資訊科技管理
IT Management

摘要

- 本處已推出一套新查冊系統,以提升「綜合註冊資訊系統」的網上查冊服務。

- 我們繼續提升「綜合註冊資訊系統」的工作。

- 我們已制定確保部門資訊科技系統安全的措施,以及繼續提高員工對資訊科技保安的意識。

(a) 「綜合註冊資訊系統」及其網上服務

「綜合註冊資訊系統」網上服務

本處的新查冊系統已於2010年8月啟用。新查冊系統是獨立運作,不會受到內部註冊系統定期維修及提升工程的影響,為客戶提供更穩定和可靠的查冊服務。「綜合註冊資訊系統」網上服務的開放時間已由每天16小時延長至20小時(包括星期六、星期日及公眾假期),即由上午7時30分開放至翌日上午3時30分(系統接受訂單的截止時間為上午2時30分)。該網上查冊服務過渡至新查冊系統的過程亦十分穩暢。

提升「綜合註冊資訊系統」的服務

本處不斷致力提升客戶服務,在推出新查冊系統的同時,亦進一步提升「綜合註冊資訊系統」的工作。在2010/11年度,系統的主要提升包括:

- 在「綜合註冊資訊系統」的網頁加入差餉物業估價署「物業資訊網」主頁的超連結;

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Highlight

- The Land Registry has launched a new search system to enhance the Integrated Registration Information System (IRIS) Online Services.

- We have continued with further enhancement work to IRIS.

- We have put in place measures to ensure the security of our IT systems and continued to raise staff awareness in IT security.

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(a) Integrated Registration Information System (IRIS) and IRIS Online Services

IRIS Online Services

A new search system came into operation in August 2010. The new system is separated from the internal registration system such that its operation will not be affected by the latter's scheduled maintenance and upgrading work, thereby providing more stable and reliable services to our customers. The operation hours of the IRIS online service has also been extended from the previous 16 hours to 20 hours daily (including Saturday, Sunday and public holidays), running from 07:30 a.m. to 03:30 a.m. (with last order cut-off at 02:30 a.m.) the next day. The transition to the new search system was successful and seamless.

Service Enhancement to IRIS

As part of our continuous improvement to customer services, the Land Registry implemented further enhancement work on IRIS upon the launch of new search system. Major enhancements implemented in 2010/11 include:

- adding a link from the IRIS website to the homepage of the Property Information Online of Rating and Valuation Department;

RVD's PIO Homepage

- 為客戶提供選項，讓客戶除了可為個別查冊訂單指定收取文件的方法外，亦可為全部查冊訂單劃一指定收取方法；

- 在客戶鍵入屋苑／樓宇／街道名稱的首個中／英文字時(或「預先鍵入」功能)，系統便會展示一連串包含該字在內的名稱，供客戶選取；

- 優化查閱土地登記冊的用戶介面，讓客戶只須在「街道名稱」、「屋苑／樓宇名稱」或「地段詳情」三擇其一鍵入資料便可；

- 讓登記用戶可列印指定日期(過去六個月內)的結算單，以及把查詢查冊／訂單狀況的期限由對上31天擴大至對上兩個月；以及

- 在結算單新增一欄，顯示所訂購土地登記冊的相關物業參考編號／地址／地段。

(b) 資訊科技保安

本處一直竭力保護部門電腦系統的安全。我們恪守政府的資訊科技保安要求，以及參考資訊科技業界的最佳守則，實行持續的優化措施。我們在2010/11年度推行了下述措施：

- 在2010年邀請獨立的資訊科技保安顧問，為部門的新查冊系統進行資訊科技保安風險評估及保安核查，並因應核查的建議實行改良措施，以確保系統能提供安全和穩妥的網上服務；

- 在2010年為部門的資訊科技系統定期進行資訊科技保安核查，以確保有關系統得到妥善的保護；

- 定期傳閱有關資訊科技保安的部門政策及指引，令員工加深了解資訊保安及保障個人資料的重要性；以及

- 為員工安排覆修課程，以加強他們對資訊科技保安的意識。

- providing an option for customers to specify a delivery method for all search orders (in addition to individual orders);

- displaying a list of names matching the input character(s) for selection when customers enter the first Chinese/English character(s) of the development/street name (or type-ahead feature);

- enhancing the user interface by facilitating customers in searching land registers to input just any one of the three search criteria i.e. street name, development name or lot number;

- allowing subscribers to print account statement by specifying a date range (within the past six months) and to enquire the search/order status from the last 31 days extended to the last two months; and

- adding a new column to account statements to show the corresponding Property Reference Number/Address/Lot of land register orders.

(b) IT Security

The Land Registry strives to maintain the security of its computer systems by full compliance with the Government's IT security requirements and ongoing implementation of improvement measures with reference to the best practices in the IT industry. The following measures were taken in 2010/11:

- engaged independent IT security consultant to conduct IT security risk assessment and security audit on the new search system in 2010 and implemented improvement measures pursuant to the audit recommendations to ensure delivery of secure and stable online services;

- conducted regular IT security audits on our IT systems in 2010 to ensure proper protection of the IT systems;

- circulated departmental policy and guidelines on IT security periodically to reinforce staff understanding on the importance of information security and personal data protection; and

- arranged an in-house refresher course to raise the awareness of IT security among staff.

(c) 未來計劃

(i) 部門的資訊科技發展和創議

我們一直主動透過部門網頁及「綜合註冊資訊系統」網上服務發布公開資訊。我們會繼續探究如何進一步提升部門的電子服務,以滿足客戶的期望,例如:

- 在中止註冊契約送回交契人士後的第21天發放提示訊息,讓交契人士在首28天的期限屆滿前,及早把握時間處理有關個案;以及

- 讓市民在本處的網頁免費瀏覽街道索引及新界地段／地址對照表。

(ii) 業權註冊的資訊科技支援

我們會繼續為業權註冊設計資訊科技系統,以配合《土地業權條例》的修訂工作。

(c)   Future Plan

(i)   Departmental IT Development and Initiatives

We have been actively disseminating public information through the Land Registry's website and IRIS Online Services. We will continue to explore how to further enhance our e-services to meet customers' needs, such as:

•   to issue an early reminder to the lodging party on the 21st day after a stopped deed was returned to the lodging party in order to provide more time for the lodging party to handle the case before the expiry of the first 28-day period; and

•   to allow free browsing of the Street Index and New Territories Lot/Address Cross Reference Table on the Land Registry's website.

(ii)   IT Support for Title Registration

Design of the IT system for title registration will be taken forward to tie in with the amendment exercise of the LTO.