Leading the way in eGovernment development

CONFERENCE FOR GOVERNMENT CIOs AND KEY OFFICIALS

Conference Day 1

Welcome and opening statements	**9.30 - 10.15**
The Future eGovernment leader	**10.15 - 11.00**
Roles and positioning of national CIOs for performance	**11.30 - 13.00**
Demonstrating the benefits of eGovernment services	**14.30 - 16.00**
Global and regional outlook for eGovernment	**16.00 - 17.00**

United Nations

MINISTRY OF FINANCE
Finland

In Collaboration with the
European Commission

Leading the way in eGovernment development

CONFERENCE FOR GOVERNMENT CIOs AND KEY OFFICIALS

WELCOME AND OPENING STATEMENTS

Mr. Timo Valli (Finland)

Ms. Henna Virkkunen (Finland)

Mr. Vincenzo Aquaro (United Nations)

Mr. Paul Timmers (European Commission)

2. THE FUTURE eGOVERNMENT LEADER

Session chair

Mr. Timo Valli (Finland)

Featured speaker

Mr. Ian Goldin (South Africa)

Leading the way in eGovernment development

CONFERENCE FOR GOVERNMENT CIOs AND KEY OFFICIALS

3. ROLES AND POSITIONING OF NATIONAL CIOs FOR PERFORMANCE

Chair

Mr. Reinhard Posch (Austria)

Presenter

Mr. James Kang (Singapore)

Panellists

Mr. Peter Batt (Germany)

Mr. Wim Sijstermans (Netherlands)

Mr. Javier Torres (Colombia)

4. **DEMONSTRATING THE BENEFITS OF eGOVERNMENT SERVICES**

Chair
Mr. Paul Timmers (European Commission)

Panellists
Mr. Hendrik Bogaert (Belgium)
Mr. Tomi Dahlberg (Finland)
Mr. João Vasconcelos (Portugal)
Ms. Johanna Pimiento Quinter (Colombia)
Mr. Toshio Obi (Japan)

5. GLOBAL AND REGIONAL OUTLOOK FOR eGOVERNMENT

Chair
Mr. Riku Jylhänkangas (Finland)

Presenters
Mr. Patrick Spearing (United Nations)
Mr. Jeremy Millard (United Kingdom)

Civil Services and Modernization of the Public Services
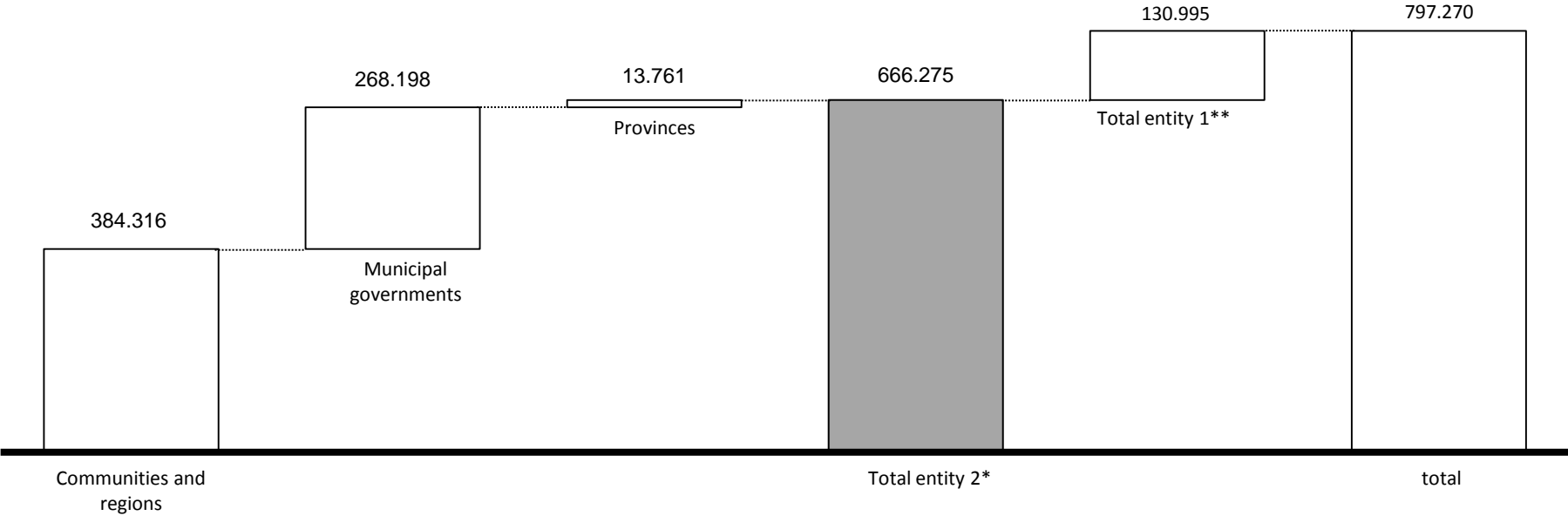
Helsinki, May 29th 2013

The federal government, or in budget terms entity 1, represents 130.995 or 16.4% of the total Belgian civil service.

Exhibit 1

Civil servants of the communities, regions and municipal governments, 2012
FTE

Civil servants of the communities, regions, provinces and municipal governments

384.316 — Communities and regions

268.198 — Municipal governments

13.761 — Provinces

666.275 — Total entity 2*

130.995 — Total entity 1**

797.270 — total

Exhibit 2

Challenge: political decentralisation and administrative collaboration

Agreement of Collaboration e-Government

Administrative collaboration

Federal Level

Provinces

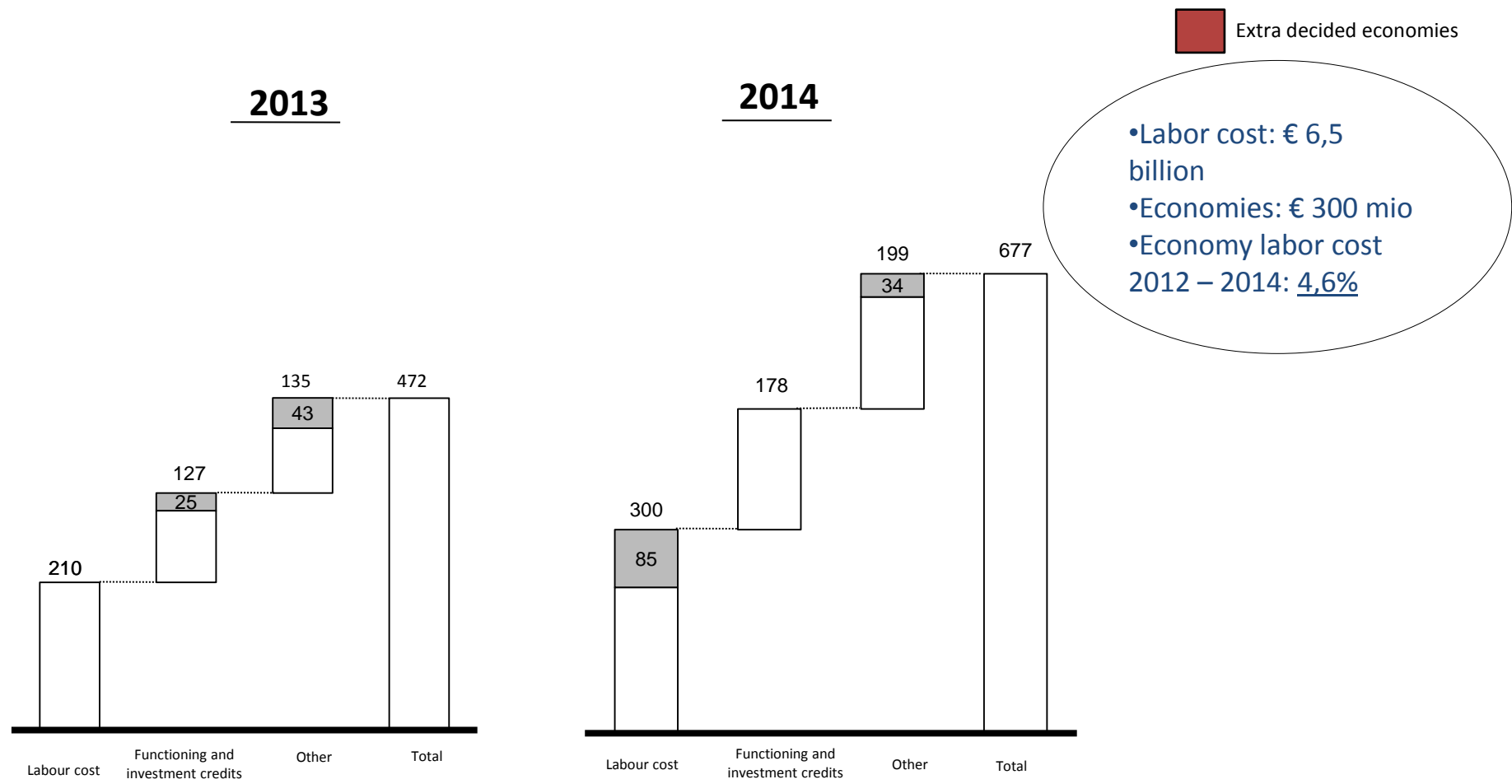Municipal level

Communities and Regions
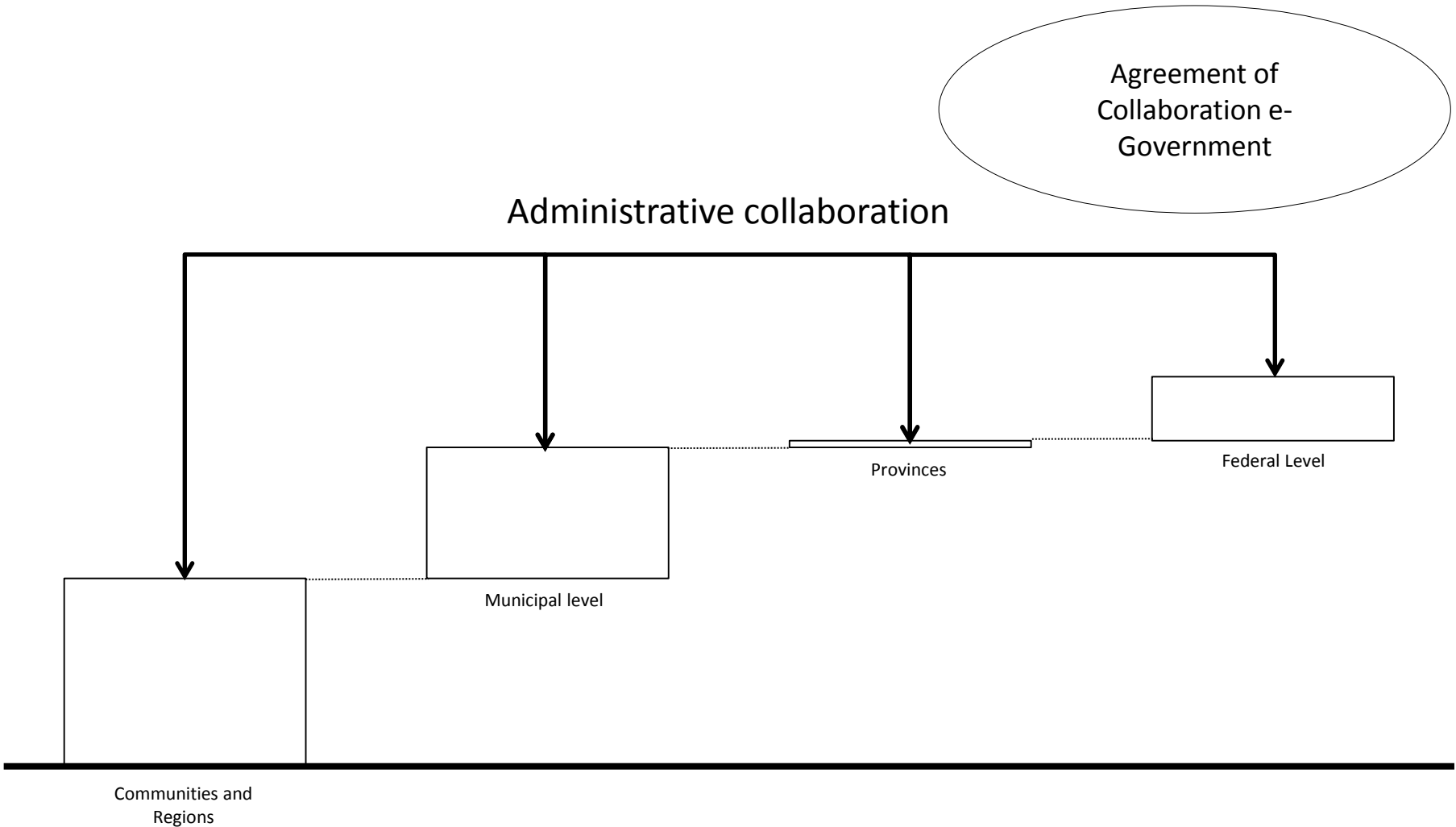
There is a decline in the personnel, functioning and investment credits foreseen during the next years. During the budget preparations of 2013 the government has decided to go further than the initial government agreement.

Exhibit 3

Budget preparations 2013: decrease of personnel, functioning and investment credits

■ Extra decided economies

2013

2014

- Labor cost: € 6,5 billion
- Economies: € 300 mio
- Economy labor cost 2012 – 2014: 4,6%

Source: Budget 2013 and government agreement
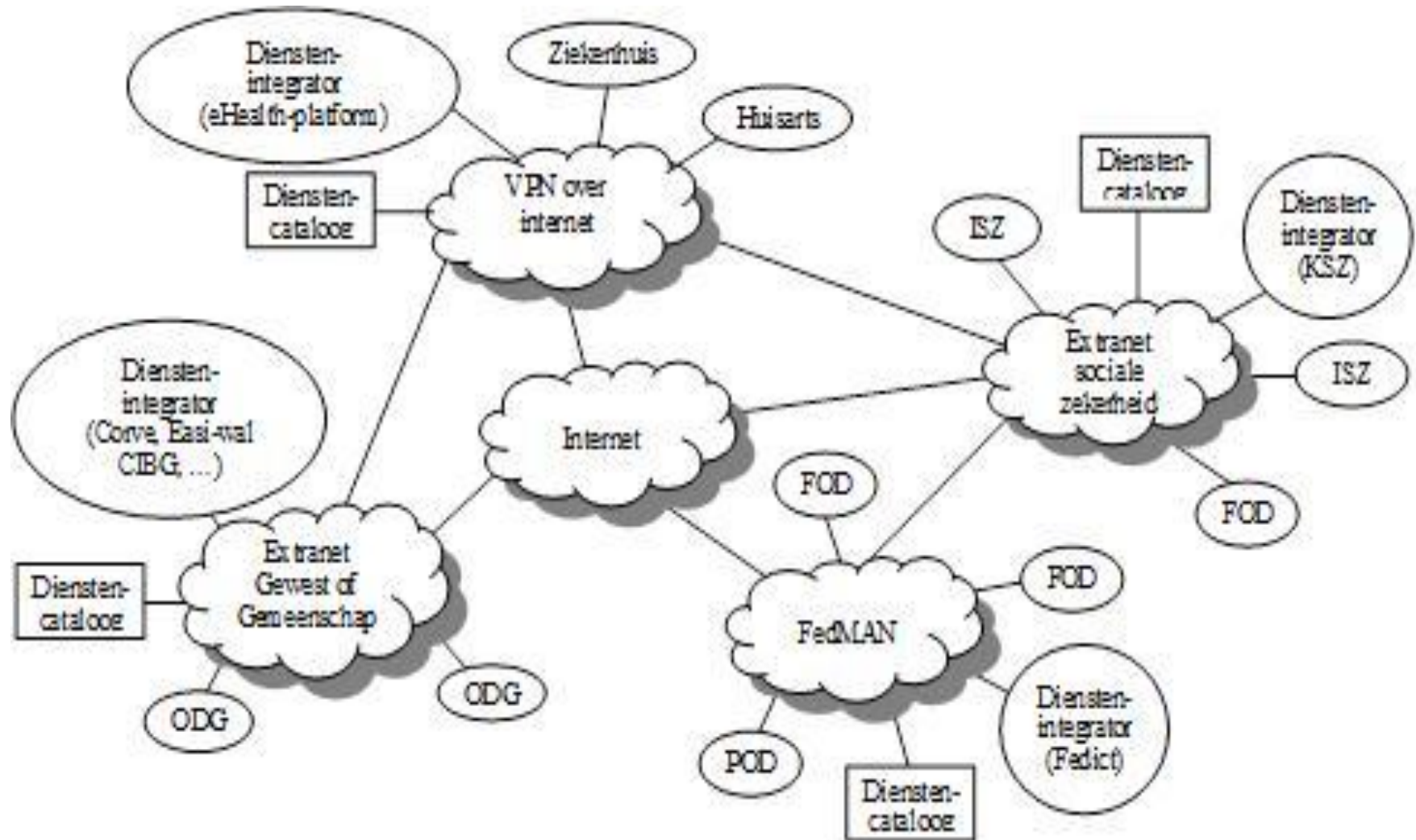
- Multiple Administrations
- Multiple Regions
- Multiple technologies

- Back-Office integration
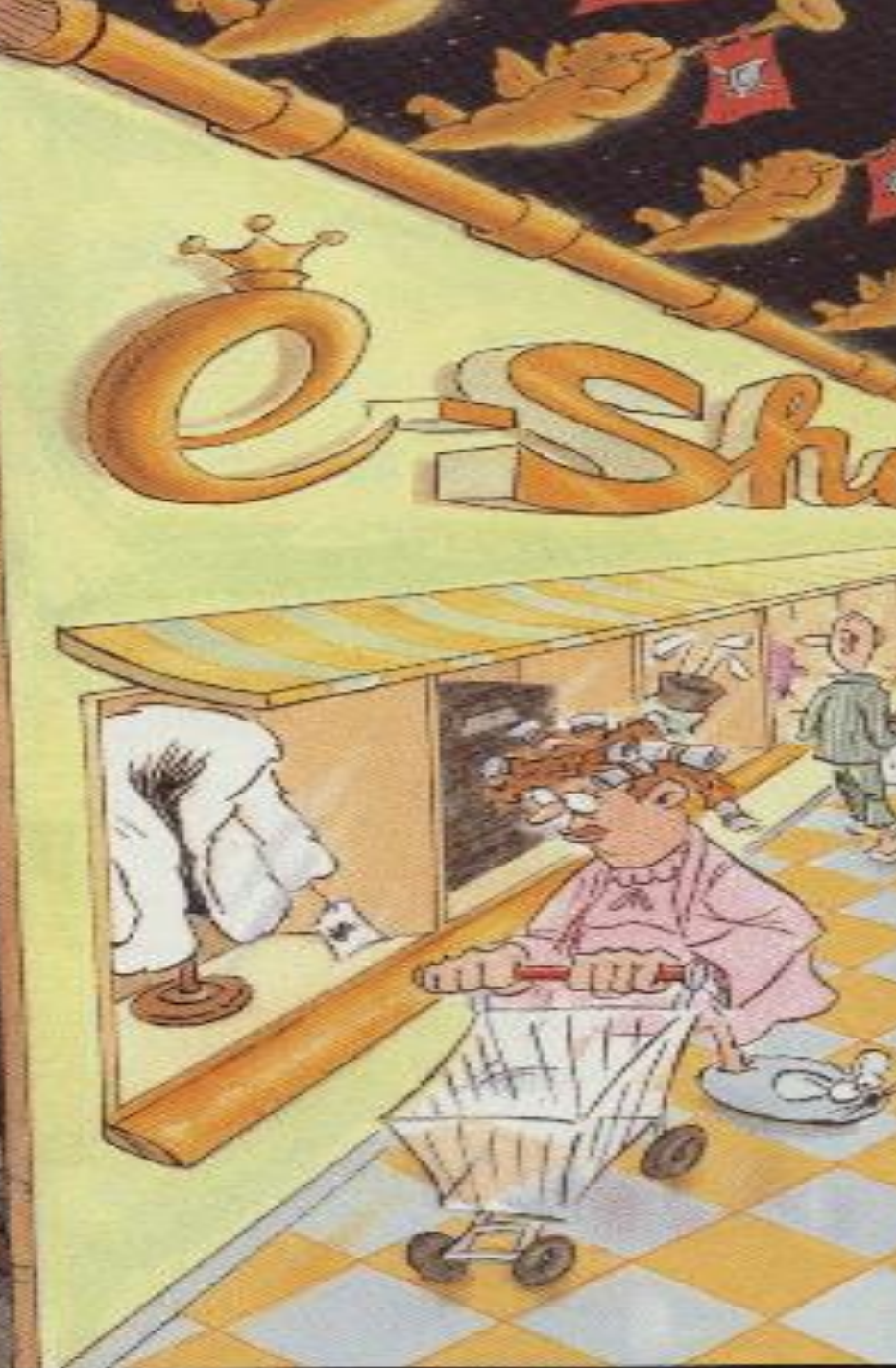
Information sharing through service integration

Public Services Online *'Digital by Default or by Detour?'* Assessing User Centric eGovernment performance in Europe – eGovernment Benchmark 2012

Figure 4.3: Assessment of integration of key enablers, automated services and user satisfaction
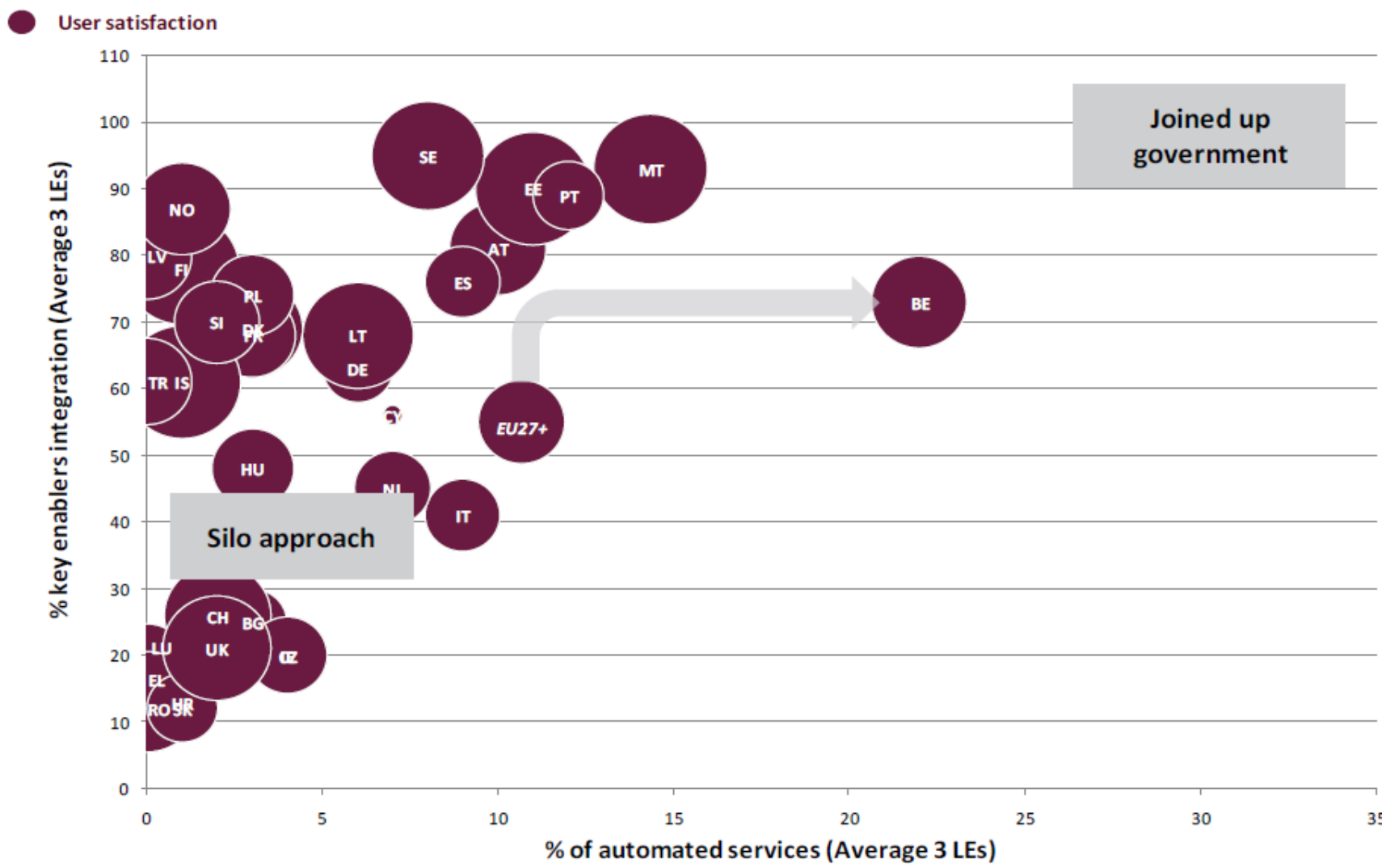
Public Services Online *'Digital by Default or by Detour?'* Assessing User Centric eGovernment performance in Europe – eGovernment Benchmark 2012

KEY ENABLERS

The extent to which key IT enablers are integrated (available) in the Life Event service models
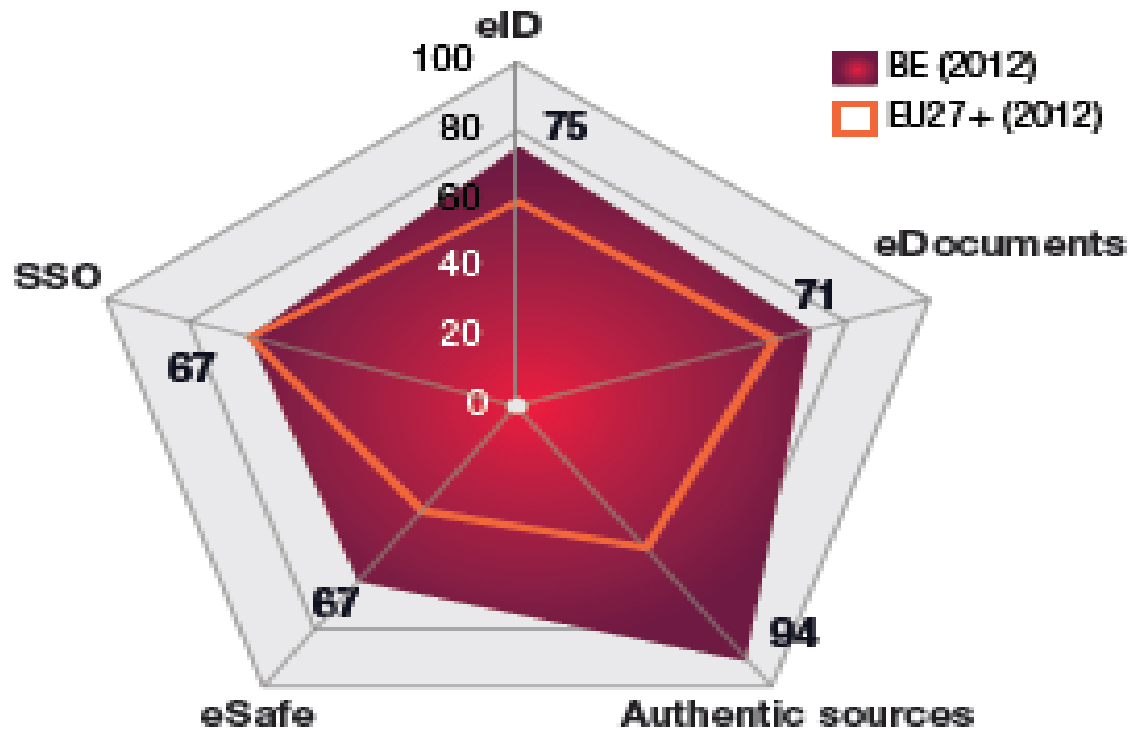
Roles and Positioning of National CIOs

By James Kang, Assistant CEO, Government CIO
Infocomm Development **Authority of Singapore**

Presented at e-Government Conference - Helsinki
29th May 2013

Uncertainty is the New Normal

IDA's Role in Driving e-Government

- *Effective partnership with MOF,*
- *close cooperation with agencies.*

MINISTRY OF FINANCE
SINGAPORE

iDA
SINGAPORE

MOF is the e-Government owner

- Sets the policy direction on use of ICT in Government

- Provides funding for e-Government programmes and projects

- Champions whole of government ICT initiatives

IDA is the Government CIO

- Provides technology advice, masterplanning and project management services to MOF & government agencies

- Identifies and conceptualizes e-Gov programmes and projects

- Drives the development and implementation of e-Gov programmes and projects

IDA GCIO's Role

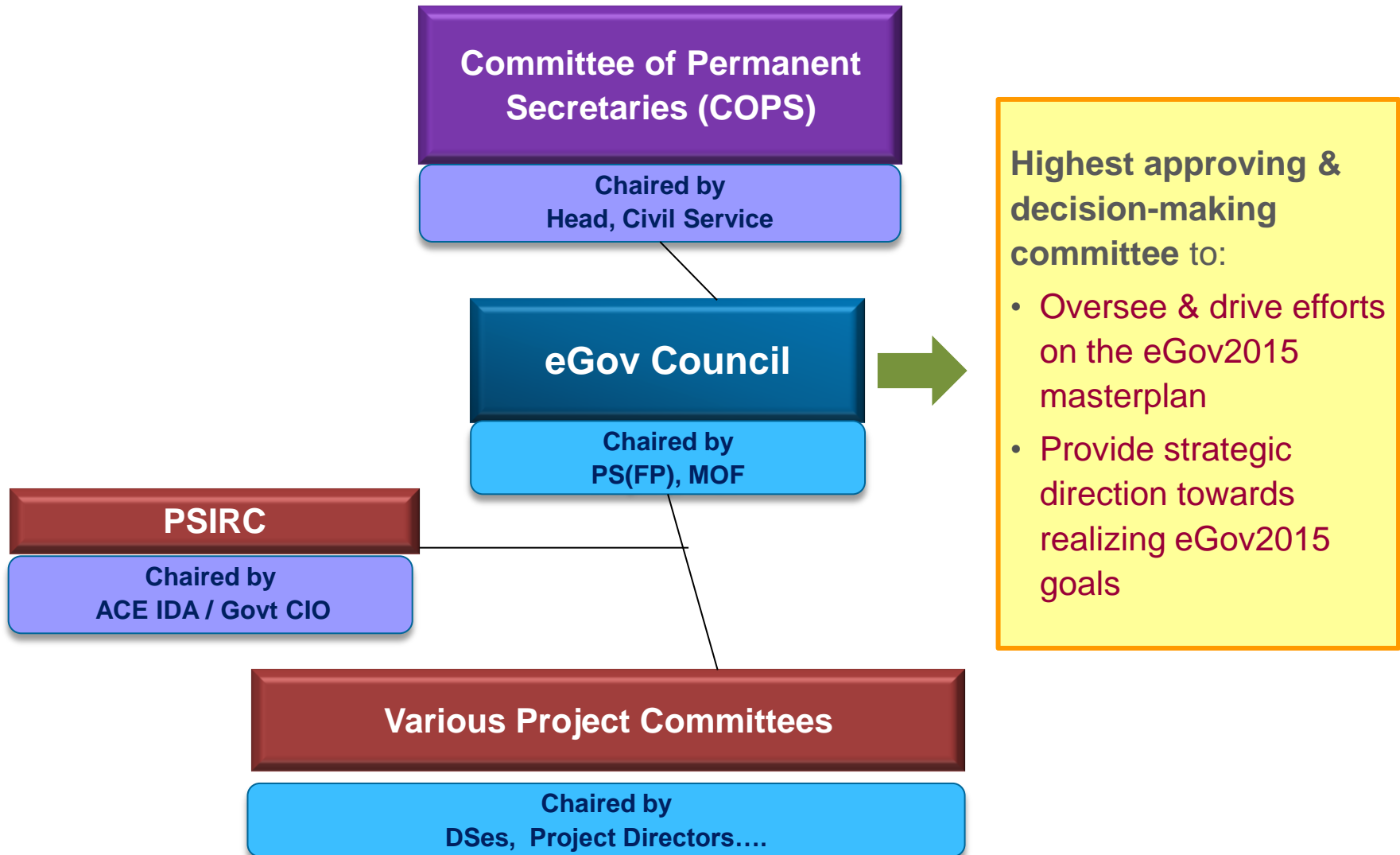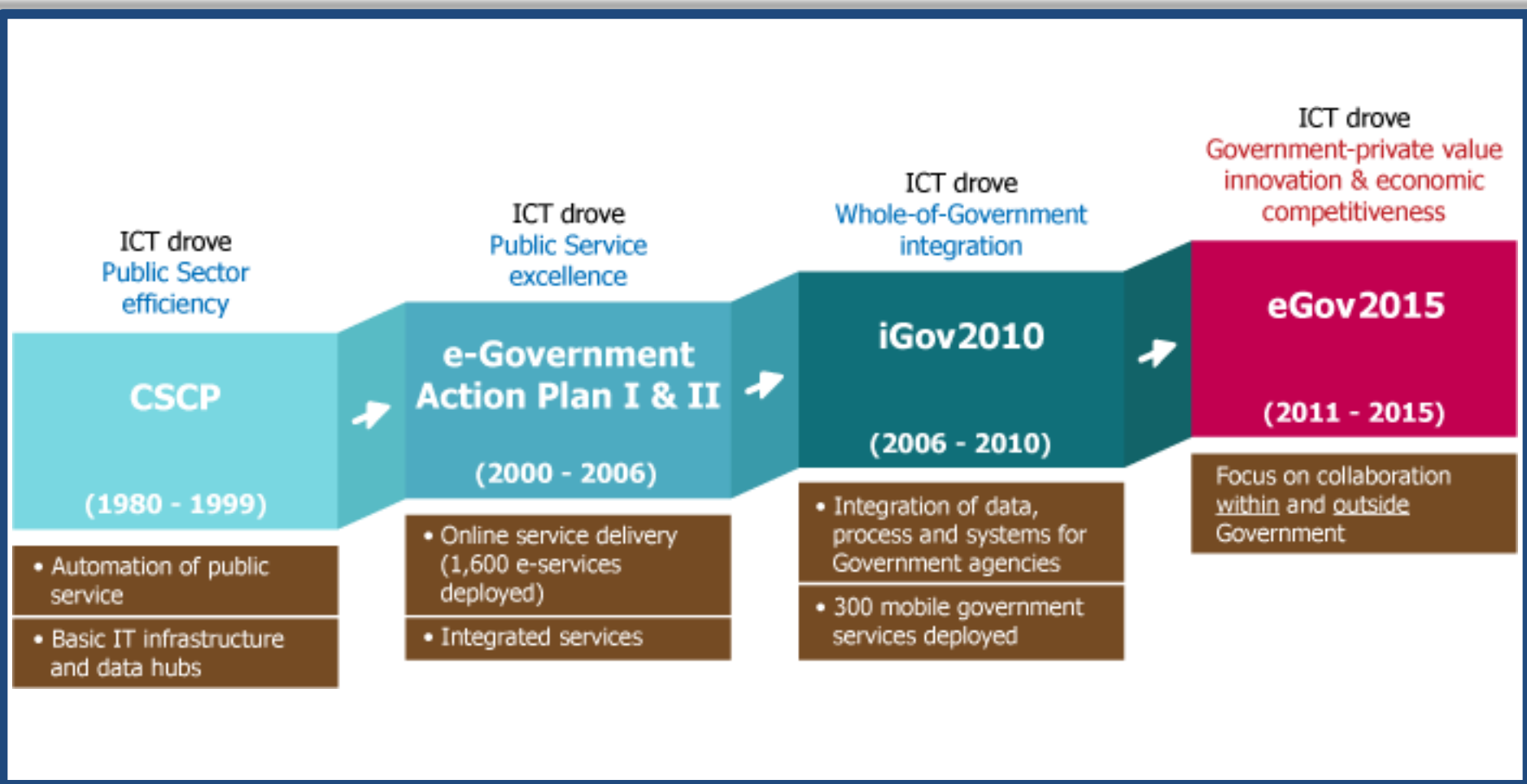| CIO to Government	CIO to Govt Agencies	Catalyst for Sectoral Transformation
▪Whole-of-Government e-Gov Masterplanning ▪WOG ICT Architecture, Infrastructure, Applications and Resilience ▪ICT Policies & Standards	▪ Provide ICT Professional Services to 50 Government Agencies ▪ Plan, Implement and Manage Agency's ICT Programmes, Infrastructure, Systems, Operations and Processes	▪ Spearhead ICT Projects in Key Economic Sectors in Partnership with Private Sector and Sector Regulators ▪ Develop Cross-Sectoral Capabilities

e-Government Governance Structure

Committee of Permanent Secretaries (COPS)

Chaired by
Head, Civil Service

eGov Council

Chaired by
PS(FP), MOF

PSIRC

Chaired by
ACE IDA / Govt CIO

Various Project Committees

Chaired by
DSes, Project Directors....

Highest approving & decision-making committee to:

- Oversee & drive efforts on the eGov2015 masterplan
- Provide strategic direction towards realizing eGov2015 goals

e-Government Masterplans

eGov2015 Masterplan

To be a Collaborative Government that
Co-creates and Connects with Our People

For Greater Value
Customers are
empowered to
co-create new e-services
with the government

For Active Participation
Citizens are informed
& involved to engage
government on national
policies

CO-CREATING
CONNECTING
COLLABORATIVE
GOVERNMENT
CATALYSING

Whole-Of-Government
Transformation
Whole-of-government collaboration is
enhanced through innovative
and sustainable technologies

New Relationship Between Govt and People

Moving From

Govt **For** **The People**   **To**   **Govt** **With** **The People**

- **Complex Operating Environment**

- **Citizens more sophisticated**

- **Technology becoming easier to use**

Change in mindset and approach necessary

Our Changing Environment

Citizens Engagement

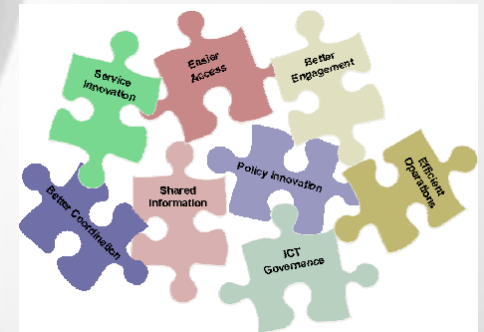**Convergence of Technology**

Citizens Rising Expectation

What Does It Mean For Public Service ?

Government as a Platform

User Experience Design

Integrated Solutions Across WOG

Social Connectivity Between Govt and People

Capturing Citizens' Feedback Across Multiple Touchpoints and Utilising Social Analytics to Support Citizen Engagement

Citizens Participate in Shaping the Future

S'pore dialogues 'have influenced policymaking'

Govt Crowdsourcing Platforms
Citizens Having a Say in Topics Close to Their Hearts

Reach Portal
Official Channel for Govt Consultation Exercises with Loop Closure

Empowerment Through Data

1 Encourage people and private sector to harness the value of data

2 Transform the work of Govt Agencies (efficiency, transparency, informed decision making)

3 Use data technologies to extract insights and keep track of citizens' specific needs

4 Social and economic benefits realised through access to Govt databases
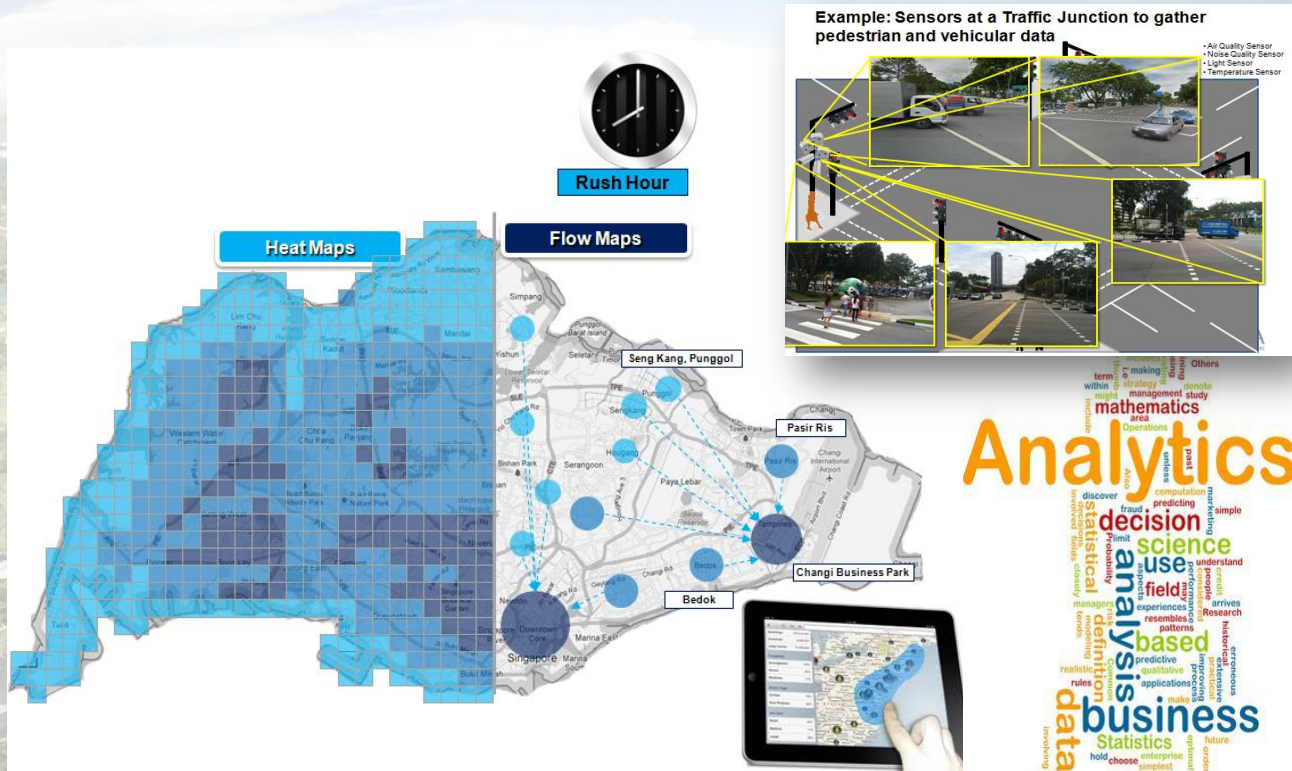
Our Changing Environment

Citizens Engagement

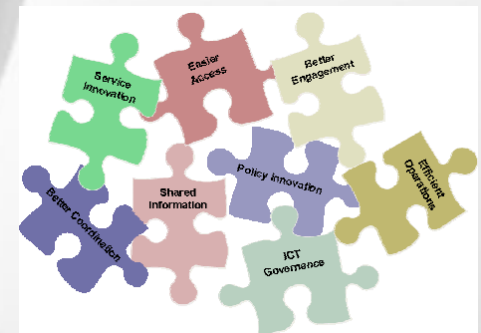**Convergence of Technology**

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eCitizen
YOUR GATEWAY TO ALL GOVERNMENT SERVICES

Singapore Government
Integrity • Service • Excellence

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🏠 HOME   📑 TOPICS   💻 ESERVICES   💡 HIGHLIGHTS   ☁ ONEINBOX

I'm looking for... 🔍

Popular Searches

buy a flat | driver's licence | season carpark | marriage registration | primary one registration

PR application | hospitalisation subsidies | financial aid

Life's easier with eCitizen

We'll alert you before your taxes and licences are due, update you with CPF details, and more.

Connect via SingPass

Popular Topics   SEE ALL

- Getting a driver's licence for Class 3 & 3A vehicles
- How to apply for Singpass
- Long-term care for seniors

Popular eServices

- Access myTax portal
- HDB resale application & valuation request
- my CPF online services

Highlights

- Release of Secondary One posting results
- One-off tax rebate to reduce the impact of increase in property tax
- Marina Bay Singapore Countdown 2012

📷 Singapore River

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I'm looking for...   🔍

Assistance for low-income individuals and households

UPDATED: 20 FEB 2012 | RATE THIS ⭐⭐⭐☆☆

< Share   ⭐ Fave   f Like   639k

Overview   FAQs   Useful Links   Contact Info

Introduction

The Singapore Government administers various types of assistance programmes to low-income and needy households and individuals. The types of assistance available under each scheme are as follows:

Type of Assistance	Public Assistance	Comcare Transition	Work Support Scheme	CCC Comcare Fund	Medical Fee Exemption Card
Cash	✔	✔	✔	✔	✖
Food & Vouchers / Rations	✖	✖	✖	✔	✖
Medical Assistance	✔	✖	✔	✖	✔
Education Assistance	✔	✖	✔	✖	✖
Rental & Utilities Vouchers	✔	✖	✔	✖	✖
Training	✖	✖	✔	✖	✖

Contents

▸ Introduction
▸ Public Assistance Scheme
▸ CCC Comcare Fund
▸ Comcare Transitions Scheme
▸ Work Support Scheme
▸ Medical Fee Exemption Card

You might like

Health subsidies for low-income households

Senior citizen concession card for cheaper bus & train rides

Long-term care for seniors

Our Changing Environment

Citizens Engagement

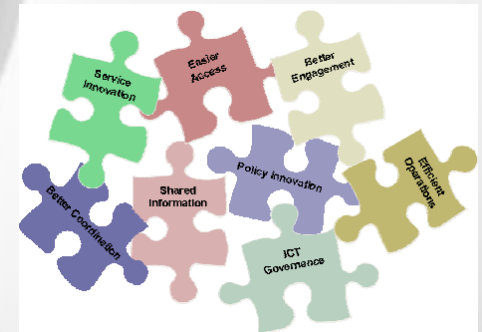**Convergence of Technology**

Citizens Rising Expectation

What Does It Mean For Public Service ?

Government as a Platform

User Experience Design

Integrated Solutions Across WOG
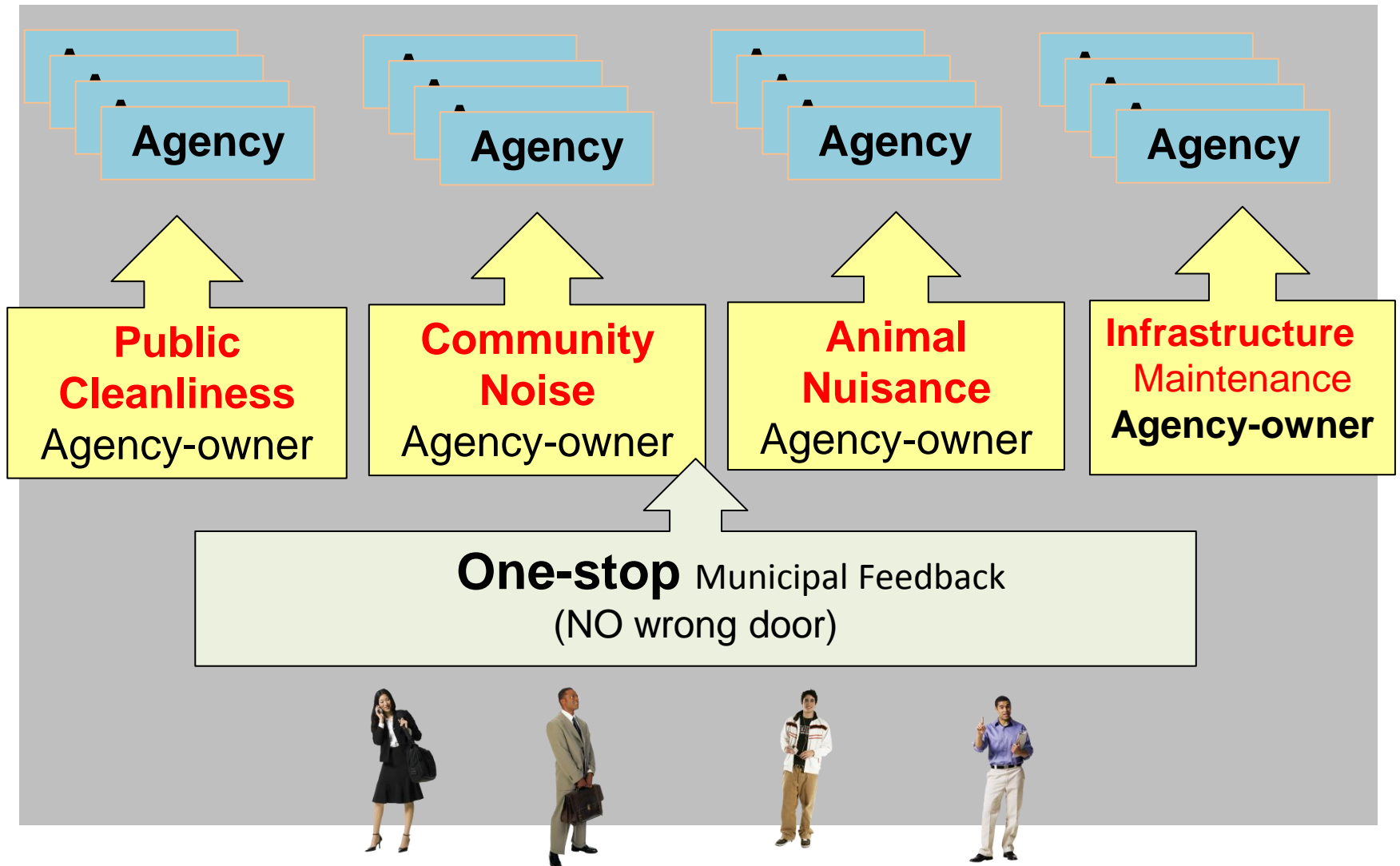
Who is in charge of birds and monkeys?

Brain-teaser : can you name the bird's owner ?

4

Municipal Feedback
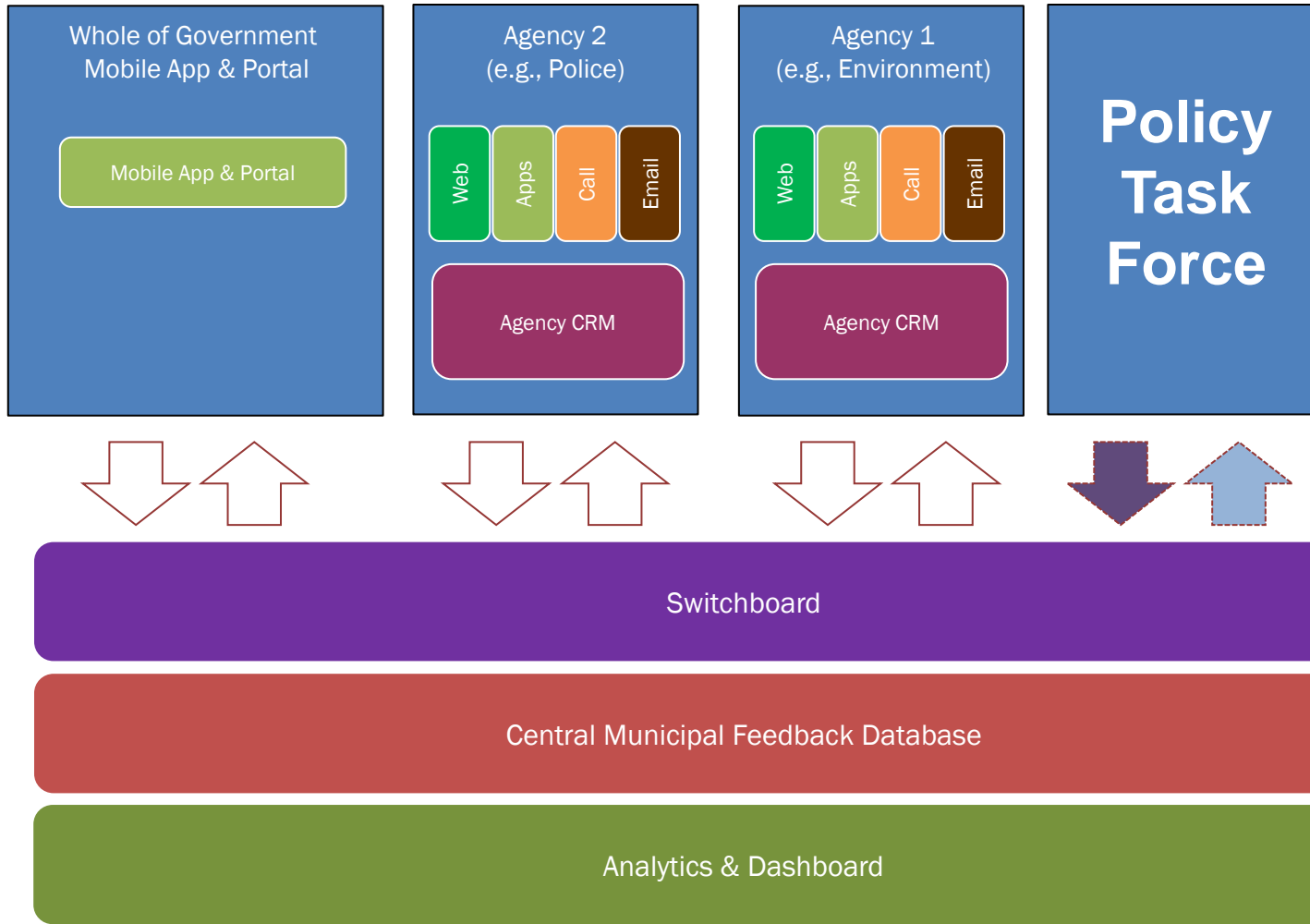

Agency   Agency   Agency   Agency

Public Cleanliness Agency-owner

Community Noise Agency-owner

Animal Nuisance Agency-owner

Infrastructure Maintenance **Agency-owner**

One-stop Municipal Feedback
(NO wrong door)

Municipal Feedback System Overview

Citizen Dashboard

Singapore **Government**
Integrity • Service • Excellence

→ Feedback   → Contact Us   → Sitemap

Welcome back **Jet Lee**   edit profile | change password

Search

| Dashboard | One Inbox (6) | Finance | Health | Education | Misc | | Tools | Documents Storage | Feedback |

Recommended content for your dashboard

My eServices
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

OneInbox Notifications
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Calendar
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Reminders
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

OneInbox (6 unread emails)

■ From	Subject	Date	Flag
IRAS	Lorem ipsum dolor sit amet constancit	21/01/11	❗
CPF	Ututu purus sed tortor veneratis	18/01/11	❗
LTA	Pallentesu haitat morbi torstique	16/01/11	❗
MOE	Loreum utu purus sed tortor veneratis	15/01/11	
IRAS	PDeriu allentesu haitat morbi torstique	10/01/11	
CPF	Utdjeuru kdutu purus sed tortor veneer	09/01/11	
CPF	Oaeentesu haitat morbi tretique erwaof	05/01/11	
CPF	Ututu purus sed tortor veneratis	25/12/10	
IRAS	Pallentesu haitat morbi torstique	22/12/10	
CPF	Ferutu purus sed tortor veneratis	08/12/10	

Calendar

September

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

❗ **4th September**
Last day to file IRAS Income Tax Return

Payment

LTA fines	$ 210.00	Pay
IRAS Income Tax	$ 8,650.50	Pay
IRAS Property Tax	$2,350.00	Pay

Statements

▶ IRAS Statement

▼ CPF Statement

My Account Balance as at 13 Feb 2011:	
Ordinary Account	$0.35
Special Account	$5,534.34
Medisave Account	$6,877.57
Last Contribution	$2,025.00
Ordinary Account	$1,330.83
Special Account	$289.17

Reminders

- ☐ Pay LTA fines
- ☑ Fill up IRAS Income Tax Form
- ☐ Pay IRAS Property Tax
- ☐ Pay TV License
- ☐ Pay NEA fines
- ☐ Check Medisave account balance

My RSS Feeds   ⊕ Add new

Personalised dashboard for citizens on all government-related interactions

One-stop access to

- Favorite e-services & news feeds from government
- Personal digital records & documents lodged with government
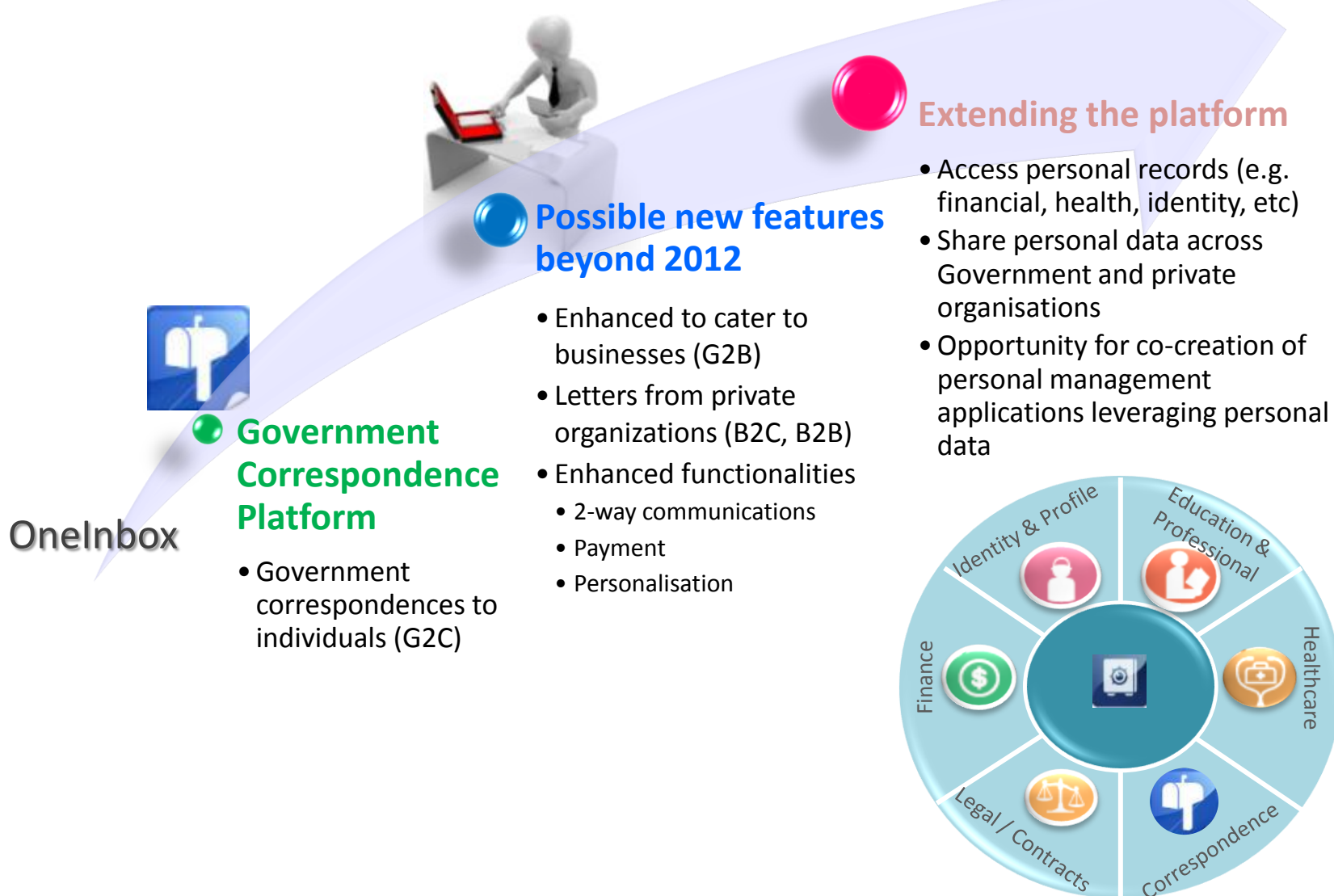- Payment summary
- e-Calendar, alerts & reminders
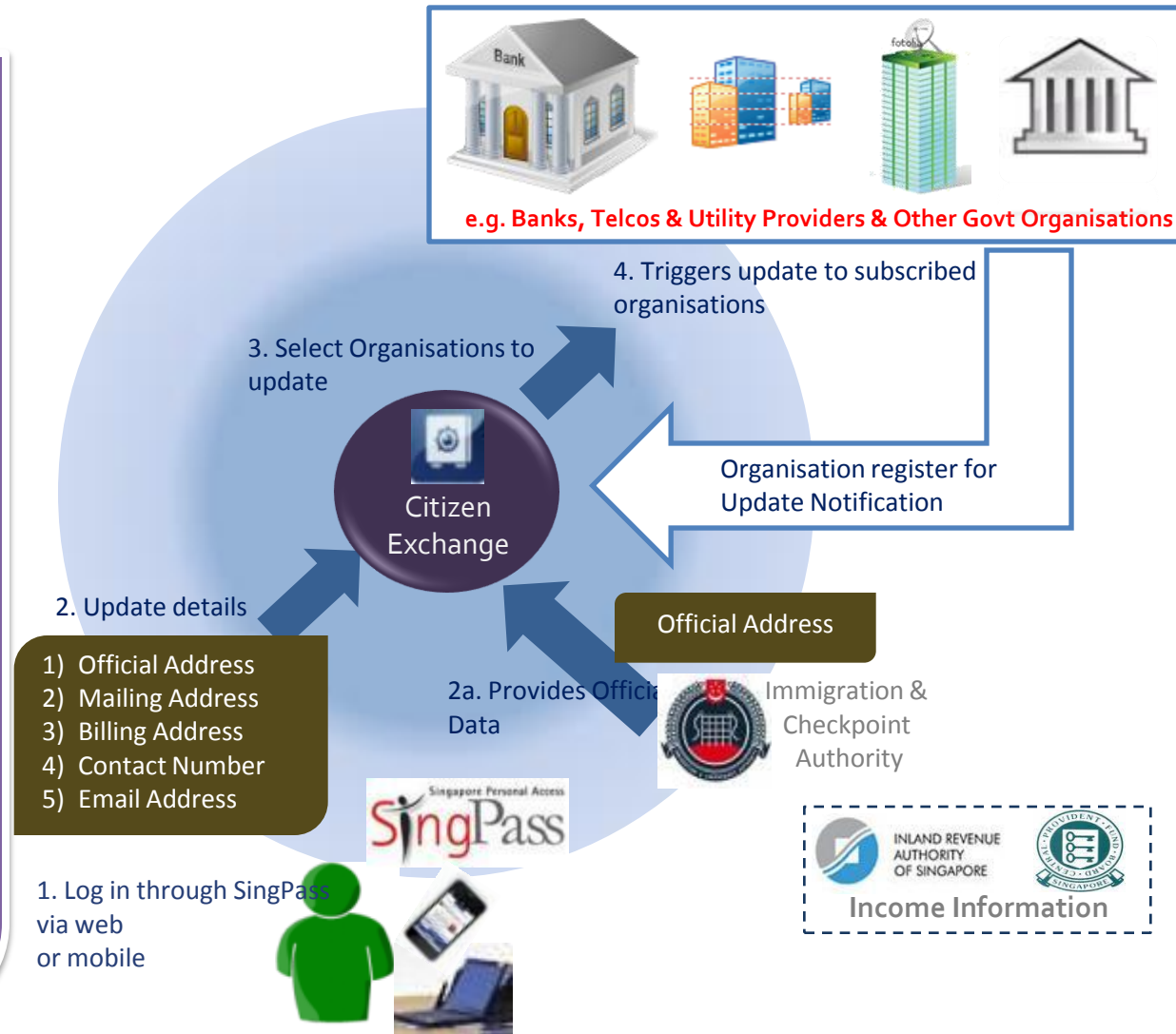
Thank You

Beyond OneInbox...

OneInbox

Government Correspondence Platform

- Government correspondences to individuals (G2C)

Possible new features beyond 2012

- Enhanced to cater to businesses (G2B)
- Letters from private organizations (B2C, B2B)
- Enhanced functionalities
  - 2-way communications
  - Payment
  - Personalisation

Extending the platform

- Access personal records (e.g. financial, health, identity, etc)
- Share personal data across Government and private organisations
- Opportunity for co-creation of personal management applications leveraging personal data

Identity & Profile

Education & Professional

Healthcare

Correspondence

Legal / Contracts

Finance

Citizen Exchange

Central e-service for citizens to update & authorise sharing of personal particulars with public & private sector organisations
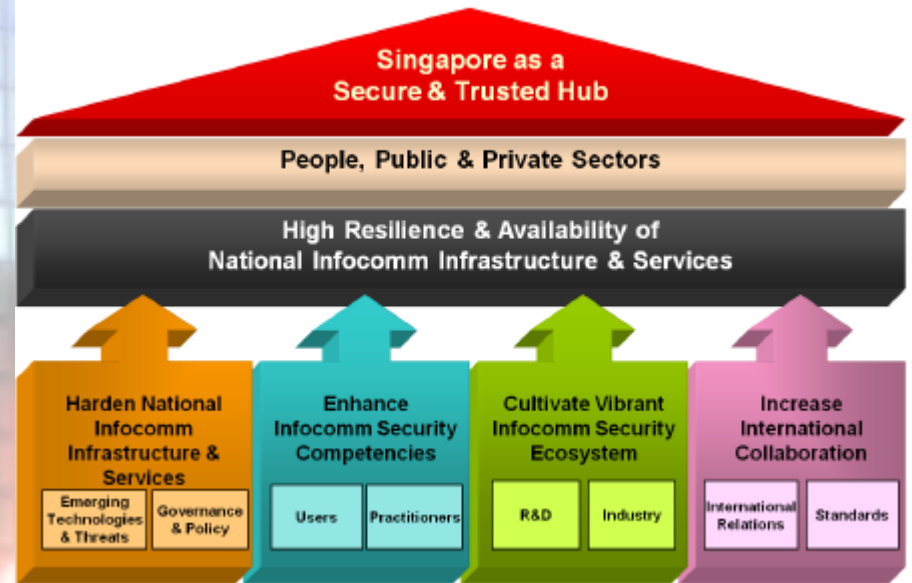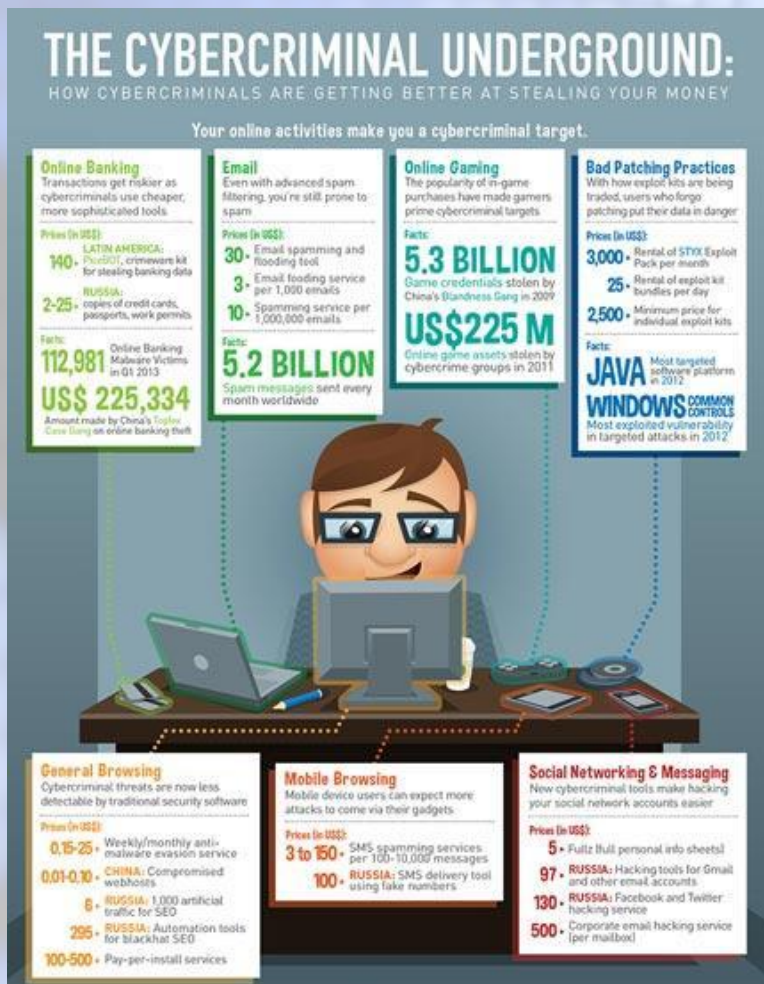
Benefits:

1. Reduce inconsistency of personal information lodged with different organizations

2. Convenience to citizens

Challenges:

- Regulations & Policies

- Security and Privacy issues

- Readiness of Agencies, Businesses & Citizens

e.g. Banks, Telcos & Utility Providers & Other Govt Organisations

4. Triggers update to subscribed organisations

3. Select Organisations to update

Citizen Exchange

Organisation register for Update Notification

2. Update details

1) Official Address
2) Mailing Address
3) Billing Address
4) Contact Number
5) Email Address

Official Address

2a. Provides Official Data

Immigration & Checkpoint Authority

1. Log in through SingPass via web or mobile

SingPass
Singapore Personal Access

INLAND REVENUE AUTHORITY OF SINGAPORE

Income Information

Securing the Cyberspace

THE CYBERCRIMINAL UNDERGROUND:
HOW CYBERCRIMINALS ARE GETTING BETTER AT STEALING YOUR MONEY

Infocomm Security Masterplan 2 (MP2)
Establishes Singapore as a Secure and
Trusted Infocomm Hub

Source: DigitalOne, AsiaOne, 17th May 2013

Singapore's e-Government Performance

International Performance
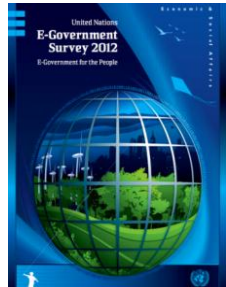
United Nations Survey

10th on eGov Development Index; 2nd on e-Participation Index (2012)

WASEDA University
World eGov Ranking

1st (2009 – 2013)

The Global Information Technology Report 2012
Living in a Hyperconnected World

World Economic Forum Global Information Technology Report

2nd (2010 – 2013)

Domestic Performance

Annual e-Government Customer Perception Survey 2012 "Satisfaction with quality of e-Services"

94% of the people are satisfied with the quality of government's e-services

90% of businesses are satisfied with the quality of government's e-services

FRONTIER

Whole-of-Government Integrated Business Licensing System

18 agencies, 250 business licences, over 400,000 transactions/year

FRONTIER: Key Benefits

➢ To businesses
- o Improved transparency

- o Improved discovery of licenses

- o Increased convenience and reduced waiting time

➢ To agencies
- o Integrated business intelligence

- o Improved integration across agencies

- o Improved operational efficiency and greater consistency of decision

One Integrated Whole-of-Government
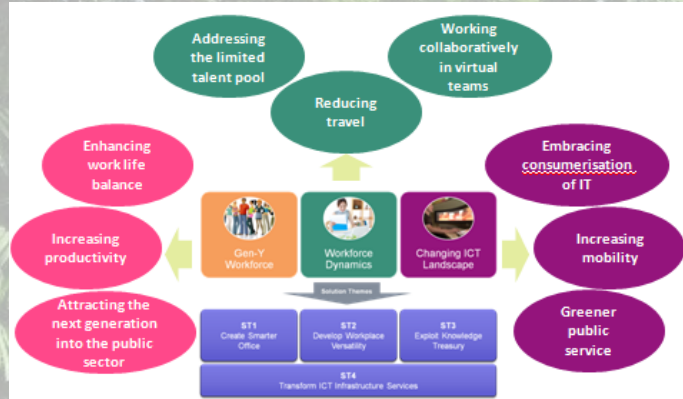
Workplace of the Future
Whole-of-Govt ICT Infrastructural and Workplace Services

Municipal Feedback Management Platform
Citizens Send Feedback on Municipal Issues and Agencies Collaborate to Close the Loop
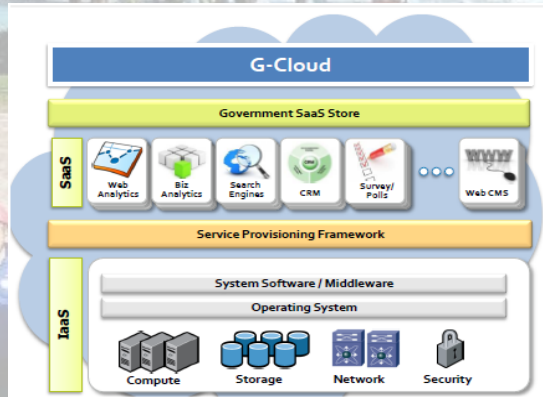
G-Cloud
Standardisation and Sharing of Computing and Application Resources

Whole-of-Govt Enterprise Architecture (EA)
Optimal Use of Business and Infocomm Assets on Whole-of-Govt Level
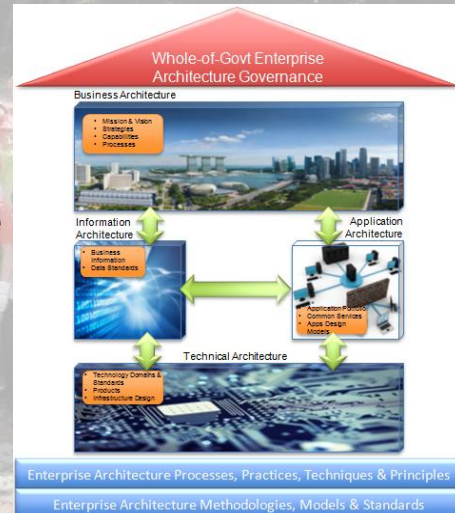
Citizen-Centricity and Experience

Design is not just what it looks like and feels like. Design is how it works.
-Steve Jobs

User Research

Information Architecture

Visual Design

Interaction Design
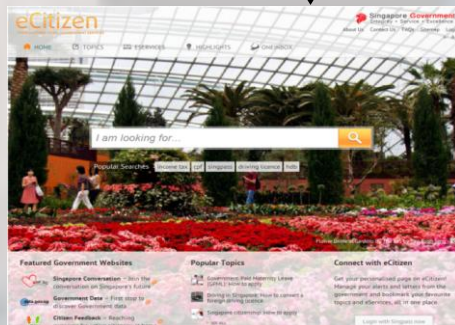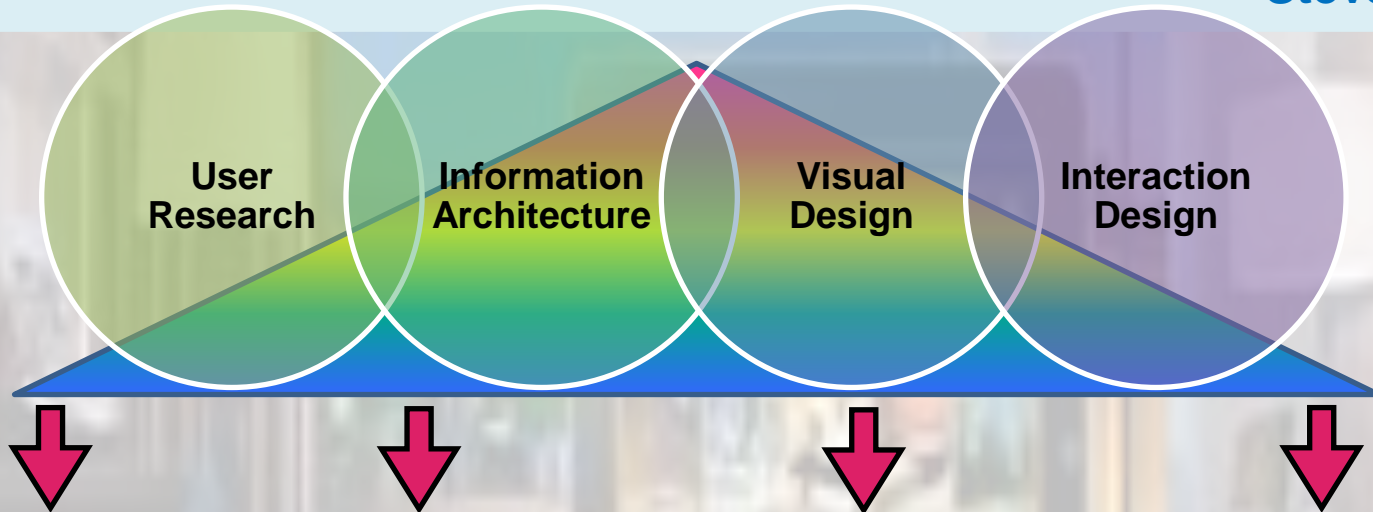
eCitizen Portal
User Centric Approach

Inland Revenue Authority of Singapore
Mobile-First Design

iCollect
Sophisticated Kiosk
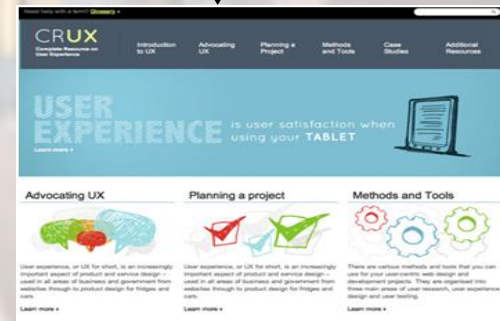
Crux.sg
User Experience Design Resource Center

Integration with Agencies
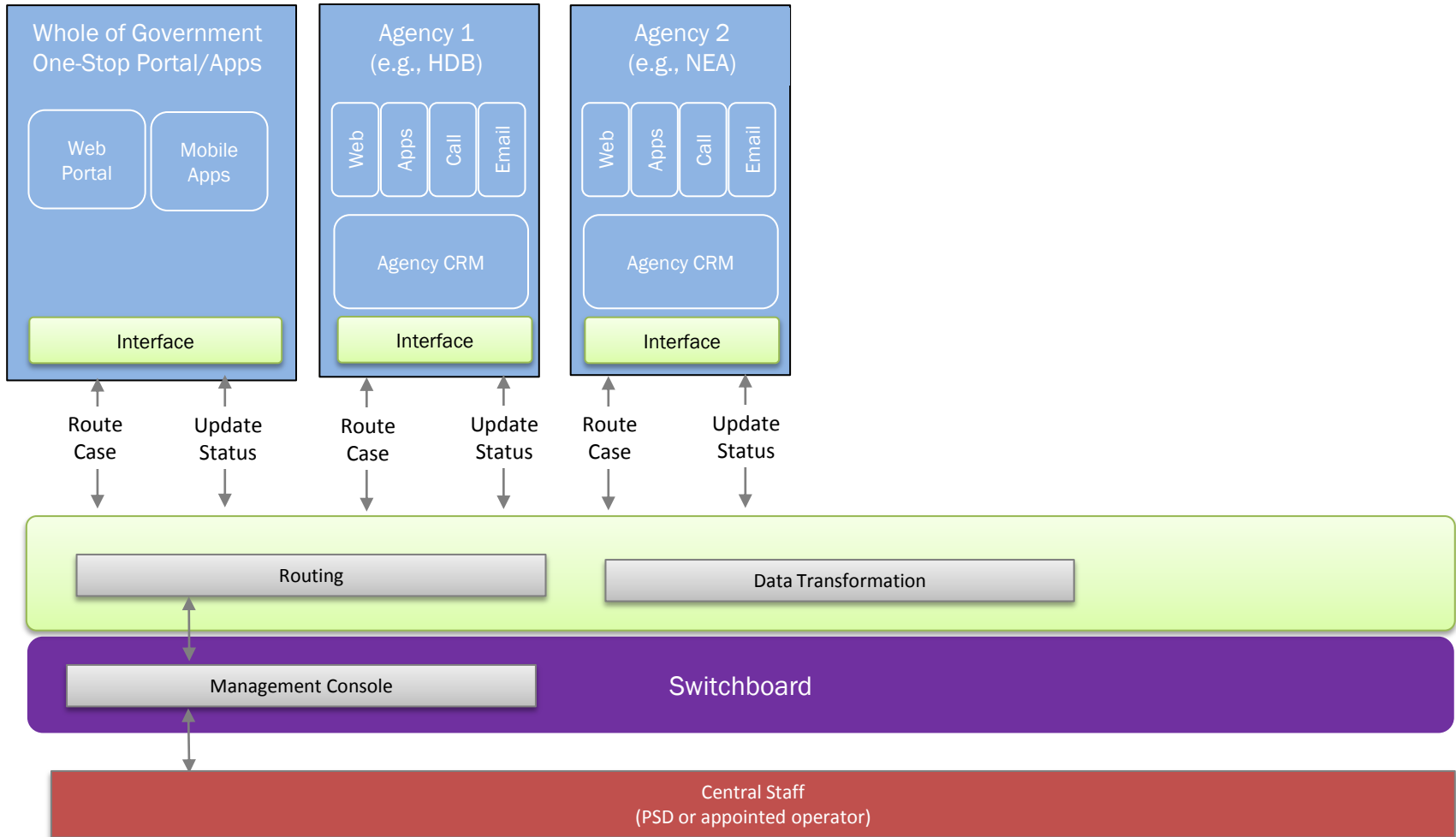
Whole of Government One-Stop Portal/Apps
- Web Portal
- Mobile Apps
- Interface

Agency 1 (e.g., HDB)
- Web
- Apps
- Call
- Email
- Agency CRM
- Interface

Agency 2 (e.g., NEA)
- Web
- Apps
- Call
- Email
- Agency CRM
- Interface

Route Case | Update Status | Route Case | Update Status | Route Case | Update Status

- Routing
- Data Transformation

- Management Console | Switchboard

- Central Staff (PSD or appointed operator)

Leading the way in eGovernment development

CONFERENCE FOR GOVERNMENT CIOs AND KEY OFFICIALS

Europe in the world: leading and staying ahead?

United Nations

MINISTRY OF FINANCE
Finland

In Collaboration with the European Commission

Jeremy Millard

Danish Technological Institute

Global eGovernment development

Global focus has shifted:
- from only infrastructure & information
- to include service delivery
- …now also first signs of thinking about 'e-governance'
- …and tackling global challenges

In developing and emerging economies:
- laying foundations for 'good governance' as well as services
- digital divide, multi-channel, usage

In vanguard countries:
- whole-of-government
- social media, open data, cloud
- tackling low usage

Mahatma Gandhi

"After attaining Swaraj (Self Governance)
We need to have Suraj (Good Governance)"

UN e-government development index – international benchmarking, 193 countries
Regional comparisons

Figure 1.5 **Advances in regional e-government development in the last decade[4]**
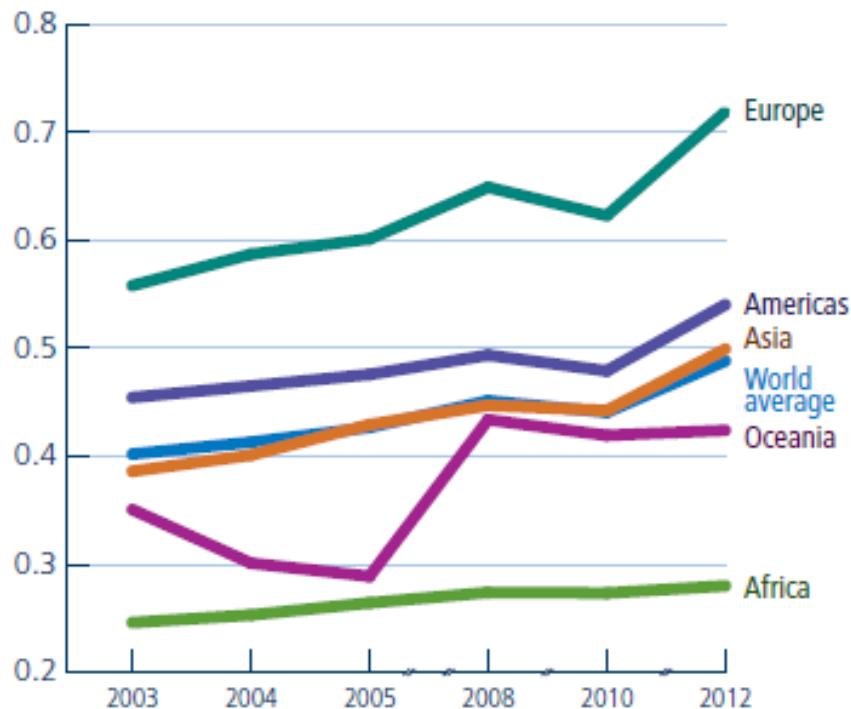
Source: UN "E-Government Survey 2012", page 13

Why is Europe (as a region) "leading" the world?

- Infrastructure, human capital, strong institutions

- Many vanguard countries, many leapfroggers

- Open Method of Coordination (OMC):

  - eGovernment framework > 10 years

  - Strong vision & leadership, Action Plans, benchmarking, awards, etc.

  - Large Scale Pilots (eID, eProcurement…)

  - European Interoperability Framework

  - cooperation + 'friendly' competition

- Strong public funded research & support

- Strong link to European policy: Single   Market, efficiency and effectiveness

- Continued insistence on European values

  - social economy, values, ethics

  - inclusion, data protection, civil society

But ….. threats to Europe's 'hegemony' ?

Context: the three long ages of (European) government

1) Kafka'esq   **2) Bureaucratic**   **3) Open, participative and smart**
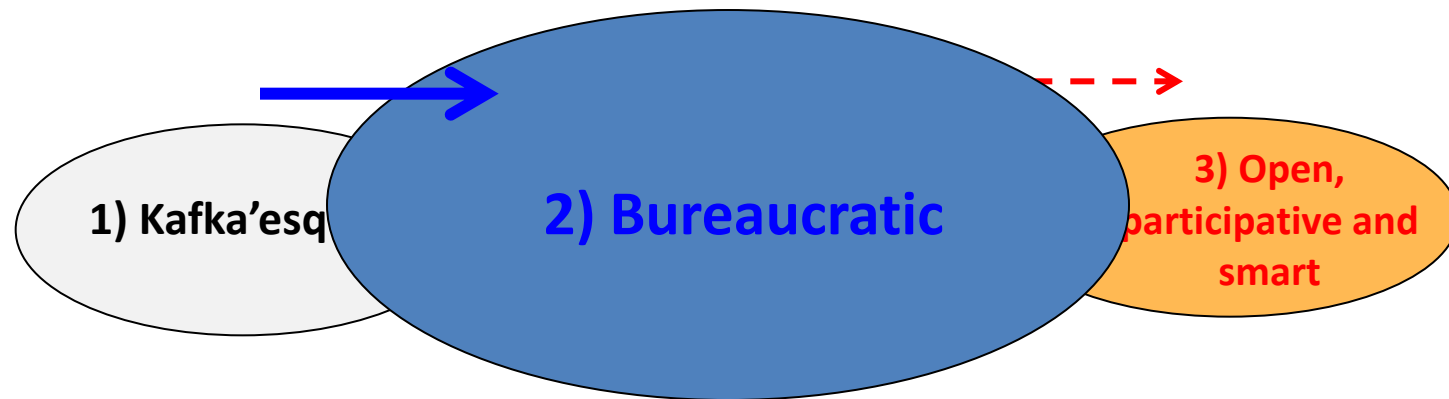
• **Arbitrary**	• **Rules-based**	• **Open & transparent**
• **Random**	• **Administrative**	• **Responsive & participatory**
• **Disconnected**	• **Professional**	• **Innovative**
• **Splintered**	• **Top-down**	• **Both bottom-up & top-down**
• **Coercive**	• **Gov-centric**	• **User-centric & user-driven**
	• **Fragmented**	• **Personalised**
	• **Opaque, closed**	• **Evidence-based**
	• **One-size-fits-all**	• **Smart**

Europe at a turning point: threats?

- Europe hit 'hardest' by crisis

- Budget cuts and 'austerity'

- Loss of trust in the political system:

    - Differences across Europe more visible

    - European welfare under extreme strain

    - In turn impacts governance and eGovernment

- Trust is a double edged sword

- Poverty is (back) on the agenda

- '*Aftermath*': Manuel Castells in Barcelona (2012)

- The big public sector challenge is the need both for:

    - transformation and a paradigm shift

    - continuity, stability and sustainability

"This crisis is too good to waste"

Aide to President Obama, 2008

Europe at a turning point: opportunities?

- The bottle is (at least) half full: new agenda !

- Open government and open governance

- Government as a platform for public value creation, but still the *essential* player

- *Doing more with more*…(NOT less!)

- New service approaches

- Big infrastructures, big processes cyber security

- Open data and big data – also 'soft data'

- Opening up participation

- Experimentation and bottom-up innovation

- Open and social innovation

- E.g. Community Awareness Platforms
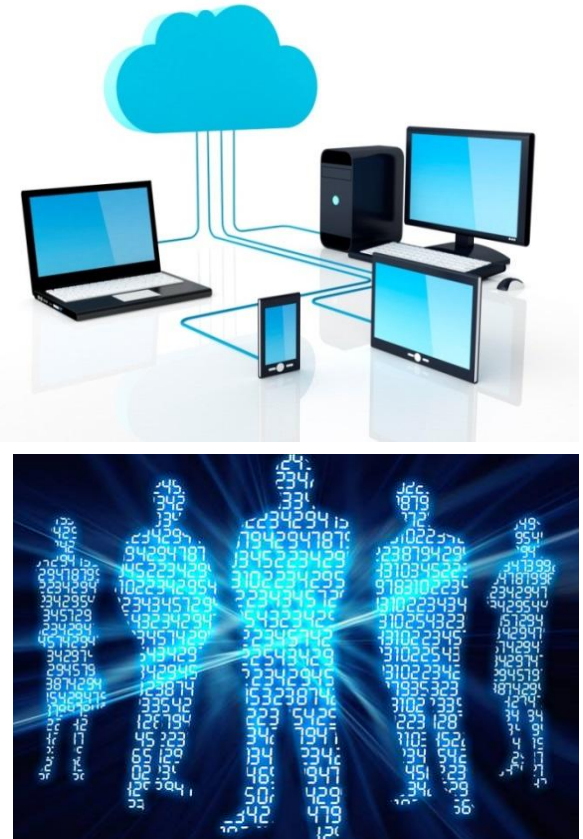
"A new vision for ICT-driven public sector innovation"

EC's Public Service Unit, 2013

What Europe can learn from elsewhere and lessons for leaders

Learning from others

- DON'T shun the market but DO insist on accountability and responsibility

- The local agenda; cities as the *sweet spot*

- Necessity is the mother of invention, e.g. mobile

- See the similarities

- Users don't do gratitude – but don't take them for granted

Leadership lessons

- Learn to open-up both inside government and with other legitimate actors

- Stop wasting assets! Learn how to harness all of society's assets to build public value

Life is Local.
WHERE will be available on the Palm®
Pre™ phone. Find out more **here**.

"Every European Digital"

Neelie Kroes on the DAE, EC
Vice President, 2010

Briefing on the UN post-2015 development agenda

Leading the Way in eGovernment Development
Conference for Government CIOs and Key Officials
29 May 2013, Helsinki, Finland

What is the UN development agenda?

Despite commitments to development, benefits of globalization unevenly shared

→ **MDGs** 2000-2015

8 goals
18 targets
48 indicators

Much has been accomplished...

Improved water

Proportion of population using an improved water source, 1990 and 2010 (Percentage)

Oceania — 55 / 54 / 78
Sub-Saharan Africa — 49 / 61 / 75
Caucasus & Central Asia — 88 / 87 / 94
South Eastern Asia — 71 / 88 / 86
Western Asia — 85 / 89 / 93
Southern Asia — 72 / 90 / 86
Eastern Asia — 68 / 91 / 84
Northern Africa — 87 / 92 / 94
Latin America & the Caribbean — 85 / 94 / 93
Developed regions — 98 / 99 / 99
Developing regions — 70 / 86 / 85
World — 76 / 89 / 88

1990 | 2010 | Target
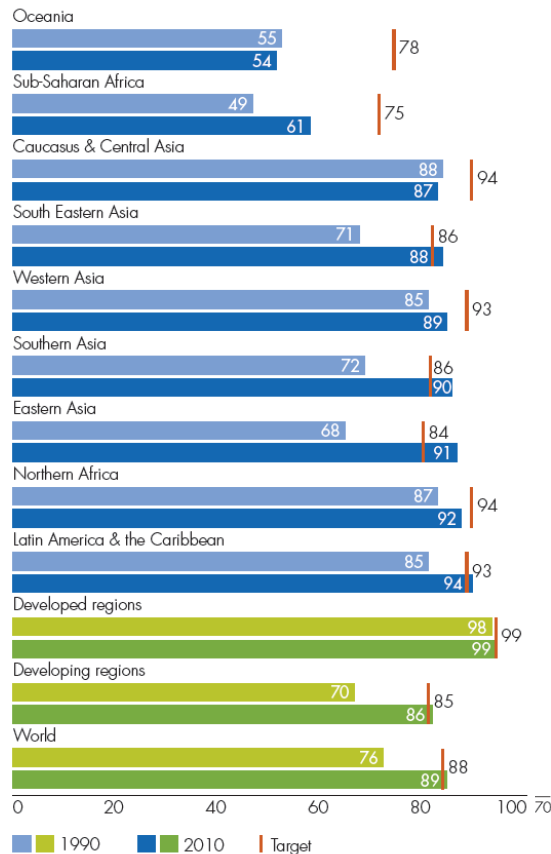
Disease prevention

Number of people receiving antiretroviral therapy (Millions), 2002-2010, and number of deaths due to AIDS-related causes (Millions), 2000-2010

— Number of people receiving antiretroviral therapy
— Number of deaths from AIDS-related causes

Developed regions — 97.3 / 96.6 / 97 / 97 / 97
Developing regions — 82 / 88 / 90

1999 | 2004 | 2010

United Nations MDG Report 2012

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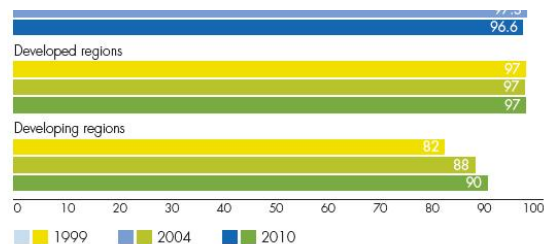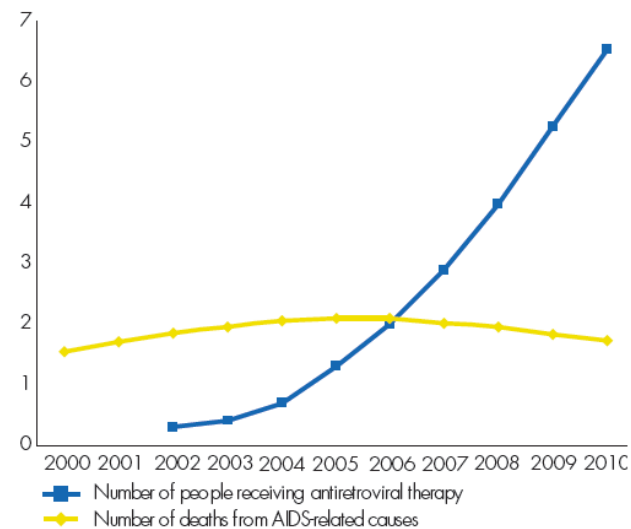
...yet, much remains to be done

Urban-rural disparities

Proportion of under-five children who are underweight, developing regions, urban and rural areas, 2006/2010 (Percentage)

Legend:
- Urban
- Rural

Data points:
- Western Asia: Urban 4, Rural 5
- Northern Africa: Urban 5, Rural 6
- Caucasus & Central Asia: Urban 4, Rural 6
- Latin America & the Caribbean: Urban 3, Rural 8
- Sub-Saharan Africa: Urban 15, Rural 22
- Southern Asia: Urban 33, Rural 45
- Developing regions*: 17, 32

* Excluding China.
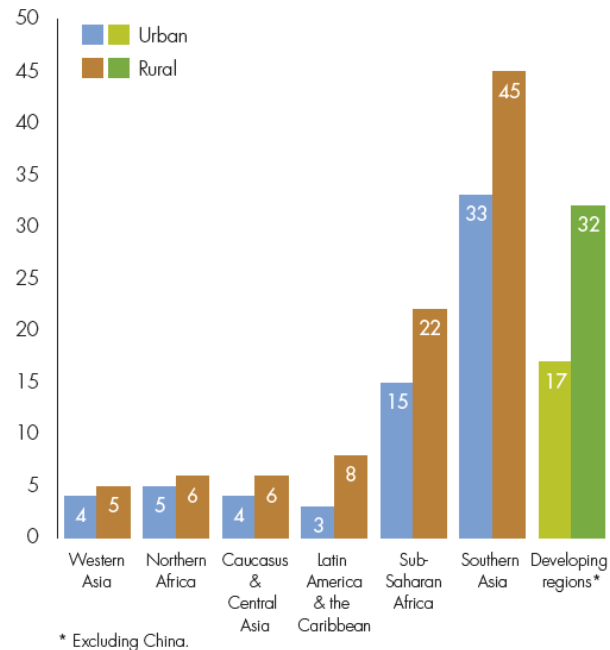
Vulnerable employment

Proportion of own-account and contributing family workers in total employment, 1991 and 2011 (Percentage)

- Oceania: 74 / 77
- Southern Asia: 81 / 76
- Sub-Saharan Africa: 82 / 76
- Southern Asia (excluding India): 73 / 68
- South-Eastern Asia: 68 / 61
- Eastern Asia: 66 / 49
- Caucasus & Central Asia: 46 / 42
- Latin America & the Caribbean: 35 / 32
- Northern Africa: 37 / 30
- Eastern Asia (excluding China): 37 / 30
- Western Asia: 43 / 26
- Developed regions: 11 / 10
- Developing regions: 67 / 58

Legend: 1991 · 2011*

United Nations MDG Report 2012

Today's global challenges

Persistent inequalities within and across countries

Food and nutrition insecurity

A growing environmental footprint

Climate change

Conflict and violence

Governance deficits at all levels

Shifting demographics (migration, urbanization, ageing)

The future we want

How the World Voted
Rankings of priorities (so far)

Your Priorities

- Better job opportunities
- A good education
- Better healthcare
- Affordable and nutritious food
- Support for people who can't work
- Phone and internet access
- Access to clean water and sanitation
- Reliable energy at home
- Protecting forests, rivers and oceans
- Action taken on climate change
- An honest and responsive government
- Political freedoms
- Protection against crime and violence
- Equality between men and women
- Freedom from discrimination and persecution
- Better transport and roads

http://www.myworld2015.org/   14-4-2013

www.worldwewant2015.org

Implications for e-government policy?

Policy drivers

- Social complexity and dynamism
- Policy coherence and integration
- New models of innovation
- Enhanced collaboration focussed on problem-solving
- Access to public service on general terms of equality
- Honesty, transparency, accountability
- Opportunities for participation in public affairs
- Resource efficiency (not a goal but a reality)

Thank you

Report of the Secretary-General's High Level Panel
31 May 2013

http://www.post2015hlp.org/

AMA

AGÊNCIA PARA A
MODERNIZAÇÃO
ADMINISTRATIVA

1.ONE STOP SHOPS

2. LIFE EVENTS

3. MULTICHANNEL

Public Services Delivery (Front Office)

Administrative Simplification (Core)

E-Government (Backoffice)

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REVISION PROCESS OF DIPLOMAS WITH IMPACT ON ADMINISTRATIVE MODERNIZATION

Public Services Delivery (Front Office)

Administrative Simplification (Core)

E-Government (Backoffice)

Global
Action Plan

CENTRALIZATION OF IT FUNCTION IN EACH MINISTRY

BINDING ICT PROJECTS AND EXPENDITURE

ESTABLISH A REFERENCE INFORMATION SYSTEMS' ARCHITECTURE

MANDATORY ELECTRONIC SERVICES ON SINGLE CONTACT POINTS

RATIONALIZATION OF DATA CENTERS

CREATE THE STATE'S SOFTWARE CATALOGUE

MANDATORY USE OF INTEROPERABILITY SERVICES

PROMOTE THE USE OF OPEN SOFTWARE

IMPLEMENT AN OPEN ADMINISTRATION PROGRAM

CLOUD COMPUTING IN PUBLIC ADMINISTRATION

Public Services Delivery (Front Office)

Administrative Simplification (Core)

E-Government (Backoffice)

Sandwich Effect
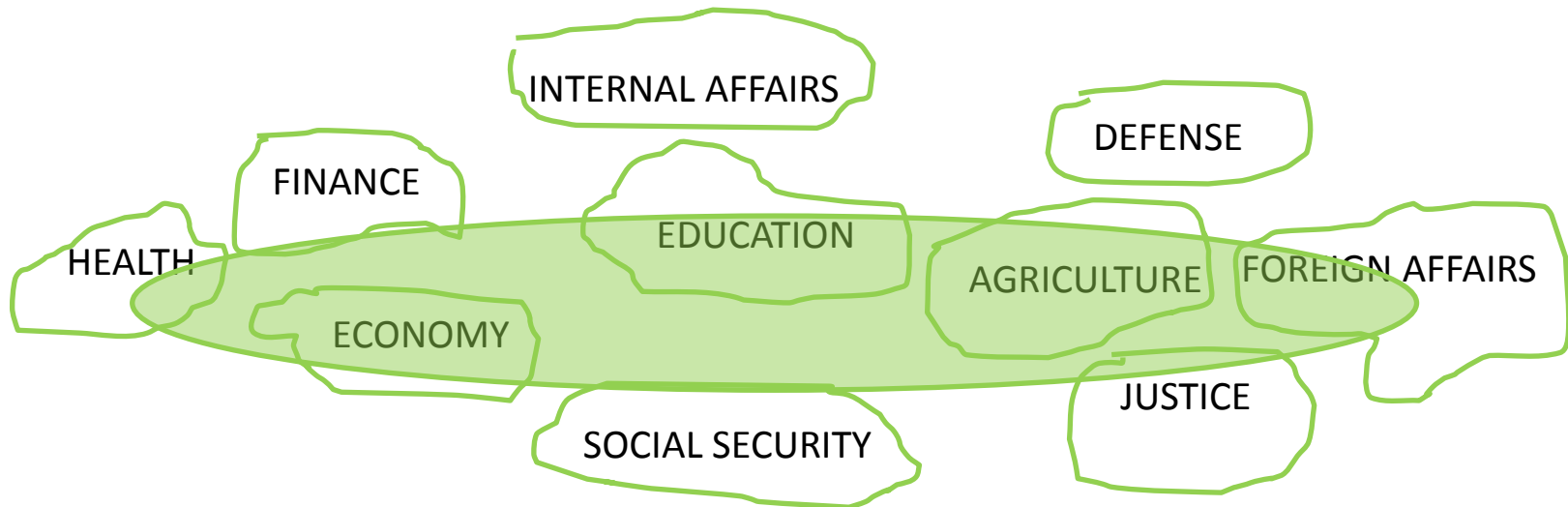
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AGENCY FOR THE PUBLIC
SERVICES REFORM

THANK YOU!

JOAO.VASCONCELOS@AMA.PT

AGENCY FOR
THE PUBLIC
SERVICES REFORM

PRESIDENCY OF THE COUNCIL OF MINISTERS

The Organization for Promoting　&　Evaluating　e-Government

IT Strategic Headquarters

Chair: <u>Prime Minister</u>
Members: All the Ministers and Members from the Private Sector

CIOs Council Government CIO

Chair: Ass Chief Cabinet Secretary
Members: GCIO <u>Ministry CIOs</u>

MIC eGov Council
Government:
- Regulation reform for
-new business emergence ,
-evaluation of eGov Services
-government cost reduction

@Target -- 20 % cost cut of Gov admin   expenses by eGov --PDCA cycle
@ Target – upgrade usability and affordability, accessibility scheme of eGov Services to Citizens /business

ICT leader   C|O＝
|nformation/|nnovation/|nvestment

CTO／CRO／CFO／CKO
Core Competences for ICT Strategy

IT services / EA / CRM/ e-Government / e-Municipality

Security / MOT/ R&D

CFO
Procurement Management
System Architecture
IT Investment

CTO
Management Strategy
Intellectual Property
MOT / R&D

Core Competences

CKO
Policy
decision-making process
Knowledge Management

CRO
Project Management
Risk Management

Leadership / Communication / Global Standard / Knowledge Management

Abenomics Economic Growth Scenario－Japan ICT Strategy

TPP, Japan-EU EPA RCEP(ASEAN+6)

the Governor of Bank of Japan explains 2% inflation target in 2years, 2 times of money supply.

Government Task Forces for Growth

Government makes big public Investment to social Infrastructure

Ends Deflation in one decade

- Drastic De-regulation -New ICT strategy

Promote ICT Solutions for issues i.e. Energy, Aging, Environment

- Benefits of E-Government for competitiveness
- Promoting Efficiency, Cost reduction by Cloud, One stop service; Big Data, Digital Inclusion

ICT Deployment to Public and Social Infrastructure

70

ICT leader　CIO＝
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ICT Deployment to Public and Social Infrastructure