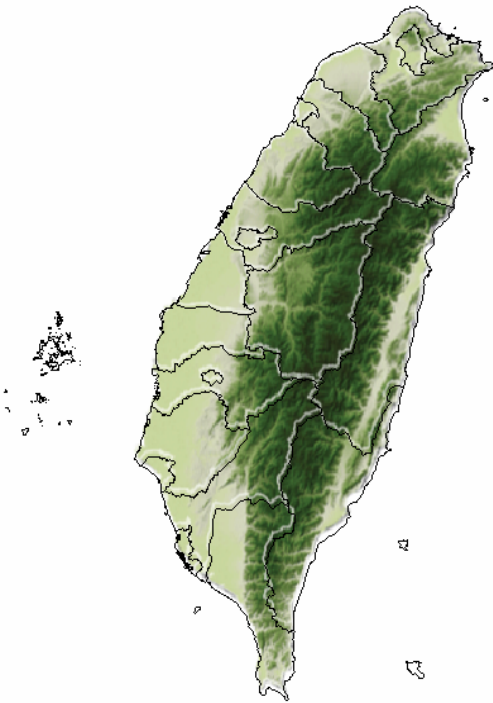


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# E-Government in Taiwan



**Dr. Yu-Hsieh Sung**  
**Deputy Minister**  
**Research, Development, and Evaluation Commission**  
**The Cabinet, Taiwan (R.O.C.)**

**November 18, 2008**

# Outline

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- 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

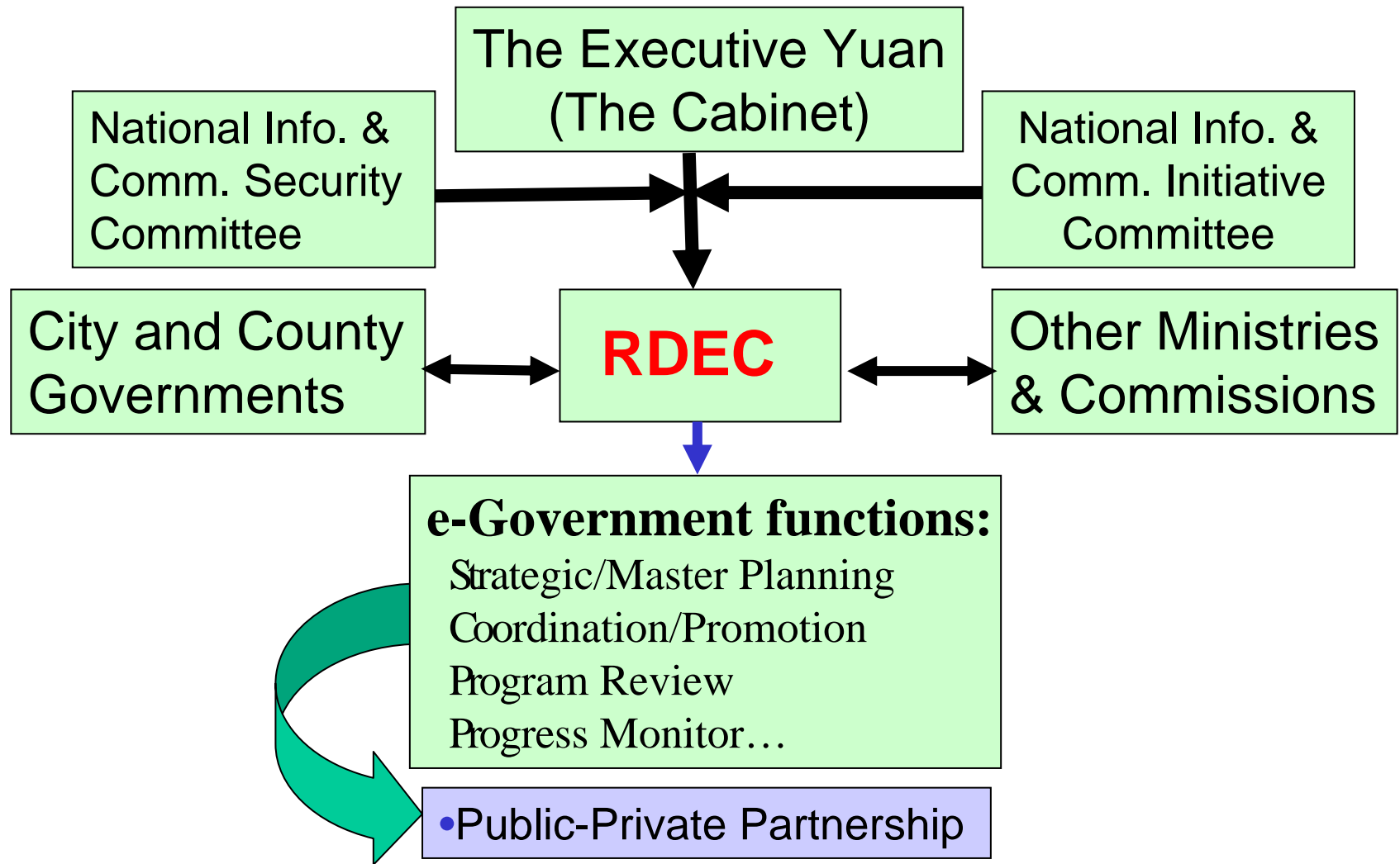
GDP : USD 16,000

Life expectancy: 77 years

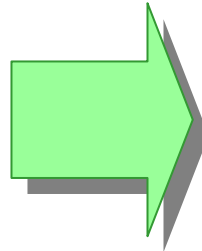
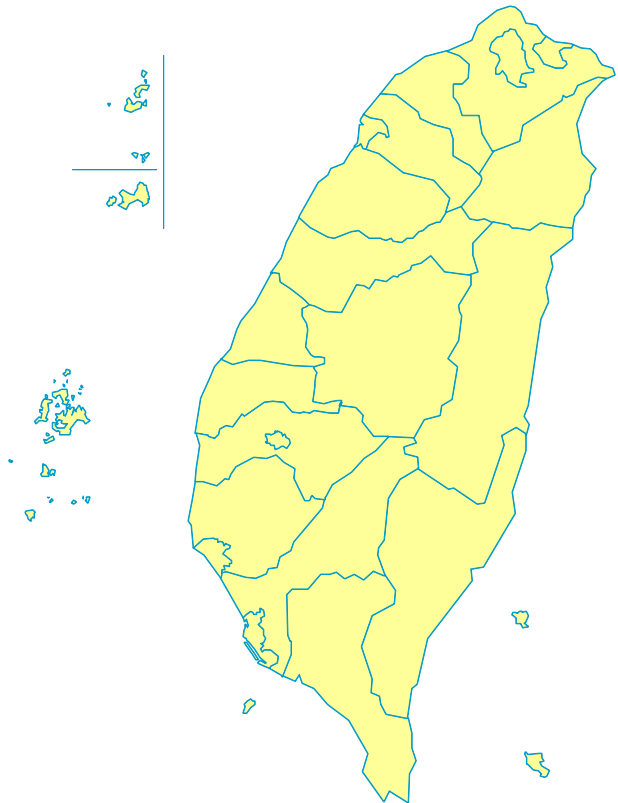
Languages: Mandarin



# e-Government Implementation Mechanism



# 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

<b>Items</b>	<b>Penetration Rate</b>
<b>Internet Population</b>	<b>68.51%</b>
<b>Broadband Population</b>	<b>63.37%</b>
<b>Households Connected</b>	<b>72.33%</b>
<b>Broadband Households</b>	<b>66.41%</b>
<b>Mobile Internet Users</b>	<b>9.70%</b>
<b>Cable TV</b>	<b>62.37%</b>

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)**

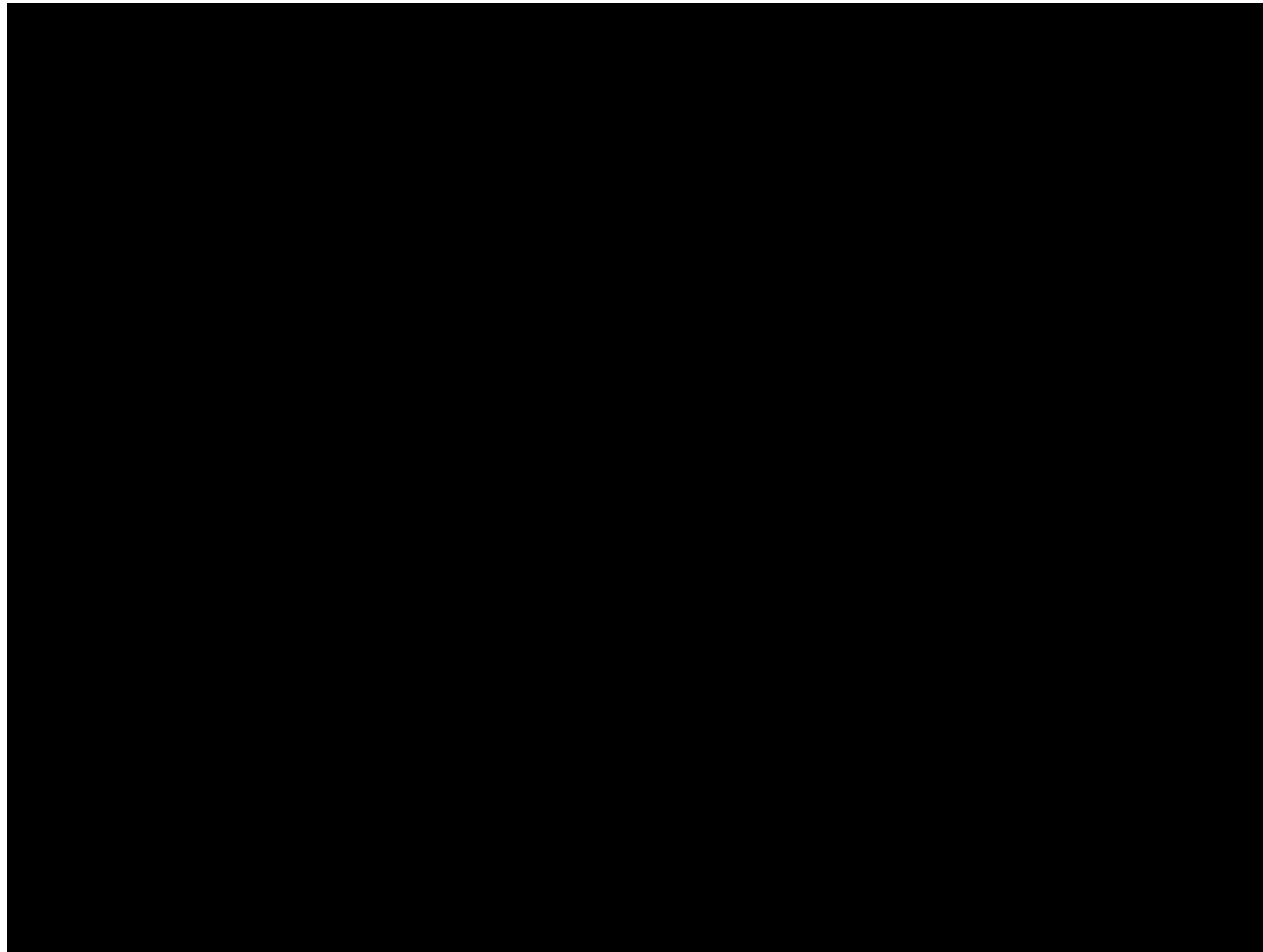
**Integrated with e-Society  
(2005 ~2007)**

**On-line Services Development  
(2001 ~2004)**

**Infrastructure Development and Penetration  
(1998~ 2000)**

## 2. What Has Been Done

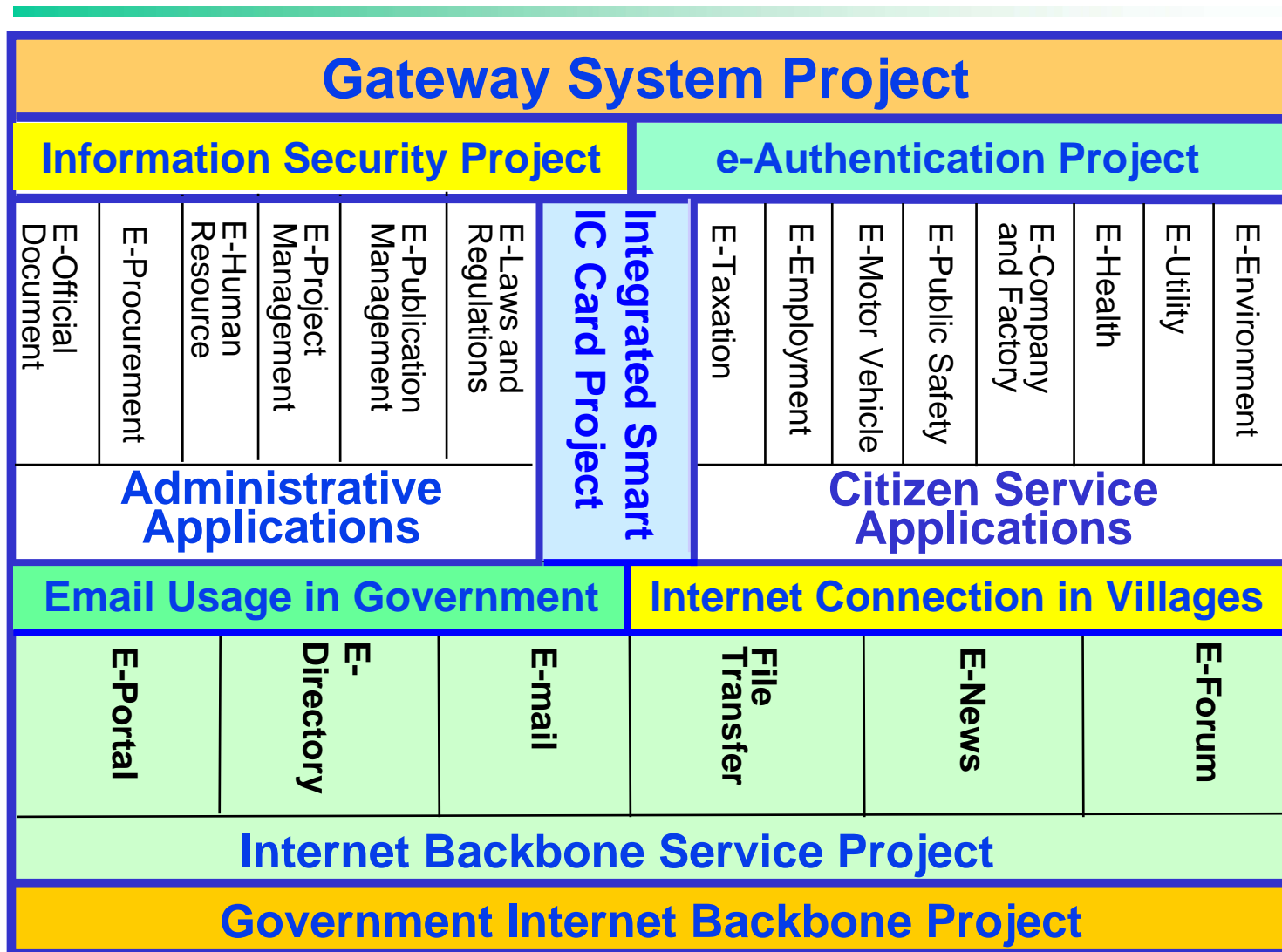
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(“Discover My E-government in Taiwan”: 5 min. film)



# e-Government Action Plan (1997~2000)

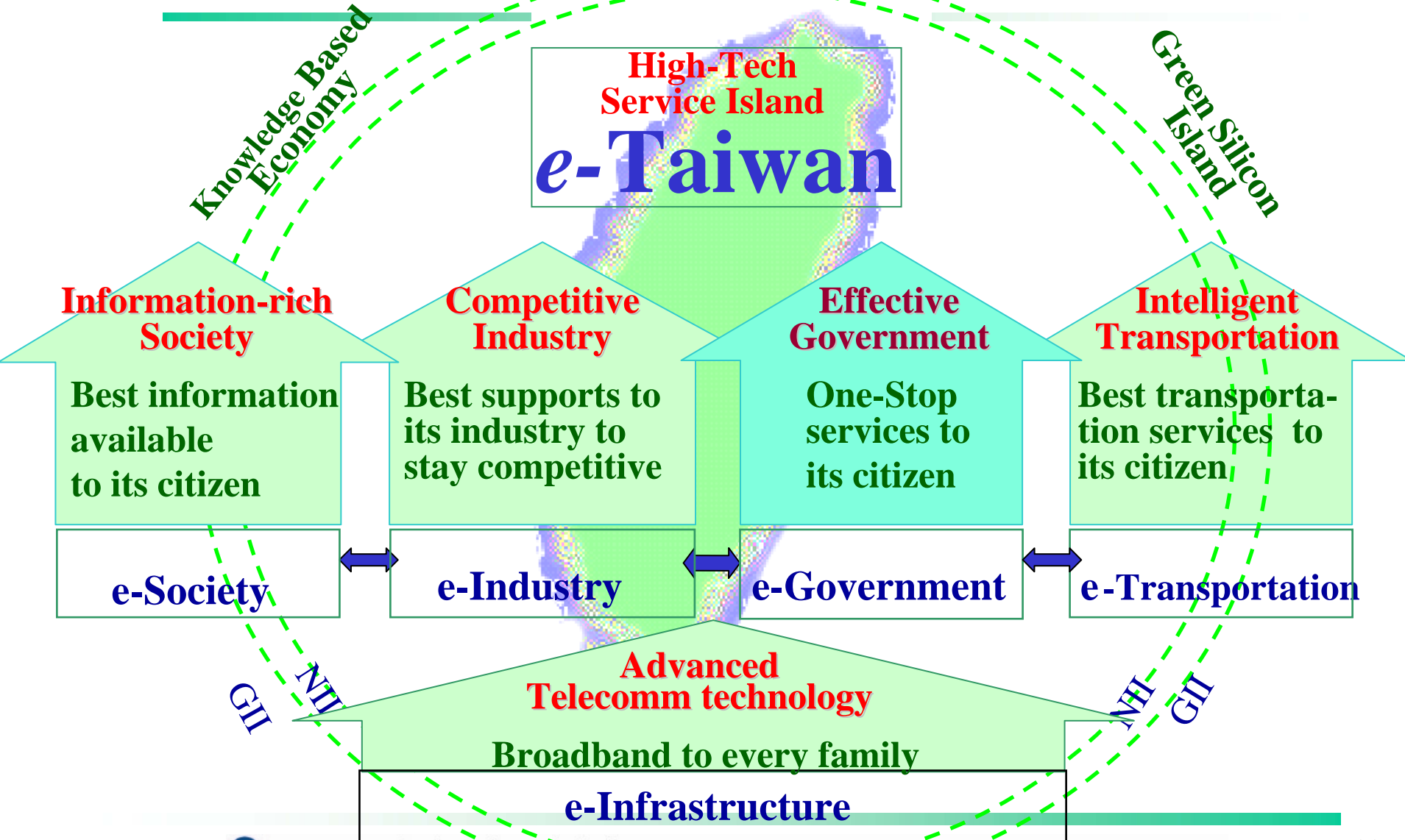


# e-Government Program (2001~2004)

## -- Framework of Measures

	<i>Improve Service Effectiveness</i>	<i>Enhance Clerical Efficiency</i>	<i>Improve Decision-making Quality</i>
<b>On-line Services</b>	<i>G2C , G2B On-line Services</i>	<i>G2G On-line Services</i>	<i>Geographic Information Systems</i>
<b>Information Sharing</b>	<i>Gateway System</i>	<i>Administration Information Sharing</i>	<i>Decision Support System</i>
<b>Computerization</b>	<i>MIS</i>	<i>OA</i>	<i>Policy Planning</i>
<b>Infrastructure</b>	<i>GSN Services CA Services</i>	<i>E-Training</i>	<i>Legal and Standards</i>

# e-Taiwan Initiative(2002 - 2007)

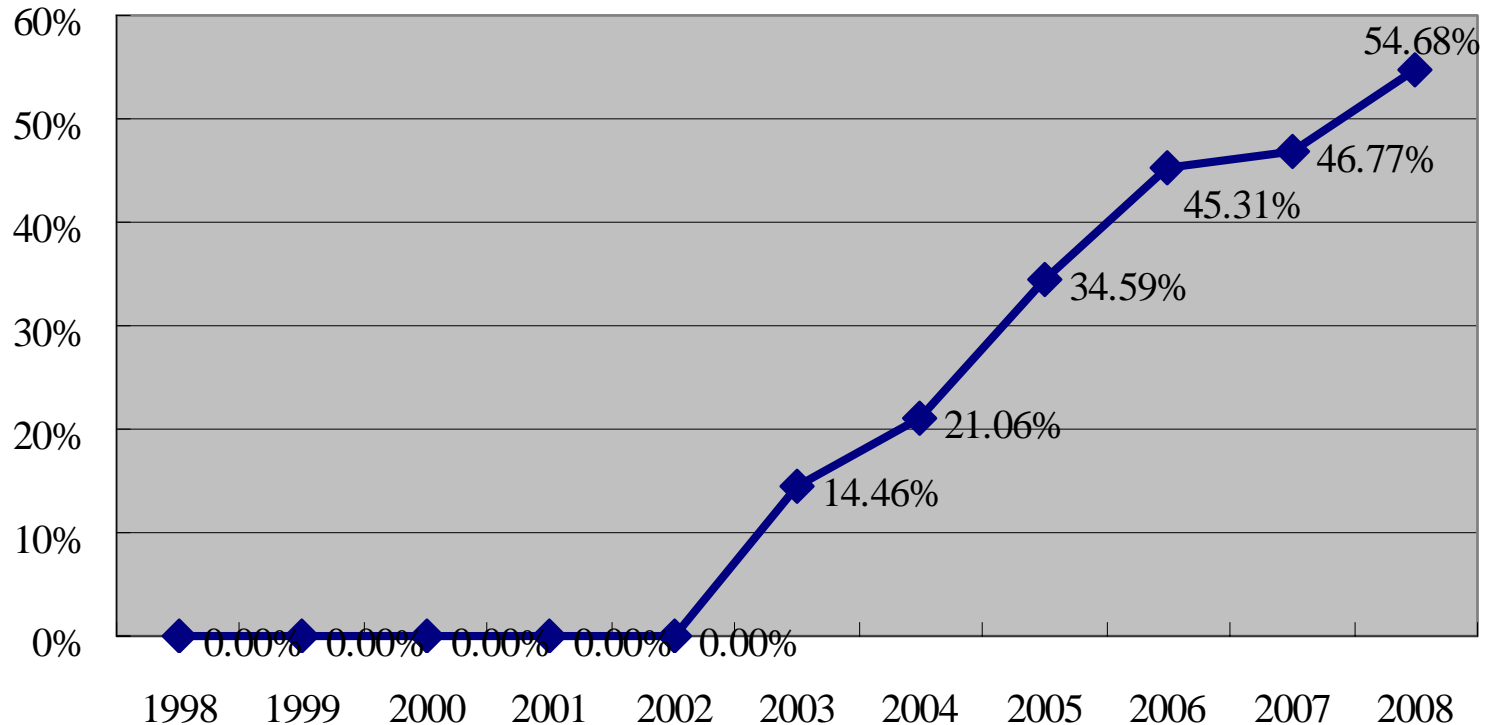


# Best Practices

## 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



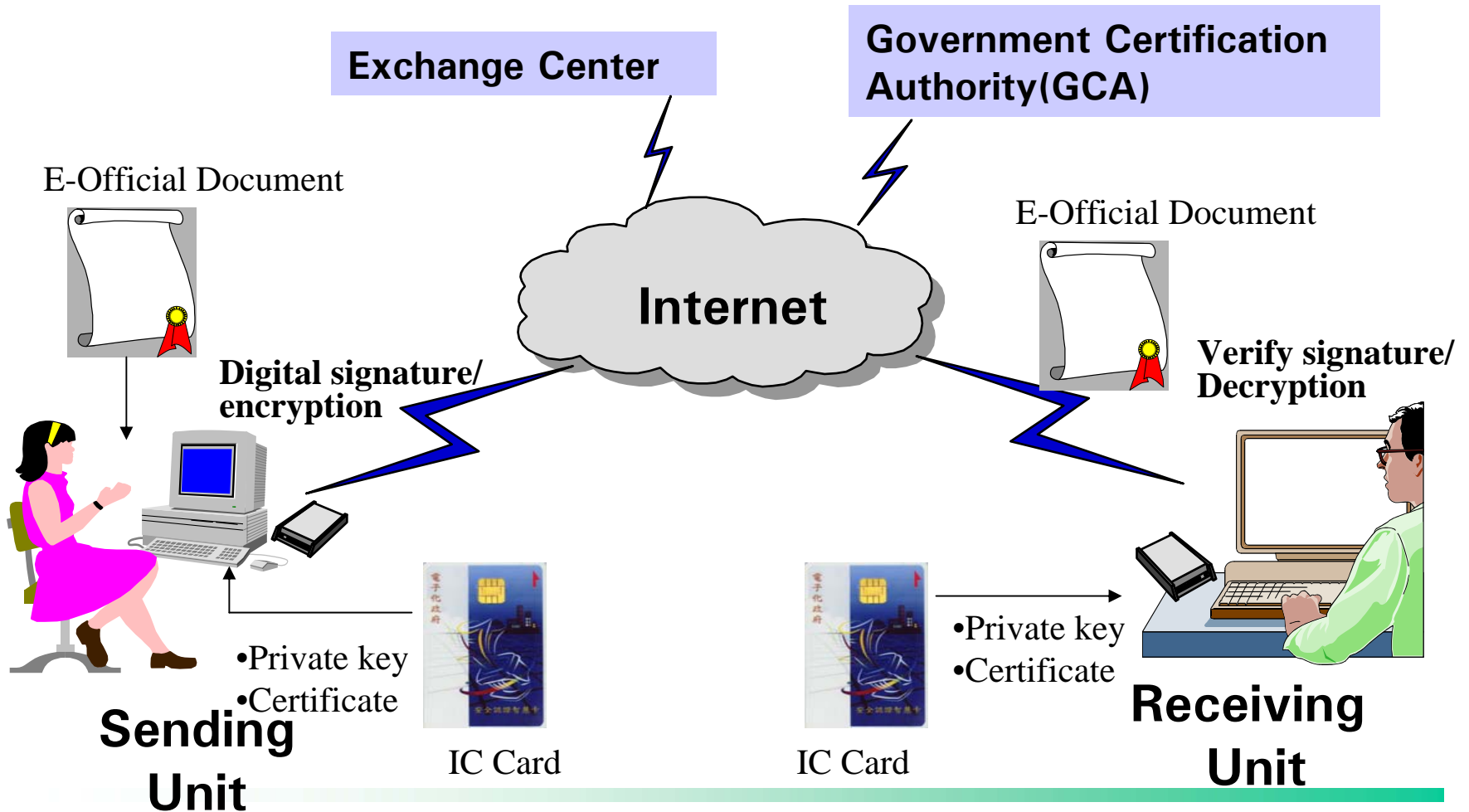
# G2B: Government Procurement Online



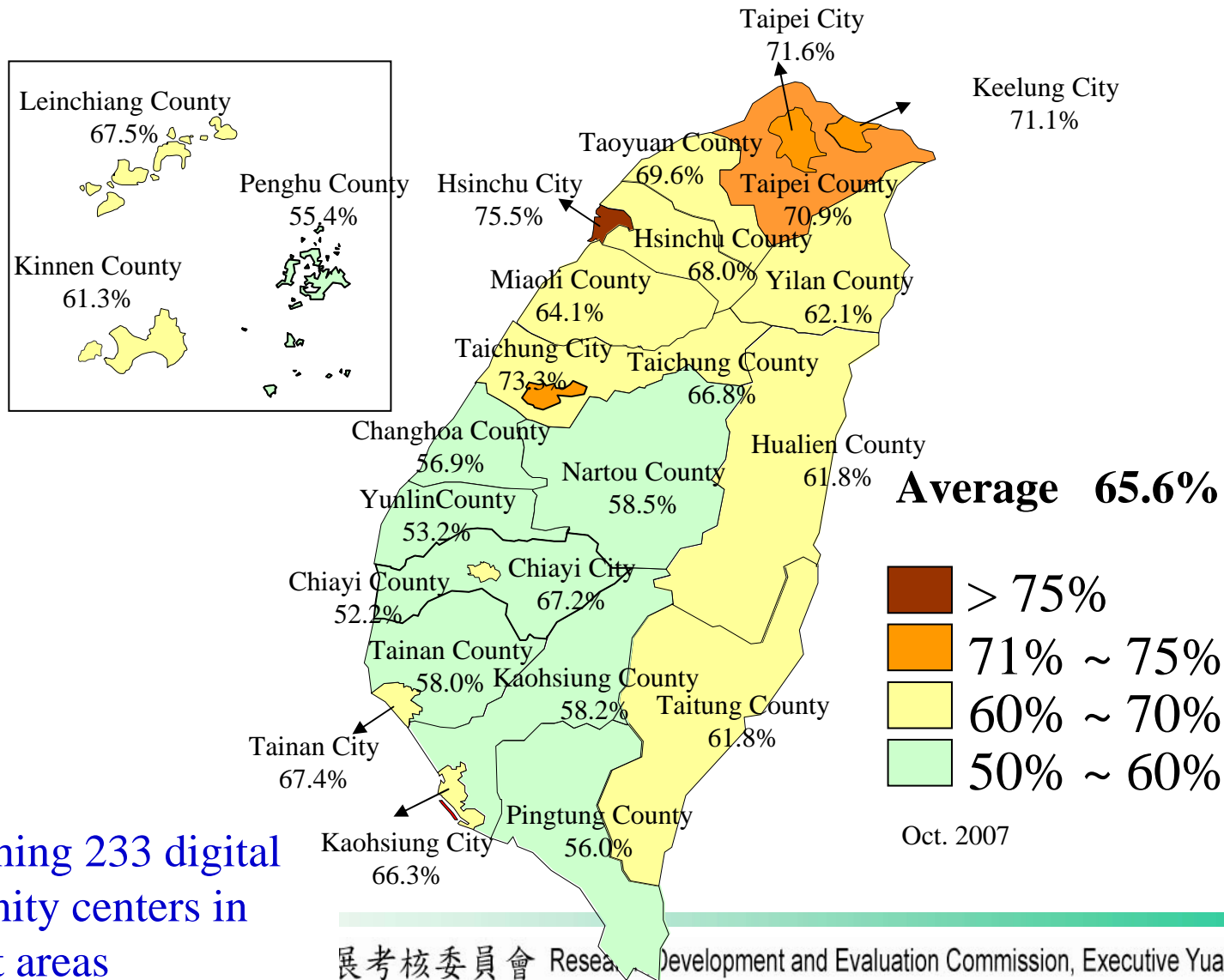
- Government agency posted close to **1.9 million** tender announcements
- There are **853,928** cases of online bidding, and more than **2.1 million** bidding information download.
- Save up to **NT\$1.2 billion** per year

# G2G: Electronic Official Document Exchange

More than 70% official documents exchanged electronically



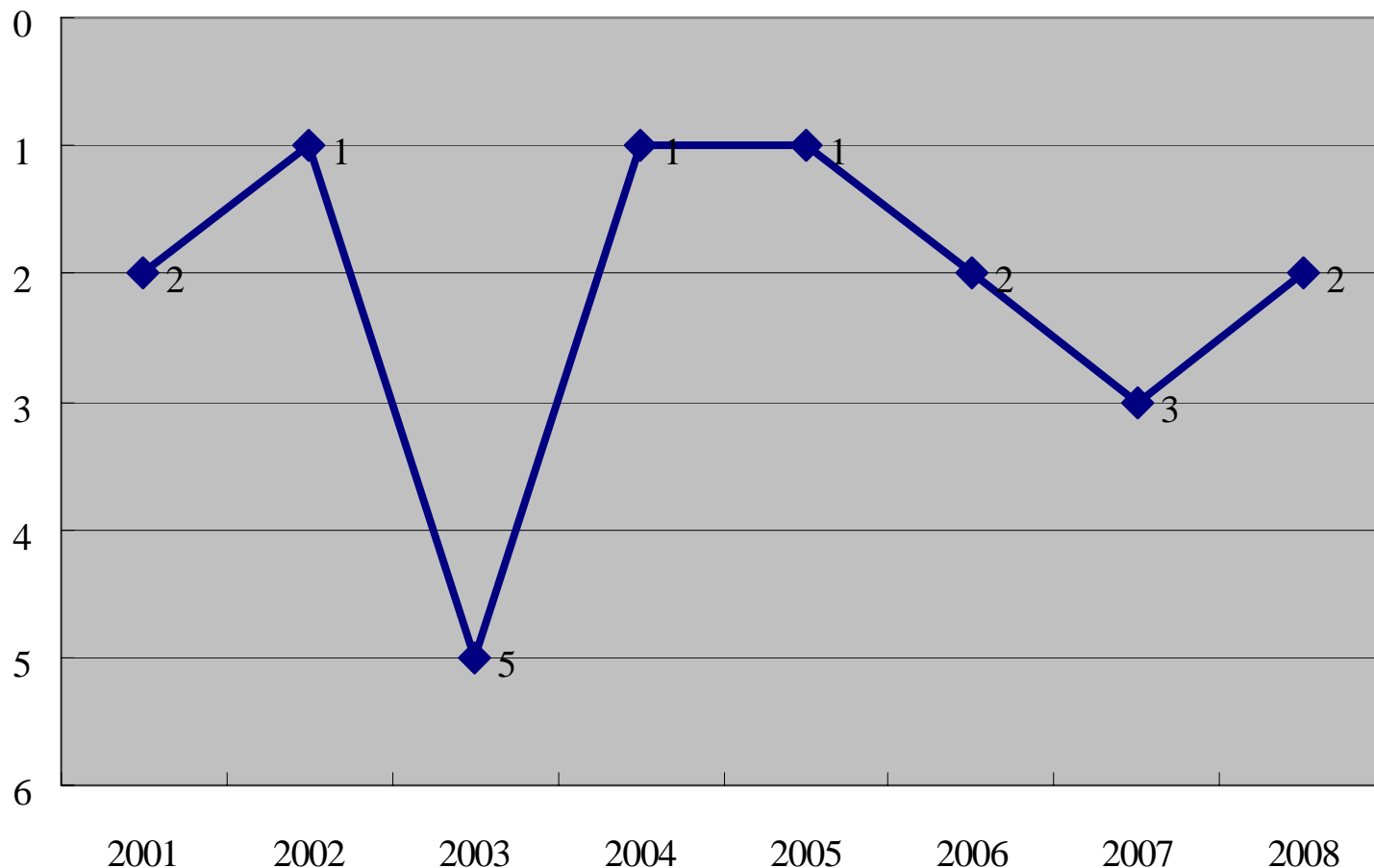
# Bridging Digital Divide



Establishing 233 digital opportunity centers in different areas

# International Recognition

Global e-Government surveys by Brown University, U.S.A

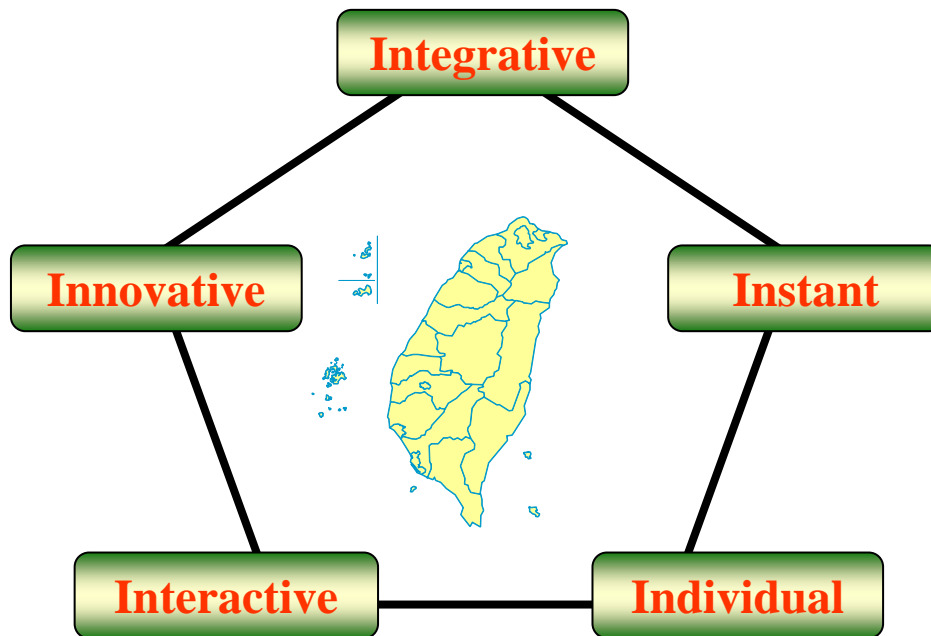




# 3. Next Stage

## Vision

Enhance public values, and establish trusted and connected society



## Goals

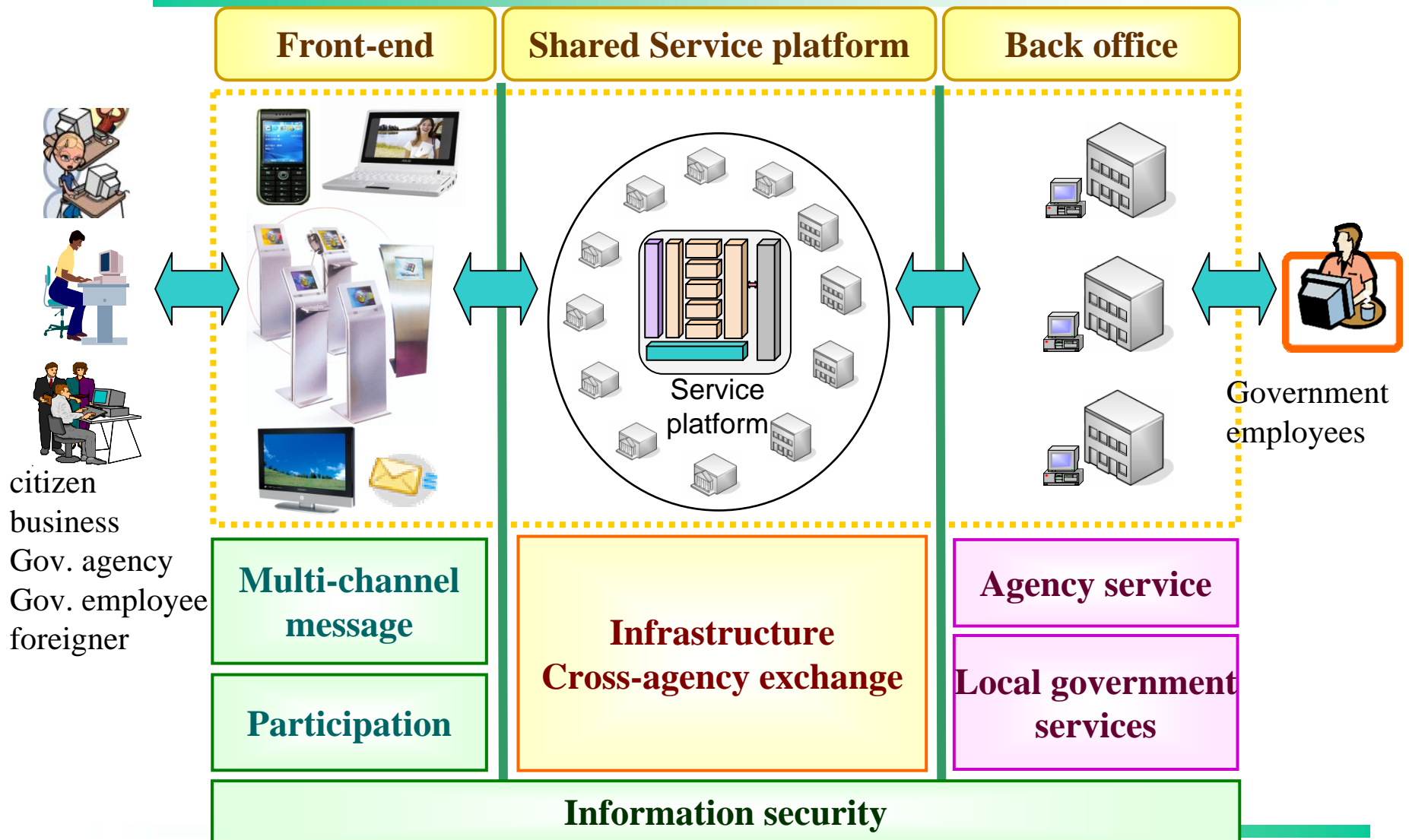
Provide Multi-Channel Services;  
Enrich Quality Life-Style

Prevail Informative Services;  
Enhance Social Care

Strengthen Citizen Interaction;  
Broaden e-Participation

Next Stage e-Government: **(5) I Government**

# Service Framework



citizen  
business  
Gov. agency  
Gov. employee  
foreigner

Government employees

**Multi-channel message**

**Participation**

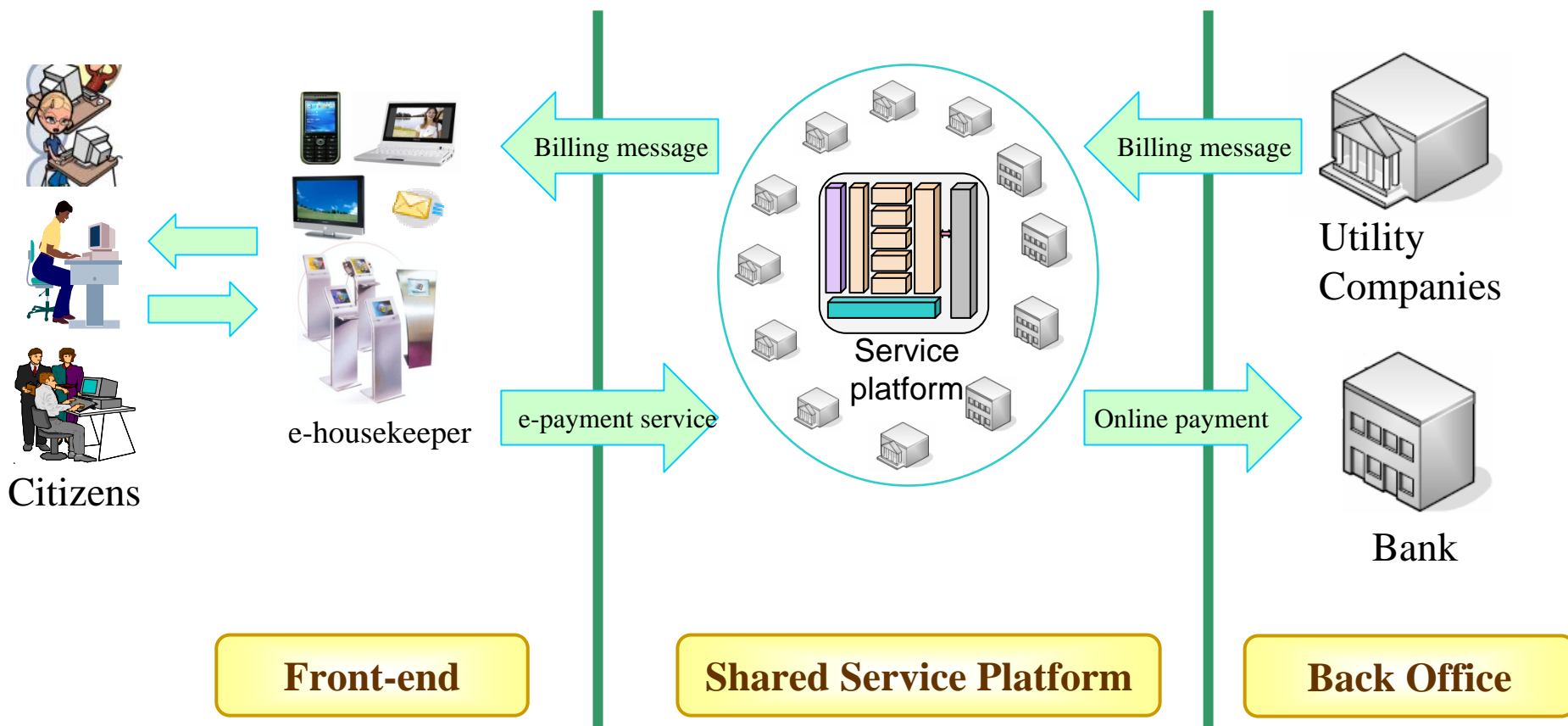
**Infrastructure**  
**Cross-agency exchange**

**Agency service**

**Local government services**

**Information security**

# e\_Housekeeper G2C Service as an Example



# e\_Housekeeper Service

## Next Stage Benchmarking for (5)I Government

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

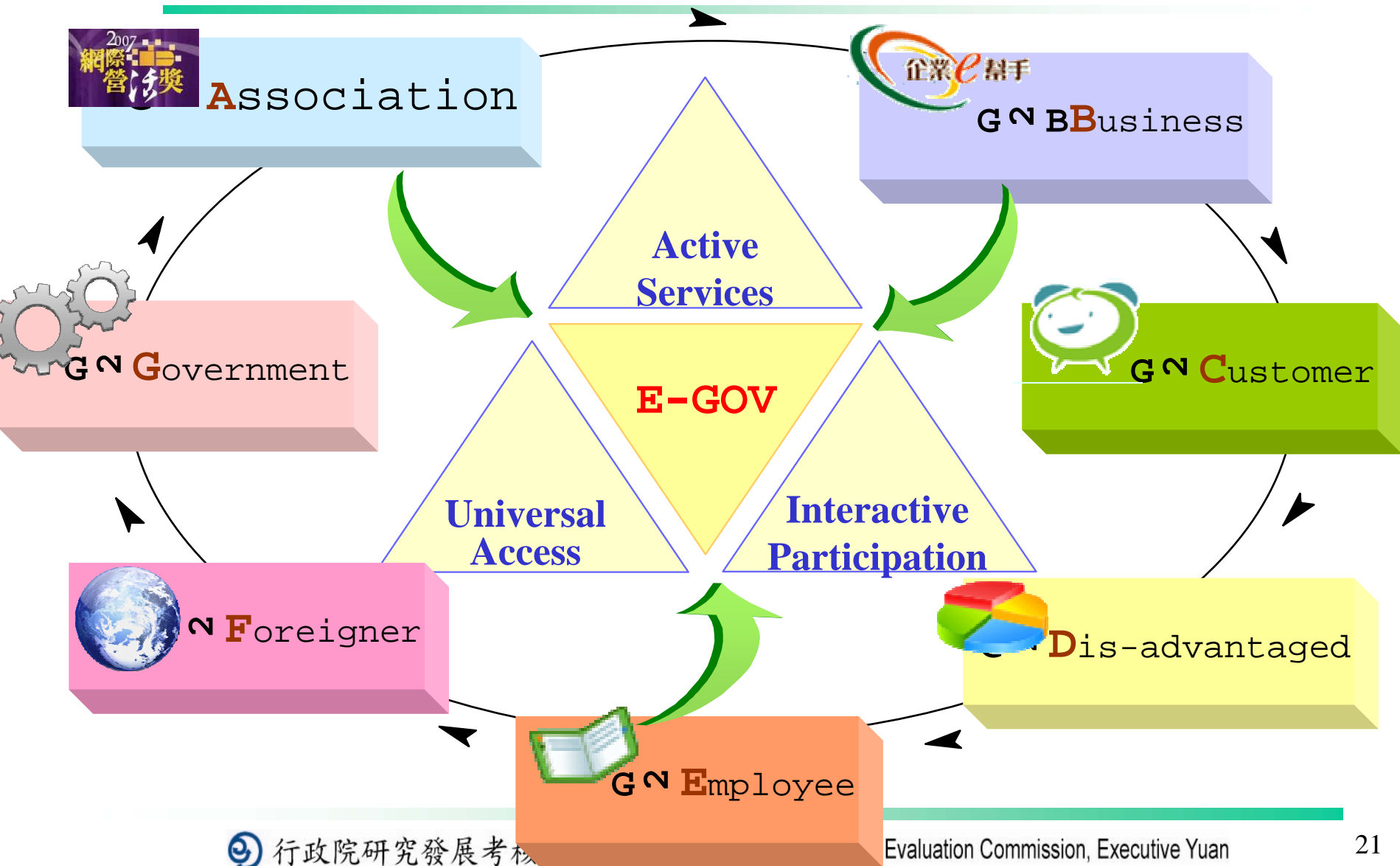


### Step 2: Activate instant message service (Pop-out screen)

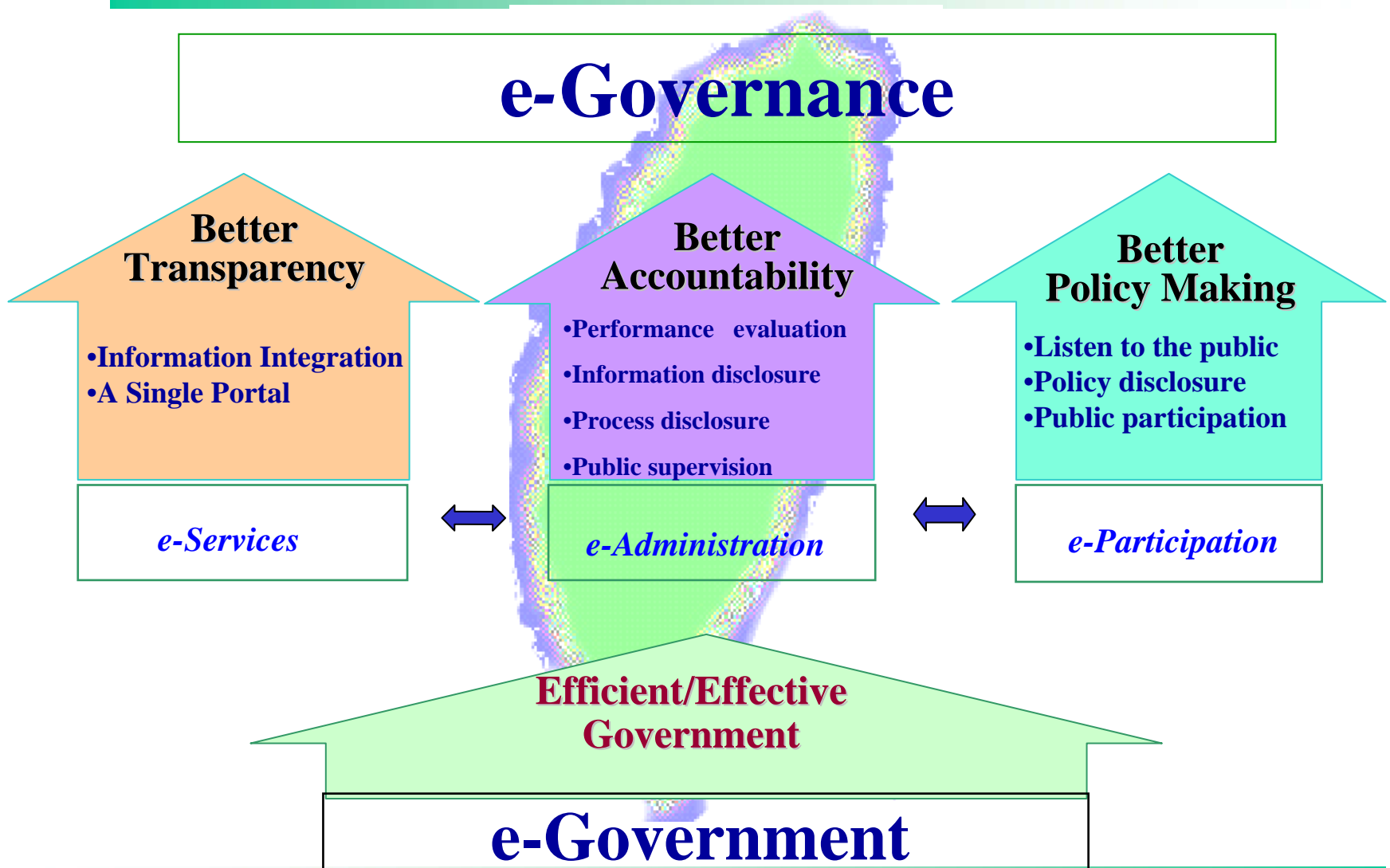


### Step 3: Click and query/transact

# From G2A to G2G Services



# 4. Conclusion



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# Thanks for your attention

For more information, please refer to [www.gov.tw](http://www.gov.tw)

## Appendix

# Brown University E-Gov Ranking

	2001	2002	2003	2004	2005	2006	2007	2008
Taiwan	2	1	5	1	1	2	3	2
UK	5	9	7	14	11	6	5	35
Japan	38	12	23	29	53	9	40	37
Korea	45	2	46	32	86	1	1	1
Singapore	8	10	1	2	2	3	2	4
Hong Kong	--	22	19	11	4	20	22	24
US	1	4	2	3	3	4	5	3