

Doc Type	HA
Paper No	52/95
Title	Multi-media Information Kiosk
CONTENTS	<p>THE HONG KONG HOUSING AUTHORITY</p> <p>Memorandum for the Housing Authority</p> <p>Multi-media Information Kiosk</p> <p>PURPOSE</p> <p>This paper informs Members of A proposal to introduce multi-media information kiosks as an additional facility to improve public enquiry service.</p> <p>BACKGROUND</p> <p>2. Over the past two years, the Authority has introduced a number of measures to improve its public enquiry service.</p> <p>3. On 1 April this year, we introduced the Interactive Voice Processing System (IVPS), an automatic centralised telephone enquiry system, vide Paper No. HA 19/95. This system now handles an average of 5,600 calls per day. This system is in addition to enquiry service available at the estate counters of the waiting halls of the Applications Section and Home Ownership Centre.</p> <p>PROPOSAL</p> <p>4. to further improve the existing enquiry service, the Department has developed a Multi-media Information Kiosk System which has the following features -</p> <p>(a) it is a self-operated terminal with touch screen capability;</p> <p>(b) it uses multi-media technology made up of voice, graphic, video and data to present the information in a more attractive way; and</p> <p>(c) when not in use, it automatically plays back video programmes promoting new housing application policy which is of interest to the public. Initially, it includes the API on the Housing Department Hotline and elderly schemes.</p> <p>5. As a pilot scheme, the system will only cover information on waiting list ---- applications and Home Ownership schemes. A copy of the main menu is at the Annex. Eight systems will be installed at various convenient locations as follows -</p> <p>(a) one unit at the waiting hall of the Application Section;</p> <p>(b) two units at the waiting areas of the Home Ownership Centre;</p> <p>(c) one unit each at the shopping centres of Information Centre and Wan Chai housing Information Centre.</p> <p>6. Subject to the results of a post-implementation review in April 1996, the scope of the system may be expanded to cover other aspects of the Department. Consideration will also be given to installing additional kiosks at estates, MTR and KCR stations based on public feedback.</p> <p>7. For easy identification by the public, the system will be called the Housing Department Information Kiosk ().</p> <p>IMPLEMENTATION</p> <p>8. The system will be introduced in November 1995 at the same time when Phase 17B of the HOS is announced. We will roll out the system in modular form in light of operational experience.</p> <p>FINANCIAL IMPLICATIONS</p> <p>9. The one-off implementation cost of the system is about \$1.7 million, including development cost of \$0.93 million and the provision of eight phototype kiosks (at \$90,000 each). The updating of information and subsequent roll-out will be absorbed within existing staffing resources.</p> <p>PRESENTATION</p> <p>10. A demonstration of the system will be conducted for Members at the Housing Authority Meeting on 28 September 1995.</p> <p>---0---0---0---</p> <p>File Ref. :HD/DP/6/39/1 Date :22 September 1995</p>