Thailand Digital Government Readiness Survey 2016

Draft Framework
Electronic Government Agency (Public Organization)



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Developed By: Public Sector & Government Practice Frost & Sullivan Asia Pacific

Project Background

key objectives and milestone for this Project



Project Background

• To achieve goals of <u>Digital Government development plan (DG)</u> and <u>Digital Economy plan (DE) of Thailand</u>, EGA aims to collect accurate data/statistics for the status of Thailand Digital Government readiness to further develop digital government plan/policy related to Thai government agency.

• 2015 Thailand e-Government readiness framework was not welldeveloped yet as feedbacks from many Thai government agencies in results. Hence this project is to develop 2016 framework as the best platform aligned with national plan/policy and international studies/guidelines.



Key Objectives of the Project

- To develop the readiness evaluation framework and indicators for digital government development of Thailand.
- To survey accurate and trustable data of the digital government development stage of Thai government agencies.
- To publicly announce the stage of the country's Digital Government development in order for government agencies to use and leverage the information for planning and policymaking in driving Digital Government development

Finalized outputs of project

- Digital Government Maturity Index
- Overall Digital Government Readiness



About Workshop

key objectives and outputs for this workshop





Holistic Approach Of Assessment

Digital Government Readiness Survey

Digital Government Readiness Survey can be assessed by various approach of assessment. However each approach has different advantages and limitations.

Agency Self Review -By Chief Information Officers (CIO)

National Indicators - Such as broadband penetration - ICT literacy The questionnaire will be done by each agency self review.

Secondary data will be used in this survey such as indicators, data and statistics from government/ public sources etc.

User Review -Feedback from citizens and businesses This survey will be done by citizens/ businesses as user review.

Mystery Shoppers -To test websites/services -independently Person poses as a casual shopper to collect information about the stores' display, prices, and quality of their products/ services.

Development of Framework



Framework year 2015



Framework year 2016 : Changes to the previous E-government framework





Proposed Digital Government Framework

Digital Government Maturity Model



Note: The proposed Digital Government Maturity Model is an adaptation based on the analysis of the Gartner model published on 3 January 2014 and the UN 5-phase development model. The later Gartner model published in 2015 was not adopted as the model focuses on the more advanced phases of digital government while in the case of Thailand it is important to capture the earlier stages of development which is better represented through this proposed model.

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Application

Policies /Practices	s Citizen centric and value creation			Agency ICT strategy to support national digital government objectives			E-Government cyber security		
	E-Govern regula	nment e-laws and e- ations compliance		Data privacy					
r Secure a Infra	and Efficient structure	Smart Back Office Practices		E-Officer with Digital Capability		Accessi Convenie Serv	ble and ent Public rices		Smart Technologies/ Practices
Tec Infra	hnology structure	Operational efficiency		Public Personnel Capabilities		Public Inf and se	formation ervices		Digital society
Data i	ntegration	Digitalization of documents and	E-Leader capabilities		Depth of ir and se	nformation ervices	Open government	Open government	
Dat	a Centre	services Dedicated employees for E- Government		Leadership		Single point of access			Big data
Govern	ment cloud			continuity plan		Innovat serv	ion of e- vices	C	Internet of things
authen ver	ntication and rification	systems Inter-operability	i			Open	data	[Business continuity practices
		Effective allocation of budgets				Feed	back		

Pillars and Indicators	Description
Policies/Practices	Organizational level principles, rules, and guidelines aimed at achieving the long term goals of agencies.
Citizen centric/value creation	Policies/practices that guides the <u>delivery of public services in a manner that provides the greatest</u> value and convenience to citizens/business. The policies/practices include (1) feedback on services provided, and (2) continuous improvement of public services.
e-Government e- laws and e- regulations	Policies/practices to ensure that the agencies <u>comply to the e-Government related laws and</u> <u>regulations</u> . The laws and regulations are inclusive but not limited to the electronic transactions act, official information act, personal security information of government agency act, and E-payment control act.
Agency ICT strategy to support national digital government objectives	Policies/practice of aligning the agency/organizational level strategy to the objectives of the National Digital Government Master plan. The objectives are <u>measured against the objectives defined under</u> <u>the Digital Government Strategy</u> on 'Developing the Capacity to support E-Government Services'. The objectives include improvement in data integration, data authentication and verification, information, feedback, technological service infrastructure, public and personnel capabilities.
Data privacy	Policies/practice of protecting the privacy of citizen/business data. Data privacy is an important consideration for organizations that deal with large database of digital information. With the increase in the amount of electronic data as a result of the digitalization of Government processes and databases, <u>policies that protect the privacy of data</u> is an important organizational process to be developed.
E-Government cyber security	Policies/practice of improving the levels of cyber security. With the high level of digitalization of Government data that comes together with the maturity of E-Government, there is an increasing need to ensure that public databases are protected from cyber threats (hacking). Therefore, <u>cyber security policies are important to ensure that Government information is protected</u> .

Pillars and Indicators	Description		
Secure and Efficient Infrastructure	Hardware, software, and security related infrastructure of organizational units that constitute the digital government.		
Technology infrastructure	Technology infrastructure includes all <u>hardware, software, and network required</u> by Government officers to carry out their daily activities and provide services electronically. The infrastructure includes networks, computers, internet connections, servers, and databases.		
Data integration	The integration of databases between agencies that enables two or more agencies to have <u>seamless access to a common database</u> .		
Data Centre	An electronic database of Government data that is accessible to multiple agencies. The data centre adheres to standards of data backup that ensures the <u>highest possible level of</u> <u>database security</u> . Such as storing backup data in a remote, fire, and flood safe location.		
Government cloud	Adoption of Government cloud computing services		
Data authentication and verification	Use of national ID card (Smart Card) system to authenticate and verify data when receiving services through physical or online locations. Use of online centralized user account that allows access to all e-Government services.		

Pillars and Indicators	Description		
Smart Back Office Practices	Practices and characteristics of an efficient ICT enabled agency. The focus of this pillar is purely on internal and inter-agency operations.		
Operational efficiency	The delivery of services without redundancies in processes, requiring the least amount of resources, and in the quickest time possible. Practices to measured includes a structured plan or practice within the organization to periodically review and improve both electronic and non-electronic processes to identify and remove redundancies.		
Digitalization of documents and processes	The conversion of paper based processes and information into electronic format. The ultimate goal is to reduce paper processes to a minimum. This indicator is measured by comparing the number of processes currently carried out electronically and the total number of processes of the organization.		
Dedicated employees for E- Government systems	The presence of dedicated employees that maintain ICT systems such as services, computers, and networks. This is an important requirement to ensure that the systems are well maintained and reduce downtime of services.		
Inter-operability	The ability of agencies to seamless carry out joint processes and share information through a common ICT platform and database.		
Effective allocation of budgets	Organizational processes that ensure the most efficient manner of allocation of budgets through budget evaluation processes (cost benefit analysis) and the use of ICT technologies.		

Pillars and Indicators	Description
E-Officer with digital capability	Practice of up skilling government employees with ICT skills , the measure of the capabilities and responsibilities of government employees in leadership roles, and leadership continuity plans.
Public Personnel capabilities	The process of continuously up-skilling Government employees with ICT skills necessary to deliver services electronically.
E-Leader capabilities	Identifies the current area of responsibilities of the chief information officer and where support is required in terms of additional resources to support the CIO's role.
Leadership continuity plan	A succession plan to ensure the continued development of leaders for the CIO role.

Pillars and Indicators	Description				
Accessible and convenient public services	Public information, services, and feedback mechanisms that is provided through digital platforms to citizens and businesses.				
Public information and services	Information and services provided to citizens and businesses through electronic channels. The measurement takes into account the following aspects of information and services. (1) Availability of information and services, (2) Platforms such as websites, mobile, and kiosk, and (3) Accessibility to disabled individuals.				
Depth of information and services	The amount of information provided and the types of services offered electronically to citizens and businesses. The measurement takes into account the following aspects of information and services. (1) Number of services in total, (2) Number of services electronically, and (3) Type of information provided online.				
Single point of access	The integration of information and electronic services into a single point of access. This requires the integration of inter agency operations and the setup of a common database and ICT systems that is able to host information and services of multiple agencies on a single platform. The single point of access or 'one stop centers' are grouped by themes e.g. business licensing related services, citizen related services, and trade related services.				
Innovation of E- services	The process of continuously developing new and innovative methods to deliver services to citizens and businesses. This indicator measures the presence of such a process among agencies.				
Open data	Data that is openly available to anyone to be used, re-used and redistributed by anyone.				
Feedback	Mechanism to gather feedback from citizen's and businesses on Government policies/regulations and also information and services provided.				

Pillars and Indicators	Description
Smart Technologies/ Practices	Adoption of technologies that facilitate better informed decision making, greater engagement with citizens in governance process, and more efficient use of public resources.
Digital society	A society that uses digital tools in most relationships including with the Government. Online interaction with Government including voting and governance (the processes by which public policy decisions are made and implemented)
Open government	Government that ensures the transparency of public information by making them available through electronic and non-electronic platforms and upholds citizen's right to information.
Big data	The practice of using analysis applied on large sets of data to identify patterns, trends and behaviors. The data analysis is used to facilitate better informed decisions.
Internet of things	A network of connected devices, vehicles, buildings and other devices embedded with electronics. The technology enables the Government to better track assets and make more efficient use of the assets to provide public services in a more efficient manner.
Business continuity practices	Defined as the capability of the organization/agency to continue delivery of services at an acceptable predefined level

Digital Government Thailand

Digital Government Maturity Index

The Digital Government Maturity Index is calculated based on a weighted score of selected indicators that represent the various stages of maturity of digital government namely :

- (1) E-Government,
- (2) Joint-Up Government,
- (3) Open Government, and
- (4) Smart Government

Overall Digital Government Readiness Index

The Overall Digital Readiness Index is calculated based on a weighted score across indicators across all policies and practices and pillars that are part of the Digital Government Framework.

Digital Government Maturity Index

Maturity indicators

Cross cutting indicators

Note: Higher Weightage is placed on the current stage of maturity. If survey results indicate that majority of agencies are in the integrated stage, then higher Weightage will be placed in 'integrated' related indicators.

Pillars	Indicators	Weightage	E-Government	Joint-up Government	Open Government	Smart Government
Policies/ Practices	All indicators are cross cutting.	-				
Secure and Efficient Infrastructure	All indicators are cross cutting.	-				
Smart Back	Operational efficiency	-				
Office Practices	Digitalization of documents and services	10%				
	Dedicated employees for E-Government systems	-				
	Inter-operability	15%				
	Effective allocation of budgets	-				
E-Officer with digital capability	All indicators are cross cutting.	-				
Accessible and convenient public services	Public information and services	10%				
	Depth of information and services	10%				
	Single point of access	15%				
	Innovation of E-services	-				
	Open data	10%				
	Feedback	10%				
Smart	Digital society	2.5%				
Technologies/ Practices	Open government	10%				
	Big data	2.5%				
	Internet of things	2.5%				
	Business continuity practices	2.5%				

Overall Digital Government Readiness Index

Pillars	Total Weightage	Indicators	Weightage
Policies/	10%	Citizen centric/value creation	10%
Practices		e-Government e-laws and e- regulations	25% - The second highest Weightage is allocated to rules and regulations and agency ICT strategies that will ensure the smooth implementation of the digital government initiative
		Agency ICT strategy to support national digital government objectives	25% - The second highest Weightage is allocated to rules and regulations and agency ICT strategies that will ensure the smooth implementation of the digital government initiative
		Data privacy	10%
		E-Government cyber security	30% - cyber security is given the highest Weightage as the protection of digital information is of high important when it comes to digital initiatives
Secure and Efficient Infrastructure	fficient ructure digital government	Technology infrastructure	40% - This indicator is given the highest Weightage as the basic infrastructure is what is important to ensure that agencies have the basic infrastructure required for the implementation of digital government
	development the more important	Data integration	15%
	components are (secure and efficient	Data backup	15%
	infrastructure',	Government cloud	15%
'Smart bac practi 'access convenier	'Smart back office practices, and 'accessible and convenient public services'	Data authentication and verification	15%
Smart Back	25%	Operational efficiency	10%
Office Practices	In the early stages of digital government development the	Digitalization of documents and services	26.7% - Higher Weightage because this indicator is an important target of the Digital Government initiative
	more important components are (secure and efficient	Dedicated employees for E- Government systems	26.7% - Higher Weightage because this indicator is important to support the implementation of the Digital Government initiative
	infrastructure', 'Smart back office	Inter-operability	26.7% - Higher Weightage because this indicator is an important target of the Digital Government initiative
	practices, and 'accessible and convenient public services'	Effective allocation of budgets	10%

Overall Digital Government Readiness Index (Continued)

Pillars	Total Weightage	Indicators	Weightage
E-Officer 10% with digital capability	10%	Public Personnel capabilities	75% - Highest Weightage because ICT skills development is one of the most important factor in the human capital pillar
	E-Leader capabilities	0% Not Weighted due to the non-existence of a established capability standard	
		Leadership continuity plan	25%
Accessible and	le 25% Id In the early stages	Public information and services	18% - Equal Weightage across 5 parameters as these indicators are tied to a stage of Digital Government Maturity
convenient public services	of digital government development the	Depth of information and services	18% - Equal Weightage across 5 parameters as these indicators are tied to a stage of Digital Government Maturity
	more important components are	Single point of access	18% - Equal Weightage across 5 parameters as these indicators are tied to a stage of Digital Government Maturity
	efficient	Innovation of E-services	10% - Lower Weightage as it is not tied to a stage of Digital Government Maturity
	infrastructure', 'Smart back office practices, and 'accessible and convenient public services'	Open data	18% - Equal Weightage across 5 parameters as these indicators are tied to a stage of Digital Government Maturity
C		Feedback	18% - Equal Weightage across 5 parameters as these indicators are tied to a stage of Digital Government Maturity
Smart	5%	Digital society	20% - Equal Weightage as all indicators are important for the Smart Government Phase
Technologies / Practices	gies ices Smart Government Weightage to be increased when Thailand's Digital Government achieves a higher level of maturity	Open government	20% - Equal Weightage as all indicators are important for the Smart Government Phase
		Big data	20% - Equal Weightage as all indicators are important for the Smart Government Phase
		Internet of things	20% - Equal Weightage as all indicators are important for the Smart Government Phase
		Business continuity practices	20% - Equal Weightage as all indicators are important for the Smart Government Phase

Appendix

E-Government

 The use of technology to enhance the access to and delivery of government services that benefit citizens, business partners, and employees

Open-Government

- Strengthening citizens **right of access** to information by establishing a pro-disclosure culture and making public information more **accessible and usable**
- The access to information facilitates the broader objective of an open government which is characterized by the greater engagement and involvement of citizen's and businesses in the policy making process

One-Stop Center

• A portal that provides cross agency, citizen-centric information and services that enables users to complete transactions conveniently by navigating from the one-stop portal

Government Cloud

• Cloud computing, is the delivery of **on-demand computing resources over the internet or private networks**. Cloud computing allows Governments standardization of security and governance requirements across the whole-of-government

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