

# 資訊科技管理

## IT Management



### 「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

新查冊系統一直運作順暢。本處會密切監察網上服務的安全性和表現，以確保能向公眾提供穩定及可靠的服務。

#### 提升「綜合註冊資訊系統」的服務

本處一向致力改善服務，並提升「綜合註冊資訊系統」。在2011/12年度，系統的主要提升包括：

- 加設超連結至本處網站，讓公眾可在網上瀏覽新版本的街道索引及新界地段／地址對照表；
- 在把中止註冊契約送回交契人士後的第21天向其發出提示通知，以便其在首28天的期限屆滿前有更多時間處理有關個案；
- 當客戶在「查閱土地登記冊」及「訂購土地文件」功能中的「地段類別」欄輸入資料時，提供建議清單；
- 讓登記用戶可以選擇在所有類別的賬戶結算單上包括或不包括物業參考編號／地址／地段的資料；
- 增加新功能，以便進行一項新的按地址查閱土地登記冊時，可以取用上次輸入的查閱資料；
- 加強「查閱尚未記入土地登記冊的註冊摘要資料」的功能，提供與輸入地段類別及其別名相關的註冊摘要清單；

## INTEGRATED REGISTRATION INFORMATION SYSTEM (IRIS) AND THE IRIS ONLINE SERVICES

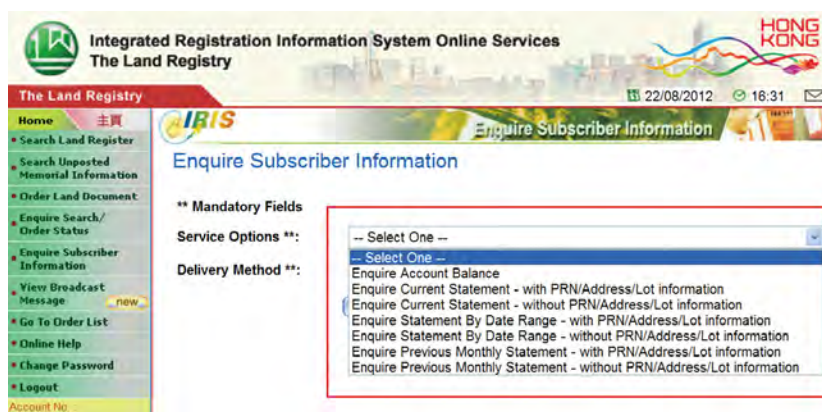
### IRIS Online Services

The new search system has been operating smoothly. The security and performance of the online services are under close monitoring to ensure that stable and reliable services are provided.

### Service Enhancement to IRIS

As part of our on-going commitment to improving our services, the Land Registry implemented further enhancement work on IRIS. Major enhancements implemented in 2011/12 include:

- adding a link to the Land Registry's website for online browsing of the new editions of the Street Index and the New Territories Lot/Address CRT;
- issuing an early reminder to the lodging party on the 21st day after a stopped deed is 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;
- providing a suggestion list in the "Search Land Register" and "Order Land Document" functions whilst customer types in the "Lot Type" field;
- allowing subscribers to select all types of account statements with or without showing the Property Reference Number (PRN)/Address/Lot of the land register orders;



- adding a new feature for recalling the last input search data when conducting a new search of land register by address;
- enhancing the "Search Unposted Memorial Information" function by providing a list of memorials related to the input Lot Type and its aliases;

## 資訊科技管理 IT Management

- 增添新選項，將訂購文件的所有影像壓縮在單一檔案(ZIP格式)以供下載；

訂購土地文件

訂單編號	文件	文件編號/ 文件詳情	部分/類別	性質	最大圖 則尺寸	顏色(彩色 圖則數目)	份數	費用 總額(港元)	調整後費用 總額(港元)	訂單狀 況	收取方法
ESS120822000001A	註冊摘要	05030700210015	全份文件	普通	A0	彩色(1)	1	250.00	--	已完成	在此按一下 全部123 下載檔案
合共:							1	250.00	250.00		

訂購土地文件總數: 1

下載一個已包含所有影像檔案的壓縮檔案(ZIP格式)

- 若訂單出現任何重複的土地紀錄(包括土地登記冊、尚未記入土地登記冊的註冊摘要資料及土地文件)，在客戶確認有關交易前作出提醒；
- 在「綜合註冊資訊系統」網上服務的相關網頁／畫面上加入「列印土地登記冊，請設定列印方向為橫向」的提示；以及
- 讓客戶可以將其資料，例如查冊者姓名、聯絡人姓名及電話號碼、郵寄地址、傳真號碼及電郵地址等帶往下次的交易。

## 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，並參考資訊科技業界的最佳守則，實行持續的優化措施。我們會定期傳閱有關資訊科技保安的部門政策及指引，讓員工加深認識資訊保安及保障個人資料的重要性。

- adding a new option for downloading multiple image files of a document order in a single compressed file (ZIP format);
- alerting customer to any duplicate land records (including land registers, unposted memorial information and land documents) found in the order list before his/her confirmation of the transaction;
- adding a reminder “To print the land register, please set the orientation to landscape.” to the relevant pages/screens of the IRIS Online Services; and
- allowing customers to bring forward customer information, e.g. searcher name, contact person name and phone number, mailing address, fax number and email address, to the next transaction.

### IT SECURITY

We strive to maintain the security of the Land Registry’s computer systems through 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. Departmental policy and guidelines on IT security are regularly circulated to reinforce staff’s understanding of the importance of information security and personal data protection.



## 資訊科技管理 IT Management

### 未來計劃

#### 部門的資訊科技發展和創議

我們一直主動透過部門網頁發布公開資訊。我們將會提升網頁，以遵行政府訂明的無障礙網頁的要求。

我們會繼續研究如何進一步提升部門的電子服務，以切合客戶的需求，包括：

- 透過差餉物業估價署「物業資訊網」的地址資料，提供按地址查閱地段登記冊的服務；
- 在提供土地紀錄副本，包括土地登記冊及影像文件時，實行雙面列印，以響應環保；
- 提升互動話音系統，當客戶需要聯繫個別支援服務小組時，提供輪候服務；以及
- 考慮以收取費用方式向物業擁有人提供交易監察及通知服務（「電子提示服務」）的可行性。

#### 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。

## **FUTURE PLAN**

### **Departmental IT Development and Initiatives**

We have been actively disseminating public information through the Land Registry's website. We will enhance the website to comply with the web accessibility requirements set out by the Government.

We will continue to explore ways to further enhance our e-services to meet customers' needs, including:

- to provide search of lot registers by address through the use of the address information from the Rating and Valuation Department's PIO;
- to implement double-sided printing for copies of land records, including land registers and imaged documents, as a green initiative;
- to enhance the IVRS by providing a queuing service for connection to specific service help desk; and
- to consider the feasibility of providing a transaction monitoring and notification service (the "e-Alert Service") at a fee to property owners.

### **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.