

# Municipal Digital Transformation Practices in Shanghai

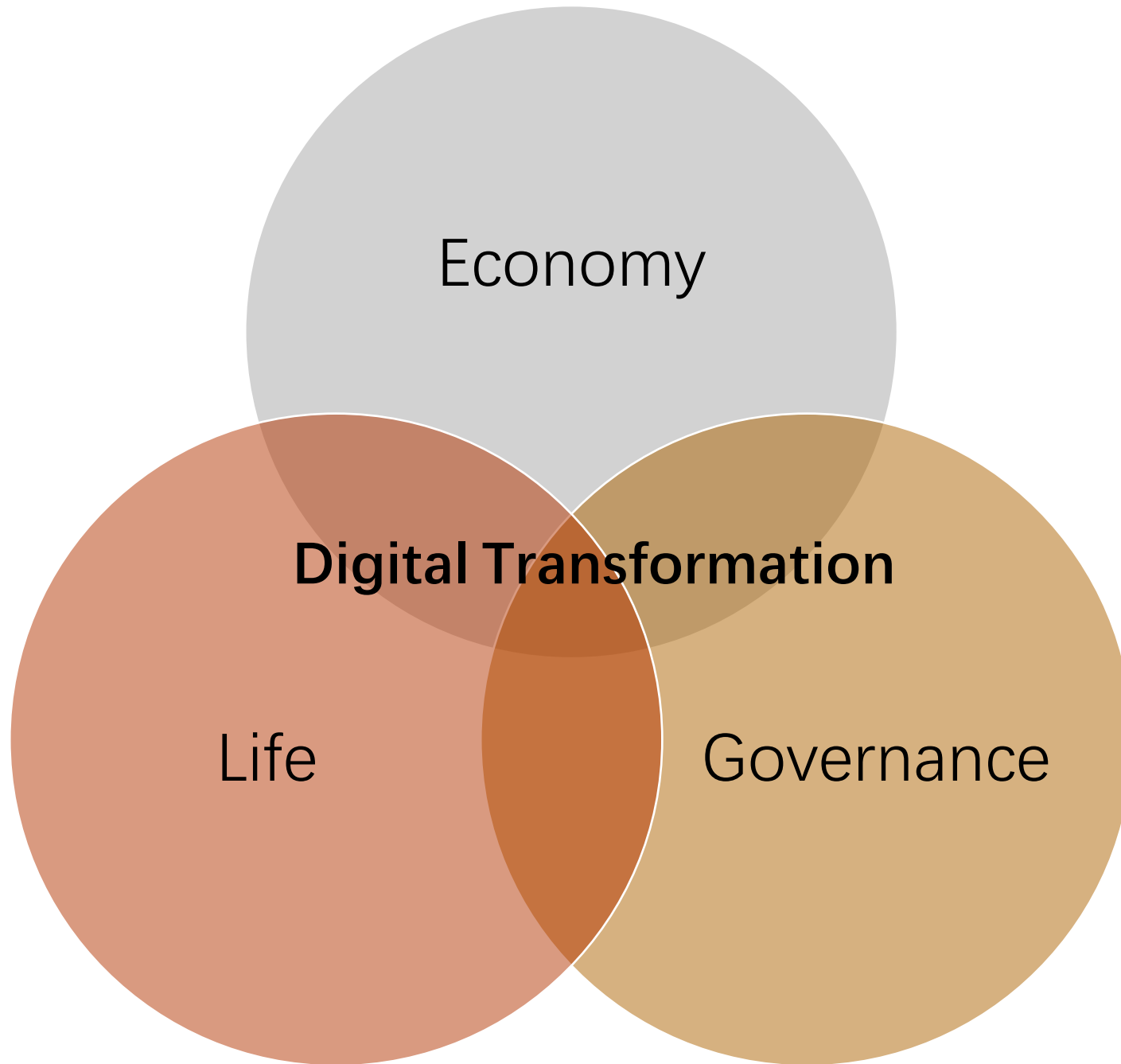
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Shanghai, China

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Economy

**Digital Transformation**

Life

Governance

# One Stop for All Services 一网通办

## Box 6.1 The data-centric online-offline integration of digital government in Shanghai

The sharing, exchange and integration of data across government agencies are often inadequate and challenging. There are readiness gaps among different agencies and a lack of incentives.

Shanghai is the largest city in China, and the resource requirements for providing more than 24 million residents with access to public services are enormous. In order to streamline operations and enhance public services provision, the municipal government has adopted an innovative approach to facilitate the sharing of data across government departments and agencies based on demand and usage. The initiative derives its mandate from the newly enacted Shanghai public data governance and online-offline integrated services policy.

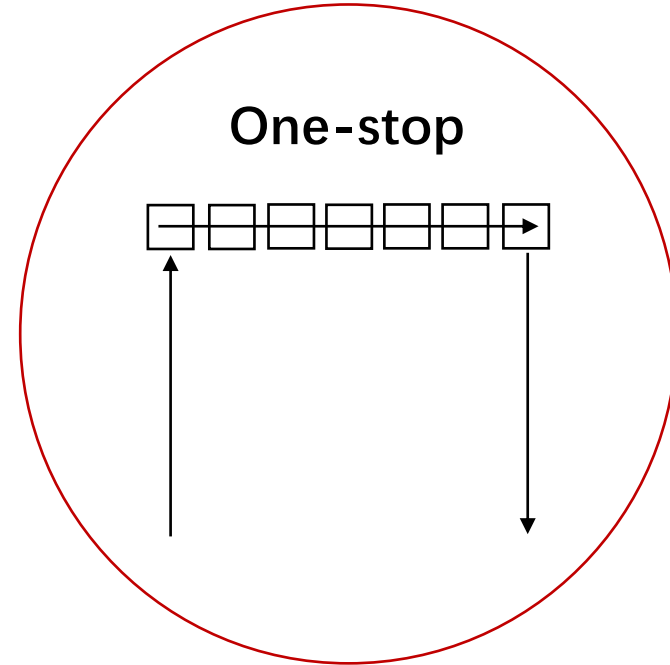
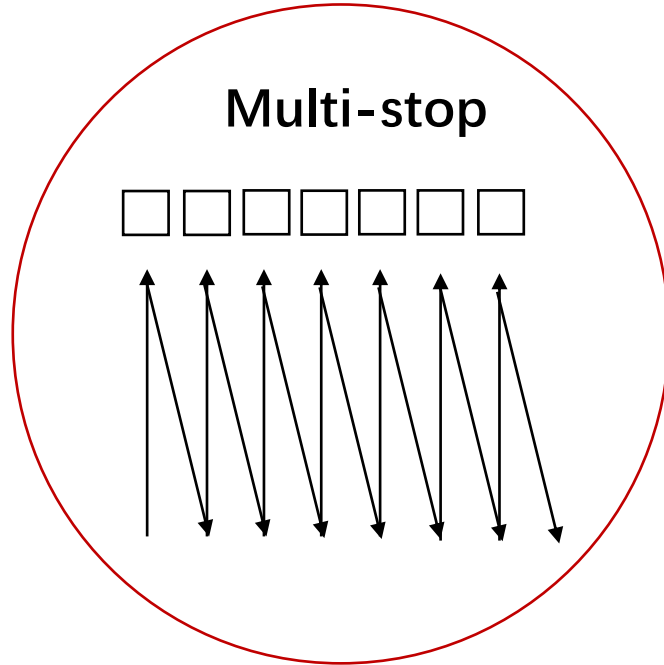
The Shanghai Municipal Big Data Center was established by the city government in 2018 as a one-stop-shop service platform for “cross-level, cross-department, cross-system and cross-service data sharing and exchange for government, industry and social data”. The Center is designed to support the data ecosystem, primarily through data governance and coordination. It is tasked with promoting the integration of technology, business and data and helping to build a data-sharing system for the city; it is also responsible for formulating technical standards and developing management approaches “for the collection, management, sharing, opening, application and security of data resources”. On the ground, it facilitates the sharing and exchange of data between multiple levels of government and between the Government and users and is engaged in the analysis and application of different types of public data, including geospatial and real-time data, in support of operational and people-centric e-services. More than 1,000 e-services—with a foundation of more than 16,000 data resources and 14 billion data points across 50 agencies—are available through the Big Data Center, which is hosted in the dedicated e-government cloud. In 2019, there were around 540 million data requests (both push and pull). There are substantial operational and maintenance costs attached to the Center; however, the services it provides contribute enormously to enhancing digital government, improving the business environment, and improving the quality of life of all Shanghai residents.

As part of Big Data Center operations, a suite of integrated online-offline government services was launched via mobile services (through WeChat and other apps). More than 13 million users are currently registered on the portal and can access e-services anytime and anywhere. Integrated into the online portal is access to over 200 physical government service centres with more than 20,000 employees to help people with offline service requests. The integrated online-offline system offers a one-stop-for-all-services approach that allows users to complete all tasks and processes in a single visit. This is especially convenient for vulnerable groups such as older people, the unemployed, and pregnant women, who often have special needs or requests. In the first half of 2019, the offline service centres in Shanghai received 36.45 million visitors.

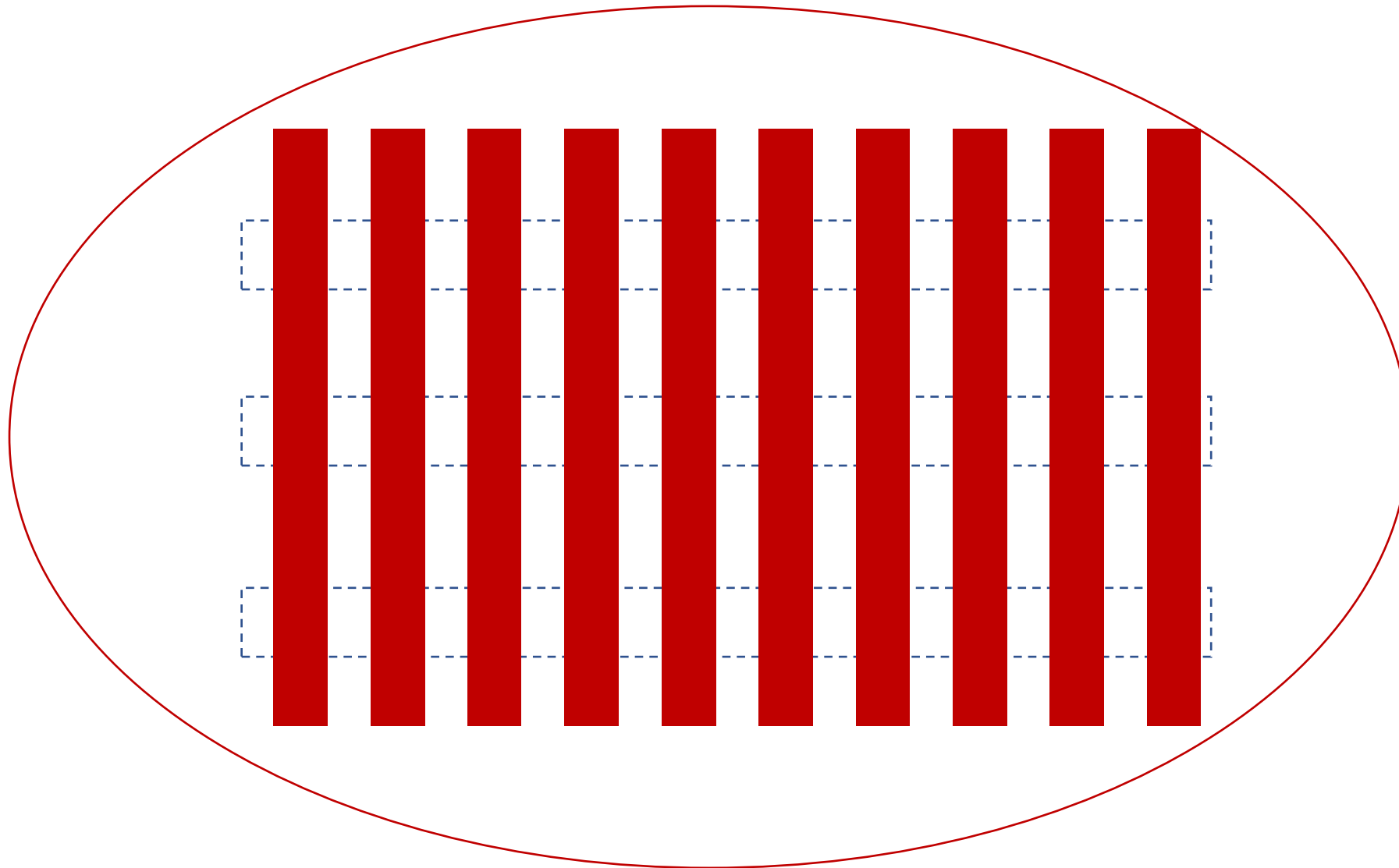
Sources: Submitted in response to a request for inputs initiated by UN DESA; see the United Nations E-Government Surveys web page, available at <https://publicadministration.un.org/en/Research/UN-e-Government-Surveys> (accessed 13 February 2020). Additional information (including quoted material) obtained from Huang Yixuan, “Big Data center launched to drive smart Shanghai”, [ShanghaiDaily.com](http://ShanghaiDaily.com) (13 April 2018), available at <https://archive.shine.cn/business/it/Big-Data-center-launched-to-drive-smart-Shanghai/shdaily.shtml>



# Process



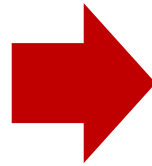
# Municipal Big Data Center



# User-Oriented Integrated Services

## **Before**

- Government perspective
- Task-driven
- Agency-based data flow
- separated multi-stop processes



## **Now**

- User-oriented
- Need-based
- Cross-boundary data Sharing
- Integrated one-stop processes

Website  
Mobile Apps  
Hotline



More than 200  
Service Centers



# 上海市人民政府

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搜一下



## 个人办事

职业资格 证件办理  
交通出行 医疗卫生



## 法人办事

设立变更 准营准办  
资质认证 年检年审



## 部门办事

上海市公安局 上海市民政局  
上海市司法局 上海市财政局



## 办事热点

新冠肺炎疫情防控专栏  
长三角“一网通办”



搜索

上海 | 搜索服务、事项

扫一扫 随申码 亮证 客服 专属

# 晚上好!



3~4级 阴到多云有分散性短时小雨 16 >

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- 公积金
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- 新版社保卡
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## “随申码”公交

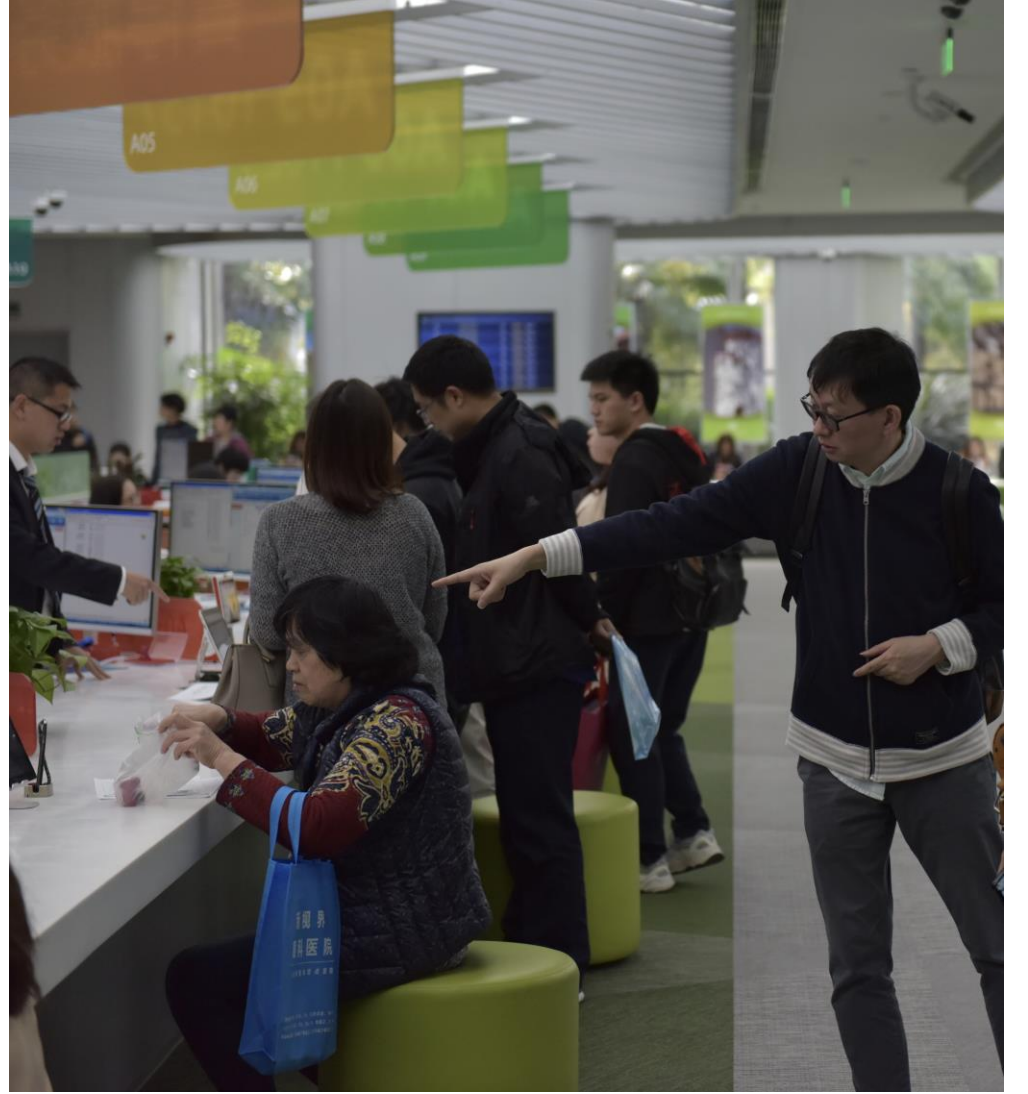
刷码乘公交 开启智慧出行新体验



### 精选主题

- 首页
- 办事
- 发现
- 互动
- 我的

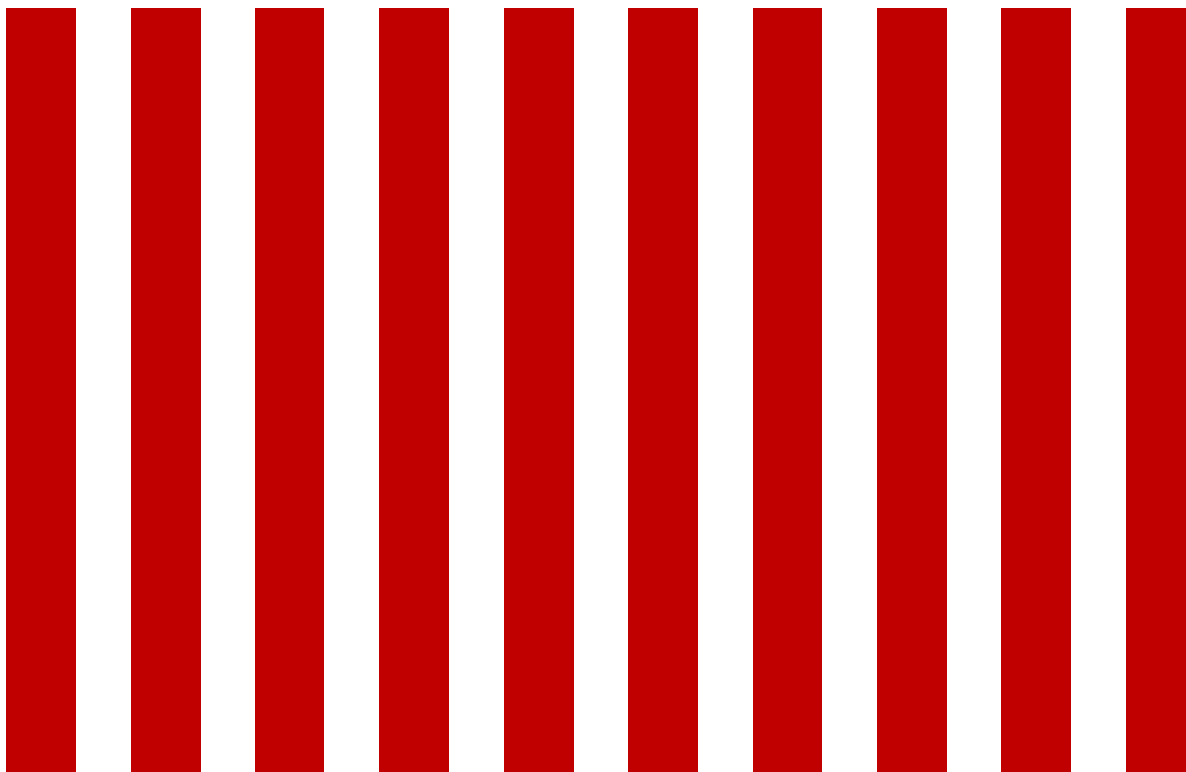




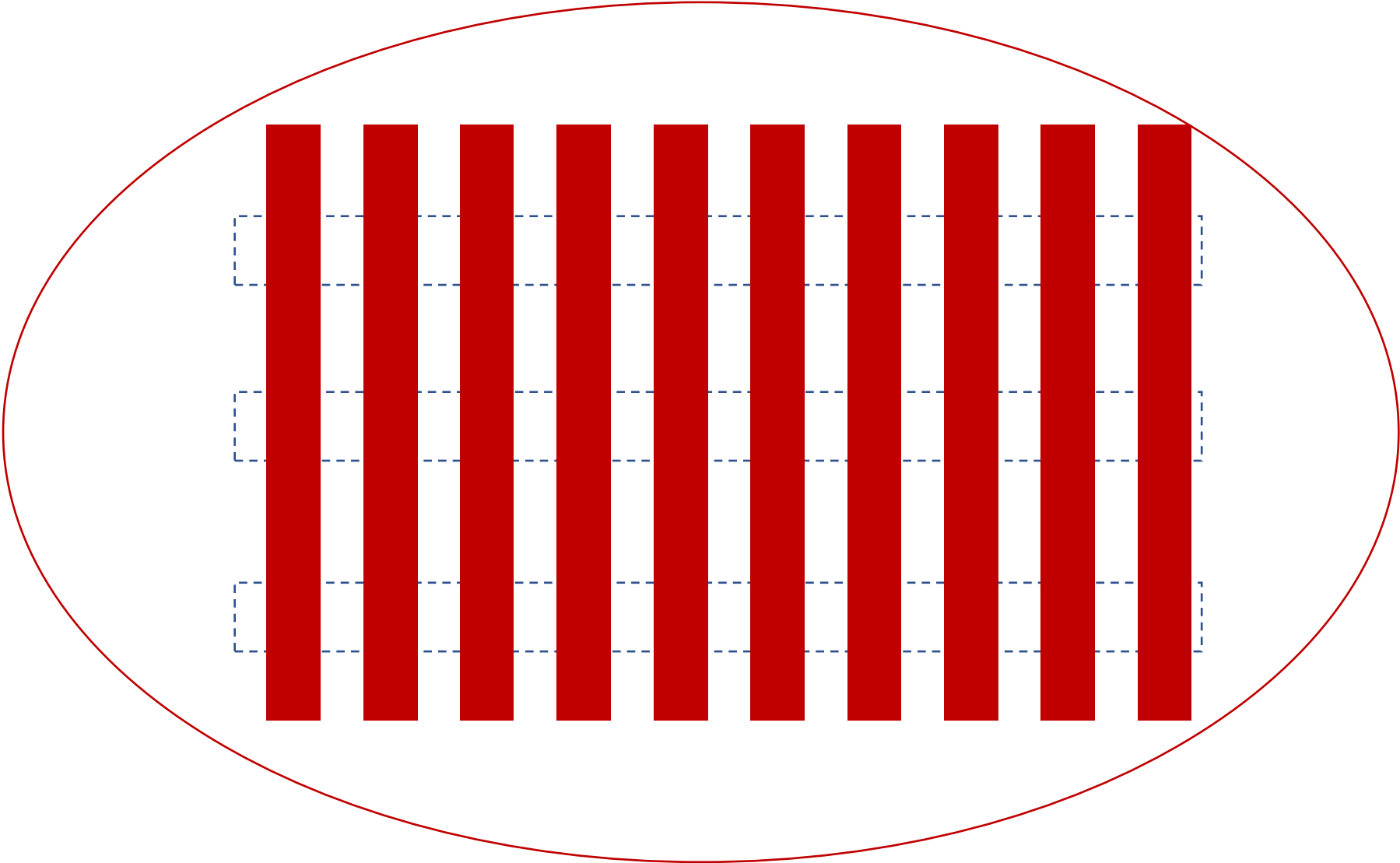
# One Platform for All City Operation Affairs 一网统管

## Cross-boundary problems:

Public Transportation  
Natural Disaster Response  
Environmental Protection  
Food safety  
.....



# Municipal City Operation and Management Center





# 上海市公共数据开放平台

现已开放0个数据部门, 0个数据开放机构, 0个数据集 (其中0个数据接口)

, 0个数据应用\*

0个数据项, 0条数据

了解更多 →



## 快捷入口



经济建设



资源环境



教育科技



道路交通



社会发展



公共安全

## 经济建设

各主要国家贸易经济数据

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企业注册登记统计

上海市国资委监管单位基本信息

工商不良记录

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文化休闲



卫生健康



民生服务



机构团体



城市建设

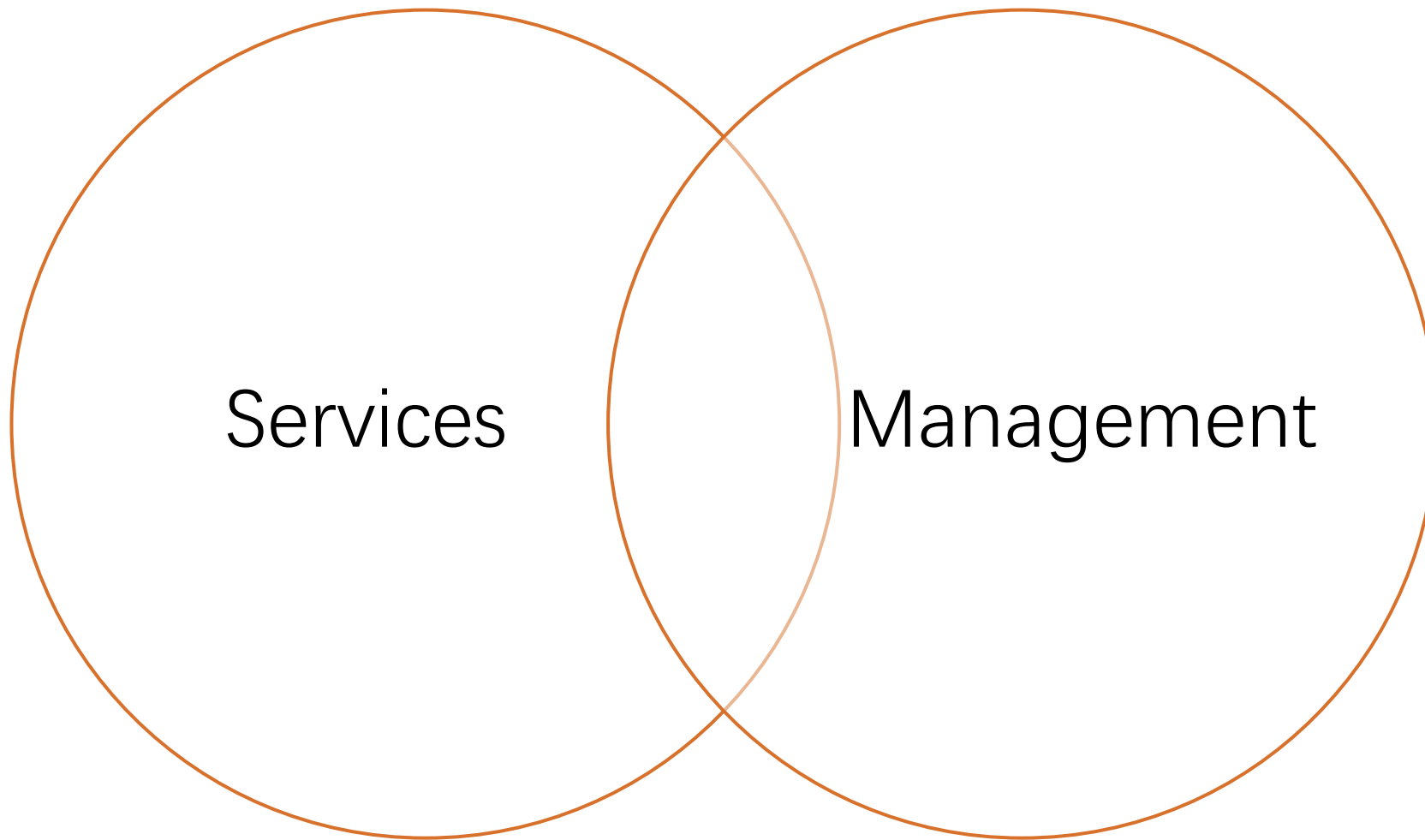


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Services

Management

# Thank You!

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