行政長官《2025年施政報告》
創新科技及工業局
推動AI公務應用相關重點措施
Key initiatives relating to Promoting AI use in public services under ITIB in the Chief Executive's 2025 Policy Address

20/9/2025

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① 全力支援「AI效能提升組」
Provide full support to the AI Efficacy Enhancement Team

- 善用創科項目管理、數字技術應用、業務流程重整等範疇的經驗

  Leverage our expertise and experience in I&T project management, digital technology application and process re-engineering

- 建議「AI效能提升組」及協助政府部門推行**「AI旗艦項目」**

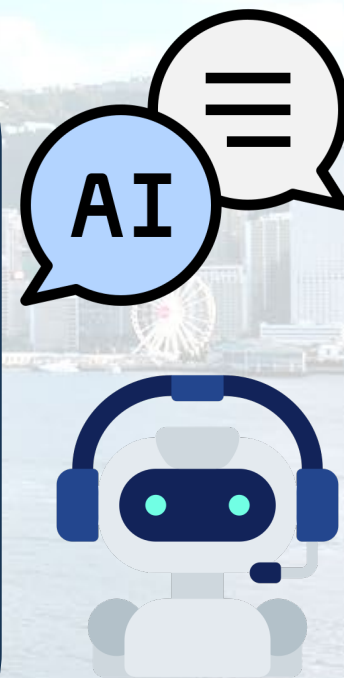 Advise the AI Efficacy Enhancement Team and support government departments to launch **"AI flagship projects"**

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- 就數據分析、客戶服務及文書等工作推出不同**AI工具**，推動部門廣泛應用AI。部門可使用AI工具進行文件撰寫、翻譯、摘要及智能搜索等工作

  Roll out various **AI tools** for tasks such as data analysis, customer service and document processing, to facilitate wide application of AI in government departments. Departments may use AI tools for tasks such as drafting, translation and summarisation of documents, as well as conducting intelligent searches

- 部門可利用數字辦的**中央數字基建**，開發不同AI應用

  Departments may use DPO's **central digital infrastructure** to develop various AI applications

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③ 為「智方便」及「數碼企業身份」 用戶提供「AI助手」
Provide an "AI Assistant" for users of "iAM Smart" and "Digital Corporate Identity" (CorpID)

- 為「智方便」及「數碼企業身份」 用戶提供「**AI 助手**」，解答查詢及提供個人化服務，並為企業（特別是中小企）推薦合適的資助計劃和公共服務支援

  Provide an **"AI Assistant"** for users of "iAM Smart" and "Digital Corporate Identity" (CorpID) for answering enquiries and providing personalised services, as well as recommending appropriate funding schemes and public service support to enterprises (especially SMEs)
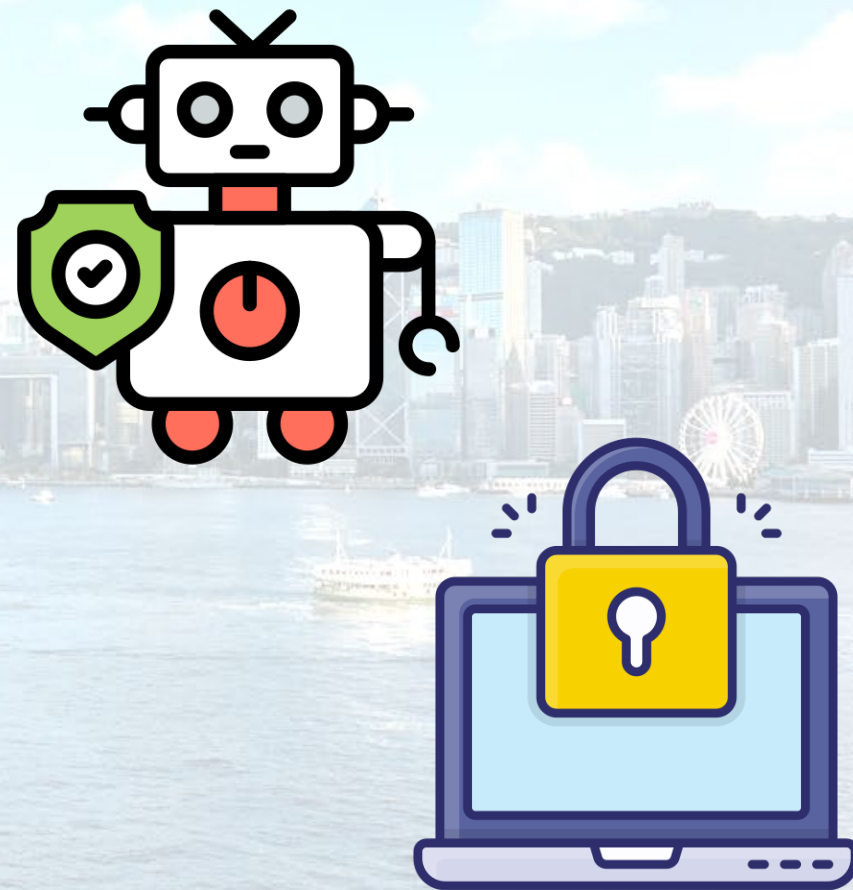
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- AI 發展須以**安全為舵**，以應用為帆

  The development of AI must be steered by safety and driven by application

- 發布AI道德框架及指引，並對資訊科技系統進行測試、審核及持續監察。

  Publish AI ethical framework and guidelines, conduct testing and audit, and continuously monitor information systems

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謝 謝 ！
Thank you!

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