure for Hong Kong's digital economy to flourish.
- 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. The Postmaster General is a recognised certification authority by virtue of the ETO and offers Hongkong Post Certification Authority services. OGCIO has commissioned a consultancy study on the institutional arrangement, as well as possible business and implementation model(s) for the long term development and usage of digital certificates that best suit Hong Kong.



- 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.



- Enriched IT Programme in Secondary Schools – OGCIO is implementing an eight-year Enriched IT Programme in secondary schools from the 2015/16 school year with an aim to nurture young IT talents to meet future development needs. Through collaboration among secondary schools, tertiary institutions, industry and the Government, eight partner secondary schools have established enriched IT classes to provide intensive IT training to students (from secondary two to secondary six) who are interested and talented in IT. The Programme also supports secondary schools to organise IT activities every year to foster a pro-IT atmosphere and stimulate interest in IT in the school community.
- Smart City Development – The overall objectives of building Hong Kong into smart city are to make use of innovation and technology to address urban challenges, to enhance city management and improve quality of living, sustainability, efficiency and safety of our city; enhance city attractiveness to global business and talents and inspire continuous city innovation and sustainable economic development. OGCIO conducted a two-month public consultation on the smart city consultancy report and will publish the smart city blueprint by end-2017.
- Promoting ICT Adoption among Small and Medium Enterprises (SMEs) – Since 2004, OGCIO has been implementing a Sector-specific Programme (SSP) to encourage SMEs to adopt ICT to enhance their operational efficiency and business opportunities. To date, 25 projects have been completed, benefiting over 39,000 SME practitioners.
- 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+”, “Belt and Road” and “Made in China 2025” 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.

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. The Hong Kong/Guangdong ICT Expert Committee has been set up to strengthen co-operation of the two places in promoting the development and adoption of cloud computing, big data, Internet of Things, smart city and other technologies. The Committee will also work on formulation of standards in the said technical areas that are applicable to both 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”.

To promote further development of the local ICT industry, we have stepped up efforts to attract Mainland ICT companies to set up research and development (R&D) facilities in Hong Kong. Such R&D facilities will help enhance technological capabilities of the local ICT ecosystem, as well as to create employment opportunities for the local ICT work force.

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

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

- Cyberport – Cyberport brings together a cluster of high quality ICT and related enterprises, supports industry startups and entrepreneurs, provides advanced technology infrastructure, runs internship programmes for ICT students and incubation programmes for new startups, and facilitates synergy and partnership among members of the ICT industry. Cyberport set up a \$200 million “Cyberport Macro Fund” in August 2016 to provide seed to Series A stage funding to the start-ups in Cyberport so as to foster angel and venture capital investments in Hong Kong.
- Internet Economy Summit (IES) – IES is an annual signature event to provide a platform for international ICT visionaries and business leaders to share their insights on the development of Internet Economy, and promoting Hong Kong as a super-connector. The second IES was held on 10-12 April 2017 which was also a major event in celebrating the 20th Anniversary of HKSAR and more than 3,000 industry leaders were attracted to join the forums and 1,000 participants to join the youth forum.



- Outsourcing Policy – OGCIO facilitates the Government to adopt an outsourcing policy for its IT projects through establishing and managing procurement arrangements.

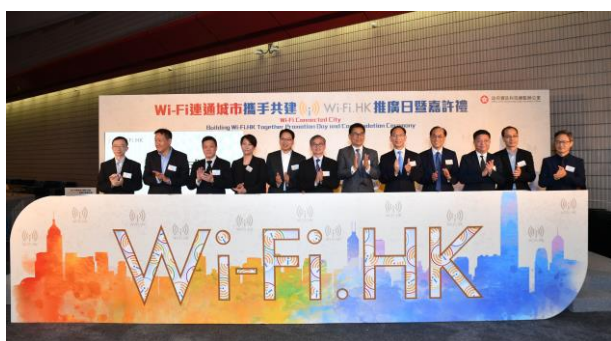
- Hong Kong ICT Awards – OGCIO has been collaborating with the local ICT industry in organising the Awards since 2006 to recognise outstanding achievements and to showcase Hong Kong’s ICT innovation and successes. In its 2017 edition, the Hong Kong ICT Awards has received more than 1,100 entries under eight categories of 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 – To make it easier for the public and visitors to access free Wi-Fi services in Hong Kong, OGCIO has been collaborating with the industry to promote public Wi-Fi services which are offered by the 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 19,800 hotspots under Wi-Fi.HK. We aim to progressively expand the coverage of Wi-Fi.HK by increasing the number of hotspots to 34,000 in 2019.



- Cyber Security – OGCIO collaborates with key partners and maintains the Cyber Security Information Portal (www.cybersecurity.hk). The portal provides practical advice and step-by-step guidelines for general users, small and medium enterprises (SMEs), and schools to conduct health check on computers, mobile devices and websites as well as tips and techniques to guard against cyber attacks.

Through the Hong Kong Computer Emergency Response Team Coordination Centre (HKCERT), businesses, organisations, and individuals receive the latest information security threat information, professional advice on preventive measures and recovery, and technical assistance to 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 (<http://www.gov.hk>), the one-stop portal of government information and e-services, was launched in 2007, followed by its account-based platform – MyGovHK in 2010, to provide single access to an array of personalised e-government services. The GovHK portal was revamped in November 2016 with responsive web design to enhance user experience and meet the increasing demand of the public for mobile services.



- data.gov.hk – OGCIO launched the revamped Public Sector Information (PSI) portal in March 2015 to make government information already released online and free of charge for public consumption available in digital format, 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 around 3,100 unique datasets under 18 broad categories and 1,000 Application Programming Interfaces.

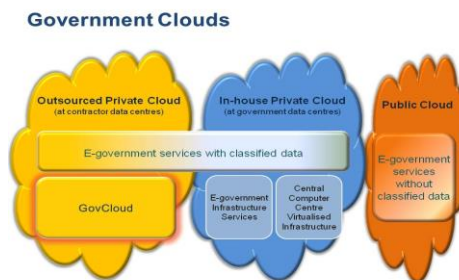
- Electronic Health Records – OGCIO provides advice to the Food and Health Bureau on the development of a territory-wide patient-oriented electronic health record (eHR) sharing system which has been launched in March 2016.
- Mobile E-government Services – As of September 2017, there were 111 government mobile applications and 172 government mobile websites. OGCIO facilitates the implementation of mobile e-government services through providing support to Government departments and developing mobile applications commonly used by them for public services.



- IT Strategy – OGCIO formulates government-wide IT strategy and advises government bureaux and departments in their formulation of departmental IT strategy addressing the policy objectives. We 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 is implementing common shared services such as electronic recordkeeping and collaborative workspace on cloud platform for adoption by government bureaux and departments.
- Electronic Procurement – OGCIO is rolling out its cloud-enabled electronic procurement service to government bureaux and departments to enhance efficiency from the automated and integrated procurement processes. Suppliers also reap the benefits of shorter transaction turnaround time and greater business opportunity.

- Government Cloud Platform – Leveraging on this Cloud platform, OGCIO continues with the further development and provision of common e-government services in an agile way to meet the rising public expectations and citizen’s demand for quality e-government services.



- Government Human Resources Management Services (GovHRMS) – Providing common IT services to facilitate end-to-end human resources management activities of staff members from recruitment to separation 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 planning to build a government data centre complex with a view to consolidating 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.
- Information Security – OGCIO keeps the “Government IT Security Policy and Guidelines” in pace with technology advancement and international best practices and enforces compliance by government bureaux and departments.
- GovCERT.HK – OGCIO runs a dedicated governmental computer emergency response team, GovCERT.HK (www.govcert.gov.hk) to coordinate and manage 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 —

- Internet Learning Support Programme – OGCIO launched the Internet Learning Support Programme “i Learn at home” in 2011 to assist students from low-income families to undertake web-based learning at home. The Programme helps eligible families procure economical Internet access services and suitable computer equipment, and provides the students and their parents with free training and user support. As at July 2017, over 140,000 families had participated in the Programme and received over 397,000 services.



- Digital Inclusion Mobile Apps – Since 2012, we have been providing funding to support social service organisations to develop 17 mobile apps for persons with special needs, including persons with disabilities, ethnic minorities, elderly, children with special learning difficulties, etc. The Government will continue to provide funding support to develop more mobile apps for the underprivileged under the Innovation and Technology Fund for Better Living.
- 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.
- Encouraging ICT Adoption among Elderly – OGCIO has organised two rounds of the ICT Outreach Programme for 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 life and facilitate an active and healthy ageing.



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 ten regional and trans-Pacific submarine cable systems;
- More than 98% of intra-HK Internet traffic stay within Hong Kong. Hong Kong's average peak Internet connection speed at 129.5 Mbps and average Internet connection speed at 21.9 Mbps are among the fastest in the world (1st Quarter, 2017);
- 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 93.0 per cent, among the highest in Asia (June 2017);
- Hong Kong's mobile subscription rate reached 237.0 per cent, one of the highest in the world (June 2017);
- The penetration of public Wi-Fi is among the highest in the world with 46,156 wireless hotspots installed by the Government and the private sector (August 2017);
- 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; and
- Over 19 hectares of land in Industrial Estates have been granted for data centre development. The Tseung Kwan O Industrial Estate, which currently houses a total of 11 high-tier data centres, is the largest data centre cluster in Asia Pacific.