



HKEAA's Response regarding the Incident Concerning Second Generation Public Examinations Support System

The Chinese Language examination of the 2024 Hong Kong Diploma of Secondary Education Examination (HKDSE) was held this morning today (April 11). The Hong Kong Examinations and Assessment Authority (HKEAA) apologises for the inconvenience caused to invigilators due to a malfunction of the invigilation programme, namely 'i-Invigilation (HKDSE)' under the Second Generation Public Examinations Support System (PESS2) during the examination. The HKEAA emphasises that all examination centres were able to commence and conclude the examination on time, as scheduled.

According to examination centres' reports, most candidates completed self check-in via the 'Check-in Smart (HKDSE)' mobile app under the PESS2 in the first session of examination. However, the 'i-Invigilation (HKDSE)' app did not run smoothly, making some invigilators unable to log in and carry out the necessary invigilation procedures, including verifying candidates' check-in records and collecting their answer scripts.

The HKEAA immediately implemented its contingency plan, requiring centre supervisors and invigilators to manually carry out the examination procedures. The procedures were successfully completed.

The HKEAA has investigated the reasons for the invigilation programme's malfunction and found that during full operation, the programme's performance was unsatisfactory when processing a large volume of data, resulting in difficulties for invigilators to use different functions smoothly.

The HKEAA has been following up on the incident. Appropriate programme updates have been made to improve the data processing ability and enhance its performance.

The English Language examination of the HKDSE will proceed as scheduled tomorrow. In order to ensure that examination personnel can smoothly carry out the examination tasks and use the updated version of the 'i-Invigilation (HKDSE)', the HKEAA has informed the participating schools of the latest arrangements, including:

1. Each examination centre should use the two invigilation mobile phones provided by the HKEAA, and distribute them to the invigilators from the home and external school;
2. Centre supervisors can log into PESS2 from 7:30 a.m. tomorrow and arrange for technicians to update the 'i-Invigilation (HKDSE)' app to the latest version; and

3. Candidates can continue to check in via the 'Check-in Smart (HKDSE)' app as usual.

The HKEAA will closely monitor the operation of the PESS2. Schools and invigilators can contact the PESS2 support hotline at 3628 8915 for inquiries (service hours are until midnight; tomorrow from 6:00 a.m. to 5:30 p.m.).

– End –

Date : 11 April 2024