行政院及所屬各機關出國報告

（出國類別：會議）

軟體產業及相關智財權發展趨勢研討會

暨

資訊科技深度應用高階訪問團

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

出國地點：美國

出國期間：92 年 9 月 2 日至 18 日

行政院及所屬各機關出國報告提要

出國報告名稱：軟體產業及相關智財權發展趨勢研討會暨

資訊科技深度應用高階訪問團

頁數：111　含附件：是

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報告日期：92 年 12 月 1 日

分類號/目：

關鍵詞：電子化政府 資通安全 入口網 垃圾郵件 服務整合 創意產業 網路選舉

內容摘要：「軟體產業及相關智財權發展趨勢研討會」係由中華民國資訊軟體協會及美國華盛頓大學共同舉辦，於本（九十二）

年九月二日至六日假美國西雅圖舉行;「資訊科技深度應用高階訪問團」係應美國在台協會商務組之建議，由行政院蔡政務委員清彥與行政院研考會林主任委員嘉誠共同領隊，邀請國內電子化政府相關部會高階主管及資訊業民間企業負責人組成，於本（九十二）年九月七日至十八日參訪。

「軟體產業及相關智財權發展趨勢研討會」研討軟體產業生態、公共政策與資訊產業及智慧財產權發展等重要議題。「資訊科技深度應用高階訪問團」主題為美國政府單位和資訊產業有關全球運籌、電子化政府、資訊安全、資訊委外及ｅ化服務等領域之相關策略與最新應用情形，參訪對象包括美國華盛頓特區、西雅圖、費城及紐華克等地區具代表性之政府單位、重要公司及研究機構。

目　次

壹、前言

本案出國人員先出席「軟體產業及相關智財權發展趨勢研討會」，該研討會係由中華民國資訊軟體協會及美國華盛頓大學共同舉辦，於本（九十二）年九月二日至六日假美國西雅圖舉行，研討軟體產業生態、公共政策與資訊產業及智慧財產權發展等重要議題。續參與「資訊科技深度應用高階訪問團」，訪問團係應美國在台協會商務組之建議，由行政院蔡政務委員清彥與行政院研考會林主任委員嘉誠共同領隊，邀請國內電子化政府相關部會高階主管及資訊業民間企業負責人組成，於本（九十二）年九月七日至十八日參訪，主題為美國政府單位和資訊產業有關全球運籌、電子化政府、資訊安全、資訊委外及ｅ化服務等領域之相關策略與最新應用情形，參訪對象包括美國華盛頓特區、西雅圖、費城及紐華克等地區具代表性之政府單位、重要公司及研究機構。參訪內容對於促進中美兩國電子化政府、資訊產業交流與合作商機有相當之助益。

貳、主要行程

日 期	地點	內 容
9/2(二)	西雅圖	下午：搭乘長榮航空班機直飛美國西雅圖 BR032(1820/1400)
9/3(三)	西雅圖	上午：Pamela Passman Welcome Remarks Kai-fu Lee .Net in the Digital Decade, Lauren Hall Building Value, Integrating Innovation, David Kaefer Commercial Software Model and Related Policies
		下午：David Heiner US DOJ Case Briefing
9/4(四)	西雅圖	下午：訪問華盛頓大學資訊、生技等研究單位了解華盛頓大學產學合作之做法 James A. Severson Technology Transfer at the University of Washington, Professor Kotha Center for Technology Entrepreneurship, Professor Lazowska Overview of Computer Science and Engineering Department, The WTO, U.S. Trade Policy and Taiwan
9/5(五)	西雅圖	上午：Peter Culler Trust Worthy Computing: Security, Privacy, Internet Crime, Ira Rubinstein Digital Integrity Initiative: Anti-SPAM
		下午：Tom Robertson US 301, WTO, OECD trend in IPR, Tom Robertson Taiwan FTC Settlement, Marty Shively Microsoft IP Management
9/6(六)	西雅圖	參訪資料與心得彙整
9/7(日)	西雅圖	
9/8(一)	西雅圖	參訪 ■ Washington State Department 華盛頓州政府早餐會 ■ Real Networks 視訊多媒體公司簡報 e-government ■ Port of Seattle 西雅圖港務局 ■ Microsoft 微軟
9/9(二)	西雅圖	參訪

日　期	地點	內　　容
		■ F5 Network 資訊軟體公司(專長於網路流量監控) ■ Onyx 資訊軟體公司(專長於 CRM 客戶關係管理軟體) ■ AT&T wireless 簡報 ■ Attachmate 簡報 ■ Networking Luncheon ■ Intermec Technologies ■ WSA Reception, Keynote Dinner 午餐有約 20 分鐘向美國廠商介紹台灣 e-commerce 由科顧組負責、e-gov 由本會負責各 10 分鐘簡報
9/10(三)	西雅圖. 費城	西雅圖飛至費城
9/11(四)	費城	參訪 ■ Greater Philadelphia Chamber of Commerce 費城商會 ■ Washovia Bank 費城銀行 ■ SunGard Sourcing 危機處理公司 午餐介紹 e-Taiwan 計畫及 e-Government
9/12(五)	Newark	參訪 ■ Sarnoff 資訊軟體公司(專長於生技/醫療系統) ■ Network Reception with NJ & Philadelphia ■ Flarion 通訊公司(3G/4G 技術開發)
9/13(六)	Newark	
9/14(日)	Newark. 華盛頓 DC	
9/15(一)	華盛頓 D.C.	參訪 ■ 美國商務部（含國土安全部） ■ Hewlett-Packard 惠普公司
9/16(二)	華盛頓 D.C.	參訪 ■ Information Technology Association of America 美國資訊技術協會 ■ General Services Administration 美國聯邦行政總署

日　期	地點	內　容
		■ IBM
9/17(三)	華盛頓 D.C.. 台北	回程(到台北 9/18)

參、考察重點與發現

本案除了第一階段出席研討會外，考察行程，包括當地資訊軟體、服務業者、協會及政府機關，以下僅就與本會業務相關敘述，其他有關受訪業者及機構資料列為附錄以備參考：

一、資訊技術在政府部門與資訊業界之趨勢 David Kaefer

（所述人名係簡報或主持人，以下體例均同）

關於資訊業界與開放原始碼(open source)，微軟認為 OS 運動具有商業及非營利性的考量，消費者無論係企業、組織或個人，均會偏好穩定整合的產品，以便容易建置、維運及確保安全，另外營造創新及研發環境也必須對智財權妥善保護與管理。對於 OS 之態度傾向讓市場決定，並支持跨平台互通(interoperability)的標準。在各國政府如美、英、丹麥、義大利及紐西蘭均趨向中立的 OS 政策。Kaefer 提醒台灣資訊產業持續發展的要素在於：

1. 智財權保護
2. IT 教育與訓練
3. 研發成果移轉
4. 出口
5. 電子化政府的領導

二、美歐反拖拉斯(antitrust)管制 David A. Heiner

微軟作業軟體讓 PC 的運算處理器(microprocessor chips)速度發揮極致，用以提供各項應用軟體(applications)更大的服務功能，而微軟作業軟體今天超高的市場占有率，源自於 1980 年代以來低價的銷售，鼓勵更多的個人電腦使用其作業軟體，開發更多的應用，讓消費者感到經濟、方便，並且由於高市占率，相容性愈大，刺激更多的使用者。

美國政府與微軟關於獨占之官司，爭議在於後者 98 視窗作業系統(Windows 98 operating system)與瀏覽器(browser)違法搭售，經過多年纏訟，微軟提出與政府和解方案(the Consent Decree)，主要內容包括：微軟與個人電腦廠商關係標準化，要求該公司與競爭對手分享智財權以促進互通，並修改視窗作業系統以推廣非微軟的軟體。禁止授權契約要求排他性的使用視窗技術。微軟公司在 Bill Gates 領導下，91 年 10 月始展現積極主動遵守美國聯邦法院核定之和解同意規範。與會者認為由於該公司將與業者分享其專屬智財權，有利於台灣 OEM 廠商。

有關歐盟(European union)官司部分，仍在進行中，微軟在美國官司確定後，正在處理思考歐盟所關切的議題。

三、微軟智財權管理 Martin Shively

微軟每年研發經費達69億美元，在40國家進行，在美國之外共4000研發人員，依據公司內及公司外與學術界合作方式進行研發，而智財權是研發成果之呈現，並得以引注更多的研發經費。智財管理在微軟共有 20 組專利團隊(patent teams)辦理，而該公司每項產品涉及不同的業務工程領域，以平版電腦為例，為發揮書寫功能，必須在硬體，書法、語音辨識及字形分解等技術，因此處理智財權除了法律人才外，尚有專業工程及技術人才參與。

四、隱私權保護 Peter Cullen

從傳統電子計算(traditional computing)進步到今日無疆界電子計算(borderless computing)，最大的差別在以往的運算用來提升生產力，而現在新增個人的娛樂、創意及通信等用途了。

此一轉變導致信賴計算環境（trustworthy computing)之需求，該環境包括安全、隱私、可靠性(reliability)及業務整合(business integrity)等面向。其中隱私方面應確保個人對其私人資料的控制權，以及資訊產品與線上服務應該遵循公平資訊原則，例如個人資料搜集應用或轉送他人等嚴格規範。

影響信賴環境之現象，包括垃圾郵件泛濫、金融洗錢、反恐措施，愈來愈多政府立法要求以及網路犯罪等，如何據以研擬推展策略，以強化保護個人隱私，建構互信機制是微軟公司未來營運的重點。目前的策略係從設計、從隱私優先，不提即應保護隱私原則(privacy by default)，從建置以及透過溝通來達成。就設計而言，該公司強化對員工有關隱私權保護之訓練，在軟體建置階段即展開檢視，確保隱保。

就隱私權不提即應保護隱私原則而言，使用者之同意，匿名原則落實於產品服務等應用，就建置階段之隱私權保護而言，強化微軟內部隱私權工具，如網路芳鄰不另行設定，即以關閉作為初始狀態等類似防呆設計，透過獨立認證隱私權保護，並志願遵守全球 SHA 之規範。

Cullen 宣稱重視隱私保護之企業，可以增加該企業之股價價值，貢獻度達 6%左右，而對金融服務業而信，對企業品牌(overall brand value)的貢獻度達 14%。

Cullen 提出信賴等於價值、安全與隱私相乘之公式(Trust = Value * Security * Privacy)，未來可能面臨的困境如下：

1. 安全與隱私之對立
2. 資訊應用：合乎道德規範對價值挑戰。

3. 顧客是否會遵守安全計算(safe computing)之作為

4. 員工背景查核應做多少及多久做一次

5. 委外的風險

6. 資訊技術架構及業務贊助，誰來擁有？而該擁有那些？

7. 全球隱私權保護之管理，地域、國界在網路世界資料流通已經不存在，如何因應

8. 電子商務之員工掌握客戶個人隱私資料，風險愈高，管理問題愈形複雜隱私優先，如碰到危害安全時，該如何處置。

五、微軟企業軟體工程中心 (Enterprise Engineering Center, EEC)

EEC 提供企業客戶(包括政府機關)測試,並驗證軟體移轉,升級及建置計畫,以便在正式上線時,確保成功無誤,減少客戶的抱怨。由於企業客戶將應用系統及龐大客戶資料等實際情況置於 EEC 的測試環境進行,驗證、測試,使得運用於案例的微軟產品可以從近似上線的經驗中改善品質及功能。

客戶使用至少一項微軟尚未上市的產品於解決方案,該方案得以使用 EEC 之測試設備,環境與軟硬體設定(configuration)。在測試進行中 EEC 會與測試團隊密切合作,也將微軟產品設計人員引進共同回應發現的問題,甚至測試完成

後,仍將持續追蹤。

EEC 會與測試團隊密切合作,不僅對客戶可以加速測試期程,並由於微軟廣泛的支援,使得驗證更為周延有深度,當然對微軟而言,客戶在測試的發現與改進建議是研發新產品,提供解決方案,避免瑕疵,擴充功能的一項關鍵且必要的過程。

在 EEC 測試之應用或解決方案,係免費提供而且涉及的規範或產品,不限於是微軟,還可以包括其他競爭對手的作業軟體或應用整合。

六、全面解決垃圾郵件問題 Ira Rubinstein

解決提案一.市場導向的方案;如改進過濾技術,實行 e-mail 郵資制度(必須搭配公鑰制 PKI),導引使用優良的電子郵件傳遞作為,區隔垃圾與合法郵件,並強化執行禁止欺騙及不當蒐集 E-mail 帳號,且對垃圾郵件涉及發放之廠商與類型,等訊息互通共享。

解決提案二.建立電子郵件信賴機構,並制訂相關反垃圾郵件之法制,目前美國已有 30 州左右立法,而國會參眾兩院已經在 2003 年十一月完成遏止未經邀約電子訊息（unsolicited e-mail, 即俗稱垃圾郵件）之法案審查，通過立法指日可待。

微軟面臨使用者強大的壓力,抱怨網路將因垃圾郵件而癱

瘓,失去其溝通的強大功能,因此已積極設法防堵 PAM 郵件之氾濫,亦希望與專業廠商,網路服務 ISP 業者合作,甚至跨國際交流整合才能產生功效。

七、華盛頓大學技術創業中心 (Center for Technology entrepreneurship University of Washington)

主要作為包括提供碩博士及學士學位課程,經營創投育成中心(the New Venture Creation Lab),設立創業計畫評比(Business Plan Competition)以及推廣與研究工作。

八、華盛大學智財權及技術移轉處 (The Office of Intellectual Property and Technology Transfer)

美國聯邦政府同意出資研發計畫之成果得以應用民間資源,進行商業化應用,確保中小企業,非營利組得依 the Bayh-Dole Act 有權取用(retain title)。華大智財處人員率兼具技術及企管背景,深悉企業需求、智財權權知識及經驗,辦理學校研發創新之取得智財權及技術移轉,2002 年取得的權利金約為 1 千 8 百萬左右,2001 取得專利數在各大學之排名為全美第 24 位,完成授權書數全美第二位。

九、華大電腦科學及技術工程系

高科技產業蓬勃發展的區域與當地的學術機息息相關,華

盛頓州西雅圖地區資訊產業與華大有深厚關係,例如該校畢業生是微軟、英代爾員工的第一來源學校,在 IBM 則占第二位；而微軟 Bill Gates 及 Paul Allen 贊助該系相當大的經費。

十、西雅圖政府市政府網站www.seattle.gov 電子化政應用局局長 Rona Zevin

目標(一)市政網路服務

(二)社區訊息中心

(三)公共議題之線上論壇及參與市政決策

(四)推廣市政核心價值,優先施政及政策

(五)向全球行銷西雅圖商務及觀光

(六)確保市民上網權利及基本資訊素質

西雅圖政之入口網,有強大搜尋能力,連結所有所屬機關之網頁,及 50 個資料庫,提供五種語言的版本,每個月超過 1 千 1 百萬之點選率,市民主要以了解就業訊息,查尋市政電話,電子郵件位址,地圖及觀光資訊為上入口網之原因。

西雅圖入口網站非常重視網友意見,經常實施網路意見調查,俾利改進網站版面設計或擴增服務及內容。

2002 經營此一網站,經費為 93 萬 6 千 3 百 33 美元,經人力為 8 人,另外各局處均有網頁之版主,來經營,提供網頁內容,該

網站有 19 個伺服器,為擴增服務,該站亦提供視聽影片檔案播放服務(內容多是市政電視所拍市政及議會問政)。

有關電子化政府申辦業務方面,主要提供繳交停車費線上服務。根據布朗大學 2002 年調查,西雅圖入口網站全美各城市中排名第二。

為使入口網站管理委員會(Web Governance Board),下設三個小組,包括市民參與及行銷,部門需求評估以及政策與標準等。

十一、網路投票公司 (Vote Here, Inc)

該公司提供安全電子投票技術,在英國六個地方機關已經同意採用於有拘束效力之選舉(binding elections),將有 50 萬公民可以透過網路、觸控電話、行動電話、數位電視及公共多媒體網路服務電話(public kiosks)進行投票。2003 年實施結果,在六個地方機關中, Swindon 及 Stroud 二地約二成及二成五選民選擇網路投票,有效提升整體投票率。

該公司解決方案 VHTI,含括選舉人確認(Voter verification),以保證每票投進去的跟選舉人本意一致,以及結果確認(Results Verification)以保證投下去的票計入最後結果。前者由投票人依提供的技術進行,後者則由公正的第三人辦理,並不侵犯投票人

之隱私與投票秘密。值得注意的技術在使投票人身份認證與選票認証區隔,以及投票機器產出投票收據, 投票人得據以投票後透過網路或電話進行確認。以在英國為例,公正第三人,trustees 來自不同團體,媒體及政黨等組織,使用智慧卡及選票序號碼(Ballot Sequence Number)(兩者互無關聯)進行監察。

十二、費城商會 (Greater Philadelphia Chamber of Commerce) Richard A Bendis

創意費城(Innovation Philadelphia)IP 推動委員會執行長 Richard A Benedict 報告如何結合聯邦政府、州及市政府與非營利組織之補助經費,推動費城區域知識經濟之發展。

面對激烈國際競爭,企業要維持優勢必須靠創新,而費城選定七項策略來促進區域內企業競爭力及整體的經濟成長。

七項策略涵蓋証據基礎之醫療(Evidence –Based Medicine)、企業流程資訊軟體產業、創意社區、癌症之突破研究、化學包裝及先進纖維、螺旋槳、推進器製造及奈米技術等。為協助企業研發行銷產品。各企業面臨創意研發、成長至成熟階段面臨起步困難，因此 IP 每年有約 6 百萬美金獎助企業在不同階段創造更多的智慧財。

例如在公司起步(Conception)階段創意、研發及取得專利權極為重要,因此 IP 致力於善用聯邦政府研發及發展補助經費,促使產、官、學合作,排定優先順序,進行研發,提升商機及經濟成長。另外對潛力產業要發揮群聚效果,去除費城與週邊市界隔閡,強化區域合作,以前述証據基礎之醫療而言,大費城地區有極佳的學術、化學、生命科學及醫院等企業與機構,如能提供相關研究人員、醫生、病人及藥廠所需之知識庫、最佳實務、基因分析及藥品傳導機制等,將可使該區成為全球醫療體系的中心(global hub),至於企業流程資訊軟體產業,其產品與服務將可連結企業內部各個部門,擴大價值鏈及強化行銷,費城有強大研發能力,將促使此種公司知識系統可經由無線,語音辨示及其化學獨特技術提供服務,而費城地區有許多著名的軟體公司如 SAP, Simens, Unisys,及 Lockheed Martin,一向是美國企業尋求解決複雜資訊系統設計及工程問題的對象,因此知識系統相關軟體,將是產值快速成長的領域。

十三、訪問 IP 創意費城執行計畫之機構,哲佛遜(Thomas Jefferson University)醫學院健康政策及醫療成果辦公室(Office of Health Policy and Clinical Outcomes)主任 David Nash 醫師。

解說何謂証據基礎之醫療(Evidence-Based medicine),即是醫師運用個人看診經驗,並與當時存在的最佳醫療証據整合來從事醫療行為,而其証據通常必須有系統的研究來取得。

如何做呢?

1. 將資訊需求轉換成可以回答的問題。

2. 用最大的效率找到最佳的証據, 來回答問題。

3. 評估証據的效度(validity)及可用度(usefulness)。

4. 運用評估結果於診療。

5. 進行診療績效評估。

十四、國土安全部(Department of Homeland Security , DHS)

任務: 1.防止恐怖份子在美國境內進行攻擊

2.減少美國對恐怖主義之缺失(vulnerability)

3.將可能遭致的攻擊及天然災害損失降至最少

組織含部長、副部長,加上 18 個幕僚單位以及 5 位助理副部長(Under Secretary),分別掌理管理、科學與技術、資訊分析與基礎設施保護(Information Analysis and Infrastructure Protection)、國境及交通安全(Border & Transportation Security)以及危機整備及回應(Emergency Preparedness and Response)。

涉及國境及交通安全之機關,將併入 DHS 者有財政部之海

關及國境保護局(Bureau of Custom and Border Protection)、法務部之入境及海關執行局(bureau of Immigration and Custom Enforcement)、交通部之交通安全管理署(Transportation Security Administration)、財政部聯邦法律執行訓練中心、法務部國內整備辦公室(Office of Domestic Preparedness)。

涉及危機整備及因應之機關將併入 DHS 者包括聯邦危機管理署(FEMA)、健康及人力資源部(HHS)之國家策略儲備局(Strategic National Stockpile)、國家災害醫療系統局(National Disaster Medical System)、能源局之核能事故因應小組(Nuclear Incident Response)以及法務部國內危機支援小組(Domestic Emergency Support Teams)。

涉及科學與技術之計畫工作將併入 DHS 者包能源部 BRN 反制措施計畫、環境測量實驗室、國防部國家生物戰防衛分析中心(National Biological Warfare Defense Analysis Center)及農業部梅島動物疾病中心(Plum Island Animal Disease Center)。

資訊分析與基礎設施保護(IAIP)之工作包括發掘、評估對美國國土當前及未來之威脅比對威脅及美本土之安全缺失，發布警訊以及採行防範與保護行動。

涉及 IAIP 機關或單位將併入 DHS 者包商務部之關鍵基礎

設施保全辦公室(Critical Infrastructure Assurance Office)、行政管理總署(GSA)之聯邦電腦事件因應中心(Federal Computer Incident Response Center)、國防部國家網路系統(National Communications System)、聯邦調查局國家基礎設施保護中心(National Infrastructure Protection Center)以及能源確保辦公室(Office of Energy Assurance)、國家基礎設施模擬及分析中心(National Infrastructure Simulation and Analysis Center)。

IAIP 主要任務包括進行威脅評估,列出關鍵基礎設施及主要資產、比對危機與安全缺漏及其後果,威脅警示分享安全資訊、建議並排列保護及支援措施之順序,進行國家層級關鍵基礎設施及主要資產回復機制之整備及因應作為。

另外在 DHS 底下設有特勤組(the Secret Service)及海岸防衛署(U.S. Coast Guard),特勤組職掌包括保護總統及其他政府領袖,規劃、協調及執行指定國家特別安全事件,保護美國貨幣,防止偽造及信用卡詐騙,透過保全性的情報與威脅評估強化防範效能,運用雙重派勤(dual mission)保護國家主要資產及關鍵基礎設施。

海岸防衛署職掌包括海洋國土安全、國土防護、保護天然資源、海洋通行以及海事救援及船隻安全。

十五、2003 世界資訊技術與服務聯盟(World Information Technology and Services Alliance , WITSA)

公共政策報告(http://www.wistsa.org/papers/)（按該聯盟係由美國資訊業公會承擔幕僚工作，中華民國資訊軟體協會為其會員，該聯盟 2000 年世界年會在台北市舉行）

(一)全球 ICT 費用在 2001 年已達到 2 兆 4 千億美金(U.S.$2.4 trillion), 而在 1993 年只有 1 兆 3 千億美金, 網路消費額從 1999 年 1300 億至 2001 年已增加為 6000 億美金。依據 OECD 2002 年 4 月 19 日報告全球政府採購 ICT 費用超過 2 兆美金。

(二)電子化政府將改變政府與企業、民眾之互動方式, 提供創新的服務, 為其所服務之顧客創造新的價值, 例如：清廉、透明施政、便捷、促進營收以及降低成本。

(三)2003 年電子化政府發展趨勢

1. 層級式的發展模式, 各國發展電子化政府過程中, 延續的層級既成為向前邁進的基礎, 也成為阻礙。
2. 越來越須對電子化政府投資效益關注。
3. 改善服務為電子化政府的首要策略。
4. 推廣使用電子化政府為成熟發展階段之最大挑戰。

5. 普級電子化政府服務供給目標(availability targets)。

十六、美國資訊業公會 The Information Technology Association of America (ITAA)於 2002 年數位全球報告 (Digital Planet 2002 Report)

舉出 2001 年全球已有 5 億 2 仟 2 百萬網際網路使用者,從 2000 年 1 億 1 千 3 百萬使用者提升至 2001 年,成長幅度驚人。電子商務 B2C 及 B2B 部分 2000 年至 2001 年成長 79%。

該協會積極在美國倡議十大公共政策,計有

(一)資安全球解決,並列為美國整體國防安全的一部份。

(二)倡議持續改進政府採購。

(三)反對 IT 產品限制來源國,也反對軟體模式由政府強制介入。

(四)支持平衡發展寬頻。

(五)反對 ITU 對全球網際網路之管制。

(六)反對網路隱私權保護歧視性政府介入。

(七)反對不公平國內或國際間不公平或歧視性對電子商務課稅。

(八)要求各國對資訊產品及服務之市場開放。

(九)確保美國資訊公司得以引進高級資訊技術人才。

(十)倡導公司治理(corporate governance)原則。

ITAA 對資安的觀點，資安處理必須政府與民間合作,方可能成功,因為在美國 85%的網路是由民間企業所有且營運。

(一)國土安全光有實體安全是不夠的,沒有資訊通訊安全即無國土安全可言。

在 ITAA 要求下,國土安全部在 IAIP 部門成立國家網路安全處(the National Cyber Security Division),處長剛任命 Amit Yoran 擔任。該處任務：

(1) 發掘風險及漏洞。

(2) 督導網路安全追蹤分析及因應中心(Cyber Security Tracking, Analysis & Response Center)。

(3) 協助建立網路安全推廣及教育計畫。

(二)網路安全事件招致重大財務損失,且在美國有增加之趨勢

2003 年上半年有 7 萬事件通報,約略 2002 年整年的數字。惟迄今仍無評估國家資安整備度及改進情況的指標體系。

(三)資通安全最重要的防制策略是資訊分享,無論公司內部、產業內或各產業之間,政府內或者是國際之間均應對資訊

安全相關訊息彼此分享。ITAA 要求民間部門快速且彈性回應安全事件，政府也應建立評估機制，定期檢討資通安全推展工作狀況。除此之外，政府應強化資安要求，並落實責任，挹注資安經費，推動國家計畫，支持 FOIA（Freedom of Information Act）例外免除公開，且執行安全法規。

(四)未來資安工作充滿挑戰，雖然政府與民間部門已經加緊推動，仍有更多的事情應該予以完成，其間兩者之合作是關鍵，也必須強化所謂的安全文化。

十七、商務部 經濟安全重要基礎建設保護（Economic Security Component of Critical Infrastructure Protection）by Director Daniel C. Hurley, Jr. Critical Infrastructure Protection Department of Commerce

安全由政府與民間合作，透過資通安全標準（security standards） www.csrc.nist.gov及最佳實務（Best practices） www.nric.org作為推廣之準則。並組成諮詢顧問委員會（Advisory committee）。

國土安全成員；國防由國防部及國土安全部，法律執行(law enforcement)由法務部及國土安全部，經濟安全由商務部、財政部及國土安全部負責。

經濟安全由商務部出面較為適合，在於與工業界的歷史關係，及對其之了解，有了深層互信。

落實重要基礎建設保護 Critical Infrastructure Protection（CIP），以確保經濟安全。

CIP 由技術、流程與人員合為解決因子，技術包括標準制訂與遵守，流程含指導方針或政策，人員包括教育、宣導及最佳案例 Best practices 之推廣。

電腦犯罪之成本 2002 年為 4 億五千五百萬。方式主要為病毒有八成二，內部濫用八成。

最近電腦攻擊如 NIMDA 清理及生產力損失達十二億。Slammer 則為十億。

在資訊網路投入資安之報酬率為 21%。

商務部涉及資安單位包括國家電信與資訊署，國際貿易署，工業與安全局，技術署及經濟發展署。

重要基礎建設保護有關的計畫包括國家電信與資訊署之頻寬管理、DNS Root Server Tasks、國際電信組織及 IPv6 Task Force，國際貿易署之電子商務與隱私。工業與安全局之出口管理及國防工業基地問題。技術署及國家標準與技術學院之資安標準。經濟發展署之經濟復原協定（economic recovery

protocols)。

安全標準由國家標準與技術學院訂定技術安全標準、安全管理標準、測試、評估與評量計畫及國際認知安排(international recognition arrangements)。

重要基礎建設保護之全球經濟利益為促進經濟安全，並輔助法律執行與國家安全之目標。應持續教育並向有關人員宣導，光有技術與流程，無法全面解決安全之問題。另外與業界互動有其必要性，因可促進問題之釐清、擴充分析支援、促進說服業界及加速經濟利益之延伸。

十八、美國第一政府入口網(First Gov-the U.S. Governments Official Web Portal,www.firstgov.gov)

（一） 於 2000 年 6 月 26 日依美國 Clinton 總統行政命令建構, 9 月 22 日上線, 於 2002 年 2 月 27 日由資訊提供, 升級為交易服務的入口網站, 2003 年 5 月 1 日再度改版。

依據調查 First Gov 已受到更多的網路使用者青徠,約有 74%的美國人使用過。在 2003 年每週平均約 130 萬人到訪過該網站;而從滿意度調查得知,First Gov 滿意度表現越來越佳,(2003 年 71%) 其理由是該入口網的理念、意旨,內容最新功能與整體網頁設計均符合使用者需要並樂於介紹給

別人使用,其使用者有 15%來自海外。

該網站流覽功能,可用組織目錄,提意見給各機關,最常被問的查詢,主題目錄、新聞及特色展示、電子報發送、FAQ等搜尋引擎,可搜集聯邦、州政府 1 億 8 千 6 百萬網頁,並正在納入各都市的網頁內容中,由於四成以上使用者用 First Gov 來查詢資訊,查詢速度非常重要,用 First Gov 來查詢資訊,查詢速度非常重要,現行可以在 1/4 秒內查遍所有網頁,提供結果查詢可以允許進入相關資料庫及 PDF 檔,搜尋引擎所用技術 AT&T。

(二) First Gov 重視內容,體現顧客導向,主要的工具抱括使用者的回應,民調以及客服中心客人的建議,強調內容要符合顧客的需求,各跨機關入口網充實內容,報告斷線連結,檢視入口網國際國內相關評比,評估當前熱門新聞,新網站及進行深入研析。網站架構必須依據內容來建構,資訊服務提供要多途徑多管道,加速表單與服務,落實點三下即可得到所需服務與資訊之原則,連貫的設計風格,內容使用平順口語化的語言,經常更新維護內容,檢查改進斷線的連結(broken links),提示安全及隱私宣告,促使網路空間無障礙,人人得以使用,測試網站應從流覽器,使用端進行。E-

mail 應建立傳至各機關的傳送系統,並 2 工作日內完成回復。

美國聯邦政府設置公民資訊中心(Federal Citizen Information Center)

利用四種管道提供服務

網頁:First Gov.gov

電話:1-800-FED-INFO

書面:Pueblo, Golorado 81009

電子郵件:透過 First Gov.gov

(三) First Gov 係由美國聯邦行政管理總署 (General Services Administration)底下公民服務處(Office of Citizen Services)來主政。2003 年預算約為 950 萬,雇有 26 人辦理營運。

伍、建議事項:

一、深入研析美國國土安全部有關資訊分析及基礎設施保護設置整合經驗及理由，據以加速我國指定編制專責機關及人員,推動資通安全,保護資訊網路基礎設施,重要應用系統及存放系統免受病毒駭客入侵與破壞、規劃、執行運作持續與災難復原、

落實組織、人員及流程全方位之管理機制。

二、建置國家資安整備度及改進情況的評估指標,定期檢討資通安全推展工作狀況,發掘風險及漏洞,據以因應層出不窮的網路,維繫網際網路正常運作。

三、考量仿效美國立法禁止未經邀約電子訊息,設置"不要垃圾郵件"專屬登錄機制("do-not-spam" registry),以確保電子郵件在網路溝通的正常功能。

四、政府資訊及服務網路化已形成一股世界潮流,各國爭相以電子化政府計畫積極推動,我國當前相關工作亦配合此一發展趨勢辦理,包括六年國家發展計畫數位台灣有關電子化政府工作項目及九十二年度擴大公共建設相關計畫,惟在推動或成效陸續上線提供服務之際,使用網路引發資安隱私爭議事件亦有所聞,今後應結合各業務主管機關,致力建置信賴計算環境(Trustworthy computiog),兼顧安全、穩私、可靠及業務整合之需求,提升民眾使用信心,擴展網路運用,營建迅捷、方便與互信的網路社會。

五、資通訊技術(Information and Communication Technology)產值在全球市場持續成長,形成各國維持經濟成長,降低失業率策略性輔導的產業,而政府部門對 ICT 消費具有引導升級之關鍵作

用,美國資訊產業公會(ITAA)熱衷提出建言,影響公共政策,以利所屬會員權益保障,並維持美國產業之全球競爭優勢,其與政府經濟決策、資安部門之互動模式,值得我國借鏡。

六、政府入口網站必須強化搜尋能力;滿足多數使用者進入入口網站之主要資訊需求,網站經營應持續宣導推廣,導入網友參與有關版面設計,功能擴充及民意提供;充實網站內容之深度與廣度並提供多元服務管道;尤應重視落實網友意見及回復處理機制。

七、引進網路選舉投票應評估選民主觀意願與態度、兼顧秘密投票及公開與公正之訴求,並從地方性公職選舉或政策議題擇適當城市,鄉鎮試辦,以建立選民、選務機關及候選人使用網路投票之互信環境。

八、印證美國電子化政府當前作法,我國正積極推動重點,包括政府單一入口網整合功能,使用者多元存取管道,業務流程,公務人員線上學習訓練與自我服務(Self-Service)以及網路基礎架構整合等應持續加速辦理,並因應未來發展趨勢規劃各機關內部,外部網路協同（collaboration）、決策知識管理以及電子民主(e-democracy)等工作內涵,促進政府轉型為知識導向的價值提供者。

九、創意產業於特定區域形成群聚（cluster），有利業者創意、研發、資金、人才及行銷之水平整合，及同一業別之垂直分工，而創意費城以半官方機構，結合產、官、學、研與跨地方區界之自發性組織來推動費城優勢產業，掌握全球競爭力核心，以觸媒，資金槓桿及業者媒合機會為推動策略，從個別業者在不同經營階段所需之關鍵協助，引進群聚或政府之輔導作為，值得台灣效法。

陸、附錄

一、 行前說明會致詞參考稿

Director Paal, Minister Tsai and distinguished guests,

I'm very honored to meet Director Paal and AIT chiefs today to further strengthen the close business, cultural and social cooperation between Taiwan and the United States. First of all, I would like to thank AIT assistance in the arrangement of E-Services CEO Trade Mission Delegation visits to the different organizations, agencies and technology companies. We appreciate Director Paal's lunch invitation today for us to get to know other delegates and learn more about the purpose of this mission before the trip. I believe that we will benefit from this visit and it will certainly help to bolster the strong IT industry relationship between the two countries.

Similar to the United States, Taiwan is accelerating the use of information and communications technology (ICT) to implement E-Government initiatives. In this way, we hope to integrate democracy into our daily lives by providing online information services for the public and businesses, communicating efficiently and rapidly with government agency via the Internet and enhancing public involvement. In the six-year National Development Plan (2002-2007), the budget for E-Government

under the e-Taiwan project is estimated to be four hundred and thirty five million USD (fifteen billion NTD). And the budget for this year (2003) is about one hundred and forty five million USD (five billion NTD) . The budget for the entire e-Taiwan project for the next five years is about one million USD (thirty-five billion NTD) . These concrete figures show the promise and determination of top government officials on building a successful E-Government. Other than these strategic investments, we also hope that we could bring in advanced mainstream information and communications technology during the implementation process. We hope to boost the E-Government results with the help of market system and civil vitality and drive the developments of Taiwan information services.

United States is the leading country in global information technology whether in terms of software, hardware or services. The US government application system serves as the learning model for other nations. The recent achievements of Taiwan E-Government has attracted the attention and received recognition of international organizations. For instance, Brown University in the US ranked Taiwan E-Government as No. 1 in the world. W E F has graded our E-Government's readiness as No.2 in the world. The delegates of this mission led by me and Minister Tsai not only come from the information and communications unit within the government, but also include high ranking officials from the regulatory body of the IT industry, research institutions, associations and renowned corporations. We believe that with our strong delegation visits to important IT regions of the US including Seattle, Philadelphia and Washington area, we will benefit and learn from our US counterparts via information exchange and partnerships. At the same time, we hope that organizations and business operators in the US will learn more about the policy and unique experience of Taiwan E-Government from the interactions, and grasp market trends better and offer the best solution for the market. Also, under the promotion of common values of democracy, they will expand their role and extend information and communication technology functions to the general public.

Last but not least, I would like to wish a prosperous and booming economy for both Taiwan and the United States. And may all of you be blessed with good health and all the best in your

endeavors.

二、智財權研討會相關場合

Ladies and Gentlemen,

It is my great pleasure to be here today, and have this chance to share some experience with such a distinguished group of experts from around the world. This is a very important conference, on a topic that is of utmost importance to our government, as well as to me personally.

Ideas and knowledge are an increasingly important part of trade. Most of the value of high technology products lies in the amount of invention, innovation, research, design and testing involved. Creators can be given the right to prevent others from using their inventions, designs or other creations. These rights are known as "intellectual property rights".

When an inventor or creator is granted patent or copyright protection, he obtains the right to stop other people making unauthorized copies. Society at large sees this temporary intellectual property protection as an incentive to encourage the development of new technology and creations which will eventually be available to all. The intellectual property protection should contribute to technical innovation and the transfer of technology. Both producers and users should benefit, and economic and social welfare should be enhanced.

The owner of a copyright, patent or other form of intellectual property right can issue a license for someone else to produce or copy the protected software, invention, design, etc. Under certain conditions, governments have the right to take action to prevent anti-competitive licensing that abuses intellectual property rights. The governments must be prepared to consult each other on controlling anti-competitive licensing.

Having intellectual property laws is not enough. They must be enforceable. The governments have to ensure that intellectual property rights can be enforced under their laws, and that the

penalties for infringement are tough enough to deter further violations. The procedures must be fair and equitable, and not unnecessarily complicated or costly. They must not entail unreasonable time-limits or unwarranted delays. People involved should be able to ask a court to review an administrative decision or to appeal a lower court's ruling.

I want to let all of you know that I will be very interested in all of your thoughts and the recommendations that come out of this conference. I wish the conference the best of success, and I would like to take this opportunity to express my thanks to the organizers for all their hard work. Thank you!

參考文獻: http://www.wto.org

三、E-Government in Taiwan

Introduction

It's my pleasure to present E-Government in Taiwan to you, a group of renowned scholars from America. The presentation should last 20 minutes. First, I will talk about the environment, implementation mechanisms and concepts, and then I would like to give you a look at some examples of Web-based applications we have been developing and using up to this point. Lastly, I will conclude what we are going to do in the next five years. During the presentation, please interrupt any time if you have a question.

Generally speaking, the people in Taiwan are keen to bring information and communication technology, ICT for short, into their life. As these statistical indicators show, our status is almost similar to or higher than most of the developed nations. Our Internet population is 48.6%, which means that about 10 million people log onto the Net. 65% of households can connect with the Internet. Among them, 70% of households are broadband users. Mobile phones are extremely popular, with penetration rate at more than 100%. Cable TV is also well received, and 82.2% of families have it. In short, the high-tech environment in Taiwan is ripe for e-government initiatives.

The RDEC is responsible for introducing ICT into the public sector. In doing so, it is collaborating with two task forces under the Cabinet. They are the National Information and

Communication Initiative and the National Information and Communication Security Board. The RDEC carries out its mission by closely watching the ICT programs initiated by other ministries or commissions and by providing long term electronic government plans. It also provides common services, such as backbone network for all governmental agencies and documents interchange information network. The information management department under the RDEC does program and budget review, coordination, monitoring progress and helps the IT units to remove barriers, including lack of funding and technology advice. Since almost every agency has only limited IT personnel, the main strategy to realize ICT benefits in their organizations is outsourcing. How to wisely and economically outsource is an important issue.

With ICT, the government is changing the way it is interacting with its citizens in many aspects. E-government provides three kinds of services, services for its citizens, for business and for its own employees. Those services should be available 24 hours a day, seven days a week in a style of one-stop shopping service, which means the government should reengineer procedures to provide integrated service rather than ask the citizen or businesses to visit several offices before getting their applications' approval. And E-government should provide services through multiple devices, such as kiosks, PDA, mobile phones and digital TV sets.

According to a UN survey on the countries around the world, e-government development can be divided into five stages. They are emerging, enhanced, interactive, transactional and seamless service stages. Now, Taiwan is in the transactional stage. We are in this stage after we have made a lot of efforts in computerization and infrastructure development. We are asking ministries and commissions to place more services on line and better the services on the Web based on customers' needs. In order to progress onto a higher stage of development, we still have a long way to go. We hope a kind of mobile government can be realized, in which the government interacts with its citizens without time and location limitations.

Web-based Applications

In the following minutes, I am going to give you some examples of Web-based services available in the different web

sites run by the agencies. It is a pity that not all of the examples have an English version. But I will do my best to explain the main points in those examples. The first one involves government procurement. All procurement cases worth more than 100 thousand NT dollars (nearly equal to US $ 2899) are required to publish the relevant information on the Government Procurement Information Center Web site. For the products and service providers, they can get access to procurement information through this Web site. As of June of 2003, more than one million public bid requests were posted. One of the systems in the center is about tender documentation download and online bidding for government procurements. At this time, more than 20% of the tender documentation can be downloaded on line. Using this method can prevent corruption that may be caused by human contact.

Many developed countries allow their citizens to file tax returns via the Internet, and Taiwan is no exception. But Taiwan provides a unique feature to its taxpayers. Taiwanese taxpayers can retrieve every item of their own income in the previous year and use the retrieval data in the tax return. Since this kind of service concerns about individual rights and privacy, a taxpayer must use an electronic certificate, which certifies identity in cyberspace, while he or she gets access to personal income data. After four years of promotion for online taxation, the usage of the service this year has increased drastically as you can see in the bar chart.

This is tap water service on line. The households may stop, or resume tap water service or make other kinds of updates through the Internet. This kind of on line service is also applicable to power and gas. The e-job Web site not only provides employment information for fresh college graduates, but also let them register on a waiting list for jobs. For the employers, they can publish job opportunities here. Now moving on to the National Law Bylaw and Regulation Database. This Web site covers all aspects of central government business and offers the most updated data because all agencies are required to make updates on line any time when changes have been made. On this Web site, you can also see bill drafting prepared by different ministries or commissions for comment from the general public.

I have prepared three slides to show you the mechanism with

which we open the government agencies' information to our citizens. Citizens' right of free access to information can be realized more effectively and efficiently if we do it with ICT. The first example is a portal in which all open information from agencies is collected systematically with data mining technology. The portal's goal is to provide a single query, complete search service to the public and promote information sharing between government agencies. The second example is an advanced information retrieval system, which allows you to get results across several different databases. The third one is an archives catalogue retrieval Web site. The users may inquire in this site and use the findings to fill out an application form on line for sending copies of the requested records or archives.

Here, the one I would like to share with you is the e-government entry point of Taiwan. It has a simple address, www.gov.tw and is similar to First-Gov in the United States. We provide a single portal for the public to reach more than three thousand governmental Web sites. With the portal, the users may access all kinds of information as well as online services, but also communicate with the government agencies through e-mail, web chat rooms, online polling and cyber space forums. Since it was opened 18 months ago, the popularity for the portal has significantly increased. Every month the portal has more than ten million page views. During the outbreak of SARS, it proved to be a useful channel for concise, comprehensive and timely information dissemination.

The Official Document Interchange Network is comprised of several information management systems and an environment for gateway solutions, through which an official document can be sent electronically in an efficient and secure way. The diagram shows the interchange is made with a digital signature and encryption provided by the Public Key Infrastructure.

To summarize the progress of e-government in Taiwan, I would like to point out three things. All government agencies get connected to the Internet, and 82% of them provide online services. All agencies are able to exchange documents through the Internet. And 600 items of government application services are available on government Web sites.

Outlook

So far, our achievements have won some international and

domestic acclaim. However, in response to the growing on line population in Taiwan, the RDEC is pushing ahead with three major directions for the e-government program. They are 1) customer-driven integration of information systems, 2) digital divide and 3) building up an e-society. Leaders in government have taken these goals very seriously and decided to invest 435 million US $ (15 billion NT $) over a six -year period (2002-2007). In fact, this year(2003), we have already enjoyed a budget increase to the amount of about 145 million US $ (5 billion NT $) in this undertaking.

The strategic fund will address critical issues of service delivery across agencies as a whole and provide technological solutions to critical problems, such as security and interoperability. In the past, investors in information technology have seen reduced returns simply because governments and private companies have ignored customers' demands for integrated services that involve more than one government agency. This has also been the case in the United States. Our goal is to change all that. In this architecture, we can see the vision we aim to realize by the end of 2007.

Talking about the digital divide, we aim to provide universal access, to enable the disabled and the disadvantaged by means of training, financial assistance and facilities, and to diversify contents on the Web, which makes sure minority voices will be heard. Finally, we need to facilitate digitalization and speed up the network in the sectors other than government bureaucracy, if we want to double or even triple the benefits of ICT investment. Therefore, we have developed what we call the E-Taiwan Project. Besides e-Government, it is composed of e-Industry, e-Society and e-Infrastructure. We plan to appropriate 1 billion US $ over a six -year period (2002-2007) for strategic investment in the E-Taiwan Project.

In the last slide, I have brought up five emerging issues regarding e-government. The Internet has empowered citizens to share information and to be more active in the political decision making process. As a result, transparency and trust will be key issues in the information era. How to promote ICT and encourage citizens' participation in policy development will be our main concern. This in turn will enable civil servants to be more

versatile in doing their jobs and provide knowledge-based services to their clients. An ideal e-Society can be made possible only by collaboration between the citizens and their government.

That wraps up my presentation and Thank you for your attention.

四、軟體產業最新發展趨勢

2002-2003 年我國資訊軟體產業回顧與展望

In 2002, the software industry, both in Taiwan and overseas, experienced an unprecedented slump. After falling in 2001, the NASDAQ index continued to fall in 2002, by nearly 20%. The stock prices of almost all the world's leading software companies suffered. With no sign of an end to the global economic downturn, companies have been cutting back on their IT spending, affecting the performance of software companies all over the world. Microsoft has been an exception here. Since the anti-trust case was launched against Microsoft, the company's stock had performed poorly, but in 2002 it began to look as though the case was going Microsoft's way. As a result, Microsoft's share price did not fall as much as many other companies'.

According to data produced by Gartner, over the period 2001 – 2006 the global software and services market will have a CAGR of 6.9%. The global economy is starting to recover, although in 2002 the global software and services market grew by only 2.9% compared to 2001. Application software and professional services are the largest segments in the software and services markets respectively. The Asia Pacific market grew by 9.6% in 2002, faster than any other regional market.

The stock market of Taiwanese software companies has performed badly. Only on-line game of digital content companies enjoyed significant growth in 2002.

The period 1996 – 2000 was a period of rapid growth for the Taiwanese IT services market, with a growth rate in excess of 20% every year. However, Taiwan has not been spared the effects of the global economic downturn; in 2001, the Taiwanese IT services market grew by only 12.4%, to reach NT$133.4 billion (US$3.8 billion; US$1 = NT$34.8300). The growth rate in 2002 will be even lower, at 7.1%; the market will grow to only NT$142.9 billion

(US$4.1 billion).

Factors which contributed to growth in 2002 included: the rise in the penetration of broadband Internet access, which stimulated demand for Internet services; the crackdown on piracy, which caused enterprises to increase their spending on software; the growing emphasis on information security, which led to high growth in security software sales; the continuing boom in on-line games, which boosted growth in the Internet services market.

Negative factors included the failure of the government's "Digital Taiwan" plan to achieve any significant results, the cutting of IT budgets in the financial sector to compensate for losses resulting from a high deft ratio, and the continuing economic downturn, which has led large corporations to delay the purchase of new software.

In 2003, as the global economy starts to recover, the Taiwanese IT services market is expected to grow by around 10.3%, from NT$142.9 billion (US$4.1 billion) in 2002 to NT$157.6 billion (US$4.5 billion) in 2003. One of the main drivers of growth will be the enrichment of broadband content, which will encourage people to use the Internet more, causing the Internet access service market to grow. The government's plan to make more citizens digitally literate will result in significant growth in the e-learning industry; this also will stimulate the growth of the ISP market. On-line gaming is expected to maintain the high level of growth which it maintained in 2002; at the same time, the target market for on-line gaming will expand to include different types of user. The increase in demand resulting from the "Digital Taiwan" plan should start to make itself felt in 2003, helping to stimulate growth in the system integration and professional services markets. The key factor affecting growth in the financial sector market in 2003 will be the birth of the new financial holding companies, which will need to establish new, integrated information systems. With the global economy starting to recover, corporate users should increase their spending on IT in 2003.

參考文獻:2002-2003 年我國資訊軟體產業回顧與展望 財團法人資訊工業策進會 王勝宏

五、網際網路相關立法趨勢

臺灣網路立法趨勢

一、 網路犯罪

「刑法」部分條文修正於92年6月3日立法院三讀通過，並於92年6月25日經由總統公布，增訂「妨害電腦使用罪專章」。本次修正係我國自86年以來最重要之電腦網路犯罪修正條文，將可有效規範現行「刑法」無法有效處理之電腦犯罪類型，對於我國未來防制電腦網路犯罪，以及建構優良網際網路相關產業發展環境，將有重大影響與深遠意義。修正重點包括：

（一）無故輸入他人帳號密碼、破解使用電腦之保護措施或利用電腦系統之漏洞，而入侵他人之電腦或其相關設備者，處3年以下有期徒刑、拘役或科或併科10萬元以下罰金。

（二）無故取得、刪除或變更他人電腦或其相關設備之電磁紀錄，致生損害於公眾或他人者，處5年以下有期徒刑、拘役或科或併科20萬元以下罰金。

（三）無故以電腦程式或其他電磁方式干擾他人電腦或其相關設備，致生損害於公眾或他人者，處3年以下有期徒刑、拘役或科或併科10萬元以下罰金。

（四）製作專供犯本章之罪之電腦程式，而供自己或他人犯本章之罪，致生損害於公眾或他人者，處5年以下有期徒刑、拘役或科或併科20萬元以下罰金。

二、個人資料保護

為規範電腦處理個人資料，避免人格權受侵害，並促進個人資料之合理利用，法務部於79年參酌「經濟合作暨發展組織」（OECD）所揭示的保護個人資料八大原則，研擬制定「電腦處理個人資料保護法」草案，經完成立法程序後，於84年8月11日由總統公布施行迄今。

惟因電腦科技的日新月異，利用電腦蒐集、處理、傳輸個人資料之情形日漸普遍，對個人資料隱私權益之保護，造成莫大之威脅。尤其該法對非公務機關有行業別之適用限制規定，又有諸多不確定法律概念，對個人資料之保護，確有不周延之處，實務上亦發生許多窒礙難行之困難。有鑑於此，法務部自90年起，即積極著手進行電腦處理個人資料保護法部分條文之研修工作，經慎密研究、審慎檢討，於91年9月中旬擬訂「電腦處理個人資料保護法部分條文修正草案」初稿條文，嗣再邀請專家學者舉行十二次研商會議後，於92年4月完成本修正草案。

本修正草案計刪除五條，修正二十九條，增訂六條，共四十條。茲將增修要點分述如下：

（一）刪除非公務機關行業別之限制，即任何自然人、法人、機構或其他團體，除單純為個人或家庭活動之情形外，皆須適用本法。（修正條文第二條、第七條）

（二）增訂蒐集資料時不論是直接或間接蒐集，除符合得免告知情形者外，均須明確告知當事人蒐集目的、資料類別、資料來源等相關事項。（修正條文第六條之二、第六條之三）

（三）增訂有關犯罪前科、健康、醫療及基因等四類資料為特種資

料，其蒐集、電腦處理或利用之要件較一般個人資料更為嚴格，不符法定要件不得為之。（修正條文第六條之四）

（四）增訂對未滿十二歲之兒童蒐集其本人或家庭成員個人資料時，應先取得其法定代理人之同意。（修正條文第十八條第二項）

（五）增訂公益性法人得接受當事人之委任，代為行使其得主張之權利及提起訴訟。該公益法人接受二十人以上之委任者，提起民事訴訟，第一審免裁判費，第二審其標的價額超過新台幣六十萬元者，超過部分免繳裁判費。（修正條文第三十二條之一）

（六）明定違反本法規定蒐集、電腦處理或利用個人資料，侵害當事人權利者，雖不能證明非財產上之損害，亦得請求新台幣二萬元至十萬元之金額，並對同一侵害原因事實，將賠償總額提高為新台幣五千萬元。（修正條文第二十七條）

（七）修正非公務機關違反本法規定者，行為人及該非公務機關負責人，應併予裁處行政罰鍰，以加重行政制裁，保護個人之隱私權益。（修正條文第三十八條至第四十條）

（八）明定本法之主管機關在中央為各目的事業主管機關；在地方為各直轄市、縣（市）政府。主管機關依本法規定執行之權限，並得委任、委託其他機關或公益團體辦理，期能落實本法之執行，貫徹保障人格權之立法意旨。

三、垃圾郵件問題

依據我國網路消費協會引用 ISP 業者的統計資料指出，電子郵件氾濫情況驚人，我國電子信箱中的郵件每日進出約 2,470 萬封，其中垃圾郵件佔 90%，平均約佔用全部空間的 85%。

有鑒於電子郵件的濫發可能衍生相關法律問題，經建會法協中心將於 92 年底完成「濫發電子郵件行為之管理與法制規範研究」，就濫發電子郵件廣告信的行為，針對技術管理、業者自律與政府管理等不同層面，提出因應策略與法制建議，並進行憲法、民法、刑法、電腦處理個人資料保護法或其他法律之適用研究，以釐清相關爭議。

六、網路隱私權

國際間主要立法原則

1、蒐集限制原則(the Collection Limitation Principle)

2、資料內容正確性原則(the Information Quality Principle)

3、目的明確化原則(the Purpose Specification Principle)

4、限制揭露之原則(the Discolsure Limitation Principle)

5、安全保護原則(the Security Safeguards Principle)

6、公開之原則 (the Openness Principle)

7、個人參加原則(the Individual Participation Principle)

8、責任原則（the Accountability Principle）

9、使用限制原則（the Use Limitation Principle）

10、 個人取用原則（the Individual Access Priciple）

我國立法努力方向

第一項 修法方面

第一款 規範對象「擴大適用」原則

第二款 保護客體「彈性因應」原則

第三款 行政程序「輕度管理」原則

第四款 主管機關「獨立權責」原則

第五款 書面同意「擴大解釋」原則

第六款 兒童隱私「單獨立法」原則

第二項 網路業者方面

1、制定網路隱私權政策

2、讓網路使用者能選擇提供資料之範圍

3、明確告知使用者修改及更新資料之程序

4、確保個人資料保存之安全性

參考文獻:權平法律資訊網 http://www.cyberlawyer.com.tw/alan1.html

七、網路犯罪

The popularity of the Internet has grown at incredible rates and today it reaches into the hearts of many corporations and households worldwide. The Internet gives computer users access to a wealth of information. It is also a wonderful mechanism for the exchange of E-mail communications and file attachments globally. International boundaries no longer exist when it comes to the exchange of information over the Internet. This new technology has proven to be ideal for international commerce and it has the potential to be a valuable communications tool for exchange of law enforcement and government information. However, the advent of the Internet has also created new law and order problems.

With networks like the Internet, borders no longer exist, so if computer fraud or criminal offences occur, what police force will have jurisdiction to investigate the alleged crimes?

If several countries or states are affected, who will be in charge of the investigation?

Above all, what jurisdiction will apply and which country's courts?

The reciprocity agreements exist between different countries in the case of serious crimes, but not for computer crime or fraud. The police can intervene only if the crime is committed in the

territory where its jurisdiction and the law apply. No supercourt exists to deal with international or supranational criminal offences, except in the case of crimes against humanity.

One example of the problem the case of a Taiwan citizen who gambles on a Las Vegas website. Gambling is illegal in Taiwan but not in Las Vegas. Has a crime been committed?

The world's major governments had agreed to legislate along the same lines to smooth out problems of jurisdiction and competence, but the police forces would be insufficient for the task.

八、垃圾郵件

美國聯邦參議院商務委員會於六月十九日通過（Controlling the Assault of Non-Solicited Pormography and Marketing Act of 2003）又稱為（CAN-SPAM Act）該法案禁止任何人利用商業電子郵件以錯誤訊習誤導他人之行為，並禁止發送垃圾郵件之發信人以回復或轉寄方式或使用網站自動發信功能等，擴大其不實郵件之傳送。

法案主要內容：

1.任何人明知或故意以傳送嚴重偽造或嚴重誤導他人電子郵件，違者將被處罰鍰或一年以下有期徒刑

2.任何人企圖傳送嚴重或故意偽造及誤導之電子郵件將被視同禁止之詐欺行為。

規範電子郵件回復電子信箱之功能及取得電子信箱之方式。

九、美國國際貿易智財權談判策略研討會-主要國際組織

對智財權保護規範見解研討會

與貿易有關之智慧財產權協定（Agreement on Trade-Related Aspects of Intellectual Property Rights，簡稱 TRIPS）於一九九五年一月一日開始生效，為現行國際上保護與貿易有關之智慧財產權種類最為完整之單一多邊協定。這條協定加強了國際間保護知識產權的統一性及預知性，以及促使爭執能夠更有秩序地得以解決。TRIPS 的主要目的是收窄國際間保護知識產權的不同標準和促使會員國遵共同的國際條例。每當在貿易上發生有關智慧財產權的爭端，世貿組織的爭執調解體制便能提供服務。

TRIPS 主要管轄五個事項:

怎樣使貿易的基本原則及其他國際知識產權的規定得以適用

怎樣提供足夠知識產權的保護

國家應怎樣在其國境內妥善地推行這些知識產權

怎樣調解世貿會員國之間有關知識產權的爭端

在新體制初推行時特別的過渡措施

這條協定的責任將平等地適用於所有會員國，但發展中國家將容許較長時間來實行。TRIPS 為會員設定保護智慧財產權之最低標準，並容許會員更廣泛地加強知識產權的保護。會員可自由地決定適當的方法在他們的法律制度中實行協定中的條款及執行標準。

Origins: into the rule-based trade system

The extent of protection and enforcement of these rights varied widely around the world; and as intellectual property became more important in trade, these differences became a source of tension in international economic relations. New internationally-agreed trade rules for intellectual property rights were seen as a way to introduce more order and predictability, and for disputes to be settled more systematically.

The 1986-94 Uruguay Round achieved that. The WTO's Agreement on Trade-Related Aspects of Intellectual Property Rights (TRIPS) is an attempt to narrow the gaps in the way these rights are protected around the world, and to bring them under common international rules. When there are trade disputes over intellectual property rights, the WTO's dispute settlement system is now available.

The agreement covers five broad issues:

how basic principles of the trading system and other international intellectual property agreements should be applied

how to give adequate protection to intellectual property rights

how countries should enforce those rights adequately in their own territories

how to settle disputes on intellectual property between members of the WTO

special transitional arrangements during the period when the new system is being introduced.

十、高科技產業智財權管理制度-公平法相關議題研討會

The System has a responsibility for and an interest in the advancement of scientific knowledge and creative work that will enhance its educational, research and service missions and benefit the public it serves. The purpose of these regulations is fourfold:

2.1 to encourage the development of Intellectual Property for the best interest of the public, the creator of the Intellectual Property, the System, the System component and the research sponsor; and

2.2 to provide timely disclosure and protection of Intellectual Property whether by development, commercialization, or publication, or any combination thereof; and

2.3 to allow employees of the System maximum scientific and professional freedom with respect to the method of disclosure and publication of their findings, consistent with any contractual obligations of employment or sponsored research; and

2.4 to provide procedures for the protection of System Intellectual Property through patents, copyrights and trademarks, and for the licensing of System Intellectual Property for commercial application, for the benefit of the public.

微軟反托拉斯法建議

- substantially reducing the amount of the royalties paid by licensees;
- reducing the royalty pre-payment required at the time the licensee signs the license to $50,000, which is creditable toward a licensee's royalty payments;
- allowing licensees to renew their licenses for an additional five-year term at any time before the Final Judgment expires on November 12, 2007, thus allowing licensees to extend their license term well past the period covered by the Final Judgment;
- eliminating stringent program entry criteria that may have deterred some prospective licensees from taking a license;
- improving the license warranties to ensure that the licensee receives the appropriate technical documentation in the appropriate form;
- modifying a significant license term that could have deterred prospective licensees who choose to work with the open source community;
- making available the documentation for the communications protocols to

prospective licensees for evaluation prior to signing a license; and

- enlarging the scope of the license to permit use of the communications protocols both to communicate with a larger variety of Windows client operating systems and to operate on clients that are functioning as servers.

十一、 華盛頓州資料

- 基本資訊
- 州政府入口網http://access.wa.gov/
- Digital government 簡介

基本資訊

州都：

奧林匹亞(Olympia)

面積：

68,139 平方英哩 / 174,592 平方公里 (美國第二十大州)

人口：

5,600,000

地理位置：

美國大陸最西北的一州

州生產毛額：

US$1,600 億美元

貿易量：

US$970 億美元 (雙邊貿易額)

時差：

比台灣慢 15 個小時(春、夏天)或 16(秋、冬天)個小時

主要城市：

西雅圖(Seattle)、斯博坎(Spokane)、塔可瑪(Tacoma)

州長：

駱家輝 (1997 年 1 月上任)

歷史

人類學家認為九千年前華盛頓州已有人類活動的足跡，在歐洲人大量移居此地之前，印第安文化在此蓬勃發展。西元 1579 年，法蘭西斯・卓克伯爵(Sir Francis Drake)曾經航行經過太平洋西北沿岸，西元 1805-6 年，路易斯克拉克探險隊首先到達美國西北，並深入哥倫比亞河口華盛頓州在西元 1889 年正式成為美國領土，為進入聯邦政府的第四十二州。本州是以美國第一任總統喬治・華盛頓(George Washington)來命名的。西元 1889 年，依萊夏・斐利(Elisha P. Ferry)被選為本州第一任州長。駱家輝則為本州第一

位華裔州長。

地理位置及交通

華盛頓州位於美國大陸的西北角，北鄰加拿大。華盛頓州與歐洲大陸及亞洲兩地距離相等。此一卓越的地理位置促使本地發展了世界級的交通設施，讓座落於本地的工商業能輕易地運送他們的產品與服務。華盛頓州的港口也是美國大陸距離台灣最近的港口。

氣候

華盛頓州由卡斯克德山脈(Cascade Mountain Range)分成兩個截然不同的氣候型態，卡斯克德山脈以東地區亦即內陸地區，為華盛頓州主要的農業區，氣候要比西區乾燥許多，平均氣溫介於攝氏－8 到 32 度之間，年平均降雨量為 47 釐米；卡斯克德山脈以西地區則為溫和的海洋氣候及高山氣候平均溫度為攝式-3 到 20 度，平均年降雨量為 60 釐米。

人口

自從本州立州以來，除了有一次人口成長率未超越國家成長率外，其他時間均領先國家平均成長率。從 1980 年至 1990 年,華盛頓州的人口成長率超越 11.5%，比國家成長率高出 3.5%。九零年代初期曾預測未來的十年，人口成長率為 15.3%，但目前的人口成長率已遠超過當初的估計。1997 年時，華盛頓州有五百六十萬人口，年成長率為 2%，預估 2010 年前，本州的人口將超過六百五十萬。

經濟與產業

在過去二十年裡，華盛頓州的經濟穩定地朝多元化發展，造成健康的投資環境及適合各種服務及產品的市場。1997 年，華盛頓州的州生產總值為一千六百億美元，華盛頓州的國民平均所得為$22,113 美元。本州的主要產業包括飛機製造業及零件、電腦軟體、農業及食品、觀光，林產品及建材、生物科技及環保科技。

主要產業

華盛頓州的經濟已由農業經濟轉型為多元化的高科技經濟型態，由以下的圖表可以看出華盛頓州主要產業及其概況。

航太業	800	190,000	280	波音(Boeing)公司，全世界最大的飛機製造商
電腦軟體業	2,500	-	150	微軟(Microsoft)，全球最大的軟體公司；亞馬遜(Amazon.com)，全球最出名的線上商店
林業及建材	1,800	34,000	120	惠好公司(Weyerhauser)，全球最大的林業廠商之一
農業及食品加工	-	-	120	星巴克咖啡(Starbucks)，美國最大的咖啡零售商；華盛頓州蘋果，全美產量第一
觀光業	-	125,000	91	最受台灣觀光客喜愛的州之一(排名第五)
環保科技	500	27,000	30	Battelle Pacific Northwest National Laboratories，美國最大最先進的環保科技研究中心之一
生物科技	115	12,400	11	Fred Hutchinson Cancer Research Center，全球最大的癌症預防及控制研究中心

國際貿易

1997 年，華盛頓州的雙邊貿易額為九百七十億美元，華盛頓州的個人貿易量為全美最高，也是全美最依賴貿易的州，平均每四個人就有一個人從事與貿易相關的行業，台灣是華盛頓州的第六大貿易夥伴。華盛頓州其他的貿易夥伴包括日本、加拿大、中國大陸、南韓、英國、泰國、新加坡及馬來西亞。

外國投資

華盛頓州的外來投資超過美金 65 億美元，分布於全州 535 個產業，僱用的員工數超過三萬一千人。主要的外來投資來自日本、加拿大、台灣、韓國、挪威及瑞士。無論是州政府、地方政府或當地產業都非常支持外來投資。針對某些特定的產業，華盛頓州的立法當局也頒佈了有利的稅務規定，無論是本國企業或外來投資都適用於同樣的法律、命令及優惠。因此，在華盛頓州，外資企業的營運基礎與當地企業是一樣。

旅遊及觀光

華盛頓州是美國境內最受台灣觀光客喜愛的第五個州，台灣觀光客喜愛華盛頓州的理由是，在華盛頓州每個人都可以得其所哉。由華盛頓州的大城市出發，在很短的開車距離內，您能看到壯觀的海景、茂密的森林、高聳的山岳、風切所造成的險峻沙漠峽谷、綿延不盡的小麥田、果園及釀酒葡萄園。無論是刺激的戶外冒險活動、美麗的自然景觀、多元的水上休閒活動或者令人垂涎三尺的餐飲，華盛頓州總能滿足您的要求。

教育與學校

華盛頓州是台灣學生出國留學的好地方，華盛頓州的學校提供高品質的教育，針對國際學生設計多樣化課程，並且有安全及高品質的居住環境。自從 1832 年於溫庫華堡建立本州第一所學校以來，教育就一直是本州的施政重點。目前本州有超過 1,900 家中小學，55 家公立及私立大專院校。

州長

華盛頓州現任州長為駱家輝先生，他是美國史上第一位華裔州長。駱州長 1972 年自耶魯大學取得政治學學士學位，1975 年自波士頓大學取得法律碩士學位。1982 年，駱家輝贏得華盛頓州政府代表席位(Washington House of Representatives)；1990 年，《西雅圖時報》(Seattle Times)推舉駱家輝為普捷灣地區(Puget Sound)最有效率的立法者；1993 年，駱家輝獲選為國王郡郡長，為史上領先對手差距最大的當選者；1996 年 11 月獲選為華盛頓州州長。

台灣辦事處

華盛頓州台灣代表辦事處設立於 1989 年，隸屬於華盛頓州政府社區經貿發展廳。此一辦事處的任務在於提供多元化的服務給有興趣進行商業或文化交流的台灣或華盛頓州公司。本辦事處的主要服務包括投資、貿易、觀光及教育。

2003 Summary Findings (Washington State Department 參考資料):

INNOVATION

Innovation Capacity

Washington ranks **8th** of all states in innovation capacity.

New Company Creation

Washington ranks **1st** of all states in the creation of new companies.

Company Closings

22.5% of Washington businesses cease operations each year.

Patent Generation

The number of technology patents by Washington inventors increased by **11%** from 2000 to 2001.

Top Technology Patent Areas

Technology patents constitute **8 of the top 10** patent areas.

Patents by Industry

Washington is a **leader** in office and communications equipment and other areas including software.

Federal Funds for Research & Development

Washington ranks **17th** in federal R&D funding, down from 16th in 1998.

Research & Development Expenditure by Performing Sector

Washington R&D expenditure in industry exceeds that of all other sectors combined .

COMPETITIVENESS

Industry Dominance

Washington's most dominant industries are aerospace, ship building, forestry and wood products, and computer and data processing.

Change in Industry Dominance

Dominance increased modestly in several newer technology industries and ship & boat building, but decreased substantially in older industries such as aerospace and wood products.

Technology Employment by Region

Technology employment is highly concentrated in the Seattle-Bellevue-Everett area, though growth is occurring throughout the state.

Technology Employment by Industry Sector

Transportation equipment is Washington's largest technology sector, followed by software and information.

Growth by Sector

Software and information technologies had the largest percent increase in employment, followed by telecommunications.

Exports by Sector

Transportation equipment is Washington's largest technology sector, followed by software and information.

Export Value and Ranking

Washington ranks 4th in the value of exports and is 1st in exports per capita.

Homes with Internet Access

Washington ranks **3rd** in percent of households with Internet access and **4th** in percent of households with a computer in 2001.

Tax Burden

Business taxes are high and household taxes are low in Washington.

GROWTH

Employment Growth

Technology industries account directly for over 12% of Washington's total employment. Technology industries (excluding aerospace) directly account for 9% of Washington's total employment.

Employment in Startup Companies

Washington State has the **2nd** highest growth rate for employment in startup companies.

Employment in Gazelle Companies

Washington ranks **3rd** in employment in gazelle companies.

Average Technology Job Wage

Washington State ranks **1st** in average technology job wages (1998–2000).

FINANCIAL CAPACITY

Venture Investment by Region

Aggregate annual venture capital funding fell from 2000 levels.

Growth in Venture Investment by Region

Washington is above average in minimizing decline of venture capital investment.

Initial Public Offerings

Washington's IPO volume declined in 2001, but IPO value remained strong.

Distribution of Northwest Capital Investment

2001 Northwest capital investment in technology is broad-based, with computer-related products predominant.

Small Business Innovative Research Program Awards

SBIR investments are steady in Washington.

Advanced Technology Program Awards

Two Washington companies received ATP awards in 2001.

HUMAN POTENTIAL

Educational Attainment

Washington ranks 2nd in percentage of residents with a high school diploma and 12th in percentage of residents with a 4-year college degree.

Science and Technology Degrees Granted

Washington's 4-year institutions grant over 4,500 science and technology degrees each year.

SAT Scores

Washington students continue to exceed the national average for math and verbal SAT scores.

Standardized Math Test Scores

Washington's fourth and seventh graders are increasing their proficiency in math and science.

QUALITY OF LIFE

Traffic Congestion

Nationally, Seattle ranks 5th in traffic delay. Regionally, Seattle has the highest level of traffic congestion, but Portland-Vancouver is catching up fast.

Urban Area Housing Affordability

Washington's share of affordable housing options is on par with national average.

Statewide Housing Affordability

Housing is most affordable in the Spokane, Tri-Cities and Yakima areas.

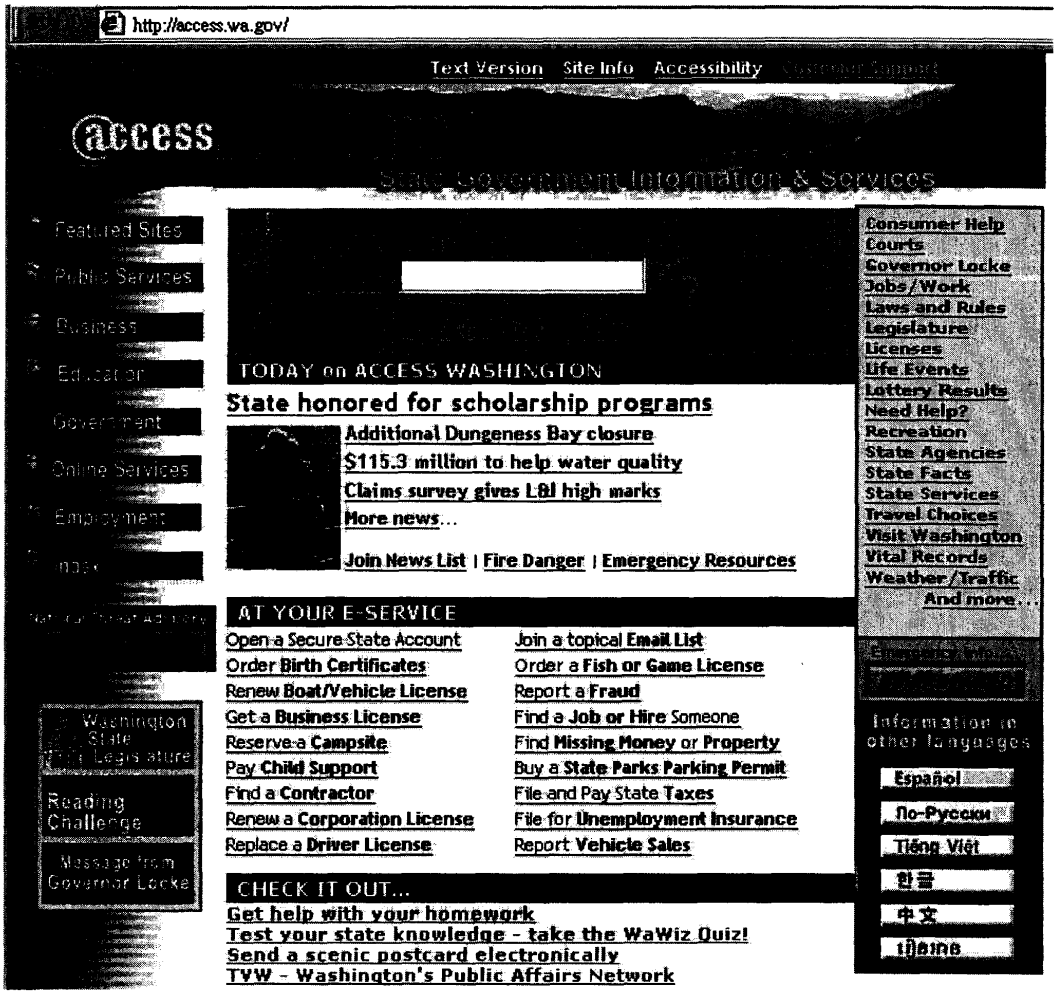
Crime Index

Washington residents experience fewer violent crimes but more property crimes when compared to the U.S. average.

Arts and Sports Organizations

Washingtonians have access to arts and sporting events throughout the state.

州政府入口網



What IS digital government?

"Simply reproducing bureaucracy online is not good enough. We can't truly serve the citizenry with static, confusing Web sites that don't provide clear pathways to the day-to-day functions people need." - Gov. Gary Locke

Digital government is more than just a buzzword for online government services. It is a fundamental shift in government culture, allowing those in public policy and government to respond much more quickly to citizens, while making government services more accessible and understandable to citizens. It's about re-establishing trust in government and improving relationships between those who govern and those who ultimately own government, the people.

Digital government means replacing tired old bureaucratic service lines with accessible information and services, available 24-hours a day, directly from the desktop, using powerful new technologies like digital signatures and electronic forms. It means offering a "one-stop-shop" to many government services through the state's Internet portal Access Washington. It means making the process of accessing government services immediate, simple, seamless and intuitive. It means reducing paperwork within government, and reducing costs so we can move those dollars into direct delivery of services. Finally, it means improving service delivery to all segments of our population, whether connected to the Internet or not, because as we move more of our citizens online, we shorten the remaining lines at traditional service counters.

Our role in digital government

The Washington State Department of Information Services (DIS) is leading the state's efforts to build digital government. We do this in several ways:

Telecommunications infrastructure: DIS operates a Statewide Enterprise Network (SEN), a private statewide Intranet for state and local government. It is a secure, standards-based TCP/IP network that connects more than 1,100 sites statewide and provides reliable and economical voice, data and video communications for state agencies, commissions and boards. The SEN is built on a leased SONET fiber optic backbone infrastructure deployed among seven node sites in Washington. High-speed Asynchronous Transfer Mode (ATM) and Frame Relay switches and routers at each node location support the SEN. The

SEN then uses Frame Relay and T1 circuits purchased from local telephone companies to connect remote customer sites across the state. DIS manages the total network structure of fiber optic digital backbone connected to local Frame Relay and T1 circuits, creating a single integrated enterprise network meeting the needs of government. Because the SEN is a shared private network, it allows state agencies, commissions and boards to communicate together easily in a secure and trusted environment.

Computing infrastructure: SEN is paired with an enterprise computing environment that is anchored at two primary data centers for state government. This consolidated DIS data center is the third largest in the state, behind only those at Microsoft and Boeing, and combines both client server and mainframe computing in a secure, controlled environment.

The centrally provided enterprise network and computing services have provided Washington a significant advantage over other states in ensuring sufficiently flexible and robust infrastructure that supports the changing needs of government and public service. The advantage is clearly seen in the state's pioneering and scalable digital government infrastructure. The digital government initiatives extend the value of the core telecommunications and computing infrastructure, and make possible online applications, transactions and relationships that otherwise would be impossible; and transform the underlying architecture from purposefully closed to purposefully open.

A learning environment for digital government: The Digital Government Applications Academy was created as a learning environment for state agencies to collaborate on transforming common processes into online applications. Like great universities, the Academy was founded with the purpose of inventing the future - then building it.

The Academy brings together agencies to work through common Internet-enabled business opportunities, while accelerating their development and encouraging consistent identity and navigational elements. Academy participants together build, test and deliver applications faster than any single member could by working alone. The class also develops an application template, which can then be customized by each agency to fit its individual business requirements.

Everything that is learned in the Academy is captured and published online as the Applications Template and Outfitting Model (ATOM). ATOM is an online guide that provides project teams with a step-by-step approach to developing Internet applications by providing a list of issues to consider and steps to take. It ensures a final product that meets state standards by assembling the necessary policies, infrastructure components and useful technologies, and integrating them into a start-to-finish timeline for the lifecycle of the project.

參考文獻: http://access.wa.gov/

十二、 Port of Seattle

- Trade
- 我國推動貿易便捷化相關資料
- 美國實施貨櫃保全（Container Security Initiative；CSI）計畫現況及我國因應措施

Trade

Where trade is concerned, the Port of Seattle is at the center of the world. Products and services from many countries pass through this port on their way to market destinations. Compared to any other U.S. port we are one day closer by ship to the nearest seaport in Asia and we are just nine hours by air to Japan and to the United Kingdom.

Not only do we trade goods and services, we also trade people. People travel globally to work, study, attend conferences, and to tour and relax. Seattle has become a premier destination for these activities and the Port of Seattle's Sea-Tac International Airport has become one of the world's top gateways for getting from one destination to another.

Seattle has grown into a world-class city. Its educational institutions such as the University of Washington, and industries such as Boeing, Microsoft and Starbucks, are internationally renowned.

In an increasingly globalized world, Seattle has become ever more dependent on international trade. In fact, one-in-three jobs in Seattle are dependent on international trade.

The Port strives to be a contributor in any partnerships or programs that will enhance our community's competitiveness in the global economy. The Trade

and Tourism Development group is dedicated to:

Providing trade support to the business community to promote trade with the rest of the world. We are actively engaged in partnerships with the international trade & tourism communities both here and abroad.

Providing excellent partnership support to our state and local institutions involved with trade and tourism development.

參考文獻: http://www.portseattle.org/

我國推動貿易便捷化相關資料

Summary

With the prevailing trend of globalization and global division of labor, international trade plays a more vital role than ever before. Facing the approach of the e-business age, the R.O.C. government not only helps all industries in automation and computerization, but also works on the elimination of trade barriers in an e-trade milieu to promote paperless trading and facilitate trade.

International trade covers many areas, such as matching buyers and sellers, placing orders, finance and insurance (including the payment of taxes and stipulated fees), trade management (including licensing and certifying), cargo clearance, international transportation (including harbors and connecting with the international track). In each area, projects of automation are being promoted; therefore, the current issue to be settled is how to interconnect information in every link in information and relevant networks.

To solve the aforementioned problem, the Barrier-free Customs Clearance Project, which is coordinated and supervised by the Council of Economic Planning and Development, is incorporated in the "Challenge 2008 Six-year National Development Plan". The project is further divided into three sub-projects, Facilitation and Digitization of Trade, Implementation of Harbor Information System, and Improvement of Cargo Clearance and Tax Procedures. These projects are promoted and carried out respectively by the Board of Foreign Trade under the Ministry of Economic Affairs (MOEA), the Department of Navigation and Aviation under the Ministry of Transportation and Communications (MOTC), and the Directorate General of Customs under the Ministry of Finance (MOF). Apart from the reduction of operating cost of domestic and foreign businesses, the result of the project, more significantly, impacts the competitive advantage of the nation on the whole; hence, it is

necessary and urgent to implement the project.

Current situation of domestic trade

Currently, there are more than 30 licensing agencies in charge of more than 100 kinds of import/export documents without proper channels to exchange information with each other. As a result, information has to be repeatedly registered, often causing data matching failure in the customs clearance process due to data discrepancy. Besides, there are too many windows involved in the clearance process, which consumes a lot of time and energy and reduce efficiency. Therefore, the first task in the project is to make one-stop information registration effective for the whole process and provide tracking inquiries such as licensing, cargo clearance and shipment status.

To simplify trade processes and documents, paperless trade will be aimed to be implemented in 2005 in areas such as trade management, cargo clearance and international transportation. The project is divided into a preliminary stage and an implementation stage. The preliminary stage will place emphasis on simplifying government licensing documents and streamlining the clearance process, while the implementation stage will focus on the establishment of a platform for information exchange to carry out paperless trade and connect domestic trade with the international market.

Framework for implementation

The framework for the implementation of the project consists of the following four facets.

(1) Shaping an e-trade milieu

This involves formulating relevant regulations, streamlining the operational processes, simplifying trade documents, standardizing the data format, adopting open networks, deregulation, establishing relevant standards, and promoting organizational operations.

(2) Establishing a platform for information exchange

This involves planning and implementing systems, expanding system functions, establishing operating organizations, and providing information inquiries for businesses.

(3) Connecting relevant networks and promoting digitization in the private

sector
This involves providing a variety of file format conversion interfaces, message conversion mechanisms, connection to relevant networks, and promoting the use of the Internet among businesses.

(4)Connecting with the international market
This involves studying the trade systems of the major trade partners, adopting international information standards, designing test information and exchange mechanisms for pilot systems.

Future Benefits
This project will bring tremendous future benefits. According to the estimates done by the RDEC of the Executive Yuan, for every day shortened in the process of trade-related customs clearance, NT$900 million dollars worth of social costs will be saved. After implementing this project, the trade process is expected to be simplified, reducing the number of trade document format from 165 kinds to less than 10 kinds. The ratio of repetitive data entries will be lowered from 70% to 5%, and customs clearance information discrepancies will be reduced from more than 90% to 0%. By doing so, the operating cost of government controls will be saved, achieving paperless trade, customs clearance and transportation. Information will be transparent and freely accessible, and efficiency will be greatly enhanced. Furthermore, with the complement of operations of the Offshore Shipping Center, the flow of goods cross the Strait trade will be more efficient and the logistic cost of the private sector will be reduced.

參考文獻: http://www.trade.gov.tw/

美國實施貨櫃保全（Container Security Initiative；CSI）計畫現況及我國因應措施

一、CSI 計畫

美國發生九一一恐怖攻擊事件後，為保護美國本土安全，避免恐怖份子攻擊海港，推動「貨櫃保全計畫」等相關安全計畫，參議院並提出 S2895 法案提供該計畫法源依據。該計畫主要為美國海關與輸美各主要港口簽署貨櫃安檢雙邊互惠協議，互派海關人員檢查將運至其本國之出口貨櫃，以有效杜絕高危險貨櫃之運送，也就是所謂「先堵於境外」之意。

美國推動本計畫係先以輸美前二十大港口為其合作推動對象，其中亞洲包括香港、上海、新加坡、東京、高雄等十一個港口。另歐洲有荷蘭鹿特丹等九個港口。美國今年已陸續分別與十一港口國，包括有加拿大、荷蘭、

比利時、法國、德國、日本、新加坡、南韓、香港等洽商簽訂 CSI，目前僅荷蘭及加拿大已開始執行該項計畫。

針對美國實施 CSI 計畫及我國應如何因應一案，行政院科技顧問室於十一月八日召集經濟部等單位開會研商，會中討論我國實施 CSI 計畫可能產生之影響等。會議決議請財政部（關政司）主政，由經濟部所屬駐外單位蒐集相關資訊提供參考，並請國際貿易局擔任與美國洽商窗口。國際貿易局認為，鑑於我政府亦堅定支持美國反恐政策，在美國與各國陸續簽署貨櫃保全計畫情勢下，倘美國要求我國配合執行此項計畫，本部立場為為貫徹我發展成為轉運中心及運籌中心之政策目標，已於十一月十二日主動向美表態積極參與。

二、二十四小時前申報載貨艙單資料之規定

美國聯邦公報公告將自本（二〇〇二）年十二月二日起，所有輸美船舶貨物需於國外港口裝船二十四小時前，向美國海關申報載貨艙單資料；該規定正式生效後，將有六十天之緩衝期，亦即自二〇〇三年一月三十一日起，承載貨櫃之運送人若違反此項規定，美國海關將依規定給予民事罰款之處分。

受九一一恐怖攻擊事件影響，美國海關依據貨櫃保全計畫（Container Security Initiative, CSI）相關執行措施要求，規定所有輸往美國之貨物須於國外港口裝運前二十四小時通知美國海關，以使其在輸美貨物裝運前，有充分時間分析裝運貨櫃是否裝載毀滅性武器攻擊美國本土，並增加該貨物抵美後之通關速度。

相關申報資料包括：（一）託運人（Shipper）及收貨人詳細名址，（二）含重量及件數之詳細貨品名稱，（三）裝載該貨櫃之港口，（四）該船舶抵美前，最後一個停泊港口，（五）船舶名稱、航次、Standard Carrier Alpha Code(SCAC)等，（六）抵達美國第一港口之預定船期，（七）該船舶承載該貨物之第一個外國港口，（八）承載有害物資之代號，（九）貨櫃號碼，及（十）貨櫃封條號碼（貨櫃最後裝運至美國之封條號碼）。另裝載散裝及空櫃之船舶則可豁免此項規定。

三、CSI 計畫法源 2895 法案

美國在 911 事件後，國會提出各種保障國土安全之相關建議，其中為確保港口安全，參議員 Mrs. Dianne Feinstein 於今(2002)年八月提出 S2895 法案，該案目的在保護美國境內各海港免受恐怖攻擊，以確保美國領土之安全。目前該法案已通過二讀，並送商務、科學及交通委員會審核中。法案

全名為「2002 年港口及貨櫃安全完整法案」(Comprehensive Seaport and Container Security Act of 2002)

法案內容分為三大部分：第一部份有關港口之法律執行，共 4 個條文，內容包括指定權責機關、建構足以影響美國港口安全之犯罪檔案、允許美國海關免費使用美國所有港口辦公設施及檢查空間及制定相關貨運業者之規範等。

第二部份為邊界延伸，此提供 CSI 計畫主要法源依據。第 201 條授權美國海關派員至國外業者或海運船公司對運往美國各港口之貨物或貨櫃進行查驗，同時研究發展確保貨物安全之程序，並且讓檢查過之貨物在美國享受迅速便利之通關待遇。第 202 條授權美國海關要求輸往美國之海運貨物於國外裝運 24 小時前向其申報載貨艙單資料，並略述要求資料範圍。第 203 條述明資料不實者將處於五萬美元之罰款，對於蓄意者亦將處一年之有期徒刑。有關第 204 條貨運概況計畫(Shipment Profile Plan)部份，要求海關總署發展貨物概況計畫追蹤貨櫃及貨品之運輸，需要之資料包括船公司提供船運資料、統一使用國際標準之提單(B/L)及其格式內容等。美國海關將事先檢查提單及船運資料後，決定是否檢查貨櫃。

第三部份為貨櫃及海港港口安全相關條文，內容包括建立港口安全卡系統、制定美國港口安全之最低要求、保護港口敏感資料、貨櫃安全性措施等。

有關 S2895 法案內容請參閱網址：www.aapa-ports.org/govrelations/S_2895.pdf

四、業者建議政府儘速與美簽署 CSI 協議

按中華民國輪船商業同業公會全國聯合會九十一年十一月二十五日函，建請與美國簽署貨櫃保全計畫（CSI）協議，並帶領我海運業界加入美國海關與貿易夥伴反恐計畫（C-TPAT）之行列。國際貿易局暨駐美國代表處經濟組均已蒐集 CSI 簽署國互相配合相關事項，積極與美方接觸辦理中。

Container Security Initiative Guards America
Global Commerce From Terrorist Threat(04/02/2003)

The Container Security Initiative (CSI) is an initiative that was developed by the U.S. Customs in the aftermath of the terrorist attacks of September 11th. Now within the Department of Homeland Security, Customs and Border

Protection (CBP) is continuing to implement CSI at major ports around the world. Under the CSI program, a small number of CBP officers are deployed to work with host nation counterparts to target high-risk cargo containers. Its purpose is to protect containerized shipping from exploitation by terrorists. Containerized shipping is a critical component of global trade because most of the international trade moves or is transported in containers.

CSI was launched in January 2002. To date, 18 of the top 20 ports have agreed to join CSI and are at various stages of implementation. These ports are points of passage for approximately two-thirds of containers shipped to the United States. They include (by container cargo volume): Hong Kong, Shanghai, Singapore, Rotterdam, Pusan, Bremerhaven, Tokyo, Genoa, Yantian, Antwerp, Nagoya, Le Havre, Hamburg, La Spezia, Felixstowe, Algeciras, Kobe, and Yokohama.

CSI consists of four core elements:
(1) using intelligence and automated information to identify and target high-risk containers; (2) pre-screening those containers identified as high-risk, at the port of departure, before they arrive at U.S. ports; (3) using detection technology to quickly pre-screen high-risk containers; and (4) using smarter, tamper evident containers.

Globally, over 48 million full cargo containers move between major seaports each year. Each year, more than 6 million containers arrive in the United States by ship.

Most recently, the governments of Malaysia and Sweden have joined CSI. In Europe, CSI will be expanded to at least 11 additional ports.

The CSI initiative supports the "Cooperative G8 Action on Transport Security" adopted by G8 in June 2002.

How will CSI expand beyond the top 20 ports?
Phase 2 of CSI began with the expansion of CSI to additional ports -- to ports like Gothenburg that ship significant amounts of cargo to the United States and have the infrastructure and technology to participate in the CSI program. Gothenburg is the first European port beyond the top twenty to be included in CSI. In Asia, CSI has expanded to the two major ports of Klang and Tanjung

Pelepas, Malaysia.

What are the eligibility requirements for the second phase of CSI?
To be eligible for this second phase of CSI:

a country's customs administration must be able to inspect cargo originating, or being transshipped through a country;

must have or be in the process of acquiring non-intrusive inspection equipment - large x-ray-type systems - and radiation detection equipment in order to conduct security; and

the seaport must have regular, direct, and substantial container traffic to ports in the United States.

Will the addition of U.S. officers cause delays in the flow of goods through ports that participate in CSI, reducing their competitiveness?
No. In fact, it should make the movement of cargo containers even more efficient. Cargo typically sits on the pier for several days waiting to be exported. CSI will target containers and screen them before they depart. This way we are using the waiting time at the port of export to do our work, so when the container arrives in the U.S. it can be immediately released. The containers we target are going to be searched. It's a question of where and when, not if.

Who will pay for screening and, if necessary, the unloading of containers?
The host country will determine who pays for the direct cost of screening and unloading containers. In the U.S., however, the importer pays the costs associated with moving, inspecting and unloading containers.

How many U.S. officers will be assigned to a particular port?
The needs of each port will be addressed individually. Typically we would expect to deploy 5 officers to start. We'll then assess the program and make adjustments as necessary.

When will U.S. officers be deployed?
Under the CSI program, a small number of CBP officers are deployed to work with host nation counterparts to target high-risk cargo containers. CSI is now operational in ten ports: Vancouver, Montreal, Halifax, Rotterdam, LeHavre,

Bremerhaven, Hamburg, Antwerp, Singapore, and Yokohama.

Will CBP officers stationed at these ports be screening all cargo or just cargo bound for the United States?
CBP officers deployed in foreign countries will be targeting with the host nation, only cargo containers destined for the United States. Only those U.S.-bound containers identified as potential threats will be screened. The host country officials will examine the containers. CBP officers will observe the security screening.

Will CBP be bringing X-ray systems and other detection technology to help scan containers for contraband?
No. No. Many of the countries already have large container screening machines. In fact, some ports already have extremely sophisticated detection technology in operation. However, CBP can provide names of NII manufacturers for the CSI country to pursue procuring equipment.

What other seaports are you in discussions with?
CBP is discussing CSI with a number of ports throughout Europe and Asia.

Top 20 Foreign Ports
(Exports to U.S.):
HongKong Shanghai Singapore Kaohsiung Rotterdam Pusan Bremerhaven Tokyo Genoa Yantian Antwerp Nagoya Le Havre Hamburg La Spezia Felixstowe Algeciras Kobe Yokohama Laem Chabang

Top 10 U.S. Ports of Import:
New York Los Angeles Long Beach Charleston Seattle Norfolk Houston Oakland Savannah
參考文獻: http://www.trade.gov.tw/

十三、 Real Networks

- 公司簡介
- **Solution to Government**

Company Introduction

RealNetworks provides the universal platform for the delivery of any digital media from any point of origin across virtually any network to any person on any Internet-enabled device anywhere in the world.

Who We Are

In 1995, RealNetworks pioneered the entire Internet media industry, and continues to fuel its exponential growth.

Because the Internet was built to handle text-based information, not audio and video and other rich media, RealNetworks foresaw the need for specific solutions that could handle the creation, delivery and consumption of media via the Internet. That led RealNetworks to invent and release the RealPlayer and RealAudio in 1995.

Today, hundreds of millions of unique individuals throughout the world take advantage of RealNetworks world-class media creation, delivery and playback technology.

What We Offer

RealNetworks develops end-to-end solutions that allow everyone — from Fortune 500 companies with locations worldwide to individuals at their desktops or other Internet-enabled devices — to create, send and receive audio, video and other multimedia services over the Internet.

With the introduction of the Helix Initiative and the Helix Servers and Helix Producer product families from RealNetworks, we continue to lead the way in delivering the highest quality Internet media experience delivering any media format, from any point of origin, across any network transport, running any OS to any person on any Internet-enabled device anywhere in the world.

Right here, right now, RealNetworks is the only company that can make and keep such a promise.

Solution to Government

Whether you work for a state or local government or a federal government agency, you face a number of key communications challenges including:

Communicating with geographically distributed audiences

Delivering consistent messages to different audiences

Scaling communication while maintaining the impact of personal interaction

Communicating highly sensitive information to specific audiences

Complying with regulations that affect communications like Section 508

Streaming media solutions from RealNetworks allow you to increase the quality and quantity of communications and training for internal and external audiences. Streaming media can transform the way you:

Provide coverage of organizational activities and missions

Provide resource video to the news media

Provide educational programming to teachers, students and the general public

Attract new recruits

Communicate breaking information to the general public

Broadcast meetings or other special events

Whether you're delivering streaming media across low bit rate dial-up connections or MPEG on high-speed LANs, RealNetworks provides end-to-end solutions that allow you to achieve tangible benefits (including complying with Section 508) without sacrificing the impact of personal communications.

參考文獻: http://www.realnetworks.com/

十四、 Expeditor

- 公司簡介

Company Introduction

Expeditors is much more than getting a piece of freight from one point to another. The Council of Logistics Management defines logistics as that part of the supply chain process that plans, implements, and controls the efficient, effective flow and storage of goods, services, and related information from the point of origin to the point of consumption in order to meet customers' requirements.

Our job is to make sure that from raw material to finished goods sitting on the retail shelf, we provide the critical services and information necessary to give our clients a competitive advantage in the management of their supply chains.

Why Expeditors?

Core Assets

Expeditors' positioning line is, "You'd be surprised how far we'll go for you." This statement is not mere hype; it is our commitment to go beyond the expectations of what companies need from a global logistics provider. How do we accomplish this? By staying focused on our core assets:

Our People

Our Systems

Our Culture

Our Customers

People

By recruiting, motivating and retaining the best personnel in the business, we feel we will keep our leadership position in the marketplace. Our business is quality customer service and our people are what make that happen. We hire individuals based on attitude, and we train the skills it takes to make a successful career here. Expeditors' employees, as part of their overall job evaluation, are required to take a minimum of 52 hours per year, of in-house

training. Multiple on-going training classes are available at any one time within each Expeditors office location.

Systems

Expeditors takes control of our destiny by taking control of our systems direction. Moving information in a timely and accurate method is just as important as moving the goods and our systems support our operations teams and our customers in providing them the data they need to successfully manage the movement of their goods. All of our global offices are linked via high-speed lines using the same hardware and running off of the same transportation software. This drives global standardization with timely and accurate communication. We are the leader in the systems arena, and we are continuing to invest in this critical area.

Culture

We believe that successful companies have a unique culture, and they work hard to protect that culture. At Expeditors our culture is about exceeding our customers expectations and providing a place for our employees to make a career and do well for themselves. Our environment breeds success, and you will notice that our people move faster, work harder and are better rewarded than our competition. Our offices are neat, organized and set up in accordance with our quality policies. We are a process driven organization that focuses on continual improvement. It's a simple philosophy that works. We will do all we can to protect our culture.

Customers

Our financial success is directly related to our client retention. We have the smallest sales staff in the industry and put more emphasis on taking care of our existing clients then going out and getting new business. We feel that if we partner with the right clients our business will grow with these customers, and our reputation will support our sales staff in obtainment of new partners. We have initiated some very successful programs to support our existing clients including:

Account Management Program

Quality Management Reviews

Service / Vendor Scorecard(s)

Formalized Client Retention Programs

Focus Groups

We believe that we need to invest in our existing clients in order to grow our business. You are the reason we exist and succeed.

To summarize, when choosing a provider of logistics services, you are buying

the people, the systems and the culture of an organization. You must trust that these three critical elements work in harmony on a global basis. To reiterate, at Expeditors we take great pride in ensuring that our customers get the same level of consistent service everywhere in the world. Our client retention record is a testament to our ability to exceed our customer's expectation and never take their business for granted. Our goal of 100% customer satisfaction, 100% of the time is something we live by. If given the opportunity, we will surprise you with our capability, our commitment and the subsequent results of our joint efforts.

The bottom line is, Expeditors has the systems, facilities and most important, the people, to provide companies with a consistent quality service at a competitive price.

參考文獻:http://www.expeditor.com/

十五、 Microsoft

- 相關議題

1. Web Services and future e-Government services

There is currently a great deal of investment in the software industry to build web services capabilities into products and platforms. We believe that governments can achieve significant gains in leveraging these investments to ease application integration and G2B/B2B integration. While the full vision of web services will take years to be completely realized, We believes that the correct approach for our e-Government is to position our systems to benefit from this trend by incrementally adopting mature web services capabilities that provide immediate value to their organizations. We are doing this in two ways: 1) We are building our solutions on the leading technologies and standards that make web services possible, and 2) We are consulting with our application teams to meet their needs today while positioning them for tomorrow.

We are currently engaged on strategic web services initiatives with government services that have an immediate need to leverage the benefits of this technology approach. Taiwan designs our e-Government solutions with web services in mind - both the ability to tap into services provided by others and the ability to provide services to the market. We do this by building our solutions as components connected together by standards like XML. Leveraging the .NET and J2EE software platforms, our components can immediately be exposed as web services with little to no additional customization. As web services and the underlying standards progress, Our e-Government solutions will be enabled to provide the benefits that web services

offer to our user communities.

We expect thru Web Services to help applications interact with dissimilar systems in a common, pre-defined context, which allows for the coupling of normally closed systems. Consuming existing Web Services mitigates development costs and quickens delivery, and exposing novel operations allows government to more easily deliver service to our government partners and citizens.

2. How Microsoft can work with Taiwan IT industry for future growth, such as content services, etc.?

Taking the photography industry as example, it has received a boost by the success of digital cameras, which Taiwan playing a key role in recent chip & hardware advancement. Margins on digital cameras are slim, with profits coming after the sale from downstream services, such as photo printing and the supply revenue that it generates. Camera companies are trying to lock in those profits by creating their own online directories. Although many camera manufacturers have alliances with online photo services, each brand is technologically inconsistent, and limited interoperability is possible from one brand to another.

However, there is no common mechanism for transferring digital images or order and commerce information. This lack of interoperability has prevented many photo shops and other businesses from cashing in on the digital photo printing opportunity. How Microsoft and the photography industry can work together using Web Services as a solution to help solve interoperability issues around printing services is an interesting issue? How companies can benefit from implementing service-oriented architectures to provide a platform for innovation and lessen their need to focus on mundane IT tasks? How companies can begin to evaluate the role UDDI may play in their businesses and consider becoming active in relevant standards activities, which can help further business goals.

Digital camera is just one example. There are many product areas, which Taiwan is the world-leading producer. I hope Microsoft can help Taiwan build application software industry for the future, specially leveraging Taiwan's SOC and hardware development for the future. I would encourage Microsoft aggressively to develop a program by working with Taiwan's IT strength to drive the global leadership for future distributed PC cluster computing using Web Services.

3. How Microsoft can help Taiwan's IT industry to take advantage of Web

Services and Cluster Computing?

E-business has become not just the heart of information technology, but the beating heart of global business. Web services, cluster computing, and virtualization are three of the most important techniques taking us to the next step of using the Internet as a business-computing platform. How to develop a new set of specifications builds on standards such as XML,WSDL and SOAP -- all important to Web services - to develop standards for Cluster Computing, which are used to locate, schedule and secure computing resources through the Internet connection is an interesting subject for Taiwan's hardware companies? Users will be able to access and share computing resources on demand over the Internet, relying on an infrastructure that is resilient, self managing and always available. As a result, users can integrate applications, share data and processing power with huge potential cost and efficiency savings.

We hope there will be a breakthrough that moves us to the next stage of computing. The Internet is evolving beyond e-mail, content and electronic commerce. It is becoming a true computing platform, combining the qualities of service of enterprise computing with the ability to share distributed resources across the Internet -- applications, data, storage, servers and everything in between. I hope Microsoft can work with Taiwan IT industry closely to achieve this goal. It will be mutually beneficial.

4. Web Services and future Taiwan software and services industry

There is a proliferation of Web services products being used in the systems integration channel. However, there is an emerging distinction between the top three or four products, including .NET that systems integrators will target for skills investment, systems integrators plan to build Web services delivery capabilities in the next 12 months, and those Web services products they will use on an opportunistic basis at a enterprise's request. Many companies want to execute a Web services program, but a lot of those companies are not taking the proper steps for success because they lacked an overall Web services implementation strategy, according to Gartner, Inc. Therefore, many licenses for Web services provider platforms were unnecessary.

Taiwan's government and leading edge enterprises are rapidly finding out where Web services are of most value, and the answer is 'not everywhere. However, we understand that we must be careful to avoid expecting too much from any single implementation, and should balance expectations against real capabilities. We hope Microsoft is willing to invest its research effort in working with Taiwan IT industry to develop potential Web Services based turnkey system and continue to play an

important role well into the future.

5. Web Services and Security Issues

Up to today, unnecessary vulnerabilities let the hackers gain unauthorized access to Microsoft-based servers, which cause the numbers and the associated costs of computer security breaches continue to rise. Although Microsoft has issued patches for nearly all of them, however, one of the main reasons is that businesses are still behind the power curve when it comes to taking proactive steps to improve their security posture. This can be a major cost for the society. We hope Microsoft can provide more security education and knowledge to users in all related area and also ensure future product based on new technology are security conscious.

Because security is one of the most fundamental aspects in the development and deployment of a Web service, there are a myriad of articles, documentation, and samples of how to make it secure. Yet the majority of this information is conveyed as abstract theory, as opposed to practical, real-world implementation.

Web services is predicted to be the leading driver for most high-tech innovation for the next five years and if companies don't start thinking about it now, they could be left behind from both a business and technology perspective. However, industry experts also predicted that there will be some spectacular breaches in Web services security due to the lack of mature security standards for Web services. They suggested that security should not be an impediment, rather be prepared to spend at least 50 percent of your Web services investment on it. How are Microsoft doing on ensuring security for the Web Services product implementation, product architecture, user interface security, etc.? We hope Microsoft can give us a better confidence by providing more information and implementation approach.

6. The alarming rise in Internet crime means that reliable, agreed procedures for the collection of evidence are needed. How Microsoft is leading the way in this area?

How police should handle the collection of evidence? How should the police deal with industry and, particularly, the Internet service providers (ISPs), when collecting evidence?

This is an important question for a number of reasons. First, an increasing number of extortion and abduction cases are involving evidence from email, chat rooms and Web

pages, meaning that investigators have to track connections and individuals through ISPs. Second, a growing number of companies are falling victim to extortion demands, hackers, and leaked business information and the evidence exists on their business-critical systems.

How does Microsoft advise his customers on these issues, and addressing challenging questions of law, policy or practice? Does Microsoft has a way to deal with those issues?.

7. Can we trust Microsoft on Web services?

The idea that two companies--even ones as big as Microsoft and IBM--could conspire to take over the Internet on the basis of software patents and royalties is, well, "out there" in the industry. While the technologies that form the foundation of that toll booth have yet to be officially recognized as standards by an independent standards body, the collective strength of IBM and Microsoft could be enough to render Internet standards consortia powerless to stop them.

The potential for the two giants to erect a toll booth is tied to the likelihood that Web services protocols such as SOAP, WSDL, and UDDI--and the related ones to which the two companies hold patents or other intellectual property rights--will one day be as important as the standard protocols (such as TCP/IP and HTTP) on which the Internet is based today. Web services and the protocols that make them possible are destined to play a major role in most if not all electronic commerce as well as other Internet traffic.

How is Microsoft reaction on this charge? Microsoft's ability to charge royalties for implementations of key W3C standards can be a significant concern for all of us in early adopting the Web Services Architecture. Will Microsoft consider a Royalty Free-only policy for government software usage? What is Microsoft position? Why?

十六、 F5 Networks (Internet Traffic and Content Management)

- 公司簡介

WHAT WE DO

The world of Internet Traffic Management is changing?

Web Services deployments introduce millions of new users and new security

issues. Wireless devices accessing applications will outnumber PCs on the Internet by 2003-bringing their own performance and security issues. And, business-critical enterprise applications demand high availability, scalability and security that current Internet Traffic Management solutions can't provide.

Introducing Application Traffic Management - a revolutionary way to approach Internet traffic management for enterprise applications, mobile computing and Web services.

F5's Application Traffic Management capabilities make the creation and delivery of any IP-based application or Web service predictable, secure and cost-effective - regardless of the network environment.

Founded in 1996, F5 has grown to nearly 500 employees and boasts an impressive list of more than 5000 of the top corporations including USA Today and Microsoft.

Application Traffic Management

Only F5 products feature unique patentpending technology that inspects IP traffic down to the packet payload level. It's the only solution that can direct traffic according to the needs of each application. Its powerful offloading, inspection and processing of Layer 7 application-level transactions is faster than any other product on the market.

It's also the first solution that can automatically respond to, act upon and prevent ever changing application security threats - providing a coordinated line of defense while making the most of existing network security products.

The result? Best-practice architectures can be built quickly and inexpensively, without buying more servers, deploying multiple products to handle different applications, or attempting to architect these functions in the applications themselves. Enterprises and Service Providers can readily adapt to changing business demands and conditions quickly and cost-effectively - no matter what the future holds.

Additionally, F5 is the only vendor that can automatically combine information available from applications and other network products to securely deliver any business-critical application running over the IP. F5 products reduce implementation risks, improve reliability, and lower IT costs while creating a network that's truly "application-aware."

Products and Services

F5 has three core products: the BIG-IP?Controller, 3-DNS?Controller, and the iControl?Services Manager. BIG-IP and 3-DNS manage and successfully deliver Web applications and services. Successful delivery, from a networking perspective, can be defined as providing high availability, scale, performance,

security and reliability to those Web applications and services.

F5 also offers the iControl?architecture and SDK that provides programmatic access to all F5 products via an open Application Programming Interface (API) for integration with 3rd party applications.

BIG-IP?Controller

BIG-IP?is a local area application traffic management solution. BIG-IP provides the benefits of traffic management, traditionally reserved for Web-only applications, to all IP based applications and Web services. BIG-IP ensures business continuity, security and performance by intercepting, inspecting, transforming, and directing application and Web services requests, based on values found in the header or payload. BIG-IP products also include SSL acceleration to offload this processing-intensive function from the application servers themselves, increasing application performance.

3-DNS?Controller

The 3-DNS?Controller provides global traffic management and high availability of IP applications/services running across multiple data centers. With 3-DNS, businesses can ensure optimal reliability and fast performance across all of their Internet sites, no matter where they are in the world. 3-DNS adds intelligence to industry-standard DNS, and ensures that end users are sent to a site that is available and provides the best response. Its unique intelligence can examine the health of data centers, the network, and the geography of users, then direct traffic based on customizable business rules.

iControlTM Services Manager

The iControlTM Services Manager (iSM) provides a single, centralized management and operational interface for F5 devices. It makes configuring and managing multiple F5 devices easy by allowing administrators to affect changes across many devices or objects -- reducing overhead and saving time. iSM is like an automobile dashboard that at a glance provides administrators with the businesscritical data needed to provide optimal efficiencies of the F5 network environment.

iControl?Architecture

The iControl architecture and SDK provide an interface between 3rd party solutions and F5's suite of products. This interface creates the opportunity for application developers, ISV's, hardware manufacturers, service providers, and others to add value to their solutions by allowing direct communication with our suite to create a true application-aware network. By allowing this communication, it becomes possible to eliminate manual intervention between the application or hardware and the traffic management components. Instead of

wasting the technical staff's valuable time on day-today tasks like server maintenance, you can automate activities that until now required human intervention.

Services

F5's Professional Services team is dedicated to making customers' network applications successful. The team offers full service solutions for technical support, basic to advanced training, auditing/customization services, and network monitoring and performance analysis reporting for future capacity planning.

參考文獻: http://www.f5.com/

十七、 Onyx

- 公司簡介

Onyx Software Corporate Overview

Onyx Software Corp. (Nasdaq: ONXS) is a global supplier of customer relationship management (CRM) software that allows organizations to increase sales, ensure customer loyalty, decrease costs, and establish a sustainable competitive advantage.

Onyx serves more than 800 customers in a variety of industries. We offer unique expertise and have a history of success in the financial services, health care, and high tech vertical markets. We also work with companies in many other industries, including manufacturing, telecommunications, automotive/distribution, energy, services, and professional sports and entertainment.

With Onyx, you can build a CRM solution that is exactly what you want--a solution that powers the processes that make you unique and successful--and you can do it faster and more affordably with Onyx. We help our customers in a wide range of verticals remove the complexity of customizing, integrating and implementing CRM. Our flexible, scalable, architecture supports your business as you expand and change. You can be up and running, even with special customizations, within a timeframe and budget that makes sense. More importantly, you can easily make changes as you go on to support new processes or practices.

Onyx can deliver superior ROI and help you make more money faster. ROI is a function of rapid implementation, user adoption across the enterprise, and the

ability to differentiate after the initial implementation. With Onyx, you can customize and integrate quickly to power the various and ever-changing processes and customer experiences you need to seamlessly deliver across your enterprise.

參考文獻: http://www.onyx.com/

十八、 Attachmate

- 公司簡介
- Government Solution

About Attachmate

Company Information

Quick Facts

Founded 1982

Headquartered Bellevue, WA USA

Over 10 million users

Offices in 50 North American cities and 30 countries

Over 30% of workforce dedicated to research and development

Serving 80% of Fortune 500 and Global 2000 companies

Attachmate helps you expand the reach of your enterprise information, improving the way you do business, enhancing productivity, and positively impacting your bottom line.

For twenty years, Attachmate Corporation has been a leading supplier of enterprise information access and management software and services to major corporations and government agencies worldwide. Attachmate® customers represent some of the biggest names in business today: Fortune 500 and Global 2000 customers who expect the best. And that's what we deliver.

Customers that rely on Attachmate for mission-critical host access solutions span a wide range of global industries, including banking, finance, insurance, medical and healthcare, technology, automotive, manufacturing, retail, hospitality, commercial airlines and transportation, and government agencies.

Complete 'smart value' solutions for your enterprise

Attachmate is a partner who understands business issues and works with customers to solve them. Attachmate offers a full range of enterprise-strength solutions that provide secure access to valuable legacy information residing in applications and databases on IBM® mainframes, AS/400®, UNIX®/VMS™, Tandem, and Unisys® systems.

Attachmate's award-winning solutions include traditional enterprise and viewer emulation services, built on the latest technologies for desktops and networks,

with centralized management for reducing TCO. Attachmate restructuring services allow presentation integration of legacy data and business processes to simplify workflow and enhance the user experience for different target audiences. Our connector services, for Web-to-host applications and Web services, leverage existing legacy assets to serve new business initiatives and gain immediate ROI.

Attachmate offers a variety of products that can be further customized to address specific project needs. With comprehensive consulting services and cost-effective maintenance and technical support, Attachmate creates a total 'smart value' solution for your enterprise.

Government Solution

Federal, State and Local governments face a particular set of challenges when they consider leveraging new Internet technologies to improve infrastructures overall, while keeping IT spending at a low. In addition, tight security and centralized, granular control of application integration and management are all top of mind for today's government-focused IT professional. Let Attachmate show you how you can best leverage your existing assets and IT resources to streamline secure, enterprise access, lower overall costs, and ease the administrative burden of your current infrastructure.

參考文獻: http://www.attachmate.com/

十九、 Intermec Technologies

- 公司簡介

Intermec Technologies Corp. is perhaps best known as the inventor of the world's most widely used bar code symbology. Intermec today provides supply chain information products, services and systems to companies in hundreds of industries around the world.

Supply chain information systems allow companies to compile previously unheard of amounts of information from one end of an enterprise to the other. That's information companies can use to reduce inventory, cut labor costs, speed manufacturing and improve profitability. For example, Intermec products and services allow major automakers to track components and parts through assembly, hospitals to track equipment and supplies, e-commerce companies to speed fulfillment, and shoppers to automate purchases.

Intermec Technologies is a division of UNOVA Inc. (www.unova.com), a $1.3 billion industrial technologies company. Intermec is a strong combination of three industry leaders: Intermec, Norand Corp. and United Barcode Industries.

Today known as Intermec Technologies, Intermec is a company dedicated to helping companies use supply chain information systems to improve efficiency and profitability.

Customers

Intermec serves thousands of companies worldwide, including 75 percent of Fortune 500 companies and 60 percent of the Fortune 100.

Products

Intermec develops, manufactures and integrates wired and wireless automated data collection, Intellitag® RFID (radio frequency identification) and mobile computing systems for companies worldwide. Its total solution approach offers companies assurance that, with Intermec's network of leading technology partners, Intermec and its team can provide complete answers to companies' supply chain information requirements, from concept to completion.

Intermec's mobile computing products combine state-of-the-art PC power with application software to reduce labor costs and to increase front-line workers' efficiency, productivity and profitability.

Intermec's wireless data systems allow customers to identify, track and monitor almost anything that moves. The systems include wireless LANs that support a complete range of current and anticipated wireless technologies and are easily integrated into fixed high-speed LAN-based solutions.

Intermec's data capture devices include wands, scanners, imagers, charge coupled devices (CCDs), laser scanners and wedges, as well as some of the newest personal scanning devices available today. Intermec's IntellitagTM radio frequency identification technology allows companies to track items automatically with read and write capability unparalleled in the industry - without the line of sight requirements of traditional data collection.

Intermec's bar code printers, supported by Intermec media and label supplies, can handle any bar code printing requirement, from the most rugged environments to the most refined.

Local area data management systems by Intermec include handheld, vehicle-mounted and stationary computer networking terminals tailored to specific applications, host environments and bar code networks.

Solutions Teams

Whether Retail, Healthcare, Logistics, Manufacturing or Field Service, Intermec's solutions teams are dedicated to one mission: providing complete, targeted solutions to customers in their markets.

Intermec Technologies Corporation

Corporate World Headquarters

Headquarters
6001 - 36th Avenue West
Everett, WA 98203-1264
Phone: 425-348-2600
Fax: 425-355-9551
參考文獻: http://www.internec.com/

二十、 WSA

- WSA 簡介

WSA Mission
The WSA is an alliance focused on helping Washington state technology innovators succeed. We are a catalyst for sharing expertise, delivering key business services and leading the advocacy of issues necessary to keep Washington a leader in the digital economy.
More About the WSA
By joining the WSA, technology companies realize a significant advantage over their competitors. We provide a network of the right people, the right opportunities and the right services for your growing business. Our services include:
Peer-to-peer networking where you can make the connections you need to enhance your business
Education at every level from financing to CEO roundtables to human resources all with an emphasis placed on what you need to know in this business cycle
Advocacy for technology infrastructure and issues in Olympia and Washington DC
A purchasing cooperative lowering the cost of essential services such as health care and data lines
Our knowledge-base provides access to opinions and trends within our membership
The WSA gives our member companies more opportunities to succeed, and in the process, contribute to the economic success of our entire region.
參考文獻: http://www.wsa.org/

二十一、 Wachovia Bank

- 公司簡介

Assets:
$364 billion

Average Deposits:

$194 billion

Stockholders' Equity:

$32 billion

Headquarters:

Wachovia Corporation

301 South College Street, Suite 4000

One Wachovia Center

Charlotte, North Carolina 28288-0013 (704) 374-6161

Investor Relations:

301 South College Street

One Wachovia Center NC 0206

Charlotte, North Carolina 28288

Ranking:

Fifth largest bank holding company in the United States based on assets. Third-largest U.S. full-service brokerage firm based on client assets. Third largest deposit share nationally.

Financial Services:

Full financial services through offices under the Wachovia name along the East Coast in 11 states — Connecticut, New York, New Jersey, Pennsylvania, Delaware, Maryland, Virginia, North Carolina, South Carolina, Georgia and Florida — plus Washington, D.C. Full-service retail brokerage with offices in 48 states through Wachovia Securities LLC. Global services through 30 international offices.

Customers:

Nine million households and 900,000 businesses; 6 million online product and service enrollments; 1.9 million active online customers.

Employees:

More than 80,000

Financial Centers:

Personal service and advice through 2,600 financial centers and 700 retail brokerage offices. These staffs include 12,000 registered representatives.

ATMs:

Convenient access to 4,500 automated teller machines.

Toll-Free Banking:

Wachovia (800) 922-4684

First Union (800) 275-3862

Online Services:

Banking - www.wachovia.com

Brokerage - www.wachoviasec.com

Products & Services:

Complete banking services, brokerage services, asset management, wealth management, and innovative products for individual customers. Financial expertise in treasury services, corporate and investment banking, and international banking for business customers. Also offer credit and debit card products, trust services, mortgage banking, and home equity lending.

Key Subsidiaries:

Wachovia Bank, N.A., Wachovia Mortgage, Wachovia Securities, LLC

Management:

G. Kennedy Thompson

Chairman and CEO

Robert P. Kelly

Chief Financial Officer

Stock:

1.3 billion shares of common stock outstanding. Stock trades on the New York Stock Exchange under the WB symbol.

Capital:

Exceeded all 2003 regulatory guidelines

(estimated)

Tier 1:

8.35% (4% minimum)

Total:

11.94% (8% minimum)

Leverage:

6.78% (3-5% minimum)

Asset Quality:

Loans written off as losses as a percent of average loans: less than 1% (0.43%). Nonperforming assets as a percent of loans and leases: 1.04%.

Debt Rating:

Senior debt rated Aa3 by Moody's Investors Service, A by Standard & Poor's and A+ by Fitch.

History:

The former Wachovia (founded in 1879 in Winston, NC) and First Union (founded in 1908 in Charlotte, NC) merged on September 1, 2001, to create Wachovia Corporation. Wachovia (pronounced wa-KO-vee-yah) is the Latin form of the name Wachau, which was given to the tract of land in the Piedmont

region of North Carolina settled by Moravians in 1753. The name honored the settlers' connections to the Wachau Valley along the Danube River.
參考文獻:http://www.wachovia.com/

二十二、 SunGard Sourcing

- 公司簡介
- eSourcing

SunGard is...

SunGard is a global leader in integrated software and processing solutions for financial services. SunGard also helps information-dependent enterprises of all types to ensure the continuity of their business. SunGard serves more than 20,000 customers in over 50 countries, including 47 of the world's 50 largest financial services companies. SunGard (NYSE:SDS) is a member of the S&P 500 and has annual revenues of more than $2 billion.

Click here for an interactive
overview of SunGard's business areas and primary solutions >>

Our Mission

We strive to be the most efficient operator of resilient IT solutions. Our efficiency comes from economies of scale in serving multiple customers on shared platforms. Our infrastructure of resilient data centers and networks helps to assure our customers of uninterrupted access to their information.

Our specialization and expertise in operating our own software solutions help our financial services customers improve their competitiveness. We integrate our complementary, best-of-breed solutions to enable our customers to achieve straight-through processing. We focus on building deep, long-term customer relationships across a wide range of complementary services, which creates the highest value for our customers and the highest loyalty to us.

Our Customers

Our customers face enormous opportunities and challenges as a result of advances in information technology. The cost of storing, processing and distributing information has decreased dramatically. Organizations have adapted in order to exploit the availability of information and in the process they have become pervasively dependent on it. Our Availability Services customers are shifting from dependence on back-up facilities for disaster recovery to building resilience into their business processes. The information revolution also has led to much more transparent markets which has intensified global competition and margin pressures. As a consequence our Investment Support Systems customers are specializing in selected areas of expertise to

gain economies of scale and reduce costs. Now the financial markets are evolving into a global network of highly interdependent specialists.

Our Strategy

We focus on economies of scale to reduce costs; on integration to build value and deep, long-term customer relationships; and on acquisitions to expand efficiently:

We deliver information availability solutions for our Availability Services customers through a combination of strategic consulting, technical expertise and world-class infrastructure; and we operate resilient data centers as processors for our Investment Support Systems customers. Our focus is on economies of scale and deep functionality.

We create competitive advantage for our customers as we integrate our complementary solutions into highly tailored service offerings that address individual customer requirements. Our focus is on building deep, long-term customer relationships through cost-efficient integration.

We operate a global financial transaction network (SunGard Transaction Network) that links our installed solutions across the financial services industry with third party solutions and utilities. Our focus is on cost efficient straight-through processing (STP).

We acquire companies with proven management talent that have built solutions and service industry segments that are complementary to ours. Our focus is on efficiently expanding the breadth and scope of our business while leveraging our industry presence.

Our Industry Presence

Wherever financial assets are managed, traded, processed or accounted for, SunGard offers a software or processing solution:

$15 trillion in investment assets worldwide are accounted for and managed daily on SunGard systems.

Well in excess of 3 million trades are processed by financial intermediaries daily on SunGard systems.

Approximately 70% of Nasdaq trade orders flow through SunGard systems.

Wherever information assets are online or business-critical, SunGard provides high availability and business continuity:

We offer a comprehensive range of servers and mainframes with over 3 million sq. ft. in 75 hardened facilities dedicated to information availability and over 50 mobile data centers for on-site recovery.

We have more than 15,000 end-user recovery positions in North America and Europe.

We have conducted more than 100,000 simulated continuity tests and serve more than 10,000 Availability Services customers, and have maintained a 100% success rate on over 1,500 actual recoveries.

eSourcing

Why SunGard eSourcing?

Outsourcing your IT infrastructure is a major business decision. SunGard makes that decision easier.

Our financial stability, 20+ year history, and over 97% client-renewal rate make SunGard a reliable long-term Outsourcing partner.

Access to our uniquely qualified technical and client services staff. With over 600 systems under their care, spanning mainframe, UNIX, and WINDOWS based operating systems, you will find a unique level of professionalism and responsiveness.

Disaster Recovery is a standard component of our Outsourcing Services.

World Class Facilities. As the world leader in availability services, SunGard knows how to build and operate a high availability data center. Multiple locations throughout North America and Europe provide the reliability that your mission-critical systems demand.

Client-centered culture. Our client satisfaction surveys give SunGard high marks for:

Competence

Responsiveness

Flexibility

Easy access to knowledgeable staff

Rapid implementation

Cost-effective services. We leverage our staff, expertise and resources to provide:

Predictable costs over multiple year periods

Resource based fees

No COLA or other "automatic" increases

Time to market. SunGard routinely completes projects in weeks that others take months. Our dedicated project management staff and battle-tested procedures help ensure that your new system (or upgrade) is implemented quickly and with 100% quality assurance.

參考文獻: http://www.sungard.com/

二十三、 Sarnoff

- 公司簡介

Innovation with a Purpose

Sarnoff creates technology the world needs, science that succeeds in the markets.

Sarnoff technology reaches the market in three ways: Contract research for government and commercial clients, licensing of Sarnoff technology, and venture companies based on new Sarnoff technology.

Cross Disciplinary Expertise

Sarnoff works in electronic, biomedical, and information technologies. With our cross-disciplinary breadth we can generate breakthrough solutions for our clients that are unobtainable from single-discipline teams. Sarnoff's technical staff includes acknowledged world experts in fields from computer vision to MPEG compression.

In the Beginning

Founded in 1942 as RCA Laboratories, the facility was renamed in honor of RCA Chairman General David Sarnoff in 1951. In 1987 the company became a subsidiary of SRI International. Today, Sarnoff is a $140 million for-profit company with a global reputation for innovation.

參考文獻: http://www.sarnoff.com/

二十四、 Flarion(3G/4G Wireless)

- 公司簡介

Mission: Flarion mobilizes the personal computing experience for data and voice, with carrier-class reliability and cellular coverage, and support for enterprise-class security.

Flarion's flash-OFDM® system enables a mobile operator to deploy a nationwide, all-IP, packet-switched mobile broadband network that profitably delivers the following value:

Broadband connection › LAN-like experience at average user speeds of 1.5Mbps with latency as low as 35 ms

Ubiquity of cellular › stationary to 200 mph mobility experience

Consumer pricing › flat rate broadband at mass-market prices

Flash-OFDM connects existing (wired) enterprise and mass-market serving networks with the wireless world at significant cost advantages over 3G, with 40% profit margins for the operator and mass-market prices to the consumer.

In addition, the flash-OFDM PC-card is plug-and-play compatible with any IP end-user device, and application, and does not require any changes to protocol, settings, devices or content.

The Flarion strategy is built on five key business objectives:
Introduce the first all-IP mobile broadband system, at significant cost advantages over 3G
Deliver end-to-end systems to operators with best-in-class partners
Produce and sell RadioRouter® base stations, wireless PC Cards and ASICs
Establish the flash-OFDM air interface technology as a global standard
License OEMs to produce and sell flash-OFDM based products
參考文獻: http://www.flarion.com/

二十五、 Hewlett-Packard

- News update
- E-government
- Outsourcing

News update

Hewlett Packard, United States: HP is setting up its only product development center in the Asia-Pacific region in Taiwan, and will bring in top R&D personnel from Singapore, Japan, mainland China, and Cupertino in Silicon Valley. The new center will pinpoint forward-looking information products with development potential and will bring in the latest product development software and hardware technology, and will link Taiwan with the world in terms of product design, specification setting, and project management.

e-government

analytical CRM solutions
Knowing your customer and anticipating what they need is the key to an organization's efficiency and service. HP's Analytical Customer Relationship Management (CRM) Solution accurately gathers, unifies and coordinates all customer interactions as they happen and put the information to work for you.
how to turn customer data into critical assets

As more government and education enterprises adopt an e-business model, they need to analyze and apply knowledge to increase return-on-investment (ROI). HP's Analytical CRM solution is ideal for customer profiling and behavior analysis, campaign planning and result measurements. This enables organizations to capitalize on customer intelligence.

HP Consulting offers a family of services that can help you quickly realize the benefits of Analytical CRM. The Analytical CRM Discovery service is focused

on identifying your business objective and creating a blueprint for your project. With this as input, HP's Requirement Definition and Assessment Services can quickly develop a detailed design and development plan that identifies components and partners that address your unique requirements. Finally, HP's Implementation Services can provide the expertise to safely build and implement a successful analytical solution. HP Consulting works with you to plan, design, build, and integrate your solutions in record time.

benefits
Bring the right offering to the right customers at the right time
Maximize your ROI with the ability to monitor results in real time and allowing mid-course corrections

Improve customer satsifaction with improved customer experiences
Enable target marketing with accurate analysis of your customer base
Always-on-Infrastructure for 24-hour availability
Single point of contact for solution consulting and integration
Alliances with world-class Analytical CRM software vendors like Oracle and E.Piphany.

CRM and e-commerce services
Customer relationship management (CRM) and e-commerce are business strategies for realizing greater return-on-investment and improved service for constituents in the new "e" world. HP offers comprehensive solutions to support you.

customer interaction solutions
To succeed in today's IT environment, government and education organizations must connect seamlessly, reliably and effectively with their customers.

digital publishing solutions
The HP Digital Publishing Solutions organization is developing a new solution ecosystem that will enable enterprises to realize significant improvement in the cost and effectiveness

hp location based services for emergency services
The HP turnkey and standards-based emergency services solution enables service providers to pinpoint the location of a subscriber and provide that

location information and callback number to the appropriate local Public Safety Answering Point (PSAP) when the subscriber dials 911/112.

hp OpenView
HP OpenView's award-winning management solutions improve both your customer experience—and the bottom line and efficiency of your public sector organization
location based services: solution overview from hp
portal solutions
More and more, organizations require nonstop accessibility through numerous touchpoints, including mobile devices, call centers and websites. HP brings together everything critical for improved B2B, B2C, and B2E relationships.
參考文獻:http://www.hp.com/

Outsourcing

訪問 HP 公司談我國政府機關實施資訊業務委外 Outsourcing
我政府機關正擴大實施資訊委外作業中。
近十年來，中華民國無論是政府機關或民間企業為了強化組織、降低資訊費用及提昇組織營運績效，採用資訊委外(Outsourcing)是主要的選擇。行政院(2002)年 11 月 1 日行政院除了再核頒「行政院所屬各機關資訊業務委外服務作業參考原則」供各機關遵循外，各項國家級的重要資訊專案的採購均規定採用委外模式辦理，例如「挑戰 2008 國家發展重點計畫」電子化政府之各專案正採用委外方式執行採購作業中。
台灣主要的委外資訊廠商簡介。
目前以 EDS、IBM、宏碁(ACER)及中華電信(CHT)為主要的廠商，四家總市場佔有率超過 95%以上。
歡迎 HP 公司能投入技術與資源，積極投入我國資訊委外市場。
素仰 HP 公司優越的產品與技術服務，而且對提昇台灣政府機關營運績效(如全國公路監理系統早期幾乎全部是採用 HP 系統)或服務民間企業(如 HP 的醫療儀器設備)貢獻良多。期望 HP 能重視此資訊委外的龐大商機，並積極參與我國政府機關的資訊委外業務，建議可由以下兩個途徑來導入：
由 Taiwan HP 分公司組織一個 Outsourcing 的專案團隊(IBM 與 EDS 均已建置)，透過與 CISA 正受本會委託辦理的「資訊業務委外推廣計畫」專案的互動，可有效地將 HP 全球委外成功的經驗或技術介紹給台灣的政府機關。
展望未來，「顧問諮詢服務」與「委外監督審驗」將是台灣政府機關兩個委外處理的項目，我知道 貴公司擁有實力堅強的專業顧問技術團隊，而這是台灣其他資訊廠商較欠缺的一環，建議貴公司及早規劃此項服務，創造台灣政府機關與 HP 的雙贏結局。

二十六、 General Services Administration

- People
- 簡介
- Mission, Values, and Goals
- First Gov (政府入口網)

People

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About GSA

The General Services Administration (GSA) secures the buildings, products, technology, and other essentials federal agencies need. Our resource experts secure space, furniture, equipment, computers, and telecommunications systems from federal and commercial sources at best value.

We also sell surplus federal property, such as real estate and vehicles, to the public. We develop and implement policies that promote the best management practices governmentwide. GSA is also a technology leader; we are the managing partner for five of the 24 White House e-government initiatives. Roughly 14,000 GSA associates support over one million federal workers located in 8,300 government-owned and leased buildings nationwide.

Mission, Values, and Goals

Our Mission: We help federal agencies better serve the public by offering, at best value, superior workplaces, expert solutions, acquisition services, and management policies.

Creating a Successful Future at GSA by Living Our Values Every Day
and Working Together to Achieve Our Goals
Our Values: Our Goals:
Ethics and integrity in everything we do
Respect for fellow associates
Teamwork
Results orientation
Professionalism
Provide best value for customer agencies and taxpayers
Achieve responsible asset management

Operate efficiently and effectively
Ensure financial accountability
Maintain a worldclass workforce and a worldclass workplace
Carry out social, environmental, and other responsibilities as a federal agency

政府入口網
一、政府網站有哪些主要的服務功能及內容？
政府入口網主要服務內容可分為資訊查詢、雙向溝通及網路申辦三大功能。
在資訊查詢方面，提供先進網路搜尋引擎，檢索各機關網站文件三百萬筆以上；提供各機關網站及通訊名錄分類目錄資料四千八百筆以上；此外，並提供政府重要政策措施及基本國情等資訊，以利民眾查詢、檢索，滿足民眾知的權力，增進民眾對政府施政的瞭解。
在雙向溝通方面：提供公共論壇、網路民意調查、電子民意信箱索引系統、政府新聞網及機關每日活動行事曆，擴大民眾參與公共事務及反映民意。
在網路申辦方面，初期提供一千一百以上項申請書表下載及二百項以上線上申辦服務，並規劃於未來三年達成一千五百項申請書表下載及四百項線上申辦服務之目標，以落實網路一處收件，全程服務之理想。
為了提升服務的效果及品質，特別針對個人化的服務趨勢及需求，依據個人、企業、兒童、學生、老人及公務員等不同族群屬性，提供以客為尊的個人化（Personalized）及客製化（Customized）服務。此外，為了便利民眾可以利用不同的通訊工具上網獲得服務，政府入口網也分別針對個人電腦（PC）、個人數位助理（PDA）、行動電話無線上網（Wireless）及公共資訊服務站（Kiosk）等多元上網方式，設計專屬的服務平台，以滿足民眾需求。
展望未來，我們將以新世紀、新思維，隨時審度新興資訊及通訊科技（ICT）的發展趨勢，充實服務內容及提供創新服務；並加強各機關既有網站與政府入口網間之服務整合，以期邁向「e 化政府，24 小時服務」的理想，為打造「數位台灣」奠定堅實的發展根基。
二、・・・資訊安全及個人隱私上有哪些保護措施？
政府入口網全網站均設有防火牆安全保護措施，民眾交易資料均不虞被竊取。
政府入口網重要交易網頁均有帳號及密碼保護，同時輔以 SSL 加密保護措施。
政府入口網已訂定「隱私權政策（Privacy Policy）」，就民眾於政府入口網所登載之個人資料，均有明確之隱私權保護措施。
三、・・・對政府機關及民眾有哪些實際的助益？
對政府機關：政府入口網基本上是各級政府機關的共同服務平台，主要的

服務資訊及內容亦來自各機關的經營與努力；經由入口網的搜尋及分類檢索引擎，民眾將更容易經由入口網查詢及連結各級機關網站上所提供的資訊及服務，進而提升各機關網路服務的效能。
對民眾：政府入口網是政府服務社會大眾的網路單一窗口，也是網友們與政府間雙向溝通的橋樑；經由這個網站，單一的網址 www.gov.tw，網友可很迅速的獲得所需的資訊及服務，成為民眾生活的好幫手。

Q1: In my understanding, FirstGov features a very powerful search engine and a well organized web directory to help users easily find information and services available on the web sites of federal government agencies. Technically speaking, how does FirstGov get those systems? In other words, how do you co-operate with the technology providers?
Q2: In the early stage, the Taiwanese government web portal also mainly offers web search engine and directory services. In the meanwhile, we also provide an interactive environment including email directory and response system, news and events update on a daily basis, public forum, and a message subscription service published bi-weekly. We are also working on a "one-stop" mechanism to offer electronic services delivery. My question is has FirstGov been planning to provide one-stop service and interactive communication service? And how do you work on them?
Q3: Taiwan's e-government portal is implemented by RDEC. In reality, we did not set up a project office under RDEC, and the project is totally outsourced to a private company. Is office of FirstGov a special taskforce? Does it have exclusive team to work on the project, and how does the team operate? Is any part of the project outsourced to the private sector either? Besides, how many people have persistently participated in the management and administration team of FirstGov project? Also, how much budget have you invested in FirstGov annually up to now?

First Gov

About FirstGov.gov

Whatever you want or need from the U.S. government, it's here on FirstGov.gov. You'll find a rich treasure of online information, services and resources.

Our Vision

FirstGov.gov, the official U.S. gateway to all government information, is the catalyst for a growing electronic government. Our work transcends the

traditional boundaries of government and our vision is global – connecting the world to all U.S. government information and services.

Government at Your Fingertips

Our powerful search engine and ever-growing collection of topical and customer-focused links connects you to millions of web pages – from the federal government, local and tribal governments and to foreign nations around the world.

On FirstGov.gov, you can search more than 186 million web pages from federal and state governments, the District of Columbia and U.S. territories. Most of these pages are not available on commercial websites. FirstGov has the most comprehensive search of government anywhere on the Internet.

We are working with agencies to encourage portals organized around customer groups and topics, instead of agency names. Examples of cross-agency portals include: seniors, students, people with disabilities and exporters.

FirstGov.gov is also pleased to announce its new Spanish-language web portal, FirstGov en Español. It's the U.S. government's new gateway to thousands of government resources–all in Spanish and developed by, and for, Spanish speakers.

Do Business Online

FirstGov.gov will help you find and do business with government online, on the phone, by mail or in person. You may select customer gateways– citizens, businesses and nonprofits, federal employees and government-to-government –to find exactly what you need. Here are a few examples from each gateway:

Apply for student financial assistance
Compare Medicare options
Renew your car tag
Buy coins
Buy excess government property
Get defense updates

Follow space explorations
Apply for Social Security benefits
Get government publications
Register with Selective Service (The Draft)
Check on recalls and consumer information
Get the latest weather information
Check flight delays
Find government jobs
Get advice on starting a business
File your taxes
Get passport information
Compare your mutual fund costs
Write school reports on any subject
Contact government agencies directly
Subscribe to free government e-mail newsletters
Customer Satisfaction

FirstGov is an internet portal designed for you. We want to make your experience at our website productive, informative and satisfying. Customer feedback is the driving force for how we organize and present government information, services and transactions. We participate in an on-line customer satisfaction survey using the American Customer Satisfaction Index (ACSI). This is a survey tool used in the private sector by some of the most successful American businesses. The survey randomly selects visitors to our site and asks them a series of questions about their online experience. The survey results provide us with information about how we measure up against some of the best commercial and government websites and help us improve the website for you. We thank you for taking the time to fill out the survey when it appears on your screen during your visit. If you would like to provide us with more specific comments, suggestions and personal experiences while visiting FirstGov, please Contact Us.
FirstGov Linking Policy

FirstGov.gov links to websites like those above that provide useful, timely, citizen-centered government information and services consistent with our linking policy.

Photo Credits

Check out our Photo Credits page to see the government agencies and departments that have provided public domain images on our website.

Who "Owns" FirstGov.gov?

Many people and organizations have had a hand in creating our comprehensive, award-winning portal to government. And the government worked fast–Internet time–to launch it and to keep it responsive to the American people and the world. This includes America Responds to Terrorism after the events of September 11, 2001.

FirstGov.gov is an interagency initiative administered by the U.S. General Services Administration. It got its start when Internet entrepreneur Eric Brewer, whose early research was funded by the Department of Defense, offered to donate a powerful search engine to government. That gift helped accelerate the government's earlier work to create a government-wide portal.

In June 2000, the President announced the gift from the Federal Search Foundation, a nonprofit organization established by Brewer, and instructed that FirstGov.gov be launched in 90 days. FirstGov.gov went online on September 22, 2000. GSA and 22 federal agencies funded the initiative in 2001 and 2002. It also received an appropriation–and an accolade as an "essential building block" for electronic government–in President Bush's Fiscal Year 2002 Budget.

So, who "owns" FirstGov.gov? The American people.

参考文献: http://www.gsa.gov/ ,http://www.firstgov.gov

FIRSTGOV.gov
The U.S. Government's Official Web Portal

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White House President George W. Bush

egov Learn about the President's electronic government initiatives

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- Find Parks and Recreation Spots
- Renew Your Driver's License
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FirstGov.gov ™ is the U.S. government's official web portal
Federal Citizen Information Center
Office of Citizen Services and Communications, U.S. General Services Administration
1800 F Street, NW, Washington, DC 20405
Have any questions about the federal government? E-mail FirstGov or call 1-800-FED-INFO (1-800-333-4636)

二十七、 Information Technology Association of America

- 簡介
- **ABOUT GOVERNMENT AFFAIRS**

ABOUT ITAA

Welcome to the Information Technology Association of America (ITAA) web site. With the market in 2001 spending over $800 billion, Information Technology (IT) is one of America's fastest growing industries, encompassing computers, software, telecommunications products and services, Internet and online services, systems integration, and professional services companies. Located just across the river from the nation's capital in Arlington, Va., ITAA today is the only trade association representing the broad spectrum of the world-leading U.S. IT industry.

The ITAA web site provides information about the IT industry, its issues, association programs, publications, meetings, seminars and more...plus links to other valuable web sites. Enjoy your visit and check back periodically because the industry is not only fast growing...but fast changing. The ITAA Home Page can be your best stop on the Internet for industry news and perspective. It's also a great way to get to know the Association and its many valuable programs.

ABOUT GOVERNMENT AFFAIRS

The government affairs advocacy program of the ITAA serves our membership at various levels. The Association - through its staff and its member company representatives - is well recognized as having established a leadership role on bringing the information technology (IT) industry's high-priority positions and concerns to the attention of federal, state/local, and foreign government policymakers and the media.

Our goal has been, and will continue to be, working to promote IT's robust growth and contribution to the "New Economy." Direct lobbying, testifying at congressional hearings, and information sharing comprise the foundation of ITAA's public policy advocacy program.

We also sponsor, in cooperation with the House and Senate IT working groups, regularly scheduled Congressional Staff Briefings on the many divergent and convergent issues confronting our industry, and how these critical issues can be

positively and negatively impacted by government intervention.
Our agenda is broad because the members of ITAA are not monolithic in their concerns.

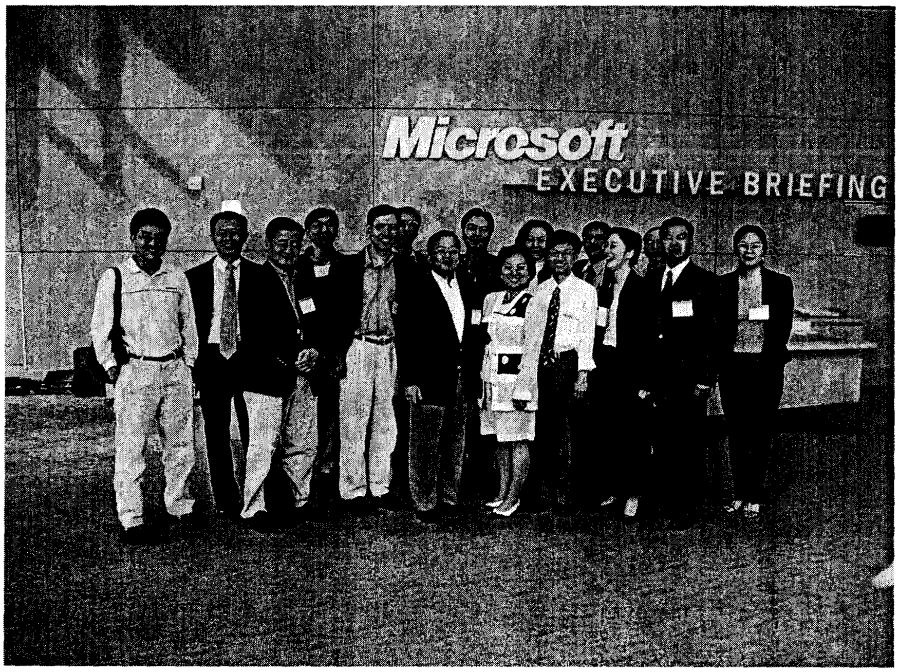
Our reach is extensive because IT impacts every aspect and sector of life.
Because IT policy permeates outside the Beltway of DC, our efforts extend beyond Congress, the Administration and Federal agencies. State and local government, as well as multi-national governmental organizations and, industry groups and governments are a critical part of our focus and attention.
參考文獻: http://www.itaa.org/

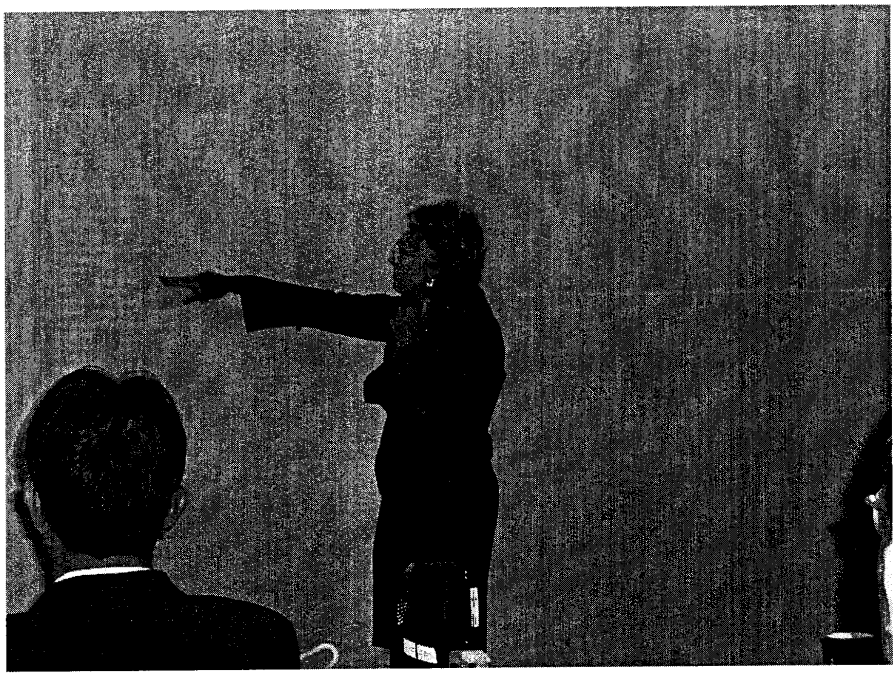
二十八、 IBM Institute for Electronic Government

- 簡介

Founded in 1994, the Institute for Electronic Government is dedicated to helping government leaders understand and unleash the power of information technology to transform government in a digital society.
參考文獻:http://www.ibm.com

二十九、 照片





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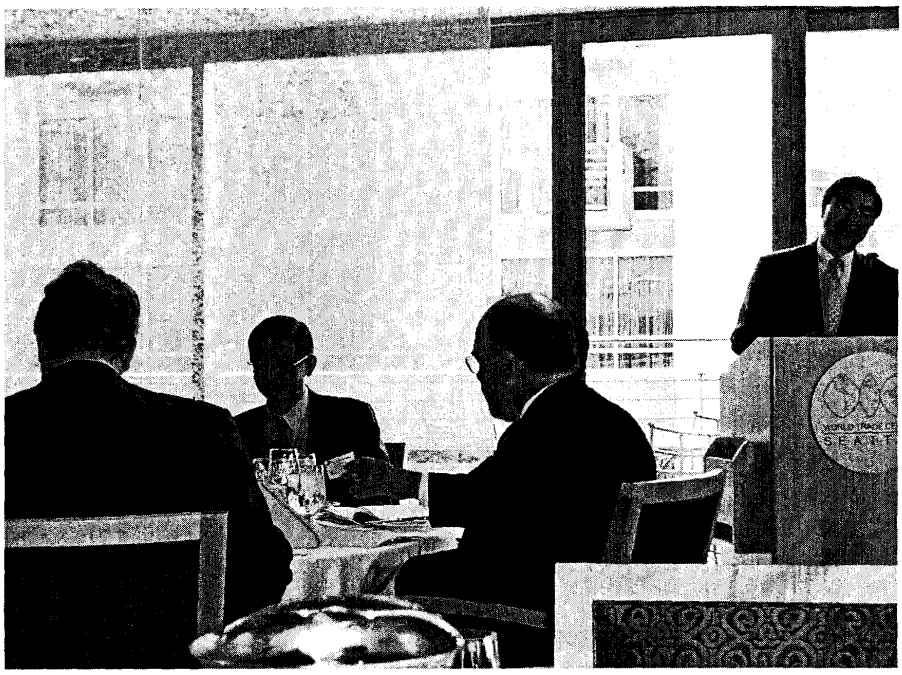

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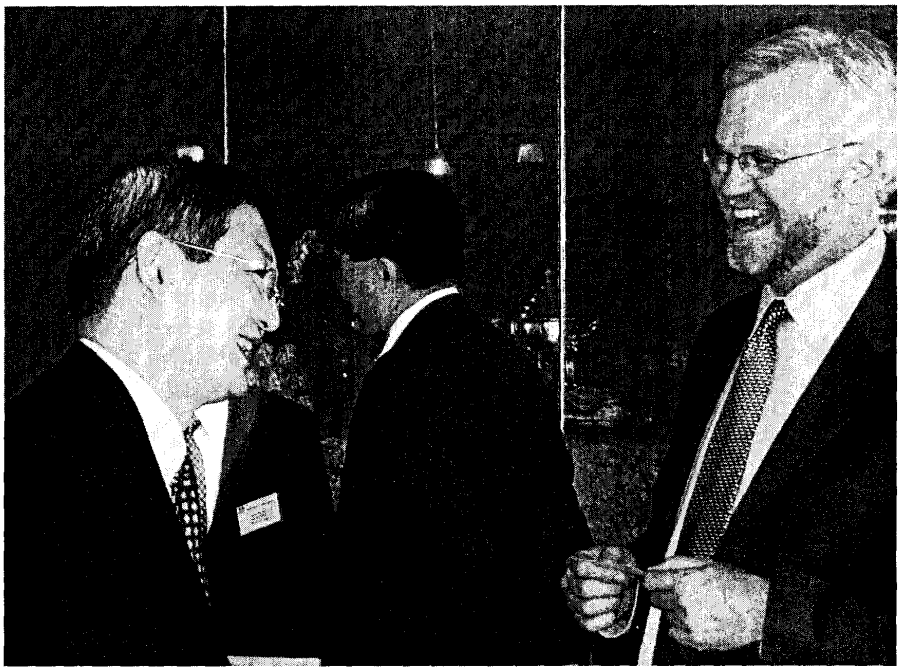

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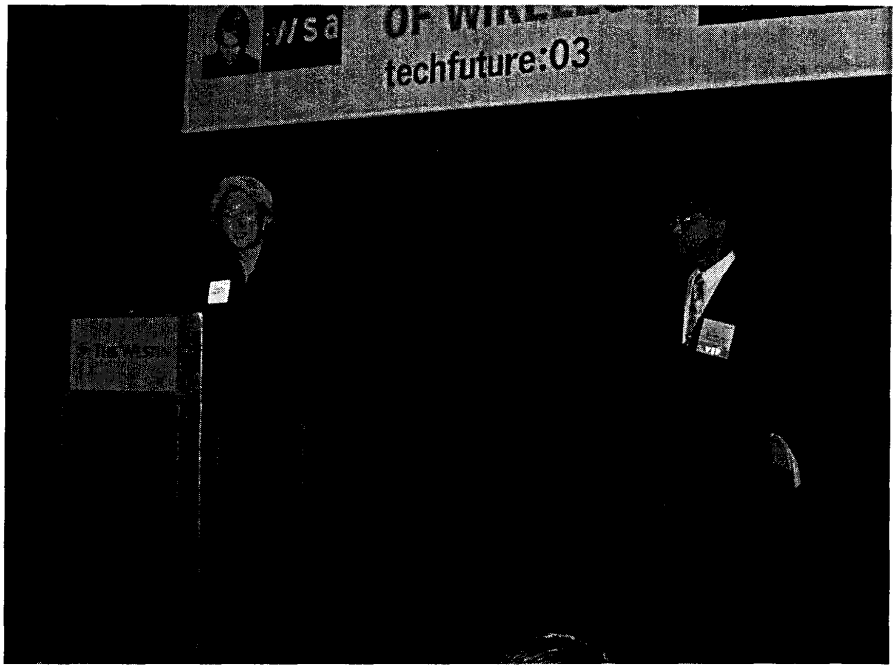

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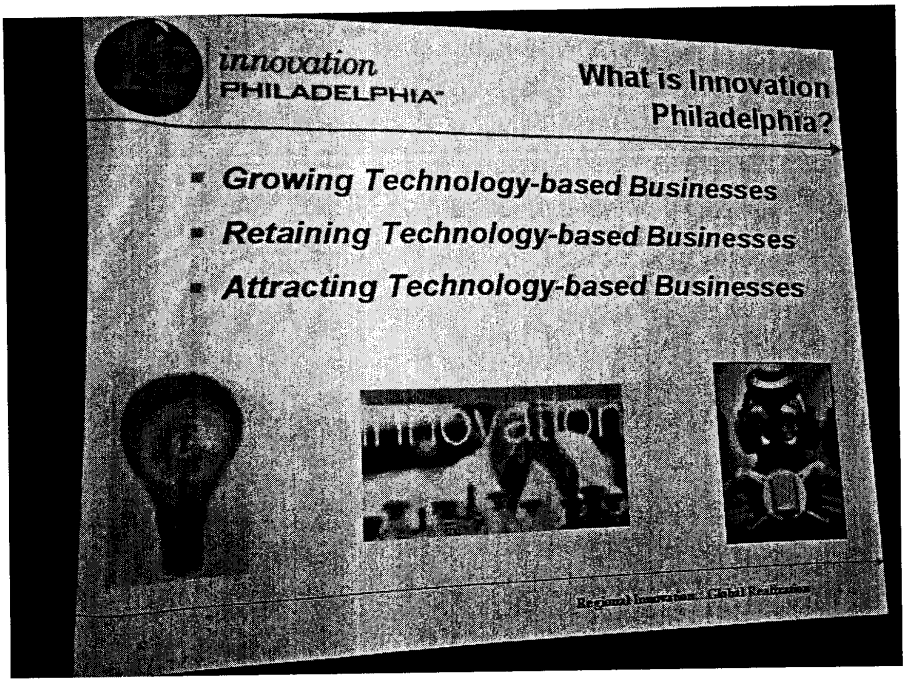
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Retaining Technology-based Businesses
Attracting Technology-based Businesses

92/9/11


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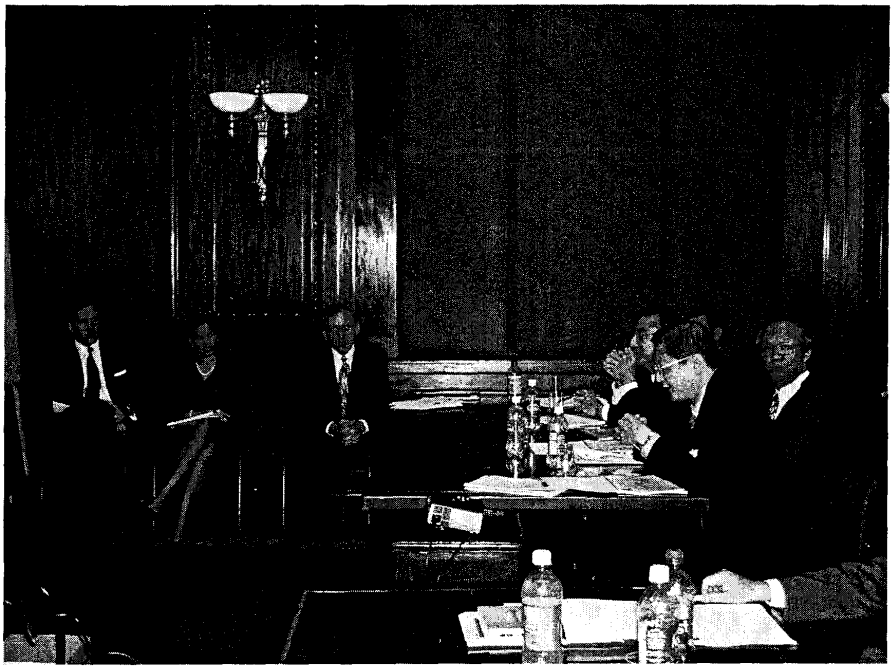

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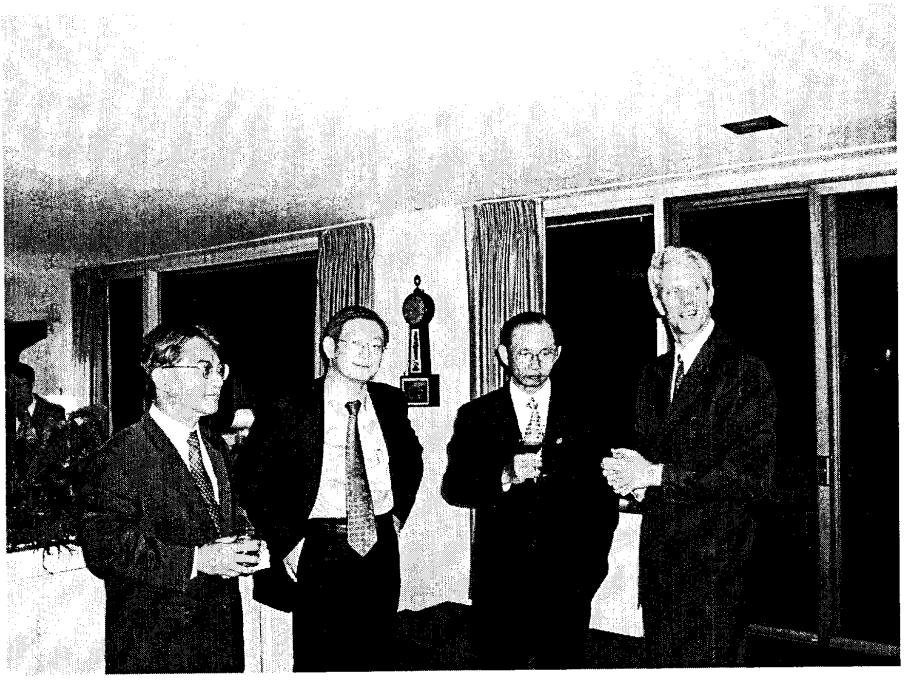

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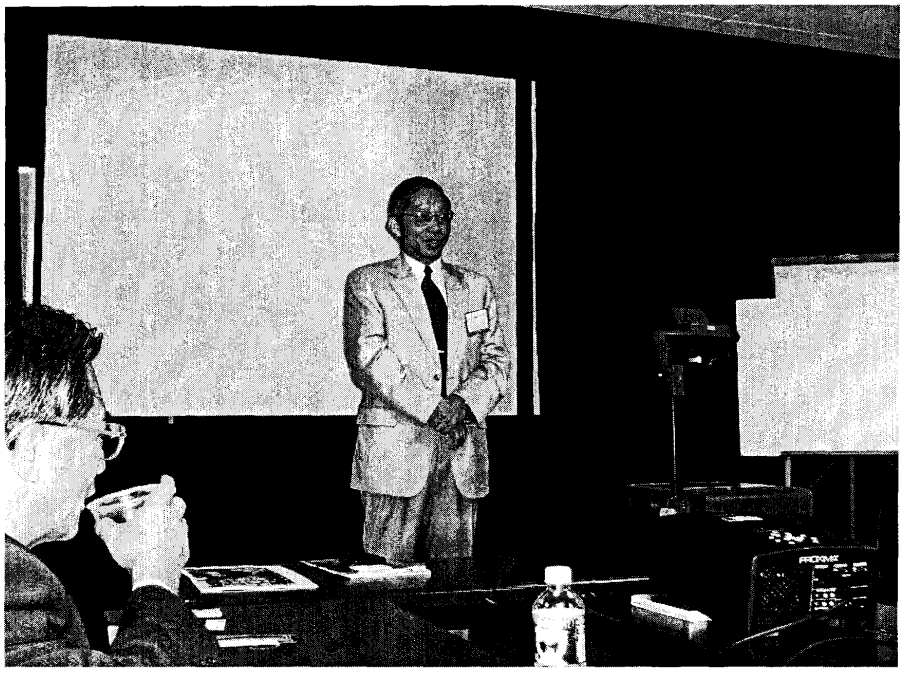

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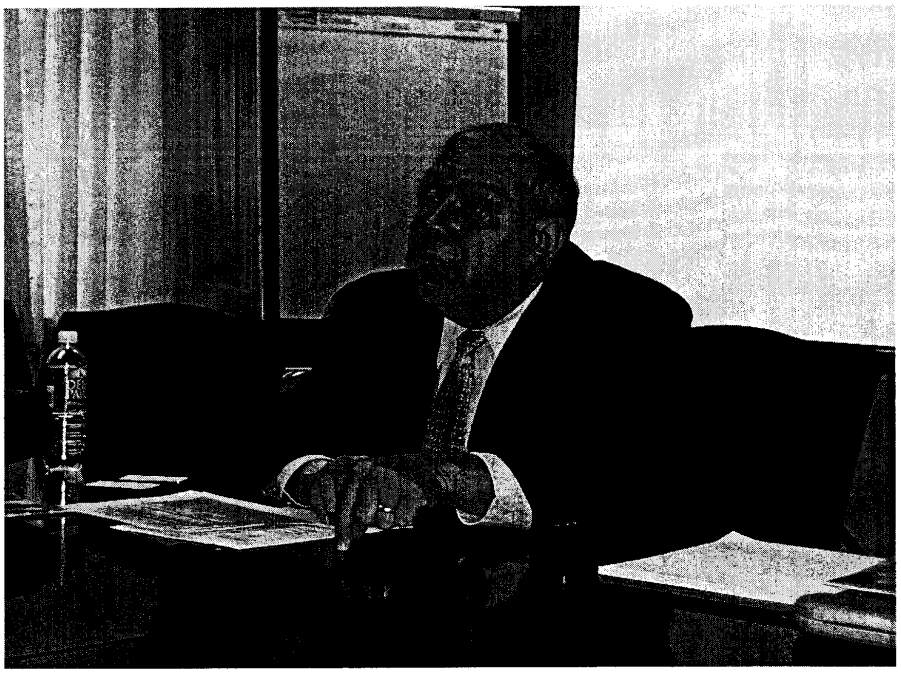

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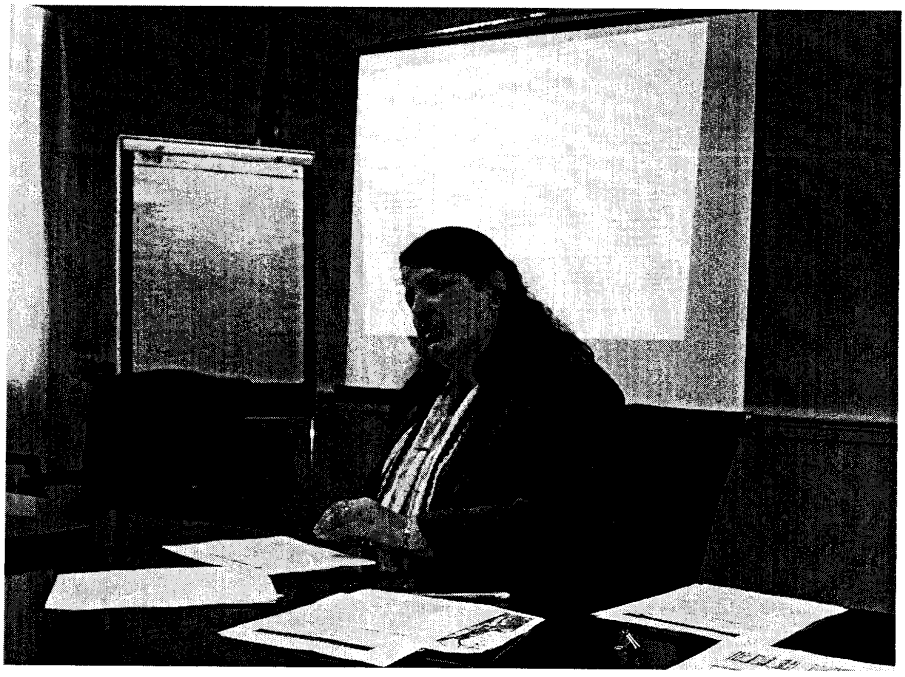

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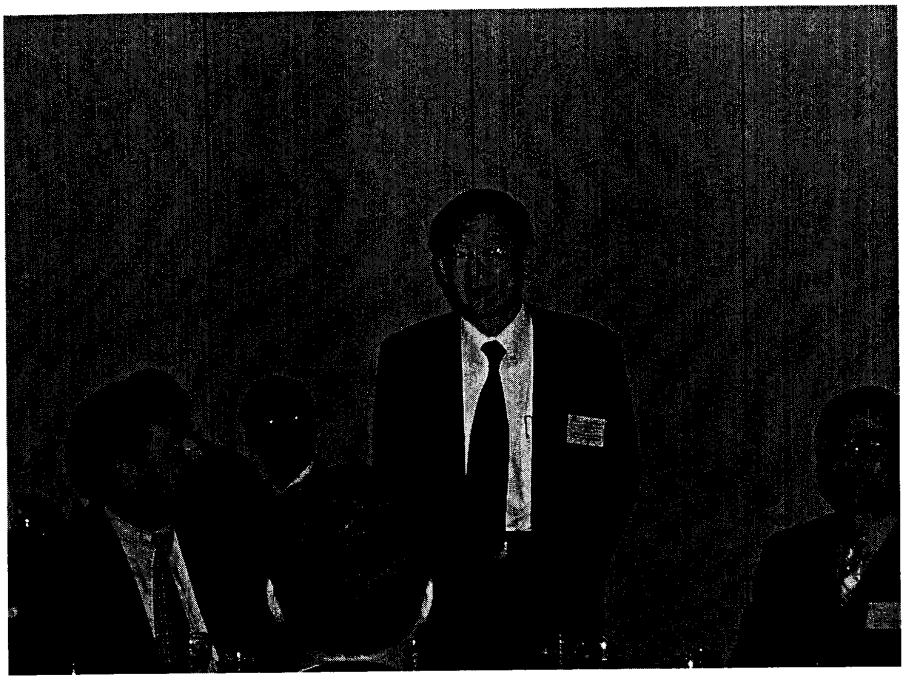
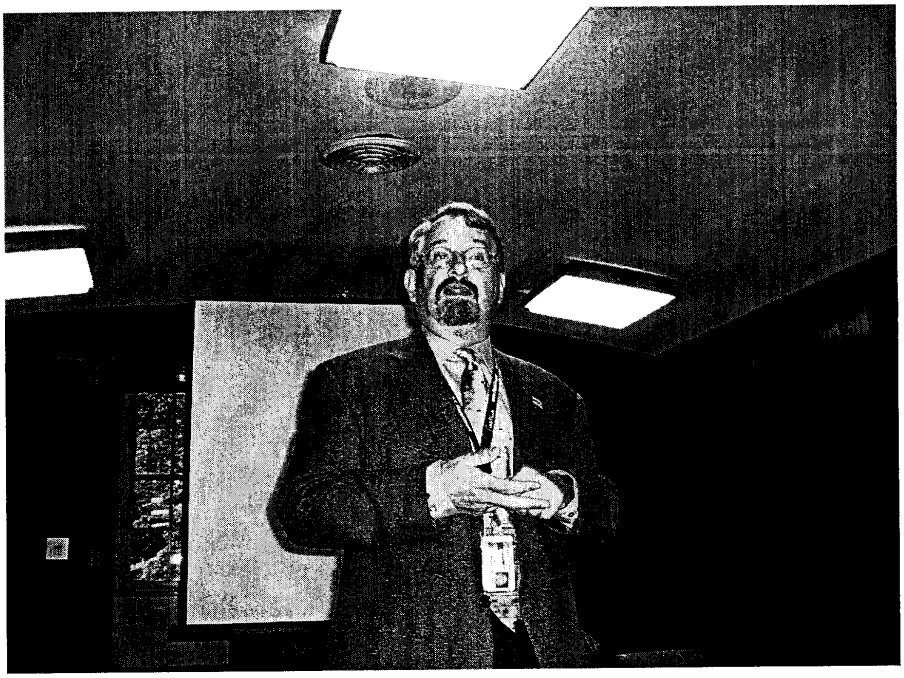


92/9/15



92/9/16

92/9/16

92/9/16