



Presentation by Hong Kong

# Hong Kong Update

Board (SC) / AGM (GA) Meeting - 2022 | 21-Sep-2022

# Hong Kong Update

## The Practical Usage Scenarios

One-stop personalised digital services platform of Hong Kong

# Identity in the Digital World

- "iAM Smart" mobile app provides the one-stop personalised digital services platform, which enables users to log in and use online services by their personal mobile phone in a smart and convenient way.

## "iAM Smart" Functions

### Authentication

Needless to remember different account names and passwords

### Personalised Notifications

Receive the news and updates of the government online services



### "e-ME" Form Filling

Needless to fill in the same personal details repeatedly

### Digital Signing

Digital signing with legal backing

- "iAM Smart" users could conduct authentication, digital signing and "e-ME" form-filling functions via "iAM Smart" mobile app or website services

Source: <https://www.iamsmart.gov.hk/en/>



智方便  
iAM Smart

# Major Functions

01



Authentication

02



Form Filling

03



Personalised  
Notification

04



Digital Signing



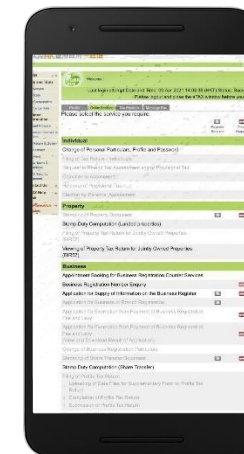


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iAM Smart

# Authentication

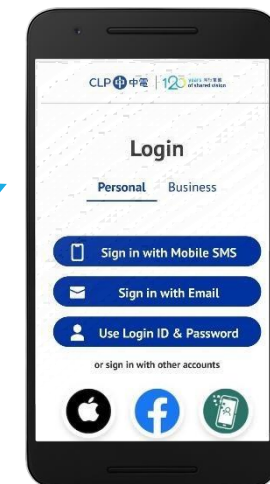


- ✓ Simple and secure login/access to govt. and commercial online services
- ✓ Needless to manage different account names and passwords



Login via smart phone

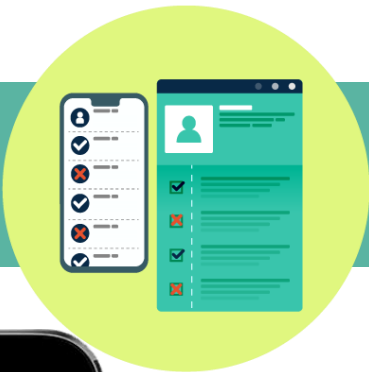
Login by scanning QR code on desktop computer





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# “e-ME” Form Filling



e-ME  
on voluntary basis

## Other Personal Information

- Mobile no.
- Home Phone no.
- Office Phone no.
- Primary email
- Other email
- Residential address
- Postal address
- Prefix
- Marital status
- Education Level

## HKIC Information (verified)

- HKIC no.
- Name (English)
- Gender
- Date of Birth (DOB)

e-Services > Forms > Suggestion Form

If you have any comment or suggestion on the service provided by the Hong Kong Observatory, you are welcomed to write to us by completing the form below and then press the 'send' button or, alternatively, sending us an e-mail to [suggestion@hko.gov.hk](mailto:suggestion@hko.gov.hk).

Form Filling with iAM Smart...

[More Info >](#)

Personal Information

Title  Mr.  Mrs.  Ms.  Miss

Name (English)\*

Email address\*



e-Services > Forms > Suggestion Form

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Form Filling with iAM Smart...

[More Info >](#)

Personal Information

Title  Mr.  Mrs.  Ms.  Miss

Name (English)\*

Email address\*



Users to decide what personal data to store and fill





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# Digital Signing



✓ Sign and submit documents digitally, with backing of Electronic Transactions Ordinance  
e.g. used in **renewal of vehicle licence** and **tax return**

Online Service App

E-Service Name : **OGCIO**  
Document Name : **Form1A**

Name CHAI, So Ma  
HKID No. Z743855(0)  
Contact No. 91234567  
Email Address chant@gmail.com  
Contact Address Flat 3, 6/F, ABC Building, SAB Street, Hong Kong

Sign by iAM Smart



Online Service App

Identification code:  
**4728**

Please verify and sign using iAM Smart App



iAM Smart App

E-Service Name : **OGCIO**  
Document Name : **Form1A**  
Identification Code: **4728**

Confirm to sign by iAM Smart



Online Service App

Name CHAI, So Ma  
HKID No. Z743855(0)  
Contact No. 91234567  
Email Address chant@gmail.com  
Contact Address Flat 3, 6/F, ABC Building, SAB Street, Hong Kong

I confirm that the above information is true and accurate.





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# Security and Privacy Protection



Deleting...

- ✓ All images of ID card and selfies taken in registration will be **deleted**
- **immediately upon completion of identity verification**
- ✓ Information Security Management System Controls (**ISO/IEC 27001**)
- ✓ Privacy Information Management System (**ISO/IEC 27701**)

- ✓ Privacy Impact Assessment and Compliance Audit
- ✓ On-going Security Risk Assessments and Audits
- ✓ No production personal data for testing
- ✓ Data stored in Government Data Centres
- ✓ Data encryption at rest and in transit





Residents

Public & Private Organisations

Home About "iAM Smart" Service Catalogue "iAM Smart" Registration Videos/Photos Frequently Asked Questions News Contact Us

## Service Catalogue

### Services and e-Forms using "iAM Smart"

Government and related organisation services

Non-government services

Government e-Forms (GovHK)

Services	Authentication	"e-ME" Form Filling	Personalised Notifications	Digital Signing
Agriculture, Fisheries and Conservation Department Application for a Grant of Plant Variety Rights		●		●
Agriculture, Fisheries and Conservation Department Application for Accredited Fish Farm Scheme (Traditional Chinese version only)		●		
Agriculture, Fisheries and Conservation Department Application for Animal Health Certificate		●		●

Source: <https://www.iamsmart.gov.hk/en/e-service.html>



THANK YOU