電子印花系統正在開發之中
E-levy system under development

旅遊業賠償基金管理委員會秘書處　TICFMB Secretariat

設計及建立電子印花系統的工作已於今年四月正式展開。

The design and development of an e-levy system officially began in April this year.

旅遊業賠償基金管理委員會經過全面的可行性研究後，於二零一三年通過決議建立網上電子印花系統，並按政府程序在二零一四年公開招標。管理委員會審核過各個標書後，將設計及建立電子印花系統的工作判予德勤企業管理咨詢(香港)有限公司，雙方並於二零一五年四月簽訂協議，開展系統的建立工作及其後七年的保養維護服務。

電子印花系統將為旅行代理商、議會、管理委員會以至旅客提供一個電子平台，讓旅行代理商透過系統直接按法例要求就旅客所支付的外遊費繳交徵費，在網上增加電子印花戶口內的金額，並且透過系統辦理已繳印花的退款申請；旅客更可透過系統於網上複查旅行代理商是否已就其交易繳交徵費，使其獲得旅遊業賠償基金保障。

在設計和建立有關系統上，德勤採用了PRINCE作為項目管理方法。PRINCE全名為PRojects IN Controlled Environments (於監控環境下的項目)，源於英國政府為推行資訊科技項目而訂定的管理標準。PRINCE把項目劃分為多個管理階段，旨在使項目善用資源，被有效監控，並在嚴密組織下進行。時至今日，PRINCE不僅是英國各類型項目的管理標準，更已迅速發展成為國際標準。

按照PRINCE的工作領域框架，電子印花項目分四個階段：(一)項目啟動；(二)系統分析與設計；(三)系統製作與整合；以及(四)系統試運及維護。德勤現已完成第一階段的工作，而在第二階段，議會以及旅行代理商代表將參與項目的工作。管理委員會會不時透過議會公佈項目的功能、進度以及發展。

The Travel Industry Compensation Fund Management Board (TICFMB), after carrying out a comprehensive feasibility study, adopted a resolution in 2013 to set up a web-based e-levy system, and then in 2014 conducted an open tender exercise in accordance with government procedures. After assessing all the tenders, the TICFMB awarded the project to design and develop an e-levy system to Deloitte Consulting (Hong Kong) Limited, and both parties signed an agreement in April 2015 for the development of the system and its maintenance and support services for seven years afterwards.

The e-levy system will provide an electronic platform for travel agents, the TIC, the TICFMB and travellers. Travel agents can directly make through the system legally required levy payments in relation to the outbound tour fares paid by travellers, increase the amounts in their e-levy accounts online, and apply through the system for a refund of the levies paid; and travellers can check online whether their travel agents have paid the levies concerning their transactions in order to have protection under the Travel Industry Compensation Fund.

As far as the design and development of the system are concerned, Deloitte has adopted PRINCE, which stands for PRojects IN Controlled Environments, as its method of project management. PRINCE, originally a UK Government standard for implementation of IT project management, breaks down a project into several stages in order that the project can properly use resources, be subject to effective monitoring, and be implemented according to well-organised planning. Nowadays, not only has PRINCE become the standard of various kinds of project management in the UK, it has also quickly developed into an international standard.

According to the framework of PRINCE, the e-levy project is broken down into four stages: (1) initiation, (2) analysis and design, (3) development and integration, and (4) test runs and maintenance. The first stage of work has already been completed by Deloitte, and representatives of the TIC and travel agents will take part in the work during the second stage. The functions, progress and development of the e-levy system will be published from time to time through the TIC.