[Government launches "iAM Smart"](#)

The Government announced today (December 29) the launch of a one-stop personalised digital services platform, "iAM Smart", to provide a new experience for the public to login and use online services with a single digital identity with their personal mobile phone. The "iAM Smart" mobile app will be available for free download starting from 9am tomorrow (December 30).

Single digital identity
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Development of the "iAM Smart" platform is led by the Office of the Government Chief Information Officer (OGCIO). The platform provides four major functions, namely:

- authentication (e.g. login online services),
- form filling (e.g. address, contact phone number and email),
- personalised notification (e.g. notification of billing deadlines), and
- digital signing.

Members of the public will be able to access more than 20 commonly used online services of the Government and the public utilities such as the two electricity and the gas companies once they register for "iAM Smart". It is expected that by mid-2021, the number of public services accessible through the platform will increase to more than 110.

As digital infrastructure for smart city development, "iAM Smart" aims, among others, to further promote smart government as well as digital transformation of the entire community. The Government has been actively facilitating public and private organisations' joining the "iAM Smart" platform, including the provision of Application Programming Interfaces (API) for commercial organisations and public bodies to adopt "iAM Smart" in their online services. The OGCIO has been conducting the "iAM Smart" pilot sandbox programme in collaboration with Cyberport since March this year to enable private organisations to conduct simulated tests on API functions to better prepare for the adoption of "iAM Smart" in future. So far, more than 180 companies in the financial sector and the FinTech tenants and incubatees from Cyberport and the Hong Kong Science and Technology Parks have joined the pilot sandbox programme.

Furthermore, the OGCIO is working with the Hong Kong Monetary Authority (HKMA) in assisting financial institutions to adopt "iAM Smart" in their online services. The HKMA, the Securities and Futures Commission, the Insurance Authority as well as the Mandatory Provident Fund Schemes Authority have issued circulars to relevant authorised institutions to encourage their adoption of "iAM Smart".

Registration procedures of "iAM Smart"
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All Hong Kong Identity Card (HKIC) holders aged 11 or above are eligible

to register for "iAM Smart". Registration for "iAM Smart" is simple and easy. Members of the public can download the "iAM Smart" mobile app and perform remote registration using a personal mobile phone with biometric authentication. If digital signing for services like vehicle licence renewal is required, members of the public should go to registration service counters located at any of the 121 post offices (except mobile post offices) to upgrade to "iAM Smart+". The Government will at a later stage also set up self-registration kiosks and deploy mobile registration teams in various districts for easy registration of "iAM Smart+" and to assist those in need (such as the elderly).

Personal privacy protection and data security
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     Photos of the HKIC provided and selfies taken during registration via mobile phones or at self-registration kiosks will be deleted immediately after verification of the user's identity by checking against the computer system of the Immigration Department. Such data will not be stored in the "iAM Smart" system. Other personal information provided during registration will only be used for "iAM Smart" account management. User data will be encrypted and stored in the government data centre facilities to ensure data security.

     In the design and operation of the "iAM Smart" platform, the OGCIO has also sought advice from the Office of the Privacy Commissioner for Personal Data and engaged independent third parties to conduct privacy impact assessment and information security risk assessment and audit, covering such areas as data storage, network and communication, user access management and application system security. In addition, the OGCIO is pursuing the certification of information security and privacy management in accordance with international standards ISO 27001 and ISO 27701.

     The "iAM Smart" mobile app supports iOS and Android operating systems and mobile phones with biometric authentication. Members of the public can download and use the app for free starting from 9am tomorrow. Please visit the "iAM Smart" website (www.iamsmart.gov.hk) for more information.