e-Government Status and Outlook in Taiwan

From e-Government towards e-Governance

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Outline

1. Background

2. What Has Been Done
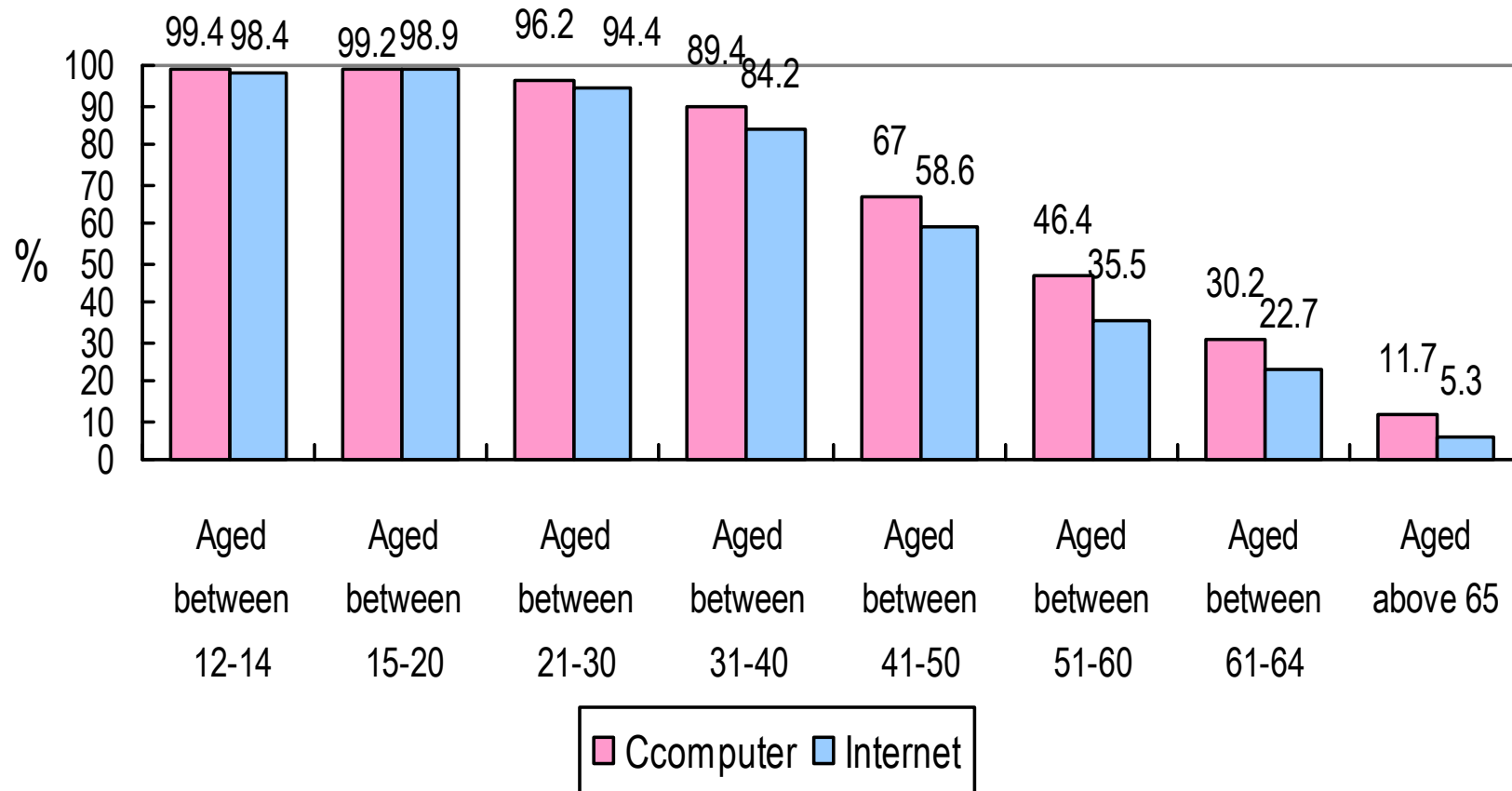
3. Next Phase

4. Rise to the Challenge

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e-Readiness in Taiwan

Sep 2009

Items	Penetration Rate
Internet Population	71.80%
Broadband Population	67.60%
Households Connected	78.10%
Broadband Households	66.41%
Mobile Phone Users	110.30%
Cable TV	62.37%

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

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Use of Internet among Ages

Chart 19. Use of Computers/Internet Equipment Among Different Age Groups

	Aged between 12-14	Aged between 15-20	Aged between 21-30	Aged between 31-40	Aged between 41-50	Aged between 51-60	Aged between 61-64	Aged above 65
Ccomputer	99.4	99.2	96.2	89.4	67	46.4	30.2	11.7
Internet	98.4	98.9	94.4	84.2	58.6	35.5	22.7	5.3

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Trend of "E" usage

From 2004 to 2009

■ Basic internet usage

- The use of internet growth in every ages, especially in 41-50 of age, increase 17.8%.

- Ability to use E-mail increase 3.3%.

- Participation in internet activities increase from 67.3% to 75.1%. Extremely high in 12-14 and 51-60.

- Internet instant communication usage increase 19.7%.

- Online shopping increase from 30.5% to 59.3%, age of 15-20 from 28.7 % to 75.5 %. Online payment increase from 18.1% to 28.9%.

- Mobile on-line application usage growth only in the group younger then 50. heavy users are in 21-30.
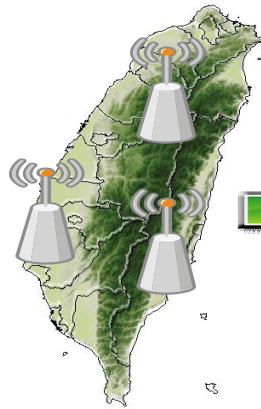
From 2004 to 2009

■ E-government usage

- ● **Online search for governmental announcement increase from 45.9% to 50.8%.**

- ● **Online application for governmental services increase from 22.1% to 30.3%. Especially the age of 15-30.**

- ● **Citizen under 30 years old, especially the age of 15-20, search information on governmental websites increase more then in other ages.**
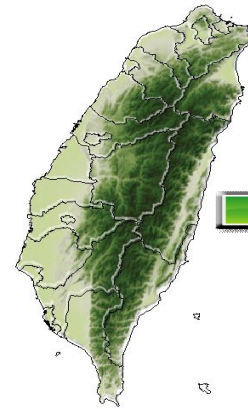
National ICT Plans

E-Taiwan   **TAIWAN**   **U-Taiwan**   **INTELLIGENT TAIWAN 智慧台灣**

2002-2007   2005-2008   2008-2009   2009-2016

GOV.TW 我的e政府

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INTELLIGENT TAIWAN 智慧台灣

2009-2016

US $4.4 billion

W   **Wireless & Broadband Convergence**

I   **Cultural and Creative Industry**

S   **Superior e-Government**

D   **Demand-driven Applications**

O   **Equal Digital Opportunity**

M   **Manpower Cultivation**

Vision

Create Public Values, and
Establish a Trusted and Connected society

Goals

Provide Multi-Channel Services;
Enrich Quality Life-Style
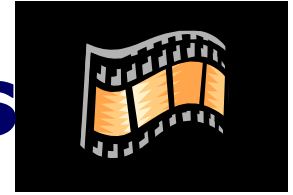
Prevail Informative Services;
Enhance Social Care
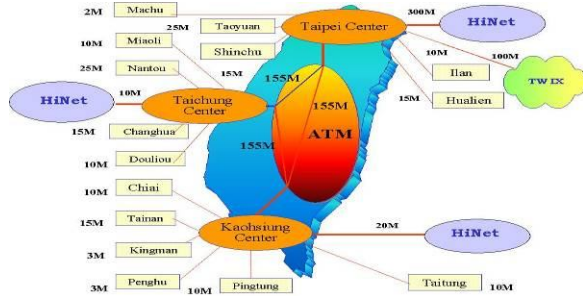
Strengthen Citizen Interaction;
Broaden e-Participation

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Key e-Government Programs

Government Service Network

e-Procurement Service
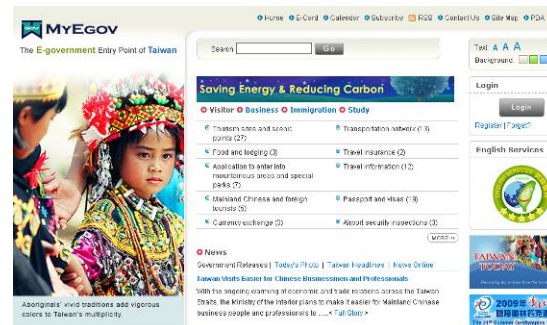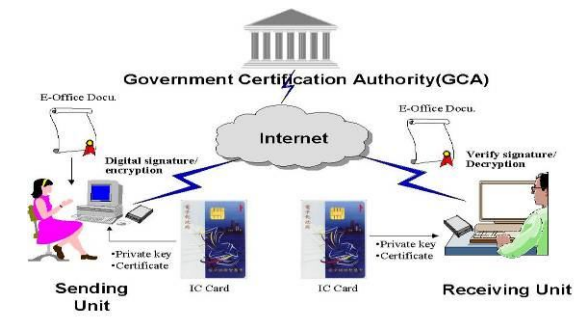

e-Tax Service

Government Certification Authority

The e-Government Portal (www.gov.tw)

Official Document Interchange

e-Motor Vehicle Service

e-Village Service -- Bridging Digital Divide

e-Job Service

Building the Capacity for Collaboration

Towards G-Cloud

- **GSN (Government Service Network)**
- **GPKI (Government Public Key Infrastructure)**
- **GSP (Government Service Platform)**
- **Gov-Ware** **(Web-tool, web-modules, payment gateway)**
- **Shared services make integration easier, faster, cheaper and more effective.**

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Ongoing work for Cloud

N platforms →→→ 1 platform

Methods:

Consolidation, virtualization, standardization

Benefits:

Resource sharing and flexible relocation

Comprehensive security protection

Lower maintenance effort

Lower electricity consumed

Data Centers Are Evolving into Service Factories

- **Fewer**
- **Bigger**
- **Better**
- **Smarter**

Government Service Platform
- "Digital Glue" for Connected Governance

| Front-end | Shared Service platform | Back office |

citizen
business
Gov. agency
Gov. employee
Foreigner
NGOs/NPOs

Service platform

Government employees

Multi-channel service

Participation

Infrastructure for Cross-agency exchange

Central government services

Local government services

Information security
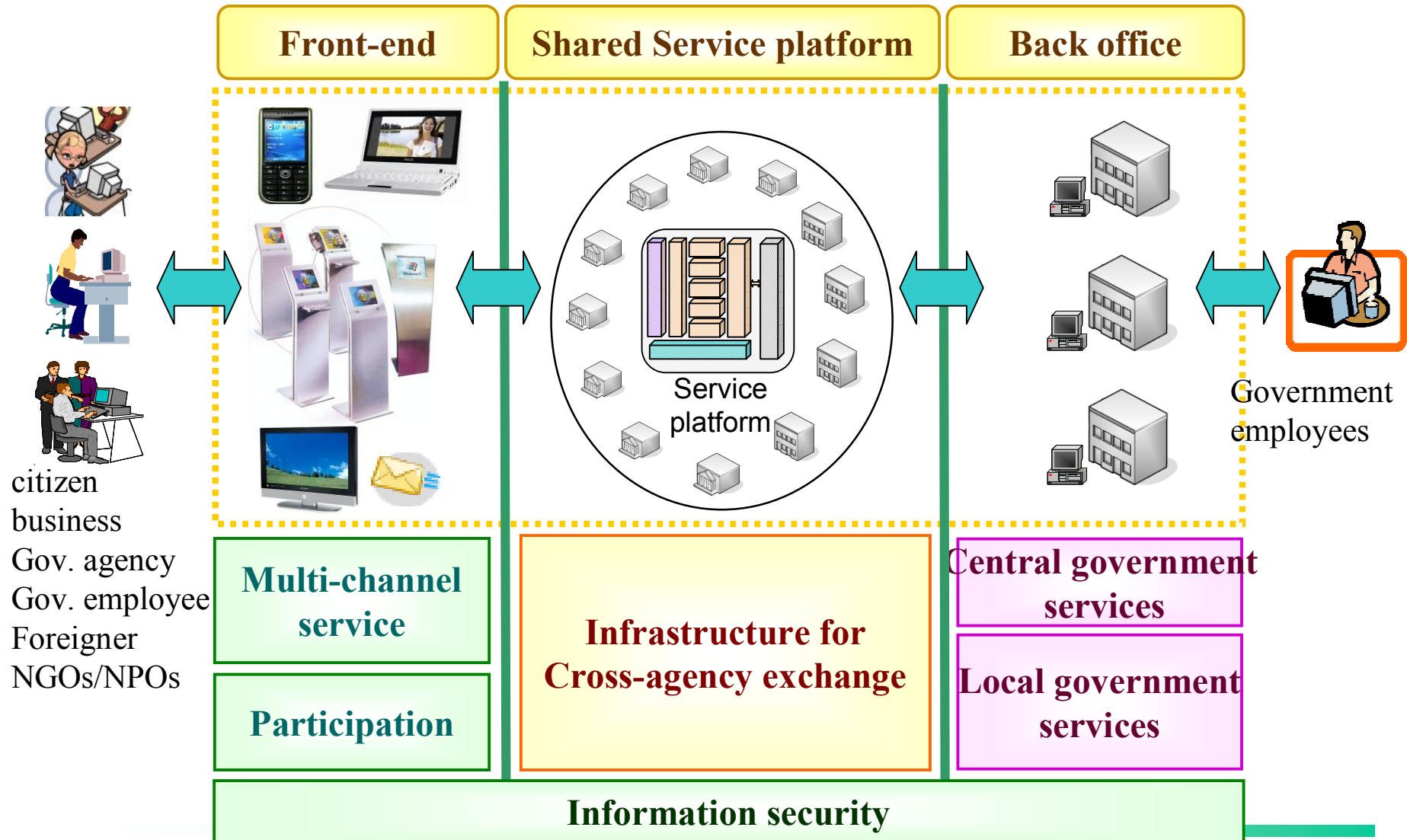
Towards Service 2.0

- **Proactive**
- **Clustered**
- **Channel-neutral**
- **Trustworthy**
- **Green**
- **Social Networking**
- **Public & Private**

Online Income Tax Filing (G2C)

In 2009, 64.70% of 4.8 million taxpayers filed **individual income tax** via Internet

Percentage of Online Tax Fi

70%
60%
50%
40%
30%
20%
10%
0%

64.70%
54.68%
50.33%
45.31%
34.59%
21.06%
14.46%

1998 1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009
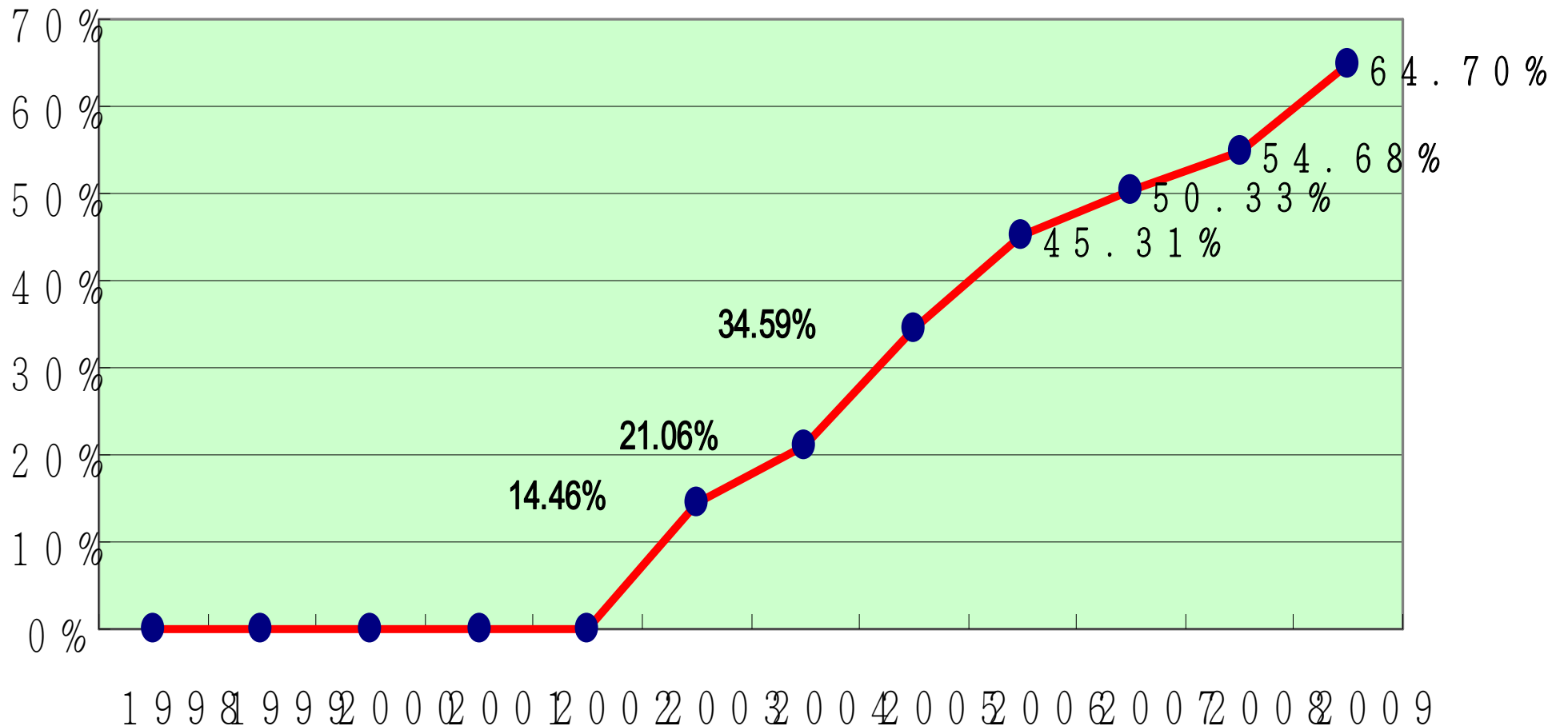
Government Procurement Online(G2B)

- 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.
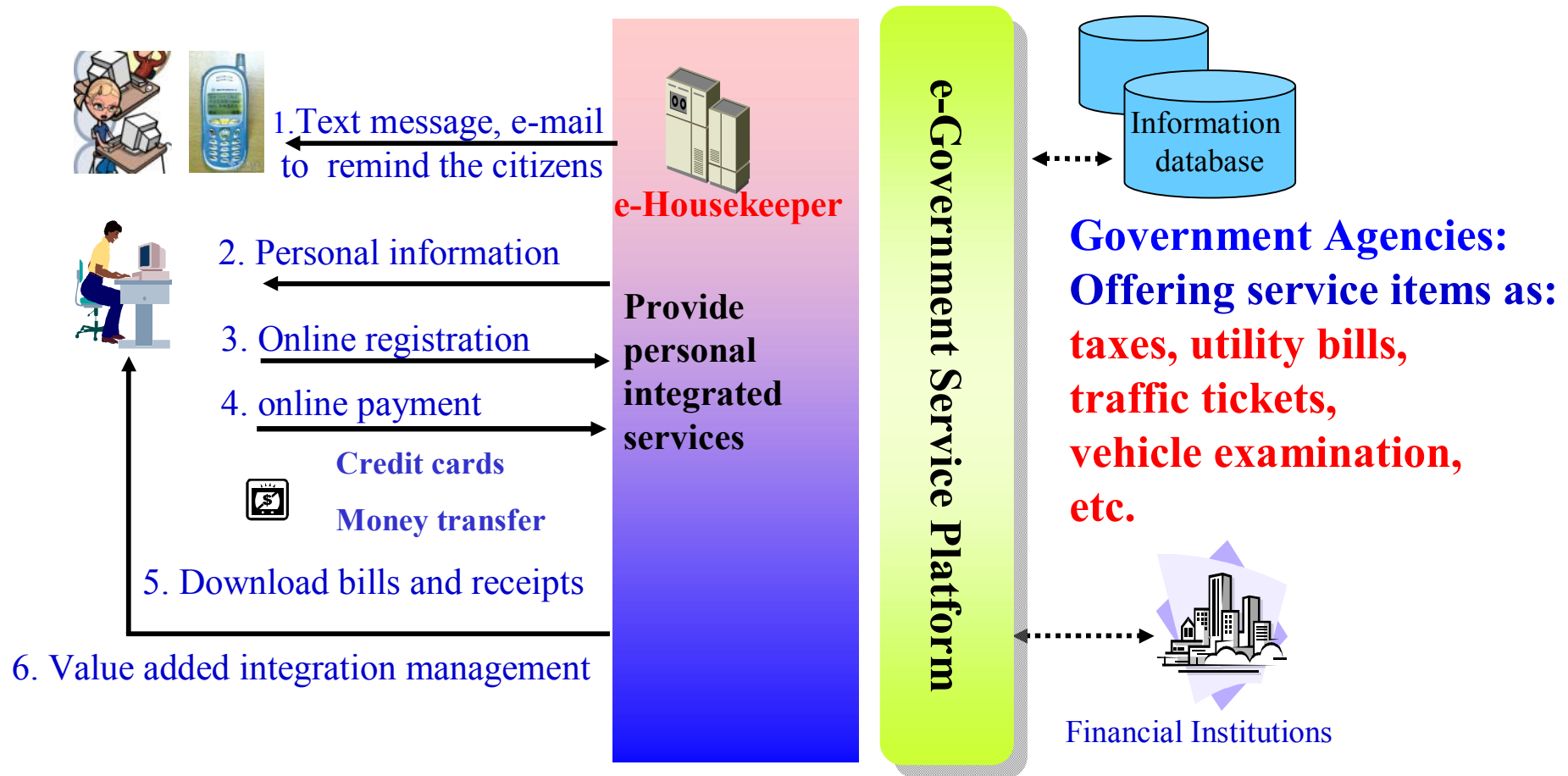- Save up to NT$1.2 billion per year

Horizontal and Vertical Integration
-the Case of Employment service

Employment Resource Map
What can I get if I lose my job?

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One of the integrated services
Citizen's e-Housekeeper

1. Text message, e-mail to remind the citizens

2. Personal information

3. Online registration

4. online payment

Credit cards

Money transfer

5. Download bills and receipts

6. Value added integration management

e-Housekeeper

Provide personal integrated services

e-Government Service Platform

Information database

Government Agencies: Offering service items as: taxes, utility bills, traffic tickets, vehicle examination, etc.

Financial Institutions

Citizen's e-Housekeeper

我的貼身e管家
msg.nat.gov.tw

e-Helper for Businesses

government

●**knowledge sharing**
●**information service**
●**Documents exchange**

business

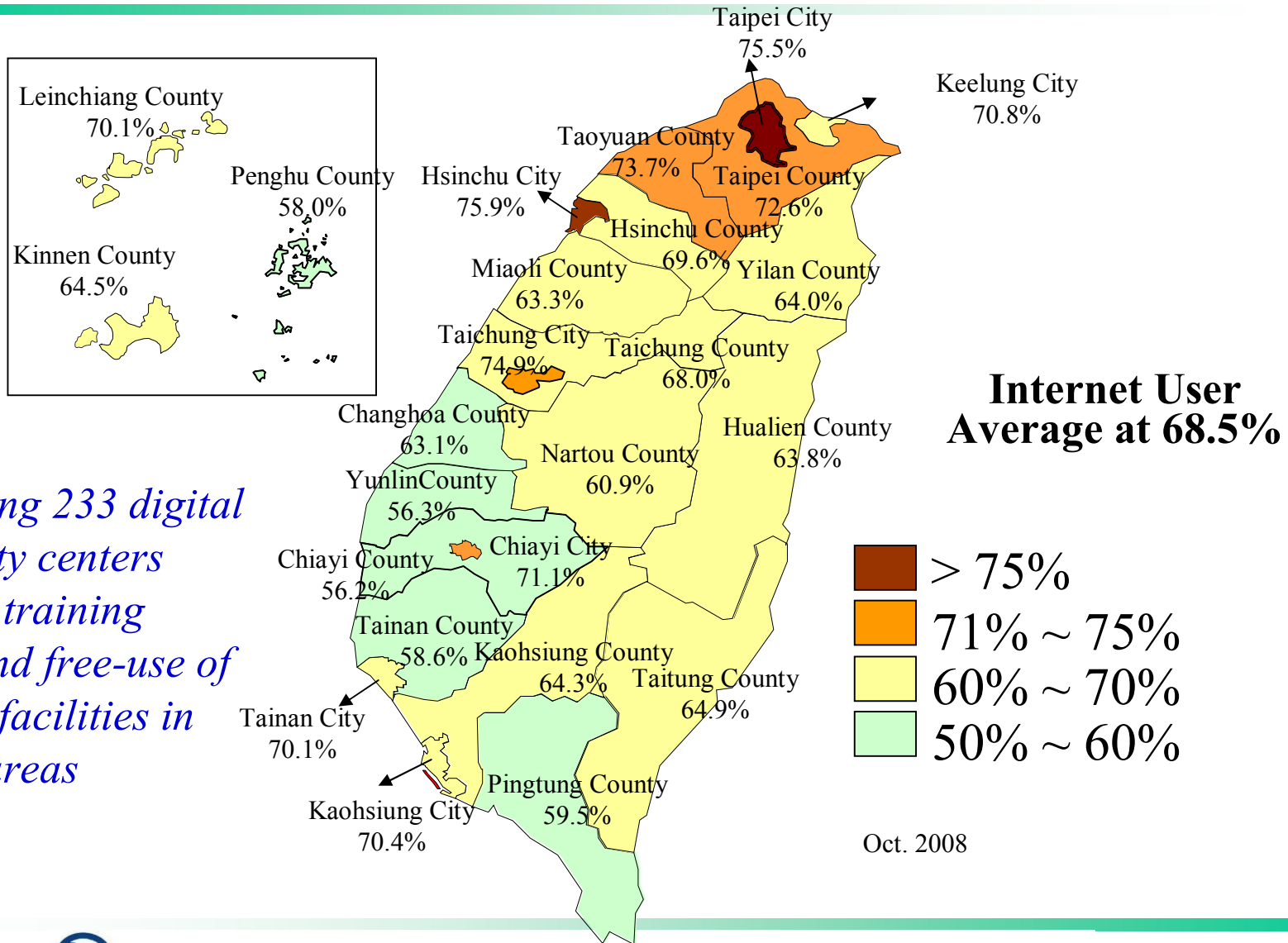# e-Secretary for Government Employees

Department A

1. RSS Information
2. In-progress notices
3. Instant Messages

Department B

◆Trusting authentication systems adopted by each department

◆Removing inter-departmental information barriers

◆Connecting information processes

Department C

Department D

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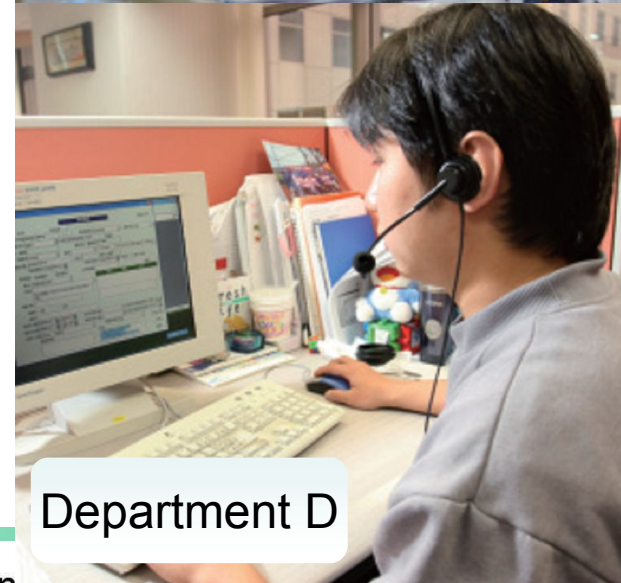
Creating Digital Opportunities

Taipei City
75.5%

Keelung City
70.8%

Leinchiang County
70.1%

Penghu County
58.0%

Taoyuan County
73.7%

Taipei County
72.6%

Hsinchu City
75.9%

Kinnen County
64.5%

Hsinchu County
69.6%

Yilan County
64.0%

Miaoli County
63.3%

Taichung City
74.9%

Taichung County
68.0%

**Internet User
Average at 68.5%**

Changhoa County
63.1%

Hualien County
63.8%

*Establishing 233 digital
opportunity centers
providing training
courses and free-use of
computer facilities in
different areas*

Nartou County
60.9%

YunlinCounty
56.3%

Chiayi City
71.1%

Chiayi County
56.2%

Tainan County
58.6%

Kaohsiung County
64.3%

Taitung County
64.9%

> 75%

71% ~ 75%

60% ~ 70%

50% ~ 60%

Tainan City
70.1%

Kaohsiung City
70.4%

Pingtung County
59.5%

Oct. 2008

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Policies to Alleviate Digital Divide

➢ **Region and digital divide were primary concerns.**

➢ **Digital inequality is not all about infrastructure, affordability and connectivity, so different strategies were adopted:**

- ● **Remote regions: improve infrastructure and provide e-access opportunities**

- ● **Middle and old age group: provide free Computer trainings and launch Information Agents Program**

No Citizen Left Behind
-e-Gov Promotion in Grassroots Areas

Mobile Classrooms

Taking education on the road have become a solution to remote regions

Training Courses for Senior Citizens

- Major targets were those aged between 40-60.

- More than 110,000 people completed the training programs in 2008.

Pilot Projects for e-Inclusion

**Infoagent
- mobile onsite service**

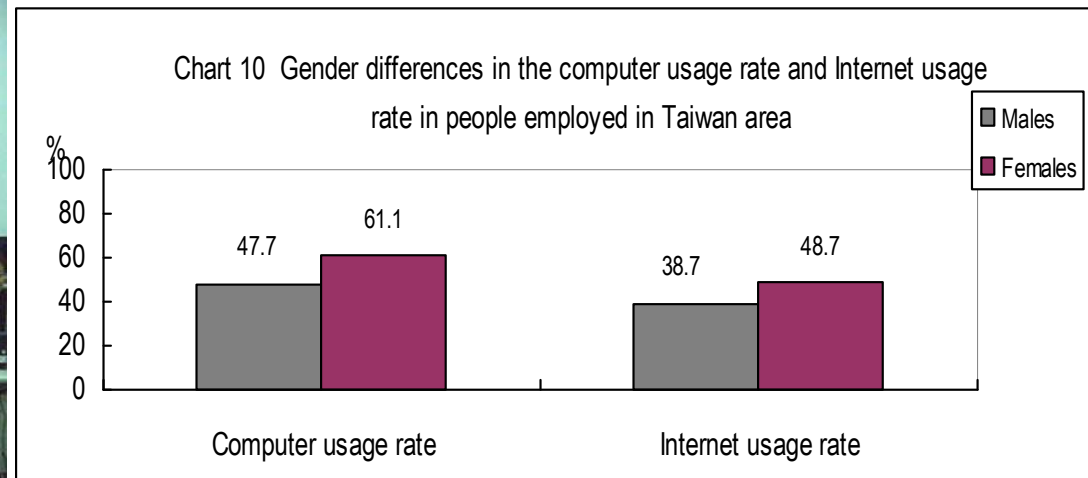**Borrow NBs from
the public libraries**

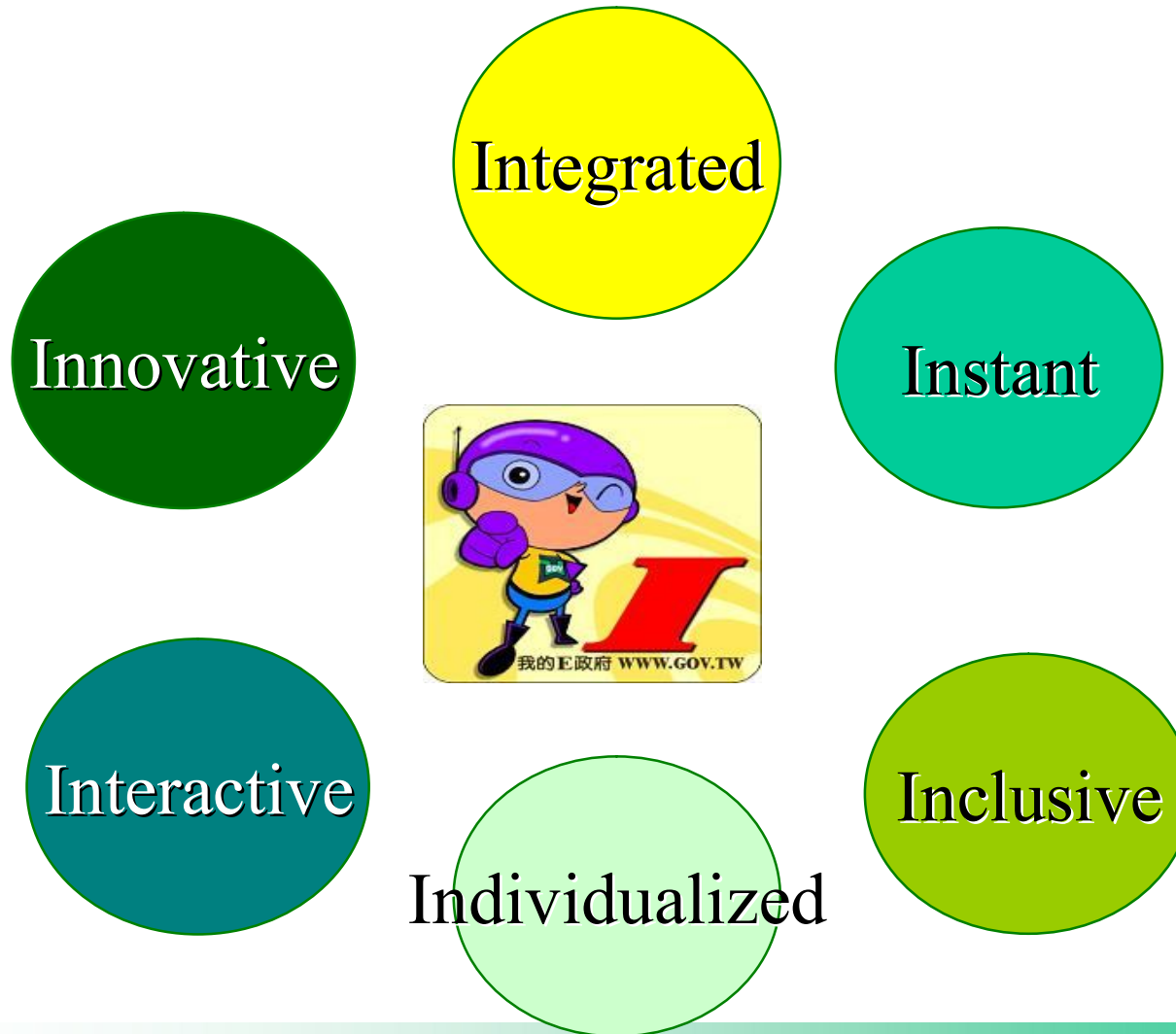# eServices For Disadvantages

"Digital Phoenix" Program

- Bridging Digital Divide for Women
- Public-Private-Partnership
    -Public sector 45%
    -Private sector 55%
- 11 NPOs/schools applied
- 490 training courses
- 10,400 participants
- More than 100 rural towns

Chart 10 Gender differences in the computer usage rate and Internet usage rate in people employed in Taiwan area

	Males	Females
Computer usage rate	47.7	61.1
Internet usage rate	38.7	48.7

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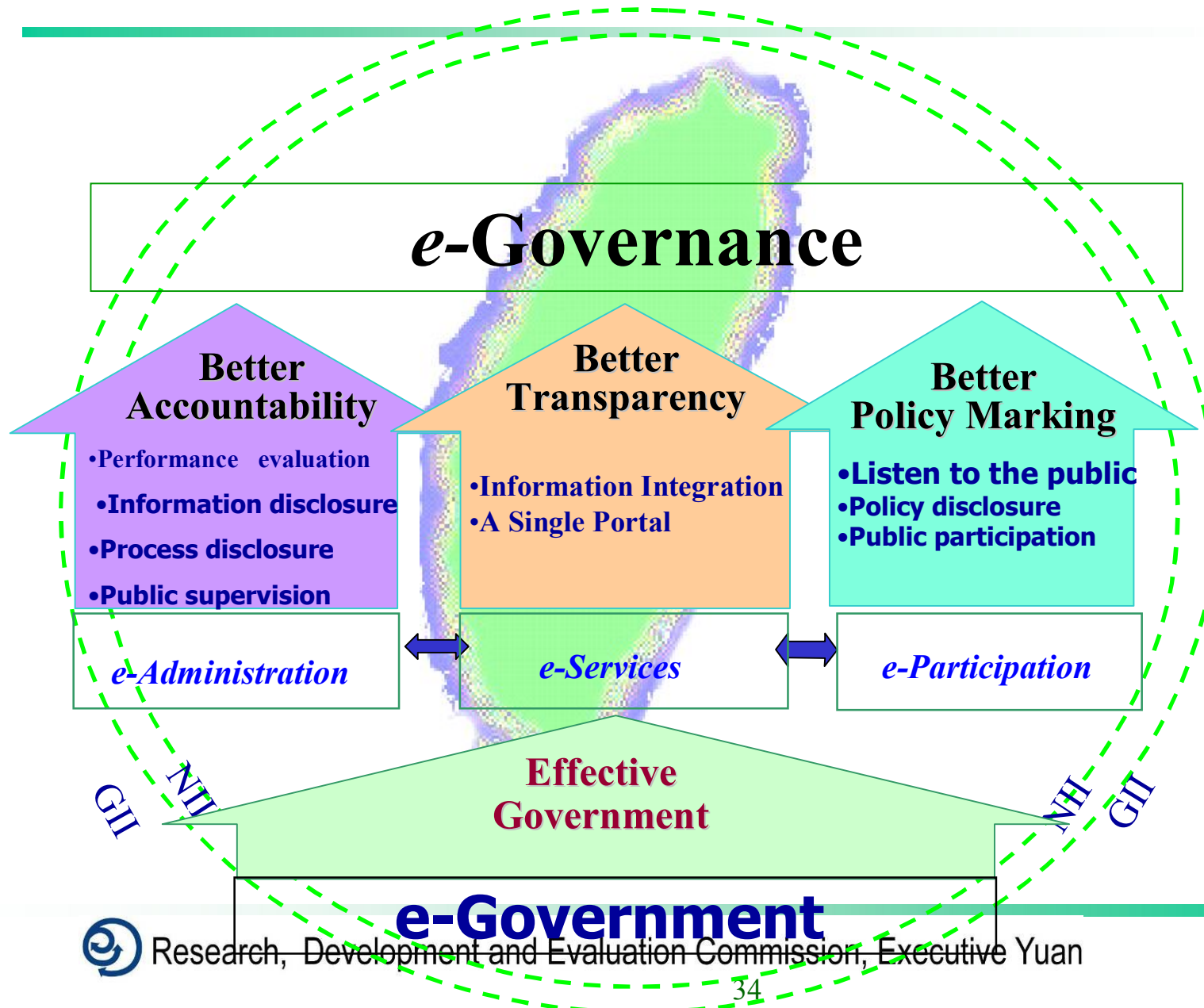
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The Essence of Intelligent Government

Towards Connected Governance

e-Governance

Better Accountability
- Performance evaluation
- Information disclosure
- Process disclosure
- Public supervision

Better Transparency
- Information Integration
- A Single Portal

Better Policy Marking
- Listen to the public
- Policy disclosure
- Public participation

e-Administration   *e-Services*   *e-Participation*

Effective Government

GII NII   NII GII

e-Government

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Rise to the Challenge

- **The engaged leadership and political support**
- **Develop a new set of core competencies of civil servants**
  - ✓ **big-picture thinking**
  - ✓ **team building and collaboration skills**
  - ✓ **Ability to tackle unconventional problems**
- **Reallocate accountability**
- **Align values and create trust**
- **Tie Incentives to results**
- **Learn to share and manage risks**
- **Measure and monitor performance**

Dare to Dream
-Add on a Pair of Wings

- Passion
- Imagination
- Determination

Thank you for your attention

For more information: www.rdec.gov.tw

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