



Digital Policy Office
數字政策辦公室

Hong Kong's AI Ecosystem Empowering the Future

Youth Ambassadors Programme 2026

co-organised by the Home and Youth Affairs Bureau and the Youth Development Commission



12 September 2026

AI-generated image

What is Agentic AI? Why should you care?



Market Opportunities

- **National Policy:** accelerating **AI Agents** to deepen “**AI+** ” **Initiative**
- **HK Economic Benefits:** **HKD 290B** by 2030
- **China Economic Impact:** **26% boost in** GDP by 2030
- **New entrepreneurship:** “**One Person Company**”



Core Benefits

- **Autonomous Execution**
- **Real-Time Intelligence**
- **Proactive Assistance**



Top-level Steer

Inter-Departmental Working Group to Review Legislation to Support Wider Application of AI



Led by DoJ aimed to modernize the legal framework to establish a facilitative yet properly controlled legal environment for AI development in HK

Committee on AI+ and Industry Development Strategy



Led by Financial Secretary
Formulate strategic directions and promote the “AI+” initiative across various sectors in HK

AI Efficacy Enhancement Team



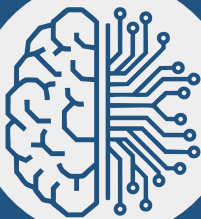
Led by the Deputy Chief Secretary for Administration to co-ordinate, steer, and accelerate AI adoption and process re-engineering across government departments

What are the Roles of the Digital Policy Office (DPO)?

Formulating AI
Governance
Frameworks and
Guidelines



Promoting
Responsible
Application of AI
in Hong Kong



Providing support
for government
departments to
drive “AI+”
transformation of
public service



Promoting AI
Literacy across
the Community



Proactively Aligning with the National 15th Five-Year Plan (2026-2030)

AI+

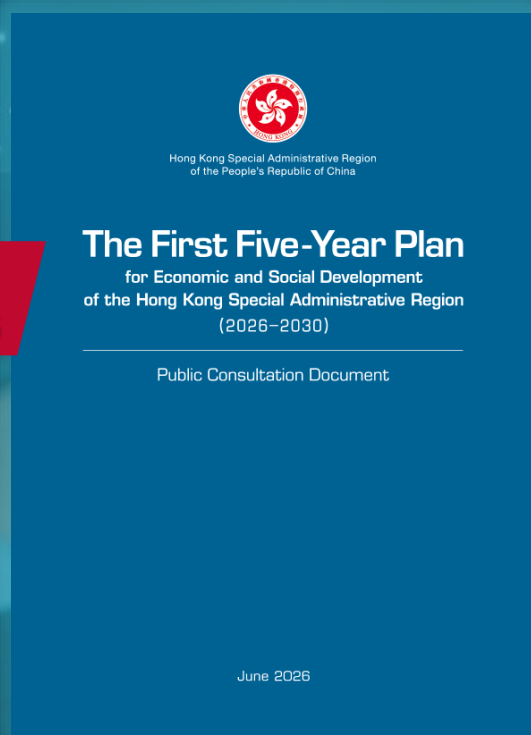


Finance+

2025. 2026



To be announced
16 September 2026



Hong Kong's First Five-Year Plan



Deepen “AI+” and Digital Transformation



Accelerate the development as
International I&T Centre



Advance the Northern Metropolis and
cross-boundary I&T platforms



Cultivate and attract High-Calibre Talent

What is Hong Kong actually doing for AI+?

AI for All Inclusive Programme

Digital Infrastructure

AI Governance

Research &
Development

Empowering Public Services

“AI for Industries”
“Industries for AI”

AI

Strengthening Computing Infrastructure

- ▶ AI Supercomputing Centre (3,000 PFLOPS)



- ▶ AI Subsidy Scheme



Local
Institutions



R&D Centres



Enterprises



Government
B/Ds

- ▶ Sandy Ridge Data Facility Cluster (250 000 sq.m. GFA) to provide 180,000 PFLOPS by 2032



AI Research and Development

5 Major Functions

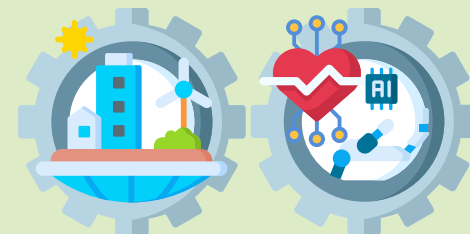
Advancing Frontier Research



香港人工智能
研發院 **AIRDI**
Hong Kong Artificial Intelligence Research and Development Institute

Commence operation in
the second half of **2026**

Promoting
integration of AI
with key sectors



Providing Policy
Recommendations



Facilitating
International
Exchange



Enhance public
awareness and AI
literacy

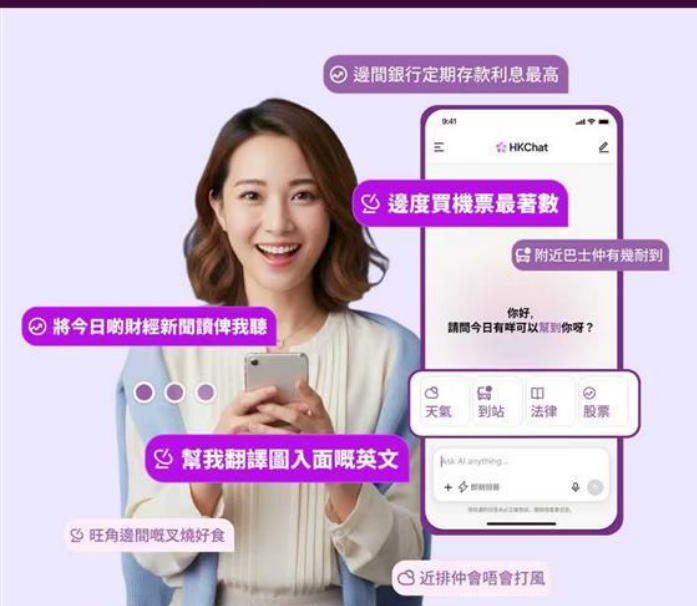




香港生成式人工智能研發中心
Hong Kong Generative AI
Research & Development Center

Hong Kong's Locally Developed AI Model

Over 750,000 users of HKChat



AI Buddy for
Hong Kong
Citizens



HKGAI-V3

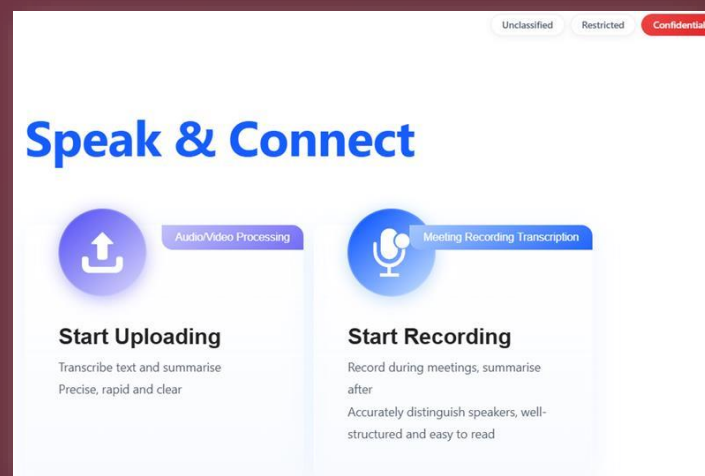
Hong Kong Large
Language Model
Launched in June 2026



AI generated

★ LATEST DEVELOPMENT

Deployed on the **Government Private Cloud** to support the handling of **classified information**



How to enable AI+ Transformation of Public Services?



1823

Leveraging AI to enhance 1823 Service

Handling 7.5 million enquiries and complaints a year

➤ Prioritisation of Departments' Replies



Automatically identify cases requiring priority handling



A few hours

➤ Email Extraction



Automatically extract case data on specific topics



30%

Manual data entry time

➤ Call Assistant



Transcribe phone conversations in **real-time** and auto-generate case summaries

↓ 15%

After-call work time

➤ Dashboard



Visualise consolidated data of cases related to people's livelihood on a dashboard

Trends, risks, and abnormality



Launching New “iAM Smart” AI Assistant

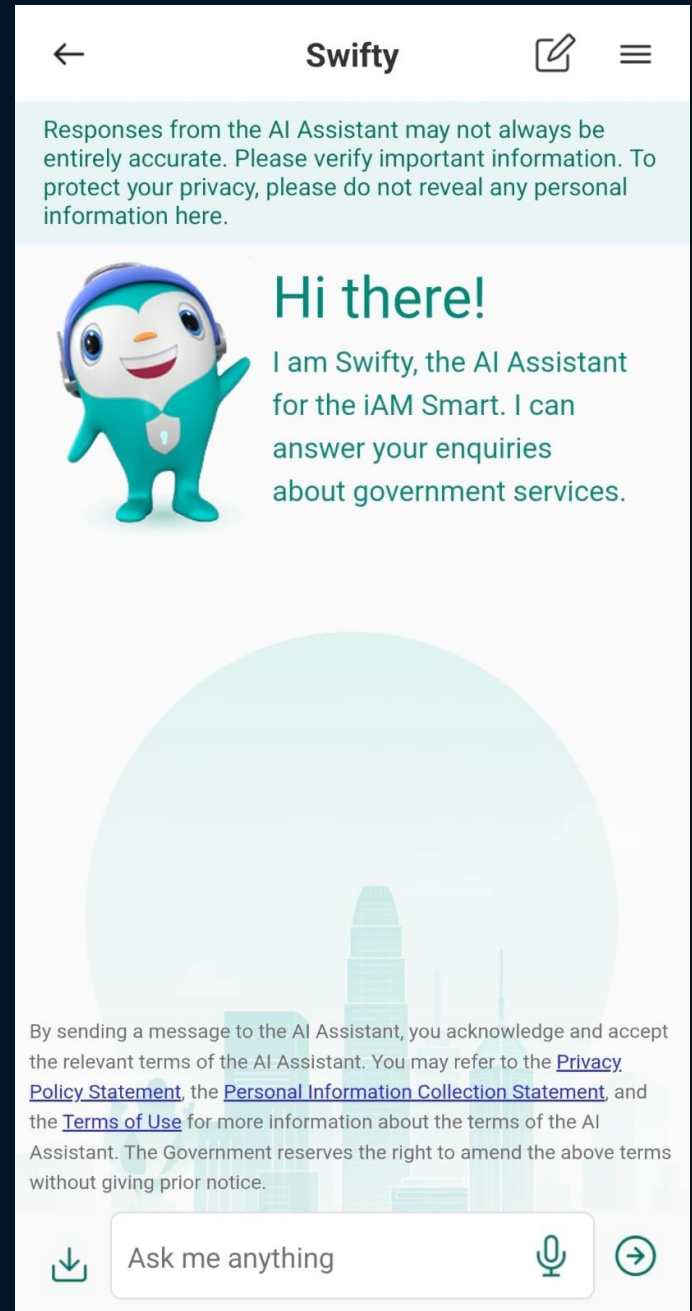
**HK E-Governance
Project of the Year -
Smart Government
award at Asia Pacific
GovMedia Awards 2026**



AI Assistant
to launch by end 2026



-  **Answer major government-related inquiries**
-  **Provide public service assistance and guidance on various application procedures**
-  **Delivers real-time information sourced from official channels.**



AI Agents



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■ CONTROLLED NEXT STEP

AGENTIC WORKSPACE PILOT

TRIAL SCHEDULE

Q4 2026

01 Human judgement retained

Supports internal operations; does not replace human judgement.

02 Progressive, defined scope

Introduced gradually with clear boundaries and no direct citizen services.

03 Safety before scale

Comprehensive safety assessment and testing before wider adoption.

PILOT · EVALUATE · LEARN · SCALE

3. Agentic AI

Handling complex tasks
Highly scalable

4 Characteristics

Understand
Goals

Plan
Autonomously

Invoke Tools

Adjust &
Optimise



2. AI Workflow

Standardised
processes

- repeatable automation
- improved efficiency
- pre-design required



1. Traditional Chatbot

Qs →  → Ans



AI generated

A photograph of a sailboat race on a body of water. In the foreground, the white sail and rigging of a boat are visible on the left. Several other sailboats with white and dark sails are scattered across the water in the middle ground. In the background, a city skyline is visible under a cloudy sky with a bright sun or moon. The right side of the slide has a dark blue background with a network diagram pattern.

What is HK's Approach to AI Governance?

“The development of AI must be steered by safety and driven by application”

Encourage innovative applications of AI technology

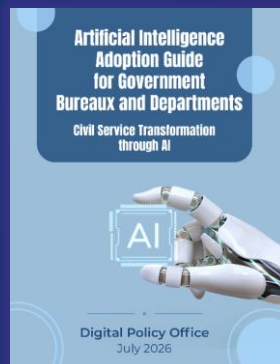
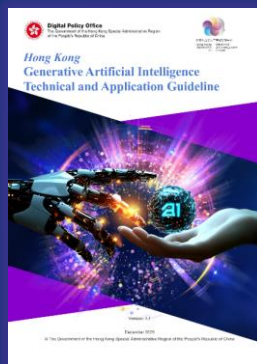
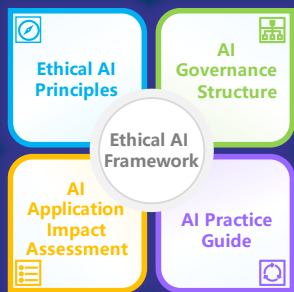
Mitigate risks associated with AI development and deployment

Promote the widespread adoption and advancement of AI in Hong Kong

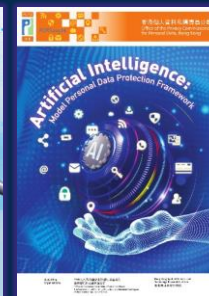
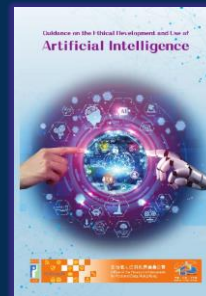


AI Needs Guardrails

► DPO



► PCPD



Healthcare

DH

- Software Medical Devices and Cybersecurity (TR-007)
- Artificial Intelligence Medical Devices (AI-MD) (TR-008)

Financial

FTSB: Policy Statement on Responsible Application of AI in the Financial Market

HKMA

- High-level Principles on AI
- Consumer Protection in respect of Use of Generative AI
- Use of AI for Monitoring of Suspicious Activities

SFC

- Use of generative AI language models
- Enhanced cybersecurity measures to address evolving risks arising from artificial intelligence-enabled cyberattacks

Education

EDB

- Blueprint for Digital Education Development in Primary and Secondary Schools



Twelve Ethical AI Principles

Performance Principles

1



Transparency and Explainability

2



Reliability, Robustness and Security

General Principles

1



Fairness

2



Diversity and Inclusion

3



Human Oversight

4



Lawfulness and Compliance

5



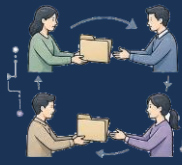
Data Privacy

6



Safety

7



Accountability

8



Beneficial AI

9



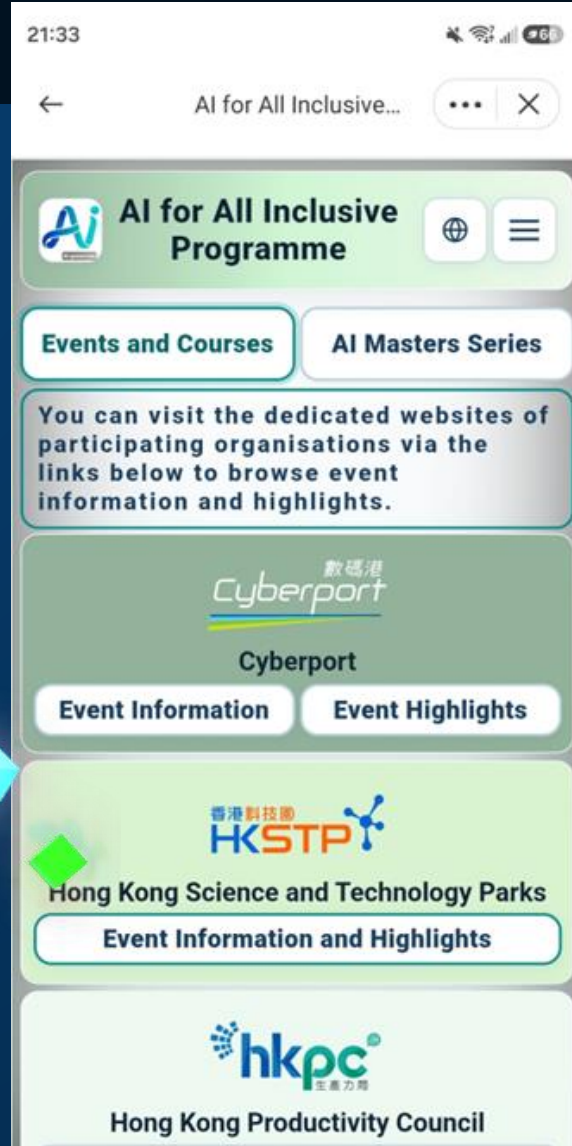
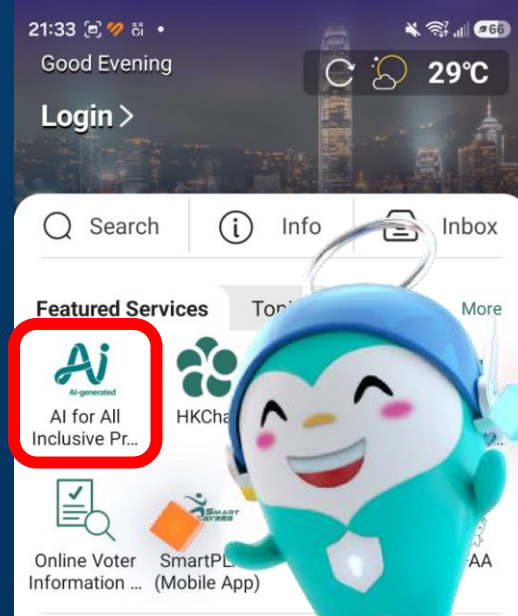
Cooperation and Openness

10

Sustainability and Just Transition



AI for All Inclusive Programme - Including You!





YOUR MOVE

Thank you

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