

使用智方便 生活新體驗
iAM Smart Safe and Swift



"iAM Smart" Technical Briefing for RCH IT Solution Vendors

04 Oct 2024

Agenda



- ➔ Introduction and Latest Update of "iAM Smart"
- ➔ Use Case Study
- ➔ "iAM Smart" Sandbox Programme
- ➔ Open Discussion





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Introduction to "iAM Smart"



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Two versions of "iAM Smart"



"iAM Smart"

"iAM Smart+"



digital certificate for digital signing under ETO



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"iAM Smart" Functions

01



Authentication

To have a single digital identity that enables simple and secure login to various online services

02



Form Filling

To store personalised data and enjoy the convenience by form-filling automatically

03



Digital Signing

To sign digitally for documents with legal status



Remote "iAM Smart+" Self-registration

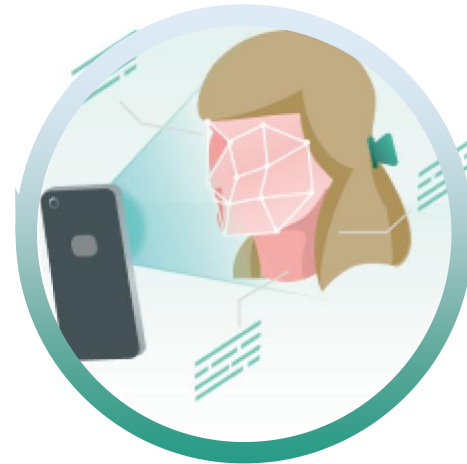
Start registration in "iAM Smart" app



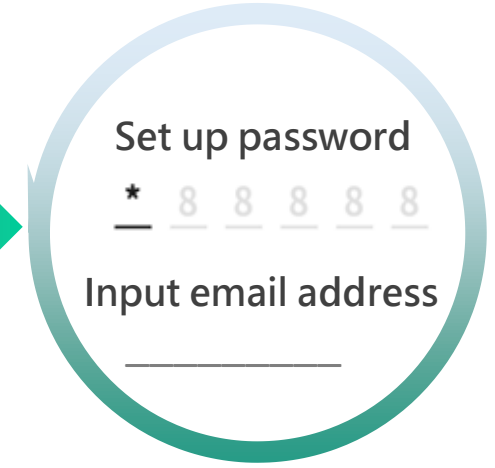
1 Take a front-facing photo of new smart HKID card



2 Place the HKID card on the NFC sensor of mobile phone



3 Facial identification



4 Set up password & email address

Complete registration

For illustration purpose only



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Latest Update on "iAM Smart"

- Over 3 Million Registrations
- 420+ Online Services

Awarded ISO Certifications

- ISO/IEC 27001:2022
- ISO/IEC 27701:2019

Government and Related Organisations



Commercial



Cross-Boundary Public Services





Business Values of "iAM Smart"



Golden Source of Personal Identity

Reliable identity information for online services



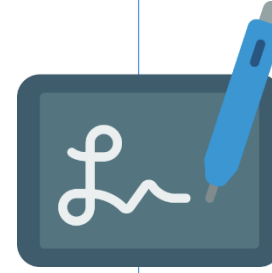
Single Digital Identity

Access of online services using secure authentication



Reaching Out to New Customers

Large pool of "iAM Smart" users is available



Paperless Signing

Signing documents online with legal-backing



Auto Form-Filling

Saving effort of inputting and verifying personal information repeatedly



Save Resource on In-person Process

Complete critical transactions online w/o in-person identity verification



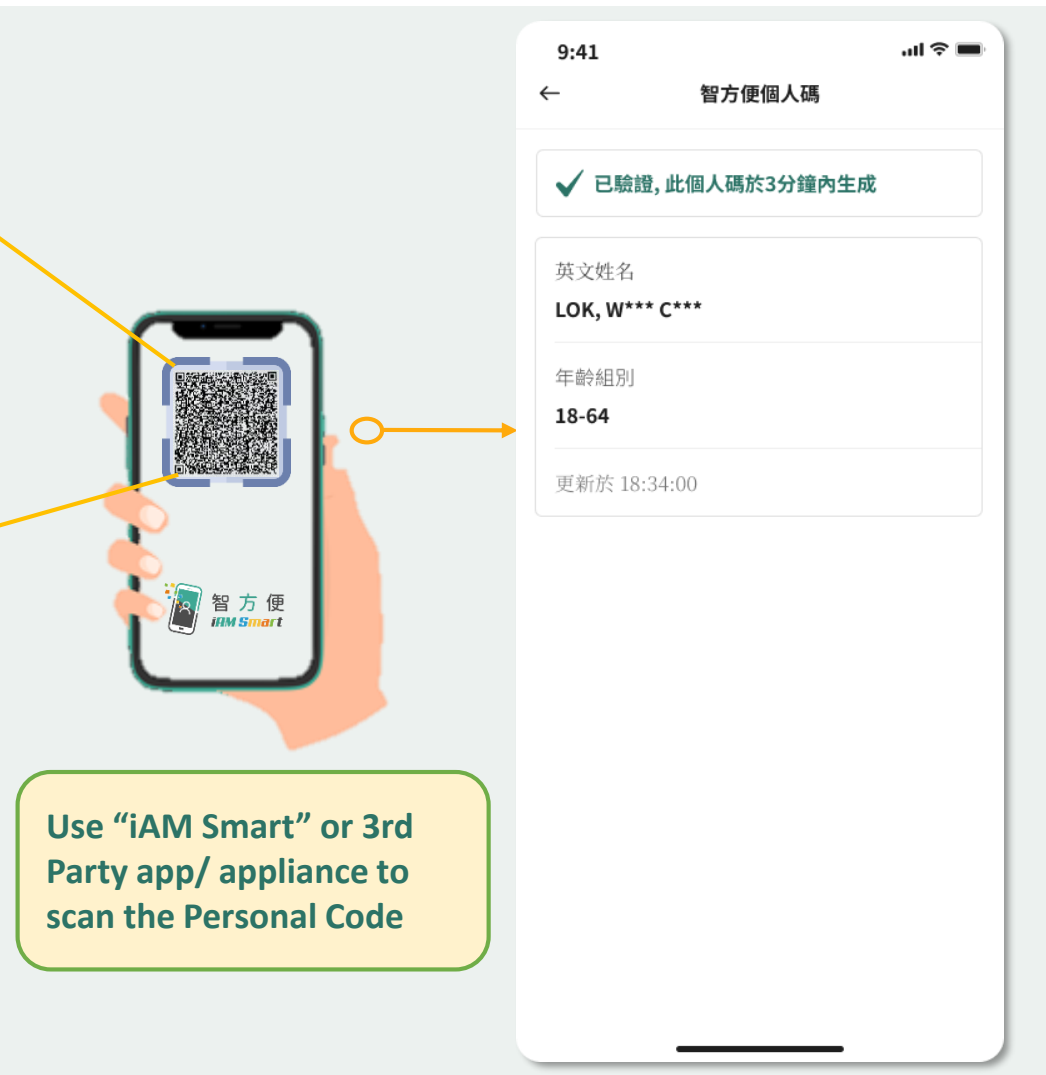
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"iAM Smart" Information Portal



Public can access a series of daily information

- Traffic conditions
- Weather
- Government information
- Location of public facilities
- Accident & Emergency Department waiting time
- Location of AED
- Time-varying toll plan



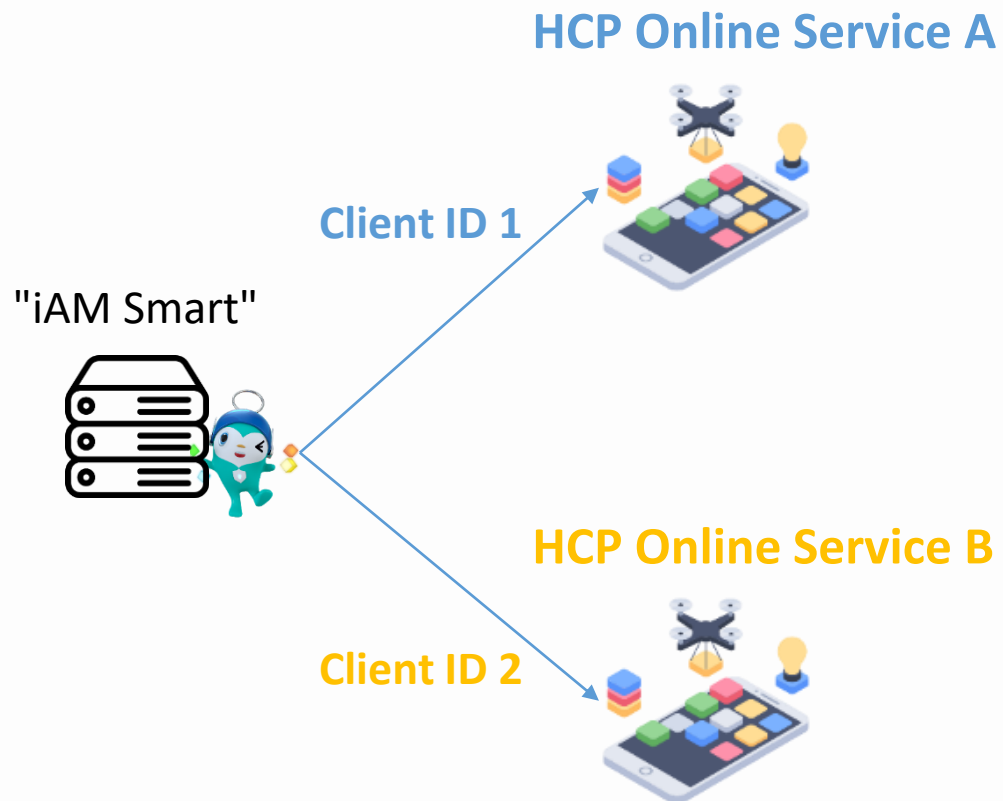


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Use Case:
Login with “iAM Smart”



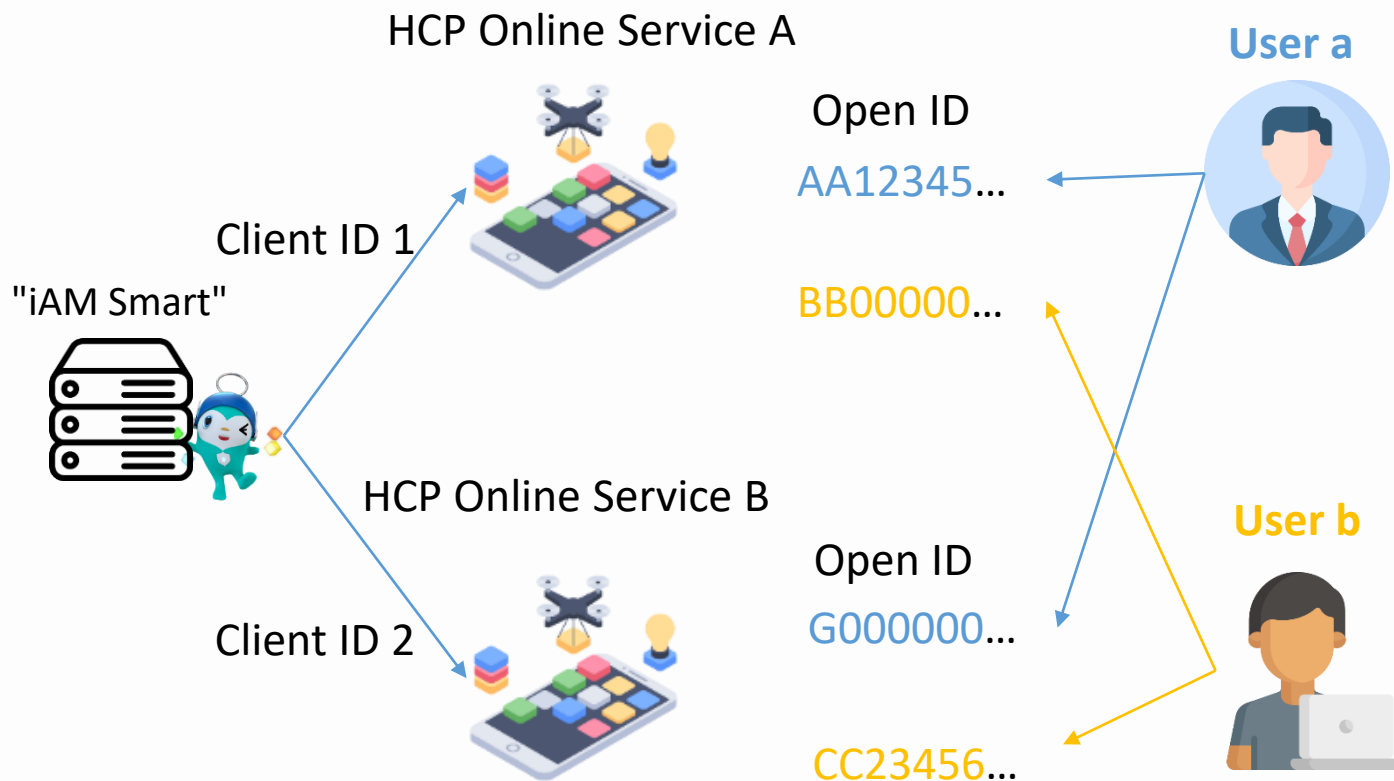
Key identifier in “iAM Smart”: Client ID



The Online service client identifier (Client ID) will be assigned to Online Service at the initial registration. Each RCHs (or institution group) should apply its own Client ID.



Key identifier in "iAM Smart": Tokenised ID (Open ID)



Each user will have a different tokenized identification code (Tokenized ID/Open ID) for different online services to protect user privacy. Users will not be tracked by different services because of "iAM Smart".



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User Flow

HCP Online Service Login Page

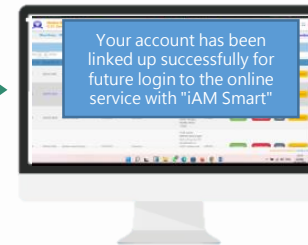
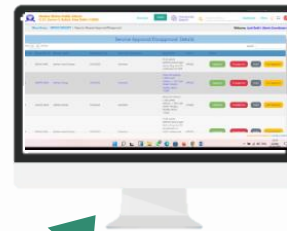
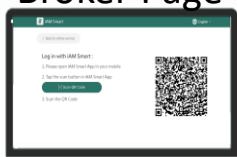
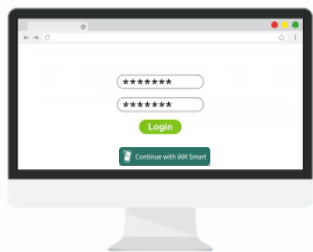
"iAM Smart" QR Page/
Broker Page

"iAM Smart" Authorisation Page

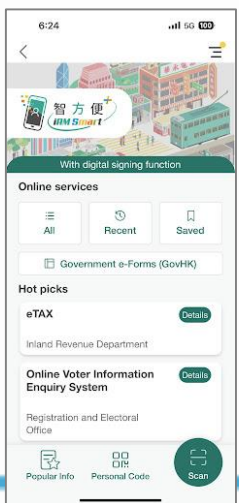
HCP Online Service Main Page

Page for user input account username & password for the link up

Display a message to inform the user that his/ her account has been linked up for the future login with "iAM Smart"



From "iAM Smart" APP



Open ID (tokenised id) found?

No

Create New Account/ Link up?

New Account

Form Filling API and complete account creation process

Yes

Link up existing account

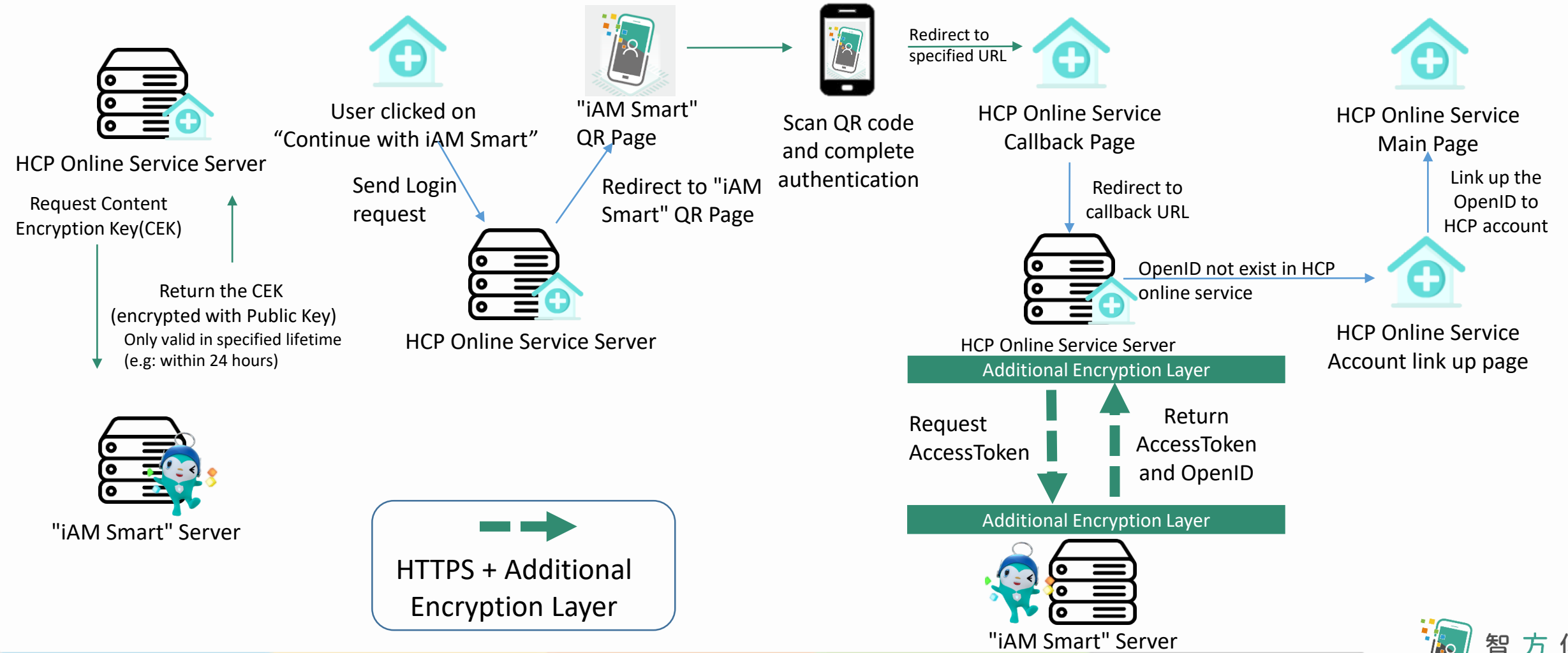


API Data Encryption and Decryption

- Communication channel between Online Service and "iAM Smart" System will be protected by HTTPS and additional layer of data encryption is added to further protect the data in transit.
- Encryption shall be applied for all API POST request (from Online Service) and callback (from "iAM Smart" System).
- Content Encryption Key (CEK) will be valid for a period of time after generation.
- Online Service application can request new encryption key after key expiration.



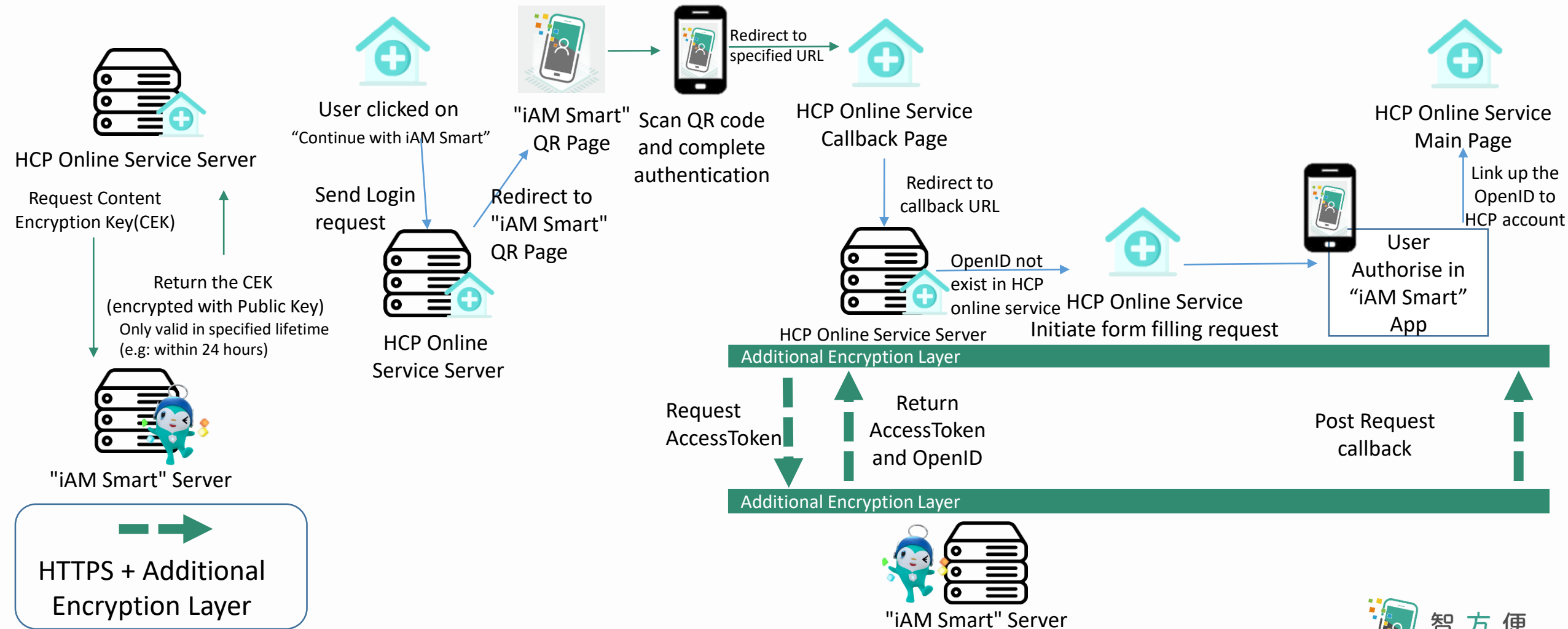
Use Case - Account Link up at Online Service Website





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Use Case - Account Link up at Online Service Website with HKIC no.





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“iAM Smart”

Sandbox Programme



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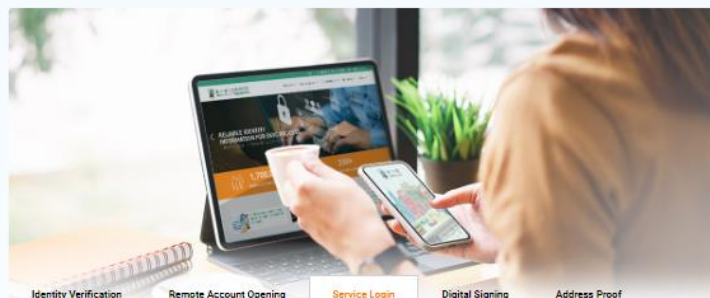
Sandbox Programme Website

- "iAM Smart" Use Cases
- Success Stories



<https://iamsmart.cyberport.hk/>

"iAM Smart" Use Case



Identity Verification Remote Account Opening Service Login Digital Signing Address Proof

"iAM Smart" provides an easy, secure and convenient method for users to login to online services

Bank of China Group Insurance Company Limited

Bank of China Group Insurance's web site has adopted "iAM Smart" for Identity Authentication, enabling customers to register as members, bind accounts and log in with identity authentication.

HK Electric, The Hong Kong and China Gas Company Limited, CLP Power Hong Kong Limited

Hong Kong Electric, Towingas and China Light and Power have adopted "iAM Smart" for login to their online services in an easy, secure and convenient manner.

China Life Insurance (Overseas) Co. Ltd

China Life Insurance (Overseas) Co. Ltd adopts "iAM Smart" as an additional login method for their mobile app users, after linking up with their original accounts without using username and password.

Hong Kong Life Insurance Limited

Hong Kong Life Insurance adopts "iAM Smart" as an alternative login method for their clients to easily manage their insurance policies without using username and password.

China Mobile Hong Kong Company Limited

China Mobile Hong Kong adopts "iAM Smart" as an additional login method for their MyLink users to check their bills anytime and anywhere.

Hong Kong Sanatorium & Hospital

Hong Kong Sanatorium & Hospital adopts "iAM Smart" as an additional login method for their HKSH Mobile App users to enjoy easy access to their medical reports.

Success Stories



Hang Seng Bank

Hang Seng Bank is the first financial institution in Hong Kong to adopt "iAM Smart", which can simplify the identity authentication procedure for a better customer experience.



Bank of China (Hong Kong)

Bank of China (Hong Kong) is the first financial institution in Hong Kong to adopt "iAM Smart" in mobile account opening service, allowing customers to access the services of their fingertips, thereby improving customer experiences.



FSMOne

FSMOne is the first online investment platform to adopt "iAM Smart" for mobile account opening. Through the authentication and "e-NIE" Form Filling function of the "iAM Smart", the FSMOne system can verify customers' personal information easily, hence expediting the application procedure.



China Mobile Hong Kong

China Mobile Hong Kong Limited has successfully integrated the "iAM Smart" to its customer service application, MyLink. This allows customers to check and settle monthly bills directly without the need to login with password, which improves the user experience.



Hong Kong Life Insurance

Hong Kong Life Insurance Limited is the first life insurance company to adopt "iAM Smart" authentication function for customer login and "e-NIE" form filling function for online insurance application.



Hong Kong Sanatorium & Hospital Group

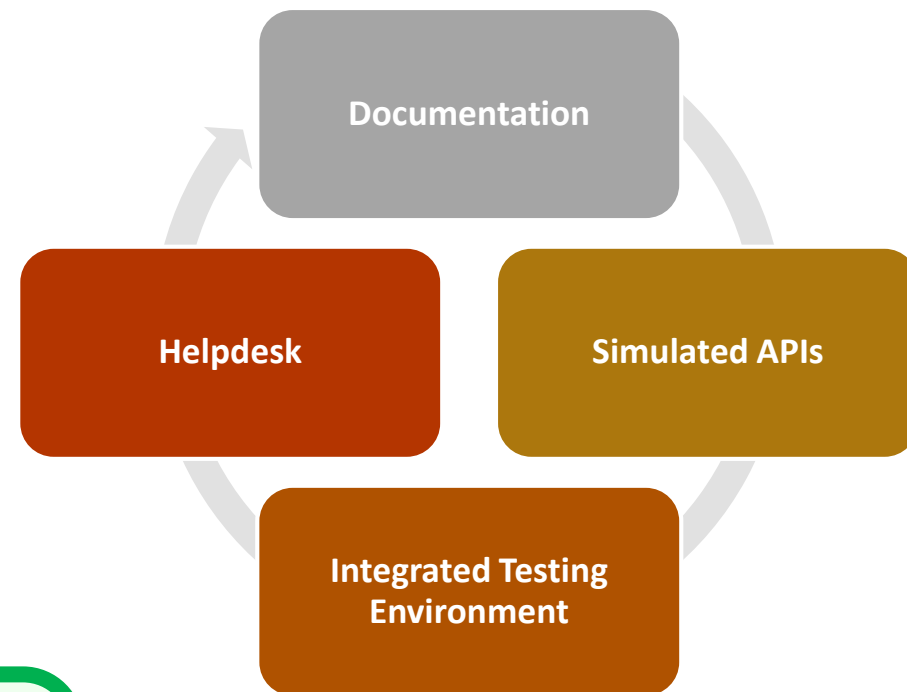
Hong Kong Sanatorium & Hospital Group's mobile app adopts "iAM Smart", allowing registered users to login to access their own medical records any time easily.



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"iAM Smart" Sandbox Programme

Cyberport partners with the DPO to set up the "iAM Smart" Sandbox Programme for supporting public and private organisations in developing "iAM Smart" enabled online services





Integration Plan Timeline for RCHs

The entire integration is divided into 4 main phases.

Design

- Understand the use of "iAM Smart"
- Understand the integration requirements

Understand "iAM Smart" and plan the integration

Development

- Submit application for accessing "iAM Smart" testing environment
- Work on the integration work with "iAM Smart" testing mobile App

Develop using the testing mobile app

Ready for Production Rollout

- Complete the video vetting process
- Submit Production application

Go-live application, conduct technical deployment and internal testing

System Security and Privacy Protection

Assessments that completed by independent assessor

1. Completion of Security Checklist Declaration
2. Privacy Impact Assessments Declaration

On-going maintenance

- Performing regular SRAA
- Renewal of applied certificates

Operation and Maintenance Work

Ensure the security of the System

Submit Completion of Security Checklist Declaration **every 2 years**

Sandbox Programme

Integrated Testing Environment

Production Environment

Production Environment (On-going Maintenance)



Apply "iAM Smart" Integrated Testing Environment (ITE)

Fill out the testing environment form

1. Fill in the online service information (ITE-01) and the Apple ID and Google Play accounts of the testers (for downloading the testing mobile app)
2. Fill in the use case and organizational background information (ITE-20)

Apply the Trial Cert

Apply the Trial Encipherment certificate issued by Hong Kong Recognised Certification Authority ("RCA") :

HongKong Post
email to enquiry@eCert.gov.hk
with Subject: "Trial e-Cert (Encipherment) for "iAM Smart" Pilot Testing"
accordingly
Or
Digi-Sign Certification Services Limited

Submit the testing environment application

Submit all the required documents and application form to Sandbox Team



Apply "iAM Smart" Production Environment

Preparation Work

1. Apply the Encipherment certificate from RCA
(Please reserve at least one month for the application)
2. Submit recordings to complete UI and workflow verification (at least 2 rounds)

Complete the security and privacy protection requirement

1. Completion of Security Checklist Declaration
2. Privacy Impact Assessments Declaration

Both documents must be completed and signed by an independent assessor. For details, please refer to the content of the documents.

*It is recommended to confirm the qualifications/position requirements early with the "iAM Smart" team.

* The independent assessor can be an external auditor from your organization or from the internal audit department.

Submit the production environment application

Submit all the required documents and application form to "iAM Smart" team (e.g. Business Registration Certificate, Completion of Security Checklist Declaration, Privacy Impact Assessments Declaration, etc.)



Reference Timeline of Integration

#	Item	Est. Lead Time
1	Contact the RCH to join the sandbox programme to (iamsmart@cyberport.hk)	N/A
2	Apply the required certificates (Trial & Production)	2 Weeks
3	Prepare the required documents and application form for the ITE application	2 Weeks
4	Provide the user journey to “iAM Smart” Team to ensure the UI and use case are complied with the requirement	1 Week
5	Development and Testing	3 Weeks
6	Proceed the Video Vetting & Complete the “Security Risk Assessment and Audit” and “Privacy Impact Assessments”	2 Weeks
7	Production application submission	2 Weeks
8	Production rollout preparation and arrangement	2 Weeks

Around 3 Months in Total



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Sandbox Programme Website

- IT Services Providers

IT Services Providers

Please find below a list of IT services suppliers which have provided services of system development, security risk assessment and audit (SRAA) as well as privacy impact assessment (PIA) for various "iAM Smart" adoption projects. The list aims to provide some references for consideration by online service providers in planning their "iAM Smart" adoption project.

Interested IT services suppliers which have provided the aforementioned services for "iAM Smart" adoption can contact us by email to iamsmart@cyberport.hk for enquiries relating to enrolment for inclusion in the list.

IMPORTANT: Enrolment for inclusion in the list does not imply any endorsement, or pre-qualification of a company or its services by the government.

System Development

Name of IT Services Supplier	"iAM Smart" Use Case	Contact Point	Email Address / Tel No.
Accentrix Company Limited	Service Login Digital Signing	Accentrix IT Consulting	sales@accentrix.com 3107 0980
Aisino Corporation	Service Login Form Filling Identity Verification Remote Account Opening	Frederick Ho	frederick.ho@aisino.com.hk 3104 0975
Armitage Technologies Limited	Service Login Identity Verification Remote Account Onboarding	Ambrose Wong	amwong@armitage.com.hk 2171 7868
ATech Communication (HK) Ltd	Service Login Form Filling Identity Verification	Atech Sales	enquiry@atechcom.net 2970 6010 / 3756 0078
Automated Systems (H.K.) Limited	Service Login Form Filling Digital Signing Remote Account Opening	John Liu / Chloe Tsang / Clayton Cheung	jlju31@asl.com.hk tsang5@asl.com.hk claytoncheung@asl.com.hk 9736 7792 / 9658 4056 / 9700 3067



<https://iamsmart.cyberport.hk/>



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SANDBOX
Programme



Website:

<https://iamsmart.cyberport.hk>

Email:

iamsmart@cyberport.hk

Hotline:

3166 3978



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Open Discussion



使用智方便

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Thank You!

