

**Memorandum for the Finance Committee of
the Hong Kong Housing Authority**

**Latest Development on the
Application of Information Technology**

PURPOSE

This paper provides an annual update of the use and application of Information Technology (IT) in the Hong Kong Housing Authority (HA)'s operations and services, including initiatives to promote digital development.

BACKGROUND

2. Over the years, HA has been taking forward IT initiatives to meet business needs, improve operational efficiency and enhance various services to tenants and the public at large. At present, we have a total of 104 IT systems/ services in operation to support the day-to-day business of HA including business processes for public rental housing (PRH) and subsidised sale flats (SSF) schemes, development and construction, estate management, and building control for HA's properties under the Independent Checking Unit (ICU).

KEY PROJECTS AND MAJOR PROGRESS

3. A list of approved IT projects currently under implementation is in **Annex A**. The key projects and major progress are highlighted in paragraphs 4 to 15 below.

(A) Enhancing Public Services

e-Services

4. As of May 2026, 41 e-services provided by HA have adopted the “iAM Smart” In-app Browser which should provide members of the public with a more integrated user experience. Details are in **Annex B**. The Government is expected to launch another electronic identity initiative, Digital Corporate Identity (CorpID), by the end of 2026. Where appropriate, we will explore using the CorpID Platform in individual business transactions or services under HA to enhance operating efficiency and further promote digital transformation of HA’s business development.

5. At present, tenants and members of the public can handle payments to HA electronically through Internet/Phone Banking, Autopay, Automatic Teller Machine, PPS, as well as Faster Payment System supporting stored value facilities (e-wallets) including AlipayHK, WeChat Pay HK, PayMe by HSBC and Tap & Go.

(B) Improving Operating Efficiency

Enterprise Resource Planning (ERP) System Revamping

6. At present, HA’s ERP System supports core operations for finance, procurement, estate management services and estate maintenance works. In late 2023, Finance Committee (FC) approved the revamping of ERP System, vide Paper No. FC 31/2023, with an aim to improve existing system functions and develop new ones. It is expected to be completed for launch in December 2026. The one-off implementation cost is estimated to be \$218.5M.

Asset Management System (AMS)

7. In December 2023, FC approved the implementation of a new AMS as a separate system from the existing ERP vide Paper No. FC 32/2023. The system will serve as a centralised platform to manage maintenance services for HA’s physical assets at PRH estates, carparks, shopping centres, factory estates, markets and HA office buildings. The system is planned for launch in December 2026, with a one-off implementation cost estimated at \$328.8M.

Redevelopment of Budgeting and Forecasting Information System (BFIS)

8. BFIS is a finance system to support the operation for HA's annual budget and forecast exercise. The new system is planned for launch in May 2027 to incorporate new functions and improvements, and address the software end-of-support issue. The one-off implementation cost is estimated to be \$33.2M.

Public Housing Electronic Plan Submission System (Public Housing e-Plan)

9. Public Housing e-Plan allows building professionals to make electronic submissions and enquiries to ICU for HA's new development works, alterations and additions works at HA buildings under ICU's building control. Improvements to the system, including the adoption of "iAM Smart" digital bulk signing and provision of online referral functions to 30 government departments and organisations, were completed in March 2026. Other enhancements for online submissions related to minor works and mandatory building/windows inspection schemes will be completed in June 2026 to enhance business efficiency and user experience. The one-off implementation cost is estimated to be \$17.5M.

Promoting Cashless Operation in PRH Estates

10. With the enhancements to existing IT systems as well as more readiness and acceptance of the PRH tenants to make use of electronic payment, we will adopt a cashless payment approach in all newly completed PRH estates. PRH tenants can settle payments at convenient stores or various online payment modes as outlined in paragraph 5 above.

(C) IT Infrastructure Support and Centralised IT Services

Information Security

11. Information security is a top priority of HA's IT policies and daily operations. To protect HA's IT systems and information asset from security attacks and vulnerabilities, HA follows strictly the Government's Security Regulations (SR) and IT security policies and guidelines promulgated by the Digital Policy Office (DPO) from time to time. We also continuously review and strengthen HA's information security measures in place to ensure their effectiveness. New measures to combat increasing security threat are also introduced at appropriate time. In this regard, we have implemented Endpoint

Detection and Response solution, for all servers and personal computers, to facilitate early awareness of potential IT security incidents for HA to take appropriate preventive measures proactively.

12. HA maintains ISO/IEC 27001 certification on information security management systems and ISO/IEC 27017 certification for code of practice for information security controls for cloud services. These certifications require surveillance audit by certification body every year. This helps HA maintain our IT security protection at a high standard.

13. Independent security consultants are engaged regularly to conduct security review on IT systems and related controls to ensure the conformance to SR and DPO's requirements. In addition, DPO will conduct comprehensive IT security compliance audit annually to assess the compliance against the Government's security requirements.

14. HA joined the Hong Kong Cybersecurity Attack and Defence Drill organised by DPO in both 2024 and 2025. In both exercises, HA team successfully defended all attempts of attack in the drills and further strengthened our IT security governance and control reaping the experience gained in the exercises. Regular IT security promotion and trainings with reference to the latest technology development are also provided for HA staff to raise their relevant awareness. We have been invited again to join the next exercise to be organised in Q4 2026.

Email Services for HA Staff

15. HA has been using the centralised email system adopted by the Government in the past few decades. DPO has developed a new Centrally Managed Messaging Platform (CMMP) to replace the existing Lotus mail system for all government bureaux and departments (B/Ds), including HA/HD. Given the number of email users involved (totally some 14 000 accounts including functional accounts) and their physical locations, we will arrange the migration to CMMP in HA gradually by phases, with the first batch covering about 2 500 confidential mail users to be ready by Q3 2026. The next batch of migration for some 5 000 email accounts is planned for completion by the end of 2027.

Electronic Recordkeeping System (ERKS)

16. In line with the Government's pledge to roll out the Central ERKS to all government B/Ds to enhance efficiency in preserving and managing government records, we launched the relevant IT system for HA in December 2025. Installation of ERKS interface for the existing email systems has been completed. In addition, user training has been arranged with small-scale trials in individual teams to assess the operation electronic filing of emails and correspondences as well as the paradigm shift in file management involved in a large department like HD. Detailed manuals are being drawn up and tailor-made briefings will be arranged for different teams in HD vis-à-vis their operational needs. This initiative is funded by the Government, covering both development and recurrent costs.

PROMOTING DIGITAL DEVELOPMENT

(A) Building Information Modelling (BIM) and Geographic Information System (GIS)

17. HA has developed the Project Information Management and Analytics Platform (HA-PIMAP) as an integrated BIM and GIS portal that leverages digital twin technology to support three-dimensional (3D) digital maps. HA-PIMAP serves as a comprehensive data management and analytics platform for all public housing projects. The platform consolidates data generated during the planning, design, construction and subsequent maintenance stages to improve management efficiency. More advanced 3D analysis tools have been provided in the platform since October 2025. The one-off implementation cost is \$23.7M.

(B) Smart Estate Management

Smart Access Control System

18. HA piloted the use of smart access control system in March 2026 at Tung Wui Estate in Wong Tai Sin and Long Shin Estate in Yuen Long. Residents can use Octopus cards and "iAM Smart Personal Code" to access the premises, which help control and monitor the main entrances of buildings, and enhance security. We plan to expand the system to more PRH estates to benefit a greater number of residents.

Internet of Things (IoT) Door Sensor System

19. HA launched the pilot scheme of “IoT Door Sensor System Installation for Elderly Households” in April 2025 at Wan Hon Estate in Kwun Tong and Sheung Lok Estate in Ho Man Tin, where both with a relatively high proportion of elderly. The elderly households who voluntarily participate in the scheme are equipped with sensors at their entrance door to facilitate designated relatives or friends to keep track of the movement of the elderly in and out of their flats. We plan to extend the pilot to two additional PRH estates in 2026. We will review the effectiveness of the scheme to formulate further directions in addressing the safety needs of the elderly community.

Mobile Application System for Daily Patrol (MASDP)

20. MASDP enables security staff to report incidents or events on the spot during their daily patrol in estates using mobile phones. By enabling instant uploads of patrol findings, MASDP eliminates manual processes, reduces response times for addressing management and maintenance issues. With positive feedback from the pilot implementation in 2024, the system was further enhanced in December 2025 and will be progressively used in all PRH estates, carpark, shopping centres and factory estates under HA by 2031. The one-off implementation cost is \$6.4M.

(C) Adoption of Artificial Intelligence (AI)

AI Infrastructure

21. In the 2025 Policy Address, the Government encourages us to further enhance operational efficiency and develop our own AI solutions. The Government will launch AI tools covering 100 public administration procedures within 2026, and expand to no fewer than 200 by 2027. In this regard, we are implementing an on-premises AI infrastructure to facilitate the use of HA internal data for exploring and developing relevant IT systems. The infrastructure is designed to be scalable to support the increasing demand for computing resources for the adoption of AI in various business operations.

HKPilot, HKChat and HKMeeting

22. The Hong Kong Generative AI Research and Development Center has developed the HKPilot, HKChat and HKMeeting for supporting document processing, meeting-related administration and chat assistance respectively. HA has participated in the pilot use of the tools with some 2 300 registered users. Staff are encouraged to provide feedback through the use to further improve the accuracy and usability of the tools.

Intelligent Application Processing System for SSF

23. In every sale exercise of SSF schemes, considerable volume of supporting documents in various formats are provided along with individual applications. A new system leveraging AI technology is being implemented to facilitate identity documents checking for applicants and household members by June 2027. By reviewing the usage, functions for extraction and analysis of financial data from submitted documents for income and asset vetting will be implemented in a later stage. The one-off implementation cost is estimated to be \$11.9M.

Intelligent Public Enquiry Handling System

24. HA handles over 60 000 public enquiries and complaints in respect of estate management annually. Responding to enquiries and complaints, staff needs to make reference to a broad range of housing policies, instructions, guidelines and historical correspondence. We plan to develop an AI tool and relevant knowledge base to facilitate the retrieval of information and drafting of responses. The system is scheduled for pilot launch in June 2027, with a one-off implementation cost estimated at \$6.8M.

AI-related Training and Capacity Building

25. To enhance staff preparedness for the adoption of AI, a series of tailor-made, business-oriented workshops and seminars were organised in 2025/26 for some 1 400 staff. The trainings covered improving work efficiency with generative AI and AI automation for staff in construction and building maintenance disciplines as well as Housing Manager grade and technical workshops for IT professionals. Besides, Continuous Professional Development programmes organised by external professional bodies and in-house experience sharing sessions have also been arranged from time to time. We will continue to step up relevant trainings to various disciplines.

IT BUDGET AND EXPENDITURE

26. HA's IT expenditure estimates for the period from 2024/25 to 2029/30 are summarised as follows –

	2024/25*	2025/26	2026/27	2027/28	2028/29	2029/30
Capital expenditure	\$159M	\$319M	\$429M	\$195M	\$157M	\$72M
Recurrent expenditure	\$311M	\$390M	\$422M	\$437M	\$502M	\$499M
Total:	\$470M	\$709M	\$851M	\$632M	\$659M	\$571M

* *actual expenditure*

27. The capital expenditure in 2025/26 and 2026/27 are higher mainly due to two large-scale projects, viz. the revamp of ERP System and the new AMS. The capital expenditure is projected to drop gradually from 2027/28 along with the completion of new projects in plan. The increase in the recurrent expenditure for 2025/26 is mainly due to the replacement of personal computers in HA which involves more than 3 000 users with their devices exceeding the personal computer replacement policy of six years, as well as Windows 11 and Microsoft Office upgrade. From past experiences, the capital expenditure for 2027/28 or 2028/29 will rise in future budgeting exercises when new IT initiatives are put up to promote further digital development for HA's core business.

28. The increase in recurrent expenditure starting from 2026/27 is due to recurrent consequences for the commissioning of the revamped ERP System and the newly developed AMS.

FINANCIAL, STAFFING AND LEGAL IMPLICATIONS

29. There is no legal implication. Financial implications and the estimated manpower requirement for individual IT projects are approved by relevant committees or delegated financial authority as appropriate.

PUBLIC REACTION/PUBLICITY

30. No publicity will be given on the information in this paper. However, we will from time to time promote HA's IT initiatives through various channels, e.g. HA/Housing Department website, posters in PRH estates and HA's mobile applications.

INFORMATION

31. This paper is issued for Members' information.

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(Corporate Services Division)
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List of Approved Projects in Progress ^{Note}

	Project Titles
<i>Cross Divisions</i>	
1	Revamp of Enterprise Resource Planning System
<i>Corporate Services Division</i>	
2	Redevelopment of Budgeting and Forecasting Information System
3	Redevelopment of Extract-Transform-Load Solution for Corporate Information System
4	Implementation of Centrally Managed Messaging Platform
5	Implementation of a Centralised Internet of Things Infrastructure and Management Platform
6	Implementation of IT Infrastructure for New Office Block
7	Implementation of Information and Communication Technology Facilities and Fitting Out Works for the New Data Centre
8	Implementation of Information Technology Infrastructure for Adoption of Artificial Intelligence
9	Enhancements of Human Resource Management System
10	Migration of Housing Authority/Housing Department Website to e-Services Platform
11	Upgrade of Software of e-Housing Portal
12	Upgrade of Operating System for Personal Computers
13	Upgrade of Enterprise Mobility Management Infrastructure
14	Provision of Security Risk Assessment and Audit Services for HA Information Systems
15	Provision of Privacy Impact Assessment and Audit Services for Information Systems
16	Provision of Services to Renew and Maintain the ISO/IEC 27001 and ISO/IEC 27017 Certifications
17	Provision of ISO/IEC 20000 Certification Renewal Audit Services
<i>Development and Construction Division</i>	
18	Implementation of Construction Cost Analysis System
19	Enhancements for Development and Construction Site Mobile System
20	Enhancements for New Performance Assessment Scoring System Computer System
21	Enhancements for Counterparty Management Information System

Note The list includes projects with costs of \$1M or above.

	Project Titles
22	Enhancements for Housing Smart Intake System
23	Enhancements for Integrated Building Information Modelling and Geographic Information System Portal
<i>Estate Management Division</i>	
24	Implementation of Asset Management System
25	Pilot Implementation of Intelligence Public Enquiry Handling System
26	Adoption of Digital Log Books in Building Services Maintenance Assessment Scoring System
27	Enhancements for Mobile Application System for Daily Patrol
28	Enhancements for Estate Management and Maintenance System – Revenue Management Sub-system
29	Enhancements for Estate Management and Maintenance System – Domestic Tenancy Management Sub-system
30	Enhancements for Mobile Application System for Housing Management
31	Enhancements for Car Park Management System
32	Enhancements for Non-Domestic Management System
33	Enhancements for Performance Monitoring Report System
34	Enhancements for Works Frontend System
35	Enhancements for Customer Services Management System
36	Enhancements for Slope Maintenance Management System
37	Enhancements for Internet Services for Tenants of Public Rental Housing
38	Enhancements for Housing Department Facial Authentication System
39	Enhancements for Mobile Application for Public Rental Housing Tenants
<i>Strategy Division</i>	
40	Implementation of Intelligent Application Processing System for Subsidised Sale Flats
41	Enhancements for Subsidised Sale Flats System for Supporting of Subsidised Sale Flats Schemes
42	Enhancements for Public Rental Housing Application System
43	Enhancements for e-Services for Public Rental Housing Application
44	Enhancements for Estate Management and Maintenance System – Application and Allocation Sub-system
<i>Independent Checking Unit</i>	
45	Enhancements for Public Housing Electronic Building Records Online System

**List of e-Services Adopted iAM Smart In-app Browser
(As of May 2026)**

<i>Public Rental Housing</i>	
1	Application for Display of Banners/Publicity Boards by Councillors/ Organisations in Public Rental Housing and Interim Housing Estates (Applicable for Non-election Period)
<i>Subsidised Home Ownership Schemes</i>	
2	e-Services for Submission of Applications for Subsidised Sale Flats
3	Application for Assessment of Premium (Home Ownership Scheme/ Tenants Purchase Scheme/Green Form Subsidised Home Ownership Scheme) (Only for Flats of which the 5-year Alienation Restriction Period has Expired)
4	Application for Assessment of Premium (Tenants Purchase Scheme) (Only for Flats within the 5-year Alienation Restriction Period)
5	Application for Certificate of Availability for Sale under HOS Secondary Market Scheme
6	Application for Certificate of Eligibility to Purchase (Green Form) under HOS Secondary Market Scheme
7	Application for Addition/Deletion of Family Member(s)
8	Home Assistance Loan Scheme (HALS)/Home Purchase Loan Scheme (HPLS) Application Form for Deletion of Family Members Subsequent to Loan or Subsidy
9	Application/Requisition Form for Permission to Refinance a Flat Purchased under the Subsidised Sale Flats Schemes
10	Application for Nomination Certificate Letting of a Hong Kong Housing Authority Subsidised Sale Flat under the Hong Kong Housing Society T-Home “Letting Scheme for Subsidised Sale Developments with Premium Unpaid”
11	Application for Transfer of Ownership of Subsidised Sale Flats Schemes
12	Application for Change in Mortgage Arrangement of Subsidised Sale Flats Schemes
13	Tenants Purchase Scheme Application for Consent to Enter into Staff Housing Loan Mortgage

<i>Public Rental Housing and Subsidised Home Ownership Schemes</i>	
14	Application for Holding Charitable/Welfare/Service or Fund-raising Activities in Estates/Courts by Organisations
15	Application for Self Decoration (For New Intake Estate/Court)
16	Application for Decoration Work by Decoration Contractors (For New Intake Estate/Court)
17	Housing Smart Intake System
<i>Commercial Properties</i>	
18	Application for Hiring Promotional Venues/Kiosk
19	Application for Monthly Parking Space
20	Electricity Supply Application Form for Non-domestic Premises
21	Application for Renovation of Non-domestic Premises
22	Certificate of Completion of Structural Alteration and Addition (A&A) Works or Minor Works Related to Structural Works
<i>Building Professionals and Contractors</i>	
23	Notice of Commencement of Class I Minor Works
24	Certificate of Completion of Class I Minor Works
25	Notice of Commencement of Class II Minor Works
26	Certificate of Completion of Class II Minor Works
27	Request for Submission Number for Class III Minor Works Relating to the Erection or Alteration of Signboard
28	Notice and Certificate of Completion of Class III Minor Works
29	Notice of Commencement of Additional Class I Minor Works
30	Notice of Commencement of Additional Class II Minor Works
31	Submission of Supplementary Documents or Information of Minor Works
32	Notice of Change in Appointment of Minor Works (Registered Structural Engineer/Chief structural Engineer in Housing Department, Registered Geotechnical Engineer/Chief Geotechnical Engineer in Housing Department or Prescribed Registered Contractor)
33	Notice of Change in Appointment of Minor Works (Authorized Person or Registered Inspector/Chief Professional in Housing Department)
34	Notification of Nomination of Temporary Acting of the Prescribed Building Professional (Minor Works)
35	Notice of Cessation of Appointment or Nomination of Prescribed Building Professional (Minor Works)
36	Notice of Cessation of Prescribed Registered Contractor (Minor Works)
37	Notice of Inspection & Certification of Prescribed Building or Building Works and Certificate of Completion of the associated Alteration or Strengthening Works involving Class I Minor Works (Amenity Features Validation Scheme)

38	Notice of Inspection & Certification of Prescribed Building or Building Works and Certificate of Completion of the associated Alteration or Strengthening Works involving Class II Minor Works (Amenity Features Validation Scheme)
39	Notice of Inspection & Certification of Prescribed Building or Building Works and Certificate of Completion of the associated Alteration or Strengthening Works involving Class III Minor Works (Household Minor Works and Amenity Features Validation Scheme)
<i>General Public</i>	
40	Personal Data (Privacy) Ordinance Data Access Request Form
41	Application Form for Contract/Graduate/Term Staff Post in Hong Kong Housing Authority