



Digital Government Strategies: Good Practices



Japan: Government Digital Transformation Plan

The OECD Council adopted on 15 July 2014 the Recommendation on Digital Government Strategies. The Recommendation provides a set of 12 principles structured around 3 pillars. The OECD Secretariat is developing a Digital Government Policy Toolkit to support OECD member countries and non-member adhering countries with the implementation of the Recommendation. This practice was submitted by the government of Japan to be considered as a good practice in the implementation of one or more of the principles contained in the Recommendation.

Description of the practice:

Organisation: National Strategy office of Information and Communication Technology, Cabinet Secretariat

Administrative Management Bureau, Ministry of Internal Affairs and Communications

<https://cio.go.jp/en/index.php>

<http://www.soumu.go.jp/english/index.html>

Name of the practice: Government Digital Transformation Plan (decided January 2018, revised July 2018)

Principles implemented: Principle 6 – Ensure coherent use of digital technologies across policy areas and levels of government

Description: In order to realize safe, secure and fair society, Japanese government has developed “Government Digital Transformation Plan”. This plan sets out mid-term actions and outcomes to be delivered, according to the direction indicated in “Basic Act on the Advancement of Utilizing Public and Private Sector Data” and “Digital Government Strategy”.

In the Plan, the government will make it possible to complete all services of the administration online from the beginning to the end after reviewing of the administrative system itself as a prerequisite for digitalization, in accordance with three principles for administrative service:



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- 1) Digital first (As a general rule, the individual procedures and services is completed consistently and digitally),
- 2) Once only (No need of resubmission of information already submitted),
- 3) Connected One Stop (Multiple procedures and services available, including private services, from anywhere in one place).

In addition, the plan describes that Digital Government Medium to Long-Term Plan of Individual Ministries mandating concrete actions are to be developed and that service reform is to be promoted preferentially for procedures which have a large number of cases and have a large impact on citizens and companies, including procedures on major life events for people and private companies.

Results

The following are the major efforts in half a year after formulating the Government Digital Transformation Plan.

- Clarification of direction of the bill in achieving Digital First
- Select procedure of target to achieve One-stop service, such as relocation, and launch specification of future action
- Specification of issues to be addressed in individual service reform : e-procurement, incorporation, car ownership, etc,

Japanese government have revised the Government Digital Transformation Plan in July, taking into account the progress made including, but limiting to, the above efforts. Currently, we are doing well off.

Development

Design:

After a series of discussions held by Digital Government Committee consisting of experts and intellectuals, the Government Digital Transformation Plan was decided by the Digital Government Cabinet Council which include ministers concerned as constituent members.

Before making the decision, prior consultations and negotiations were held among all ministries, as well as collection of people's opinions through the IDEA BOX2017, along with Facebook and Twitter linked to the IDEA BOX.

In addition, all ministries have developed their Digital Government Medium to Long-Term Plan of Individual Ministries and are implementing it based on the Government Digital Transformation Plan.

Testing:



There was no test on the design of the project/programme/initiative. However, the Government Digital Transformation Plan was formulated after a series of discussions in all phases including designing framework phase and the drafting phase.

Implementation:

People's opinions are gathered widely utilizing the IDEA BOX2017 and Facebook, Twitter, etc. linked to the IDEA BOX.

Resources:

About 20 officials of the National Strategy Office of Information and Communications Technology of Cabinet Secretariat have responsibility for the decisions and revisions of the Plan, while obtaining advice from about 10 advisors to the Government CIO and with the cooperation of Administrative Management Bureau of Ministry of Internal Affairs and Communications.

Diffusion and scaling:

The Plan has been disclosed through websites including the website of Government CIO portal managed by the National Strategy Office of Information and Communications Technology of Cabinet Secretariat..

On the process of formulating a Digital Government Medium to Long-Term Plan of Individual Ministries, the National Strategy office of Information and Communications Technology has reviewed whether the contents of the ministry plans are based on the Government Digital Transformation Plan or not. On this review process, the National Strategy office of Information and Communications Technology has given advice and guidance, where necessary.

Furthermore, the Plan has been announced to the officials of ministries in charge of IT through meetings and trainings concerning Digital Government.

Each ministry has formulated its Digital Government Medium to Long-Term Plan of Individual Ministries based on the Government Digital Transformation Plan and implemented measures described in the Digital Government Medium to Long-Term Plan of Individual Ministries.

Lessons learned

Involving various stakeholders from early stages.

Formal evaluation:



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Regarding policies which should be promoted by the government as a whole, Government CIO reviews the current status transversely at least once a year, and reviews important policy in higher frequency to implement appropriate assessment of the contents, step-by-step expansion, and refinement.

Also, each ministry grasps their policy's progress under the leadership of ministry's CIOs and deputy CIOs with the advice of Executive Advisors to Government CIO at least once a year. Each ministry reviews their important policy in higher frequency to implement appropriate assessment of the contents, step-by-step expansion, and refinement.

Cabinet Secretariat and Ministry of Internal affairs and Communications summarize the current ministry's efforts based on Digital Government Medium to Long-Term Plan of Individual Ministries and report to the CIO Council every year.

Conditions required:

Leadership, Supervision, Human resources, Budget

Additional information: