

**Efficiency Office**

**Open Data Plan for 2020 to 2022**

**A. Departmental datasets to be released in 2020**

#	Type of Data/ Name of Dataset	Target Release Date	Frequency of Update	Remarks
1	Social Welfare / Information on projects funded under the Social Innovation and Entrepreneurship Development Fund (SIE Fund)	01/2020	Monthly	The SIE Fund currently provides funding support to research and capacity building projects as well as social ventures. Data on individual funded projects including project nature, stage (e.g. prototype, start-up, scale-up), project duration, amount of funding support, types of beneficiaries expected to be served, etc., will be provided (CSV).
2	City Management / Data of customer satisfaction on 1823 of the Efficiency Office	06/2020	Monthly	1823 of the Efficiency Office provides a round-the-clock one-stop service to answer enquiries for participating departments and to receive complaints about any area of Government services. Data on customer satisfaction survey score related to the service of 1823 will be provided (JSON).

**B. Departmental datasets to be released in 2021 and 2022**

#	Type of Data/ Name of Dataset	Target Release Date	Frequency of Update	Remarks
	N/A			

**C. Datasets planned to be opened up by other organisations**

#	Type of Data/ Name of Dataset	Target Release Date	Frequency of Update	Remarks
	N/A			

**D. Progress: Datasets already uploaded to PSI Portal by Department and other organisations**

#	Type of Data/ Name of Dataset	Release Date	Frequency of Update	Remarks
1	Employment and Labour / Youth.gov.hk Gov Job video channel	03/2015	As and when a new video is ready for release	The Gov Job video channel of Youth.gov.hk introduces different government posts with useful interview tips through short videos. This allows youths applying for different government posts to understand more about the posts (XML).
2	IT / Youth.gov.hk usage statistics	04/2019	Quarterly	Number of visits to Youth.gov.hk, number of page views of Youth.gov.hk (XML).
3	City Management / Data on business volume and performance of 1823 of the Efficiency Office	05/2019	Monthly	1823 of the Efficiency Office provides a round-the-clock one-stop service to answer enquiries for participating departments and to receive complaints about any area of Government services. Data related to the business volume and performance of the operation will be provided e.g. voice and written contacts received by 1823 through various channels, abandoned calls, calls answered within 12 seconds, average call handling time and visitors to the FAQs issued by 1823, enquiry cases, complaint/service request cases, suggestions and compliments received by 1823 through various channels, first time resolution of enquiry cases, cases involving more than one department, and cases assigned to action departments within 3 hours (JSON).

**Efficiency Office**

**December 2019**