

New Ways of Working on a Collaboration Platform in the Government Statistical Service of Hong Kong, China

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We are in the era of Internet of Things which has enabled many new ways of working. People, processes, data and things are all connected to each other on network like never before. We have taken the opportunities to transform our business through the provision of a collaboration platform in the Government Statistical Service (GSS), which can connect people to knowledge, share work experiences, relate people to people, build better relationships, enhance operational efficiency and improve productivity. On the collaboration platform, knowledge portal, workspaces, collaboration, connectivity and learning are the core design themes. With the adoption of new technologies, colleagues can now work, collaborate, communicate, discuss, share and learn conveniently in workspaces without worrying about issues of the management of content, knowledge and tasks. Self-learning on the platform is strongly supported and promoted for capacity building of colleagues. In sum, a virtual environment is established to support new ways of working, with the ultimate goal of enhancing and rejuvenating the collective capability of the GSS.

Key Words: Knowledge workers, portal, virtual workspaces, connectivity, transformation, organisational learning