

行政院及所屬各機關出國報告

(出國類別：會議)

出席亞太資訊服務業組織(ASOCIO) 第二十屆年會暨電子化政府研討會報告

服務機關：行政院研考會

出國人 職 稱：主任委員、處長

姓 名：林嘉誠、施宗英

行政院研考會 編號欄

出國地點：泰國

出國期間：91年11月27日至30日

報告日期：91年3月31日

行政院及所屬各機關出國報告提要

出國報告名稱：出席亞太資訊服務業組織(ASOCIO)第二十屆年會暨電子化政府研討會報告

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出國計畫主辦機關/聯絡人/電話：

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分類號/目：

關鍵詞：電子化政府

內容摘要：林主任委員接受會議主辦單位邀請出席資訊部長對話，以及專題報告我國電子化政府推動經驗。

目 次

壹、目的	-----	4
貳、過程	-----	4
參、會議重點	-----	6

附錄：

1. 林主委專題報告及部長對話內容
2. 媒體報導
3. 亞太資訊服務業組織(ASOCIO)第二十屆年會暨電子化
政府研討會會議資料
4. 照片集

壹、目的

與其他國家資訊部長進行電子化政府相關政策與經驗交流，宣導我電子化政府推展成果。

貳、過程

十一月二十七日：晚間抵達住宿旅館

十一月二十八日下午：林主任委員嘉誠參加資訊部長對話。對話分四個主題進行：

- 一、 透過開放競爭的市場推動資訊貿易與服務。
- 二、 公私部門的計畫合作。
- 三、 連結亞洲的倡議
- 四、 均衡電子化政府區域發展

林主任委員嘉誠參與第一項主題的對話，所發表談話重點如下：

開放而競爭的市場是推展資訊貿易與服務所必要的，無論對於國內或國際市場，貿易自由化可以拓展資訊產品的銷售，提升服務品質，促進資訊資源的使用效率。為追求貿易自由化，國際貿易發展腳步將愈趨快速，新經濟時代也將使得國際貿易愈趨複雜。

在資訊產業方面，跨國企業掌握市場需求並訂定產品規格，台

灣的企業則扮演產品製造的角色。從 1995 年到 1999 年，台灣是世界第三大資訊產值國家，因此，台灣深切體會開放而競爭的市場對於推展資訊貿易與服務的重要性。

為了將台灣的經濟與貿易系統與全球緊密結合，我國政府已配合修訂貿易法規，對於相關進出口貿易的管制項目採取負面表列方式，加強建立自由的貿易體系。目前，台灣已成為 WTO 會員國，我國承諾開放市場、建立公平競爭的商務環境。

在我國國內市場方面，政府於 2002 年五月頒布了挑戰 2008 國家發展重點計畫，配合該計畫下的電子化政府計畫推動，政府已策訂了資訊委外服務作業參考原則，加強推動資訊貿易與服務市場的開放競爭，提升政府的效能。

十一月二十九日上午：

- 一、開幕典禮，分別由會議籌辦主席 Mr. Manoo Ordeedolchest 和 ASOCIO 主席 Mr. Harres Tan 致歡迎詞，泰國資訊通訊科技部部長 Surapong Suebwonglee 專題演講。
- 二、資訊部長演講：以「資訊政策及工業發展」為主題。

十一月二十九日下午：

- 一、 ASOCIO 2002 資訊獎及 ATCI 卓越獎頒獎典禮。
- 二、 分組討論：資訊城市發展
- 三、 雙軌討論：分「電子化政府」、「企業經營」兩項討論主題。
- 四、 電子採購案例報告。

十一月三十日上午：專題報告包括

- 一、 行政院研考會林主任委員報告我國電子化政府推動。
- 二、 韓國寬頻報告。
- 三、 後 PC 市場及關鍵性技術報告。
- 四、 微軟.NET 電子化政府應用報告。

行政院研考會林主任委員報告我國電子化政府推動情形，重點包括：我國電子化政府的驅動力量、我國電子化環境準備度、電子化政府推動機制、我國電子化政府發展藍圖、我國電子化政府發展現況、e-Taiwan 計畫、電子化政府相關政策與策略等。

林主委於專題報告後即偕同施處長宗英搭機返國。

參、會議重點

接受會議主辦單位邀請，出席資訊部長對話，以及做我國電子化政府推動專題報告，及聽取各議題報告。我國電子化政府推動專題報告內容如附。

附錄：

1. 林主委專題報告及部長對話內容
2. 媒體報導
3. 亞太資訊服務業組織(ASOCIO)第二十屆年會暨電子化政府研討會會議資料
4. 照片集

我國電子化政府推動專題報告

Innovating and Transforming Government through Information Technology--Taiwan's Experience

Dr. Chia-Cheng Lin
Chairman

Research, Development, and Evaluation Commission
The Executive Yuan, Taiwan

November 30, 2002

Mr. Chairman, Distinguished Guests, Ladies and Gentlemen:

First of all, I would like to start by thanking our Thailand hosts and the Organization for inviting me to take part in this symposium. I am happy and delighted to be here on this special occasion. Today I would like to talk about some of Taiwan's experience on e-government.

My speech will be divided into four parts. I will first talk about the driving force for e-government in Taiwan. I will then touch the roadmap for e-Government and its progress status. And finally address some important policy and strategy issues from our experience.

1. Driving force of e-Government

In Taiwan, the primary driving force of our e-government is a great demand by the public for providing better service from the government. In recent years, accompanied with widespread use on information and communication technology for private sector and general public, many consumers of government services appear to have lost their tolerance for bureaucracies. They feel they often receive better service from private sector. How to develop a satisfactory e-government is particularly important.

On the other hand, the tense global competition is also a great driving force. Just like the chairman of Intel, Mr. Andrew Grove said "... in five years' time, all companies will be Internet companies, or they won't be companies at all ...". He also said: "Internet time is about three times as fast as clock time. The government works on government time, which is about three times as slow. That is a ninefold difference." The driving force of the e-government might be the application of business management for public administration purposes and the use of modern information technologies for the effective information management and the establishment of improved relations with consumers, partners and suppliers. For building an efficient government, we have no choice but moving faster on the road toward e-government.

On our central government side, legislative requirements are also the main motivating factor behind e-government. As the Chairman of the RDEC, I was asked by the Premier to formulate a plan for re-engineering the central government agencies and implement it as soon as possible. After numerous meeting and policy debates, we have finalized a blueprint of brand new organization framework, which is now under

the Congress's legislative review, and E-government has been a high priority for the organization, service and process re-engineering.

(1) E-readiness

Taiwan was successful to shift industry infrastructure to focus on high-technology products. This policy successfully transformed Taiwan into one of the largest hardware-exporting nations in the world. This strategy has had a major impact on national strategy in harnessing information and communication technologies for economic development and global competitiveness.

Taiwan stands on leading position in Networked Readiness in Asia, as reflected by its fifteenth overall ranking in Readiness for the Networked World.

As of September in year 2002, the Internet penetration rate has reached up to 41 percent, and 60 percent of them are broad band users. Households connected to Internet have reached to 52.7 percent. On the other hand, the penetration rate for mobile phone and cable TV is also among the highest in the world.

In accordance with a good environment of information and communication technology, Taiwan has also laid good foundation for e-government development.

(2) Implementation mechanism for e-government

In Taiwan, the RDEC is the major initiator for e-government under the Executive Yuan (also known for the Cabinet). Under the RDEC, the Information Management Department is responsible for overall planning, program and budget review, and coordination for e-government. The NICI, which stands for National Information and Communication Initiative, is a task force under Prime Minister. And the General Secretary for the Prime Minister, a Minister without Portfolio and I co-chair the taskforce. It plays as a coordination interface among e-government, e-industry, e-society, and e-infrastructure.

In response to Internet developments and to improve administrative efficiency and service quality, the RDEC has continued to promote relevant initiatives for e-government.

2. Roadmap for e-Government

In Taiwan, we divide the roadmap for e-Government into three stages.

The first one is "Infrastructure Development and Penetration". In November 1997 the RDEC started on the *Mid-term e-Government Implementation Plan* (1997~2000). This plan called for the full-scale deployment of a government backbone network, the development of convenient online public services and administrative applications, the acceleration of government information interchange, and the establishment of electronic certification and network security mechanisms.

To further broaden the scope of e-government applications, in the second stage, the RDEC issued the *E-government Program* in April 2001. This program aims to link all government agencies through networking and to provide versatile Internet-based services. It is expected that "e-Government" will improve government operational procedures, promote service efficiency and quality, cut-down service cost, and provides private sectors and individual citizens with many innovative and convenient

services.

Finally, as wireless technology becomes more fully development, bandwidth increased with the availability of “always on” connectivity, and as the price of mobile components continue to fall, it can no longer be assumed that a citizen is using a traditional computer to access data and application from a government website. To meet the anticipated demand, in the third stage, we are planning a mobile government, which delivers data and applications efficiently across the network regardless of citizen’s devices or connectivity configurations.

(1) Key e-government initiative

Follow with the roadmap for e-government I mentioned previously, during the first stage, we have developed some key e-government initiatives. Those key e-government initiatives include building a Government Service Network to connect all government agencies onto Internet, providing government certification services, setting up a government portal site, and developing some critical on-line services like: e-procurement, e-taxation, official document interchange, e-job, e-village, and e-motor vehicle.

(2) E-government program

We define e-government as the ability to obtain government services through nontraditional electronic means and to complete government transactions on an anywhere, any time basis. Based on the foundation laid by key e-government initiatives, currently we are moving forward this objective.

The e-Government Program was established in April 2001, with a sound basic structure, deep information applications development, information sharing and integration, promotion of Internet services.

(3) Performance targets of e-Government Program

The performance targets of e-Government Program include:

- a. All levels of the government organizations have to implement electronic official document exchange by the end of 2001. Currently, this goal has been achieved.
- b. Request all levels of the government organizations to establish website by the end of 2002. In accordance with this goal, a program for evaluating government websites has been carried out in the last two years.
- c. All government workforces should be equipped with computer literacy by the end of 2003. As a result, the digital divide inside the government could be alleviated, and deeper e-government applications could be developed.
- d. All government services should be provided on Internet by the end of 2004. In accordance with this goal, government agencies should share information electronically with each other, and traditional paper-based transcripts and certification issued by government agencies should be drastically reduced.

3. Progress status of e-government

Briefly speaking, currently the overall progress of the e-government program in

Taiwan could be addressed by the following:

- a. 97% government agencies have been connected to Internet, and 85% of them has been providing services on website.
- b. All government agencies have implemented official document exchange on Internet. This accomplishment significantly increases the efficiency of government information sharing. Moreover, we regard the implementation of official document exchange as a killer application in Taiwan's e-government.
- c. The percentage of on-line application services reaches to 10%. This is still a low number, since the development of integrated transaction services is the most changeable area of e-government. In order to deal with the need for cross-agency information system integration, especially for dealing with the integration of legacy systems, in Taiwan, a common gateway project has been developing. Through a web-based common gateway, we expect a better development of on-line applications and cluster services in the second stage of our e-government roadmap.

(1) New initiative to develop an e-Taiwan

To accelerate the transformation of traditional industries to knowledge based economy, the Cabinet has approved an e-Taiwan project (2002-2007), which is composed of e-Government, e-industry, e-society, and e-infrastructure. Among the projects, e-Government will be the major driving force.

In the area of e-Government, the e-Government Program aims for putting all government agencies and government employees online, placing 1,500 government application services online, and eliminating all household and land registration certificates.

In regard to e-industry, companies will be assisted in setting up global logistics systems, an industrial automation and e-industry application environment will be molded, and a high-efficiency supply chain management network will be built up.

In the area of e-society, the target is to create a digital learning environment that will make online learning easy, and to provide individualized health and medical care information services through national IC cards. The goal of the e-infrastructure is to boost the ratio of Taiwan's online population from the present 35% to 50% within five years, with broadband users accounting for 70% of the total Internet users; to establish a network security mechanism; and to popularize national information education.

In the area of e-industry, in line with the government's policy of upgrading Taiwan's strength in the area of global logistics, Ministry of Economic Affairs has announced the investment of NT\$1.6 billion within two years in a model-type "*E-Industry CDE Plan*." The government investment is expected to stimulate private investment in the amount of at least NT\$1 billion in the same endeavor. The aim of this plan is to bring about an overall reinforcement of Taiwan's international logistics competitiveness by integrating important factors that figure in global logistics operations, including Cash Flow, Delivery, and Engineering Collaboration (CDE).

With the e-Taiwan Project, we have set up a new funding model for e-government. The new funding resource ensures the extensive e-government investment and development.

4. Policy and strategy

To conclude, I would like to point out some important policy and strategy issues of our e-government development.

First of all, the increasing globalization means that cost saving in production can no longer support continuous economic development. Therefore, Taiwan must encourage innovation and foster new ventures as the way to maintain its global competitiveness. The potential of the information economy to expand economic and social opportunities has been highlighted in a number of the Taiwan's Government's policy initiatives. Hence, we are making e-government as an effective information and communication infrastructure to ensure the speedy development for information economy.

Secondly, comparing with other nations, Taiwan has not allocated a large budget to the e-government initiative. This means that we have to give priority to those projects that will deliver the maximum return to citizens and businesses. Effective e-Government requires a very different type of investment than that currently being directed to IT projects. It needs capital for projects to address common issues of service delivery or program management across agencies as a whole, or provides technological solutions to critical problems, such as security and privacy, and interoperability. To accelerate the implementation of e-government, break out from the budget of public construction, we have created a strategic investment fund to fully support it.

Thirdly, one way for governments to speed up the pace of e-government development would be letting private-sector companies provide some of their e-government services. The Government cannot make e-Government into reality alone. Government and industry have to work together on making more government services available on the Internet. Designing, implementing and managing e-Government needs unprecedented and non-traditional collaboration between the public, private, and research sectors and within and across every level of government.

Finally, it is very important to continuously marketing e-government to the general public and businesses. Government organizations aren't anything like a wholesale company. Thus, marketing e-government is not the same as marketing e-commerce. Building incentive mechanism, creating best practice services, bridging digital divide are some important strategies for marketing e-government.

Once again I want to thank you for the privilege and the opportunity of talking to you about this subject. I wish success to this conference and the best of health to you all. Thank you very much for your attention.

**林主任委員嘉誠參加資訊部長對話「透過開放競爭的市場推動
資訊貿易與服務」書面資料**

ASOCIO 2002

Regional IT Ministers/ASOCIO Dialogue

**Thursday, November 28, 2002
15.30-17.00**

Promotion of IT trade and services through open and competitive market

An open and competitive market for IT trade and services is crucial for a nation's new-economy development. Either for domestic or international market, the liberalization of trade can expand the sales of IT products, enhance the quality of services, and achieve the most efficient use of IT resources. In pursuit of trade liberalization, the pace of international trade development will become faster than ever; and the age of the "new economy" will bring even deeper complexity to international trade.

In the information industry, while the multinationals controlled market demand and established product specifications, Taiwan's businesses were responsible for the manufacture of the products. From 1995 to 1999, Taiwan was the world's third-largest IT producer in the world in terms of product value. As a result, Taiwan in particular recognizes the importance of an open and competitive market for IT trade and services.

Speaking of international market, in order to connect Taiwan's economic and trade system more closely with the global economic and trade system, my government acted in accordance with the provisions of the Trade Law and adopted a negative list for exports and imports with exceptions listed. That is, established a trade administration system that is free in principle. At the present time, 9,174 commodity items, accounting for 88.69% of all export items, can be exported from Taiwan, and 9,845 items, 96.08% of all import items can be imported into Taiwan without the necessity of obtaining export or import permits. As Taiwan is now a member of WTO,

commitments on the opening of the market for industrial products, and services, reached in consultations with various WTO members will create ample business opportunities to WTO members.

As a WTO member, Taiwan is fully opening up its goods and services market and its trade regime now conforms to WTO rules. In accordance with the results of its bilateral accession negotiations with WTO Members, and in line with the four modes of supply of trade in services, which include cross-border supply, consumption abroad, commercial presence, and presence of natural persons, Taiwan established a set of horizontal commitments as well as a set of sector-specific commitments. We believe our trading partners will benefit to a great extent from our accession to the WTO. In the future, we will continue to cooperate with other member on various trade issues to establish an open, transparent and fair global trading system.

With regard to domestic market of Taiwan, in order to promote emerging industries, my government in May 2002 announced the “Challenge 2008 National Project for Focused Development.” This puts emphasis on investment in several focused areas. Among them, an e-Taiwan Project is included. To enhance an open and competitive market for e-Taiwan, my commission-RDEC in October 2002 proposed an “IT Outsourcing Principal for Government Agencies” to the Cabinet, and got approved.

The main purpose of “IT Outsourcing Principal for Government Agencies” is to increase government’s efficiency and effectiveness in IT services, enhance partnership with IT industry, promote the development of IT services. Comparing with traditional IT contracts in my government, the brand new IT Outsourcing Principal allows agile outsourcing models, which include share-in-saving, self-funded, self-funded hybrid, build-operation, and application service provider. It is expected the Principal will contribute to bringing the market more open and competitive for IT trade and services in Taiwan.

林嘉誠與泰總理暢談電子化政府

【大紀元 11 月 29 日訊】(中央社記者郭芳贇曼谷二十九日專電)行政院研考會主任委員林嘉誠在亞洲海洋電腦工業組織第二十屆年會午餐會與泰國總理戴克辛和其他亞洲資訊工業部長等暢談台灣電子化政府的現況和過程，使這位電訊鉅子出身的泰國政府領導人感到值得泰國向台灣學習。

林嘉誠在午餐會後表示，他向泰國總理說明台灣由中央政府至村里階級的地方政府間都可以用電子郵件傳遞公文，使政府效率提高。不過，仍舊需要在安全性加強，以防止駭客侵入，並需加強防毒設施。

談到國際恐怖份子的威脅泰國觀光事業，林嘉誠表示，泰國總理是留學美國獲得防治犯罪學博士學位，對防恐政策有自己的心得和看法，最近印尼和菲律賓等發生恐怖事件，泰國未有發生，就是這位總理的精通防恐措施。

在亞洲海洋電腦工業組織第二十屆年會和研討會，林嘉誠見到主持會議的泰國副總理蘇偉特 (SUVITKHUNKITTI) 非常高興，他們是在一週前在普吉島舉行的亞太經濟合作會議一項會議中首度相識。

林嘉誠預定三十日在這項六百多位亞洲電腦軟體專家聚集的會議專題演講，報告台灣推動電子化政府的成就和經驗。中華民國資訊軟體協會理事長王忠正帶領六位專家參加這項年會。

林嘉誠預定三十日下午搭機返台。(本文(<http://www.dajiyuan.com>)

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林嘉誠在亞洲電腦工業部長會議專題演講

(中央社記者郭芳贄泰國清邁省二十九日專電) 行政院研考會主任委員林嘉誠，二十八日在泰國清邁市參加亞洲 | 海洋電腦工業組織舉辦的部長級會議，報告台灣電子化政府的現況和經驗，獲得與會二十餘國家部長們的讚賞，並期盼能夠與台灣合作。

這項部長級會議是由泰國副總理蘇威特主持。林嘉誠和這位泰國副總理是一月個內第二次會面。本月初，他們兩人在普吉島舉行亞太經濟合作會議主辦的一項部長級會議裡曾首次見面。

林嘉誠三十日將在亞洲海洋電腦工業組織第二十屆大會和研討會中專題演講，報告台灣透過資訊科技使政府革新和改造。中華民國資訊軟體協會理事長王忠正帶領九位代表參加這項三天的會議。泰國總理戴克辛將在二十九日的開幕典禮中演講。

林嘉誠在接受中央社記者訪問時指出，行政院正在進行跨機關的整合，完成二〇〇八年台灣數位計劃，使政府的服務能夠達到 ONE-STOP 的二十四小時服務，台灣人民可透過電子網路來辦理所有手續，不必再向政府各機構一一申辦。

在推動電子化政府計劃裡，行政院也注意到數位差距，對老年人、殘障，盲人等使用電子資訊工具困難群加以輔助以縮短差距，使他們也可以使用電子政府提供的各種服務。

同時，行政院更重視電子網路的安全性和隱密性，避免發生最近美國發生信用卡遭到盜用的事件。

林嘉誠強調，台灣推動電子化政策是由官方和民間合作，政府提出完善目標，民間則研發可以完成的軟體，尤其是資訊工業委外服務計劃需要圈內人和國外廠商共同研發新軟體來完成。

他強調，推動台灣電子化政府的計劃將創造很多資訊工業的軟體商機給廠商，廠商可不斷研發新軟體產品出口銷售到國外，台灣將成為資訊工業軟硬體的研發中心。

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林嘉誠探視泰北台商瞭解東南亞投資情形

【大紀元 11 月 30 日訊】（中央社記者郭芳贇泰國清邁市三十日專電）行政院研考會主任委員林嘉誠在參加亞洲海洋電腦工業組織年會期間，與中華民國駐泰國代表黃顯榮一起探視僑胞和台商，以瞭解陳水扁總統最近提出台商投資東南亞政策的實況。

林嘉誠與黃顯榮，昨天下午在中華民國駐泰國代表處僑務、秘書、新聞、簽證、經濟等五組組長和研考會資訊管理處處長施宗英等陪同下，搭車前往製造蜜餞的台商陳坤福新落成的工廠探視。來泰十四年的陳坤福親自在大門口迎接。

陳坤福向林嘉誠簡報指出，他是在中華民國駐泰國農技團專家的協助下，向泰北前國軍義胞們收購水果，製成蜜餞銷往泰國各地，市場需求極大，因供不應求，只有再建新廠增產。這位年輕的台商表示，為達到環保水準，在廢水處理上遭遇泰國廢水處理廠商不願來泰北的困擾，為此，黃顯榮特別交代經濟組給予協助。

晚間，林嘉誠與施宗英續前往參加泰北台商和台灣鄉親聯誼會成立三週年暨第三屆會長和理監事會就職典禮，和歡送中華民國駐泰國代表黃顯榮晚會。

曾任台北市副市長的林嘉誠致詞時，特別代表陳總統和行政院長游錫（方方土）向泰北台灣鄉親問候，接著指出，兩週內他兩度進入泰國參加國際會議，證實台泰關係非常密切，尤其是與總理、副總理和部長們交談，更明白台泰間雖未有外交關係，但實質關係更是穩固。

林嘉誠並嘉勉泰國台商是全球台商中最健全、最活躍的台商團體，尤其是僑委會委員長張富美經常向台灣內閣成員提出，這次得在清邁親眼目睹。

林嘉誠預訂三十日早晨在亞洲海洋電腦工業組織第二十屆年會暨研討會裡發表專題演講，講解台灣電子化政府的成果和經驗，與亞洲國家資訊部長和電腦軟體專家們分享。下午他與施宗英等將搭機返台，結束在清邁的四天訪問。(http://www.dajiyuan.com)

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照片集：



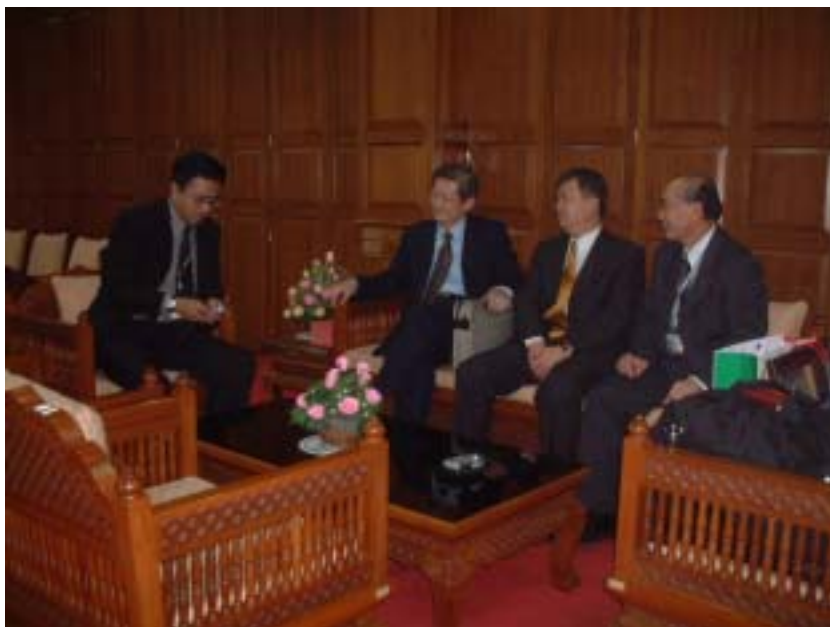
林主委做我國電子化政府專題報告



林主委接受大會頒發紀念牌



我國代表團合影：（左起）資策會張副主任子龍、軟協王理事長忠正、林主委、軟協殷榮譽理事長允中、軟協張秘書長國鴻、施處長宗英



林主委聽取會議主辦單位接待說明（施處長宗英、王理事長忠正陪同）



林主委出席資訊部長對話



林主委訪視泰北台商林坤福所經營蜜餞工廠



林主委出席泰北台商聯誼會



林主委在泰北台灣同鄉會週年慶晚會致詞



出席會議貴賓合影