



# e-Government Global Trends and Vision until 2020

*Experience in Taiwan*



**Institute for Information Industry**

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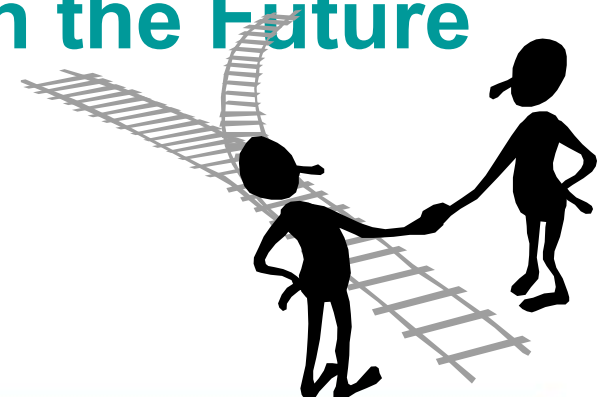
**May 10, 2012**



# Agenda

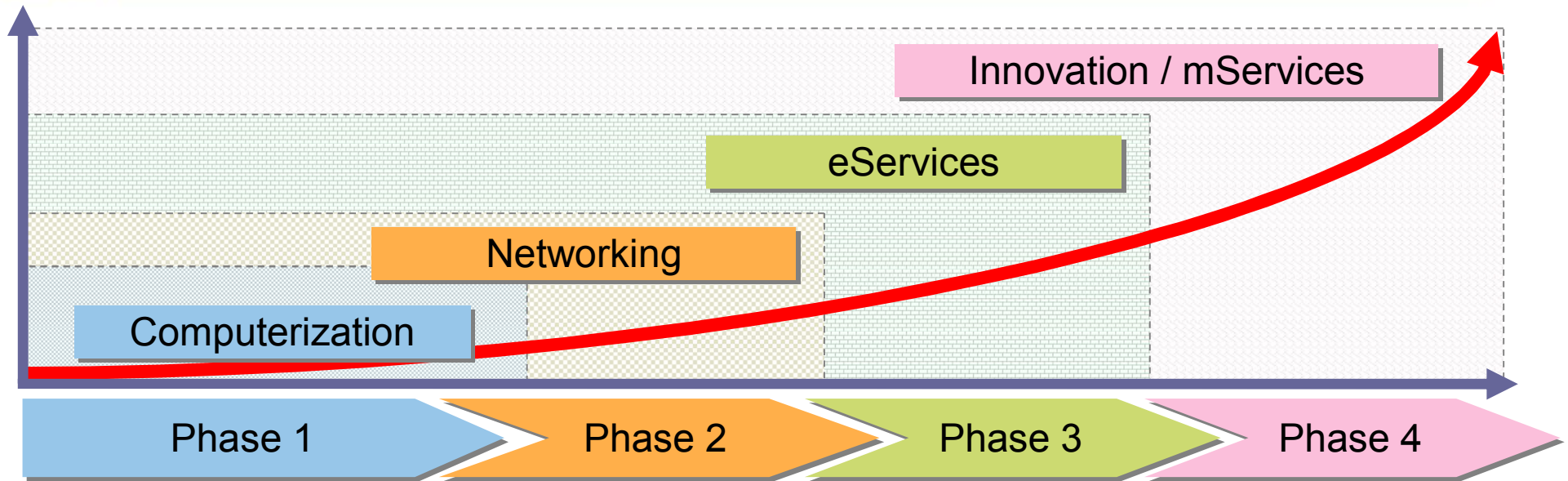
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- **The Strategy and Trend of e-Government Development**
  - Phase 1: Computerization
  - Phase 2: Networking
  - Phase 3: eServices
  - Phase 4: Innovation / mServices
- **e-Government Development in the Future**

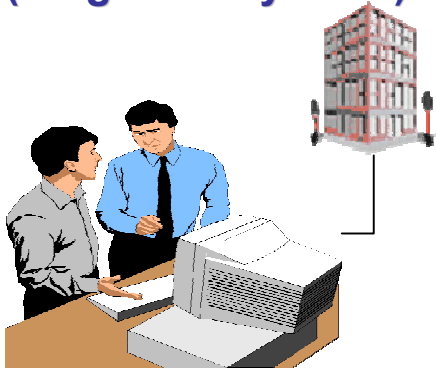




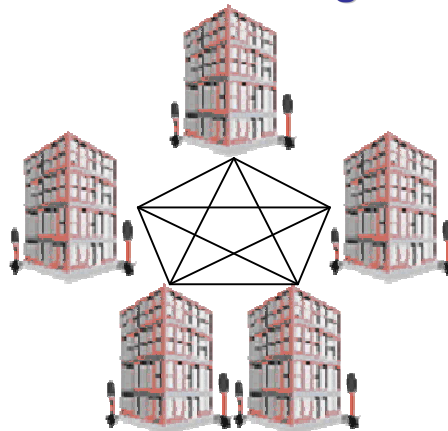
# The Trend of e-Government Development



## Computerized Service (Single PC/System )



## Data Sharing



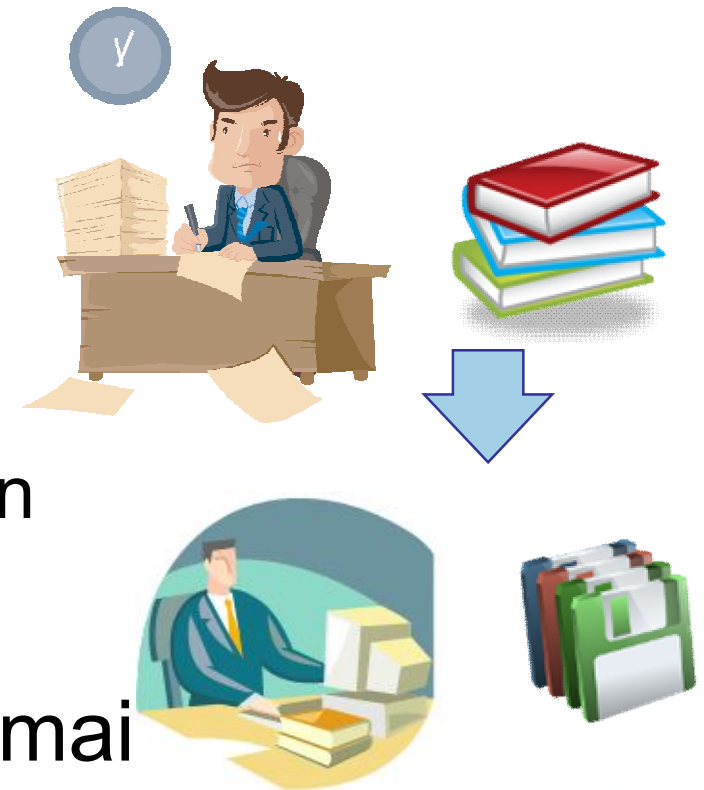
## Public Service





# Phase 1: Computerization

- Before **Internet** era
  - Increase the efficiency of government officers
  - Digitalize the government information
- **Digitalized data** and introduce **computer process** to **five** major administration domains
  - Household Domain
  - Land Administration
  - Taxation Domain
  - Vehicle Registration Domain
  - Commerce and Industry Domain
- Provide **G2E Services**
- **Vertical integration** in each domain







# Example: Resident Information System

## Citizen's life cycle and household administration

### ➤ Services

- Birth/Death registration
- Address change registration
- Marriage/Divorce registration
- Name change registration
- Personal ID Card issuing
- Domicile transcripts application
- Household registration / population statistics and reporting
- Voter list generation
- Etc.

### ➤ Benefits

- Manpower US \$49M / year
- Waiting Time US \$88M / year



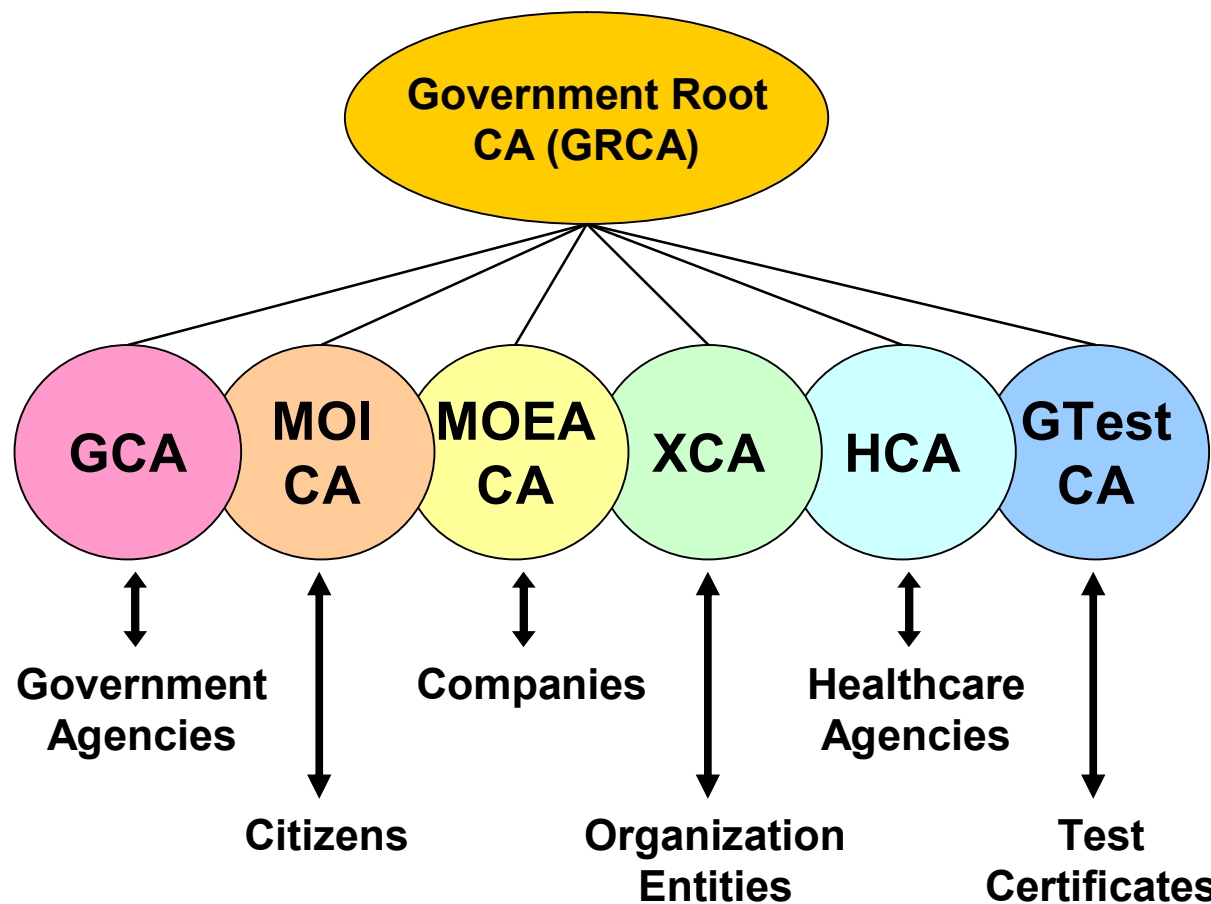
## Phase 2: Networking

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- 1990s Internet blooming
- Build up **network infrastructure** (Government Service Network) and connect all government agencies into network
- Build up **Electronic Gateway** to **share data across agencies** in five major administration domains
- Build up Government Public Key Infrastructure to ensure service security (GPKI)
- Provide **G2G Services**
- **Horizontal integration** between major domains



# Government Public Key Infrastructure



Business Digital Certificate in Taiwan



Citizen Digital Certificate in Taiwan

Encryption / Decryption

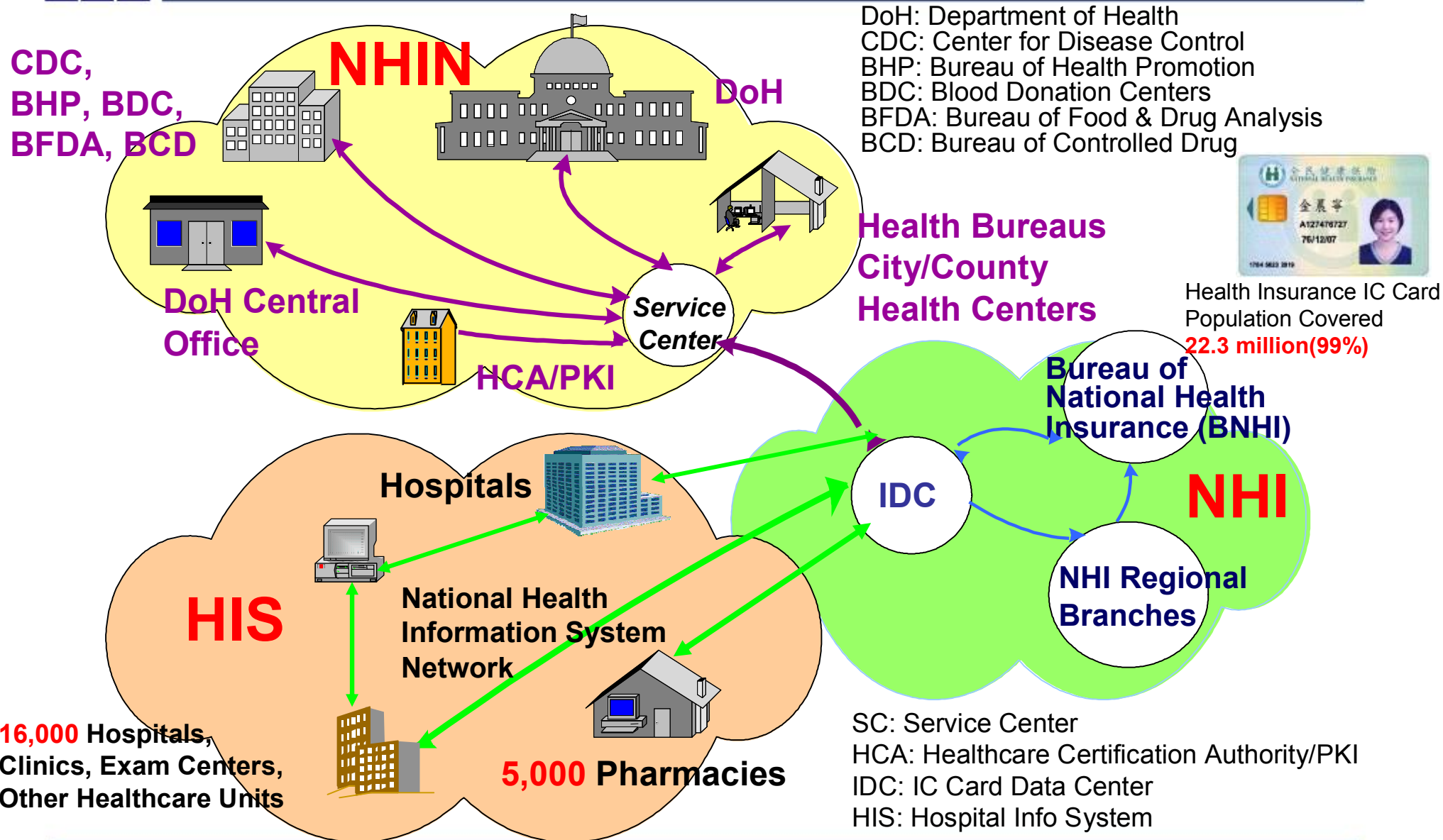
Digital Signature

The Electronic Signature Act

2005	2006	2007	2008
2,132,366	4,917,972	7,153,713	8,071,728



# National e-Health Program





# Public Satisfaction Rate with NHI

With continuous endeavors for improvement for service quality, system performance, and budget source financing, the Satisfaction Rate with NHI climbed to over 80% in 2009.

Public Satisfaction Rate with NHI



Source <http://www.nhi.gov.tw/>



## Phase 3: eServices

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- Internet becomes more and more popular
- Build up diverse eServices to public in every domain

### Integrate government eServices

- Government Portal
- Government Service Platform
- Government e-Payment Gateway
- Government Data Center

- Provide G2B, G2C online services
- Horizontal integration between every domain





# Taiwan e-Government Portal

**MyEGov**

<http://www.gov.tw/>

2002 Mar. ~ Now

1.4 Million+ Members

8800+ e-Forms

2400+ Online Services

11Million+ Page View / M

1.5M Gov Doc Search

e-Paper / 2 weeks

Personalized Layout





## Phase 4: Innovation / mServices

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- eServices becomes popular and wireless environment becomes mature
- Provide
  - Multi-Channel Devices Services
  - Innovation Services



# Electronic Bus Stop and On Board Service

Standalone Bus Stop Display



Indoor LCD Display



On Board Unit  
(GPS  
positioning  
and stop  
name  
annouce-  
ment)





# Mobile Phone Traffic Information



Home  
Page



Help



Bus Info



Favorite



POS



Planning



Close

14



# Cadastral Graphical Information Network Service System

**Software**

檔案名號	軟體名稱	軟體介紹	更新日期	下載
jre-1_5_0_12.exe	Java Program Tool	Java System Software Down load	.07.06 6MB)	
G_N01_K02.apk	Cadastral Map Inquiry	Android version software down load	.08.09 93K)	

**Video**

難易程度流水號	主題名稱	主題內容	更新日期	下載
地籍圖資_基礎01	<b>Java Download</b>	系統需於JRE環境下運作，如何下載、安裝及設定JRE，為系統佈置一個表演舞台，乃為入門首要課題 >> JRE下載 >> JRE安裝 >> JRE設定(啟動jre快取、調整記憶體及刪除暫存檔)	2011.08.18 (約3.42M)	
地籍圖資_基礎02	<b>Google Map plugin</b>	怎麼看不到Google 3D地圖呢？別忘了需事先外掛顯示3D地圖之元件，本影片將說明Google外掛元件之下載、安裝	2011.08.18 (約3.10MB)	
地籍圖資_基礎03	簡易障礙排除	收錄常見無法正常使用系統之障礙原因及排除方法	2011.08.18 (約3.51MB)	
地籍圖資_基礎04	<b>System Operation Guidance</b>	初步介紹如何由瀏覽器進入系統及簡單易學的系統功能操作介面 >> 首頁訊息 >> UI介紹 >> 圖層管理 >> 其他網頁便利連結	2011.08.18 (約3.01MB)	
地籍圖資_基礎05	<b>How to view the Map</b>	綜合各種視景工具輔助瀏覽地籍圖 >> 平移工具 >> 縮放工具 >> 範圍框選 >> 測量距離	2011.08.18 (約4.58MB)	

**Android版程式下載**

**系統維護訊息**

G1\_3140\_doc

顯示所有下載...



# e-Government Development in the Future

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- IT Resource Rearrangement
  - IT Staff
  - Computer Facilities
- IT Security Enhancement
  - 83% Level 1 Agency with ISO 27001 Certificate
  - 40% Level 2 Agency with ISO 27001 Certificate
- International Cooperation and Partnership
- Cloud Computing
- ...





# e-Registration System for Hospital Network

## ■ Proven solution in Czech Republic and Asia

- Czech Republic successful e-Registration system implementation and operation service in Vysocina Regional Hospital with **“2011 Best e-Government Service” prize awarded in Nov. 2011**

(1) Jihlava Hospital, system operation started in June 2011

(2) Pelhrimov Hospital, system operation started in Feb 2012

(3) 3 Hospitals, system operation started in June 2012



e-Registration System  
-The Best e-Government Service 2011 Award in Czech Republic-  
-A Cooperative Project of Vysocina Region, Czech Republic and  
Institute for Information Industry (III), Taiwan-

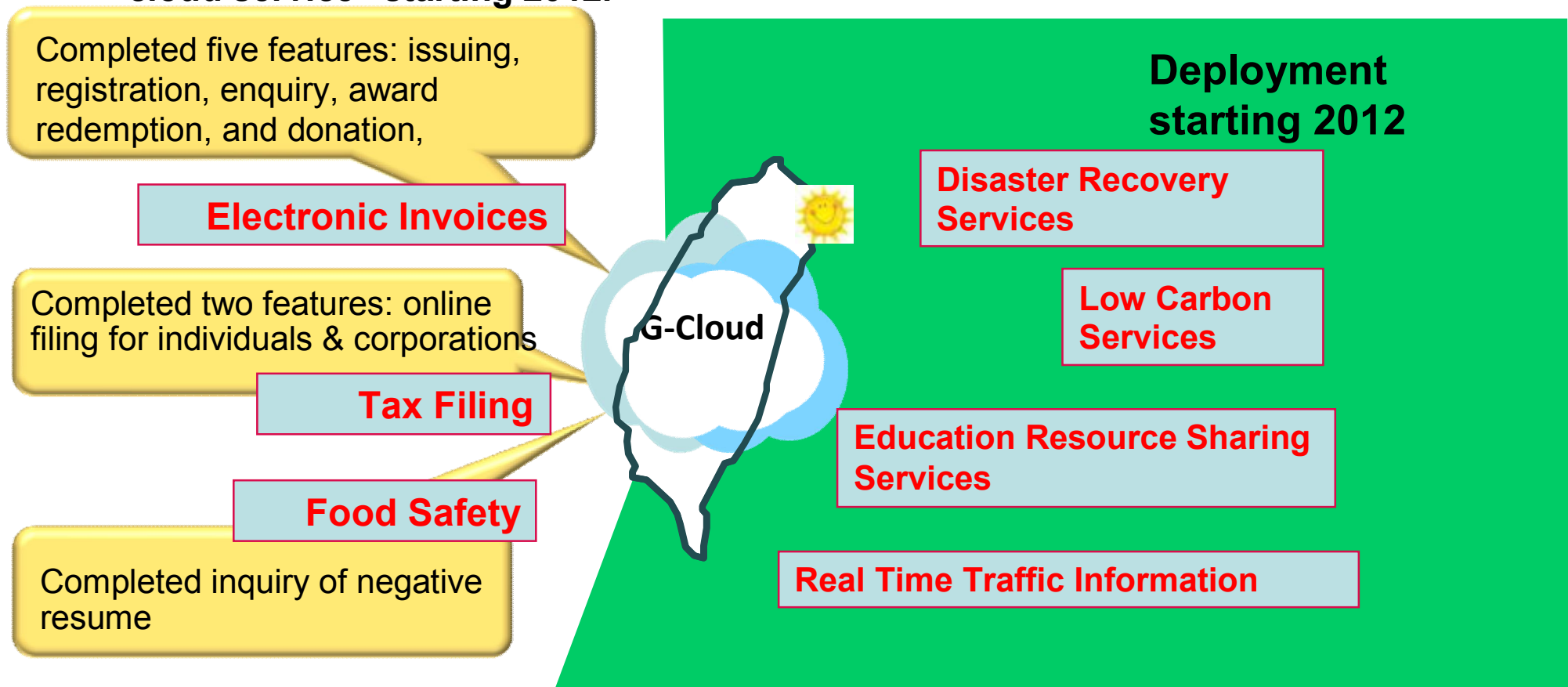


- More than 30 hospitals with e-Registration System, Integrated Hospital Information System implemented in Asia, including Taiwan, China, Vietnam



# G-Cloud Services Planning

- Established G-Cloud review guidelines. Approved plans on: low-carbon cloud, education cloud, police cloud, and transportation cloud.
- Completed planning for fourth generation e-Government. Scheduled to initiate development of “governance project management portal” and disaster “recovery cloud service” starting 2012.



# Thank You !

