Major upgrading works of the Leisure Link System (LLS)
from April 2013 to May 2022

Item	Details of major upgrading works	Number
Enhancement of the booking function of the system	● To introduce the mobile LLS to facilitate booking of facilities with smartphones anytime and anywhere; ● To introduce online balloting application for the booking and allocation of turf soccer pitches through balloting; ● To add a number of online payment options to the system, such as UnionPay, JCB, Apple Pay and Google Pay; ● The new online payment function facilitates online payment of fees by successful applicants of recreation and sports programmes; ● To enable the LLS patrons to link up with the MyGovHK account; ● To provide patrons with another easy and convenient means of login by introducing "iAM Smart"; ● To introduce online booking of holiday camps; and ● To introduce the "booking profile" function in the self-service kiosk for booking venues and enhance the function of identity verification by requiring login through scanning the Hong Kong Identity card.	17
Upgrading of system in line with the	● To adjust the system setting in alignment with the shortened advance booking period for individual hirers so as to reduce the time	9

prevailing booking policy	available for reselling user permits by the "touts";	
	● To introduce a no-show record of individual hirers and impose new penalty against breaches of regulations;	
	● LLS patron may cancel the booked facility through the online system;	
	● To require members of the public to cancel bookings of venues which they cannot take up at least one day before the date of use. The facilities concerned will be released for booking by members of the public on the following day; and	
	● To revamp the patron registration system, requiring patrons to register by accepting Hong Kong identity cards only and limiting the quota for individual bookings for venues.	
Enhancement of system security and maintenance	● To regularly update CAPTCHA's complexity in system against automated computer programmes, and require input of two-level CAPTCHA for balloting application for use of soccer pitch;	11
	● To conduct security risk assessment and examine the privacy risk assessment on the LLS;	
	● To meet the updated security guidelines of the Government by increasing the level of complexity of the password of LLS patron; and	
	● To introduce the professional anti-bot services of the trade by engaging professional teams to analyse data and combat the operation of automated computer programmes.	

Improvement of system infrastructure	● To improve the infrastructure of the booking system, including upgrading the operating systems of booking counters, self-service kiosks and on-line system; replacing the obsolete software and hardware of the system, etc. ● To improve server's efficiency by increasing the number of central processing unit and to enhance system capacity by replacing the load balancers in order to cope with the increasing booking demands, etc.	6