

Digital Government Strategy (Provisional Translation)

- As well as continuing to steadily promote business process re-engineering initiatives through IT utilization, the enactment of the Basic Act on the Advancement of Utilizing Public and Private Sector Data makes it necessary to promote new initiatives that contribute to the circulation of public and private sector data, placing an even greater emphasis than before on increasing convenience for the public and business operators.
- Digital government will be pursued, revising the approach to public administration itself to make digital service provision the basic premise. In doing so, the government will focus on the transformation of service elements that provide value to the public and business operators, rather than merely striving for greater internal administrative efficiency.

[Outline of the Policy on the Promotion of Digital Government]

1. User-centered administrative service reforms that fully utilizes digital technology

- Promoting business process re-engineering (BPR) based on service design thinking
 - Promoting user-centered service reforms to create instantly available, simple, convenient administrative services
 - Creating digital-first, once-only, and one-stop services based on the Digital First Action Plan (see attachment)
- Revising approaches to providing information to adapt to digital technology
 - Linkages to private sector services, push-type information delivery, and personalization of information provision

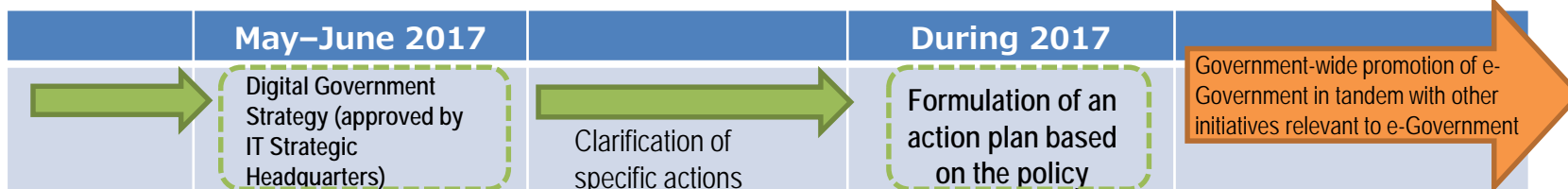
2. A platform for public-private partnerships

- Developing an environment that encourages data circulation
 - Open Data by Design; developing standards for information systems; fully utilizing the Social Security and Tax Number System and Corporate Numbers
- Developing an interface for utilizing public and private sector data
 - Using APIs in administrative data and services; standardizing administrative website design and data structures
- Sharing platforms and utilizing private sector services
 - Enhancing inter-ministry IT systems; promoting the local government cloud; actively utilizing private sector services and clouds

3. IT governance that creates value

- Developing promotion systems tailored to service reforms
 - Strengthening systems that cut across ministry boundaries, centered on the Government CIO; developing systems within each ministry and agency; strengthening IT governance among local governments
- Ensuring thorough IT management and maximizing the effect of investment
 - Steadily promoting government information systems; establishing outcome-focused IT investment management; strengthening IT management, etc.

[Schedule]



Action Plan for the Use of IT in Administrative Procedures and Private Transactions

- The government has formulated the Digital First Action Plan, which sets out in a focused manner the basic directions and specific initiatives for accelerating efforts to achieve greater efficiency and convenience in all administrative services, based on the Digital Government Strategy.
- The government will intensively promote various initiatives going forward, including the formulation of a number of plans within a year or so. (Consolidated into the action plan based on the Digital Government Strategy)

Initiatives to date

- Promotion of the use of IT in administrative procedures (from 2001)
 - ⇒ Simply switched from paper to digital, lacked the perspective of cost-effectiveness
- Formulated an action plan and implemented a complete census (from 2013)

Recent changes

- Enactment of the Basic Act on the Advancement of Utilizing Public and Private Sector Data (from 2016)
 - Established the use of online methods as the first principle of administrative procedures; encouraged the use of online methods for private transactions
- Full-scale operation of IT infrastructure, including the Social Security and Tax Number System (from 2017)

Basic concept

- 3 principles for the use of IT in administrative procedures
 - ⇒ Full utilization of the Social Security and Tax Number System

(i) Digital-first

Seamless digital completion of procedures

*Promoting the use of online methods as a general principle

*Promoting initiatives based on service design thinking

(ii) Connected / one-stop

Offering a ubiquitous / one-stop service, including private sector services

(iii) Once-only

No need to resubmit information already submitted

*These 3 principles adopt the same perspectives as the 3 principles for streamlining administrative procedures formulated by the Regulatory Reform Promotion Council: (i) digital-first; (iii) harmonization of formats; and (ii) once-only.

*The 3 principles for streamlining administrative procedures are principles established as a short-term, intensive measure for initiatives outside the field of IT as well. The 3 principles shown here have been established from a medium- to long-term perspective, with an eye to the digital society.

Action plan tasks *Initiatives to be intensively promoted within a year or so.

Tasks relating to cross-cutting initiatives (7 tasks)

<Formulation of cross-cutting plans and programs>

- Formulation of the **Plan for Promoting Online Administrative Procedures (tentative name)**
- Measures aimed at promoting online usage of **local government procedures**
- Formulation of the **Program for Promoting Online Private Transactions (tentative name)**, etc.

<Introduction of cross-cutting systems>

- **Enabling the submission of a residence certificate or the family register to be omitted** when carrying out procedures
- Promoting **back office linkages** using corporation information, etc.

Tasks relating to individual fields (7 tasks)

<Use of IT in administrative procedures>

- Giving digital tax determination notices for inhabitant tax the status of originals
- Promotion of electronic application procedures for social insurance/labor insurance, etc.

<Use of IT throughout society, including private sector transactions>

- Use of digital processes for shareholders' meetings
- Online provision of the Explanation of Important Matters in real estate transactions

Key Future Initiatives Based on the Digital Government Strategy

<Key future initiatives>

[Once-only]

- **Omission of the Certificate of Registered Matters**
 - ✓ Eliminating the requirement to submit a Certificate of Registered Matters through back office linkages across ministry and agency boundaries, to streamline and expedite company incorporation procedures
 - ✓ Consideration is being given to extending the initiative to real estate registration, as well as legal company registration
- **Removal of the requirement to submit a copy of the residence certificate or copy/abstract of family register as a general rule**
 - ✓ Identification of procedures where the submission of a copy of the residence certificate or copy/abstract of family register are required and removal of the requirement to submit such documents as a general rule through internal administrative back office linkages
- **Back office linkages using Corporate Numbers, etc.**
 - ✓ Promotion of the once-only principle in corporation-related procedures through information sharing between governmental organizations using corporation information

[Further promotion of BPR]

- **Steady promotion of BPR and roll-out throughout government**
 - ✓ To promote a proper understanding of the facts and ensure the enhancement and cross-cutting roll-out of know-how gained from pioneering initiatives, while incorporating service design thinking and other new perspectives, the National Strategy Office of IT and the Administrative Management Bureau of the Ministry of Internal Affairs and Communications will support initiatives by each ministry and agency, thereby ensuring the roll-out and promotion of BPR initiatives throughout government
 - ✓ As well as steadily promoting BPR in inter-ministry IT systems (personnel management and remuneration, travel expenses and accounting, and e-LAWS) and large-scale IT systems (Hello Work, public pensions, national tax, company registration and incorporation, and workers' accident compensation insurance), the government will roll out reforms of common processes and systems in new fields

[Digital-first]

- **Making online procedures the first principle** in national and local government procedures
 - ✓ Inventory of statutory procedures; review of systems and customs inhibiting the establishment of online procedures, such as document submission or face-to-face requests as a basic rule

[One-stop]

- **One-stop services for child-rearing** using the Individual Number Portal
 - ✓ Using the Individual Number Portal to create a one-stop service in areas relating to child rearing, including pregnancy, childbirth, and child care
 - ✓ Progressive extension of the areas targeted will be considered

[Provision of administrative services linked to private sector services]

- **Acceleration of linkages between administrative services and private sector services** by promoting efforts to put in place APIs (external linkage functions) in government information systems
 - ✓ Example: Linking social insurance procedures to companies' internal IT systems for personnel and labor management to automate the preparation and submission of application forms to government bodies