

Promote the Application of **Robotics Technologies** in the Government

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Smart Government
Innovation LAB

Pro-innovation Government Procurement Policy

Effective from 1 April 2019

Innovation
as an assessment
criteria in
government
tenders

Procure
more
innovative
solutions

- Wider use of marking schemes
- Higher ratio of technical weighting
- Technical marks reserved for innovative suggestions



Create more
opportunities
for local
SMEs

- Remove essential requirement of tenderer experience
- Milestone payments



Innovation
Facilitator



Smart Government
Innovation LAB

機電工程署
EMSD



E&M InnoPortal



Smart Government Innovation LAB

- Established in 2019 April
- Engage government departments and I&T industry
- Assist departments to use innovative ideas and technologies from the industry to improve public services
- Create more opportunities for local IT industry



Engagement

Solution
Matching

Proof-of-
Concept

Adoption

Engage I&T Industry

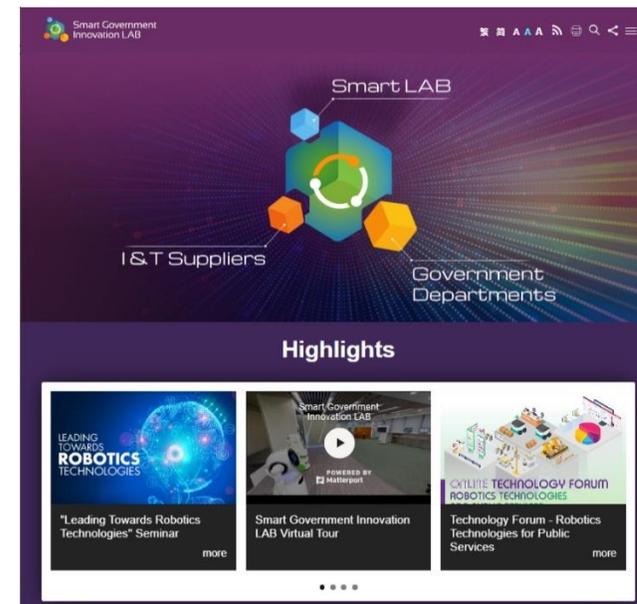
Technology Forums



**60+ different government
bureaux/departments**

170+ companies and organisations

Thematic Website
(www.smartlab.gov.hk)



**60+ Business Needs
230+ IT Solutions**

Smart LAB - Collaboration Platform



- Equipment and facilities to support proof-of-concept
- Meeting area for brainstorming and discussion
- Showroom of tested/under testing technologies

Proof-of-Concept (PoC)

- Arrange workshops on potential solutions for specific service needs of individual government departments
- Select suitable solutions for PoC in terms of technical viability and potential improvements



- Conduct PoC to assess the effectiveness and limitations of the solutions
- Provide feedback to solution providers for enhancement or further customisation

Adoption

- Formulate innovative measures to enhance public services having regard to the findings of PoC
- Re-engineer government departments' existing work practices where necessary



- Support of government internal funding process for pilot implementation
- Tender specifications having regard to findings of workshop / PoC
- Procurement through the streamlined mechanism under the pro-innovation procurement policy

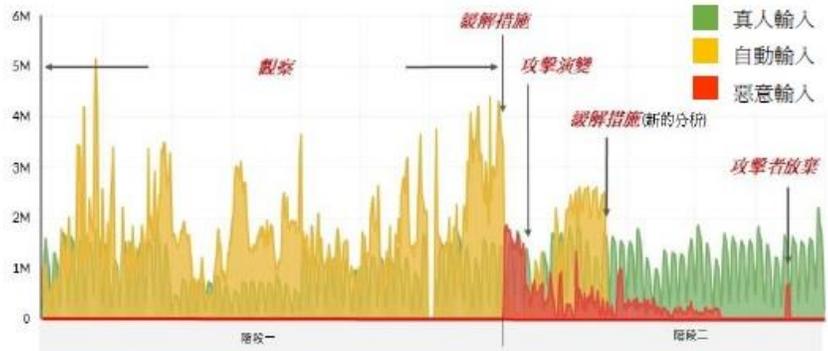
Progress since April 2019 ...



Covers:

Data Analytics, Internet of Things, Blockchain, Robotics Technology, Video Analytics, Virtual Reality, Chatbot, Cloud Computing, Mobile Technologies, etc

Examples of Matched Cases



- ✓ [Prevent using computer programmes to automatically book public facilities](#)
 - Anti-bot technology which integrates AI and machine learning
 - Real time distinguish human inputs from robot-generated inputs and block
- ✓ [Complaint and Enquiry Case Information System](#)
 - Speed up case searching and provide reference materials with reference to complaint and enquiry cases previously received
 - Assist in drafting replies to public enquiries

Examples of Business Needs



✓ Intelligent Search

- To facilitate the data search with the assistance of a Chatbot
- Technologies to be used: AI and Chatbot



✓ Automation of Data Verification

- To automate data capture and verification for applications of public services
- Technologies to be used: AI, Machine Learning, Robotic Process Automation (RPA)

Catch The Innovation Campaign

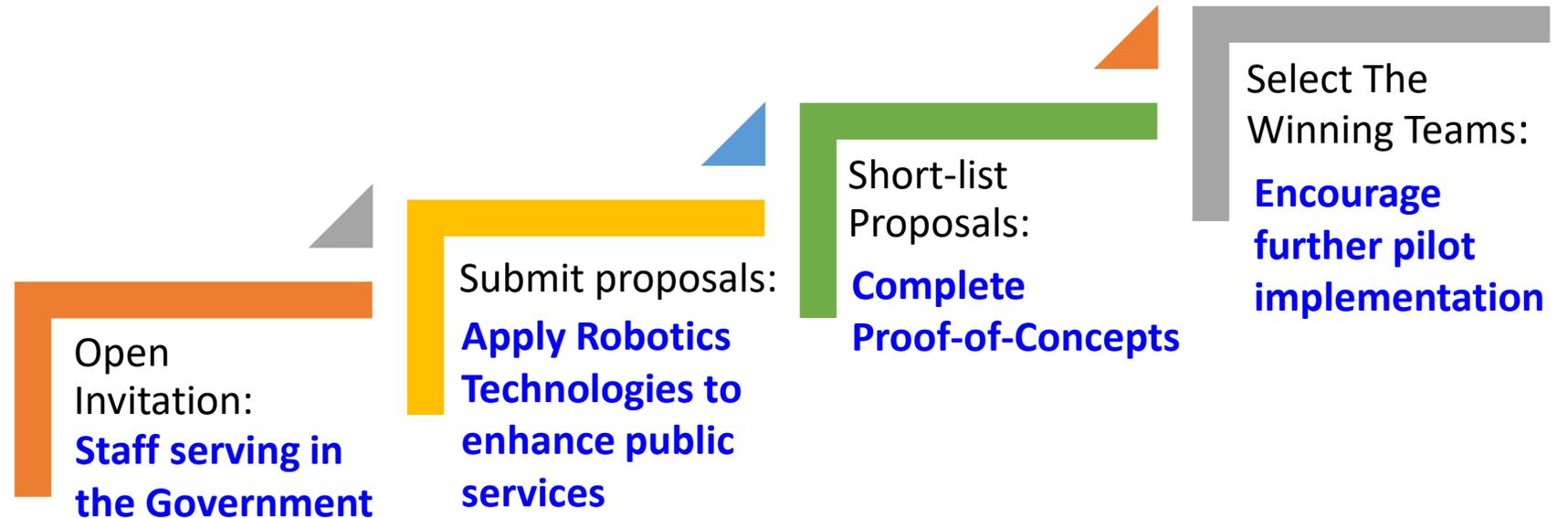
- This year's theme is **“Leading Towards Robotics Technologies”**
- Explore the application of robotics technologies to further enhance public services
- Awareness building seminars and workshops will be held in July-August 2020
- Innovation competition

- ✓ Case processing and vetting
- ✓ Chatbot for general public enquiries
- ✓ Traffic management
- ✓ Building maintenance
- ✓ ...



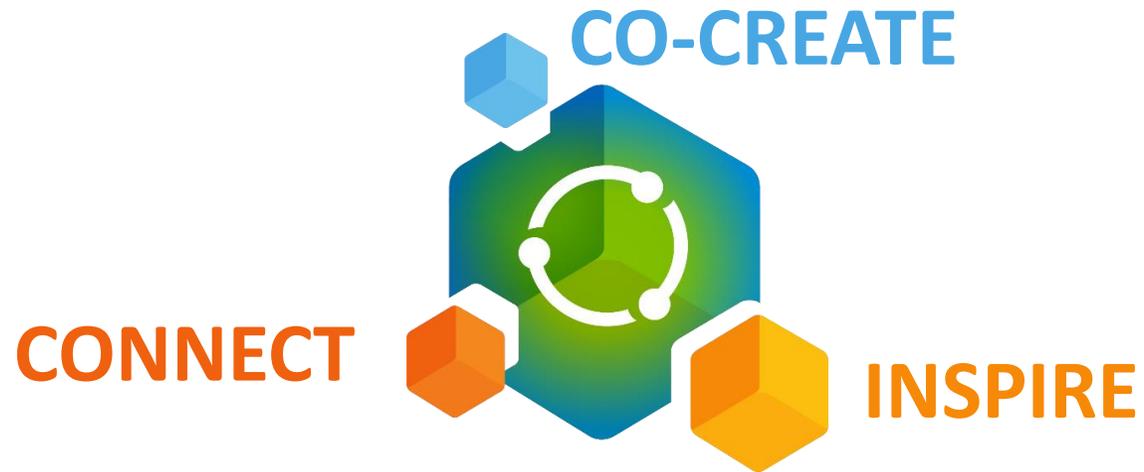
Innovation Competition

- Innovation competition for all staff serving in the Government
- To invite innovative proposals of applying robotics technologies to enhance public services





Smart Government Innovation LAB



Thank You!



<https://www.smartlab.gov.hk>



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