E-Government in Taiwan

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Outline

1. Background
2. What has been done
3. Next stage
4. Conclusion
1. Background

Area: 35,980 square kilometers
Population: 23 million
Capital: Taipei City
GDP: USD 16,000
Life expectancy: 77 years
Languages: Mandarin
e-Government Implementation Mechanism

The Executive Yuan (The Cabinet)

National Info. & Comm. Security Committee

National Info. & Comm. Initiative Committee

City and County Governments

RDEC

Other Ministries & Commissions

e-Government functions:
- Strategic/Master Planning
- Coordination/Promotion
- Program Review
- Progress Monitor…

• Public-Private Partnership
Development of ICT Industry

- Major global OEM procurement and supply center for ICT products
- LCD monitor industry ranked No.1 in the world
- Semiconductor industry ranked No.4 in the world
- Major supplier of e-PC/OLPC
## Perspective of e-Readiness in Taiwan

### Jan. 2008

<table>
<thead>
<tr>
<th>Items</th>
<th>Penetration Rate</th>
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<tbody>
<tr>
<td>Internet Population</td>
<td>68.51%</td>
</tr>
<tr>
<td>Broadband Population</td>
<td>63.37%</td>
</tr>
<tr>
<td>Households Connected</td>
<td>72.33%</td>
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<tr>
<td>Broadband Households</td>
<td>66.41%</td>
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<tr>
<td>Mobile Internet Users</td>
<td>9.70%</td>
</tr>
<tr>
<td>Cable TV</td>
<td>62.37%</td>
</tr>
</tbody>
</table>

Source: 1. Taiwan Network Information Center  
2. Foreseeing Innovative New Digital Services  
3. National Communications Commission
Roadmap for Taiwan e-Government

5 “I” Government
(2008 ~2011)

Integrated with e-Society
(2005 ~2007)

On-line Services Development
(2001 ~2004)

Infrastructure Development and Penetration
(1998~ 2000)
2. What Has Been Done

(“Discover My E-government in Taiwan”: 5 min. film)

<table>
<thead>
<tr>
<th>Gateway System Project</th>
<th>Information Security Project</th>
<th>e-Authentication Project</th>
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</thead>
<tbody>
<tr>
<td>E-Official Document</td>
<td>E-Procurement</td>
<td>E-Taxation</td>
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<tr>
<td>E-Human Resource</td>
<td>E-Human Resource</td>
<td>E-Employment</td>
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<td>E-Project Management</td>
<td>E-Project Management</td>
<td>E-Motor Vehicle</td>
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<td>E-Laws and Regulations</td>
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<td>E-Public Safety</td>
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<tr>
<td>Administative Applications</td>
<td>Integrated Smart IC Card Project</td>
<td>E-Company and Factory</td>
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<tr>
<td>Citizen Service Applications</td>
<td></td>
<td>E-Health</td>
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<tr>
<td>Email Usage in Government</td>
<td>Internet Connection in Villages</td>
<td>E-Utility</td>
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<tr>
<td>E-Portal</td>
<td>E-Directory</td>
<td>E-Environment</td>
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<td>E-Mail</td>
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<td>File Transfer</td>
<td>E-News</td>
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<td>E-Forum</td>
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</table>

Internet Backbone Service Project

Government Internet Backbone Project
-- Framework of Measures

<table>
<thead>
<tr>
<th>Improve Service Effectiveness</th>
<th>Enhance Clerical Efficiency</th>
<th>Improve Decision-making Quality</th>
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<tbody>
<tr>
<td>G2C, G2B Online Services</td>
<td>G2G Online Services</td>
<td>Geographic Information Systems</td>
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<tr>
<td>Gateway System</td>
<td>Administration Information Sharing</td>
<td>Decision Support System</td>
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<td>MIS</td>
<td>OA</td>
<td>Policy Planning</td>
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<td>GSN Services CA Services</td>
<td>E-Training</td>
<td>Legal and Standards</td>
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</table>

On-line Services
Information Sharing
Computerization
Infrastructure
e-Taiwan Initiative (2002 - 2007)

- Knowledge Based Economy
- Green Silicon Island
- Advanced Telecomm technology
- Broadband to every family

- Information-rich Society
  - Best information available to its citizen
  - e-Society

- Competitive Industry
  - Best supports to its industry to stay competitive
  - e-Industry

- Effective Government
  - One-Stop services to its citizen
  - e-Government

- Intelligent Transportation
  - Best transportation services to its citizen
  - e-Transportation

- e-Infrastructure
  - Best information available to its citizen
  - e-Society
  - e-Industry
  - e-Government
  - e-Transportation
Best Practices

G2C: Online Income Tax Filing

In 2008, 54.68% of 4.87 million taxpayers filed *individual income tax* via the Internet.

Percentage of Online Tax Filing

![Graph showing the percentage of online tax filing from 1998 to 2008. The trend shows a steady increase, starting at 0% in 1998 and reaching 54.68% in 2008.]
G2B: Government Procurement Online

- Government agency posted close to 1.9 million tender announcements
- There are 853,928 cases of online bidding, and more than 2.1 million bidding information download.
- Save up to NT$1.2 billion per year
G2G: Electronic Official Document Exchange

More than 70% official documents exchanged electronically

Exchange Center

Government Certification Authority (GCA)

Internet

E-Official Document

Sending Unit

Digital signature/encryption

• Private key
• Certificate

IC Card

Receiving Unit

E-Official Document

Verify signature/Decryption

• Private key
• Certificate

IC Card
Bridging Digital Divide

Establishing 233 digital opportunity centers in different areas

Average 65.6%

Oct. 2007
International Recognition
Global e-Government surveys by Brown University, U.S.A
3. Next Stage

Vision

Enhance public values, and establish trusted and connected society

Goals

Provide Multi-Channel Services; Enrich Quality Life-Style

Prevail Informative Services; Enhance Social Care

Strengthen Citizen Interaction; Broaden e-Participation

Next Stage e-Government: (5) I Government
Service Framework

Front-end
- Multi-channel message
- Participation

Shared Service platform
- Infrastructure
- Cross-agency exchange

Back office
- Agency service
- Local government services

Information security

citizen
business
Gov. agency
Gov. employee
foreigner

Government employees
e_Housekeeper G2C Service as an Example

Citizens

Front-end

Shared Service Platform

Back Office

Utility Companies

Bank

Billing message

e-housekeeper

e-payment service

Online payment
e_Housekeeper Service
Next Stage Benchmarking for (5)I Government

**Step 1:** Register and Download on-line program

**Step 2:** Activate instant message service (Pop-out screen)

**Step 3:** Click and query/transact
From G2A to G2G Services

Active Services

Universal Access

Interactive Participation

E-GOV

Association

Government

Foreigner

Employee

G2B Business

Customer

Dis-advantaged
4. Conclusion

**e-Governance**

- **Better Transparency**
  - Information Integration
  - A Single Portal
  - *e-Services*

- **Better Accountability**
  - Performance evaluation
  - Information disclosure
  - Process disclosure
  - Public supervision
  - *e-Administration*

- **Better Policy Making**
  - Listen to the public
  - Policy disclosure
  - Public participation
  - *e-Participation*

Efficient/Effective Government

*e-Government*
Thanks for your attention

For more information, please refer to www.gov.tw
### Brown University E-Gov Ranking

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