

Annex 1

**Details of digital government initiatives
categorised by major application technologies**

Major application technologies		Number of digital government initiatives	B/Ds involved
Big data analytics / AI	Adoption of chatbot to provide more interactive and round-the-clock services for public enquiries.	About 25	Innovation, Technology and Industry Bureau, Efficiency Office, Independent Commission Against Corruption, etc.
	B/Ds to obtain big data of relevant business operations more easily through descriptive analysis to improve operational efficiency;	About 15	Hong Kong Observatory, Buildings Department, Food and Environmental Hygiene Department, etc.
	B/Ds to assess future trends more accurately through predictive analysis to facilitate management decisions; and To monitor and project the operational condition of government facilities, so as to assist B/Ds to timely figure out predictive maintenance measures for more		

	effective maintenance of relevant facilities and enhancement of their safety.		
	Adoption of video/image analysis to assist B/Ds to obtain real-time situation of the venue effectively so as to enhance venue management and operational efficiency.	About 10	Marine Department, Information Services Department, Radio Television Hong Kong, etc.
	Others (e.g. to reduce manual procedures for enhancing operational efficiency through speech-to-text and Natural Language Processing (NLP) technologies, etc.)	About 10	Department of Health, Planning Department, Transport Department, etc.
Blockchain (e.g. issuing and verifying licences and certificates electronically)		About 10	Fire Services Department, Correctional Services Department, Independent Commission Against Corruption, etc.
Geospatial analytics (e.g. to assist B/Ds to understand the needs in different geographic locations by analysing and displaying the distribution of specific data in different geospatial to make corresponding decisions)		About 10	Home Affairs Department, Hong Kong Police Force, Civil Aviation Department, etc.

Others	Adoption of “iAM Smart” to enhance service processes, so as to enable the public to access and use e-services more conveniently.	About 10	Education Bureau, Food and Environmental Hygiene Department, Auxiliary Medical Service, etc.
	To develop data dashboard for B/Ds to obtain and understand relevant statistical information more conveniently and assist them to enhance decision-making capabilities and operational efficiency with data-driven approach. Data dashboard can also enhance data dissemination effectiveness and enable the public to obtain and understand relevant statistical information more easily.	About 15	Constitutional and Mainland Affairs Bureau, Highways Department, Hong Kong Police Force, etc.
	To collect real-time data (such as environmental data) through Internet of Things to assist in monitoring and assessing the business situation and enhancing management efficiency;	About 10	Health Bureau, Drainage Services Department, Agriculture, Fisheries and Conservation Department, etc.

	<p>Adoption of Building Information Modelling technology to assist in accelerating decision-making and enhancing management efficiency of construction projects in planning, design, construction and delivery processes; and</p> <p>Adoption of Robotic Process Automation technology to automate B/D's relevant business processes so as to minimise human errors and enhance service efficiency.</p>		
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