Contents

Publishing national e-government strategy for SDG

1

14th Five-Year Plan (2021-2025) for National Economic and Social Development and the Long-Range Objectives Through the Year 2035 presented transformation traditional industries with digital technologies in the fields:

- education, health care, elderly care, childcare, employment, culture and sports and disability assistance, and promote the inclusive application of digital services to increase people's sense of gains"

Digital Rural Development Strategy

- Encourages the development of rural Internet culture and building a new rural digital governance system; focuses on closing the urban and rural "digital gap", cultivating well-informed farmers in the information age

Guidance on Promoting Information Accessibility

- ensuring the information accessibility of certain groups like the elderly, people with disabilities, residents of remote areas and people with cultural differences.

The objectives are in line with the SDGs including No Poverty, Zero Hunger, Reducing Inequality, Inclusive and Equitable Quality Education, Decent Work and Economic Growth, Foster Innovation, Sustainable Cities and Communities, etc.

Online Service Improvement Supported by Government Service Platforms

The scope of services continues to expand, and integrated services are becoming more powerful and effective.

➢ **All 31 provinces** (including autonomous regions and municipalities directly under the Central Government) have developed online government service platforms that can achieve five-level **(province, city, county, township and village-level) coverage.**

➢ **All 44 departments** at State Council that provide government services now have their service windows in place on the national government service platform.

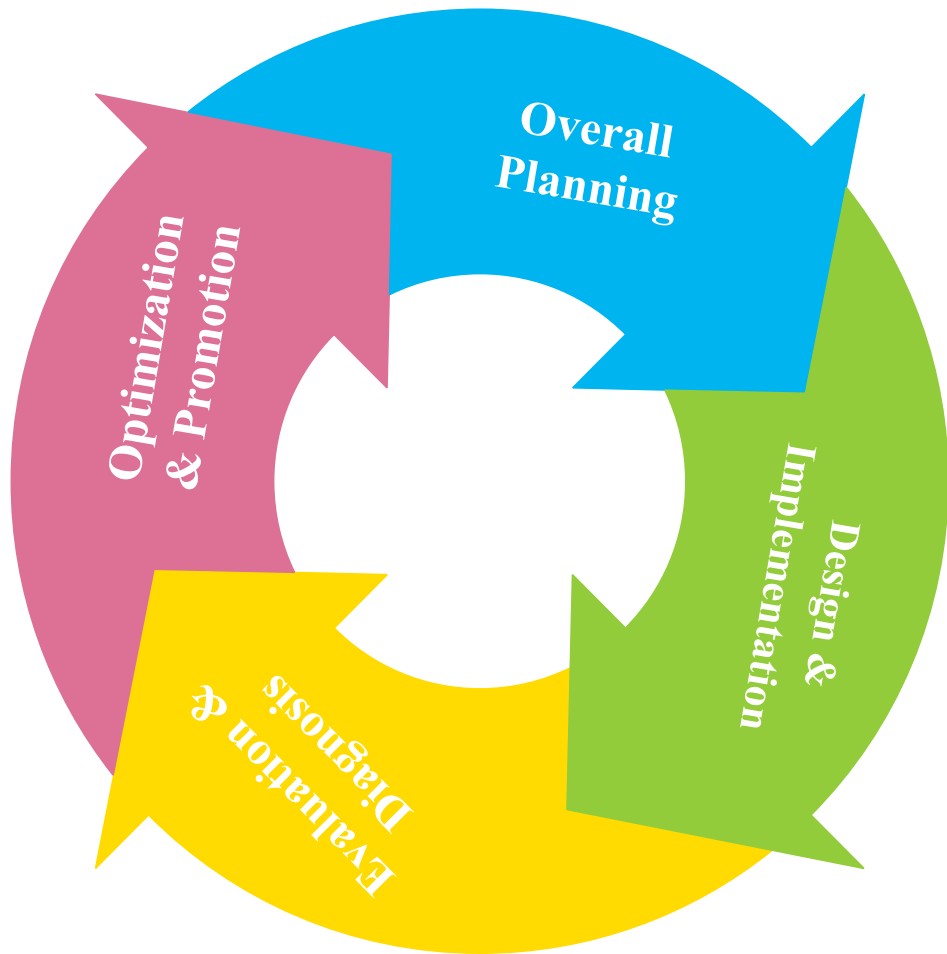**Services become more personalized, and the digital divide is narrowed.**

➢ Local governments are paying close attention to **vulnerable groups' accessibility and usage problems.**

➢ The government is providing both **standardized and personalized services.**

# Promoting progress of prioritized work in key areas

2

Prioritized work in key areas

Overall Planning

Design & Implementation

Evaluation & Diagnosis

Optimization & Promotion

Key areas

A Pathway to Building Digital Governments

- Data governance to strengthen the development and utilization of data resources.
  - sound data standards
  - exploring mechanisms to improve data convergence, data sharing and utilization
- Transformation in public governance mode to serve the purpose of delivering better public services.
  - governance transformation empowered by technologies.
  - cooperation in operations within government
- Support to government in digital transformation.
  - improving policies, laws and regulations
  - establishing sound evaluation and assessment systems ensure the implementation of policies and documents

Establishing Government Services and Data Management Agencies to Promote Digital Government Reform

3
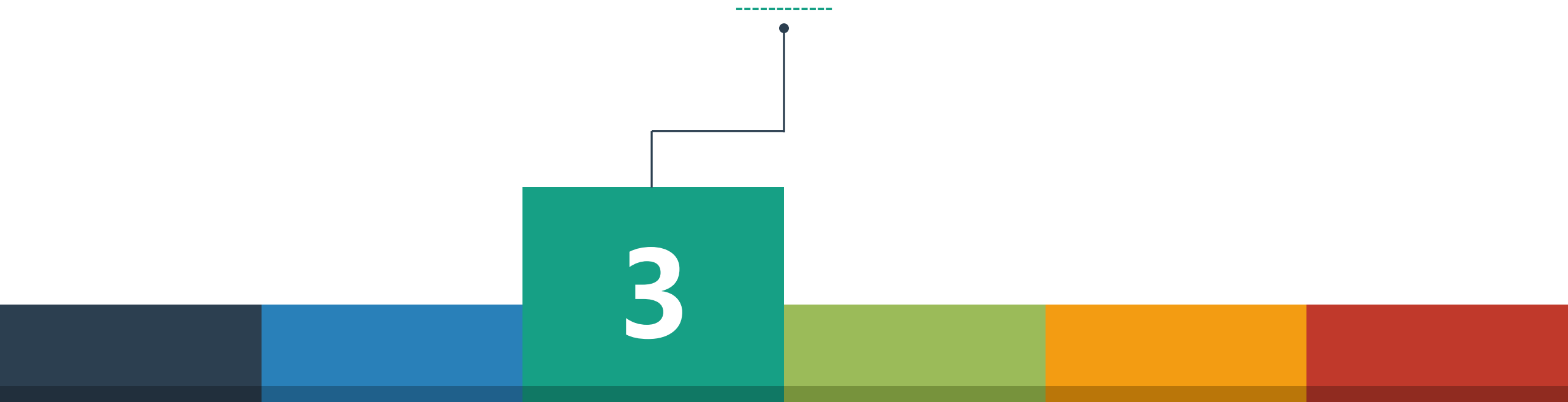
Government Services Providers

- Beijing Municipal Government Services Administration
- Tianjin Municipal Government Services Office (Municipal Business Environment Office)
- Government Services Bureau of Inner Mongolia Autonomous Region
- Hunan Government Affairs Management Service Administration
- Government Affairs Service Center of Hainan Provincial People's Government
- Sichuan Government Services and Public Resources Transaction Service Center
- Guizhou Government Affairs Service Center
- Qinghai Government Services Supervision and Management Administration
- Government Services and Public Resources Transaction Center of Xinjiang Uygur Autonomous Region

Data Management Bodies

- Beijing Big Data Administration
- Tianjin Big Data Management Center
- Big Data Development Administration of Inner Mongolia Autonomous Region
- Jiangxi Information Center (Big Data Center)
- Shandong Big Data Bureau
- Services Center of Hunan Provincial People's Government
- Hainan Big Data Administration
- Chongqing Big Data Application and Development Administration
- Sichuan Big Data Center
- Guizhou Big Data Development Administration
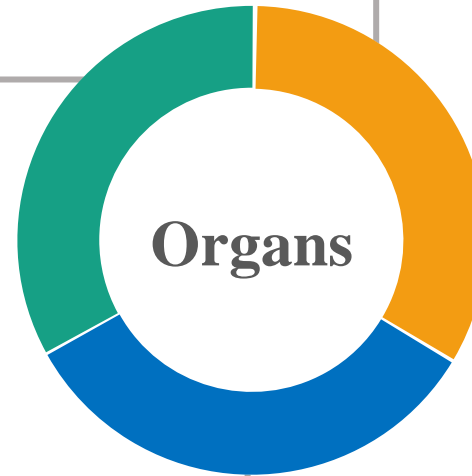
Organs

Government Services and Data Management Bodies

- Hebei Government Services Management Office
- Shanxi Bureau of Administrative Approval Services (Government Information Administration)
- Liaoning Business Environment Improvement Bureau (Government Services Management Office and Big Data Administration)
- Jilin Government Services and Digitalization Administration
- Heilongjiang Province Business Environment Improvement Supervision Bureau
- Shanghai Big Data Center
- Jiangsu Government Services Management Office
- Zhejiang Big Data Development Administration
- Anhui Data Resources Administration (Government Services Administration)

- "Digital Fujian" Leading Group Office (Big Data Administration)
- Jiangxi Government Services Management Office
- Henan Big Data Administration
- Hubei Government Services Management Office
- Guangdong Government Service Data Administration
- Big Data Development Bureau of Guangxi Autonomous Region (District Government Services Supervision and Administration Office)
- Yunnan Government Services Administration
- Shaanxi Government Services Big Data Administration
- Gansu Big Data Administration

Establishment of local government services and data administrations

- leads the digital transformation of government by optimizing the government accountability system
- brings new impetus to the digital government reform, especially in the aspects of transformation of government services

Top-level design

Hierarchical coordination

Integrated planning and data governance
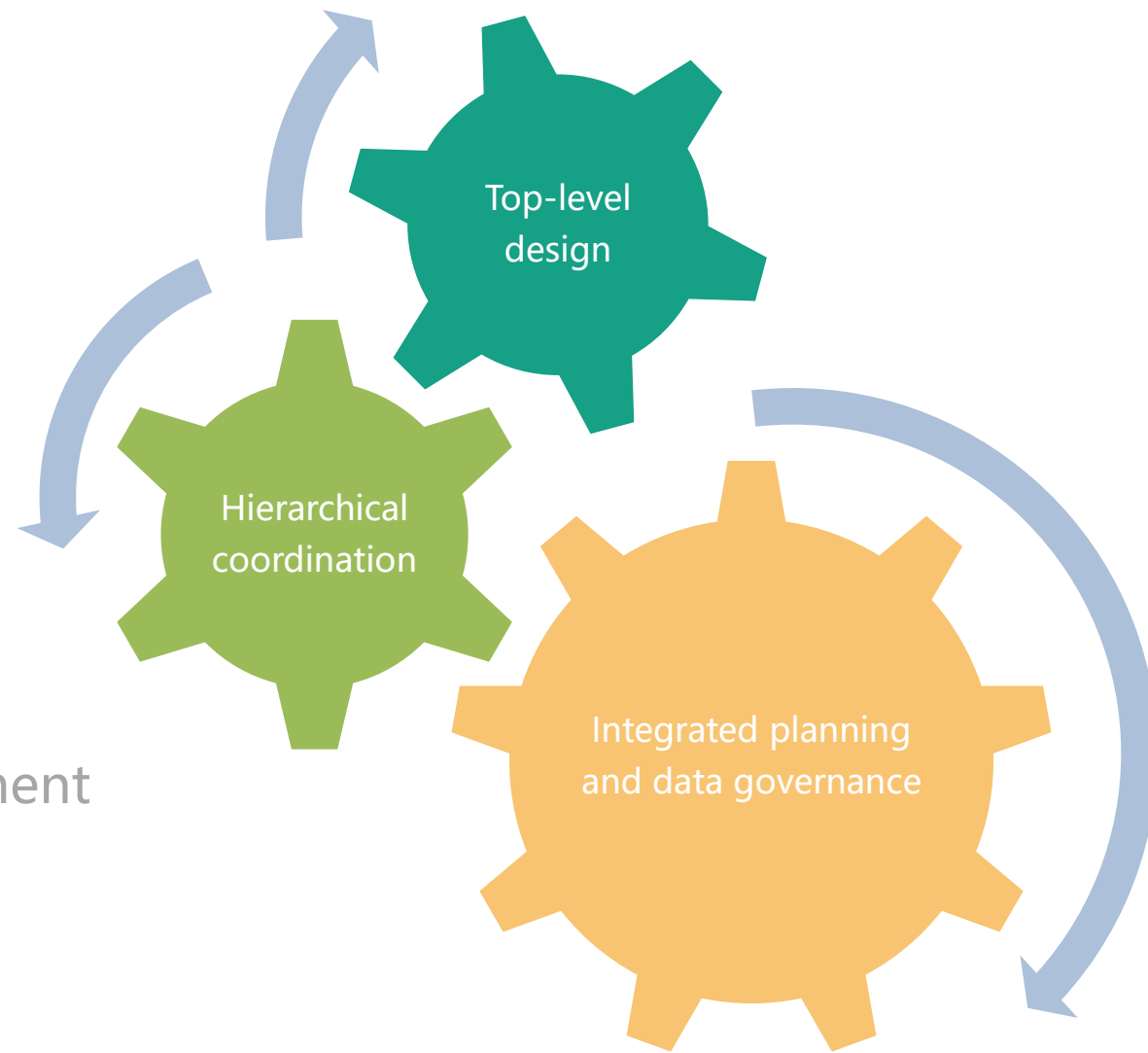
A Combination of the Bottom-Up and Top-Down Approaches to Improve Government Service

4

# Implementation of "Internet + government services"

Top-Down

Jiangsu, Zhejiang, Guizhou, Gansu and Qingdao were designated as national "Internet + government service" pilot areas

The State Council first investigated the practices and problems in different localities and then issued the Guidance on Promoting "Internet + Government Services and the Guidelines for Developing the "Internet + Government Services" Technology System in 2016.

Bottom-Up
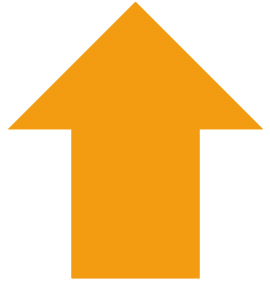
Zhejiang province was an early mover and started its "Four Lists and One Network" reform in 2013.

In 2014, Jiangsu province started its "Five Lists" reform (A Charges of Non-profit-making Services List was added on top of Zhejiang's "Four Lists")

Government Service Improvement in Different Localities

Guangdong

province focuses on optimizing government informatization system and institutions.

Zhejiang

province starts from digital reforms.

Shanghai

relies on "integrated online service" to provide digital government services.

Jiangsu

province aims to "prioritize high-quality development" and strives to "become the nation's most government-service friendly province".
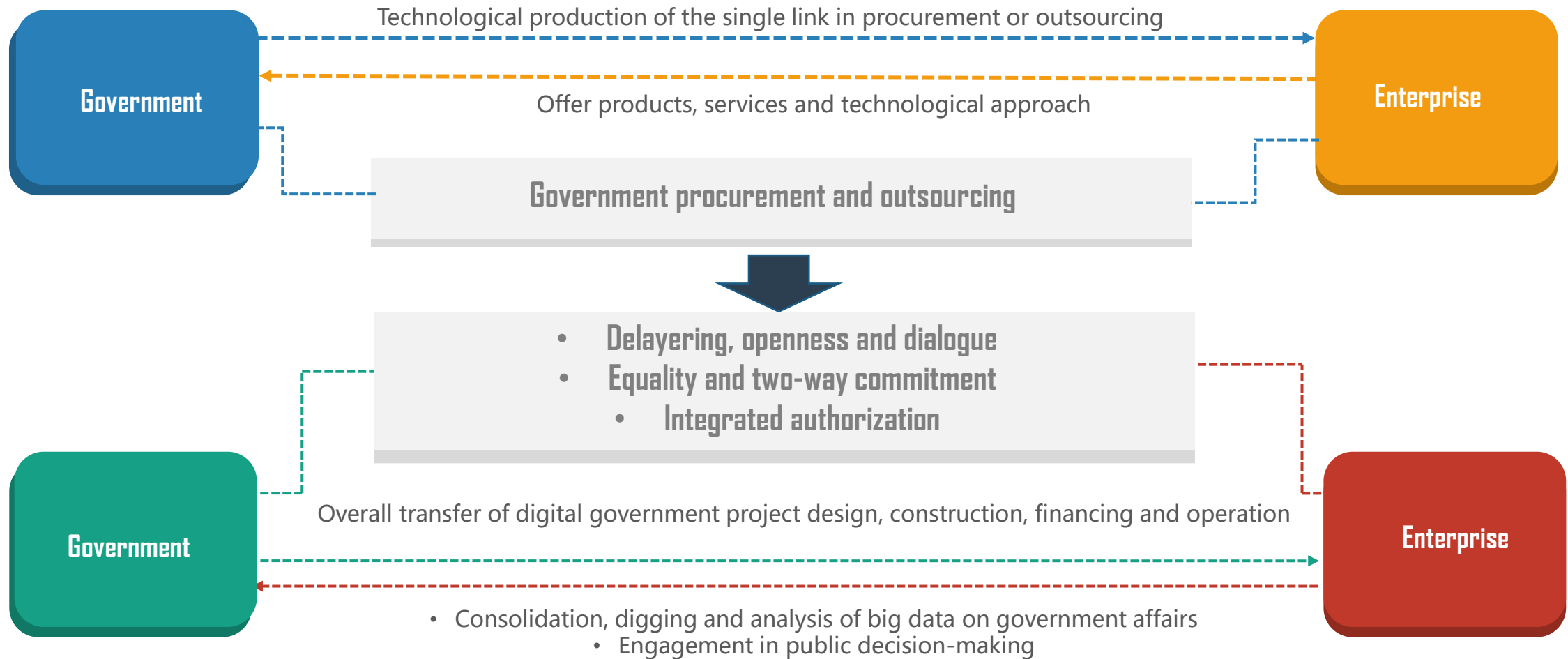
Government-Enterprise Cooperation to Promote the Building of Digital Government

5

Transformation of Government-Enterprise Cooperative Model

Government

Technological production of the single link in procurement or outsourcing

Enterprise

Offer products, services and technological approach

Government procurement and outsourcing

- Delayering, openness and dialogue
- Equality and two-way commitment
  - Integrated authorization

Government

Overall transfer of digital government project design, construction, financing and operation

Enterprise

- Consolidation, digging and analysis of big data on government affairs
- Engagement in public decision-making

Government-Enterprise Cooperation on Digital Government in Local Areas of China

The characteristics of the three models：

Service delivery model

- Regions lacking external resources
- Government dominates the distribution of power in various
- Dimensions of the development of digital government

Internal management model

- Government establishes partnerships with private
- Sectors shifting focus from internal
- Solutions to external collaboration

- Establishing an intensive, reusable and shared digital government platform
- Building a gateway that links multiple technology resources and construction demands

The model of hybrid organization supply

(Hubei, Shandong, Heilongjiang)

(Guizhou, Shanghai, Beijing, Hainan and Shenzhen)

(Guangdong and Zhejiang)

THANKS