

公務員優質服務獎勵計劃 2017
Civil Service Outstanding Service Award Scheme 2017



GOLD Prize Departmental Service Enhancement Award (Small Department Category)

GOLD Prize Team Award (Internal Service) – Big Data Analysis and Decision Support

BRONZE Prize Best Public Image Award

BRONZE Prize Team Award (Specialised Service) – MUSE (Media Unit for Service Enhancement) Team

The Observatory Won Four Awards in the Civil Service Outstanding Service Award Scheme

This year, the Hong Kong Observatory won two gold prizes and two bronze prizes in the Civil Service Outstanding Service Award Scheme. The Observatory team was highly motivated by the adjudicators noting that the Observatory, “continuously explores new frontiers, improves its services and provides timely responses.” while the big data system, “has reduced costs significantly and improved work efficiency. It is designed to support the specific requirements of the colleagues and retains valuable knowledge of weather forecasting.”



Mr Shun Chi-ming, Director of the Observatory (left), was presented with the Departmental Service Enhancement Award (Small Department Category) by Hon Kwok Wai-keung, JP (centre).

Gold Prize of the Team Award (Internal Service)

With an unrelenting commitment to excellence, the Observatory addresses the challenges posed by big data through its innovative use of technology. In order to effectively process and display a vast amount of weather information and support the operation of the Central Forecasting Office, the Observatory launched a series of services in the past two years, including the award-winning Intelligent Meteorological Monitoring Assistant and the Integrated Information Display System. The Intelligent Meteorological Monitoring Assistant is an innovative, expert system developed by the Observatory to process big data on weather, and provide appropriate practical guidelines for forecasters based on their varied needs.

The Integrated Information Display System is a display platform made specifically for the Central Forecasting Office. Comprising a large, high resolution touch screen, the display platform can illustrate weather information in various formats. It supports weather reporting and related analysis.



As proof of the high popularity and usage of the services provided by the Observatory, in 2016 there were over 100 billion page views of the online information services provided on the Observatory's website, and especially through the MyObservatory mobile app. With ongoing growth in popularity, the total page views is expected to exceed 150 billion this year.



The "Integrated Information Display System" integrates various weather information in one platform.

With a wide range of needs from across the community, the Observatory has launched a variety of special services, and has designed a one-stop portal to provide information on the latest weather conditions. For example, the "Weather Information for Outdoor Photography" webpage is targeted at dedicated photographers, while "Hong Kong Weather Information for Tourists" allows tourists and travel industry practitioners to easily plan for trips. Both are well received by the public.