

國際政府資訊科技理事會 2015 年大會紀實

動態
報導

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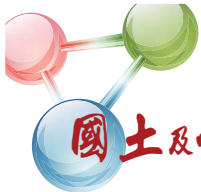
「國際政府資訊科技理事會 (International Council for Information Technology in Government Administration, ICA)」係由約 20 個國家的中央政府機關所組成，為參與電子化政府等資訊科技應用有關之國際專業組織，網址為 <http://www.ica-it.org>。國家發展委員會代表我國加入該組織，為履行會員國義務，加強與各會員國之交流溝通，每年均派員出席該組織年度會議。經過多年努力，我國於 2010 年成功爭取由 ICA 仲會員 (associate member) 提升為 ICA 正式會員 (full member)。2011 年

ICA 第 45 屆年會亦由我國主辦，本會藉由該次機會邀請來賓參加百年國慶相關活動，讓所有外賓均體驗到臺灣的創新與進步。

本 (2015) 年第 49 屆年會由瑞典主辦，大會前一日之國家代表會議通過由日本擔任下一屆主席，我國國家代表國發會資管處簡宏偉處長續擔任 ICA 副主席並兼任 ICA 計畫委員會委員。本次 ICA 大會主題為「解放行動化政務－著重社會挑戰 (Unleashing mobile government-addressing societal



圖 1 ICA2015 大會我國出席代表，右起國發會資管處簡宏偉處長、王誠明高級分析師、財政部張志龍分析師、政治大學蕭乃沂副教授、文化部莊舜清高級分析師



challenges)」，我國先前於本年5月之計畫委員會建議主軸議題增列巨量資料分析之主題，經討論後確認增列，並推派（財政部財政資訊中心）以電子發票之巨量資料分析為報告主題，進行報告。會議議程大綱如下：

49th Conference Programme “Unleashing mobile government – addressing societal challenges”

Cybersecurity to protect our Citizens in the Digital World; providing practical solutions on how governments can minimize security risks for citizens’ personal data and own agency enterprise data; what sources of big data are being used by governments around the world but most importantly, how are governments applying this emerging field of information technology to make decisions and achieve desired societal outcomes for their citizens, enabling mGovernment to address societal challenges are some of the topics this year’ s conference will focus on.

Session I:

STRATEGY & CHANGE MANAGEMENT

The world of IT has in recent years witnessed a series of significant transformations caused by simultaneous emergence of new technologies. These transformations have practical impact on the enterprise’ s existing computer infrastructure and the organization’ s human resources, especially the interaction



圖2 ICA 2015 大會分組討論改以敏捷式思考（Agile）與情境問題解決導向之模式，討論一個問題從過去、現在、未來的角度，應該如何解決

between the two without receiving the attention it deserves.

The formulation of a comprehensive master plan of IT implementation, which combines the needs and requirements of the business processes with diverse opportunities the new technologies enable is imperative, however this macro view is usually set aside for other more “critical” short term demands on IT services. The open issues we will confront during this session are:

- How do you build a comprehensive master plan for IT?
- What tools and services are available to build such a plan?
- What are the constraints which must

be taken into account when building the plan?

Session II:

INTEGRATION OF MOBILE TECHNOLOGIES WITH CITIZEN-CENTRIC APPROACHES

The steady integration of mobile technologies into the everyday lives of people, businesses and governments provides a new context for policy-making for governments and can give rise to new forms of engagement and relationships in the public sphere. Smart phones in combination with easily accessible apps creates opportunities for a fast and wide penetration of digital public and social innovations – and not simply a support for existing government processes. As a result, new approaches are needed to support a shift from governments anticipating citizens' and business' s needs (citizen-centric approaches) to citizens and businesses determining their own needs and addressing them in partnership with governments (citizen-driven approaches). This session explores different ways of coping with this new policy-landscape.

Session III:

GOVERNMENT ANALYTICS FROM BIG DATA

This discussion picks up from last year' s top rated panel on big data initiatives. We have allocated two hours for

presentations and table discussions that will allow us to learn from each other' s experience. What sources of big data are being used by governments around the world? What can be inferred from social media? What can we discover by tapping into the Internet of Things (IoT)? What techniques are being used to manage and analyze the tremendous volume of data? Finally and most important, how are government' s applying this emerging field of information technology to make decisions and achieve desired societal outcomes for their citizens?

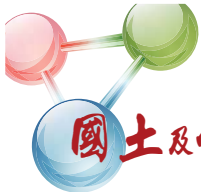
Session IV:

CYBERSECURITY TO PROTECT OUR CITIZENS IN THE DIGITAL WORLD

Cyberattacks are clearly on the rise. Government CIOs consistently rank Cybersecurity high on their agendas. Even as governments across the world invest heavily to protect its citizens' data and other information assets, all that could be easily undermined through the actions of an unwitting employee or contractor. This panel will give us an all-round view by sharing what their governments are doing to protect their information assets, the citizens' data.

Session V: ENABLING mGOVERNMENT

Focus on gov app innovation. Most governments collect and publish enormous



amounts of data, but have limited resources to get it into the hands of their citizens in creative and engaging ways. This Session will provide the opportunity to be part of an event that draws together people from government, industry, academia and of course, the general public to mash up, reuse, and remix data by focusing on “life events.” Keyword “mobile.”

This session aims to provide some examples of possible gov apps that are based on a whole of government approach and can trigger innovation based on a private-public-research partnership.

Following a small presentation of similar approaches visualized by MoE and eGovlab and depending on participation, we will split in groups during this workshop (ideally 2-3). Each group will address a societal challenge and come up with app solutions that reflect the topic assigned to this group comprised of ICA members, Nordic/Baltic representatives, Swedish private/public sector and academia.

從本次 ICA 大會各項報告與討論得知，瑞典、歐盟和以色列報告電子化政府的推動，都強調開放政府（open government）、開放資源（open source）、開放檔案格式（open file format），以及開放平臺（open platform），在電子化政府的推動上也都強調智慧政府與數位政府（smart government/digital government），以及人本服務（citizen centric）的概念。這與我國理念相當，我國下一階段電子化政府將推



圖 3 ICA 2015 大會分組討論，其中一組之討論成果

動數位化政府發展，並且更加重視資料力量，以公私協力帶動社會及經濟發展。不過比較有意思的是，對於所謂的開放技術標準（open technology standard）部分，很多國家都認為直接採用業界的標準，而不是像英國由國家從上而下定義開放技術標準。

瑞典資訊長在主題演講時提到，該國打算逐步淘汰專屬辦公軟體，但是目前並沒有策略和時間表，這個觀點與整個大會的「開放」概念有異曲同工之妙，也獲得一些國家的發言響應。此外，就行動化而言，各國主軸之行動化服務均與在地（LBS）個人服務有關，包括 App 追蹤行蹤確保安全回家、民眾用 App 針對簡單案件照相報案等，新加坡對在地個人服務與萬物聯網投資最大，目前已由政府統籌，在全國各地廣佈感知器，這對於該國日後提供在地或遠距服務，將產生強大效益。

本次會議另一個比較有趣的是，在分組討論的作法上首度採用類似敏捷式思考（Agile）與情境導向問題解決模式，討論一個問題以過去、現在、未來的角度，應該如何解決。敏捷式思考主要是以反覆調整之原則，針對整個服務或

解決方案的發展過程，從需求蒐集至服務提供，分解成不同階段。與傳統的瀑布式規劃比較，可以降低風險，也能在做中學，並持續反覆改善，以回應新的需求與要求，達到開發時設定的目標。傳統瀑布式的規劃或開發方式，可能要到服務或研究結論被正式發表的時候，其他人才能知道結果，但此時若要做任何修改卻已經太遲了。過去幾年，歐美政府多已體驗到運用傳統方法帶來時程延遲、超支及效果不彰的風險。因此轉而求助於敏捷方法，英國 GDS 便是一個好的例子。此次 ICA 大會藉由分組討論來訓練大家，也可說是一項創舉。

綜整而言，隨著近年來新興資通訊科技的快速發展，各種行動裝置和社群網絡普及，傳統

政府以施政電子化提高效率的作法，已經不足以滿足現在民眾對於政府施政的期待。政府機關如何善用新興資通訊科技，創新為民服務模式，進一步提升政府服務品質與滿意度，對各機關而言，極具挑戰性。因此本次 ICA 會議主題圍繞在行動化與數位化，希望產生一些創新資訊服務模式，讓政府如何融入現今高度連結的社會，利用資料與科技服務民眾，滿足民眾的需求，同時保障民眾的隱私及權益。透過分組討論交流，我們也發現各國政府目前之電子化政策與我國推動方向大致相同，皆有政府資料開放、行動化政府、政府雲端服務、資料安全等項目，各國代表所分享的執行過程中遭遇的困境以及問題如何解決，均可做為我國後續施政參考。

