Government Declares Digital Government Development Plan, Expects to Achieve the Integration of Digital Government via Citizen-Centric Strategy within Five Years

General Prayuth Chan-ocha, Prime Minister, disclosed that the government has remained firm on relying upon advanced digital technology to drive economic and social progress for Thailand. The development of digital competency will be required by all sectors, including agriculture, tourism, education, the medical profession, investment, disaster prevention, and public administration. To cope efficiently with the changing world, it is highly important to apply the use of digital technology in a well-prepared manner to ensure further development of quality public services leading to the achievement of public administration in a new dimension.

"Within the next five years, the government will be transformed into Digital Government backed by the integration of operations and management among various government agencies. Smart technology and services will be fostered by a citizen-centric strategy aiming to accelerate Thailand in all aspects, both substantially and practically."

The successful development will be implemented based on the integration of an information network developed co-operatively by various government agencies, with a clear focus on four key development models consisting of Government Integration, Smart Operations, Citizen-centric Services, and Driven Transformation.

Dr. Pichet Durongkaveroj, Minister of the Digital Economy and Society, unveiled that the Electronic Government Agency (Public Organization) (EGA) has recently developed the Digital Government Development Plan to determine key strategies and policies in managing the government's centralized information database and all government agencies have been encouraged to focus on similar strategic visions under the same standards. Hence, the Ministry of Digital Economy and Society, in collaboration with the EGA, has announced the launch of the Three-Year Digital Government Development Plan (2016-2018) approved by the Cabinet on April 5, 2016. The development plan has been progressed to cover 18

major domains from a total of 26 domains. Subsequently, as the EGA has reviewed the plan, it is essential to add another 8 domains, consisting of education, public health, public utilities, transportation, procurement, asset management, human resources management, and salary payment. In the meantime, two new domains, including Digital Government infrastructure and government personnel qualification, have been added. The development plan has been advanced to the Digital Government Development Plan (2017-2021).

According to the four development models mentioned above, targeted goals of Digital Government can be described as follows:

1. To leverage core indicators related to Digital Government.

2. To generate the advancement of public services to meet various demands of people accurately and conveniently without requiring the use of any copied documents.

3. To provide people with accuracy and convenience in accessing public information aiming to reflect people's confidence and trust in the government, backed by transparent implementation as well as the successful participation of people in society.

4. To strengthen the digital infrastructure of the public sector, generate effective database management based on the integration of non-redundant data, ensure the seamless connection of day-to-day operations conducted by various government agencies, and provide people in society with the most efficient and reliable public services.

Referring to the targeted goals, five development strategies have been fostered to ensure the achievement of Digital Government.

1. Development of People's Quality of Life

2. Maximized Competitiveness of the Business Sector

3. Advancement of Public Security

4. Enhanced Efficiency of the Public Sector

5. Integration of Digital Government

The above-mentioned strategies have all been included in the Digital Government Development Plan, driven by 26 key domains from a total of 81 domains under the collaboration of 20 ministries.

In 2016, the EGA developed effective monitoring measures to ensure the development scheme had been implemented as planned. All performances were officially reported to the Digital Economy and Society Committee on November 2, 2016, with major focuses on the following projects:

• Smart Service – The concept was to reduce the redundant use of paper-based documents. With the strategic development of 30 public services, the most remarkable example was the Application Programming Interface (API), unveiling the seamless connection of public information and the service system developed by the Provincial Waterworks Authority (PWA).

• Government Smart Kiosk – The government determined to provide people with a brand-new information verification channel requiring the use of an individual's ID card only. The verified information was related to public services in general, for instance, household registration and medical care certification.

• Biz Portal – This centralized search engine was developed to greatly facilitate business entrepreneurs and investors in operating businesses via the website biz.govchannel.go.th anywhere and at any time.

• Farmer One – With the major emphasis on agriculture, this technology-based system unveiled information on land utilization, land tenure, and other beneficial details related to the agricultural sector and responsible agencies.

• Thailand Digital Government Academy (TDGA) – The academy was established, in collaboration with the OCSC, to promote an expansive set of digital knowledge of government authorities and public officials. Currently, the EGA has signed a memorandum of understanding with the OCSC and the TQPI to achieve the targeted goals conforming to the Digital Government Development Plan.

****