IT Management
资讯科技管理

「综合注册资讯系统」

Integrated Registration Information System (IRIS)

「综合注册资讯系统」网上服务一直运作畅顺。

The IRIS Online Services have been operating smoothly.

「综合注册资讯系统」服务提升

在2017/18年度，本处为「综合注册资讯系统」作出下列多项重大提升：

Enhancements to IRIS

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

❧ 提升系统的基础建设，继续为客户提供可靠的服务；

❧ upgrading the system infrastructure to provide reliable services to customers continuously;

❧ 于「查阅土地登记册」功能页提供地政总署的「地理资讯地图」超连结，使用户可获得相配的地段资料。「地理资讯地图」亦已加入全新的「前往综合注册资讯系统网上服务」的超连结，以方便用户查阅相关的土地登记册；

❧ 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;

❧ 为所有「已选取的土地登记册」的「查询类别」一并提供「现时」或「全部」的新选项；

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

让「综合注册资讯系统」登记用户在同一服务日内重新登入系统时，可回复未完成的订单，增加／减少订购项目及完成订购程序；

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;

把贴于注册文书上的文件／图则标签上的注册摘要编号的字体加大，以提升清晰度；

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

用户在「查阅土地登记册」页面输入地段编号资料时，系统会根据已输入的地段类别展示相关地段编号清单以供选择；

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";

用户在「订购土地文件」页面订购在「综合注册资讯系统」推出前备存的影像土地文件普通副本并附有过大黑白图则时，系统会作出提示：「图则的副本影像将会分拆成多页传送。如有任何查询，请致电客户服务热线：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);

登记用户尝试登入被锁上「登入识别码」的「综合注册资讯系统」网上服务时，系统会提示「登记用户可透过网上『忘记密码』功能，在正确回答预先设定的安全问题后，便可为已被锁上的『登入识别码』解锁。」；

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;

提升注册摘要日志和按揭注册摘要月志的服务，把注册摘要日志登记用户的附加档案格式由「arj」改为「zip」；在档案名称加入日期（即从"mdb.arj"改为"mdb-yyyymmdd.zip"，以及从"mmim.zip"改为"mmim-yyyymm.zip"），以方便参考；并把注册摘要日志和按揭注册摘要月志的电邮寄件人分别改为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

优化电子注册摘要表格的功能，包括把可以透过自动填入资料功能从「综合注册资讯系统」网上服务检索相关物业的物业参考编号，由最多20个增至100个；扩大了载列「文书性质及目的」及「各方的身分」的常用描述／类别的选项表；支援更多中文字元的正确显示；在具备资料汇入功能的电子注册摘要表格增设自动填入资料功能；以及资料检索的进度会在屏幕上进度列中显示。

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.

其他资讯科技服务

为达致更佳的浏览体验，本处的网站采用了具适应性的网页设计，可对应不同解析度的设备提供适合的呈现。

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.

资讯科技保安

本处依据政府对资讯科技保安的要求，以及参考资讯科技保安业界的最佳做法，推行各种改进措施。我们会定期传阅部门的资讯科技保安政策及指引，让员工加深认识及注意资讯保安及保障个人资料的重要性。

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.

未来计划

我们会继续研究如何进一步提升部门的电子服务，以切合客户的需求，包括：

🍃 提升部门网络基础建设，以维持稳固的网络服务；

🍃 提升「互动话音系统」及「话音录音系统」的硬件和软件，以优化电话查询服务的系统表现；以及

🍃 逐步转换部门表格为可电子填写的可携式文件格式（PDF），以方便客户填写。

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.