Informatization promotes the innovation of public service

Lixin Chen/Chief Operating Officer, Alcatel Shanghai Bell
The e-Gov Development in China

The e-Gov in China has got great progress these years, it goes through the following phases:

- In 1980’s, the government initiated the OA Project.
- At the beginning of 1990’s, the government decided to construct three e-Gov systems.
- At the beginning of 1990’s, the project of “government website”.
- In 2002, the government put forward the project of constructing four databases and twelve e-Gov systems.
- Now, some provinces have initiated the project of “Digital City”.

Challenges For the Government Informatization

- The construction model of government informatizaion
- The integration of government itself and informatization system
- Service innovation
- The economic development by the service innovation
- The sustainable development through market deployment
## Our Thinking-Construction Model

### 1. Construction Model

- We commend the transverse construction model
- Constructing the public service platform, so that the information can be shared
- Accelerating the constituting of e-Gov standard of our country to form a uniform transverse standard

<table>
<thead>
<tr>
<th>Unit</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration Unit</td>
<td></td>
</tr>
<tr>
<td>Bureaus</td>
<td>50</td>
</tr>
<tr>
<td>Provinces</td>
<td>32</td>
</tr>
<tr>
<td>Districts</td>
<td>3500</td>
</tr>
<tr>
<td>Type</td>
<td>Amount</td>
</tr>
<tr>
<td>Measure off breadthwise</td>
<td>50+32+3500=3582</td>
</tr>
<tr>
<td>Measure off lengthways</td>
<td>50<em>32</em>3500=5600000</td>
</tr>
</tbody>
</table>
2 Resources Integration

Applying the uniform website to provide the public service

Through the public service platform to share the resource

Be base on the basic database
Our Thinking - Service Innovation

3 Service Innovation

q Providing innovative service for the citizens’ basic needs of clothing, food, transportation, and for the issues of housing, medical and education which are highly concerned.

q Providing the all-round lifecycle innovative service which encloses the corporation’s four phases: originality, achievements, industrialization, and transfer.

q Make use of the public service platform
   - Establishing the catalog system for data and business exchanging to integrate and pigeonhole them.
   - Dealing with business at the same place.
Our Thinking—Bring along the Economic Development

4 Bring along the economic development
Promote social development harmoniously

Economic Development
- Handling the official business in process to reduce the human resource cost
- Extending the business locations to save the public resource
- Establishing the dummy official platform to bring along the modern service industry development
- Provide the Innovation Supermarket to encourage the innovation of manufacturing

Harmonious Society
- To make the government’s information transparent
- Establishing the website to exchange views with citizens
- Dealing with business at the same place
Our Thinking-Sustaining Development

5 Deploying the resource according to market needs

- Be based on the service-innovative solutions
  - Be based on the innovative solutions and equipments for the public service to achieve the integration of the resource and provide the distinctive service according to the local situation.

- Establishing an institute to accelerate the lawmaking of e-Gov

- Promoting the establishment of system and service standard

- Discussing the cooperation model between government and corporations in the e-Gov construction
About Alcatel Shanghai Bell

The first foreign-invested Company Limited by Shares (CLS) in China's telecom industry.

Access and contribute to the global technology pool.

Established on May 28, 2002

A total telecom solutions provider
Continually bring the value to customers in the Broadband Telecom area
Our Value in Informatization

ICT technology leader
Alcatel’s Products and solutions has global competitiveness in Government networks

Global Experience
Deep understanding and long-term participation and experience on city informatization

Consulting
Provide professional project Strategy & Planning consultation

Full range of services
The capability to be your prime contractor for full turnkey deployments
Our Practice-Fiji e-Gov Project

Premier Wen Jiabao signed the final contract during his visit to Fiji on April 4th, 2006.

Consulting
- E-Government Blueprint Formulation Project
- Governance Planning for e-Government Project

Database to achieve the resource integration
- Primary Data Center Project
- Disaster Recovery Center Project
- Data Center Relocation Project

Develop e-Gov applications and service innovation
- E-Learning project
- E-Scholar – Scholarship Management System project
- Crime Database System project
- Case Registration System project
- Prisoner Admin System project
- Social Welfare System project
- Human Resource System project
- Document Management System project

Gov info-communications infrastructure
- Govnet Expansion and Upgrade Project
- E-Communities Project
- Voice over Govnet Project
- Public Contact Center Project

ICT competency development and training

Promote economic development
- Reducing internal administration cost
- Creating new revenues for government
- Saving cost: 520 million USD per year
- Contributing to GDP increase and create new employment opportunity
- Promote economic development

Social benefit
- Increasing the government efficiency
- Providing IT service to the rural area
- Creating new industry and service for the ICT area
- Improving the investment and export condition for foreign investors