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# **e-Government Status and Outlook in Taiwan**

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**Deputy Minister**

**Research, Development, and Evaluation Commission**  
**Executive Yuan, Taiwan (R.O.C.)**

**Oct. 24, 2012**

# *Far in distance, close in friendship*








# Outlines

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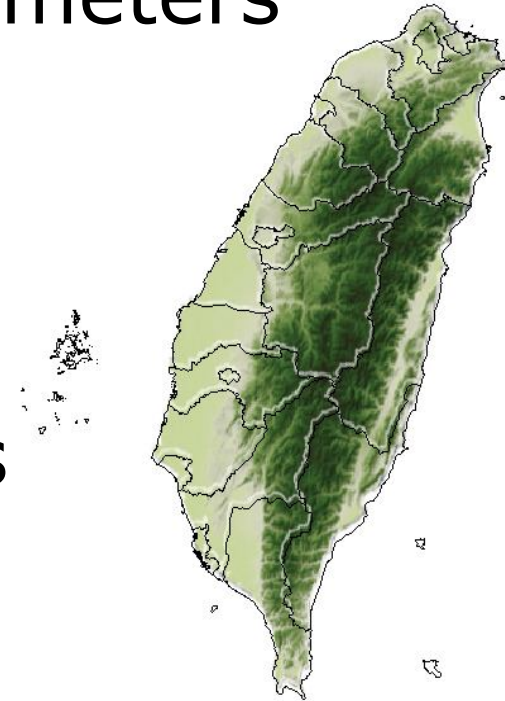
-   Introduction
- Review of e-Government
- Some examples recently



# Background

## Taiwan Overview

- Area : 35,980 square kilometers
- Population: 23 million
- Capital : Taipei City
- GDP : USD 20,629
- Life expectancy: 79 years
- Languages: Mandarin





# e-Readiness in Taiwan

Sep 2011

<b>Items</b>	<b>Penetration Rate</b>
<b>Internet Population</b>	<b>72%</b>
<b>Households Connected</b>	<b>82.5%</b>
<b>Broadband Households</b>	<b>79.3%</b>
<b>Mobile Phone Internet Connection</b>	<b>70.4%</b>



*Source: 1. Taiwan Network Information Center  
2. Foreseeing Innovative New Digital Services  
3. National Communications Commission*



# Wireless connectivity

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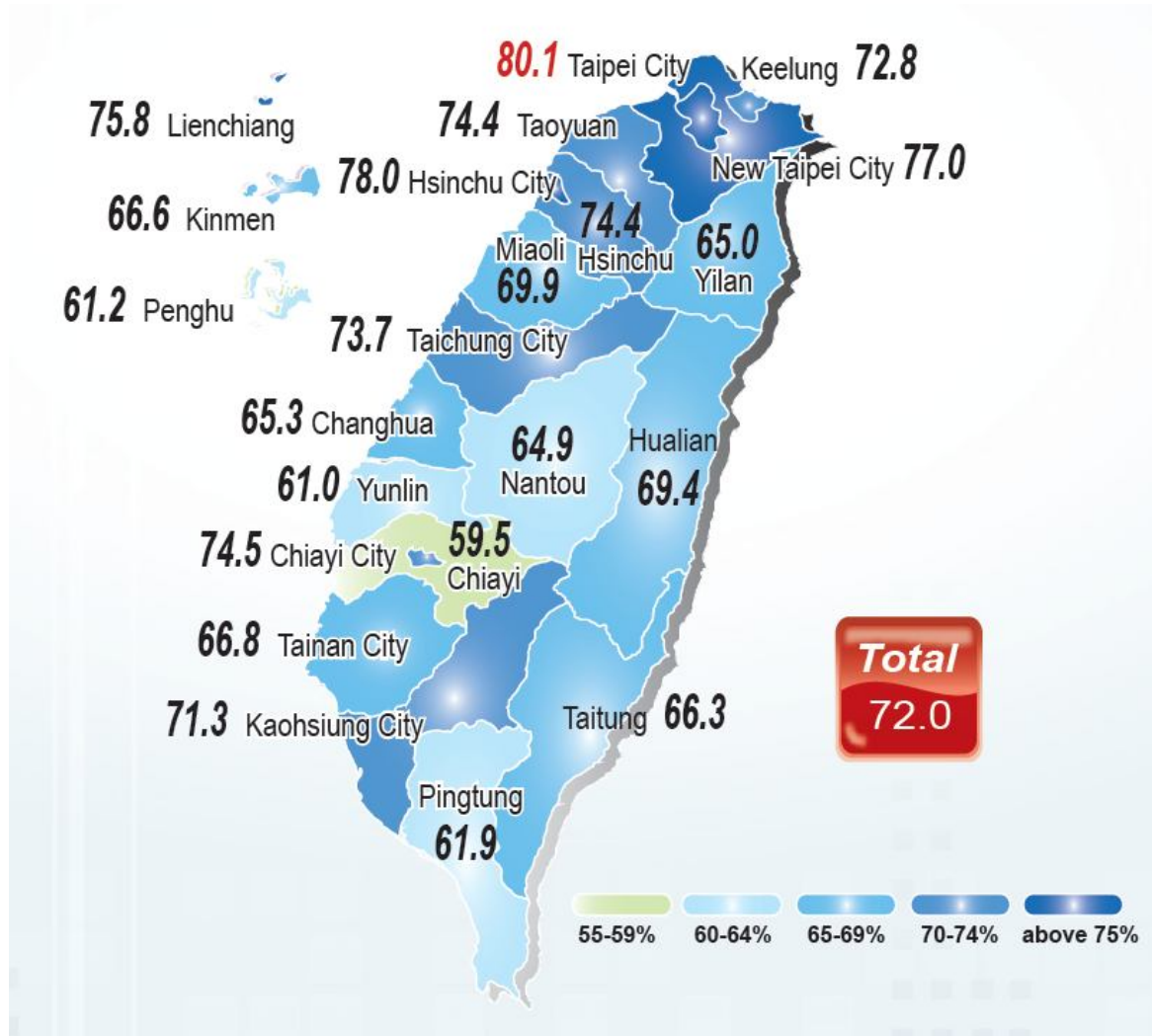
Oct. 2011

<b>Items</b>	<b>Penetration Rate</b>
<b>Notebook Usage</b>	<b>45.4%</b>
<b>Smart Phone Usage</b>	<b>39.7%</b>
<b>Tablet PC Usage</b>	<b>21.0%</b>

*Surveys of ICT Use and Digital Opportunity in Taiwan, RDEC, November, 2011*

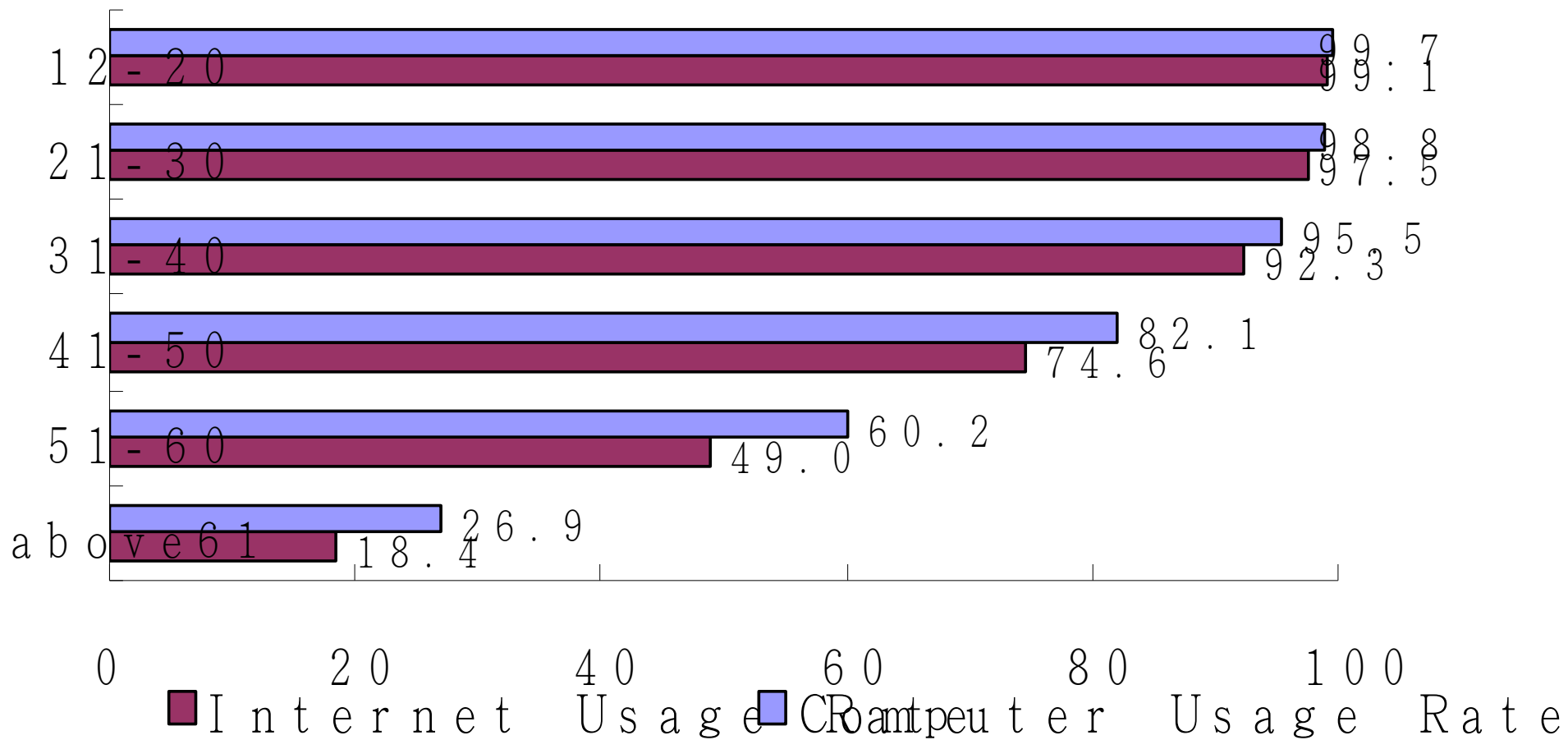


# Internet Penetration Rate





# Internet Usage by Age

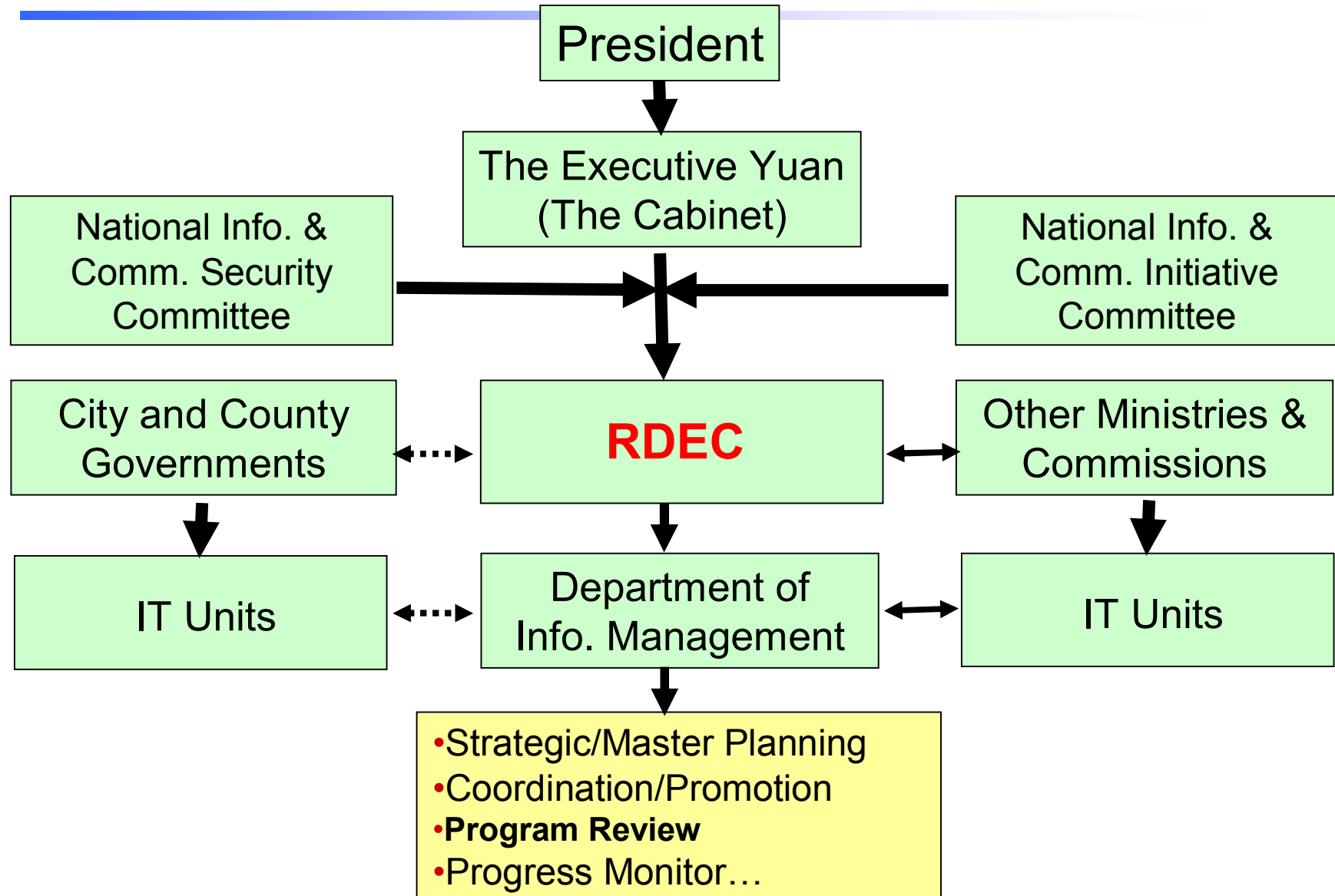


Surveys of ICT Use and Digital Opportunity in Taiwan, RDEC, November, 2011





# E-Government Implementation Mechanism





# Outlines

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- Introduction
- Review of e-Government
- Some examples recently



# National ICT Programs

**E-Taiwan**



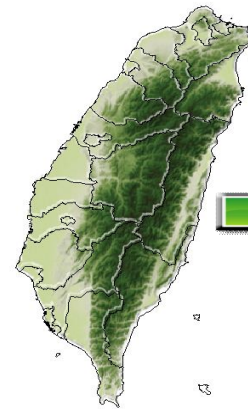
1998-2007

 **TAIWAN**



2005-2008

**U-Taiwan**



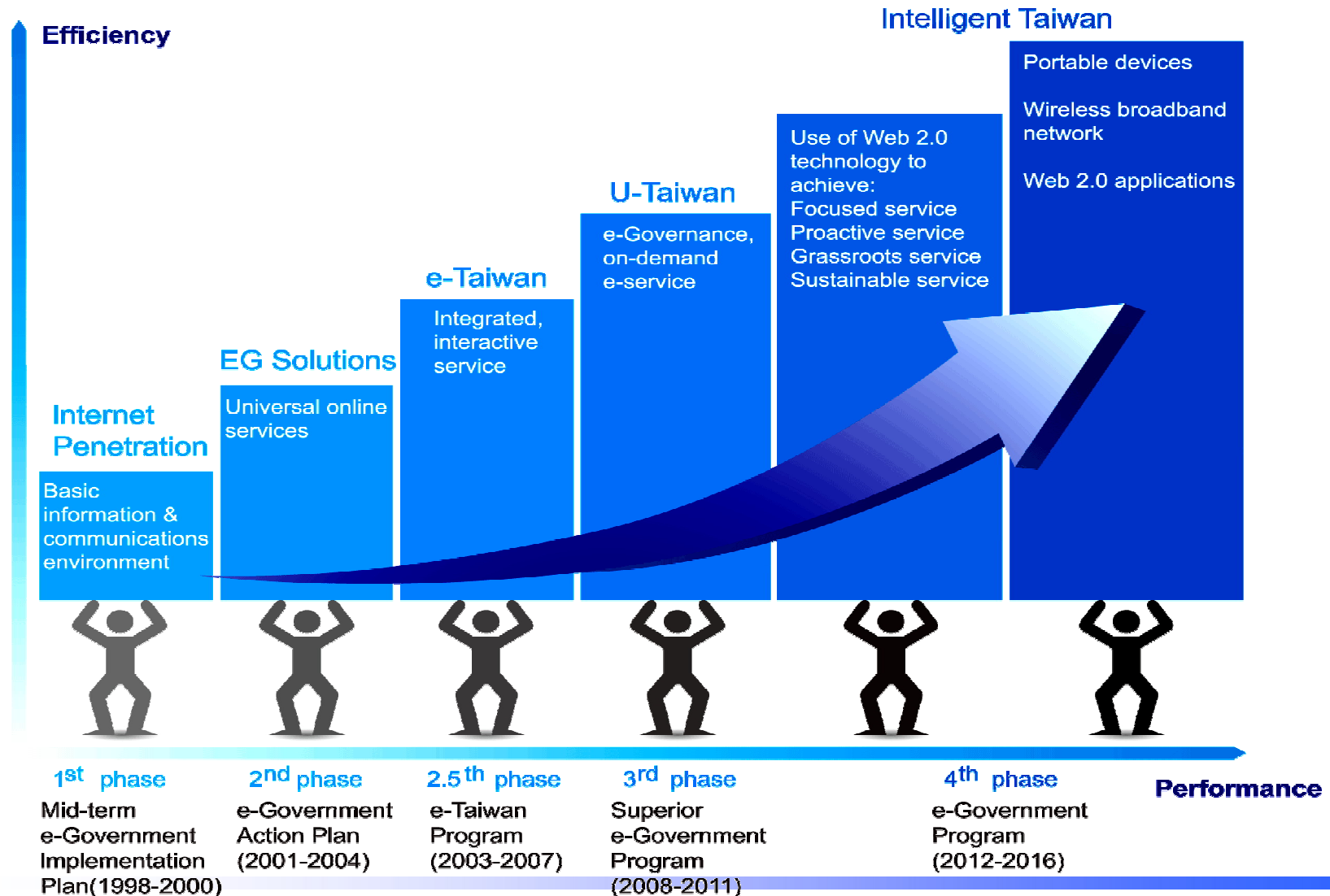
2008-2011

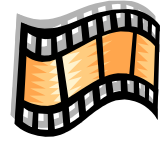


2009-2016



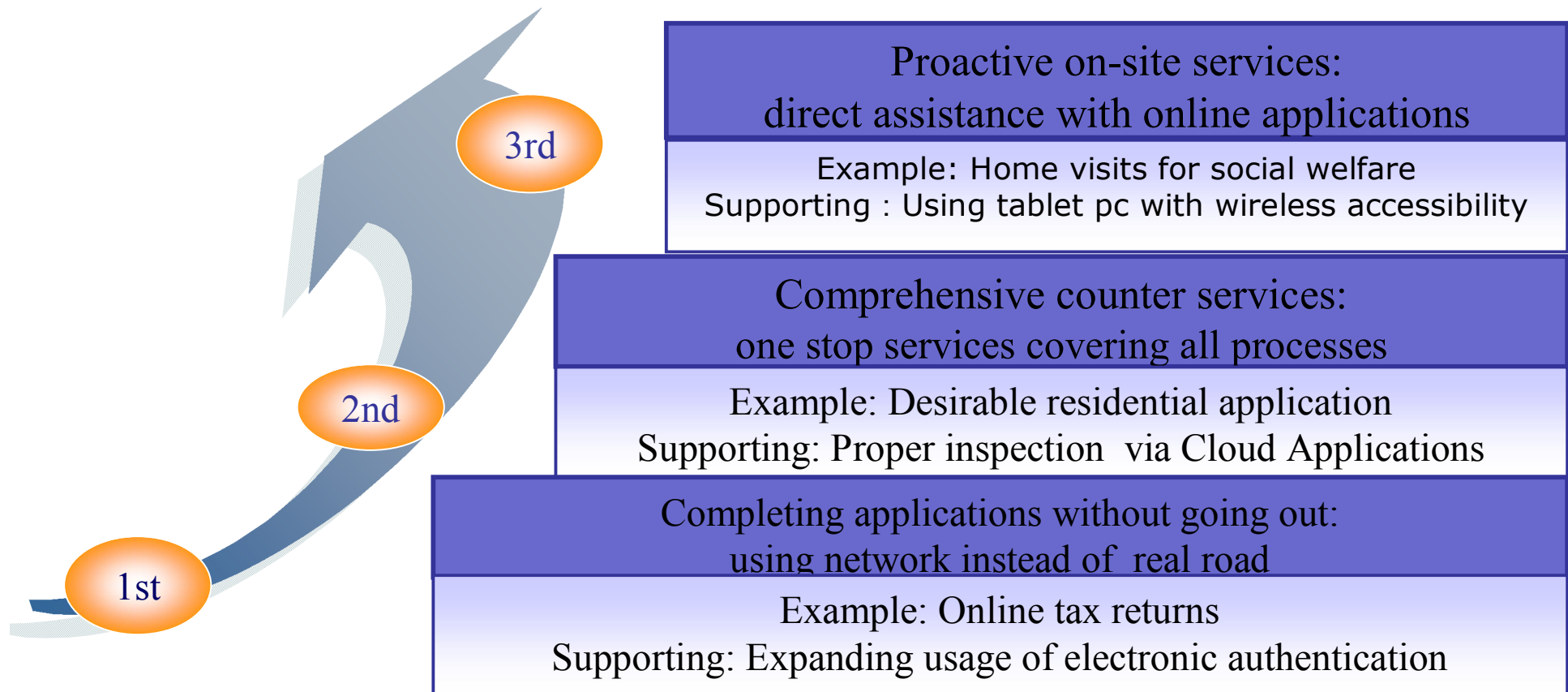
# E-Government Roadmap





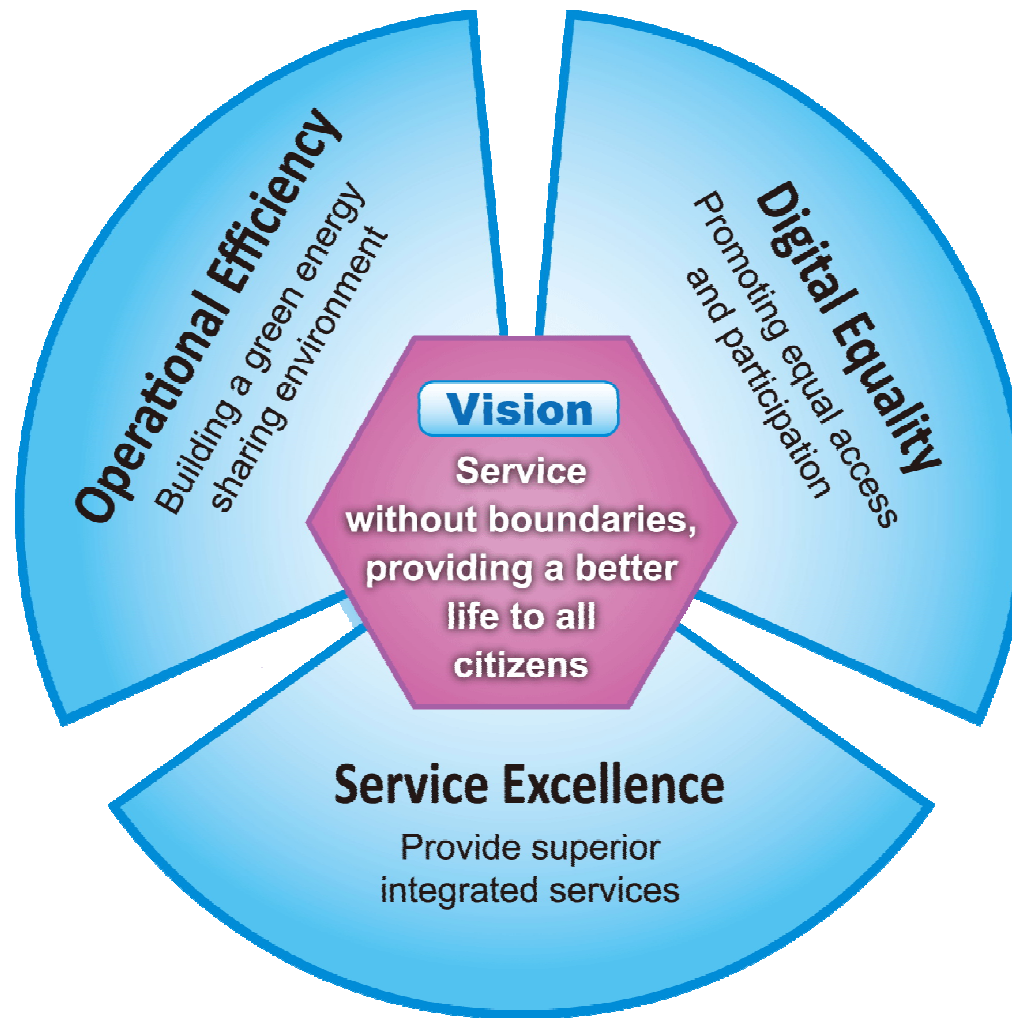
**Incentive:** innovative services improvement awards.

**Key factor:** cross-agency work group.





# 4<sup>th</sup> Stage e-Government Program

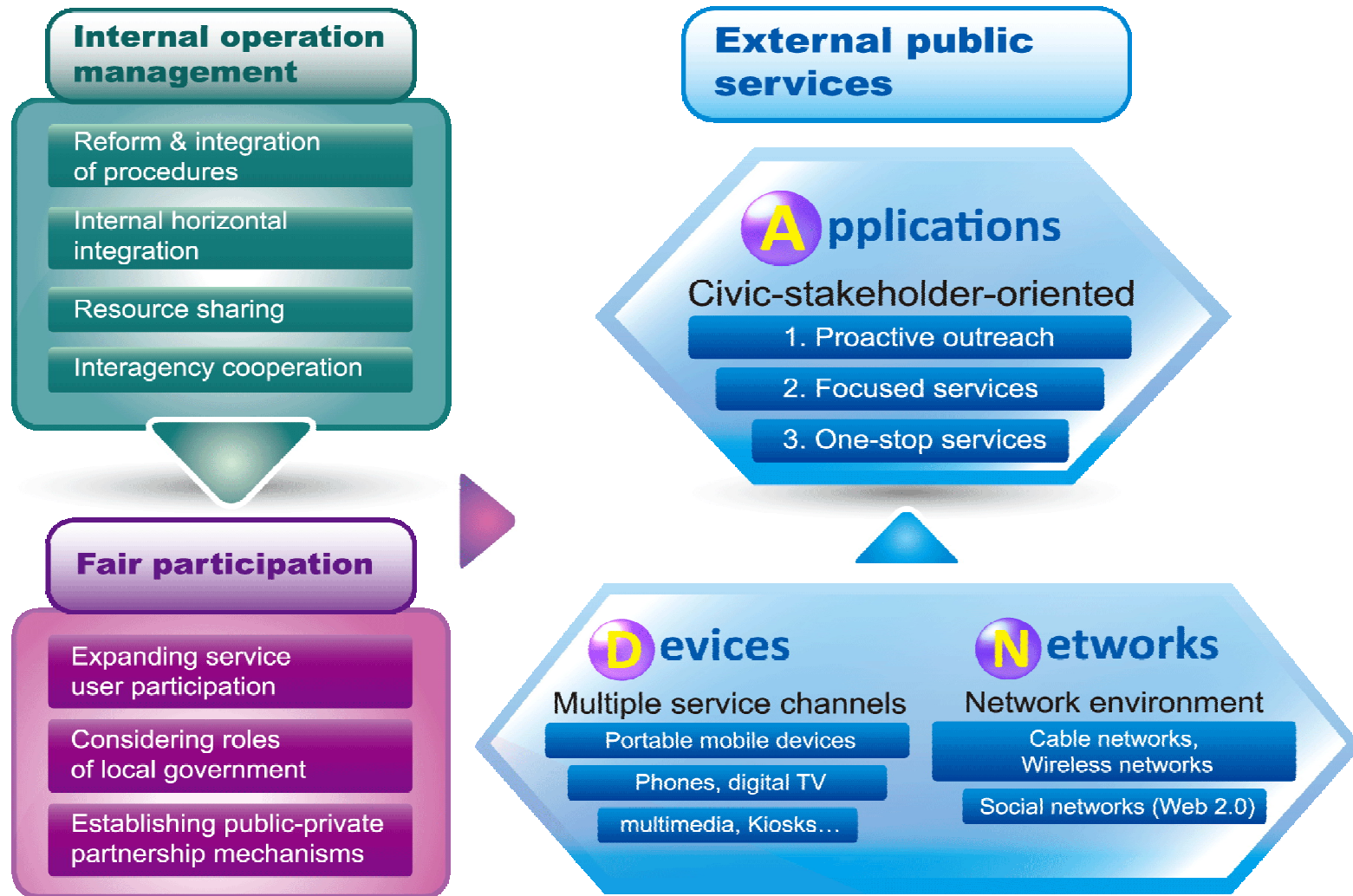


FY 2012-2016



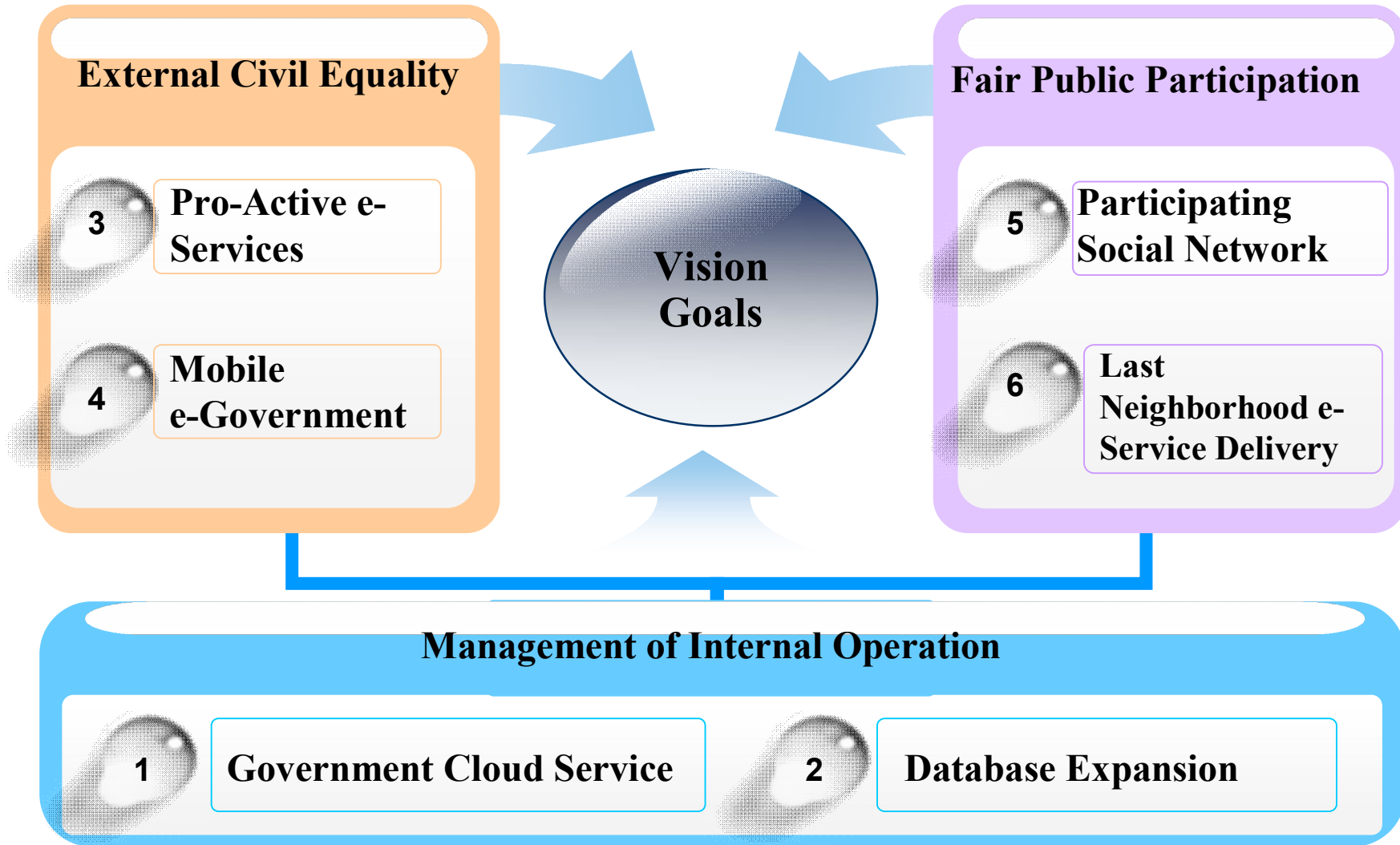


# Core Philosophy





# Flagship Projects





# Methodology Details

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- **Government Cloud Application Services**
  - Currently 13 cloud subprograms
- **Database Expansion**
  - Expand 5 databases
- **Proactive One-stop Service**
  - E-housekeeper, e-helper, e-servant
- **Mobile e-Government**
  - The right of surf online for citizens
- **Government Social Networking**
  - use of Web 2.0 collect knowledge from citizen
- **And Last Neighborhood e-Service Delivery**
  - on-site services with online applications



# Outlines

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- Introduction
- Review of e-Government
- Some examples recently



# 24-hour e-Service Hotspots

- More than 9,600 convenience stores ,one store serves less than 2,500 residents.
- Located throughout both urban and rural areas and providing 24-hour service.
- Create a win-win-win cooperative e-services model (citizens, stores, government).





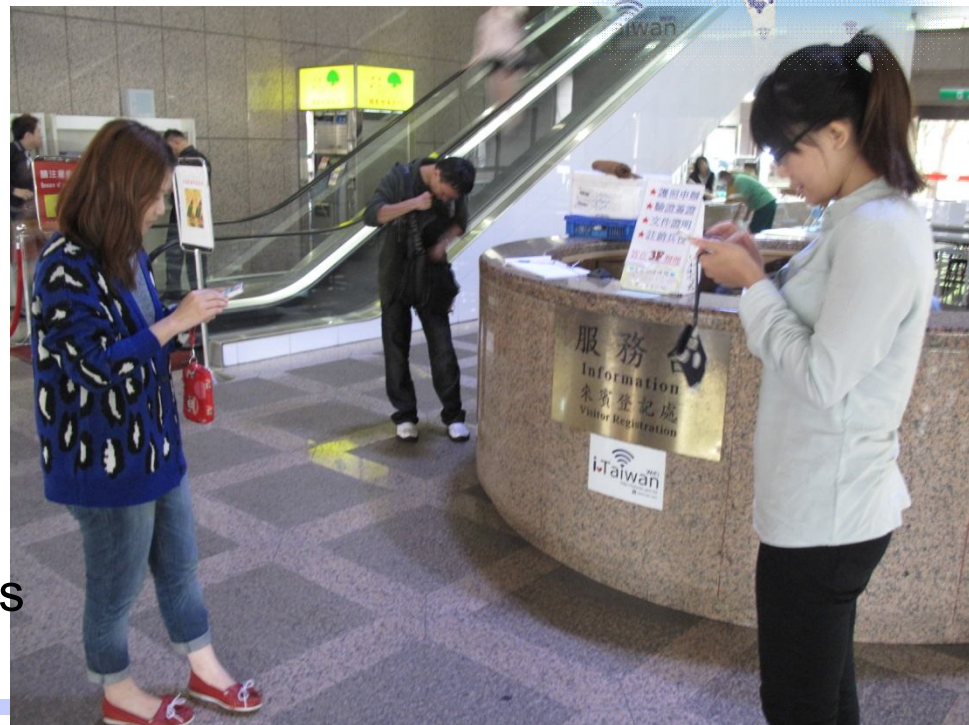
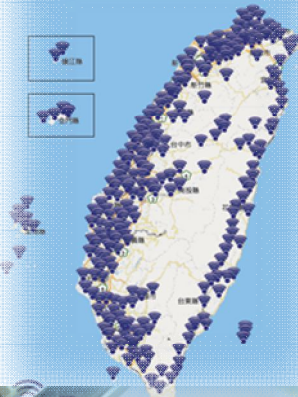


# Free Use of Indoor Wireless Connection

- From Oct. 7<sup>th</sup>, 2011
- Participating agencies:
  - Executive Yuan and its subordinate agencies at all levels, public schools and government-owned organizations.
- **Where**
  - More than 3,200 WiFi hotspots.
- **Service target**
  - Smart phone, Notebook, Tablet PC, etc. with wireless connection capability.



WiFi Hotspots







# Training Courses for Senior Citizens

- Major targets were those aged between 50-60.
- More than 110,000 people completed the training programs.





# Pilot Project: Free Loan of Notebook at Libraries

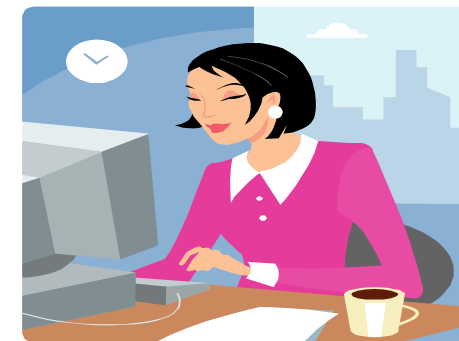
Some township, and elementary school libraries have introduced a free notebook computer loan service on a trial basis.







# e-Inclusion Pilot Project: Infoagent



Mobile onsite services



# e-Services Delivery

Before



**Service Desk for Citizen**

After



**Door-to-Door Service**



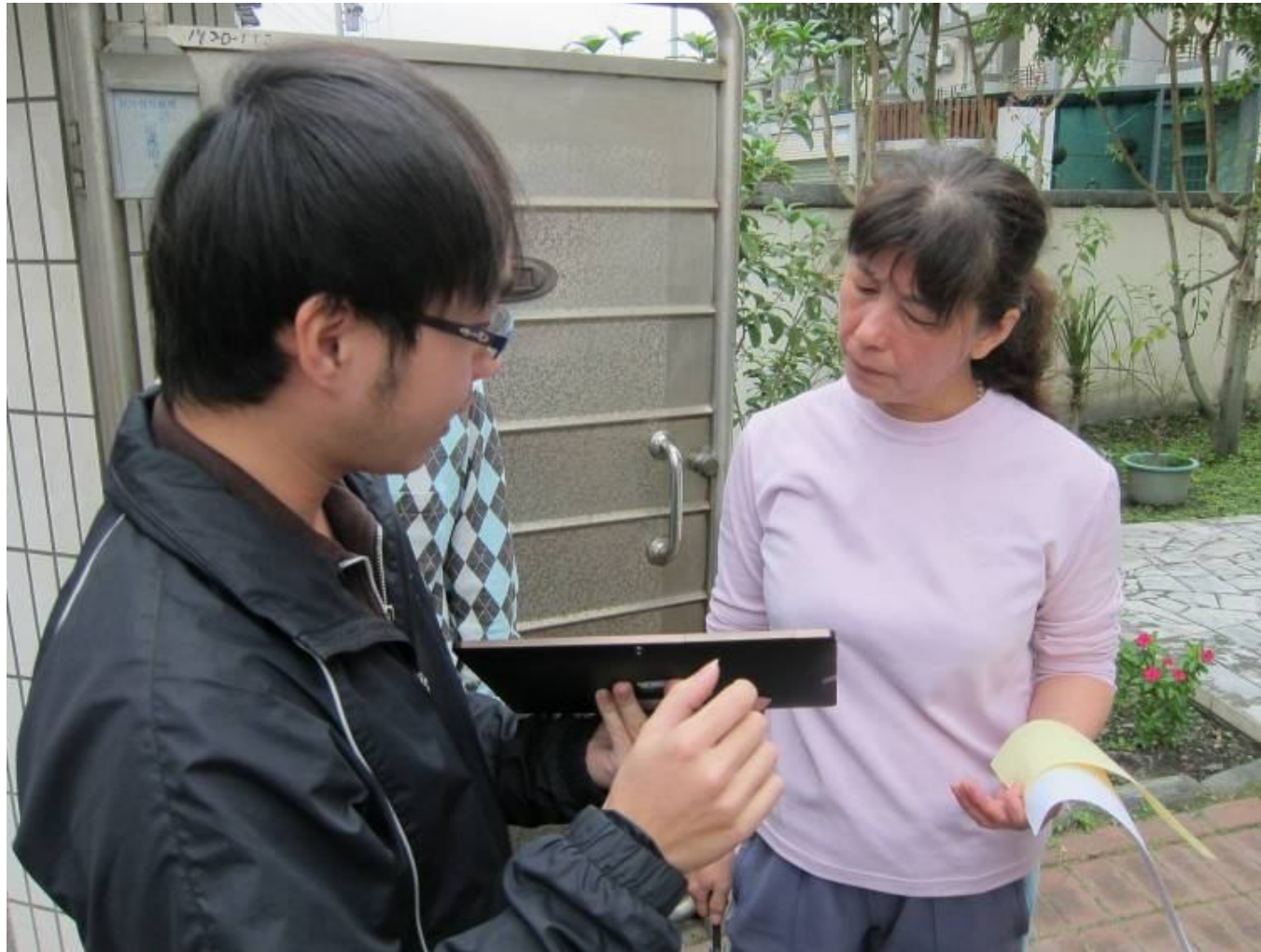


# Civil Servant On-Site Service





# Explain Regulations to Citizen







# Mobile Library with Tablet PC





# Integrated Social Welfare Service



彰化縣政府 跨機關資源整合服務系統

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最新消息 | 線上申辦 | 進度查詢 | 聯絡資訊 | 常見問答

資訊整合 服務更easy

資訊代理人 一般民眾

帳號  登入

自然人憑證登入 | 忘記密碼

最新消息

- 2012/3/8 修正歷史資料區公告...
- 2012/3/5 委託資訊代理人授權同意書已更新...
- 2012/1/3 e化服務宅配到家 彰市試辦...
- 2012/1/2 委託戶政單位申請同意書...
- 2012/1/2 委託資訊代理人授權同意書...
- 2012/1/2 戶政單位開始受理社福五項業務...

聯絡資訊

公所聯絡資訊	資訊代理人
和美鎮公所 04-7560620	
北斗鎮公所 04-8884166	
員林鎮公所 04-8347171	
二水鄉公所 04-8790100	
埔心鄉公所 04-8296249	
溪湖鎮公所 04-8852121	

更多聯絡資訊

常見問答

- 戶政單位受理哪些社會福利業務...
- 自然人憑證元件下載...
- 申請中低老人生活補助需要先向稅務...

更多問答

什麼是跨機關整合服務 讓我告訴你

更新日期: 2012/3/8 瀏覽人數: 2534

無障礙

本府總機: 04-7222151 (代表號) 地址: 彰化市50001中山路二段416號  
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# LBS-based Public lavatory Locator

檔案(F) 編輯(E) 檢視(V) 控制(C) Store(S) 進階(A) 說明(H)

Updated: 26 September 2011  
Version: 1.5  
Size: 2.1 MB  
Language: English  
Developer: Taiwan Knowledge Bank Co., Ltd.  
© 2011 Taiwan Knowledge Bank Co., Ltd.

Rated 4+

Requirements: Compatible with iPhone, iPod touch and iPad. Requires iOS 3.2 or later.

More iPhone Apps by Taiwan Knowledge Bank Co., Ltd.

【好眠紓壓法】 紓壓音樂系列5 - 無憂健康卡路里 Calorie Track  
TOEIC字彙700分 - 繁體中文版  
【動力紓壓法】 紓壓音樂系列1 - ...

### iPhone Screenshots

找廁所的第一好幫手

內建防狼警報器, 當女性遇到危急時, 可以運用的好幫手喔!

內建的流水聲, 為您消除上厕所的尷尬聲音!

離線即時搜尋功能

廁所Go! 幫您整理了台灣21個縣市的廁所位置, 多達4000筆的廁所位置!

無半 試用版

下午 07:53  
2011/10/25



**Thanks for your attention  
Questions?**

