

7 資訊科技

Information Technology

資訊系統策略

在本局推行第2個資訊系統策略計劃下的12個項目中，再有3個項目已在年內完成，包括：—

- 1) 系統基礎建設改善計劃：改良電腦系統的基礎設施，以配合本局的未來發展；
- 2) 先評後核系統第一期計劃：加強實地審核的效能及促進納稅人自願遵行稅務法例；以及
- 3) 電子遞交服務計劃：提供電話報稅服務。

至此，完成了的項目有7個。另外，下列2個項目系統開發工作仍在積極進行中：—

- 1) 策略計劃支援系統計劃：提供分析資料、預測及推算分析以制訂策略計劃；以及
- 2) 文件管理系統第一期計劃：把紙本文件轉換為數碼圖像。

本局在2003年3月完成了徵收物業印花稅程序電子化計劃的可行性研究。推行該系統的目的是為徵收物業印花稅提供電子及一站式服務。

辦公室自動化

過去一年，本局的電腦工作站網絡在日常業務運作繼續擔當一個重要角色。截至2003年3月31日止，網絡內的電腦工作站

Information Systems Strategy

Of the 12 implementation projects under the Department's second Information Systems Strategy (ISS) plan, another 3 projects were completed during the year, namely: —

- 1) System Infrastructure Enhancement Project - to enhance the computer system's infrastructure components in order to cope with the new business initiatives and commitments;
- 2) Assess First Audit Later System Phase I Project - to improve the effectiveness of field audits and promote voluntary tax compliance; and
- 3) Electronic Lodgement Service Project - to provide for telefiling of tax returns.

Thus far, 7 projects have been completed. Development work for the 2 projects below continued during the review period: —

- 1) Strategic Planning Support System - to provide analytical information, projections and what-if analyses for strategic planning; and
- 2) Document Management System Phase I Project - to convert paper documents into digitised images and provide on-line and concurrent access to all documents in electronic form.

Feasibility study for the ISS project, Property Stamping System, which aims to provide an electronic and one-stop service for stamping of property instruments, was completed in March 2003.

Office Automation

The Department's workstation network continued to play an important role in the day-to-day business operations during the year. There were over 2,370 workstations as

約有2,370台。本局亦為1,700多名員工提供電郵通訊設施。一個儲存了本局內部文件和參考資料的內聯網系統已完成建設，供所有員工經其電腦工作站閱覽。此外，本局在2003年3月完成開發電腦輸出報表聯機檢索系統，該系統提供電腦輸出報表的收集、索引編製、貯存及檢索功能。這些設施有助減少用紙量和提高運作效率。過去一年，聯機查詢和更新事項的數目分別為2,850萬宗和600萬宗，而經以整批方式處理的事項也達1,680萬宗。

提交僱主報稅表

本局鼓勵僱主利用電子方式(磁碟或光碟)提交僱員薪酬資料。過去一年，共有38,400名僱主使用這種方式提交約216萬名僱員資料。當中有28,000名僱主使用本局編製的電腦軟件提交超過80萬名僱員的資料。

電子報稅

本局自2001年1月透過「公共服務電子化」計劃，接受持有數碼證書的個別人士在網上提交個別人士報稅表及物業稅報稅表；並在2002年4月在「電子表格」計劃下，接受法團及法團以外人士「離線」填寫，以及以電子郵件方式提交利得稅報稅表。

2003年4月，本局更推出「電話報稅」和「使用通行密碼在網上報稅」兩種新服務，以促進電子報稅。

at 31 March 2003. E-mail facilities were extended to over 1,700 officers. An Intranet System hosting internal documents and reference materials was set up for access by all staff via their workstations. Besides, the development of the Computer Output Online Retrieval System which provides capturing, indexing, storage and retrieval functions for computer output documents was completed in March 2003. All these facilities seek to reduce paper consumption and enhance operational efficiency. During the year, on-line enquiries and updating transactions totalled 28.5 million and 6.0 million respectively, while 16.8 million transactions were processed in batch mode.

Submission of Employer's Return

Employers are encouraged to use electronic means (magnetic disks or CD-ROM) to furnish returns containing details of their employees' emoluments. During the year, some 38,400 employers furnished returns in this way in respect of some 2,160,000 employees. Of the total, some 28,000 employers used the software developed by the Department to furnish returns in respect of some 800,000 employees.

Electronic Lodgement of Returns

With effect from January 2001, the Department accepts the electronic filing of Tax Returns – Individuals and Property Tax Returns by holders of digital certificates through the Electronic Service Delivery (ESD) Scheme. Since April 2002, the Department further accepts filing through e-mails of electronic Profits Tax Returns by corporations and unincorporated businesses under the "Electronic Submission of Forms" Project.

To encourage more taxpayers to file tax returns electronically, new electronic filing services, which allow the "filing of tax return by telephone (Telefiling)" and the "using of password in online filing", were introduced in April 2003.