



SOCIALIST REPUBLIC OF VIETNAM

MINISTRY OF INFORMATION AND COMMUNICATIONS

Building e-government and applying information technology in governmental bodies's activities



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Content

Part I. E-Government and concepts

Part II. Draft Master Plan of applying IT 2008-2010

Part III. Some issues should be considered

Part I. E-Government and several other concepts

- Forming process
- e-Government concept and also stages of developing and evolving of e-government
- Components of e-government
- Approach method for developing e-government
- Benefits of e-government

Forming process

- The development, role and benefit of IT, internet
- The success of e-commerce
- The acquiring and applying process of some countries' governmental agencies
- The process of adding letter “e”- electronic: e-commerce, e-business, e-government, e-entertainment, e-learning, e-citizen

e-Government concept

- There is not united concept
- Organizations, countries and experts build e-government concept
- Objectives and implemental content are important while the concept is gradually completed.

Stages of e-government: building e-government is a long-term process, not a result of a plan

Interaction models in e-government

- E-government focuses on 4 main target customers:
 - Citizens
 - Enterprises
 - Governmental officials
 - And governmental agencies

Components of e-government

	G government	B enterprises	C citizens
G government	G - G	G - B	G - C
B enterprises	B - G	B - B	B - C
C citizens	C - G	C - B	C - C

G-G: Among governmental agencies

G-E: Between government and Officials

G-B: Between government and enterprises

G-C: Between government and citizens

Approaching method

- Top-down
- Down-top
- Associating methods
- Each method has its own advantages and disadvantages depending on each country

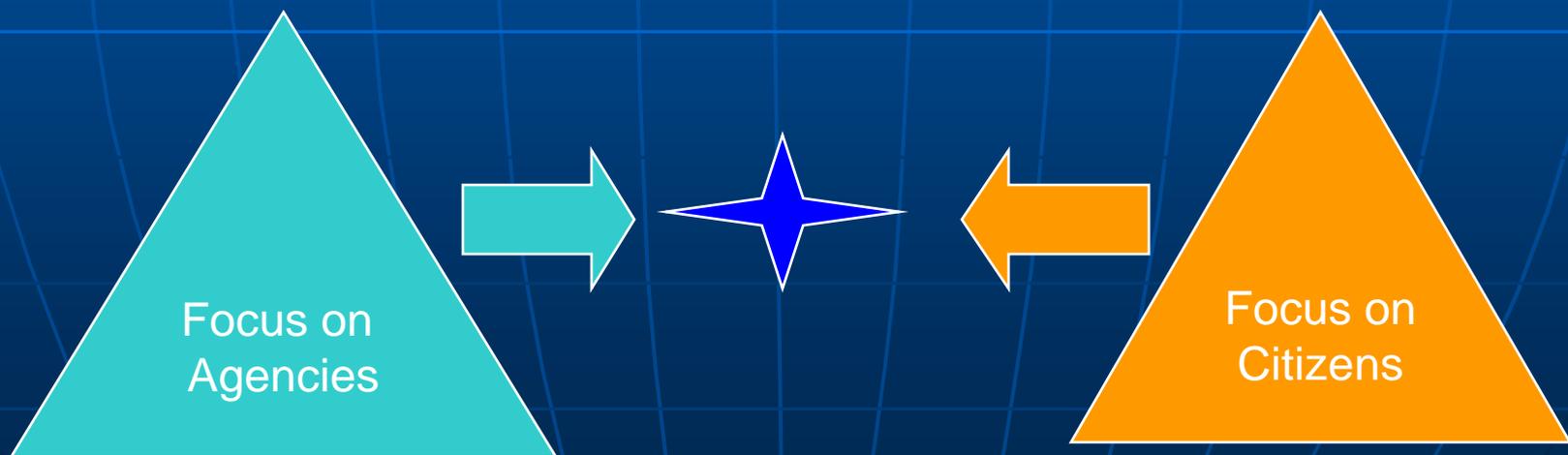
The benefit of e-government

- Diminish time and expense
- Reduce stagnation, bureaucracy and extortion
- Satisfy the increasing demand of social community
- Strengthen the development of economics and healthy society
- Encourage and facilitate for citizens, organizations and community to participate in deciding process, increase democracy
- Increase transparency and decrease paper
- Operate 24/7
- No queueing, online government

Benefit of e-government

- ❖ **Benefit from each side**
- ❖ **Main benefit is for citizens**
- ❖ **Government: increase laboral productivity, increase effectiveness and prestige in citizen community**
- ❖ **Citizens and enterprises: to be served faster, more convenient , more economic; to be centre**

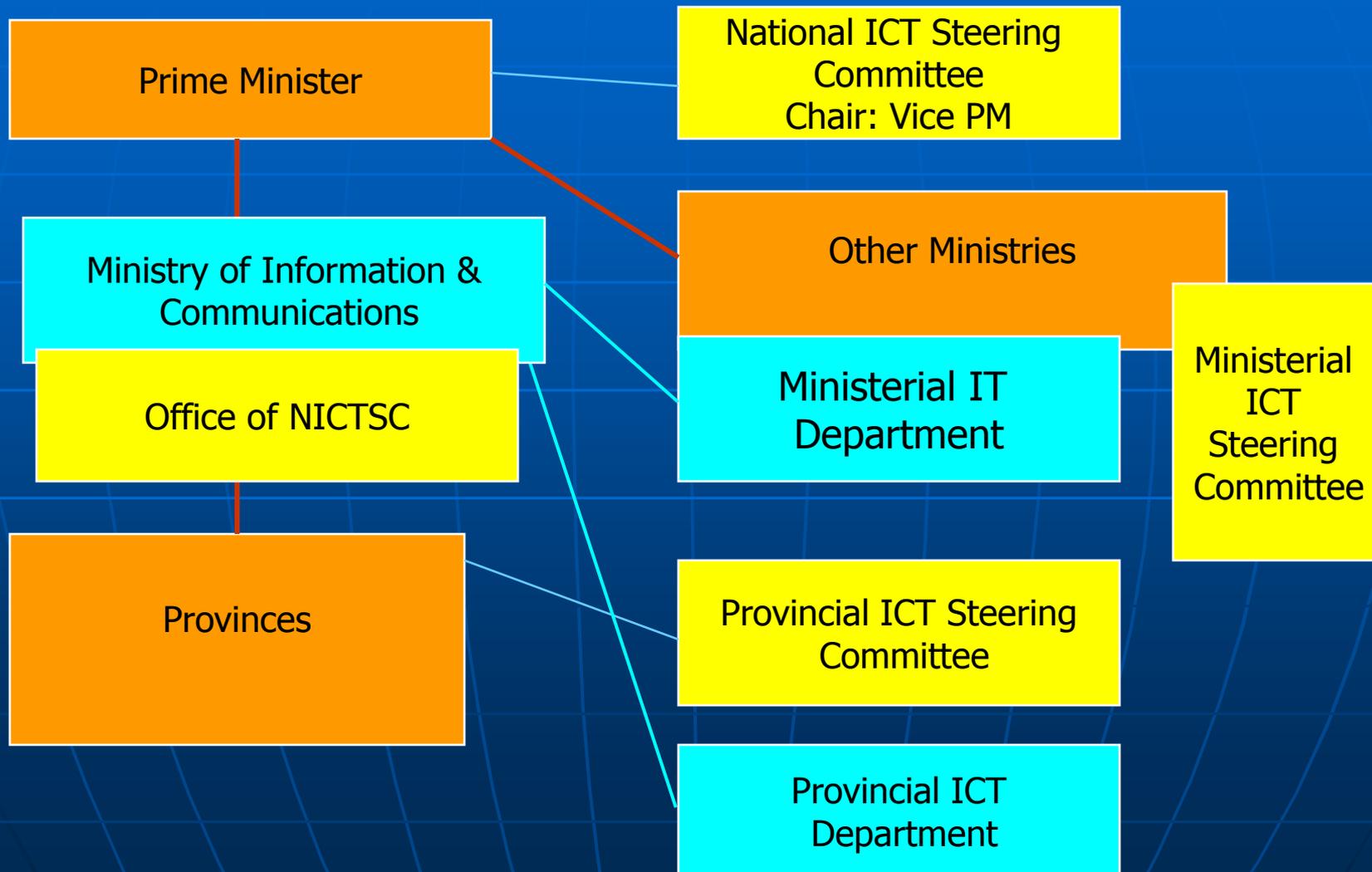
Target : anywhere, anytime, immediate



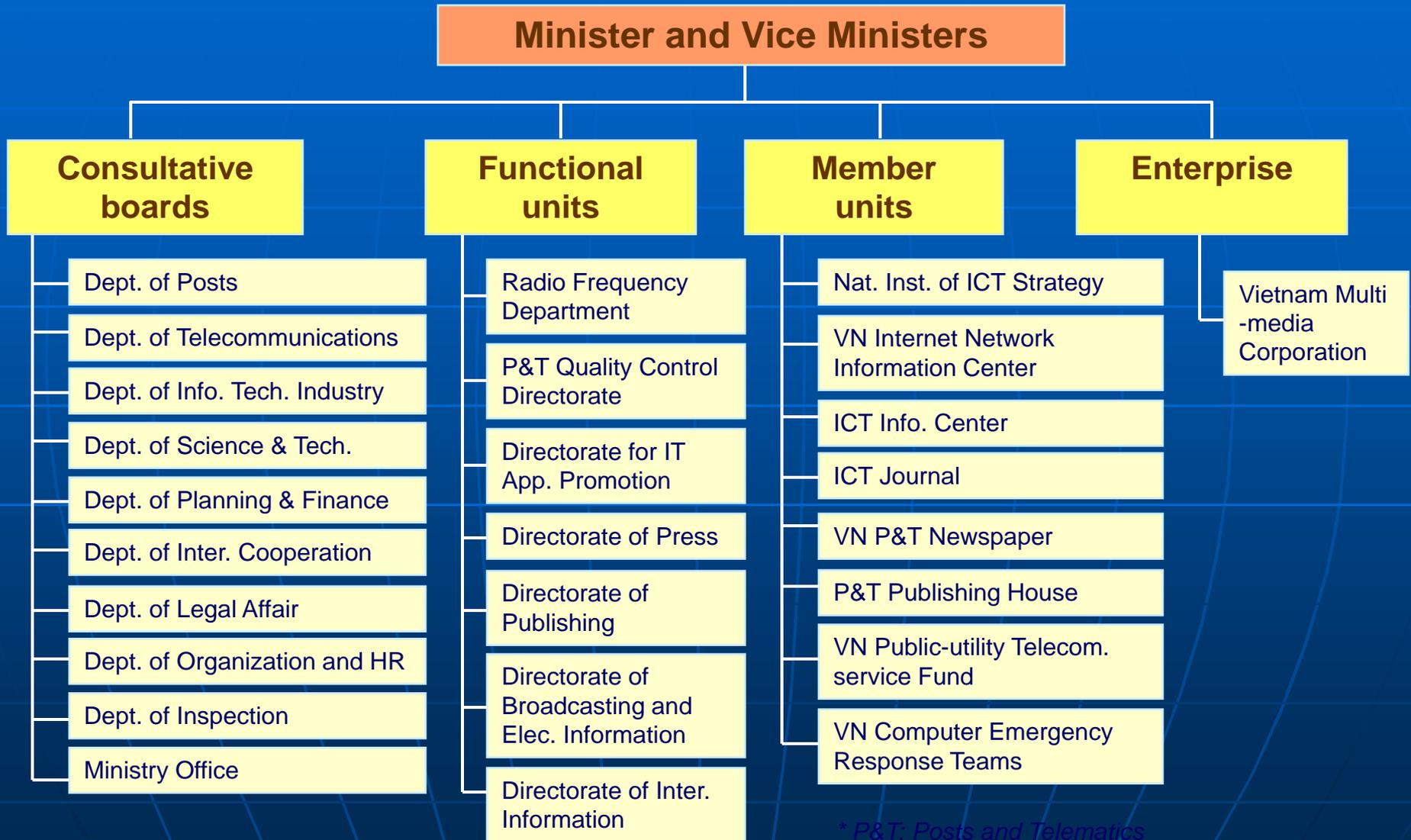
Part II. Drafting Master Plan of IT Applying 2008-2010

1. Current status
2. Vision, strategy
3. Objectives
4. Mission
5. Solution
6. Main Missions of Plan 2008

Governmental Organization on IT



Organizational Structure of MIC



* P&T: Posts and Telematics

Government Policy on ICT

ICT Legal Documents

Legal Doc. on National Informatization Promotion	Legal Doc. on e-transaction	Legal Doc. on ICT Infrastructure
LAW ON ICT (No. 67/2006/QH11) LAW ON E-TRANSACTIONS (No. 51/2005/QH11)		
<ul style="list-style-type: none"> - Decree 64/2007/NĐ-CP on Promotion applying IT Application in State Bodies - Decree 90/2008/NĐCP on Anti Spam 	<ul style="list-style-type: none"> - Decree 26/2007/NĐ-CP on e-Signature and CA - Decree 27/2007/NĐ-CP on e-Transactions in finance - Decree 35/2007/NĐ-CP on e-Transactions in banking 	<ul style="list-style-type: none"> - Ordonnance on Post and Telecommunication (No. 43/2002/PL-UBTVQH10) - Decree 160 /2004/NĐ-CP on Telecommunication - Decree 97/2008/NĐ-CP on Internet

IT Market & Industry

IT Market

- ICT market growth strongly, more than 20% annual
- In 2006 reach 1.15 billion USD, 22.6% up

IT Industry

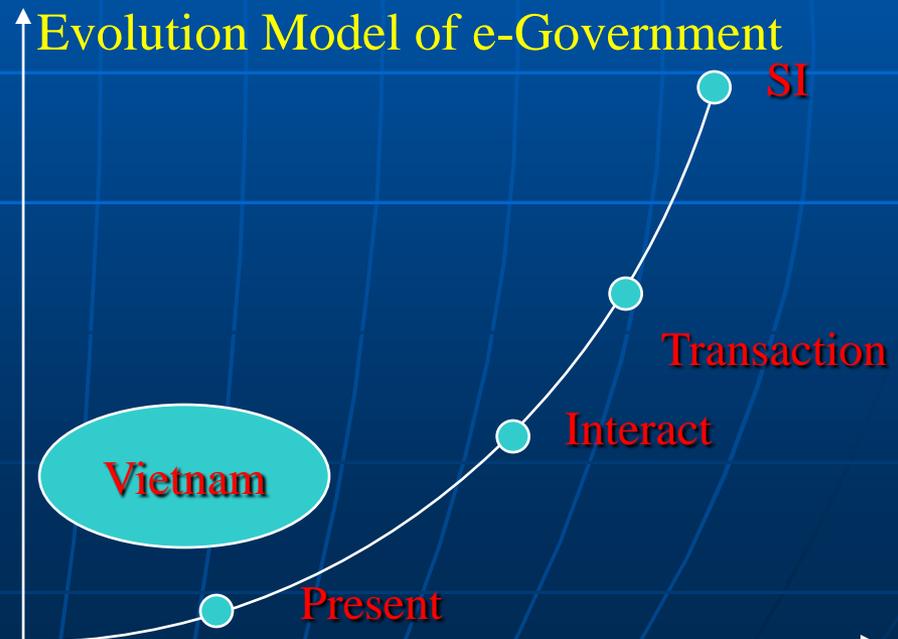
- Vietnam IT industry has grown speedy in the last 5 years. IT industry revenue reached **\$3 billion in 2006**, which include:
 - Hardware/Electronic Industry : \$2.540 billion
 - IT Software/Service industry: reach \$360 million, increased by 41% (among which 255 million USD from the domestic market and 105 million USD from outsourcing).
 - Digital content Industry: more than \$110 million, increased by 45%
- IT industry revenue estimation in 2007: more than **\$3.6 Billion**

Status: Telecommunication and internet infrastructure

Phone:	Density: 82,5	
Internet:	Density 23,95%	
Wide Band:	Density 1,58%;	20.454.873 users
Bandwide:	To internation: 27, 860 Mbps;	Internal: 40,138 Mbps
Dedicated data network :	2007: Finished Phase I (Ministries and Provinces) 2008: In Progress for Phase II (District, Branch)	

Status: IT application

- IT has been applied widely but just only small and independent application
- Most of ministries and provinces have their website
- Online public services still in low level
- Most official use PC and internet
- Initial stage of forming information infrastructure



Human Resource and IT Training

■ Workforce in ICT

- 100,000+ workers in telecom enterprises, 60% of them are IT, telecom, & electronic specialists
- 100,000 workers in electronic enterprises, 90% of them are IT, telecom, & electronic specialists
- 35,000 workers in software sector, 80% are software specialists
- 21,000 workers in Digital content, 70% are specialists
- 95,000 IT personnel in non-IT organizations

■ Training

- Increasing number of students in IT field: 10,000 bachelors, 5,000 diploma, & 1000 technical graduate annually
- Increasing number of universities / colleges offering electronic & telecom training: 93 universities, 156 junior colleges, 187 technical schools

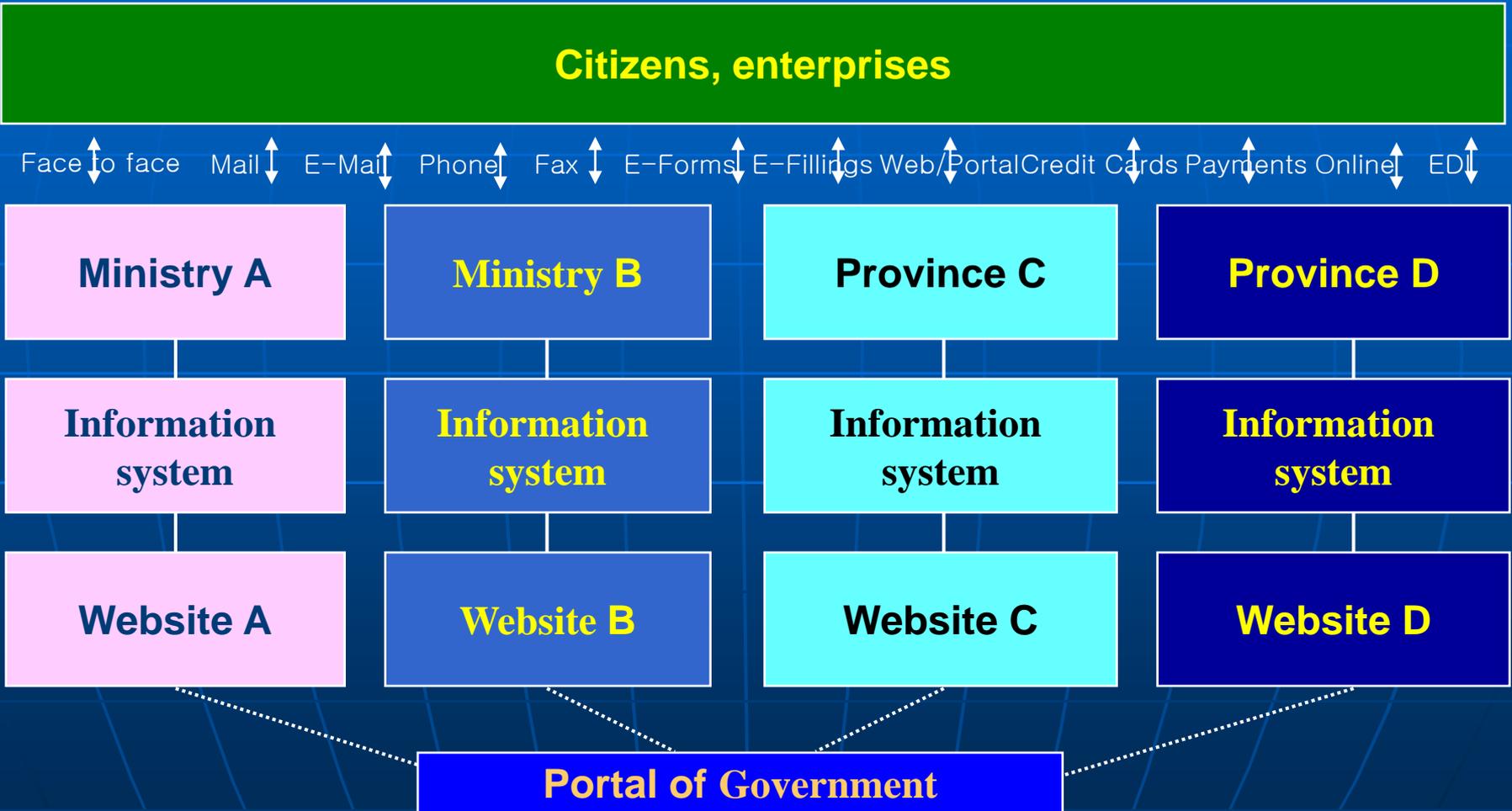
E-government ranking by UN

ASEAN countries

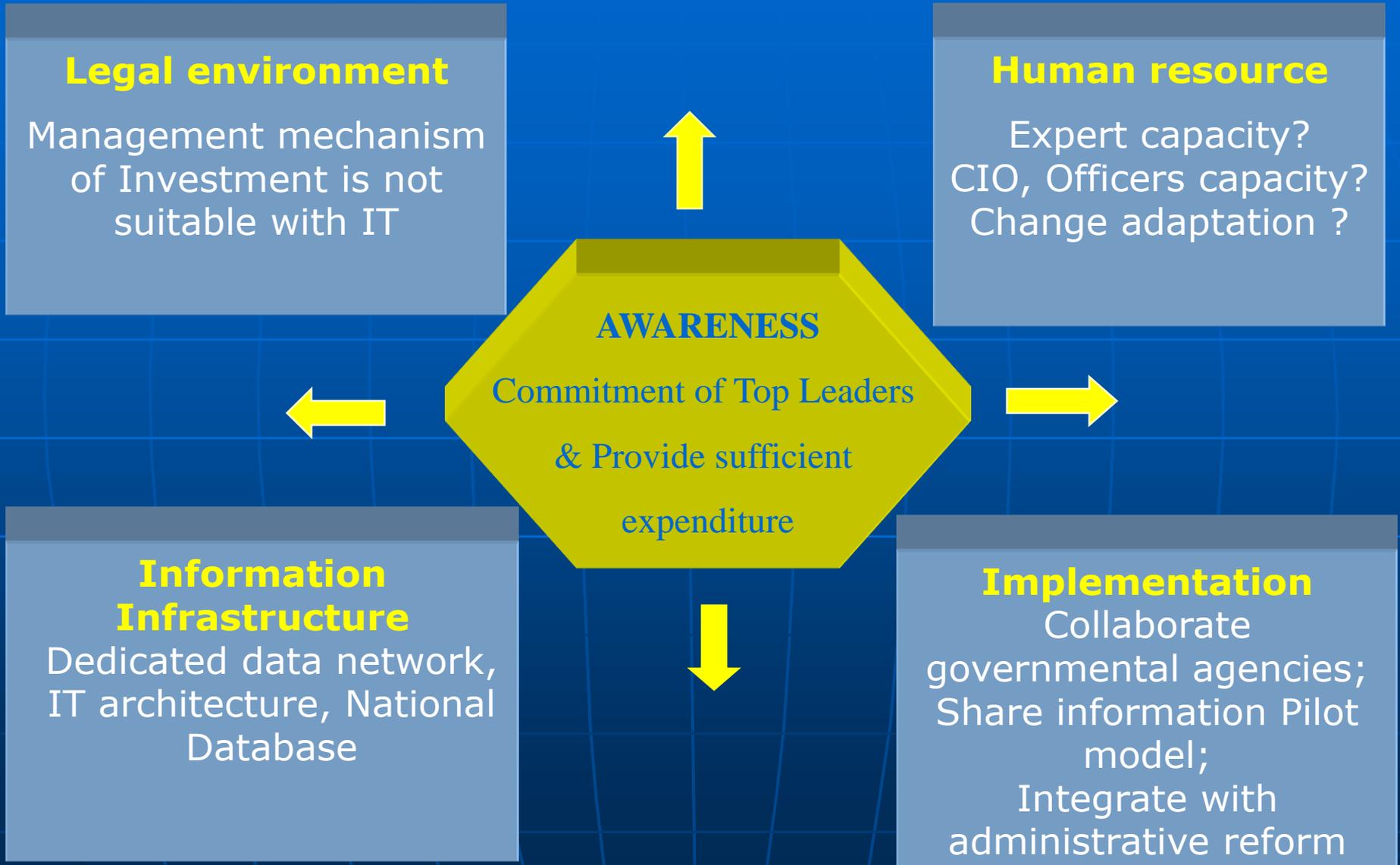
Tên nước	2003 173/191		2004 178/191		2005 179/191		2008 182/192	
<u>Singapore</u>	12	1	8	1	7	1	23	1
<u>Malaysia</u>	43	3	42	2	43	3	34	2
<u>Thailand</u>	56	5	50	4	46	4	62	3
<u>Philippines</u>	33	2	47	3	41	2	66	4
<u>Brunei</u>	55	4	63	5	73	5	87	5
<u>Viet Nam</u>	97	7	112	7	105	7	91	6
<u>Indonesia</u>	70	6	85	6	96	6	106	7
<u>Cambodia</u>	134	9	129	9	128	8	115	8
<u>Myanmar</u>	126	8	123	8	129	9	145	9
<u>Laos</u>	149	10	144	10	147	10	156	10
<u>Korea</u>	13		5		5		6	
<u>Japan</u>	18		18		14		11	
<u>China</u>	74		67		57		65	

Experience Lessons from computerizing administrative management

ineffective management- deficient in associating



Limitations that need to be overcome



Vision of e-Government



Connected Government

One & Non & Any Stop Government



Paperless & Knowledge - Based Governement

Electronic transaction
Information Sharing



Participatory Government

Online Consultation
Online Policy Proposal
Online Dialogue

Direction for e-government

Renovate working way of government

paper → e-document
Overlapping procedures → Service oriented procedures

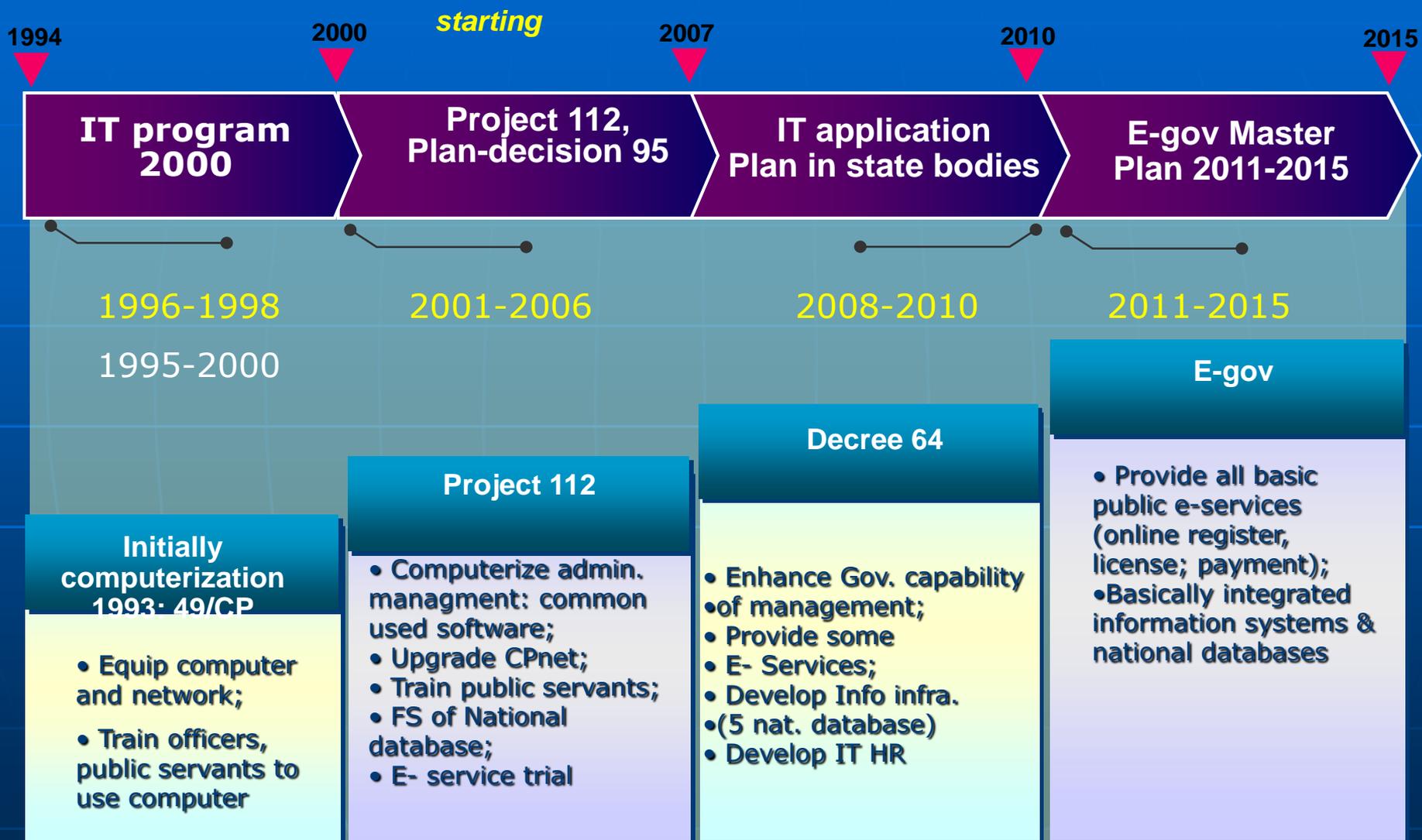
Reform public service supplying

Many places, Many times, direct visit → Single window, no visit
Limited consultation → Online consultation & policy proposal

Reform information resource management

Independent information resource → Integrated national database
Specific standard → Unified standard

History and Road map of VN e-Government



Road map of e-Government

2020

Ubiquitous government (U-Gov)
AnyWhere, AnyTime, AnyDevices

2015

Intergrated Governement (I-Gov)
Provide basic public e-services;
Basically Integrated Info. System
(effective exploitation of national databases)

2010

Gov. manages and operates via Internet
(e-mail, website, online conferences, 5 db.)
Some online public services
(online conversation, e-form)

General objectives to 2010

Working mode

Based on the support of online documents, network environment and information system



Switch gradually

Habit → mode

Working habit

Based on official documents, papers, non-network environment



Ojectives to 2010

Enhancement of Management Capability in Gov agencies (G2G, G2E)

- e-Office, e-Mail, e-Doc, remote meeting

Information, Service for people and enterprises (G2C, G2B)

100% agencies have their portal, website
Some online public services

Building of infrastructure for e-gov

Dedicated Data network;
Infrastructure for applications

Working mode
based on the support of online documents and information system

Switch gradually

Working habit
based on official documents, papers

Main content

➤ 5 missions

- Improve capacity in leadership and management for leaders and officials
- Serve citizens and enterprises
- Build infrastructure for e-government
- Manage IT application projects unitedly
- Develop IT human resource

➤ 4 solutions

- United in direction and management and improve legal environment
- Invest sufficiently & comprehensively and provide support for poor provinces
- Deploy successful sample models
- Promote and connect closely to administration reform

Mission 1: Improve capacity in leadership and management for leaders and officials

Building information system for ministries, provinces, cities

- Improve working process, administrative procedure, standardize professional and ensure ISO standard
- Build and improve information system: email, e-documents and online management
- Deploy sample model online handover meeting using mutile-medium among ministries, subordinates of 4 ministries, provincial people commitees, department, branches, districts of 6 provinces, cities.
- Deploy sample model of IT application based on IT architecture for sservering e-government in HCM city, Danang, Lao cao and information and communication ministry

Develop information systems specified by sectors

- 1. Transportation Information system**
- 2. Education management information system**
- 3. Investment information management system**
- 4. Enlarge distance customs declaration system**
- 6. Tax and customs information sharing system**
- 7. Preventive medicine information management system**
- 8. Complaint &denunciation information management system**
- 9. Design and connect synthetic & updated target from ministries and 63 provinces/cities with governmental office**
- 10. National database for IT application project management**
- 11. National database on population**
- 12. National database on finance**

Serve officials

- **Build 01 own e-gate serving official, recruitment, wage, pension, insurance, duty, reward, discipline**
- **Buid and experiment wireless ministry (ICT, Finance, Judiciary, Education and Training)**
- **Build and experiment wireless provincial people committee**

Mission 2: Serve citizens and enterprises

**Building
fully Portal
for Ministries
, Provinces
, Cities**

Provide information obeying article 28, IT regulations

Provide efficient e-forms

Establish a criticism receiving channel for citizens and enterprises

Deploy sample model of 1 e-gate for business registration sharing among 6 provinces, cities

Deploy a sample model in online Q&A column in 4 ministries and 6 provinces, cities

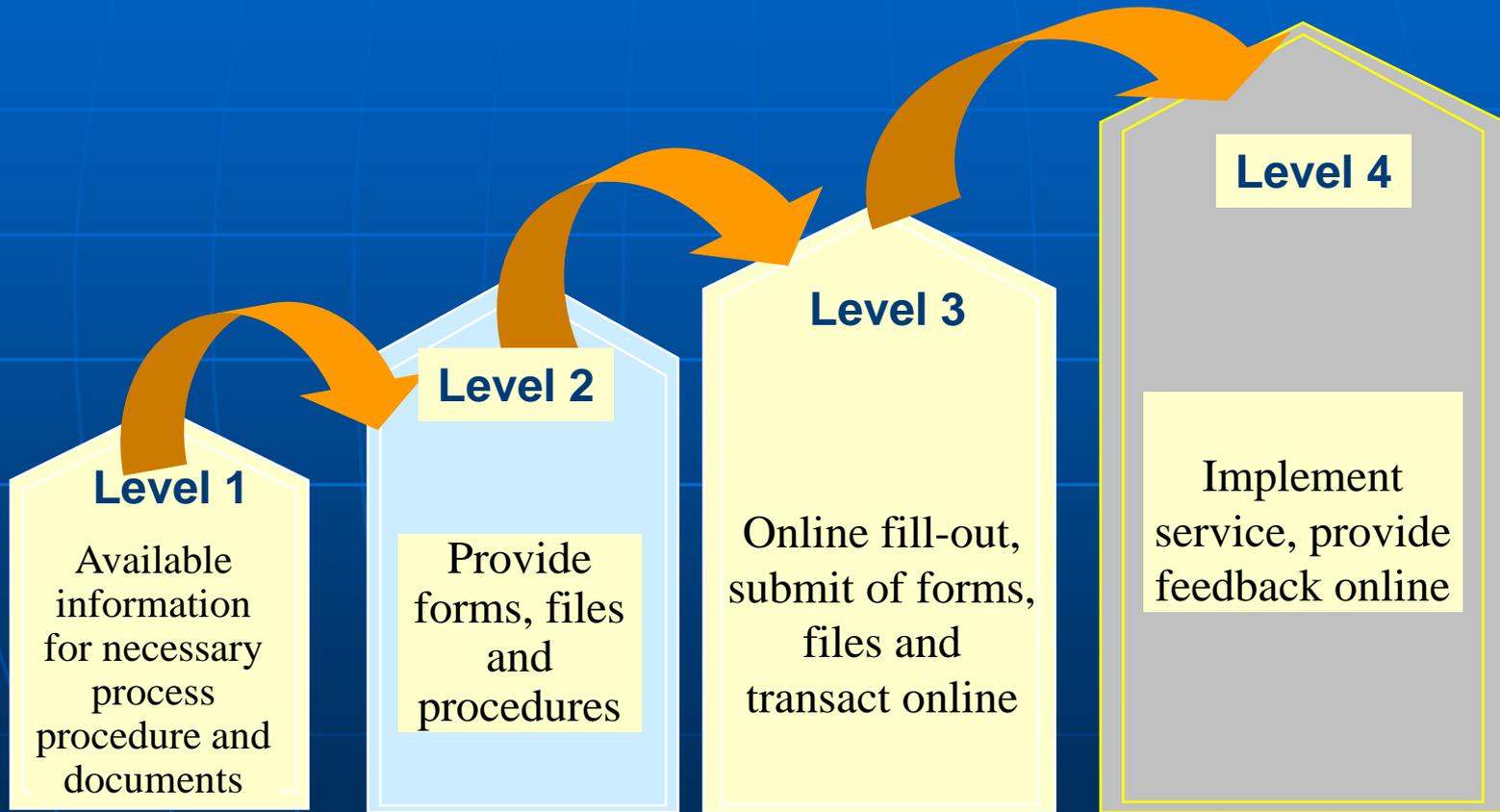
Deploy a sample model in online dialog in 4 ministries, 6 provinces, cities

Provide at least 3/5/10 online public and administration service at level 3

**Build 02
wireless cities**

Experiment a free wifi internet service in Sapa and Halong for the purpose of creating a modern image, convenience for tourism at these points

4 levels of online public and administration service



Develop IT Application Projects

Applications

- E-Mail,
- E-Document
- Video conference
- E-services: e-tax, e-customs, e-health ...

National Databases

- Citizens, GIS, Finance,
- Economic-commerce,
- Legislation & Justice

IT AP.
MASTER
PLAN
2008 -
2010

Human resources

- Training of CIO
- Training of IT experts
- Training of Officers

GII

- Dedicated data network
- Data center, Portal
- Root CA and PKI
- ITA

Mission 3: Build infrastructure for deploying e-government

Building, deploy IT architecture for e-government

Information infrastructure for governmental body

Safety and security for information

Legal environment for e-government deploy

**Buid, deploy
IT Architecture
serving
e-government**

Curent status assess

Build up basic service list

Build IT architecture for province, ministry, nation levels

Deploy in number of sample ministries, provinces duplicate widely

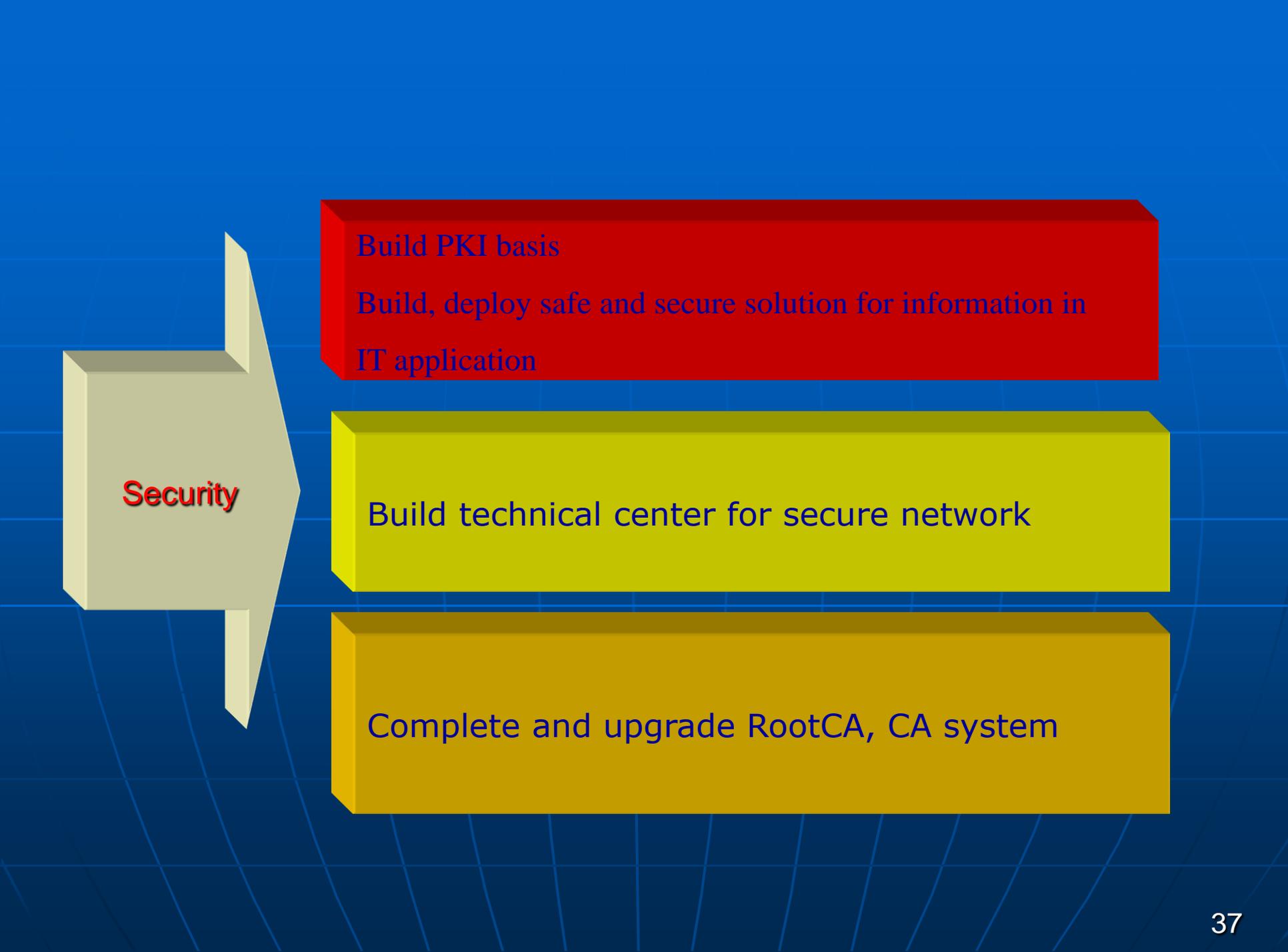
Update set of standards of IT

**Information
Infrastructure
For Governmental
body**

Complete phase 2 of dedicated data network

National database on population
National database on finance

1-3 national data backup centers
63 provincial integrated data centers
22 ministries integrated data centers



Security

Build PKI basis

Build, deploy safe and secure solution for information in
IT application

Build technical center for secure network

Complete and upgrade RootCA, CA system

**Legal
enviroment for
developing
eGovernment**

Regulations for online dialog
Regulations for providing information on online
Q&A column

Rules on providing guiding and management
information online
Regulations for computer and email use

Complete regulations for IT investment management
Manage and employ budget for IT application

Mid-Term Legal Framework for Developing E-Government

Legal Doc. on eGov
Promotion

Legal Doc. on ICT Application
Promotion

Legal Doc. on ICT Infrastructure
Promotion

IT LAW (No. 67/2006/QH11)

E-TRANSACTIONS LAW (No. 51/2005/QH11)

- Decree 64/2007/NĐ-CP on Promotion applying IT Application in State Bodies

- Suitable Management for IT Projects Decree

-Administrative Process Acceleration Decree

-Public Data Sharing Decree

-eGov Architecture Decree

-E-document Exchange among Gov Agencies Directive

- Decree 26/2007/NĐ-CP on e-Signature and CA

- Decision No. 04/2006/CT-TTg, 22/2/2007 of the PM on Protecting Intellecture of software

- Digital Content Promotion Decree

- E-privacy Decree

-Anti- Spam Decree

- Decree 55/2001/NĐ-CP on Internet

- Decree 160 /2004/NĐ-CP on Telecommunication

- Telecommunication Act

Mission 4: Unitedly manage IT application projects

**Synthesis
of IT
application
projects**

- 1. Information system for official management**
- 2. Basic database for geography information**
- 3. Build information system for tax management**
- 4. Information system for treasury and budget management**
- 5. Develop IT and communication in Vietnam**
- 6. Modernise banks (phase 2)**
- 7. Modernise tax management**
- 8. Modernise customs**
- 9. Build sharing software system for information system of natural resource and environment branch**

Mission 5: develop IT human resource

- 1. Build and promulgate favourite regime on working condition for people working in IT area**
- 2. Train IT directors and IT officers**
- 3. Develop professional standards**

4 Solutions

United in direction and management and
improve legal environment

Invest sufficiently & comprehensively and provide support for
poor province

Deploy successful pilot models

Promote and connect closely to administration reform

MAIN MISSION 2008

**Establish management board of
IT application program in governmental body**

**Build up specific investment regulations for IT
application projects Build up IT criteria, standards**

**Provide guidance for completing phase 2 of specialized
Dedicated data network and exploit effectively**

Regularly assess the level of IT applying, website

Determine common requires for IT applications

Expenditure and monitoring for 2008 implementation

- **National budget resource for plan implementation**
 - Took from 2008 national contingency budget
- **Financial and investment management principles**
 - Ministries will be provided budget took from national budget
 - Sample ministries will be prioritized in providing budget
 - Government will provide support for provinces have not had budget balance
- **Monitoring and evaluation of plan implementation**
 - Each ministry, province, local unit have to report quarterly
 - MIC report to Minister quarterly

Part III. Some issues should be considered

E-government development in VN becomes political determination requiring the participation of highest level leaders

Architecture for e-government

Public key infrastructure and secure information

Integrated information centers and national database

Working process reform adapting with change

Accept risk and learn from experience

THANK YOU!