

2022 WITSA Global Innovation and Tech Excellence Awards Nomination Form

The 2022 WITSA Global Innovation and Tech Excellence Awards (formerly known as *the Global ICT Excellence Awards*) will be presented to select individuals, academic institutions, corporations, NGOs or governments whose use and applications of digital technologies exhibit exceptional achievement within the following broad categories:

Private Sector/NGO	Public Sector
Digital Opportunity/Inclusion Award	Digital Opportunity/Inclusion Award
Smart Cities Award	Smart Cities Award
Sustainable Growth/Circular Economy Award	Sustainable Growth/Circular Economy Award
Innovative eHealth Solutions Award	Innovative eHealth Solutions Award
Public/Private Partnership Award	Public/Private Partnership Award
E-Education & Learning Award	E-Education & Learning Award
Emerging Digital Solutions Award	Startup Ecosystem Award

In addition, a *Chairman's Award* will be presented to a nominee selected from the entire pool of candidates from all award categories.

Candidates for these Awards are nominated by ICT experts from around the world who span over 80 countries/economies. The 2022 *WITSA Global ICT Excellence Awards* will take place in conjunction with the September 13-15, 2022 World Congress on IT in Penang, Malaysia (<https://wcit2022.com/>).

Public/Private Partnership Award

Award #1: Private sector/corporations

Award #2: Government authorities

Award Criteria: This award recognizes successful partnerships between government and private sector entities in ICT. Public-private partnerships (PPPs) are a mechanism for government to procure and implement public information infrastructure and/or services using the resources and expertise of the private sector. Where governments are facing ageing or lack of infrastructure and require more efficient services, a partnership with the private sector can help foster new solutions and bring finance. PPPs combine the skills and resources of both the public and private sectors through sharing of risks and responsibilities. This enables governments to benefit from the expertise of the private sector, and allows them to focus instead on policy, planning and regulation by delegating day-to-day operations.

PPPs can also help address longstanding barriers to the inclusion of persons with disabilities and the intersection with technological advancements, mitigate the negative effects from trade and technology change, as well as combatting cybercrime by leveraging multi-stakeholder partnerships to drive durable solutions and improve cooperation with industry and other stakeholders through information sharing initiatives,

capacity-building programs, by employing responsible and equitable security vulnerability disclosure and remediation practices, and by jointly fostering technology innovations and investments that address global security challenges.

Other areas of private-public partnerships include new partnership opportunities with the ICT sector to deliver the technological transportation breakthroughs of tomorrow. PPPs can also help develop Local Innovation Ecosystems: The success of innovations often depends on the strength and development of the local innovation ecosystem, and public-private partnerships as government tools can effectively build ecosystems in a short period of time.

WITSA will grant one award to a government authority that has successfully procured and implemented public information infrastructure and/or services using the resources and expertise of the private sector. An award will also be given to a corporation that has successfully utilized information technology or solutions and innovation to help government carry out large-scale projects.

YOUR NOMINEES (limit three nominations per award category). *Please specify whether the nominee(s) are for the private or public sector category.*

Category: Public Sector

Nominee:

Immigration Department

The Government of the Hong Kong Special Administrative Region
of the People's Republic of China

Entry Name:

Connecting the Globe with Advanced Technology: Next Generation Electronic Passport System

REASONS FOR NOMINATION (NOTE: It is important that you make a detailed description of the nominee and why you think the nomination is justified. The absence of a detailed summary of qualifications as they *relate* to the above-mentioned award description will make it difficult for the awards committee to make an appropriate assessment of the candidate):

Background

The Next Generation Electronic Passport System (e-Passport-2) was implemented in May 2019 to support the issue of HKSAR travel documents with high quality and security at a higher efficiency. The use of robotics in every element was the key design principle of e-Passport-2 which became the "DNA" of the system and had been adopted extensively in the whole application process from submission, personalisation to collection of the Next Generation HKSAR e-Passport with the introduction of new robotic components including personalisation machines, electronic cabinets and self-service kiosks which enhanced the operational efficiency at a lower cost. In addition, we have achieved manpower and land resources savings with the vast deployment of robotics under e-Passport-2. e-Passport-2 further enhanced the efficiency on its Automatic Case Assessment function, improving the application procedures which in turn shortened the

application processing time. There were also new initiatives making the passport application and collection more user-friendly and convenient. Next Generation HKSAR e-Passports are produced under strict control with state-of-the-art security features and sophisticated designs incorporated with a view to better deterring forgeries in the race of today's advancing technologies, providing the public and international communities with greater confidence in the documentation.

Promotion of use of online service

a) Passport application via Immigration Department Mobile Application (ImmD Mobile App)
Applicants can submit a HKSAR Passport application via ImmD Mobile App using their mobile devices. After filling in all the required information, applicants can take a photo and upload the photo from their mobile devices for an instant quality check. Subsequently, applicants can settle the payment by credit card. With the use of their mobile devices, applicants can complete the entire application process at their convenience anytime and anywhere.

b) Online form pre-filling service
Applicants can make appointments for application of HKSAR Passport and fill in the relevant application forms in advance through the GovHK website or Immigration Department Mobile Application, enjoying a faster process of application submission.

c) Extension of electronic submission of HKSAR Passport applications
Electronic submission of application for HKSAR Passport was extended to Hong Kong Permanent Identity Card holders aged below 11 for passport replacement, which provides more flexibility and convenience to members of the public.

d) Connection with iAM Smart with "e-ME" form filling
With the introduction of iAM Smart in December 2020, online services relating to travel documents have been enhanced for supporting iAM Smart function of "e-ME". "e-ME" form filling function enables e-Passport-2 to retrieve applicants' personal data from iAM Smart platform to facilitate the auto form filling of personal data for the applicant into the online application form.

Promotion of use of Self-service kiosks

a) Self-service Tag Issuing Kiosk (STIK)
Upon arrival in ImmD offices, the applicant can approach the Self-service Tag Issuing Kiosk to obtain a tag number by scanning the QR code on the appointment letter. The applicant may also scan the identity card or input his/her identity card number on the touch screen monitor at the Kiosk to obtain a tag number. The applicant may also obtain a tag number at reception desk.

b) Travel Document Submission Kiosk (TDSK)
Travel Document Submission Kiosk is an upgraded platform for providing multi-services including form filling, self-service photo taking for free and payment service in one-stop. The new kiosk extends self-service to any eligible applicants holding a valid Hong Kong permanent identity card such that they can submit a passport application through the TDSK without prior appointment required. TDSK supports various digital and contactless payment means including Easy Pay System (EPS), Octopus and Faster Payment System (FPS), thus providing more flexibility and options to applicants.

c) Passport Collection Kiosk (PCK)
This is the new type of kiosk introduced in e-Passport-2. In addition to the existing collection means, eligible applicants may choose to collect their passports at PCK upon application

submission. A Short Message Service (SMS) notification containing collection arrangement will be sent to applicant prior to the collection period. Applicants can approach the Immigration Offices for Travel Document Applications for collection without making appointment during the collection period. Upon collection of passports, applicants are required to verify their identities with their Hong Kong permanent identity cards and fingerprints. After cancellation of their previous passports, if any, the new passports will be issued.

Increased storage of electronic Cabinet (e-Cabinet)

New hardware for e-Cabinets have been introduced to enhance the operation support. e-Cabinets are installed at the back office for storage and retrieval of new HKSAR Travel Documents in order to support issuance by an officer to applicants over the counter. With the introduction of enhanced e-Cabinets, the storage of new HKSAR Travel Documents have been increased by about 30% from 1 000 to 1 300.

Introduction of one-stop services

Members of the public can enjoy the brand new one-stop services, including one-stop registration of birth-cum-travel document services and one-stop application and provision of identity card-cum-travel document services since March 2021.

Passport collection at the Chinese Diplomatic and Consular Missions

Under the new measure launched in Oct 2020, local or overseas applicants who submit applications directly to the ImmD by whichever means may choose to collect their passports at the Chinese Diplomatic and Consular Missions, which further extends our convenient services across the world.

Benefits

Through the implementation of e-Passport-2, the HKSAR Passport application and issuance processes were enhanced through various improvement initiatives such as extending the electronic submission of HKSAR passport applications to all eligible applicants regardless of their age, from web-based platform to the mobile platform and introducing self-service kiosks to meet the ever increasing demand to the provision of quality public services. The achievements have been listed as follows:

- Expedited the passport application process
- Revolutionised public services to self-service mode
- Enhancement in provision of quality public service
- Highly secure passport with state-of-the-art technologies
- Boosted the development of Smart City Blueprint for Hong Kong
- Social distancing to combat COVID-19

Recognition from ICT industry and public appreciations

- Hong Kong ICT Awards 2021: Award of the Year, Smart Business Grand Award and Smart Business (Solution for Business and Public Sector Enterprise) Gold Award
- Regional Identity Document Awards of the Year of High Security Printing Asia 2019: the Best New e-Passport
- Role model of the 'Streamlining of Government Services' (SGS) Programme launched by the Efficiency Office

By synergising the advanced technology developed by the private sector and ImmD's excellent public service delivery experience, ImmD is able to implement the state-of-the-art e-Passport-2

system to benefit more than 7 million Hong Kong residents. Looking ahead, ImmD will continue to employ more innovative technologies into its operations with an aim to provide more professional and quality services to members of the public.

SUPPORTING INFORMATION: Please send any supporting information to the address above, including information from candidate (i.e. excerpt from program description, web site print-out, press release, etc.)

Please see attached: Next Generation Electronic Passport System.pdf

- Information on the awards won:

i) Hong Kong ICT Awards 2021

https://www.hkictawards.hk/award_en.php?year=2021&aid=1

<https://www.immd.gov.hk/eng/press/press-releases/20211130.html>

ii) Regional Identity Document Awards of the Year of High Security Printing Asia 2019

<https://hsp-asia.com/awards/>

<https://www.immd.gov.hk/eng/press/press-releases/20191128.html>

iii) 'Streamlining of Government Services' (SGS) Programme

<https://www.effo.gov.hk/en/our-work/management-consultancy/streamlining-of-GSP.html>

<https://www.youtube.com/watch?v=dNzl5EyQfg>

NOMINEE CONTACT INFORMATION (for award follow up and coordination)

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