Make Government One-Stop Service a Reality - The Development of e-government Common Platform and Cluster Services

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Make Government One-Stop Service a Reality

-- The Development of e-government Common Platform and Cluster Services

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## E-Readiness

**Jan. 2004**

<table>
<thead>
<tr>
<th>Items</th>
<th>Penetration Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Population</td>
<td>61.01%</td>
</tr>
<tr>
<td>Broadband Users</td>
<td>71.44%</td>
</tr>
<tr>
<td>Households Connected</td>
<td>71.58%</td>
</tr>
<tr>
<td>Broadband Households</td>
<td>71%</td>
</tr>
<tr>
<td>Mobile Phone</td>
<td>106.45%</td>
</tr>
<tr>
<td>Cable TV</td>
<td>84.6%</td>
</tr>
</tbody>
</table>

**Source:**
1. Taiwan Network Information Center
2. Ministry of Transportation and Communications
## Citizens’ Perspective

<table>
<thead>
<tr>
<th>Items</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citizens who had ever browsed government websites in last 12 months</td>
<td>67.5%</td>
</tr>
<tr>
<td>The reasons why citizens didn’t use e-government services:</td>
<td></td>
</tr>
<tr>
<td>-- No requirement.</td>
<td>75.8%</td>
</tr>
<tr>
<td>-- Didn't know what kind of services could be used.</td>
<td>15.3%</td>
</tr>
<tr>
<td>-- The services were not convenient.</td>
<td>7.1%</td>
</tr>
<tr>
<td>-- Could not find the services</td>
<td>1.8%</td>
</tr>
</tbody>
</table>

In 2003, 14.46% of 5.22 million taxpayers filed income tax via the Internet, and 16% of them used electronic certificates.
Implementation Mechanism

The Executive Yuan (The Cabinet)

National Info. & Communications Security Board

RDEC

NICI

Other Ministries & Commissions

Info. Management Department

IT Units

Local Governments

• Program & Budget Review
• Coordination
• Supporting Measures
• Monitor Progress
• Barrier Removal
Gateway Systems
-- an old solution adopted

Custom Gateway
Company Gateway
Land Gateway

IR-1
IR-2
IR-3

Motor Vehicle Gateway
Household Gateway
Taxation Gateway
Integrated E-Government Services Architecture

- Households
- Land Registration
- Taxation
- Commerce and industry administration
- Motor Vehicle and Driver Administration
- Health Care
- Intellectual Property Services
- ……

Other Portals

Common Platform

Legacy Systems Interface

Access Devices
- PDA
- Cell Phone
- NB/PC
- Car GPS
- KIOSK

Customers
- Citizens
- Enterprises
- Civil Servants
- Departments
- Organizations

Legacy Systems

Customers
The Roadmap for E-Government

Common Platform Development

- Architecture & Functions
- Standards and Technical Feasibility
- Interoperability
- Integrated Architecture
- Single Gateway

- Collaboration
- Integration of Gateway IRs
- Operation Integration
- Enhancement of Common Platform and Applications

- Personalized Services
- Knowledge Services
- Collaboration
- Operation Steadiness
- Enhancement of CP and APs

- Business Data Exchange
- Personal Services
- Knowledge Services
- Operation Steadiness
- Enhancement of CP and APs

- Value-Add
- Cross Border Data Exchange
- Decision Support
- Business Data Exchange
- Enhancement of CP and APs

Security
Authentication
Authorization
Privacy Protection
Trust
Budget Allocation

— Platform implementation (phase 1):
  NTD 120 M (USD 3.5 M)

— Platform operation (phase 2):
  NTD 300 M (USD 8 M)

— Annual budget after 2004:
  NTD 100M (USD 3 M)

July 2003-- Established a Message Exchange Standard (XML Schema), and an Online Application Form Format Standard

Aug. 2003-- Pilot system testing

Sep. 2003-- Finished Platform system planning
Milestones and Progress (2/2)

- Oct. 2003 -- Finished the planning of four cluster services
- Apr. 2004 -- Finish the implementation of Common Platform and start operation; Deliver two cluster services.
- Dec. 2004 -- Deliver four more cluster services
Cluster Services on the Way

- Travel service: transportation ticket, lodging, traffic information
- Starting a business: registration, taxation
- Sightseeing service: resource integration for public and private sectors.
- Medical service: medical resource, birth notification
- Household registration: birth, death, marriage online services
- Government employment service
A Scenario for Cluster Service

Cluster Service (Start a business)

E-Gov Common Platform

Customer

Payment Gateway

Taxation System

Household System

Commerce and Industry System
Strategies and Measures

- Top-down planning and standardization
- Application driven/oriented
- Different contractors in charge of system planning, implementation, IV&V, respectively.
- Set up a working group for the planning of each cluster service.
Framework of e-Government
Common Platform

Portal Service

Service Integration
Registry
Authentication and Authorization
Directory Service
E-Payment Service

Information Interchange Infrastructure

Legacy System Interface

Metadata Standards
Message Interchange Standards
Metadata Standards

- Formatted structure & model
- Input & descriptive organization
- Information retrieval, indexing, filtering, and grouping
- Representation & identification
- Linkage and interactive relation management
Service Integration

- Service flow design
- Service flow implementation
- Service flow control and management
Portal Service

- Content management
- Community service
- Personalization
- Information search
Registry

- OID registration
- Service registration
- Government registration
- Community registration
- User registration
Authentication & Authorization

- Authentication mechanism
- Authorization mechanism
- Message confidentiality, integrity, and non-repudiation
- Single sign-on
Directory Service

- Government organization
- Government organization unit
- User
- Application
E-Payment Service

- E-Payment system
  - Multiple payment devices
- E-Payment gateway
Information Interchange Infrastructure

- Channel management
  - Inbound
  - Outbound
- Message handling
- Exception condition handling
Legacy System Interface

- Message interchange
- Interface handling
- Tracking & logging
Message Interchange Standards

- Message structure
  - Body
  - Attachment
- XML schema
Lessons Learned

- Strengthen capacity building: contractors, ICT industry, government agencies
- Bottom-up planning needed in the second phase development of cluster service.
- Start small and scale up
Thank you

www.gov.tw
www.rdec.gov.tw