

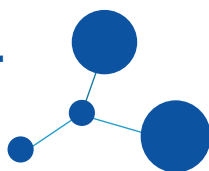
Highlights of the Year

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HKIRC is committed to serving the Internet community, promoting the use of .hk domain name across different sectors, as well as fostering an inclusive digital community with unabated effort. Over the course of the year, HKIRC held a number of activities and initiatives for .hk and .香港 domain names.

HKIRC New Corporate Identity and Revamped Website

HKIRC launched its new corporate identity with a refreshed logo and a revamped website in December, breathing new life and vitality to the .hk brand. Aiming to reflect the forward-moving momentum, growing sophistication of services and initiatives of HKIRC, the new branding ties in with its mission to promote Hong Kong as an inclusive, secure, innovative and international city for the Internet and encourages the use of Internet and the related technologies. Website contents have been rearranged under user-specific sections for the ease of navigation. The revamped HKIRC website adopts accessible features and responsive design, which effectively enhances user's web-browsing experience across different devices and aligns with HKIRC's on-going efforts in accomplishing digital inclusion.

IT System Advancement and ISO 27001 Certification Attainment

As the custodian of a critical Internet infrastructure in Hong Kong, HKIRC has to be at the cutting edge of developments related to the Internet domain name system. HKIRC is committed to remaining at the forefront of the Internet community through providing high-quality and professional services to all .hk/.香港 domain holders. HKIRC invested greatly on existing IT infrastructure to further enhance its service quality, security, stability and performance, including DNSSEC deployment, network and system upgrades, and more.

This year also marks a critical milestone for HKIRC. HKIRC has been awarded the ISO 27001 certification of the International Organization for Standardization (ISO) after its Information Security Management System had passed the relevant certification audit. The attainment of the ISO certification is an affirmation to the comprehensive enhancement of the services and information security management HKIRC provides. The HKIRC team is fully committed to ensuring that staff members handle customer information in accordance with the industry best practice.

年度匯聚：

HKIRC致力服務互聯網社群，推動不同界別使用.hk域名，並不懈培養數碼共融社群。年內，HKIRC為.hk及.香港域名舉辦多項活動及舉措。

HKIRC全新品牌形象及新網站

HKIRC於12月推出全新的公司標誌及更新網站，以配合全新品牌形象，為.hk品牌注入新生機、新活力。全新品牌呈現了HKIRC日益完善的服務、多元化的倡議以及不斷求進的動力，同時緊扣營造香港成為網絡共融、安全及創新的國際城市，並鼓勵使用互聯網及相關科技的使命。網站內容已經按照用戶群加以重新整理並歸類，以便用戶瀏覽。新版網站設計承接HKIRC持續推動數碼共融的努力，採用無障礙設計元素及「響應式網頁設計」(responsive design)，有效提升用戶使用各種裝置瀏覽網頁時的體驗。

資訊科技系統推陳出新榮獲ISO 27001認證

作為掌管香港互聯網重要基礎設施的機構，HKIRC須走在互聯網域名系統相關發展事宜的最前端。HKIRC透過向所有.hk/.香港域名持有人提供優質及專業服務，走在互聯網社群的前列。HKIRC在現有的資訊科技基建投入大量資金，進一步提升服務質素、安全性、穩定性及表現，包括啟動安全網域名稱系統(DNSSEC)、網絡及系統升級等。

今年對HKIRC而言亦是一個關鍵里程碑。HKIRC成功通過資訊安全管理系統認證審核，榮獲資訊安全ISO27001認證。取得ISO認證肯定了HKIRC在資訊安全管理及服務上一致力臻完善的努力成果。HKIRC團隊將繼續致力遵循行業最佳典範，為客戶提供服務。

2019 Digital Marketplace Seminar – “The Rise of an Era: IoT and Cyber Security”

The 11th Digital Marketplace Seminar (DMP) was held successfully on 28 August 2019. Themed “The Rise of an Era: IoT and Cyber Security”, the seminar discussed the market prospects of Internet of Things (IoT) on the lifestyle of consumers and the business model of merchants, as well as explored the cyber security challenges and opportunities associated with IoT usage.

Experts from ASTRI, Forcepoint, KPMG, Microsoft, PwC, SmarTone, Towngas, The Hongkong and Shanghai Hotels and UDomain were invited to speak on interesting user-case of different industry sectors during the seminar. Around 400 participants gathered to share first-hand insights and the latest development of IoT.

DMP Survey – “Internet of Things – Users’ Awareness of Security”

To explore the market prospects of IoT technology adoptions in Hong Kong, including the public perceptions, user behaviours and experience, an online survey was conducted on commission with the Internet Society Hong Kong in July 2019. Over 600 complete responses from local enterprises and individuals have been collected successfully, with around half of the company respondents have leveraged IoT devices in the business settings and over 60% of individual respondents have used IoT devices.

The survey revealed that although IoT products have long been largely attainable among the general public and enterprises, both parties showed limited awareness of IoT-associated security issues. More than 20% company respondents and about 40% of individual respondents suspected that they might have experienced data breach on their IoT devices, reflecting that there is a need to strengthen the awareness and public education of IoT security expeditiously.

2019年數碼市場研討會 –「科技時代崛起：物聯網與網絡安全」

第11屆數碼市場研討會(DMP)於2019年8月28日圓滿舉行。該研討會以「科技時代崛起：物聯網與網絡安全」為主題，討論物聯網(IoT)在顧客生活方式及商戶商業模式的市場前景，並探討物聯網使用帶來的網絡安全挑戰與機遇。

該研討會雲集來自香港應用科技研究院、Forcepoint、畢馬威、微軟、羅兵咸永道、數碼通、香港中華煤氣、香港上海大酒店以及UDomain的專家，並就不同行業的有趣用戶個案發表演講。約400名與會者齊聚一堂，分享物聯網的第一手見解及最新發展。

數碼市場調查 –「物聯網與網絡保安」

為探索物聯網技術在香港採用的市場前景、公眾看法、用戶行為及體驗，HKIRC委託香港互聯網協會於2019年7月進行網上調查。並成功收集了逾600份來自企業及個人問卷，其中近半成企業受訪者表示所屬公司業務上已應用物聯網設備，而逾六成個人受訪者已使用物聯網設備。

調查顯示，縱然市民及企業早已接觸物聯網產品，卻對產品保安認知有限。逾兩成企業受訪者及近四成個人受訪者表示懷疑使用物聯網設備時曾經數據外洩，反映出有必要盡快加強對物聯網安全意識及公眾教育。



Best .hk Website Awards 2019

Aiming to bolster creativity, foster adoption of best practices and raise awareness on web accessibility in website development, HKIRC has been organising the Awards since 2009 to applaud and recognise websites with remarkable designs and comprehensive functionality. This year's competition garnered around 350 entries under four streams: "Commercial", "Non-Commercial", "Government Department" and "Legislative Council member". The award winners were meticulously selected by a judging panel comprising of industry veterans and thought leaders. Website entries have been rated on overall website design and functionality, engagement, use of social media, and accessibility. These elements are essential for enabling the participating companies or organizations to achieve service excellence, as well as benefiting the local online community as a whole.

HKIRC SME In-depth Website Security Scan Services and Cyber Security Seminar Series

Cyber-attacks have been significantly on the rise worldwide, and at the same time the nature of cyber security incidents and method of targeting potential victims have been getting more sophisticated. Locally, data privacy and cyber security issues continue to make headlines from time to time, putting business and organization of all sizes at risk. In view of these observations, HKIRC introduced the free SME In-depth Website Security Scan Services in June to foster a safer Internet environment. Aiming to assist SME .hk users in identifying and mitigating website security issues, promote security awareness among SMEs and to share cyber security best practices, HKIRC would provide a detailed website security scan report to programme applicants, to be followed by a conference call consultation session to explain the report and pinpoint areas of improvement.

Cyber Security Seminars were also held on a monthly basis during August to December, with themes addressing e-commerce security, cyber-attack and prevention, cloud services and platform migration, and web security. Industry experts and business partners such as KPMG, PwC, HKCERT, Alibaba Cloud, AWS, Towngas Telecom, CSC, Speedy Group and UDomain were invited to speak on the proposed topics. The seminar series serves as an on-going initiative to educate .hk members and users on knowledge and latest trends on cyber security issues.

2019年度最佳.hk網站獎

自2009年起，HKIRC一直以鼓勵創意、促進業界遵循網頁設計最佳典範及提升大眾對無障礙網頁設計的認識為目標，承接歷屆成果舉辦「最佳.hk網站獎」，嘉許及讚揚設計出眾、功能齊備的網站。本年度獎項共獲近350個網站報名參與，角逐入圍四大組別獎項，分別為「商業」、「非商業」、「政府部門」及「立法會議員」網站。各組別的獲獎網站均經由業界專家及領袖組成的評審團進行嚴謹篩選，在競爭激烈的情況下脫穎而出。參賽網站會就網站整體設計及操作、互動投入性、善用社交媒體及無障礙網頁進行評審。四項元素的應用至關重要，有助於參賽公司或機構提供卓越服務予客戶，乃至惠及本地互聯網社群的整體需要。

HKIRC中小企網站安全掃描服務及網絡安全研討會系列

網絡攻擊在全球顯著上升，與此同時，網絡保安事故的性質及針對潛在受害者的方法也變得更精密。本地數據私隱及網絡保安問題仍不時成為頭條新聞，令企業及機構不論大、小均面臨風險。有見及此，HKIRC於6月推出免費中小企網站安全掃描服務，營造更安全的網絡環境。HKIRC為計劃申請者提供詳細的網站安全掃描報告，協助中小企.hk用戶識別及減輕網站安全問題，提高中小企的安全意識及分享網絡保安最佳實踐，並以電話解釋報告內容及指出需改善的地方。

於8月至12月期間，HKIRC每月均舉行網絡安全研討會，主題包括電子商貿安全、網絡攻防、雲端服務及平台遷移以及網絡保安。來自畢馬威、羅兵咸永道、香港電腦保安事故協調中心、阿里雲、AWS、名氣通電訊、CSC、環速集團及UDomain等行業專家及商業合作夥伴應邀就擬議的主題發言。該系列研討會為一項持續計劃，旨在教育.hk會員及用戶有關網絡保安的知識及最新趨勢。

Web Accessibility Recognition Scheme

With the aim to recognise local enterprises and organisation for adopting accessibility design in their websites and mobile applications, the “Web Accessibility Recognition Scheme 2018-2019” was organised by HKIRC, with the Office of Government Chief Information Officer (OGCIO) acting as co-organiser, and with the Equal Opportunities Commission (EOC) as an independent advisor. An award presentation ceremony was held in January 2019 to commend organisations for their ongoing dedication and contribution to accomplish digital inclusion locally. To encourage enterprises and organisations of all sizes to enroll in the scheme, the Friendly Website, and Friendly Mobile App categories were added to each stream for this year, providing entry-level recognition for young enterprises and organisations. Not only the good coding practices of web accessibility design allow online services easier to maintain, it also narrows the digital divide between those with special needs and the general public, building a caring and inclusive society.

iStudent Programme

To promote the use of .hk domain names as well as proper use of the Internet among younger generation in Hong Kong, HKIRC has been running the iStudent Programme since 2018, sponsoring free .idv.hk domain names for 3 years to local students. Some schools are incorporating website building into their ICT curriculum, while some encourage students to create their own personal online presences to express themselves and unleash their creativity and potential.

Expert Knowledge Sharing and Support for Other Industry Events and Associations

Being the administering organization of a critical Internet infrastructure of Hong Kong, HKIRC has long been devoted to promoting the usage of Internet-related technology and its best practices to improve the overall connectivity and security of .hk landscape. Over the course of the year, HKIRC participated in various speaking opportunities to share the company's views on Internet security risks with regards to domain names, and to promote awareness on DNS and web security. Through the active participation in seminars, conferences and sharing groups, HKIRC has developed a close relationship with experts and associations in various industry sectors, including the Association of I.T. Leaders in Education (“AiTLE”), Cyberport, the Hong Kong Council of Social Service (“HKCSS”), the Hong Kong Retail Management Association, the Internet Economy Summit, Cloud Expo Asia, Speedy Group, and more.

無障礙網頁嘉許計劃

HKIRC主辦「2018至2019年度無障礙網頁嘉許計劃」，旨在表揚於網站及流動應用程式中採用無障礙設計的本地企業及組織，政府資訊科技總監辦公室(OGCIO)及平等機會委員會(EOC)分別擔任協辦機構及獨立顧問。頒獎典禮於2019年1月舉行，旨在表揚及感謝各企業持續為本地數碼共融付出努力。今年在各大組別下增設「友善網站／流動應用程式」嘉許級別提供入門級認證予年青企業與機構，以鼓勵本港更多不同規模的企業及組織參與其中。採用良好的無障礙網頁設計編碼準則不僅令網上服務更易管理，亦收窄有特殊需要人士與大眾之間的數碼鴻溝，協助建立關懷共融的社會。

iStudent計劃

HKIRC自2018年起推行iStudent計劃，旨在向香港年輕一代推廣使用.hk域名及鼓勵互聯網的適當運用，資助本地學生3年免費使用.idv.hk域名。有些學校現正將建立網站納入其資訊科技及通訊(ICT)課程，亦有學校鼓勵學生創建個人網上平台，以表達自己的意見及發揮創造力及潛力。

專業知識分享及對其他行業活動及協會的支持

HKIRC作為香港重要互聯網基礎設施的管理機構，長期以來一直致力於推廣使用與互聯網相關的技術及最佳實踐，以改善.hk環境的整體連通性及安全性。年內，HKIRC屢獲邀請參與多個講座，分享公司對互聯網域名安全風險的意見，並推廣網域名稱系統(DNS)及網絡安全的認識。HKIRC透過積極參加研討會、高峰會議及交流小組與不同行業的專家及協會建立密切關係，包括資訊科技教育領袖協會(AiTLE)、數碼港、香港社會服務聯會(HKCSS)、香港零售管理協會、互聯網經濟峰會、Cloud Expo Asia、環速集團等。

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HKIRC further supported various industry events and associations by sponsoring .hk domain names for startups and youth sectors, encouraging them to make good use of online platform to build their unique web presence and grow their e-businesses. Beneficiaries included Cyberport incubatees, Hong Kong Social Enterprise Challenge, Hong Kong Science and Technology Parks TecOne incubates and Microsoft Startup.

Regional and International Co-operation

As the custodian of a critical Internet infrastructure in Hong Kong, HKIRC has to be at the forefront of developments related to the Internet domain name system. Involvement in regional and international fora of the domain name industry is an important task of HKIRC, ensuring to adopt the global best practice on effectively managing Internet domain name resource and respond to the constantly evolving market needs timely.

• ICANN

Internet Corporation for Assigned Names and Number ("ICANN") is a non-profit-making multi-stakeholder organization headquartered in Los Angeles. Its primary mission is to maintain the security and stability of the Internet Protocol addressing and Internet domain name system, and to administer the allocation of Internet Protocol addresses and top-level domains. HKIRC has sent delegates to attend the ICANN 64 meeting held in Kobe, ICANN 65 meeting held in Marrakech and ICANN 66 meeting held in Montreal to keep abreast of the global Internet policy development. HKIRC staff also participated in different working groups such as ccNSO (Country Code Names Supporting Organisation) of ICANN.

• CDNC

Chinese Domain Name Consortium ("CDNC") is an independent non-profit organization to facilitate the communication and coordination regarding the technical standards and policies of the Chinese Domain Name System. It was founded by CNNIC (China Internet Network Information Centre), TWNIC (Taiwan Network Information Centre), HKIRC and MONIC (Macao Network Information Centre) in 2000. With the help of language experts in Hong Kong, Taiwan and the mainland China, more Hong Kong characters will be made available for domain registration. Moreover, with the concerted effort by CDNC members, increasing email servers in the world can now support email address configured in Chinese language. CDNC members will keep on working together to promote the adoption of Chinese domain name globally. HKIRC attended the CDNC meeting in Taipei in September 2019.

HKIRC亦透過向初創公司及年青界別贊助.hk域名，進一步支持各行業活動及協會，鼓勵他們善用網上平台，建立其獨一無二的網絡形象並發展其電子商務業務。受惠者包括數碼港培育計劃、香港社會企業挑戰賽、香港科技園TecOne培育計劃及Microsoft Startup社群。

地區及國際合作

作為掌管香港互聯網重要基礎設施的機構，HKIRC須走在互聯網域名系統相關發展事宜的最前端。為確保採用全球高效管理互聯網域名資源的最佳實踐，及時響應不斷變化市場需求，參與地區及國際域名論壇是HKIRC不可缺少的重要任務。

• ICANN

互聯網名稱與數字地址分配機構(ICANN)，總部設於洛杉磯，為一家非牟利機構，其成員包括多方持份者。ICANN的主要使命是維護網際網路協定位址(IP Address)及域名系統的安全及穩定運作，以及編配IP address及頂級域名等工作。HKIRC派出代表出席在神戶市舉行的ICANN64屆會議，馬拉喀什舉行的ICANN65屆會議及在蒙特利爾舉行的ICANN66屆會議，了解全球互聯網政策發展的最新情況。HKIRC員工亦有參加各種ICANN工作小組，如ccNSO(國家域名支持組織)。

• CDNC

中文域名協調聯合會(CDNC)是一家獨立及非牟利組織，旨在促進中文域名系統技術標準及政策的溝通及協調。聯合會由CNNIC(中國互聯網絡信息中心)、TWNIC(財團法人台灣網路資訊中心)、HKIRC及MONIC(澳門互聯網絡資訊中心)於2000年共同成立。在香港、台灣及中國內地語言專家的幫助下，更多的香港字符獲應用於域名註冊。此外，在CDNC成員的共同努力下，全球越來越多的電郵伺服器如今可支援中文電郵地址。CDNC成員將繼續努力推動全球採用中文域名。HKIRC出席了2019年9月在台北舉行的CDNC會議。

- **APTLD**

Asia Pacific Top Level Domain Association (“APTLD”) is a regional body consisting of the ccTLD managers in the Asia Pacific region. Its mission is to facilitate exchange of knowledge and experience to help ccTLD managers achieve world best practices. HKIRC has been supporting continuously part of the secretariat work of APTLD. Delegates of HKIRC attended APTLD76 meeting held in Malaysia in September 2019.

- **APIRA**

Asia Pacific Internet Research Alliance (“APIRA”) is a non-profit organization aiming to enhance communication and the sharing of result amongst Asia Pacific region on the Internet information, deepen the research on statistical techniques of the Internet information, facilitate the cooperation among Asia-Pacific countries and regions on the Internet information. Its members include CNNIC, Korea Internet Security Agency (“KISA”), TWNIC, Malaysian Communications and Multimedia Commission (“MCMC”), Macao Association for Internet Research, City University of Hong Kong, and more. HKIRC attended the APIRA meeting held in Taipei in December 2019 and presented the survey result of Internet of Things usage habits and situation in Hong Kong with the fellow APIRA members.

- **The World Internet Conference**

The World Internet Conference, also known as the Wuzhen Summit, is an annual event organized by the Cyberspace Administration of China since 2014 to discuss key global Internet issues and governance. The 6th World Internet Conference was held in October, with the theme being “攜手構建網絡空間命運共同體--Building a Community with a Shared Future in Cyberspace”. The summit was supported by the United Nations Department of Economic and Social Affairs, the International Telecommunication Union and other key players in the Internet fora. The conference touched on hot topics such as 5G technology, AI, fintech, cross-regional Internet trends and policies steering, and more. HKIRC was invited to attend the Summit as one of the delegates representing Hong Kong.

- **APTLD**

亞太區頂級域名組織(APTLD)為一家區域性組織，其成員來自亞太區的國家頂級域名(ccTLD)管理層。APTLD的使命是促進區內管理者的知識及經驗交流，以達至世界級的管理水平。HKIRC亦有一直支持有關APTLD的秘書處工作。於2019年9月，HKIRC派代表出席在馬來西亞舉行的APTLD76屆會議。

- **APIRA**

亞太區互聯網研究聯盟(APIRA)為一家非牟利組織，旨在提升亞太區互聯網資訊的溝通及成果共享，深化互聯網資訊統計數據技術的研究，並促進亞太國家及地區間互聯網資訊的協調。APIRA成員包括中國互聯網信息中心(CNNIC)、韓國互聯網振興院(KISA)、財團法人台灣網路資訊中心(TWNIC)、馬來西亞通訊及多媒體部(MCMC)、澳門互聯網研究學會及香港城市大學等。於2019年12月，HKIRC出席了在台北舉行的APIRA會議，於會上與APIRA成員分享香港物聯網使用習慣及狀況的調查結果。

- **世界互聯網大會**

世界互聯網大會（亦稱烏鎮峰會）是國家互聯網信息辦公室自2014年以來組織的年度活動，討論全球關鍵的互聯網問題及管治。第6屆世界互聯網大會於10月舉行，主題為「攜手構建網絡空間命運共同體—Building a Community with a Shared Future in Cyberspace」。峰會由聯合國經濟和社會事務部、國際電信聯盟及互聯網大會其他主要參與者支持。會議涉及5G技術、人工智能、金融科技、跨區域互聯網趨勢及政策指引等熱點話題。HKIRC應邀以香港代表之一的身份出席峰會。

Highlights of the Year 年度匯聚

Key Milestones of HKIRC in 2019

HKIRC 2019年關鍵里程碑

Web Accessibility Recognition Scheme
無障礙網頁嘉許計劃



Best .hk Website Awards
最佳 .hk 網站獎



Annual General Meeting 2019
週年大會2019



Digital Marketplace Seminar (DMP)
數碼市場研討會(DMP)



"Internet of Things – Users' Awareness of Security" Survey
「物聯網與網絡保安」調查結果公佈



HKIRC Cybersecurity Seminar 2019
HKIRC 網絡安全研討會 2019



HKIRC Unveils New Corporate Identity and Revamped Website
HKIRC全新品牌形象及新網站

