

## 7 Information Technology

The Department has been making extensive use of information technology to enhance operational efficiency and provide a wide range of electronic services to the public.

### IT Environment

The Department has a comprehensive and integrated IT infrastructure, including different types of computer application systems and platforms. The Department's network connects the computer system and staff workstations on different floors. Assessment process is automated by the "Assess-First-Audit-Later" system. Tax audit and investigation work is facilitated by the use of data mining and advanced analytical tools. With extensive utilization of the Document Management System and Workflow Management System, the management, control and monitoring of documents, files and workflows are strengthened. Apart from adopting computerised workflow to enhance efficiency, a wide range of information is stored in the Department's Intranet and General Enquiry Knowledge Database for convenient access by our staff at work. Moreover, e-mail and Internet facilities provide an efficient and environment-friendly communication platform for our staff.

In 2014-15, we continued to develop the system infrastructure enhancement project. Stage I and II of the project have already been completed. Regarding Stage III of the project for migration of mainframe applications, system development and user acceptance testing are in progress.

### Electronic Services

#### eTAX

eTAX provides a wide range of online tax services to the public. It includes internet filing of tax returns, stamping of property documents, business registration enquiries, electronic notices, payments and lodgement of applications, etc.

The Department's online services are widely used. As at 31 March 2015, there were some 598,000 registered eTAX users. The take-up rate increased year after year (**Figure 35**).



**Figure 35 eTAX Usage Statistics**

	2013-14 Number	<b>2014-15 Number</b>	Increase/ Decrease
Internet filing of tax returns			
- Tax Return-Individuals, Property Tax Return and Profits Tax Return	423,555	<b>472,350</b>	+11.5%
- Employer's Return of Remuneration and Pensions			
BIR56A	7,468	<b>10,292</b>	+37.8%
IR56B	57,174	<b>78,009</b>	+36.4%
- Employer's Notifications of Commencement of Employment, Cessation of Employment and Employee's Departure from Hong Kong	14,890	<b>15,468</b>	+3.9%
Stamping of Property Document	223,656	<b>290,104</b>	+29.7%
Business Registration Number Enquiry	2,710,228	<b>2,148,597</b>	-20.7%
Application for Supply of Information on the Business Register			
Requisition	124,242	<b>130,075</b>	+4.7%
Business registrations involved	292,532	<b>317,072</b>	+8.4%

### Other Electronic Services

During 2014-15, some 44,700 employers furnished annual returns for 2,788,500 employees by diskettes, CD-ROMs or USB storage devices. About 70% of these employers used the free software provided by the Department.

