



IT Management
資訊科技管理

「綜合註冊資訊系統」

「綜合註冊資訊系統」網上服務一直運作暢順。

「綜合註冊資訊系統」服務提升

在2017/18年度，本處為「綜合註冊資訊系統」作出下列多項重大提升：

- 提升系統的基礎建設，繼續為客戶提供可靠的服務；
- 於「查閱土地登記冊」功能頁提供地政總署的「地理資訊地圖」超連結，使用戶可獲得相配的地段資料。「地理資訊地圖」亦已加入全新的「前往綜合註冊資訊系統網上服務」的超連結，以方便用戶查閱相關的土地登記冊；

Integrated Registration Information System (IRIS)

The IRIS Online Services have been operating smoothly.

Enhancements to IRIS

The Land Registry implemented the following major enhancements to the IRIS in 2017/18:

- upgrading the system infrastructure to provide reliable services to customers continuously;
- providing a hyperlink “GeoInfo Map” in the “Search Land Register” function to direct users to the matched lot information page on the “GeoInfo Map” of the Lands Department. In addition, a new “Go to IRIS Online Services” hyperlink was added on the “GeoInfo Map” to facilitate users to search the land register of the matched lot;



- 為所有「已選取的土地登記冊」的「查詢類別」一併提供「現時」或「全部」的新選項；

- providing a new option of choosing “Current” or “Full” search for all selected land registers by clicking the “Set All Type of Enquiry” links;



讓「綜合註冊資訊系統」登記用戶在同一服務日內重新登入系統時，可回復未完成的訂單，增加／減少訂購項目及完成訂購程序；

enabling subscribers to retrieve the preceding order list when they re-login to the IRIS Online Services for adding/removing orders and completing the order list within the same business day;

把貼於註冊文書上的文件／圖則標籤上的註冊摘要編號的字體加大，以提升清晰度；

enlarging the font size of memorial number shown on document/plan section barcode labels to enhance clarity;

用戶在「查閱土地登記冊」頁面輸入地段編號資料時，系統會根據已輸入的地段類別展示相關地段編號清單以供選擇；

providing a drop-down suggestion list of the lot numbers associated with the lot type inputted by customers for selection when customers enter the lot number information on the page of “Search Land Register”;

Section	Colouring	Maximum Plan Size	No. of Colour Plans	No. of Plans	No. of Pages	Estimated File Size (Kbytes)
Full Document	B/W	A4	-	1	21	480
Memorial Form	-	-	-	-	-	-
Plan	B/W	A4	-	-	-	-
	Colour	A3	-	-	-	-

用戶在「訂購土地文件」頁面訂購在「綜合註冊資訊系統」推出前備存的影像土地文件普通副本並附有過大黑白圖則時，系統會作出提示：「圖則的副本影像將會分拆成多頁傳送。如有任何查詢，請致電客戶服務熱線：3105 0000。」；

showing a reminder ‘Copies of plan(s) ordered will be delivered in multiple pages. For enquiries, please contact our Customer Service Hotline: 3105 0000.’ on the “Order Land Document” page when customers order plain copies of pre-IRIS imaged land documents with oversized black-and-white plan(s);

- 登記用戶嘗試登入被鎖上「登入識別碼」的「綜合註冊資訊系統」網上服務時，系統會提示「登記用戶可透過網上『忘記密碼』功能，在正確回答預先設定的安全問題後，便可為已被鎖上的『登入識別碼』解鎖。」；
- showing a reminder ‘Subscriber can unlock a locked Login ID by using the online “Forget password” function. The locked Login ID will be unlocked after a correct answer to the preset security question is given.’ when subscribers try to log in to the IRIS Online Services with a locked Login ID;



- 提升註冊摘要日誌和按揭註冊摘要月誌的服務，把註冊摘要日誌登記用戶的附加檔案格式由「arj」改為「zip」；在檔案名稱加入日期(即從「mdb.arj」改為「mdb-yyyymmdd.zip」，以及從「mmim.zip」改為「mmim-yyyymm.zip」)，以方便參考；並把註冊摘要日誌和按揭註冊摘要月誌的電郵寄件人分別改為mdb_no_reply@landreg.gov.hk和mmim_no_reply@landreg.gov.hk；以及
- enhancing the Memorial Day Book (MDB) and Monthly Memorial Information on Mortgage Transactions (MMIM) services by changing the file format of the attachment from “arj” to “zip” for MDB subscribers; including the date in the filename (i.e. from “mdb.arj” to “mdb-yyyymmdd.zip” and from “mmim.zip” to “mmim-yyyymm.zip”) for easy reference; and changing the senders of the email to “mdb_no_reply@landreg.gov.hk” and “mmim_no_reply@landreg.gov.hk” for MDB and MMIM subscribers respectively; and
- 優化電子註冊摘要表格的功能，包括把可以透過自動填入資料功能從「綜合註冊資訊系統」網上服務檢索相關物業的物業參考編號，由最多20個增至100個；擴大了載列「文書性質及目的」及「各方的身分」的常用描述／類別的選項表；支援更多中文字元的正確顯示；在具備資料匯入功能的電子註冊摘要表格增設自動填入資料功能；以及資料檢索的進度會在屏幕上進度列中顯示。
- enhancing user-friendliness of the e-Memorial Forms by increasing the maximum number of PRNs of which the corresponding property particulars can be retrieved from the IRIS Online Services and auto-filled from 20 to 100; expanding the selection lists on common description/categories of the “Nature and Object of Instrument” and “Status of Parties” fields; supporting the proper display of additional Chinese characters; adding the auto-fill function to the e-Memorial Form with data import function; and displaying a progress bar on screen showing the progress of information being retrieved.



其他資訊科技服務

為達致最佳的瀏覽體驗，本處的網站採用了具適應性的網頁設計，可對應不同解析度的設備提供適合的呈現。

Other IT Services

For better browsing experience, the Land Registry has adopted responsive web design for the Land Registry website to present web pages fit for a browser's device.



資訊科技保安

本處依據政府對資訊科技保安的要求，以及參考資訊科技保安業界的最佳做法，推行各種改進措施。我們會定期傳閱部門的資訊科技保安政策及指引，讓員工加深認識及注意資訊保安及保障個人資料的重要性。

IT Security

The Land Registry implements improvement measures with reference to the Government's IT security requirements and best practices in the IT security field. Departmental policy and guidelines on IT security are circulated regularly to staff to reinforce their understanding and awareness of the importance of information security and personal data protection.



未來計劃

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：

- 提升部門網絡基礎建設，以維持穩固的網絡服務；
- 提升「互動話音系統」及「話音錄音系統」的硬件和軟件，以優化電話查詢服務的系統表現；以及
- 逐步轉換部門表格為可電子填寫的可攜式文件格式(PDF)，以方便客戶填寫。

Future Plan

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

- to upgrade our network infrastructure to maintain stable and robust network services;
- to upgrade the hardware and software of the Interactive Voice Response System (IVRS) and Voice Recording System (VRS) to enhance system performance for telephone enquiry services; and
- to progressively convert our public forms to e-fillable portable document format (PDF) forms for easy filling.