Head 47 — GOVERNMENT SECRETARIAT: DIGITAL POLICY OFFICE

Controlling officer: the Commissioner for Digital Policy will account for expenditure under this Head.

Estimate 2026–27 .... **$4,139.3m**

Establishment ceiling 2026–27 (notional annual mid-point salary value) representing an estimated 855 non-directorate posts as at 31 March 2026 reducing by 42 posts to 813 posts as at 31 March 2027 .... **$660.0m**

In addition, there will be an estimated 25 directorate posts as at 31 March 2026 and 31 March 2027.

Commitment balance **$2,616.2m**

Controlling Officer's Report

Programmes

Programme (1) Digital Government	These programmes contribute to Policy Area 17: Information
Programme (2) Data Governance	Technology and Broadcasting (Secretary for Innovation,
Programme (3) Digital Infrastructure	Technology and Industry).

Detail

Programme (1): Digital Government

	2024–25 (Actual)	2025–26 (Original)	2025–26 (Revised)	**2026–27 (Estimate)**
Financial provision ($m)	288.8∧	305.6	290.8 (–4.8%)	**222.3 (–23.6%)**

(or –27.3% on 2025–26 Original)

∧   For comparison purpose, the figure is adjusted to include the actual expenditure for the then Efficiency Office (original Programme (3) under Head 135 — Government Secretariat: Innovation, Technology and Industry Bureau) which was transferred to this Head with effect from 25 July 2024 due to the re-organisation of the then Office of the Government Chief Information Officer and the then Efficiency Office for the establishment of the Digital Policy Office (DPO).

Aim

2   The aim of this programme is to spearhead the development of digital government to bring impact, convenience and benefits to the public and the business sector.

Brief Description

3   The DPO supports government bureaux and departments in promoting the application of innovation and technology to enhance public services and build a digitally inclusive society in Hong Kong. It fosters bureaux and departments to proactively devise digitalisation strategies and plans in enhancing public services, thereby resulting in improved efficiency and effectiveness.

4   In 2025–26, the DPO:

- worked closely with bureaux and departments to drive digitalisation of government services to facilitate business and streamline government services to enhance licensing and public services delivery;

- worked closely with bureaux and departments to oversee their implementation of digital government and smart city initiatives;

- provided secretariat support to the AI Efficacy Enhancement Team in coordinating and supporting departments to apply artificial intelligence (AI) effectively to their work, explore work process re-engineering and drive technological reform in departments to further improve efficacy;

- continued to promote the adoption of digital technologies among the elderly, and worked with the Social Innovation and Entrepreneurship Development Fund (SIE Fund) Task Force to oversee the implementation of the "Smart Silver" Digital Inclusion Programme for Elders;

- continued to strengthen the training on core digital skills for key information technology (IT) staff of bureaux and departments and senior government personnel to enhance their awareness and capability of managing information systems and data security;

- continued to collaborate with the Guangdong Province and co-ordinate the provision of cross-boundary public services by bureaux and departments through different service delivery modes, including the setup of self-service kiosks to fully cover the nine Mainland cities of the Greater Bay Area (GBA), thereby facilitating enterprises and the public in the GBA in accessing public services across the boundary; and

- continued to promote web/mobile app accessibility in public and private organisations, and monitored the accessibility compliance of government websites and mobile apps.

5   The key performance measures in respect of Digital Government are:

Target

	Target	2024 (Actual)	2025 (Actual)	**2026 (Plan)**
services rendered meeting requirements set out in service level documents agreed with users (%)..........................	100	100	100	**100**

Indicators

	2024 (Actual)	2025 (Actual)	**2026 (Estimate)**
no. of bureaux and departments with IT plans in place	67	68	**68**
results of post-implementation departmental returns on completed IT projects			
completed on schedule (%)...	75.6	75.3	**75.0**
completed within budget (%)...	100	100	**100**
meeting agreed specifications (%)	98.8	98.8	**100**
achieving intended benefits (%).....................................	99.6	99.2	**99.0**

	2024–25 (Actual)	2025–26 (Revised Estimate)	**2026–27 (Estimate)**
total value of work undertaken in the year ($m)......................	4,557.4	4,577.4	**6,868.9**
total value of work outsourced in the year ($m)	4,373.9	4,414.9	**6,659.4**

Matters Requiring Special Attention in 2026–27

6   During 2026–27, the DPO will:

- continue to work closely with bureaux and departments to drive digital transformation of public services delivery to facilitate business and streamline government services;

- continue to provide secretariat services to the AI Efficacy Enhancement Team;

- continue to promote the adoption of digital technologies among the elderly through various programmes, and to oversee the operation of the SIE Fund, including the implementation of the "Smart Silver" Digital Inclusion Programme for Elders;

- continue to co-ordinate training and programmes on core digital skills for key IT staff of bureaux and departments and senior government personnel;

- continue to collaborate with the Guangdong Province and co-ordinate the provision of cross-boundary public services by bureaux and departments through different service delivery modes; and

- continue to promote web/mobile app accessibility in public and private organisations, and conduct accessibility compliance audit on accessibility of government websites and mobile apps.

Programme (2): Data Governance

	2024–25 (Actual)	2025–26 (Original)	2025–26 (Revised)	**2026–27 (Estimate)**
Financial provision ($m)	972.4∧	1,129.4	1,089.9 (–3.5%)	**1,644.9 (+50.9%)**

(or +45.6% on 2025–26 Original)

∧ For comparison purpose, the figure is adjusted to include the actual expenditure for the then Efficiency Office (original Programme (3) under Head 135 — Government Secretariat: Innovation, Technology and Industry Bureau) which was transferred to this Head with effect from 25 July 2024 due to the re-organisation of the then Office of the Government Chief Information Officer and the then Efficiency Office for the establishment of the DPO.

Aim

7   The aim of this programme is to support the formulation and implementation of policies and measures on data governance and related centrally-managed digital platforms, services and infrastructures, with a view to opening up and sharing more data; innovating public services by leveraging digital technologies and data; and enhancing data governance.

Brief Description

8   The DPO oversees the work of setting data governance policies and standards that facilitate the collection, analysis, sharing and application of data; works closely with bureaux and departments to improve accessibility of their data and leverage the central IT services and latest technologies for introducing data-driven policies, user-oriented services and smart solutions; manages the government data centres, data network, central platforms and services to support the delivery of digital government services; and provides advisory and consultancy services to bureaux and departments on design thinking, change management, business process re-engineering and data sharing.

9   In 2025–26, the DPO:

*   continued to enhance the "iAM Smart" platform, thereby achieving the goal of "single portal for online government services";

*   commenced the development of the "Digital Corporate Identity" ("CorpID") platform and launched the sandbox programme to facilitate service providers to conduct proof-of-concept testing and develop their applications;

*   continued to provide technical advice and support to bureaux and departments in the adoption of AI, big data analytics and blockchain technologies, etc. for their digital government services;

*   supported the work of the AI Efficacy Enhancement Team to coordinate projects across departments that leverage AI to improve operational efficiency;

*   continued to facilitate the pilot use of various generative AI applications, developed by the Hong Kong Generative Artificial Intelligence Research and Development Center, within the Government;

*   prepared for the establishment of the Hong Kong Artificial Intelligence Research and Development Institute (AIRDI);

*   continued to improve the service of 1823 through the application of AI and other innovative technologies;

*   continued to work closely with bureaux and departments and related organisations to open up more data for free use by the public, and published the consolidated annual open data plans for 2025; and

*   completed the compilation of departmental data catalogues of various bureaux and departments for facilitating data sharing via the Consented Data Exchange Gateway, and continued to support the sharing of data from government departments to financial institutions through the connection with the Commercial Data Interchange of the Hong Kong Monetary Authority.

10   The DPO continues to enhance the services of 1823, providing 24-hour one-stop service to handle public enquiries for 23 departments as well as public complaints about government service. In 2025, there were around 2 470 000 calls and 1 050 000 emails or other communications from the public. The key performance measures of 1823 are:

Target

	Target	2024 (Actual)	2025 (Actual)	**2026 (Plan)**
calls that can be answered within 12 seconds (%)	80	80	80	**80**
callers that have their enquiries addressed at the first time of calling (%)	95	99	99	**99**
customer satisfaction (out of a five-point scale)	4.0	4.6	4.6	**4.6**

Matters Requiring Special Attention in 2026–27

11   During 2026–27, the DPO will:

• provide an AI Assistant for users of the "iAM Smart" and the "Corp ID" platforms to answer enquiries and offer personalised services, as well as to recommend suitable funding schemes and public service support to enterprises, especially small and medium enterprises (SMEs);

• launch the "CorpID" platform in end-2026, and gradually extend the range of services;

• continue to provide technical advice and support to bureaux and departments in the adoption of AI, big data analytics and blockchain technologies, etc. for their digital government services;

• continue to support the work of the AI Efficacy Enhancement Team, including the enhanced support to bureaux and departments in their adoption of AI and data technologies to improve work efficiency;

• continue to support the establishment of AIRDI and oversee its operation; and

• continue to improve the service of 1823 through wider use of technologies.

Programme (3): Digital Infrastructure

	2024–25 (Actual)	2025–26 (Original)	2025–26 (Revised)	**2026–27 (Estimate)**
Financial provision ($m)	1,847.3	2,059.5	2,088.0 (+1.4%)	**2,272.1 (+8.8%)**

(or +10.3% on 2025–26 Original)

Aim

12   The aim of this programme is to provide Hong Kong with secure and robust IT infrastructure and the standards and talent needed, etc. to facilitate the development of a vibrant digital economy and digital transformation of industries in society, as well as smart city development of Hong Kong.

Brief Description

13   The DPO supports the development of IT infrastructure in Hong Kong; promotes cross-boundary and industry-wide digital collaboration; nurtures IT human capital; supports the IT initiatives of bureaux and departments; establishes policies and practices, as well as provides support and advice, on project governance and cybersecurity, with a view to fostering the development of digital infrastructure and digital transformation of Hong Kong.

14   In 2025–26, the DPO:

• provided one-stop support service to facilitate the setting up of data centres in Hong Kong, and assisted in rezoning a site of about 10 hectares at Sandy Ridge in the North District for the development of a data facility cluster;

• worked closely with Cyberport to support the development of the AI ecosystem, including overseeing the operation of the Artificial Intelligence Subsidy Scheme (AISS);

• reviewed and updated the government information security policies and guidelines and monitored their implementation within the Government;

• continued to raise information security awareness within the Government and in the community;

• organised the annual cybersecurity attack and defence drill to strengthen the defence capabilities of government departments and public organisations;

• monitored the implementation of enhanced measures for IT systems of bureaux and departments, as well as public bodies under the purview of bureaux and departments, to strengthen the project governance and cybersecurity;

- conducted annual government-wide information security compliance audit and in-depth information security compliance audit for selected important government IT systems;

- conducted regular security spot checks on government public-facing information systems;

- oversaw the implementation of the Standard Contract for the Cross-boundary Flow of Personal Information within the Guangdong-Hong Kong-Macao Greater Bay Area (Mainland, Hong Kong) (GBA Standard Contract);

- continued to oversee Cyberport's implementation of the "Digital Transformation Support Pilot Programme" ("DTSPP") and the Incubation Programme for Smart Living Start-ups;

- continued the implementation of the "Knowing More About IT Programme" and the "IT Innovation Lab in Secondary Schools Programme";

- continued to promote and assist bureaux and departments in sourcing innovative IT solutions to enhance public services through the Smart Government Innovation Lab;

- continued to promote the collaboration with Mainland provinces and cities such as Guangdong Province and Shanghai on smart city and digital economy development; and

- organised and supported international mega events and industry activities, including the World Internet Conference Asia Pacific Summit 2025, Smart Hong Kong Pavilion at the InnoEX and Hong Kong ICT Awards 2025, to enhance Hong Kong's profile as a leading ICT hub in the region.

Matters Requiring Special Attention in 2026–27

15 During 2026–27, the DPO will:

- continue to support the data centres industry in Hong Kong and the development of the data facility cluster at Sandy Ridge;

- continue to work closely with Cyberport to support the development of the AI ecosystem, including overseeing the operation of the AISS;

- continue to develop and organise the annual cybersecurity attack and defence drill for government departments and public organisations;

- continue to oversee and provide steer for bureaux and departments in enhancing project governance and cybersecurity of government departments as well as public bodies under the purview of the bureaux and departments;

- continue to implement ongoing initiatives to heighten information security awareness within the Government and in the community;

- continue to conduct annual government-wide information security compliance audit and identify government IT systems under a risk-based approach for in-depth information security compliance audit;

- continue to carry out continuous security spot checks on government public-facing information systems;

- continue to oversee the implementation of the GBA Standard Contract and explore other measures to facilitate cross-boundary flow of personal data;

- examine the effectiveness of the "DTSPP" and implement enhancement measures to facilitate digital transformation of the SMEs; and

- continue to organise and support international mega events and industry activities, including the World Internet Conference Asia Pacific Summit 2026, Smart Hong Kong Pavilion at the InnoEX and Hong Kong ICT Awards 2026, to enhance Hong Kong's profile as a leading ICT hub in the region.

ANALYSIS OF FINANCIAL PROVISION

Programme	2024–25 (Actual) ($m)	2025–26 (Original) ($m)	2025–26 (Revised) ($m)	**2026–27 (Estimate) ($m)**
(1) Digital Government..............................	288.8^	305.6	290.8	**222.3**
(2) Data Governance	972.4^	1,129.4	1,089.9	**1,644.9**
(3) Digital Infrastructure............................	1,847.3	2,059.5	2,088.0	**2,272.1**
	3,108.5	3,494.5	3,468.7 (–0.7%)	**4,139.3 (+19.3%)**

(or +18.5% on 2025–26 Original)

^ For comparison purpose, the figures are adjusted to include the actual expenditure for the then Efficiency Office (original Programme (3) under Head 135 — Government Secretariat: Innovation, Technology and Industry Bureau) which was transferred to this Head with effect from 25 July 2024 due to the re-organisation of the then Office of the Government Chief Information Officer and the then Efficiency Office for the establishment of the DPO.

Analysis of Financial and Staffing Provision

Programme (1)

Provision for 2026–27 is $68.5 million (23.6%) lower than the revised estimate for 2025–26. This is mainly due to the decreased cash flow requirement for general non-recurrent expenses related to injection into the SIE Fund. There will be a net decrease of six posts in 2026–27.
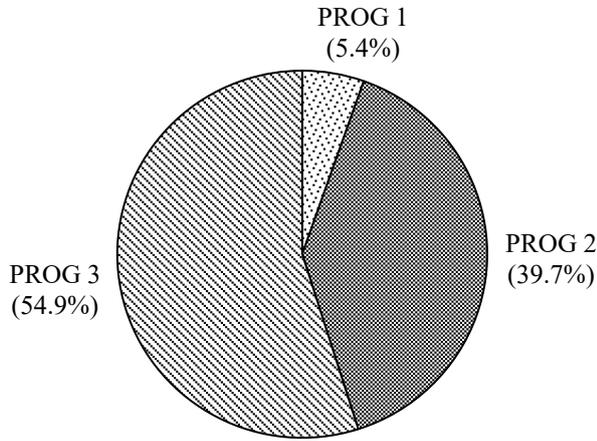
Programme (2)

Provision for 2026–27 is $555.0 million (50.9%) higher than the revised estimate for 2025–26. This is mainly due to the increased cash flow requirement for general non-recurrent expenses related to AIRDI, which will be established and commence operation in 2026, and the increased provision for departmental expenses, partly offset by a net decrease of 28 posts in 2026–27.
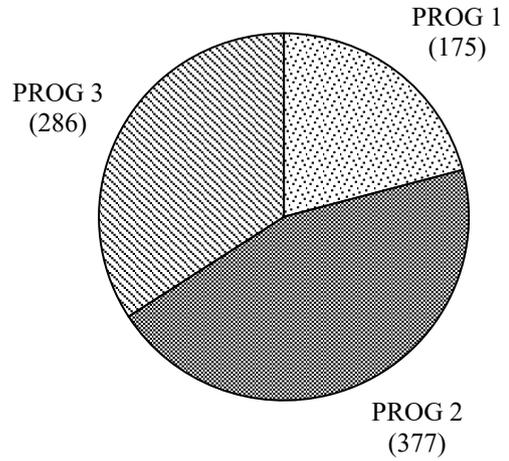
Programme (3)

Provision for 2026–27 is $184.1 million (8.8%) higher than the revised estimate for 2025–26. This is mainly due to the increased cash flow requirement for general non-recurrent expenses related to Scheme for Supporting the Development of Artificial Intelligence Ecosystem in Hong Kong, partly offset by a net decrease of eight posts in 2026–27.

*Allocation of provision
to programmes
(2026-27)*

*Staff by programme
(as at 31 March 2027)*

PROG 1
(5.4%)

PROG 3
(54.9%)

PROG 2
(39.7%)

PROG 3
(286)

PROG 1
(175)

PROG 2
(377)

*Changes in the size of the establishment
(as at 31 March)*

Number of posts

724	750	888	880	838

Actual

Estimate

2023　2024　2025　2026
Revised
Estimate
　2027
Estimate

Year
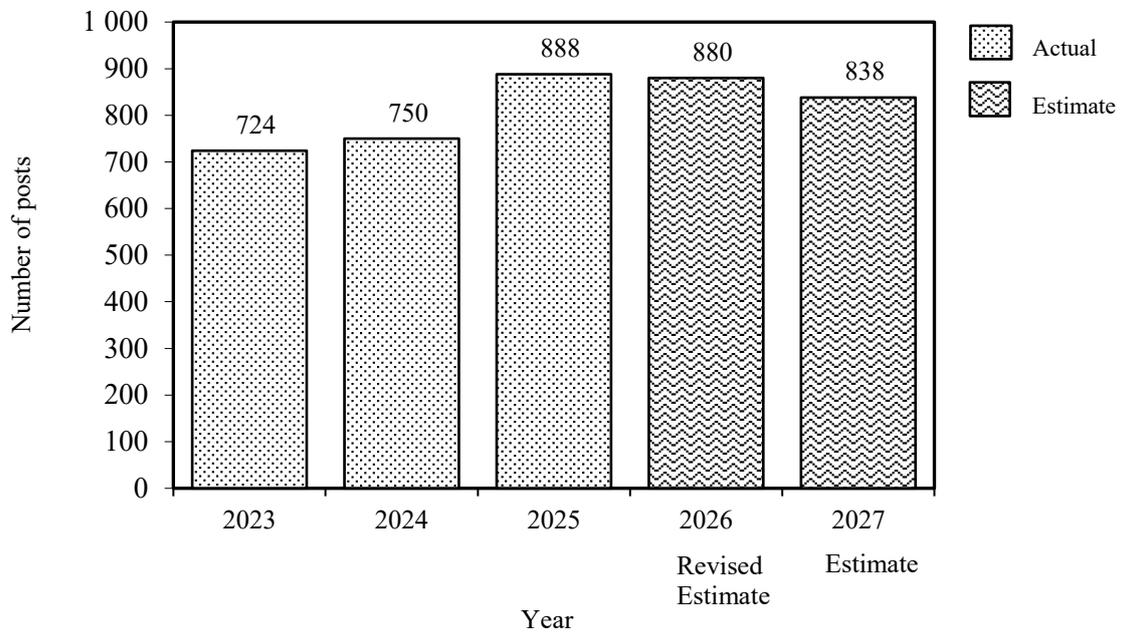
Head 47 — GOVERNMENT SECRETARIAT: DIGITAL POLICY OFFICE

Sub-head (Code)		Actual expenditure 2024–25	Approved estimate 2025–26	Revised estimate 2025–26	Estimate 2026–27
		$'000	$'000	$'000	$'000
	Operating Account				
	Recurrent				
000	Operational expenses	1,904,167	2,179,588	2,126,956	**2,329,695**
	Total, Recurrent......................................	1,904,167	2,179,588	2,126,956	**2,329,695**
	Non-Recurrent				
700	General non-recurrent	1,105,531	1,311,000	1,337,000	**1,801,200**
	Total, Non-Recurrent..............................	1,105,531	1,311,000	1,337,000	**1,801,200**
	Total, Operating Account	3,009,698Δ	3,490,588	3,463,956	**4,130,895**
	Capital Account				
	Plant, Equipment and Works				
661	Minor plant, vehicles and equipment (block vote)...	3,130	3,887	4,732	**8,361**
	Total, Plant, Equipment and Works.........	3,130	3,887	4,732	**8,361**
	Total, Capital Account..............................	3,130	3,887	4,732	**8,361**
	Total Expenditure	3,012,828	3,494,475	3,468,688	**4,139,256**

Δ   With effect from 25 July 2024, the DPO was established upon the re-organisation of the then Office of the Government Chief Information Officer and the then Efficiency Office (original Programme (3) under Head 135 — Government Secretariat: Innovation, Technology and Industry Bureau). The figure does not include the actual expenditure for the then Efficiency Office before re-organisation.

Details of Expenditure by Subhead

The estimate of the amount required in 2026–27 for the salaries and expenses of the Digital Policy Office (DPO) is $4,139,256,000. This represents an increase of $670,568,000 over the revised estimate for 2025–26 and $1,126,428,000 over the actual expenditure in 2024–25.

Operating Account

Recurrent

2 Provision of $2,329,695,000 under *Subhead 000 Operational expenses* is for the salaries, allowances and other operating expenses of the DPO.

3 The establishment as at 31 March 2026 will be 880 posts. It is expected that there will be a net decrease of 42 posts in 2026–27. Subject to certain conditions, the controlling officer may under delegated power create or delete non-directorate posts during 2026–27, but the notional annual mid-point salary value of all such posts must not exceed $660,008,000.

4 An analysis of the financial provision under *Subhead 000 Operational expenses* is as follows:

	2024–25 (Actual) ($'000)	2025–26 (Original) ($'000)	2025–26 (Revised) ($'000)	**2026–27 (Estimate) ($'000)**
Personal Emoluments				
- Salaries	619,958	693,258	682,425	**676,370**
- Allowances	19,999	15,930	17,660	**17,000**
- Job-related allowances	76	100	243	**100**
Personnel Related Expenses				
- Mandatory Provident Fund contribution	1,566	1,368	1,638	**967**
- Civil Service Provident Fund contribution	38,587	44,479	45,828	**52,547**
Departmental Expenses				
- Hire of services and professional fees	849,193	870,912	887,720	**1,062,673**
- Information and communications technology rentals and maintenance	96,101	98,440	127,484	**127,134**
- General departmental expenses	224,249	395,201	309,196	**331,377**
Other Charges				
- Hosting platform for e-government services	54,438	59,900	54,762	**61,527**
	1,904,167	2,179,588	2,126,956	**2,329,695**

Capital Account

Plant, Equipment and Works

5 Provision of $8,361,000 under *Subhead 661 Minor plant, vehicles and equipment (block vote)* represents an increase of $3,629,000 (76.7%) over the revised estimate for 2025–26. This is mainly due to the increased requirement for the replacement of minor plant and equipment with the cost of individual items above $200,000 but not exceeding $10 million.

Head 47 — GOVERNMENT SECRETARIAT: DIGITAL POLICY OFFICE

Commitments

Sub-head (Code)	Item (Code)	Ambit	Approved commitment	Accumulated expenditure to 31.3.2025	Revised estimated expenditure for 2025–26	Balance
			$'000	$'000	$'000	$'000
Operating Account						
700		*General non-recurrent*				
	803	Digital Transformation Support Pilot Programme..	500,000	400,000	97,500	2,500
	804	Incubation Programme for Smart Living Start-ups..	265,000	103,200	63,800	98,000
	805	Scheme for Supporting the Development of Artificial Intelligence Ecosystem in Hong Kong	3,000,000	905,000	905,000	1,190,000
	807	Hong Kong Artificial Intelligence Research and Development Institute ...	1,000,000	—	—	1,000,000
	894	Enriched IT Programme in Schools	1,234,000	698,279	210,000	325,721
		Total	5,999,000	2,106,479	1,276,300	2,616,221