

# My E Gov Portal and Government Service in Taiwan

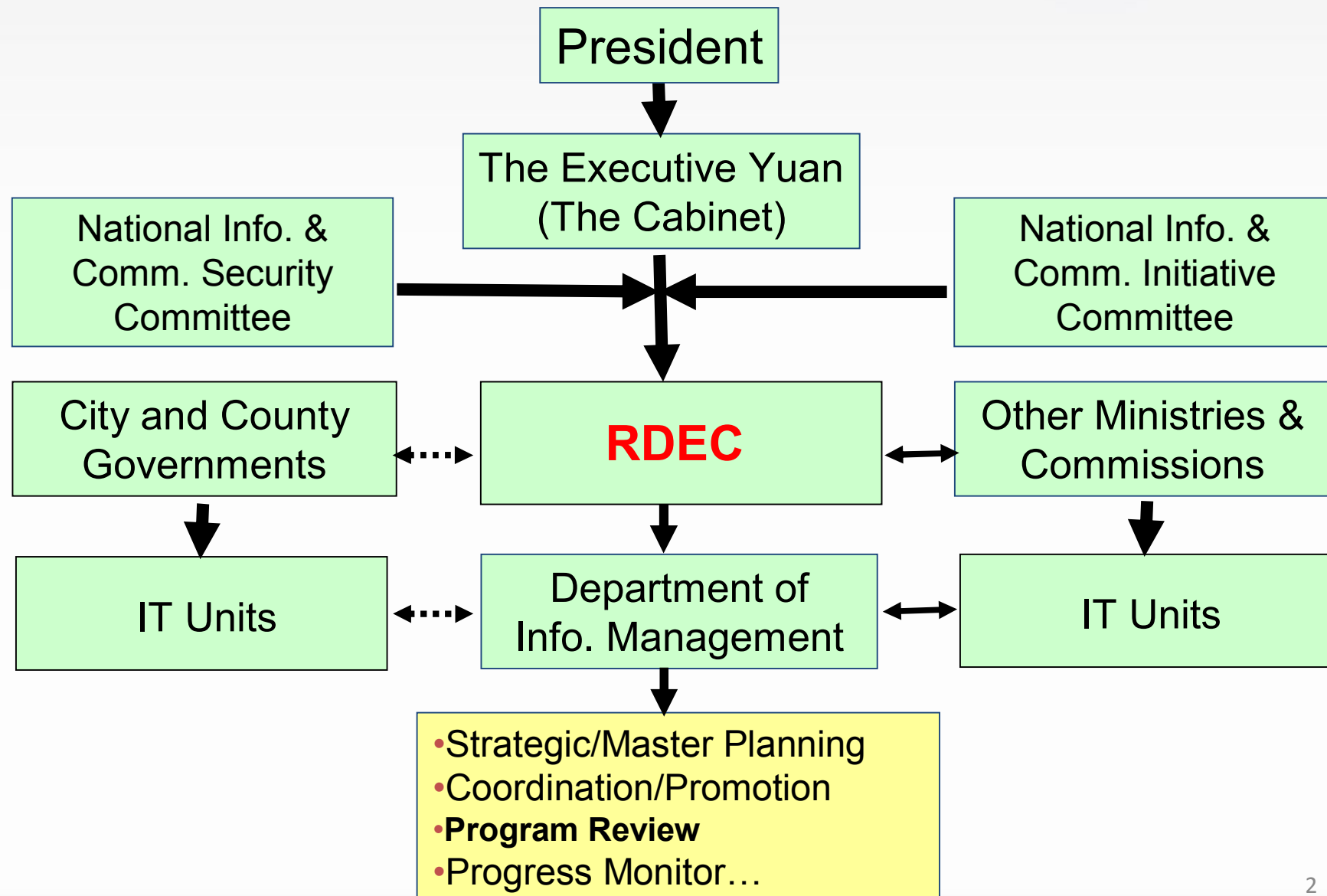


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# E-Government Implementation Mechanism



# My E Gov Portal Intr

# Agenda

- **What is MyEGov Portal**
- **Our Goals**
- **Our Services**
- **Achievements**
- **MyEGov Portal Service Snapshots**

# What is MyEGov

- My -Eo v e r n m e n t ( My l a u n c h e d i n 2 0 0 1 .
  - The main services are
    - information query
    - online services delivery
    - interactive communication
- F r o m y e a r 2 0 0 6 t o c
  - MyEGov was rebuilt with web 2.0 concept and provided more integrated services, such as
    - personalized profile
    - Blog
    - multimedia broadcasting
    - Mobile APP
    - RSS feed subscription
    - Digg services



## Our Goals

- To provide a unified website
  - contains links to all government websites
  - allows searching for all government information.
- To provide the online services
  - e-forms
  - electronic services, which are integrated and customized for people.
- To provide a unified channel to communicate with government.

# Our Services

## Information Queries

- Daily News Update
- Multimedia Content
- Features by Specific Audiences
- Powerful Search Engine
- Classified Information by Subjects
- Government Contact Index
- Government Sector App Service

## Online Service Delivery

- e-Form Download
- Online Application Service
- Webcam Streaming Service

## Interactive Communication

- Digg Service
- Facebook
- Youtube
- Blog
- Mobile Web

# My E GOV maps(h1o)t

- Webcam Stream Service
  - 59 webcams over country-wide to promote Taiwan resorts by providing live-image service.





# My E Gov S n(a2p) s h o t

- Multimedia C
  - Providing multimedia content for learning more about Taiwan culture, scenery, and public affairs.



The screenshot shows the YouTube channel interface for 'eGov福爾摩沙影城'. The channel banner includes the text 'eGov福爾摩沙影城' and '生活開麥拉 Action!'. Below the banner, there are statistics: 385 subscribers and 569,911 video views. The main content area displays a list of video uploads, including '宣導廣告放映室' (Publicity Video Room) and '我的E政府—買易便捷化' (My E-Gov - Buy Easy and Convenient). The right sidebar contains a description of the channel's mission and a list of recent activities.

# My E Gov maps(h3o)t

- Diverse subject
  - Tailoring the content for different segments.
  - There are 4 kinds of segments in MyEGov, the family, student, female and senior citizen.



# My E Government

- Online Applications – Offering online services and e-Forms for citizens.



The screenshot displays the My E Government website interface. At the top, there is a navigation bar with the logo and the text '我的E政府 WWW.GOV.TW'. Below this, there are several tabs for '線上服務', '政府資訊', '分眾服務', '專題報導', and '便利服務'. A search bar is located on the right side of the navigation bar.

The main content area features a '熱門關鍵字' (Hot Keywords) section with a list of services including '後備軍人', '結婚', '健康保險', '原住民', '就業', '志工', '職業訓練', '補助申請', '投資工具', '勞工保險', '大陸地區', '買賣房屋', '生育補助', '教育補助', '電費', '診斷證明書', '托育津貼', and '替代役'. Below this is a '類別' (Category) section with a list of services such as '生育保健', '出生及收養', '求學及進修', '服兵役', '求職及就業', '開創事業', '婚姻', '投資理財', '休閒旅遊', '交通及通訊', '就醫', '精進及遷徙', '選舉及投票', '生活安全及品質', '退休', '老年安養', '生命禮儀', and '公共資訊'. A '熱門常見問題搜尋' (Hot Common Questions Search) section is also present, with a search box and a list of questions.

On the right side, there is a '熱門排行' (Hot Ranking) section titled '您現在查詢的是：熱門排行'. It lists various services with their update dates and the number of downloads. The services include '生育給付申請書件', '遺產繼承分割協議書', '青年創業貸款計畫書', '育嬰留職停薪津貼申請書', '申請納稅證明及無違章欠稅證明申請書', '繼承系統表', '中油VIP會員卡申請表', '重送繳還稅申請書', '復查申請書', and '中油營業卡申請表'. Each service entry includes an '回報問題' (Report Problem) button and the number of downloads.

At the bottom of the page, there is a '親職假 顧全家' (Parental Leave Care for All) section with a date of '2013/08/12' and a '特別報導' (Special Report) button.

# My E Gov S n(a5p) s h o t

- D i g g S e r v i c e
  - Setting up a platform for citizens to share the tips and information in their daily life .



The screenshot shows the '我的E政府' (My E Gov) website interface. At the top, there is a navigation bar with '線上服務' (Online Services), '政府資訊' (Government Information), '分眾服務' (Targeted Services), '專題報導' (Special Reports), and '便利服務' (Convenient Services). Below this is a search bar and a '生活情報' (Life Information) section. The '生活情報' section features a 'Digg' service for sharing tips and information. A featured article titled '人民觀審制度 意象標章徵選' (Public Jury System Logo Design Contest) is highlighted. The article text includes: '有效日期: 2012-10-11~2012-11-30', '張貼機關: 行政院研究發展考核委員會', '地區: 不分區', and '透過公開選拔方式, 廣徵社會各界創意和巧思, 徵選能表彰人民觀審制度之意象標章 (LOGO), 廣泛運用於文宣及活動視聽識別, 期能宣傳人民與法官共同審判的政策, 以提升司法透明度, 反映人民正當法律感情, 增進人民對司法的瞭解及信賴。參加資格: 凡喜愛設計創作, 能發揮創意, 將司法院人民觀審制度政策與理念的意義及形象... (繼續閱讀)'. The article also shows '1 人推薦' (1 person recommended) and '0 篇回應' (0 replies).

# My E G O V m a p s ( h 6 0 ) t

- Mobile App & Mobile Service
  - Providing public mobile service for citizen
  - Aggregating apps from different government agencies



# e-G o v e r n m e n t C o m m o n P l a t f o r m i n T

# A g e n d a

- B a c k g r o u n d : G o T v æ i r w a n n e n e t P r o g r a m
- V i s i o n : C o m m o n a d P h a p f o r m
- S t r a t e g y : C e n t r a l G S P
- I m p l e m e n t a t i o n : G S P S o l u t i o n
- B e n e f i t s

# Background Government Program

- e-Government Program was approved in 2008, which consists of information technology, and e-Infrastructure.
- The Government Program aims for putting agencies and government employees to application services online, and e-registration certificates.
- This program aims to link all government networking and to provide services a "e-Government" system.
- Build Government Common "Platform" system. Its function is to integrate related operational processes.

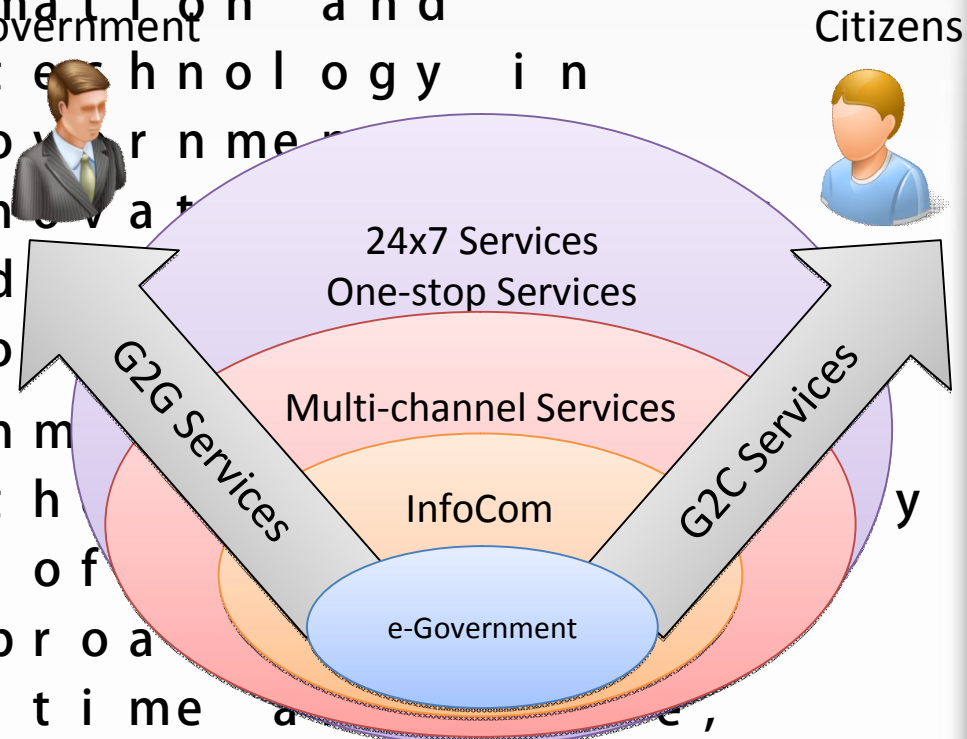


# Backgrounds-Government

- To provide online services through a Government Service Network (GSN).
- To encourage the government work force at different levels to take advantage of the Internet.
- To conduct the administrative business in a more efficient manner.
- To promote communication and document exchange among organizations at different levels.
- To improve the convenience and efficiency of government services by providing "one-stop processing" services.

# Government Vision

- To employ information and communications technology in supporting of -government engineering, innovation providing and administrative efficiency improvement
- To enable government businesses and the citizen to get the variety of services via a broad channels at any time and to provide integrated, innovative interdepartmental services.

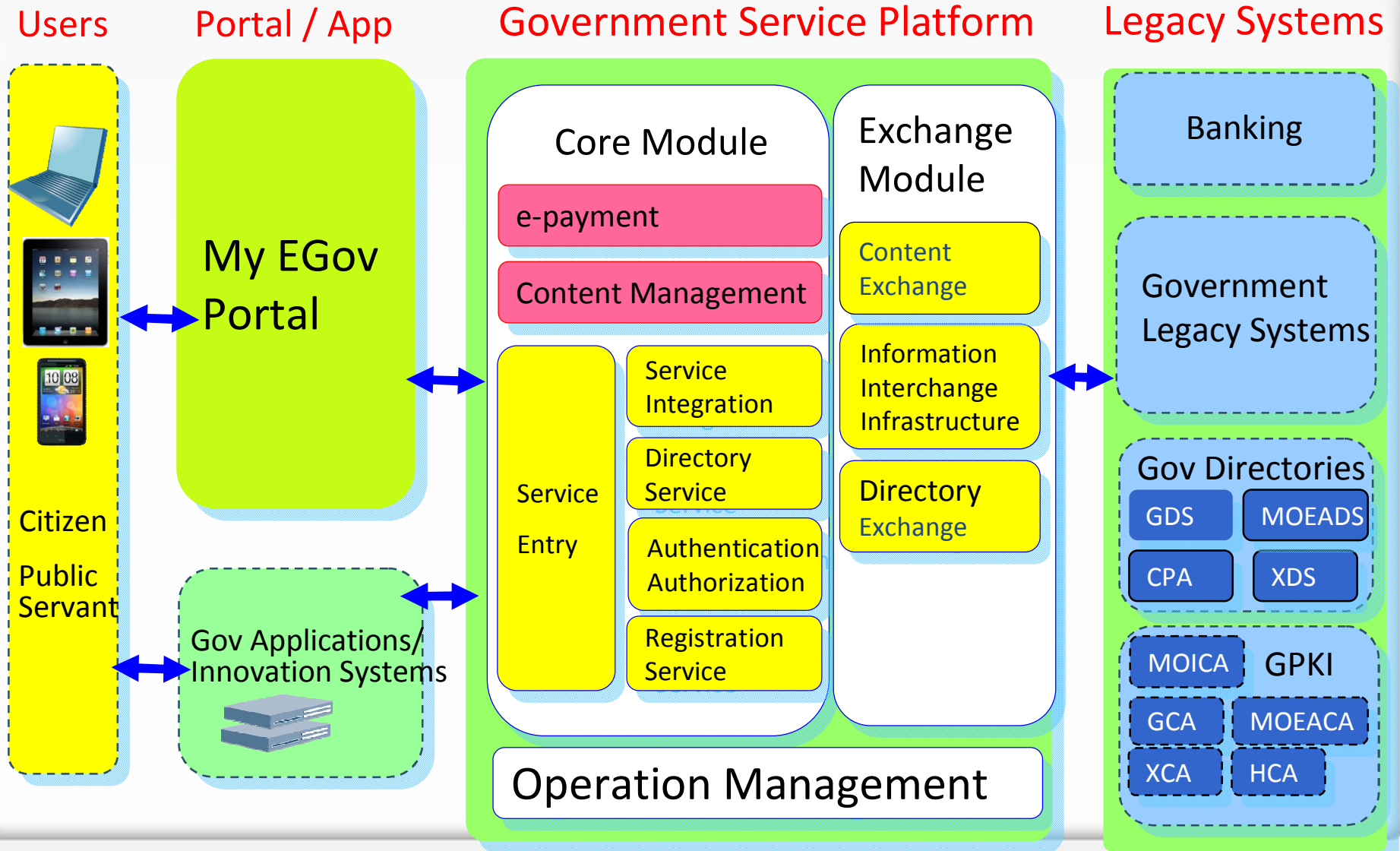


Government is anytime,  
Anywhere and for anyone.

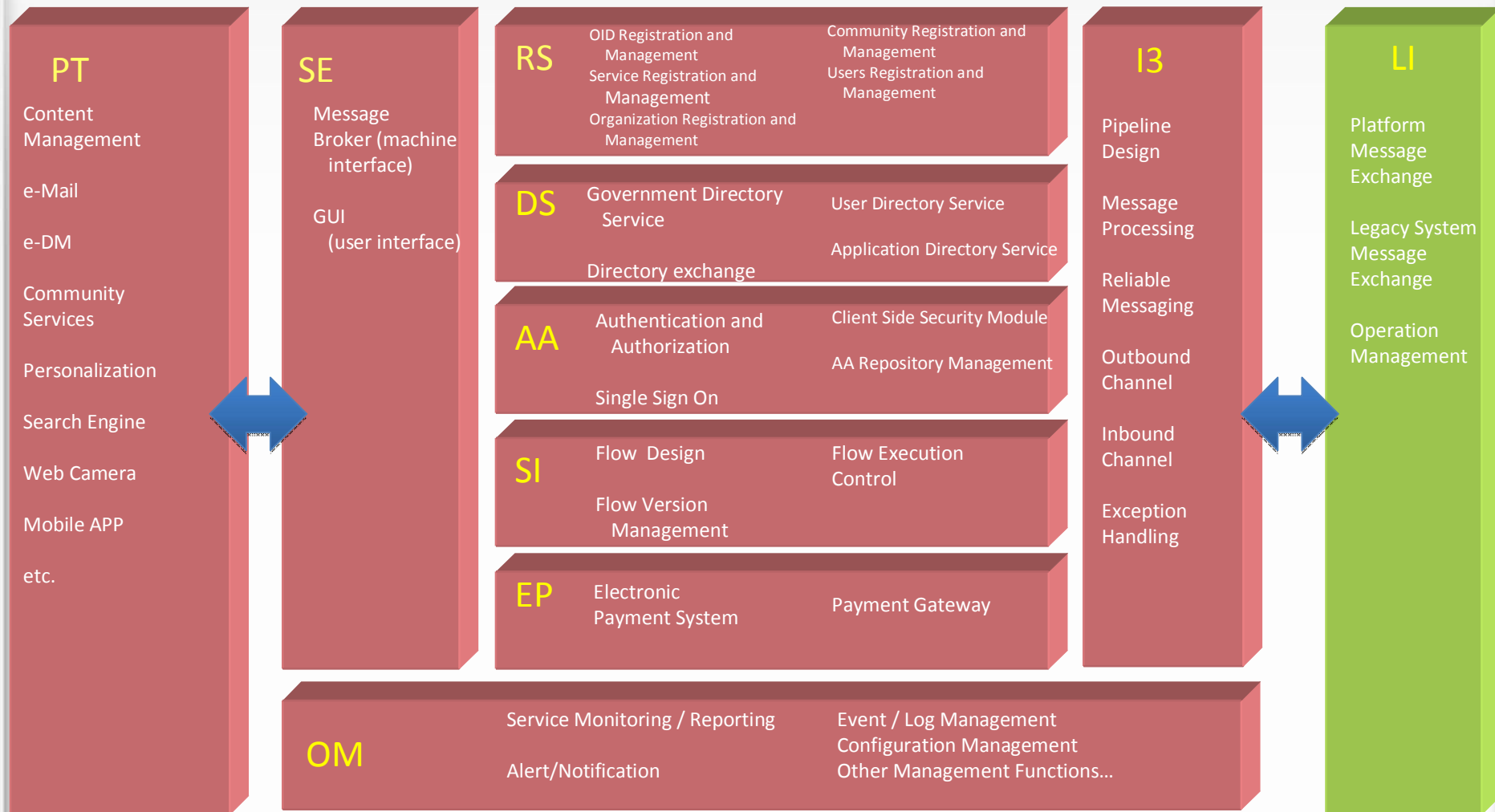
# Strategy: Standardize and Government Services

- To Provide a single integrated view
  - Single Sign-On (SSO)
  - Service Registration
  - Service Integration
  - Electronic Payment
- To Solve many tough problems facing
  - Strengthens government on-line services
  - Integrate with the e-Government entrance website
  - Provides various service channel for e-Government services
  - Accelerates the implementation of e-Integrated Service

# Strategy : Central Command at eGovernment Gateway



# Implementation: Government Platform Module



# Implementation: Core Standards

- eService Transport Protocol (ES-T)
  - SOAP over Http/Https
  - WSDL
  - WS-Security
  - XML Schema definition for government information exchange
- Government PKI
  - X509 v3 Certificate
  - OCSP for on-line certificate verification
  - CRL for off-line certificate verification

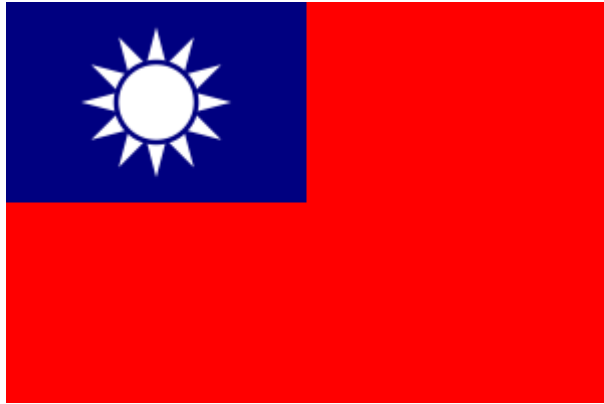
# Implementation: Core Set

- Directory Data Exchange
  - LDAP (Synchronize Mode)
  - LDIF/DSML (Async. Mode)
- E-Payment Transport Protocol
  - ISO8583(Credit Card)
  - Trip-Combo Card

## B e n e - G S P s

- G o v e r n m e n t S e r v i c e P l a t f o r m ( b e c o m i n g t h e c o r e o p e r a t i o n p l a t f o r m )  
G o v e r n m e n t
  - providing cross-agency SSO services.
  - providing integration of Web Services.
  - providing on-line e-payment services.
  - providing cross-agency data exchange services.
  - providing national directory services.





**Thanks for your attention**

**Questions?**