

111010101110 10101010 10 10 101010101
10101110 10101010 10 10 101010101
1010 10 10 101010101

Citizen Participation Agency Collaboration

ocks BANK
ance
s OP credit INCOME
SAGE ID loan
eract WOMAN INSURANCE

One-Stop e-Service

E-Government Program of Taiwan
2011 - 2016



National Development Council

ur Value Proposition



Our Core Values

Public value of information technology (PVIT)

Coordination and interactive participation

Environment protection and energy conservation

Digital opportunity and e-inclusive

We are striving to

provide considerate service meeting the public's needs

Our vision is to

achieve "service without boundaries, providing a better life to all citizens"

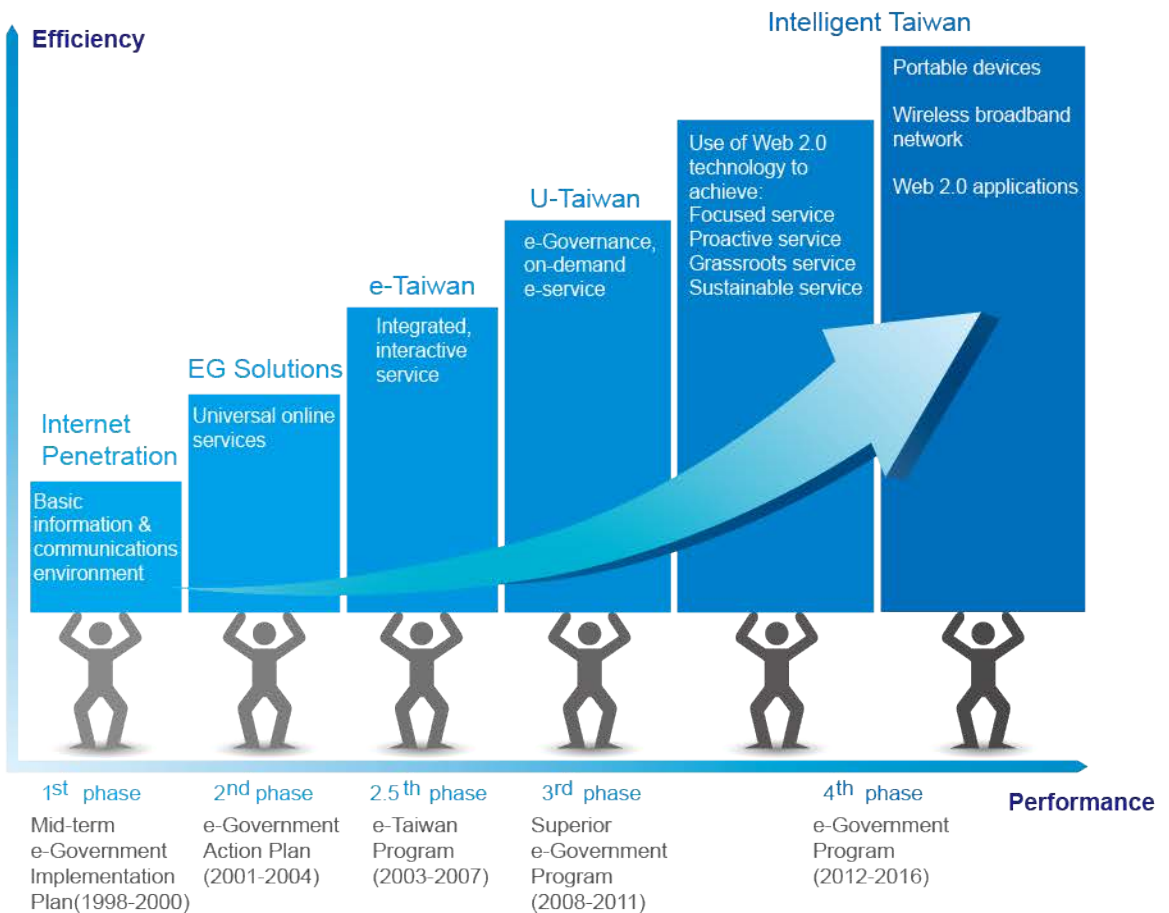




Our Transformation Journey

We are dedicated to

Since Taiwan launched its e-government program in 1998, we have already successfully completed basic information and communications deployment in the first phase, the roll-out of online government services in the second phase, and the integration and interoperability of government services in the third phase. Now, during the fourth phase, we are emphasizing proactive, focused, one-stop e-government service even better tailored to the public's needs. Throughout each phase, e-government programs have broadened and deepened citizens' online access to government services; as e-government services gradually reach their maximum extent in the future, our vision of "service without boundaries, providing a better life to all citizens" is realized.



Current e-Gov Program



Flagship 6 - e-services to the home



Flagship 3: Proactive one-stop service



Flagship 2: Proactive one-stop service



Service without boundaries, providing a better life to all citizens

In the face of the rapid development of information technology and ongoing changes in the social environment, the current phase e-government program (2012-2016) further employs innovative methods to integrate one-stop public service with a user-centered perspective. In keeping with our vision of "service without boundaries, providing a better life to all citizens," we focus on making one-stop e-government service even better, and strive to achieve the three major goals: "establishing a green energy sharing environment," "providing superior integrated services," and "promoting equal access and participation."

Providing Superior Integrated Services

We are promoting interagency service integration in order to enhance public service, and placing emphasis on the provision of one-stop service to beneficiaries and service recipients. Our efforts are to integrate interagency service processes have enabled the government to provide end-to-end applications, information queries, downloads, and fee payments. We can thus offer friendly, convenient, secure, dependable one-stop service tailored to the public's needs.

Building a Green Energy Sharing Environment

Keeping pace with international development trends, we are applying green technology and renewing the existing e-government environment in order to reduce carbon emissions and resolve worsening environmental crises in a bid to develop sustainable cities and enhance our overall social competitiveness.

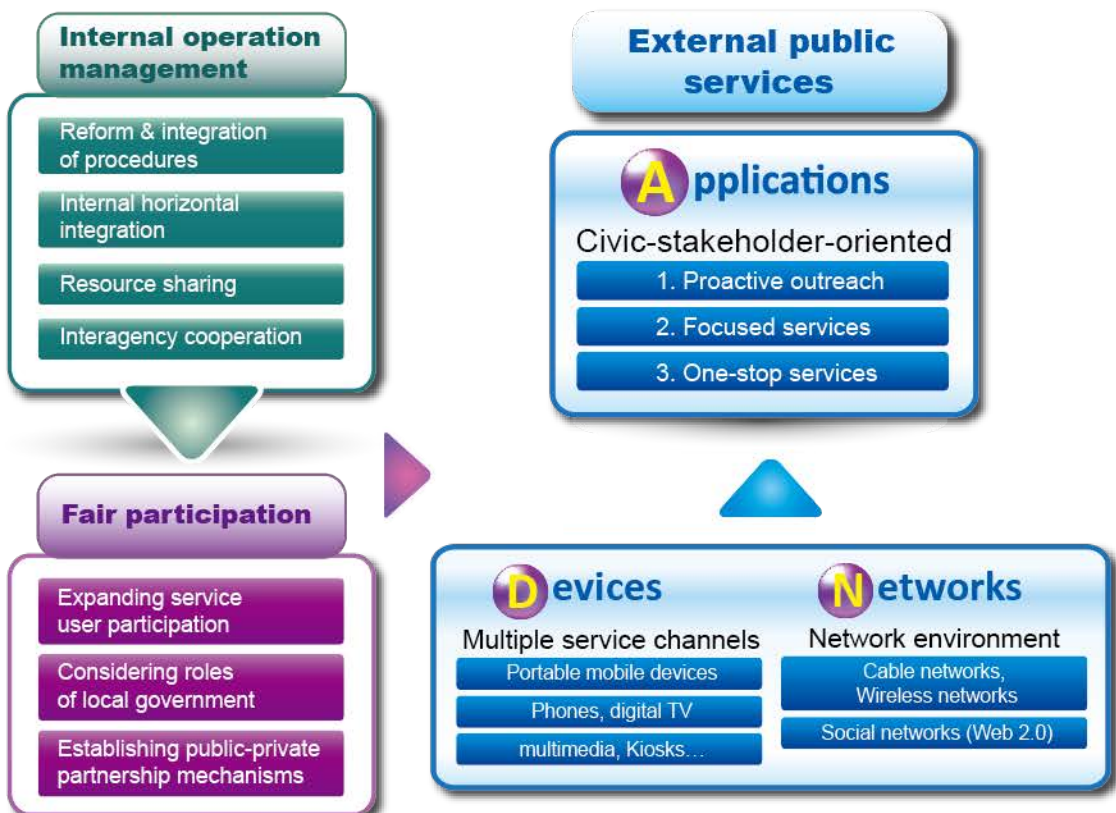
Promoting Equal Access and Participation

We rely on online services to effectively bridge the digital divide, enhance citizens' computer and Internet skills, and create more opportunities for members of underprivileged groups to access information and engage in social participation, further improving the quality of life in Taiwan.



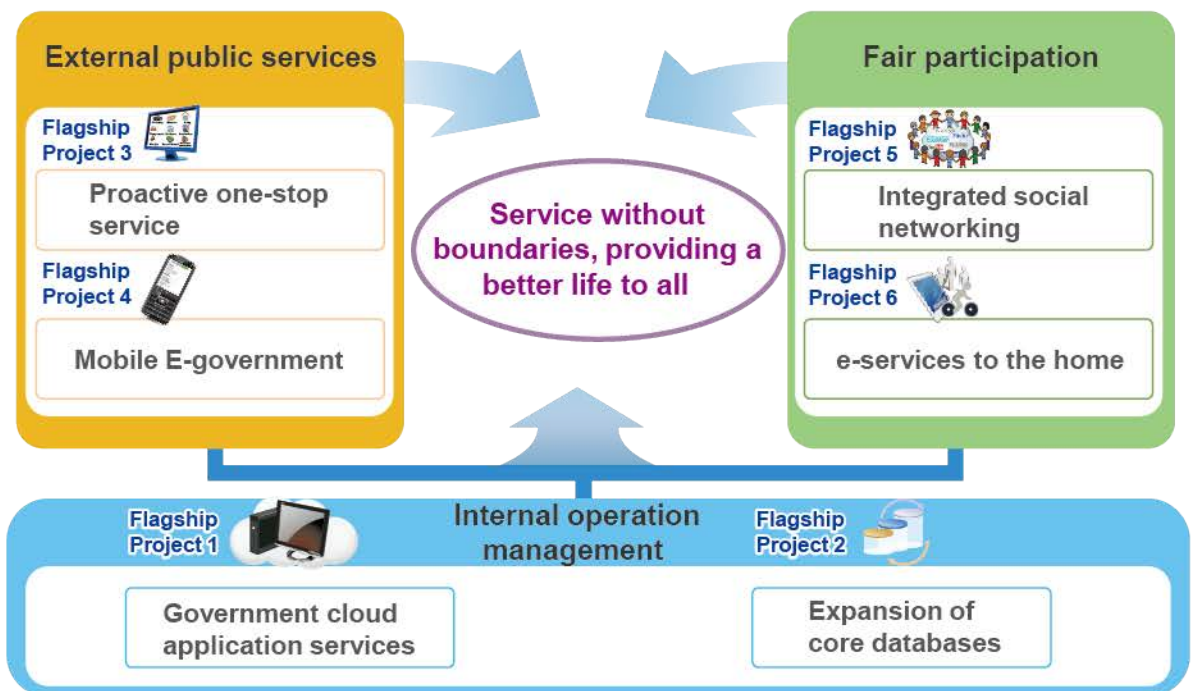
Core Philosophy

Our core philosophy for government service development can be summed up by the word "DNA," in which D (devices) signifies the development of services for mobile devices, N (networks) signifies the use of wireless broadband networks to develop more convenient services, and A (applications) signifies innovative services making use of Web 2.0 social networking to offer innovative services even more effectively meeting the public's needs. We provide proactive services closely tailored to users' needs and services aimed at particular segments of society. We take the beneficiary's perspective into consideration when coordinating and integrating interagency services as we develop more one-stop services.



Program Framework

Government-wide, we enhance operating efficiency, and citizen-wise we emphasize the three areas of public service quality, social caring, and fair participation. We have consequently drawn up plans for the six major measures of Phase IV E-Government Program(2012-2016): government cloud application services, expansion of core databases, proactive one-stop service, mobile e-government, integrated social networking, and e-services to the home.



Government Cloud Application Services

We are applying emerging cloud computing technology to the implementation of government cloud service applications. Based on the nationwide scale of government services, we are developing innovative applications intended to raise service standards.

Expansion of Core Databases

Targeted at major areas in social, economic and technologic emerging trends as well as e-government developments, we expand core government databases, step up data collection and integration, upgrade information access standards, establish information sharing mechanisms, and clarify management of information by authorized agencies, enabling data sharing and interoperability.



Proactive One-stop Service

We are simplifying service processes and integrating interagency services from a life cycle and overall process perspective, which let us provide the public with one-stop end-to-end government services.

Mobile e-Government

Responding to the development of mobile technology and the fact that the public use mobile devices as one of their main channels for accessing government information and services, we plan to establish a technical infrastructure and standards for mobile e-government services. We provide a unified mobile portal helping citizens using mobile devices to find and access information and services dispersed among various agencies, ensuring that the public can enjoy ubiquitous government services.



Integrated Social Networking

We make maximum use of Web 2.0 application services to integrate private sector resources, pool citizens' collective knowledge and the community's strengths, and jointly plan e-government services that are even better fit with public needs.

e-Services to the Home

We provide underprivileged groups such as the elderly, recent immigrants, and the mobility-impaired with mobile and integrated e-government services to the home by joining forces with front-line civil servants (such as household registration officials, surveyors, village and borough officers, social workers, nurses and policemen) and information technology advocacy volunteers (such as retired civil servants).

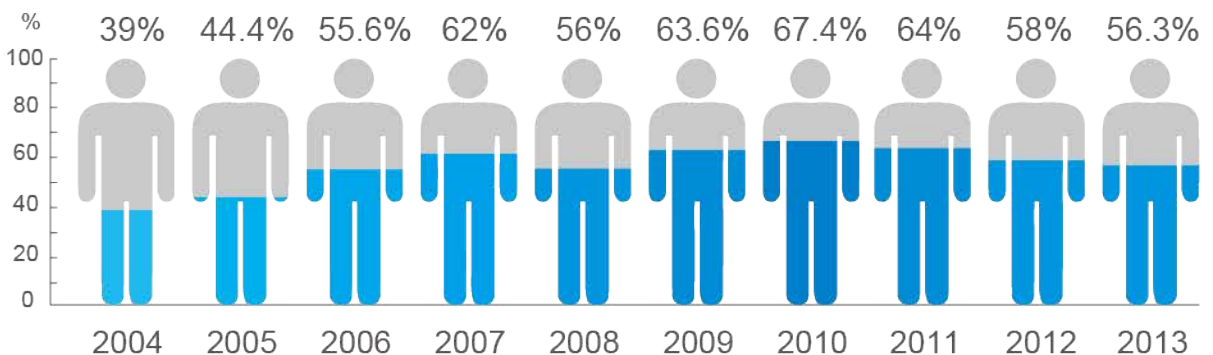




Our e-Government Achievements

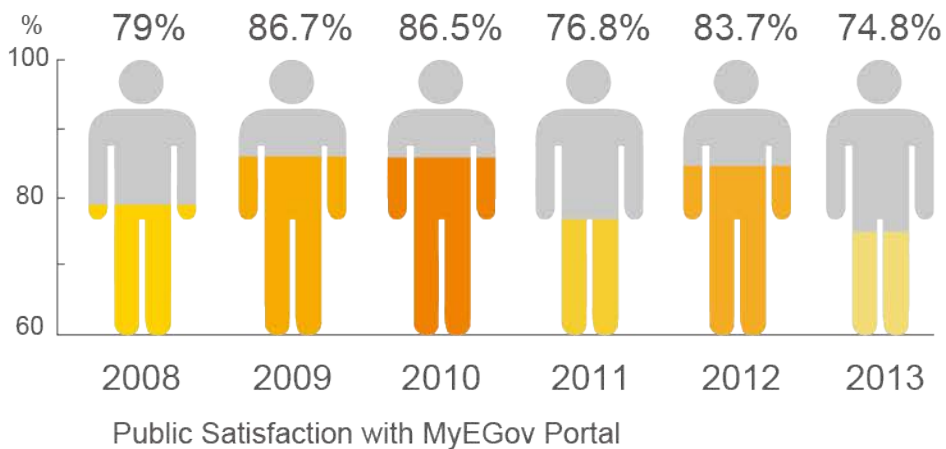
Public Support

Approximately 81.5% of survey respondents were aware that the government provides many online services, and more than 50.2% had downloaded application forms or other documents from government agency websites. Public satisfaction with implementation e-government services reached a solid 56.3%.



Public Satisfaction with e-Gov Performance

The e-government portal (<http://www.gov.tw>) provides three major services: information queries, online applications, and public communication with the government. The portal provides interfaces to more than 97 agency application gateways offering in excess of 3,248 online application services, and there are special topical areas offering focused services to different categories of citizens. Public satisfaction with services provided by the e-government portal tops 74.8%.



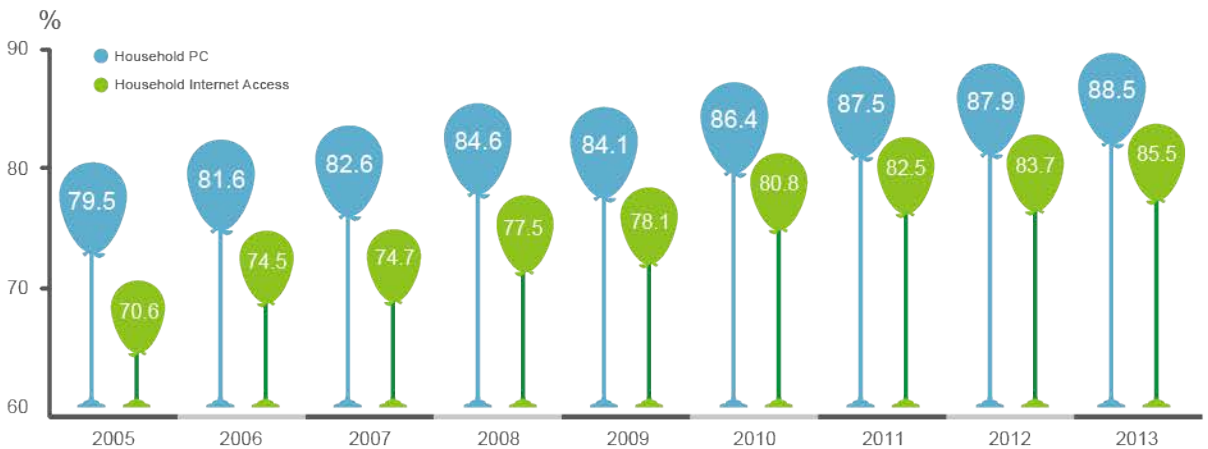
International Recognition

Taiwan's efforts to strengthen efficiency, provide universal service, and boost quality by promoting e-government have yielded notable results, winning tangible recognition from international organizations. According to the latest e-government survey of 55 major countries conducted by Waseda University, Taiwan ranks 8th in the world in 2013, moving up two notches from 2012. Also, according to the Global Information Technology Report 2012-2013 published by the World Economic Forum (WEF), Taiwan is No. 10 in overall ranking among 144 economies based on 4 sub-indexes - environment, readiness, usage and impact, edging up one place from 2011 - 2012 as Taiwan gradually moved up in ranking in the past six years from 17th place in 2007-2008.

Ranking	2006 rank	2007 rank	2008 rank	2009 rank	2010 rank	2011 rank	2012 rank	2013 rank
WEF Global IT Report	7	13	17	13	11	6	11	10
Waseda University International e-Government Ranking	7	8	9	8	10	13	10	8
Brown University / The Brookings Institution E-Government Rankings	2	3	2	NA	NA	NA	NA	NA
EIU e-Readiness	23	17	19	16	12	NA	NA	NA

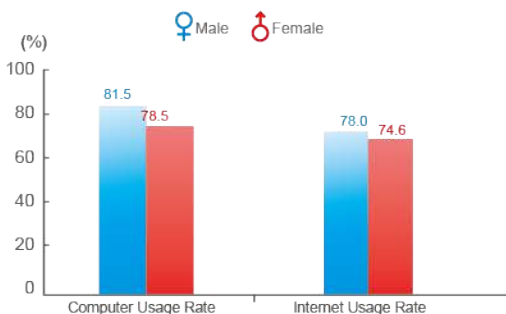
Universal Availability

Household Internet use throughout Taiwan is 88.5%, personal Internet use is 80.0%, and mobile Internet use reaches 58.5%. Citizens from 31 to 60 years of age constitute the most important user group. Nevertheless, teenagers, the middle-aged, and the elderly all commonly use the Internet to meet their needs. Computer and Internet use among women approaches that of men, and more women than men participate in social network websites. In particular, women between the ages of 12 and 20 are highly willing to share their knowledge and experience online.

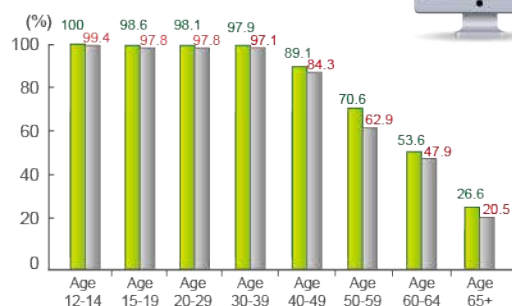


Household PC Ownership and Internet Access

Internet Usage Rates by Gender



Internet Usage Rates by Age



Public-private Partnerships

24-hour e-Service Hotspots

Taiwan's more than 9,600 convenience stores give it one store for less than every 2,500 residents – which is the world's highest density. Located throughout both urban and rural areas and providing 24-hour service, convenience stores provide the public with handy locations for buying everyday necessities and handling miscellaneous business. The government works closely with convenience stores, enabling the latter to offer many convenient services meeting citizens' needs. This public & private partnership (PPP) strategy has made these stores an important channel for the delivery of e-government services.



Thanks to their high-efficiency information, logistics, and cash flow services, in addition to selling ordinary products, convenience stores also provide a place for making copies, consigning shipments, ordering checks, and paying fees (such as utility fees, insurance premiums, parking tickets, credit card payments). In addition, convenience stores' Multimedia Kiosks allow users to query government information, pay taxes and fees, renew their driver's licenses, and obtain official transcripts. By giving the public handy 24-hour access to government services, convenient stores are attracting even more potential customers, and create a win-win-win cooperative model to benefit citizens, store operators, and the government.

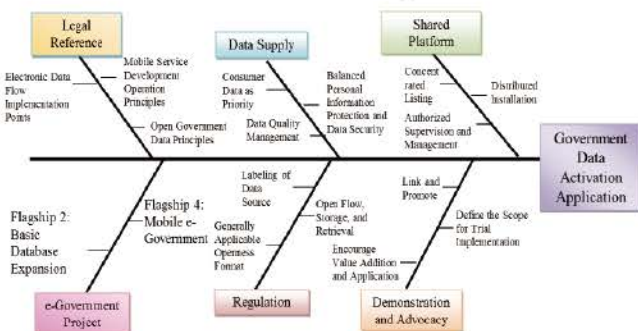


Government Open Data

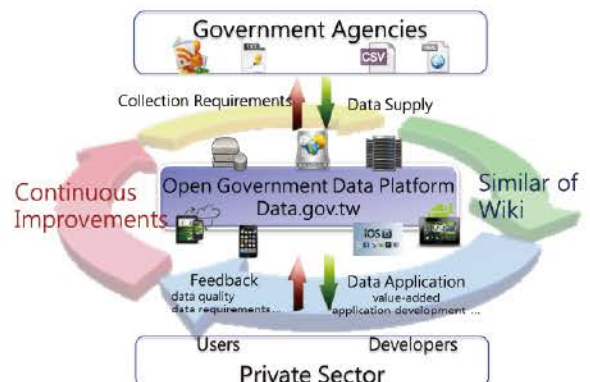
Administration transparency and public participation in public policy issues are emerging trends worldwide. Government open data facilitates inter-agency information flow, helps improve government efficiency, while meeting the public needs to know and strengthening public scrutiny of government. Our government has been embarking on the work of government open data since April 2013 based on four focus strategies - "proactive disclosure and priority to information relating to people's livelihood", "setting up open data guidelines", "promoting common platform" and "public education campaign and service promotion."

As of end of February 2014, government agencies have opened more than 1,700 datasets. In 2014, the government will continue to open more datasets and gradually put regulatory guidelines and technical standards in place to bring about cross-domain collaboration and service innovation and create a win-win-win situation for the public, the government and the private sector.

Promotion Strategies



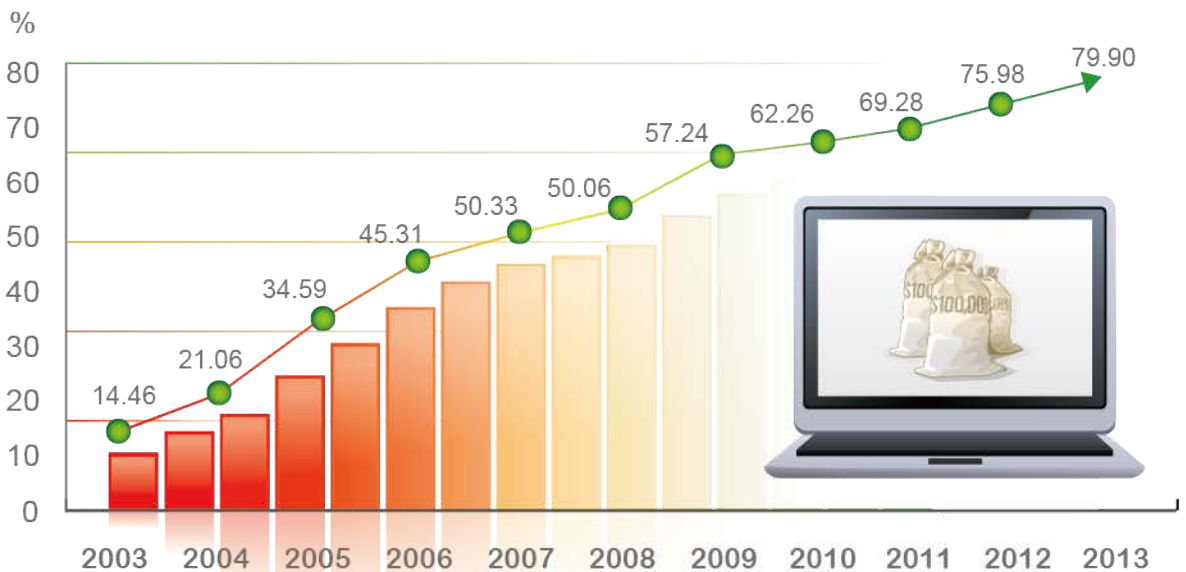
Strengthening cooperatives



Convenient Services

Easy Income Tax Filing

The government introduced online tax filing in 1998, and since 2004 the public have been able to download withholding statements with their personal digital certificates. Thanks to its simplicity and convenience, use of this service has grown rapidly in recent years. In 2013, online filing of personal income tax returns accounted for 80% of the total number of filings in Taiwan, and online business tax applications topped 99.6%. With the introduction of online income tax deduction forms and a tax calculation service in 2013 taxpayers now only have to provide a simple confirmation to complete their income tax filing for the year. This innovative, proactive service has won widespread public support, and overall satisfaction with the tax filing service has risen to 98%.



Mobile e-government

Keeping in line with the world trend of mobile services, our government agencies have developed more than 300 mobile applications (Mobile App) since 2011. Those mobile services are predominantly for tourism, transportation and public information, and all available on government's web portal (<http://app.www.gov.tw>) for easy access by the public. To boost the efficiency of mobile service development by government agencies, the core strategic approach to promoting m-government services is for government agencies to first open data and then develop Mobile App on their own after assessing the needs.



iTaiwan Government Indoor Public Area Free WiFi Access

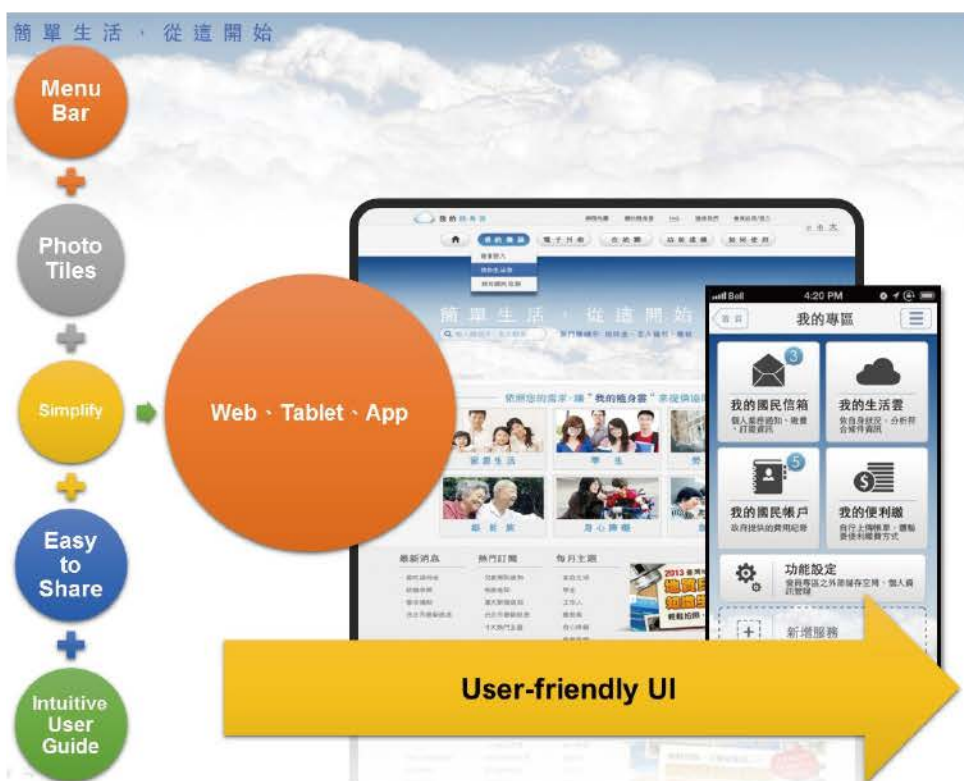
As the mobile Internet population increases in Taiwan, the government began to offer iTaiwan, the government's free WiFi service, in October 2011 to enhance the quality of government service life and meet the Internet connection needs of people passing through or waiting for service in public areas. People who have registered can enjoy free WiFi at more than 5,000 hot spots across the country. Those hot spots are located within indoor public areas, such as tourist attractions, transport terminals and government service areas.

The iTaiwan service becomes available to foreign visitors starting May 2013. The Telegraph in U.K. reports that "Taiwan has become the first place in the world to offer free wireless internet access on a large scale to tourists." The service is also recognized in the CNN report on "10 things Taiwan does better than anywhere else."



Digital Life Dashboard (integrated everyday life information, single interface for service delivery)

To provide the public with government information and services that are closely related to their everyday life, Digital Life Dashboard offers a single interface for proactive information delivery, which includes payment notices, welfare and subsidy information, online registration for national exams, cultural and entertainment activities and popular government publications. The public can use this service via a mobile device, personal computer or smart TV. The Dashboard also integrates the local-based services (LBS) to make government information readily available to local residents.



↻ Digital Caring

In order to foster digital inclusivity for the disadvantaged, promote fair opportunities for participation in society, and bridge the digital divide, the central government has teamed up with local authorities to provide free Internet training to the middle-aged, the elderly, and recent immigrants. This training is conducted through digital opportunity centers, mobile service vans, library stations in indigenous villages, and libraries in towns and townships, which offer services including computer use training and loan of notebook computers, as well as promoting the formation of social networks among public welfare groups. These measures are gradually benefiting society by encouraging the universal use of computer applications and fostering equality of online opportunities.



Free Loan of Notebook Computers at Libraries

Town, township, and elementary school libraries have introduced a free notebook computer loan service on a trial basis. This program includes a 3.5G Internet connection and an online e-book reading function. When they borrow a computer, citizens can now effectively bring a whole library home with them. As many as 97.7% of borrowers expressed that this service has increased their online access opportunities, 96% indicated that the service can enhance their computer skills, and 96.4% stated that it can definitely make their work or study more efficient.



Mobile e-Service Vans

Versatile mobile service vans travel deeply into underserved isolated areas and provide the public with computer skills training and live broadcasting of activities. By overcoming weaknesses in the information and communications infrastructure, the vans help provide universal convenient public services to citizens.



Home delivery of e-services

In the age of fewer children and population ageing, it could be a problem for remote-area residents, disadvantaged residents, handicapped people, families in distress, gravely ill people and new immigrants to make trips to government offices for some business in person. Local governments now offer proactive door-to-door service where frontline government agency staff brings connectable mobile device to the homes of residents to help them make necessary applications for, for example, social service, social relief/subsidy, elderly benefits, issue of certificate, and counseling. As of the end of 2013, 7 city (county) governments and 29 grassroots agencies have participated in the pilot project, offering 37 door-to-door e-services. The results of this pilot project will be the foundation for central competent authorities or local governments to promote and extend the reach of this innovative service.





National Development Council

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

