Five-year e-government road map

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The Information and Communications Technology Ministry plans to launch an E-Government Road Map, as a framework for e-government developments over the five years from 2010 to 2014.

Deputy Permanent Secretary Angsumal Sumalai said a draft of the road map would be submitted to the Cabinet early next month for approval before being sent to all government agencies.

"All e-government services are designed to serve the needs of the citizens, including government-to-consumer (G2C), government-to-business (G2B), and government-to-enterprise (G2E). Moreover, it will also provide for government-to-government (G2G) services, to the government itself," he said.

The roadmap consists of four stages including Connected Government (c-Government), Mobile and Multi-Channel Government (m-Government), Ubiquitous Government (u-Government) and Transformed Government (t-Government).

"All of these stages are designed in keeping with a concept of 'citizen-centric development'," Angsumal said.

The first stage - c-Government - which will begin this year, aims to establish collaboration among all government agencies to provide public e-services.

In this stage, the road map envisages the establishment of at least one interchanged e-service between government agencies and one integrated e-service between Ministries, as well as the pilot phase of government e-services via mobile phones.

The second stage - m-Government - is scheduled for 2010 and 2011, during which the e-government concept will be expanded and made accessible via mobile devices.

The aim is to reach a half-way point in the provision of interchanged e-services between government agencies by next year, and to reach 70 per cent by 2011. The number of e-government services accessible via mobile devices will be expanded and these services will also be made available through a variety of other channels.

The u-Government stage, which is scheduled to start in 2012, aims to provide government e-services to the public around the clock through various channels, including
Internet websites, mobile devices and future devices. It is hoped that during this stage, all interchanged e-services between government agencies will be completed.

The final stage aims for a complete transformation of government services to an electronic basis, providing e-services 24 hours a day, seven days a week, via a variety of channels, along with interchanged e-services among government agencies.

"At the end of this stage, we aim to have totally transformed government services to become a completely electronic government," Angsumal said.

He said many "missions" were envisaged in the achievement of the goals outlined in the road map. For example, an ICT infrastructure was required, including a high-speed broadband secured government-intranet network, or government information network (GIN). A secured payment gateway also had to be established and integration and exchange standardised, including the creation of a Thailand e-Government Interoperability Framework.

Other essential ingredients foreseen in the road map include ICT security, a single window system and government "back office" integration.

New ICT Laws are also foreseen, along with enhancement of public ICT literacy and the creation of a public-sector career path in information and communications technology with formation of a chief information officer council. The capabilities of Thailand's ICT industry will also need to be enhanced and ICT research and development enabled.

The draft e-government road map projects a total cost of Bt200 million over five years for its deployment.

"The development of an e-Government is a never-ending task that needs to be maintained, with a citizen-centric ideal in mind. E-government services must be created to cater for the needs of every citizen, from birth until death," Angsumal said.

The draft of the E-Government Road Map was prepared by National Institute of Development Administration (NIDA)'s Consulting Centre, with ICT Ministry approval.