

行政院及所屬各機關因公出國人員報告書  
(出國類別：會議)

出席未來政府(FutureGov) 2010 年會

出國人 服務機關： 環境保護署  
職 稱： 專門委員  
姓 名： 詹志銘

出國地點; 馬來西亞沙巴  
出國日期; 99年10月12日至10月16日  
報告日期; 99年10月28日

表一

公務出國報告簡表

出國計畫名稱：出席未來政府(FutureGov) 2010 年會		
出國人姓名/職稱/服務單位：詹志銘 專門委員 行政院環保署		
出國日期：民國 99 年 10 月 12 日至 10 月 16 日		
出國期間概況紀要：		
活動日期	活動內容	活動地點
10/12	去程	馬來西亞沙巴省亞庇市
10/13- 10/15	未來政府大會、圓桌分組會議及未來政府獎頒獎典禮	馬來西亞沙巴省亞庇市
10/16	返程	返回台北
<p>行程成果評估及心得建議：</p> <p>FutureGov 為亞洲地區專精政府、教育及醫療現代化的刊物，致力於影響及改善公部門的治理、效率及市民參與。本次會議有亞洲及英美加澳等 20 國的中央及地方政府資訊主管近 200 人參加，我國環保署、考選部及台北市政府三單位參與，充分交流各國政府資訊推動的創新做法。台北市政府「智慧城市 UI Taipei 計畫」亦在未來政府獎的評選中獲得「互連性政府獎 Connected Government」。</p> <p>心得建議：</p> <p>(一)英國西敏市(City of Westminster)資訊長指出，面對太多的資訊子系統，該市正進行服務標準化及整併，以減少重複投資。本署推動共構機房已有初步的成果，後續配合環境資源部的成立，仍應持續的進行，因為統一的管理與維運可節省經費與資源，並有較好的績效。</p> <p>(二)加拿大安大略省資訊長指出，該省成立專責單位執行資訊改造，建立單一服務窗口，將原有 6000 多部主機整併成 965 部，年省 1 億加元，顧客滿意度由 60%提升為 92%。本署亦有主機及網站太多的問題，未來針對單純的網頁與共用服務將要求使用統一的服務，不能自行其是。</p> <p>(三)機房共構及雲端運算的推動，資訊系統彼此的關連緊密，資訊安全與個人隱私保護更顯重要。本署已通過國際標準組織 ISO27001 資訊安全管理系統的認證，但同仁的安全意識仍需加強。</p>		

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## 出席未來政府(FutureGov) 2010 年會出國報告

### 壹、會議背景說明

步入第七個年頭的未來政府年度高峰會為政府資訊化經驗分享交流的平臺，由新加坡的出版集團 FutureGov 主辦，全球資訊科技供應商共同支持，邀請亞太各國電子政府推動設計者和執行者共同參與，分享各國政府資訊化的創新作法與觀摩現有的最佳建置典範，改善公部門的治理、效率及市民參與，促成電子化政府能更進步。

會議內容涵蓋了政府最關心的問題，其中包括：數位城市、公民參與及新媒體平臺運用、無線政府、開放資料、縮小城鄉差距、人口遷移、公共部門績效管理、勞動力的未來。

本次會議於在馬來西亞沙巴省亞庇市的 The Magellan Sutera Hotel 及 The Sutera Pacific Hotel 舉行。有世界各國中央及地方政府資訊主管近 200 人參加，包括：澳洲、巴林、加拿大、中國、印度、印尼、日本、韓國、馬來西亞、紐西蘭、沙烏地、新加坡、斯里蘭卡、泰國、菲律賓、土耳其、英國、美國、越南都有出席，我國除了本署出席外，另有考選部資訊處的林裕權處長及台北市政府資訊處鄭玉麟專門委員參與。

會議最後並舉行未來政府獎的頒獎，該獎項是在表揚亞太地區成功的政府、教育及醫療機構資訊應用計畫，今年已第 4 屆，共有 22 類別的獎項，我國台北市政府今年亦有提報參與角逐。

### 貳、會議經過

#### 一、專題演講

大會專題演講穿插在各分組研討會議之間，由一些政府資訊長及資訊廠商高層現身說法，描繪未來政府的機會與展望。

加拿大安大略省的資訊長 David Nicholl 表示，安大略省人口 1307 萬、GDP 佔加拿大 37%，種族多元，人民希望政府的資訊服務不應比私部門差。該省因此於 2006 年成立專責機構，進行資訊服務的改造與整併，顧客滿意度由

2008 年的 60% 提升至 2010 年的 92%。

安大略省建立單一服務窗口，納入戶政、地政、醫療、監理、稅務、法令、出版等業務，提供 300 個點的人員服務、16 大類的線上服務、71 個無人資訊服務站(Kiosk)、160 線的免費電話服務。經由系統的整併，原有 22 個運算中心併成單一服務窗口、6000 多部主機併成 965 部，粗估年可省 1 億加元。

英國西敏市(City of Westminster)資訊長 David Wilde 指出，西敏市每日上班與觀光人口超過 100 萬人，面對太多的資訊子系統，資訊分享困難，該市正進行系統的整併，由各部門代表參與，並先進行基礎設施的共用，然後是服務的整併，由於未來 5 年資訊支出將減少 25%-40%，為不影響服務水準，服務標準化及整併勢在必行，並且要減少重複的投資。預估若能整併目前的小額各別採購，統一向資訊供應商議價，即可減少 40% 的採購成本，真是團結力量大。

IBM 公司安全顧問 Venkatesh Sadayappan 表示，世界將運用越來越多的工具、越互連也越聰明。在許多新的機會中也隱藏新的風險。在 2005 至 2010 的 5 年間，網路流量成長了 10 倍，外在的環境逼著資訊系統要做改變，安全的議題包括人員、資料、流程、網路及實體設備，不管是內部或外部安全，第一步就是要進行整體安全評估。

惠普(HP)公司亞太影像事業部副總裁 Pierre Mirlesse 強調資訊爆炸性成長，2020 年預估有 30% 的資訊會儲存在雲端設備，資訊列印的安全、手機列印的需求將受重視。

微軟公司亞太區公部門事業部主管 Colin Timm 表示，要提升國家競爭力與經濟生產力，該公司在政府服務、教育、健康照護、公共安全、網路、創新等方面都可提供協助，而其基本做法是提升雲端運算、安全、效能、互動、人員素質等 5 方面。

美國國務院企業管理及規劃部門副主管 Janice Fedak 說明其擬訂三年資訊發展計畫的三個策略目標：雲端運算、資訊科技領導、數位外交官。仿造 WIKI 百科全書的作法，他們建立內部的 Deskpedia 知識分享平台，已經有 15% 的外交人員建立自己的部落格，各種的議題群組發展出來，包括：經濟、領導、島國等等。Fedak 指出，在海地大地震中，Wiki 平台提供了良好的溝通，對外也充分收集到民眾的意見。

## 二、分組討論

分組專題討論方式(Interactive Discussion Table)是本次會議的特色，有 16 個主題，每一組輪流到各主題去座談，交換意見，各主題由大會主辦者及各大資訊科技公司擔任主持人，負責提供背景資訊及與各小組對談。

16 個主題分別是：Cloud computing, Cyber Defence, Enterprise Mobility, Green IT, Productivity, Govt ICT Trends, Making IT Deliver, Smart Grids, Govt Payment Process, Innovative security Solutions, Sustainability, Case Management, Cloud Security, Future Workforce, Green ECM, Performance Analytics.

我國與中國的出席者分配在同一組，在三天的共同相處中，建立了很好的友誼與相互的了解。中國參與者多為地方政府執行資訊化的主管人員，包括：寧波市、青島市、鄭州市、蘇州市、江門市、成都市、長治市等城市。

中國因為政府集權，資訊計畫的推動資源豐富，各部門都在做，進步的很快，但是各自為政，產生不少投資的浪費，硬體的建設沒有軟體與制度的配合，效益就會打折扣。

另外中國有網路的監控長城，當討論到 FACEBOOK 或 TWITTER、PLURK 等社群互動媒體的運用時，中國出席者明顯較無法理解，不過青島市政府還有專人是在網路上搜尋民眾的建議，並協助解決。中國幅員廣大，各地資訊化的落差是很大。

洛克希德馬丁公司與美國聯邦政府一直有緊密的合作關係，在澳洲稅務系統整體委外計畫中，亦由該公司得標。

惠普公司主推數位文件的保存及安全管理。影印機、印表機常有硬碟暫存檔案，若未加管理，常易造成機密文件的外洩。

微軟歷年一直支持 FutureGov 高峰會的舉辦，該公司強調其在雲端運算已有 25 年經驗，在資安防護能力更是值得信任，因為許多駭客一直把微軟當作最大的攻擊目標。

SAP 是知名的企業資源處理 (ERP) 系統廠商，強調政府人力資源管理、採購流程改善、施政績效監督都可透過 ERP 系統來提升效果，就如在私人企業產生的效果一樣。

IBM 公司推動的主題是更聰明的城市，運用資訊科技讓資源耗用少，生活更舒適是每個政府施政的目標。

### 三、未來政府獎頒發

最後一天的晚宴也是未來政府獎的頒獎典禮，共有 16 個國家、180 個亞太地區成功的政府、教育及醫療機構資訊應用計畫報名參加(869 案)，角逐 22 個獎項，我國台北市政府提報「智慧城市 UI Taipei 計畫」在四個獎項中入圍，最後在「互連性政府獎 Connected Government」得獎，中國寧波市也得到一個獎項，新加坡則是歷年得獎最多的國家。

2011 年未來政府高峰會已選定將在菲律賓的宿務島舉行。未來政府的刊物也持續的擴大發行範圍，今年 11 月發行印度文版本，12 月將發行中文簡體版本，越來越多的政府高層資訊人員將可互相的學習與交流資訊。

### 參、心得與建議

#### 心得

- 一、 資訊科技的發展與使用者的需求提升，逼得資訊系統要一直進步，此次展場中 IPAD 平板電腦隨處可見，其應用程式親和性相當高，微軟新的遊戲機可以辨識遊戲者的關節動作，不需遙控器就能玩，HP 印表機可以手機無線列印，不需安裝驅動程式，產品每年都有很多進步。
- 二、 安大略省的資訊長強調人民不知道該業務是中央或地方政府負責，也不知道是那一部門負責，所以要站在民眾的角度來提供服務。政府分層負責，分部門辦事，分工與合作如何能無縫接軌是一門學問，除了單一服務窗口，如何讓窗口能統整與督導各部門服務的提升才是實質的目的
- 三、 大會會場提供無線網路服務，各旅館房間內亦有免費網路連接，大會亦提供通用電源轉換插座做為紀念品，每日出版會場活動報導，處處顯示在資訊服務上的用心。
- 四、 中國政府對資訊計畫的投資毫不手軟，執行效率亦很高，但是民眾的參與及服務的公平上仍有不足，在與不同年齡及不同地區人員的接觸中，發現

彼此間的想法差距不小，多數認為中國大陸是繁榮了，但是公平性要加強，如地域間、世代間。台灣正可做為一個他們競爭、學習的標竿。

- 五、永續發展的環保議題受到普遍的重視，澳洲出席者就指出該國氣候不是乾旱就是水災，人為的過度開發，大自然的水資源無法配合，後代子孫就要受苦了。手機、電腦替換的速度快，如何節能、回收、減少電子廢棄物，可以避免為進步付出太大的代價，

## 建議

- 一、資訊系統由分散式到個人化到移動式，太多的系統，太多的資訊設備，系統整合已經是不可避免的趨勢，本署推動共構機房已有初步的成果，後續配合環境資源部的成立，仍應持續的進行，因為統一的管理與維運已經證明是可節省經費與資源，並有較好的績效。
- 二、雲端運算是要整合資訊系統，讓資訊資源能充分應用，除了機房共構(IAAS)，系統虛擬化，還有進一步的平台共用(PAAS)及應用系統共用(SAAS)。因為建立網站太容易了，到處是網站，到處是郵件、電子佈告欄與部落格主機，造成管理上的困難，這些單純的網頁與共用服務應該使用統一的服務，不能自行其是。
- 三、資安與個人隱私的保護在資訊化的社會更顯重要，因為資訊系統的集中，彼此的關連緊密，安全一發生問題，常造成很大的影響。個人資料保護要有專責的人員，並加強全體同仁的安全意識，否則再嚴密的系統，只要用簡單的社交工程就可取得帳號密碼，而且個人基本資料也常在公布欄上就能找到。



未來政府(FutureGov) 2010年會分組成員合影



我國出席同仁於大會國旗下合影



# 附 錄

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# FutureGov Summit 2010

## The challenges and opportunities around consolidating local government services

Presented by: David Wilde  
Chief Information Officer

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### A bit about the City of Westminster:

- 245,000 residents
- Daytime population over 1 million
- Night time population over 400,000
- All in 8.5 sq miles
- Many of London's hotels
- Wealth of tourist attractions
- Over 2% of national GDP
- Archery and beach volleyball in 2012 Olympics





**Centre of Government**



City of Westminster



**The Royal Family**



City of Westminster



**Theatreland**



**Leicester Square –  
The home of film  
Premieres**



**Quality residential  
spaces**



**Our  
restaurants**

**Our Parks**



City of Westminster



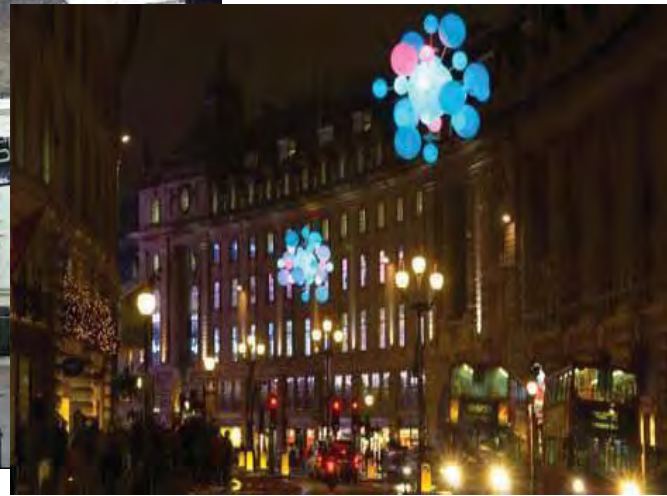
**Lords the home of  
cricket**



City of Westminster



## Shopping and the West End



## Regent Street Xmas Lights



City of Westminster

## London and UK local government ICT marketplace

- London local government annual ICT over £1billion per annum
- Hugely complex and interesting political arena, many local authorities
- 8 million, growing to 10 million 5 days a week
- Oh yes, and the Olympics.....(and Rugby world cup)
- Generates 19% of national GDP

### UK wide:

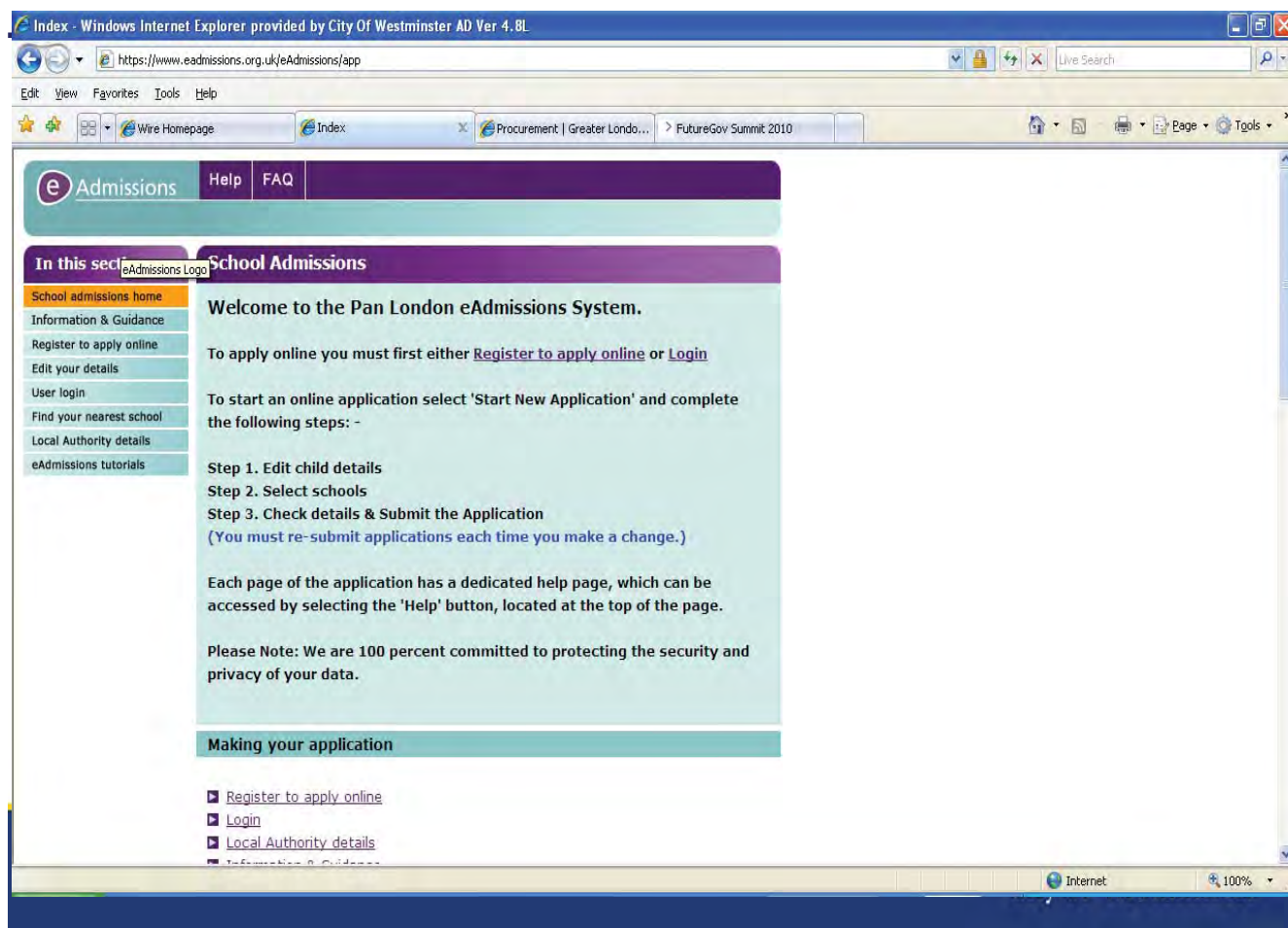
- £6billion per annum
- Hugely disaggregated and locked in legacy
- Actually pretty similar systems, just lots of them
- Significant convergence with health and central govt but not happening yet
- Organisational change is already demanding major technology change
- National and local government tensions
- Significantly different political and economic landscape from 2 years ago



City of Westminster

## Governance: our key to successful collaboration

- London Councils is a consortium funded by London local government and central government grant
- Clear remit covering lobbying, efficiency, performance and innovation
- The ICT transformation board sits under the efficiency board
- Membership covers representation for all London public sector bodies
- Funding for projects based on strong business cases with defined payback
- Over 30 projects ICT funded to date, ranging from e-admissions through to employee authentication
- A lot of focus in infrastructure as an essential enabler for shared services and broader consolidation



The screenshot shows a web browser window titled "Index - Windows Internet Explorer provided by City Of Westminster AD Ver 4.8L". The address bar displays "https://www.eadmissions.org.uk/eAdmissions/app". The browser's address bar includes a search box with the text "Live Search". The browser's menu bar includes "Edit", "View", "Favorites", "Tools", and "Help". The browser's toolbar includes "Wire Homepage", "Index", "Procurement | Greater Londo...", and "FutureGov Summit 2010". The browser's status bar at the bottom displays "Internet" and "100%".

The website content is displayed in a purple and white color scheme. The main header features the "e Admissions" logo and "Help" and "FAQ" buttons. Below the header, there is a section titled "In this section" with a sub-section "School Admissions". The "School Admissions" section contains a list of links: "School admissions home", "Information & Guidance", "Register to apply online", "Edit your details", "User login", "Find your nearest school", "Local Authority details", and "eAdmissions tutorials".

The main content area of the "School Admissions" section is titled "Welcome to the Pan London eAdmissions System." and contains the following text:

To apply online you must first either [Register to apply online](#) or [Login](#)

To start an online application select 'Start New Application' and complete the following steps: -

Step 1. Edit child details  
Step 2. Select schools  
Step 3. Check details & Submit the Application  
(You must re-submit applications each time you make a change.)

Each page of the application has a dedicated help page, which can be accessed by selecting the 'Help' button, located at the top of the page.

Please Note: We are 100 percent committed to protecting the security and privacy of your data.

Below the main content area, there is a section titled "Making your application" with a list of links: "Register to apply online", "Login", "Local Authority details", and "Information & Guidance".

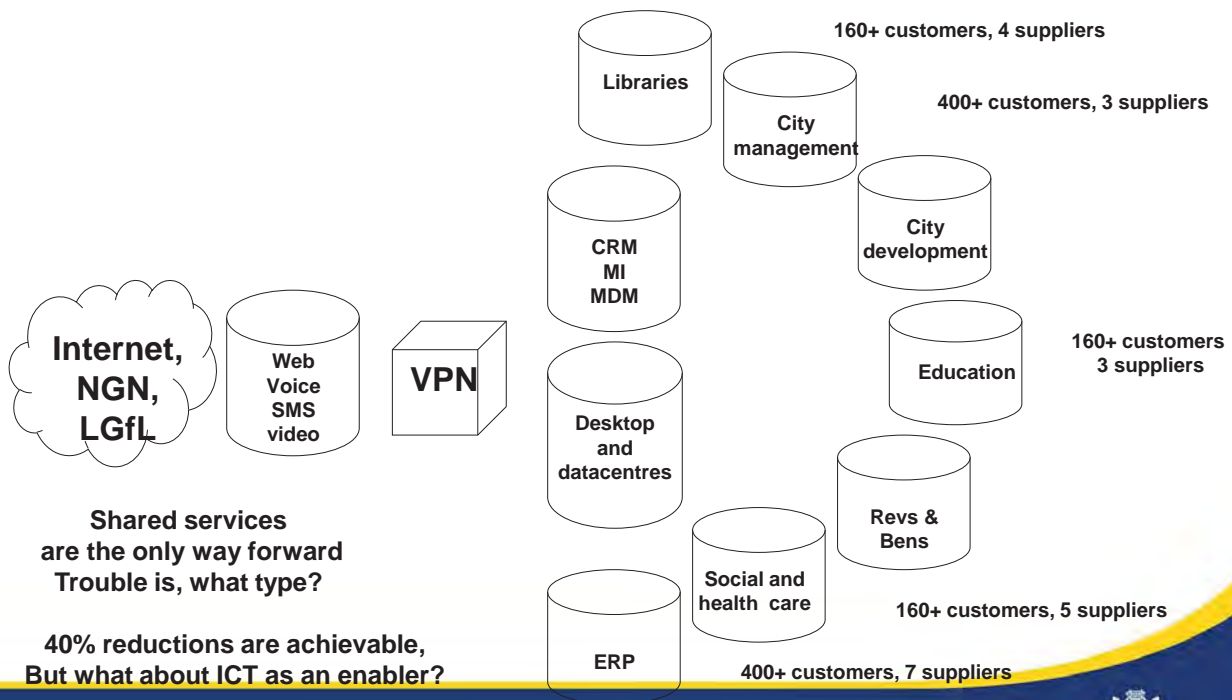


The screenshot shows the London Public Sector Network (London PSN) website. The main heading is "capital ambition". Below it, there is a search bar and a navigation menu. The central content area is titled "London Public Sector Network (London PSN)" and discusses "Delivering Shared Services using the London PSN". It mentions that the London PSN provides secure connectivity between London boroughs and is the largest public aggregator in the UK. A logo for "LONDON PSN" is displayed. On the right, there are several sidebar elements: a "login" button, a "Sign up to receive our newsletter" form, a "CAPITAL AMBITION 10" announcement, and a "latest news" section with links to guides and announcements.

## Shared services: consolidation through collaboration

- Recent economic challenges have certainly stepped up the pace of change and political will to move to shared services
- Westminster, Hammersmith & Fulham and Kensington and Chelsea are exploring a range of services for consolidation
- Many authorities are already sharing senior positions across organisations and this is being seen as a catalyst for consolidation
- On technology, there are a number of practical examples out there today where services and systems have been brought together
- There is also recognition that for wider sector consolidation to happen, technological infrastructure must be in place first
- This raises three significant challenges: marketplace, procurement and financial justification

## The first challenge: marketplace



## Second challenge: procurement

- Framework contracts are the ideal solution but it's essential to establish them the right way:
  - Full engagement of buyers
  - Clear boundaries on geography, value and term
  - Clarity and consistency with the market through the process
- Ongoing contracts and alignment with others for co-termination
- Balancing scale with competition now and in the future
- Ongoing supplier and service management

---

## Third challenge: financial justification

- Consolidating services should deliver efficiencies, but how do you assess current cost vs future cost and how do you share the benefits?
- What about scaling costs and efficiencies to allow joiners and leavers?
- Traditional business cases operate on a like for like cost/benefit analysis of a term, something that is not easily replicated in collaboration and consolidation
- Getting the exercise itself in the right order is central to whether the business case will succeed
- Who will lead and take greatest financial risk?

---

## All that said, the opportunities are great

<b>Total annual network cost across London:</b>	<b>£150million</b>
<b>Local Authority subset cost</b>	<b>£70million (at least)</b>
<b>CoCo costs</b>	<b>£12million</b>
<b>VPN costs for Councils</b>	<b>£2.6million</b>
<b>New network demands</b>	<b>£who knows?</b>
<b>Converged voice and data across London</b>	<b>£100million</b>
<b>Local Authority subset cost</b>	<b>£50million</b>
<b>Single CoCo</b>	<b>£3million and built in</b>
<b>VPN costs for Councils</b>	<b>£0.6million</b>
<b>New network demands</b>	<b>£cost neutral</b>
<b>Total benefit</b>	<b>£61million</b>

## For the UK, it is essential to deliver savings needed

- The whole of public sector is developing plans for cost reductions between 25% and 40% over 5 years
- No organisation can deliver reductions of that size without either massively reducing services or consolidating service delivery
- The supply side can only deliver the cost reductions needed through standardisation and reduced spread of service delivery
- Much of our waste is in duplication of effort, resources and data
- Technology is up to the challenge, the question is are we ready to fundamentally change the way we deliver services?



City of Westminster

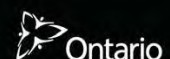
## Modernizing Government *making it easier...*



FutureGov Summit 2010  
Kota Kinabalu - Malaysia  
October 13-15, 2010

A presentation by:  
David Nicholl, Corporate Chief Information Officer  
Government of Ontario

Government of Ontario



## Ontario Quick Facts



Population of Ontario (July 2009): **13,069,182**

% of Canada's population: **38.7%**

**444 municipalities** operate in Ontario

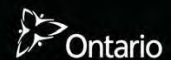
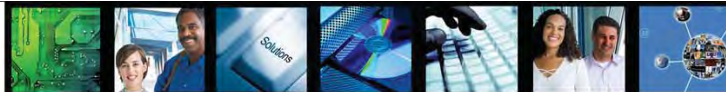
Ontario's nominal GDP in 2009 was **\$566.5B**

% of Canada's GDP: **37.1%**

Richly **diverse** population, both ethnically and culturally

Enthusiastic **adopters of online service**

Government of Ontario



2

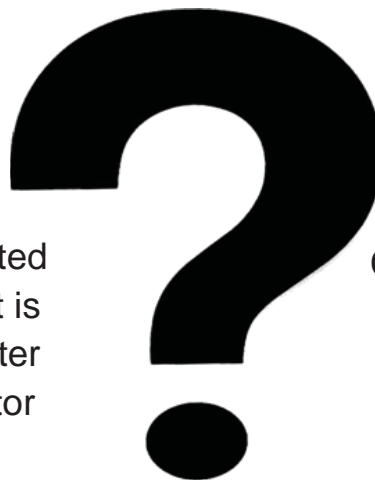
## government needs to do more

Many individuals don't know where to go for government service

Ontario businesses have problems accessing government service

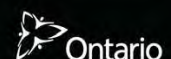
Government is expected to deliver service that is as good as, if not better than, the private sector

Citizens view government as one entity, and expect seamless service across jurisdictions



There is a direct correlation between customer satisfaction and confidence in government

Government of Ontario



3



ServiceOntario

*making it easier...*

The people of Ontario have high expectations of government services; in many cases, they expect them to be as good as, or better than, those of the private sector. We have to keep pace with growing customer demands for high quality, cost-effective public services.

**ServiceOntario is one way the Government of Ontario is meeting those expectations.**

## *building a service organization...*



ServiceOntario

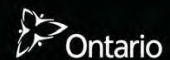
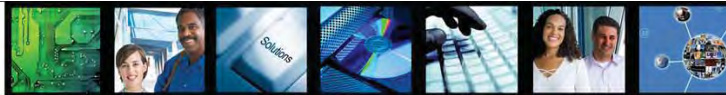
- ✓ In 2006, Cabinet gave ServiceOntario a mandate to **transform** and **modernize** government services for **individuals** and **business**
- ✓ ServiceOntario has transferred **over 60 services** and **1,100 staff** from ministries. Today, ServiceOntario offers **80 services** through **1,000+ touch points**
- ✓ A comprehensive **customer care model**, **service standards**, **money back guarantees**, a **consistent brand**, and a **values-based service culture** has increased overall customer satisfaction from **61%** (2008) to **92%** (March 2010)
- ✓ The **ServiceOntario solution** has been built upon a series of **investments** to streamline and improve government services through **modern delivery channels**
- ✓ A partner-based governance model maintains the **focus on the customer** through the ServiceOntario Board of Directors

# the gateway to government service

*Access to services through one window*

- Registration of all vital events in the province including births, parentage, adoption, marriages and deaths
- Land registration records and services
- Notices of liens on personal property
- Health cards – registration, renewal, and address change
- Driver licences – renewal and address change
- Driver abstracts, vehicle abstracts
- Personalized licence plates
- Used vehicle information packages
- Outdoor cards
- Fishing and hunting licences
- Ontario park passes
- Retail sales tax refund
- Income tax and benefit packages
- Acceptance of Employment Standards Claims
- Government publications – ordering and purchasing
- Information on a wide variety of government programs

Government of Ontario



6

# our service footprint...

*Access to government through many channels*

**With over 46 million customer interactions annually, we are connecting Ontarians through...**



**In-Person**

Nearly **300**  
Locations

- Transactional **services**, access to **information** and **assistance** with forms
- Interjurisdictional **co-locations** and **outreach** activities
- **Additional touchpoints** at nearly 400 public libraries and First Nations band offices
- **Help for business** at Canada Ontario Business Service Centres



**Online**

**16** Online  
Service  
Categories

- Access to **over 200 online services** (some with service guarantees)
- **Cross-government** services (such as Newborn Registration Service)
- Service **Enhancements** (such as online appointment bookings)



**Kiosks**

**71** Kiosks

- One of the **largest** networks in North America
- **Available 7 days a week** (many located at family-friendly locations - e.g. shopping malls)

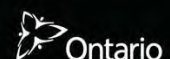


**Contact Centres**

**8** Contact Centres

- **Single 1-888 Business Info Line** (covers over 160 existing numbers)
- **Less than one minute** wait time (to reach a customer service agent)

Government of Ontario



7

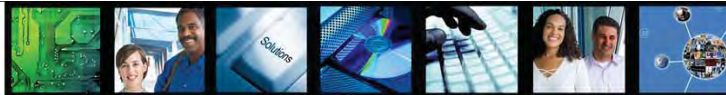
## I&T *strategy*

2000

2010

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>▪ Variable systems, cost efficiencies to be gained</li></ul>         | <ul style="list-style-type: none"><li>▪ Annual savings of \$100 million</li></ul>   |
| <ul style="list-style-type: none"><li>▪ 22 + computing environments</li></ul>                              | <ul style="list-style-type: none"><li>▪ 1 enterprise email</li><li>▪ 1 window service desk</li></ul>                                  |
| <ul style="list-style-type: none"><li>▪ 6000+ servers</li></ul>  | <ul style="list-style-type: none"><li>▪ 965+ fewer servers; 60 fewer sites</li></ul>  |
| <ul style="list-style-type: none"><li>▪ Inconsistencies in desktop, network, IT asset management</li></ul> | <ul style="list-style-type: none"><li>▪ Infrastructure Technology Service organization - cost recovery, IT asset management</li></ul> |
| <ul style="list-style-type: none"><li>▪ Multiple, duplicative solutions</li></ul>                          | <ul style="list-style-type: none"><li>▪ Common components &amp; applications</li></ul>  |
| <ul style="list-style-type: none"><li>▪ No shared IT governance</li></ul>                                  | <ul style="list-style-type: none"><li>▪ IT governance, ITPAC</li></ul>  |

Government of Ontario



Ontario

8

## I&T organizational structure & governance

- **I&T Organization's 'Federated Model':**
  - **Eight I&T clusters** - work with ministries to provide and support flexible, responsive and innovative public services.
  - **Office of the Corporate Chief Information Office (OCCIO)** – provides leadership for I&T in infrastructure services, strategy, technology, information & privacy, archives and security.
  - Designed to strengthen the links between I&T and the government's business directions, and to enhance leadership and coordination at the corporate level.
- **Governance:**
  - **Policies / Directives / Procedures-** Information and Information Technology (I&IT) Directive, Freedom of Information and Privacy Policy, I&IT Operating Procedure on Usage of IT Resources.
  - **Committees** - Information Technology Executive Leadership Council (ITELC), Information and Information Technology Deputies' Committee (IITDC), Policy Management Authority (PMA).

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Ontario

9



# a delivery network for e-government

Technology investments to improve service while enhancing efficiency



## In-Person

- Integrating workstations for customer-service representatives
- Added **automatic ticketing** system at key locations
- Introduced modern **payment processing**.
- Provided funding for computers to nearly **400 libraries and First Nations band offices** in exchange for expanding **assisted access** to our online services



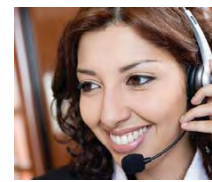
## Online

- Launched a completely **refreshed website** in 2009
- Enhanced capabilities of online applications to allow for new **value-added features** such as online appointment bookings
- Introduced an application to **collect customer surveys and feedback** about online services



## Kiosks

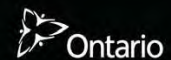
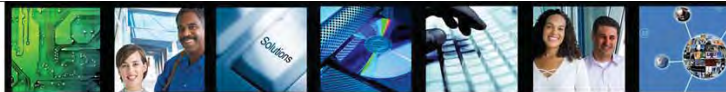
- Upgraded entire kiosk network with **advanced multi-purpose terminals** in 2008
- Adjusted kiosk-based service offerings to **maximize efficiency** while meeting primary service needs
- Implementing **chip technology** to enhance service



## Contact Centres

- Upgraded contact centre technology, resulting in significantly **reduced response times**
- Establishing capacity to act as an urgent or ongoing **response platform for our partners**

Government of Ontario



10

# e-government solutions for individuals

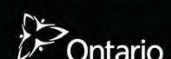
Making it easier for individuals and families to get the service they need



For Individuals & Families

- ✓ 16 categories of **online services**
- ✓ **4-in-1 Newborn Registration Service:** birth registration, birth certificate, Social Insurance Number and Canada Child Benefits
- ✓ Service Location Finder based on **sophisticated mapping** technology
- ✓ Online **appointment booking** for select services and locations
- ✓ **Service guarantees** when ordering online
- ✓ Online bundles of **interjurisdictional information** about key life events

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11

# e-government solutions for business

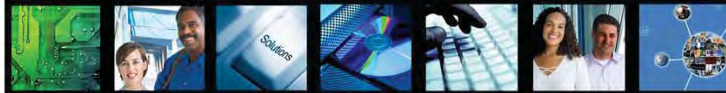
*Making it easier for businesses to get the service they need*



For Businesses

- ✓ **Electronic land registration & records**
- ✓ **BizPaL** customizable permit & licence search, covering **77% of Ontario's population**
- ✓ Single toll-free Business Info Line **covers 164 separate numbers**
- ✓ **Single business number** to streamline interactions with multiple government programs
- ✓ **MyBizAccount** offering businesses customized information & ability to track multiple government interactions online
- ✓ **Service guarantee** for two-day delivery of electronic Master Business Licence

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Ontario

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# e-government solutions for employees

*Engaging our employees to encourage service excellence*

To increase customer satisfaction, we must **invest in the people** who make our brand.

- **Enhanced systems** that streamline processes and tools, making it easier for employees to do their jobs
- **Robust intranet site** with information resources, collaboration spaces, recognition tools and "ServiceOntario Life" section
- **Quarterly Online Employee Surveys** to assess employee satisfaction
- **Multiple channels for direct feedback to senior leaders**, including town halls and staff sessions



Government of Ontario



Ontario

13

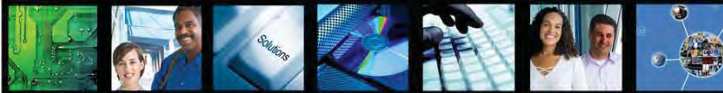
Beyond 2011  
ServiceOntario

## Our Strategic Direction

To offer a **simple, seamless** and **personalized** service experience that reduces the complexity of government by putting the needs of our individuals and businesses first.



Government of Ontario



Ontario

14

## Innovation in Government, ..... what's next

ASIA PACIFIC  
**futureGOV**

**Colin Timm**

Managing Director, Public Sector, Asia Pacific

**Microsoft**

13<sup>th</sup> October 2010

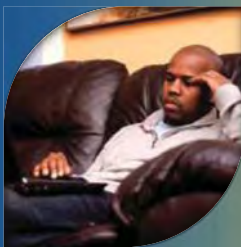
The future isn't what we thought it would be



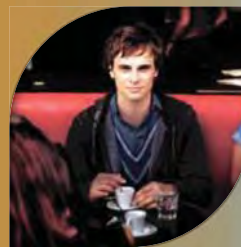
BUT WE LIVE IN AMAZING TIMES

## CHANGE IN PUBLIC SECTOR

In a world that is increasingly complex, intertwined and interconnected...



Economic Crisis  
and Budget  
Constraints



Growing  
Demand  
for Services



Rising  
Constituent  
Expectations



Constant  
Security  
Threats

...governments seek to make a greater positive impact for citizens

**Microsoft**

# IMPACT OF CHANGE



Automate  
Mundane Processes

Increased  
Efficiency

Access to  
Tools / Information

Better  
Collaboration

**Microsoft**

# KEY TECHNOLOGY IMPACTS



INSIGHTS



USER  
INTERFACE



SOCIAL

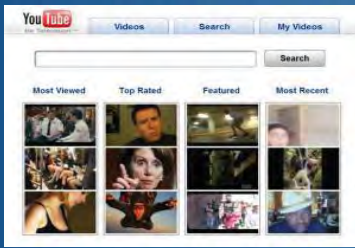
CLOUD SERVICES

**Microsoft**

# INSIGHTS



## YOUTUBE



## CAMERAS EVERYWHERE



## EXABYTES OF DATA



## MP3, MUSIC, E-READER



## SEARCH



**Microsoft**

# INSIGHTS



*Changing the way we interpret and consume data*



Create Compelling Experiences



Simplify Information Analysis



Share experiences & lessons

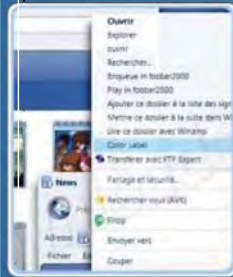
**Microsoft**

# USER INTERFACE

DOS



GUI



INTERNET



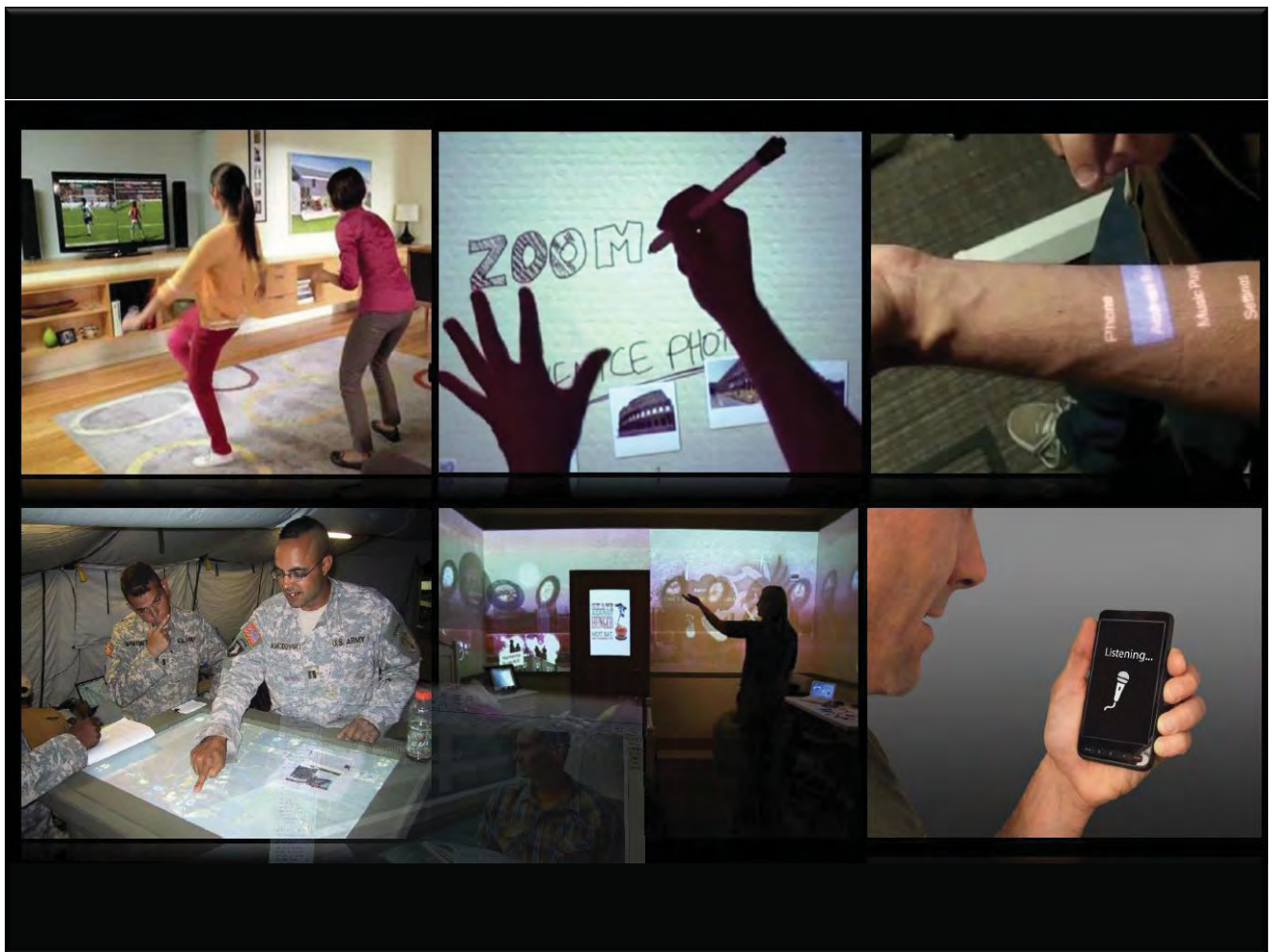
CLIENT +  
CLOUD



NUI



Microsoft



# SOCIAL COMPUTING

Changing the way we work



Increase Collaboration



Build and Leverage Communities



Instantaneous and Suitable Sharing

Microsoft

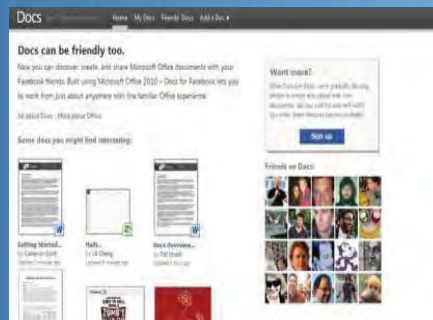
# SOCIAL COMPUTING

Social Connectors  
for **Office**



Open up an social world with **Project Emporia**

Microsoft



Expand your network with **SharePoint**

Discover, create, and share Office documents in Facebook with **Docs.com**





# CLOUD

AGILITY

ECONOMICS

INNOVATION

*Significant Economic and Financial Differences*

*Changing the expectations for business agility*

*Removing barriers to focus on business challenges*

**Microsoft**

# CLOUD IN GOVERNMENT

## *LEARN, DECIDE, ACT*

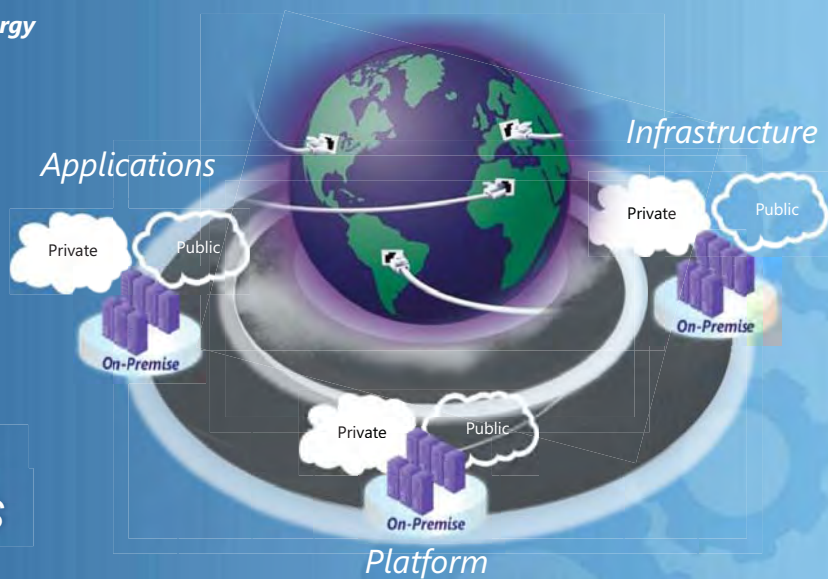
- *Less time, less maintenance, less energy*
- *Faster, smarter decisions*

## *UNCOVER AND INFORM CITIZENS*

- *Visually rich and appealing*
- *Fostering local innovation*
- *Open and transparent*

## *ENHANCE SOCIAL AND CITIZEN INTERACTIONS*

- *Services anytime, anywhere*
- *Create a two-way dialogue*



**Microsoft**



# POSSIBILITIES

*Together, helping government to more effectively serve, engage and enable their citizens*



## Microsoft in Public Sector APAC - "Securing the Future"



**Our Vision is to together with our Partners help Governments across APAC raise their Economic Productivity, National Competitiveness and Readiness.**

*To do this Microsoft must be the company that:*

**Government**



**Education**



**Healthcare**



**Public Safety**



**Networking**



**Innovation**



**Microsoft**

# Microsoft in Public Sector APAC - "Securing the Future"



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*To do this Microsoft must be the company that:*

Government



Public Safety

Networking

Innovation

Trusted technology partner to Govt in developing human capital, enabling job creation.

Also in providing world leading citizen services.



**Microsoft**

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**Our Vision is to together with our Partners help Governments across APAC raise their Economic Productivity, National Competitiveness and Readiness.**

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Government



Public Safety

Enables every student to realise their full potential through education for all and personalized learning across a diverse set of student scenarios, with a strong and innovative focus on mass student populations

Innovation



**Microsoft**

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Government

Trusted technology partner to Government, developing human capital, enabling innovation. Also in providing leading citizen services.



Public Safety

Networking

Innovation

Enables personalized and quality healthcare for all, through patient-centric health systems that liberates data and connects care-givers

**Microsoft**

# Microsoft in Public Sector APAC - "Securing the Future"

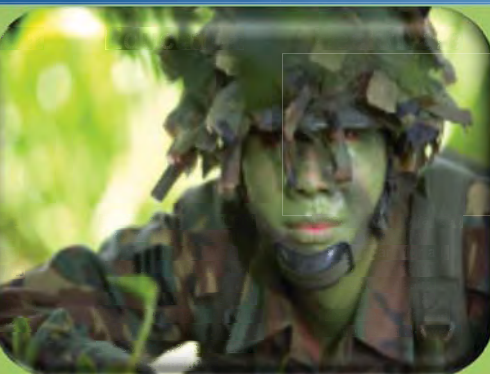


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*To do this Microsoft must be the company that:*

Government

Trusted technology partner to Government, developing human capital, enabling innovation. Also in providing leading citizen services.



Public Safety

Networking

Innovation

technology of choice for public safety to better enable them to protect, prepare, prevent and respond

**Microsoft**

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To do this Microsoft must be the company that:

Government

Trusted technology partner to Governments, helping them develop human capital, enabling innovation, and also in providing leading citizen services.



Public Safety

provides a defense against attacks to protect, prevent and

Engages government proactively assisting critical elements

- > Security
- > Interoperability
- > Cloud Services



Innovation



Microsoft

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provides a defense against attacks to protect, prevent and

Is the catalyst for regional innovation and business development, that can be leveraged worldwide, particularly as it relates to Emerging Markets



Innovation

Microsoft

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## Government



Trusted technology partner to Govt in developing human capital, enabling job creation. Also in providing world leading citizen services.

## Education



Enables every student to realise their full potential through education for all and personalized learning across a diverse set of student scenarios, with a strong and innovative focus on mass student populations

## Healthcare



Enables personalized and quality healthcare for all, through patient-centric health systems that liberates data and connects care-givers

## Public Safety



Is the technology provider of choice for defence and public safety to better enable them to protect, prepare, prevent and respond

## Networking



Engages governments proactively in assisting with the critical elements of :

- > Security
- > Interoperability
- > Cloud Services

## Innovation



Is the catalyst for regional innovation and business development, that can be leveraged worldwide, particularly as it relates to Emerging Markets

Efficient & Effective Government → Built on a Platform that:

Enables Efficient & Secure use of Resources, through Cloud Services to ignite Productivity

Enables Governments with insight to respond and communicate across value chains in new ways

Enables Skills Development and Workforce Modernization

**Microsoft**

Terima Kasih

Salamat

감사합니다

谢谢

**Microsoft**

cảm ơn

ขอบคุณ

**THANK YOU**

**Microsoft**

The Future is Secure:  
*Keeping Ahead of New  
Technology Risks*

Venkatesh Sadayappan  
Security Consultant

# Threat Level X

Ensure you keep ahead of the latest attacks.



## State of security on the smarter planet



### The planet is getting

**Instrumented, Interconnected and Intelligent**

**New possibilities.**

**New complexities.**

**New risks...**

“We have seen more change in the last 10 years than in the previous 90.”

*Ad J. Scheepbouwer,  
CEO, KPN Telecom*

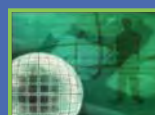
Critical Infrastructure  
Protection



Privacy  
and Identity



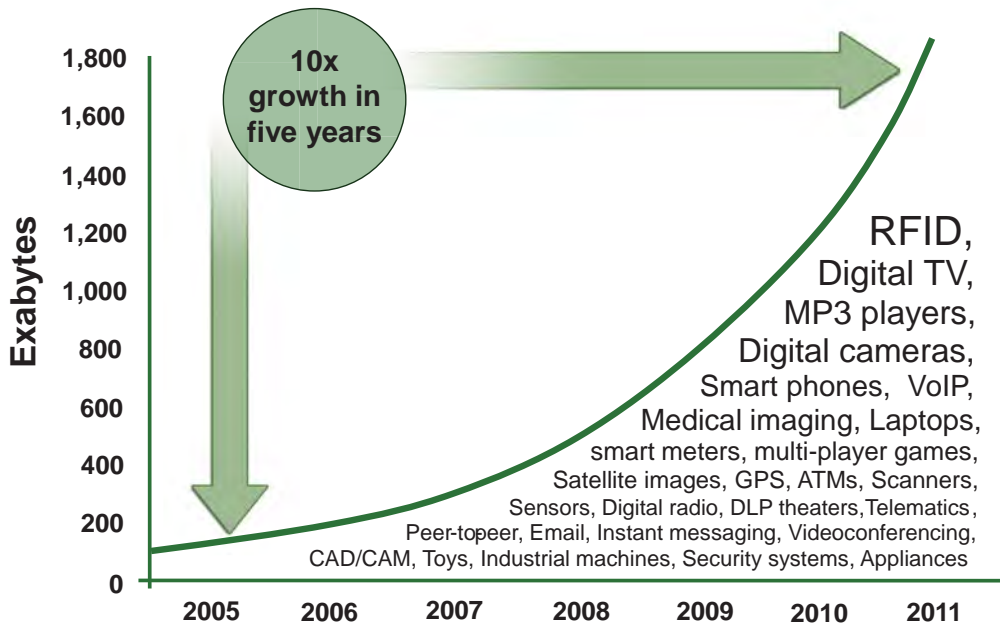
New and  
Emerging Threats



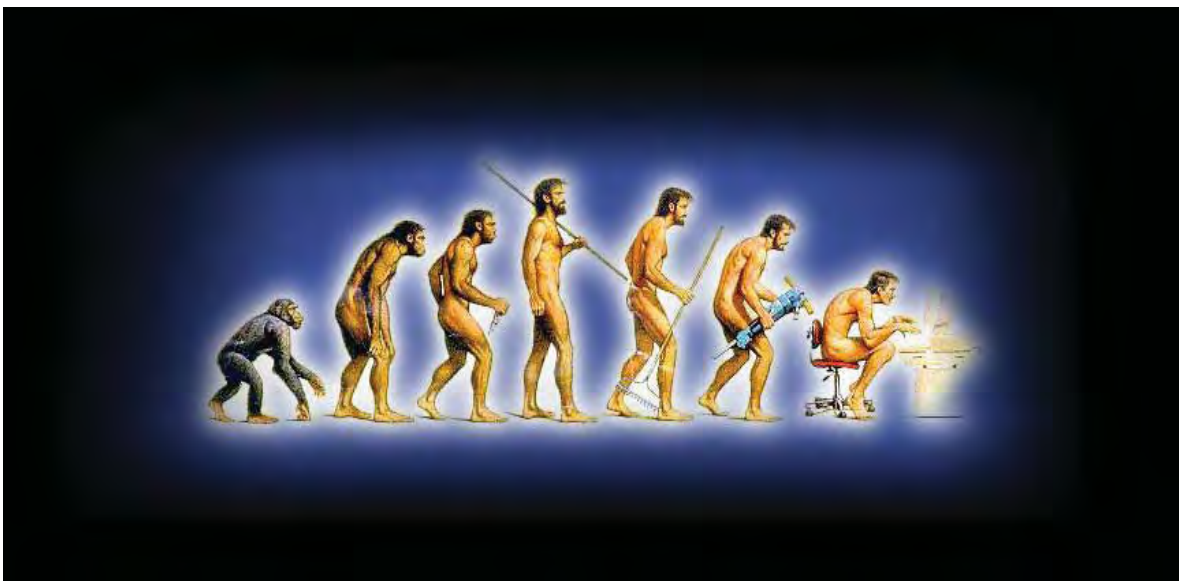
Cloud  
Security



In just 5 years, the world will be 10x more instrumented.  
Internet connected devices will leap from 500M to 1 Trillion



...with that security threat **evolves!**



We must also evolve our approach to anticipate change.....





www.bbc.co.uk/news/10158517

Wikipedia Time Zone Converter BangaloreTelecom

BBC Mobile News Sport Weather Travel

# NEWS TECHNOLOGY

Home UK Africa Asia-Pac Europe Latin America Mid-East South Asia US & Canada Business



27 May 2010 Last updated at 14:32 GMT



## First human 'infected with computer virus'



**By Rory Cellan-Jones**  
Technology correspondent, BBC News

Dr Gasson admits that the trial is a proof of principle

**A British scientist says he is the first man in the world to become infected with a computer virus.**

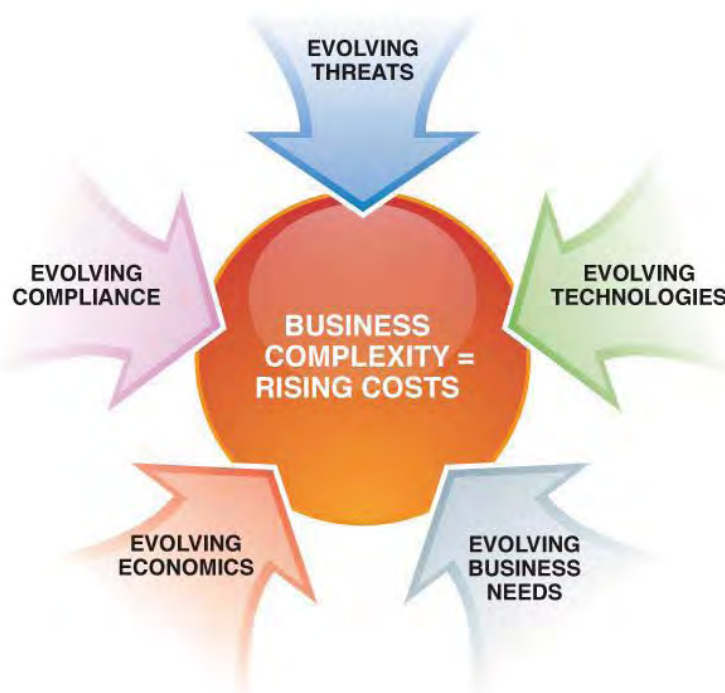
Dr Mark Gasson from the University of Reading had a chip inserted in his hand which was then infected with a virus.

The device, which enables him to pass through security doors and activate his mobile phone, is a sophisticated version of ID chips used to tag pets.

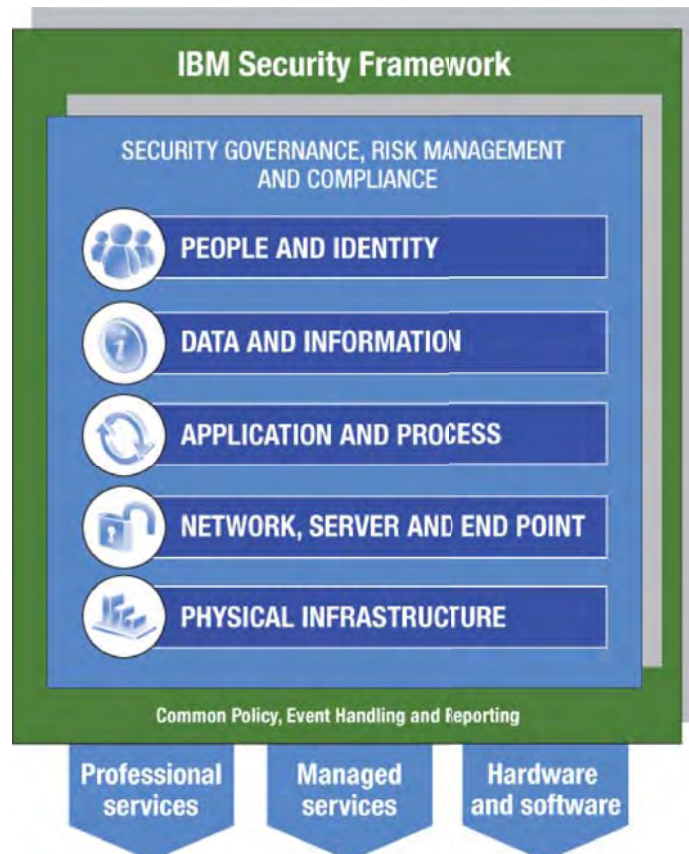
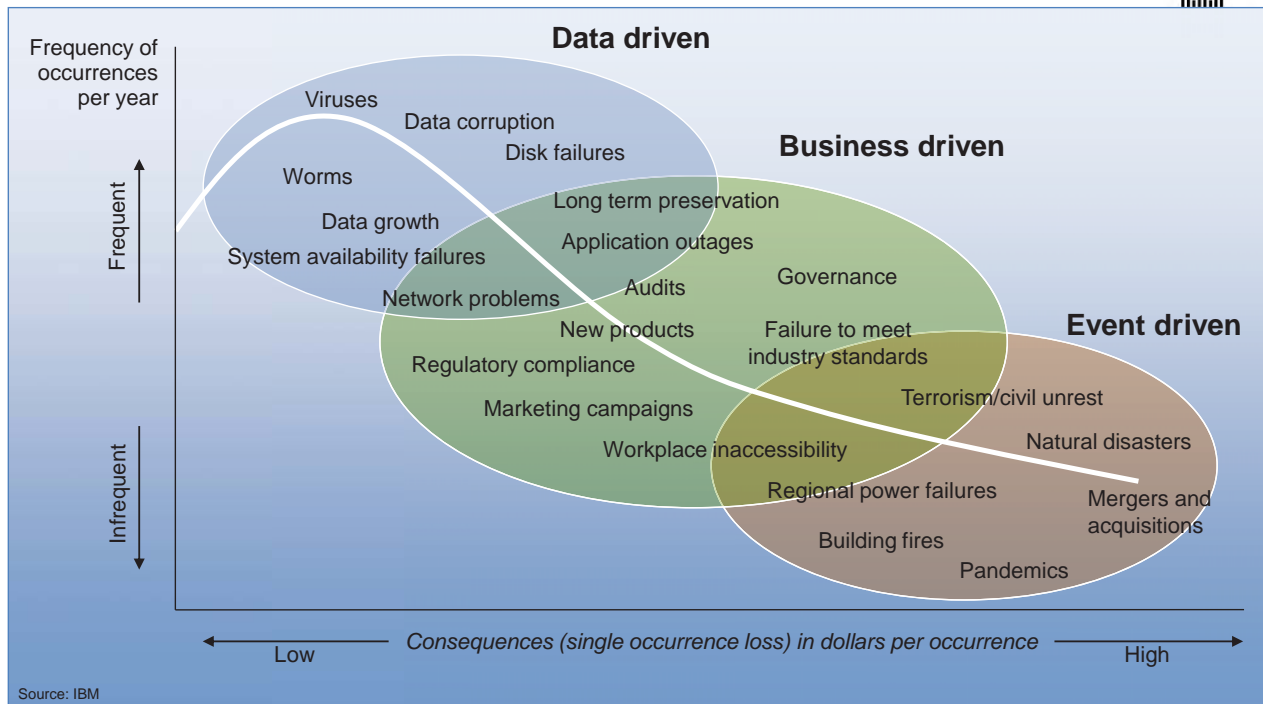
In trials, Dr Gasson showed that the chip was able to pass on the



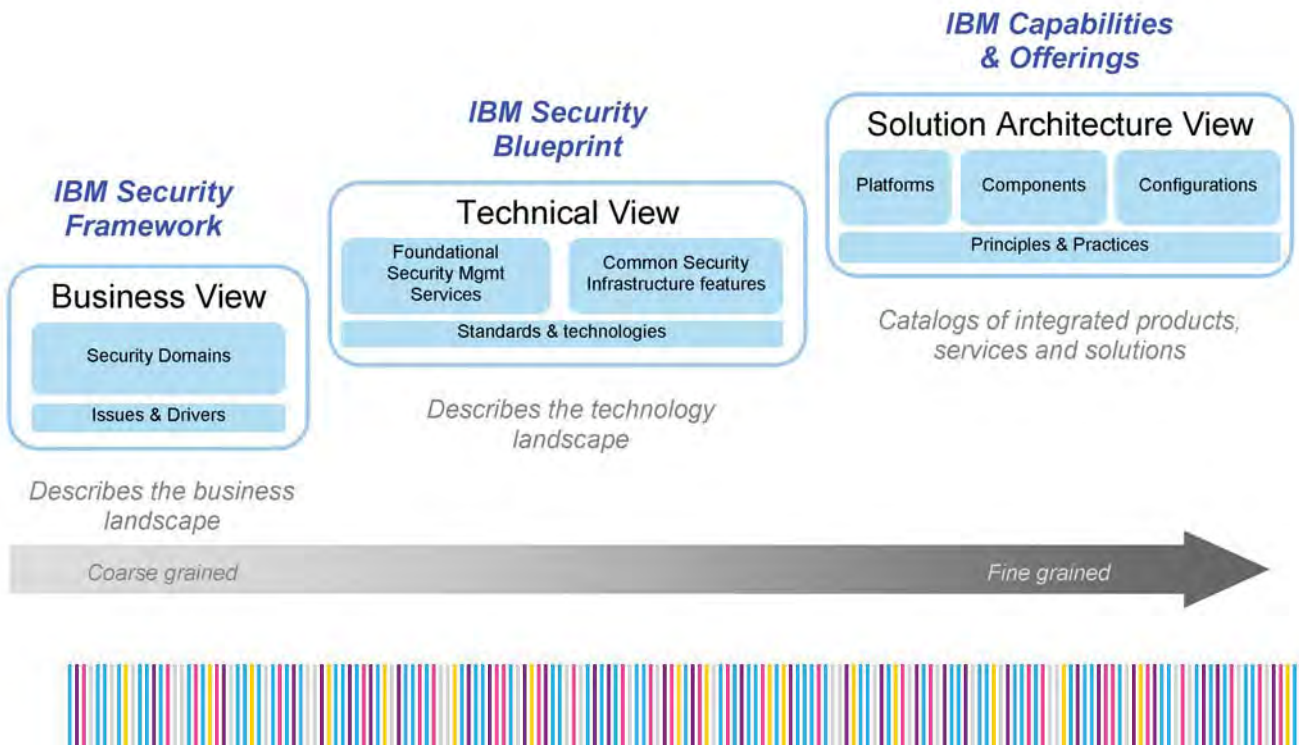
... vectors of change!



# ...not all risks are created equal!

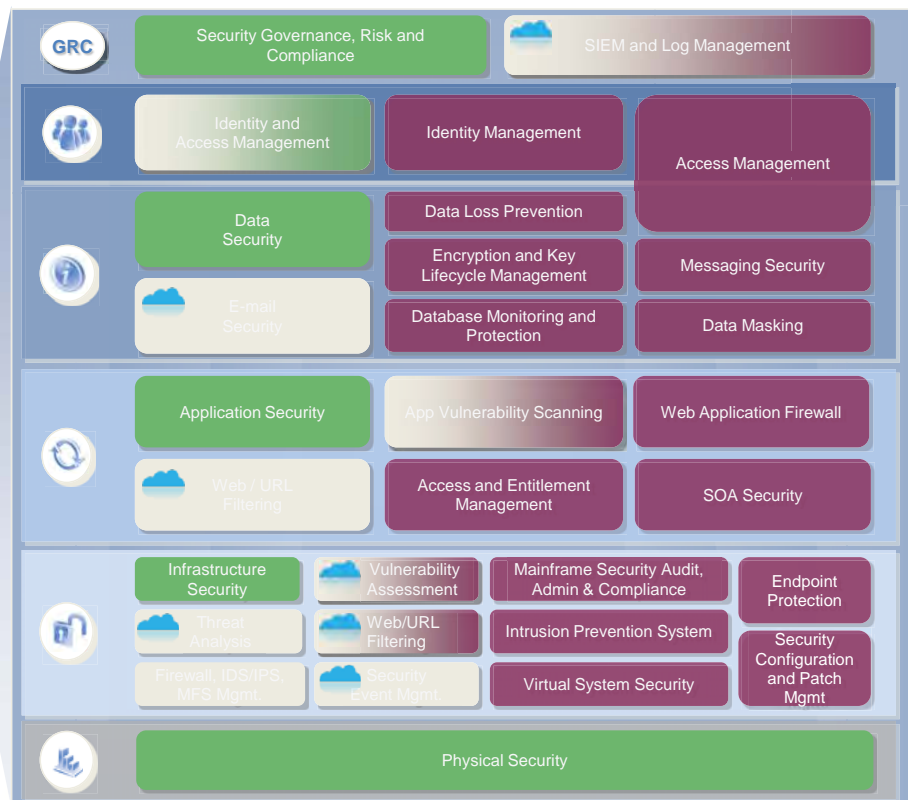
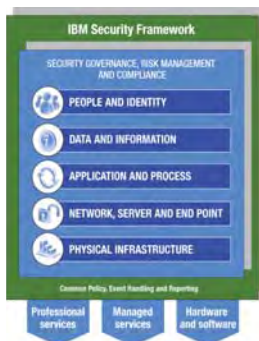


# The IBM Security Approach



## IBM security portfolio... solutions to meet your needs

- = Professional Services
- = Cloud-based & Managed Services
- = Products



# Next Steps



Protect against  
external threats

**Cyber Security**

Strengthen  
Internal Security

**Security  
Framework**

Start with an Assessment

**Security  
Assessment**



Khop Khun Mak

**Cheers**

**Tack**

**Gracias**

**Sukran**

**Merci**

**Diolch**

**Arigato**

**Kamsa hamaida**

**Shukria**

*Dhanyavaad*

**Nandri**

**kiitos**

**Efharisto**

**Thank You**

**Danke**

**Grazie**

**Kam ouen**

**Salamat**

**Xie xie**

**istuti**

**Köszönöm**

**Tesekkurler**

**Dankie**

**Takk**

**Hvala**

**dhanyavadagalu**

**Toda**

**Spasiba**



# When **Content** Meets **Talent**

Pierre Mirlesse  
Vice President, Managed Enterprise Solutions  
HP Imaging and Printing Group, Asia Pacific and Japan

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## Earth at Night



**Source:** Data courtesy Marc Imhoff of NASA GSFC and Christopher Elvidge of NOAA NGDC. Image by Craig Mayhew and Robert Simmon, NASA GSFC. June 8, 2006

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# Asia and Australia at Night



**Source:** Data courtesy Marc Imhoff of NASA GSFC and Christopher Elvidge of NOAA NGDC. Image by Craig Mayhew and Robert Simmon, NASA GSFC. June 8, 2006

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# Content Explosion



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DIGITAL CONTENT  
EXPLODING

**10X**

BY 2012

*CONTENT  
EXPLOSION*

Source: 2008 IDC Diverse and Exploding Digital Universe

5

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PRINTABLE CONTENT  
EXPLODING

**3X**

BY 2012

*CONTENT  
EXPLOSION*

Source: HP internal analysis (related to 2009)

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# Talents in Government Service



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# New South Wales Department of Education and Training (DET) video

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# 85%

OF SMARTPHONE  
USERS WANT  
TO PRINT



*MOBILITY &  
THE WEB*

Source: HP internal analysis

9

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BY 2020  
**33%**

OF ALL DIGITAL  
INFORMATION WILL  
LIVE OR PASS THROUGH  
THE CLOUD

*EVERYTHING  
IS A SERVICE*

Source: 2008 IDC Diverse and Exploding Digital Universe

10

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# Simple print experience for mobile professionals

- Just a few clicks to print.
  1. Select e-mail/attachment to print.
  2. Search for and select a printer.
  3. Hit Print.
- Receive confirmation of print.
- No need for printer drivers on the smartphone.



# The Ministry of National Education partners with HP in Electronic Book Printing



**HIT PRINT**  
**INTELLIGENTLY**

