

# “Program for Building e-Government” (Outline)

Decision by Government “CIO Council” Jul. 2003/ revised Jun. 2004  
Program period: from FY2003 to FY2005, subject to annual review.

- **Goals: 1 “Provide user-oriented administrative services”**  
2 “Materialize simplified public administration with high budget efficiency”

## □ **Basic Principles of Initiatives**

### **Provide better services to the public**

Provide the public with information they need with easy access for 24 hours a day, everyday.  
Provide secure one-stop administrative services through a single gateway on the Internet.

### **Renovate business process and system**

Make a zero-base review on business processes/systems to make them rational and efficient by:  
- introducing unified systems for back-office operations,  
- outsourcing various operations of routine nature.

### **Develop infra-structure for building e-Government**

Strengthen infra-structure for e-Government, e.g.: making most of “assistant CIOs” (technical advisors appointed from outside) and fortifying measures of security and legal system of protecting personal information.

## □ **Initiatives by Individual Ministries**

Initiatives are specified to be implemented by individual ministries in line with “Basic Principles”.

# Major achievements of e-Government: the first year (Jul 2003- Jun 2004)

- ✓ **Services now available at the Government Portal “e-Gov”** (Jan. 2004):
  - (1) easy-to-understand guidance on procedures for individuals and companies, life events, service areas;
  - (2) access to government-wide Public Comment information with a single click;
  - (3) a single window for citizens to file their opinions to ministries.
- ✓ **Systems ready for on-line processing of applications** handled by national administrative organs (on-line processing now possible for 96% of all procedures) (Mar. 2004)  
*cf. On-line processing available nationwide for National Tax Return and Payment (Jun. 2004).*
- ✓ **“Policy for Developing Administrative Portal Site” adopted** (Mar. 2004). Aiming at producing one-stop services for various procedures by making most of “e-Gov”.
- ✓ **Single Window Scheme started for Export/Import and Port Controls** (Jul. 2003).
- ✓ **Government operations/systems got systematically classified** (Dec. 2003); **72 areas specified for which Optimization Plans to be worked out by end of FY2005** (Feb. 2004).  
*cf. First Optimization Plan approved for Personnel and Payroll operations/systems (Feb. 2004).*



## Revising the “Program for Building e-Government”

- To clarify initiatives of the Government after 2004, based on achievements to date, “Program” revised by the CIO Council on June 14, 2004, following a public comment procedure.

# Initiatives for “Providing Better Services to the Public”

## 1. Develop and enhance “Administrative Portal Site”

- ◆ Ensure consistency in items common to “e-Gov” and ministry websites, including display positions on homepages.
- ◆ Expand links from “e-Gov” to include websites of local authorities, the Diet, et al.
- ◆ *A Review Policy for “e-Provision of Administrative Information” (adopted Jul. 2004).*

## 2. Promote “One-Stop Services” through and by “e-Gov”

- ◆ Integrate functions of accepting e-applications to the “e-Gov” as much as possible, and realize one-stop services to accept multiple applications all at once at the “e-Gov” (by end of FY2005)
- ◆ *A Review Policy for “Accepting e-Applications” (adopted Jul. 2004).*

## 3. Accelerate “Use of On-line Applications”

- ◆ Simplify procedures and cut processing time, while targeting approximately 230 procedures with 100,000 applications and more per year.
- ◆ Start up an “e-Government Customer Support Center” (by end of FY2005).



**Key: To boost actual Usage of On-line  
Transactions**

# Initiatives for “Renovating Business Processes and Systems”

## ◆ Optimize systematically each of 77 nominated areas of operations (21 common operations and 56 individual systems)

- (1) Adopt a “Review Policy” respectively to clarify the whole picture of renovation (by Jun. 2005 at latest).
- (2) Adopt an “Optimization Plan (OP)” to optimize business process and system (as soon as possible by Mar. 2006)
- (3) Implement optimization accordingly.

## ◆ Quantify in OPs estimated “Effects of Reducing processing Time and Costs”

## ◆ Build government-wide unified systems for “Common Operations”

⇒ Scrap overlapping investments in building systems for efficient budget spending.

## ◆ Significantly cut costs and streamline operations of “Legacy (old) Systems” by:

- (1) Clarifying “Investment Effectiveness” by complete renewal of systems,
- (2) Transition to “Open Systems”,
- (3) Re-examining Contracts for Data Communication Services, and
- (4) Shifting from Negotiated Contract to “Competitive Bidding”.



**Promote simple, efficient and rational administrative operations strategically and consistently to ensure overall optimization.**