Examples of digital government initiatives being implemented

B/Ds	Description of digital government initiatives	Expected timing for launch
Fire Services Department (FSD)	To issue e-licences/certificates, such as licences related to dangerous goods, by adopting blockchain technology so as to enable applicants to obtain relevant e-licences/certificates in a more convenient way. It also minimises the chance of forged licences and facilitates verification of the e-licences/certificates in order to enhance the licensing procedures and user experience.	First half of 2024
Hong Kong Police Force (HKPF)	To develop a new system to enhance the efficiency of emergency relief services, facilitate inter-departmental coordination and expedite Search and Rescue (SAR) operations. The initiative aims to (i) improve the monitoring of rescuers' location and their physical condition to ensure their safety and completeness of their responsible search coverage; (ii) reduce the required time for rescue coordination work and strengthen information sharing and communication among departments (HKPF, FSD, the Government Flying Service, the Civil Aid Service) involved in the SAR operations; and (iii) enhance the efficiency and effectiveness of rescue missions and increase the chance of successful rescue.	Second half of 2024

B/Ds	Description of digital government initiatives	Expected timing for launch
Marine Department (MD)	To set up a pilot project at the Tuen Mun Public Cargo Working Area to monitor the cargo working area under dim lightings or adverse weather by adoption of video analytics. The system can monitor security incidents, including unauthorised access to the working areas, illegal cargo handling and noise nuisance, and alert MD or other relevant enforcement agencies to take follow-up actions.	First half of 2025
Efficiency Office (EffO)	To adopt AI speech-to-text technology to transcribe voicemail messages from the public into text so as to enhance the handling efficiency and to adopt AI speech recognition technology to identify callers' enquiry subjects so that callers can receive the requested information through Short Message Service (SMS). Besides, the 1823 Chatbot will be connected with the GovHK Chatbot "Bonny" to help the public to look for e-Government services and e-forms.	First half of 2025
Department of Health	To implement a pilot scheme for the Drug Office to monitor illegal sales activities of medicines on online platforms with the adoption of NLP-enabled digital tool so as to enhance accuracy, reliability and monitoring efficiency. In addition, functions of displaying key statistical information with data visualisation capabilities and generating reports will also be supported for in-depth analysis and identification of new insights from	First half of 2025

B/Ds	Description of digital government initiatives	Expected timing for launch
	the market surveillance activities so as to facilitate data-driven management and operational decisions.	
Hong Kong Observatory (HKO)	To set up a Hong Kong coastal sea-level monitoring and prediction system to process real-time coastal sea level data to facilitate monitoring and produce short-term total water level forecast, taking into account astronomical tides, meteorological factors and geophysical processes, with the adoption of AI/Machine Learning technologies and Graphical Processing Unit (GPU) accelerated computing codes. Relevant information will be displayed on HKO's website and the Government Weather Information Server (GOWISE) to provide more information with better transparency to the public.	First half of 2025
HKO	To extend the timeliness and expand the forecast coverage of rainfall nowcast with adoption of AI technology and machine learning models equipped with higher processing power, so as to improve the quality of public services.	Second half of 2025
Home Affairs Department (HAD)	To establish the Care Team Community Resources Management Platform with the adoption of geospatial analytics and big data analytics technologies. Starting the pilot in Sham Shui Po district, Southern district and Tsuen Wan district, HAD can supervise Care Teams' work execution, manage relevant Key Performance Indicators (KPIs) and	Second half of 2025

B/Ds	Description of digital government initiatives	Expected timing for launch
	analyse data collected from the geographic information system, enabling the department to further understand the needs of citizens of the relevant district and formulate corresponding policies to meet the community needs. The initiative will be extended to all 18 districts in Hong Kong by phases.	
Independent Commission Against Corruption (ICAC)	To develop the Digital Integrity Management System (DIMS) with the adoption of chatbot, workflow automation and data analytics technologies to support the work under the Integrity Charter initiative and to provide instant responses to related general enquiries from citizens, thus improving service efficiency and quality. Besides, the initiative will also issue e-certificates by adoption of blockchain technology to facilitate regulatory bodies to verify ICAC's training records.	Second half of 2025
Buildings Department (BD)	To implement a geographic dashboard on the Buildings Department Geographic Information System (BDGIS) by utilising 2D heatmap and the building condition information from various systems of BD to display and track the overall conditions of private buildings across different geographical locations through a visualisation approach. This initiative will assist BD to effectively select target buildings for site inspections so as to enhance efficiency.	Second half of 2025