

# The Digital Government Development Plan Of Thailand B.E. 2563 – 2565



**DGA**  
Digital Government Development Agency

Revised version following the 4<sup>th</sup>/2563 Approval of the Balancing  
and Public Administration and Stability Sub-Committee,  
Wednesday, September 23, 2021

# Past Operations

**Appointing the Digital Government Development Plan Drafting Committee B.E. 2563-2565,**

chaired by Assoc. Prof. Dr.Varakorn Samakoses

**Holding a workshop with government agencies,**

e.g. NESDC, ONDE, OPDC, NSO, NSTDA, ETDA, and BOT, to create the digital government development framework

**Arranging a workshop with the public sector and business sector,**

e.g. banks, Artificial Intelligence Association of Thailand (AIAT) The Thai Chamber of Commerce, Foundation for Consumers, Agoda, Nokia, representatives of farmers and agricultural cooperatives, and members of parliament.

**Surveying the opinions and needs of the citizens for government services,**

with 620 online respondents

**The Digital Government Development Plan Drafting Committee approved the Framework of Digital Government Development Plan (draft)**

(four committee meetings from May 2 to August 2019)

**The Digital Government Development Committee approved the Digital Government Development Plan of Thailand B.E. 2563-2565 (draft).**

and obtained opinions from related agencies

**March 27, 2019**

**April 25, 2019**

**May 17, 2019**

**May 30, 2019**

**August 6, 2019**

**November 18, 2019**

# Past Operations

Arranged a meeting to obtain opinions from government agencies and the public through an online platform on the Digital Government Development Plan (draft)

Jan 9, 2020

The Digital Government Development Committee approved the Digital Government Development Plan (draft)

and then proposed it to The Office of the National Economic and Social Development Council for approval before passing it on to the Cabinet for consideration.

March 12, 2020

The Balancing and Public Administration and Stability Sub-Committee had the resolution to revise the Digital Government Development Plan (draft) following the 3<sup>rd</sup>/2563 approval.

June 23, 2020

Held a workshop with the related government agencies out of 151 agencies

on the 6 policy groups, including agriculture, education, medical and public health, SMEs promotion, transparency and participation, and welfare rights

September 9, 2020

Arranged a meeting to discuss with the private sector in which there were participants

from 11 agencies

September 17, 2020

The Balancing and Public Administration and Stability Sub-Committee had the resolution to revise the Digital Government Development Plan (draft) following the 4<sup>th</sup>/2563 approval.

September 23, 2020



**The Digital Government  
Development Plan, Phase 1,  
B.E.2559-2561**  
**18 Domains**  
**32 Projects**

### The Domains of Phase 1 of the Plan

1. integration of government information to enhance services
2. identity verification and rights management
3. information provision
4. opinion hearing
5. infrastructure for electronic service provision
6. government employees' potential development
7. aid provision
8. labor productivity enhancement
9. agricultural productivity enhancement
10. tourism
11. investments
12. trade (imports/exports)
13. medium and small enterprises
14. taxes and incomes
15. public safety
16. border management
17. natural disaster prevention and crisis management



**The Digital Government Development Plan of  
Thailand B.E 2563-2565 (draft) focusing on  
integration**

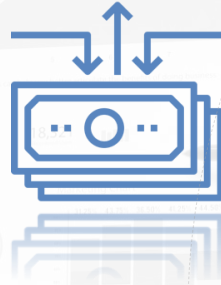
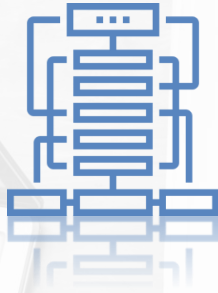


**The Digital Government Development  
Plan (draft) Phase 2, B.E.2560-2564**  
**26 Domains**  
**75 projects**

### The Domains of Phase 2 of the Plan

1. public welfare
2. labor productivity enhancement
3. education
4. public health
5. agricultural productivity enhancement
6. tourism
7. investments
8. trade (imports/exports)
9. small and medium enterprises
10. taxes and incomes
11. transportation
12. public utilities
13. public safety
14. border management
15. natural disaster prevention
16. crisis management
17. finance and expenditure
18. procurement
19. asset management
20. human resources and payroll
21. government data integration
22. identity verification and rights management
23. Information provision
24. opinion hearing
25. digital government infrastructure
26. government employees' potential development

# The Objectives of the Plan



- To have integrated operations between government, the private sector, and the citizens
- To have a clear framework for driving activities/projects on the same goal
- To create a framework for driving the important digital government integration to stipulate the points in the integration plan of the annual fiscal year
- To appoint the main agencies and secondary ones for driving-related matters as well as a budgetary framework for the plan
- To be a guiding framework for government agencies to make an action plan which is in line with the Digital Government Administration and Services Act, B.E. 2562 (2019)



# Background and Importance

Providing convenience with applied digital technologies in government operations for the citizens

Having interlinked standard data integration for the benefit of decision-making management and excellent services

Having a linkage of public services through applied digital technologies

Providing a safety system for accessing digital services to ensure readiness and reliability

Opening up an opportunity for the private sector and the citizens to access the government data to increase competition and benefit themselves

Encouraging the citizens and all sectors to take part in developing the country

Developing new skills and competencies to create strategic readiness for government employees

Reducing work redundancy in accordance with government agencies

Reducing the work process of internal government operations and that of inter-agency operations

Having smooth and transparent government procurement with anti-corruption mechanisms in every step

Transforming government work operations with digital technologies for efficiency and good governance in administration

Revising laws and regulations to help drive digital government

|                   |   |                   |  |
|-------------------|---|-------------------|--|
| October 13, 2018  | National Strategy (B.E. 2561-2580)                                    | September 3, 2020 | A Summary of Open Hearings for enhancing the National Reform Plan  |
| April 6, 2018     | National Reform Plan on Public Administration                         | May 22, 2019      | The Digitalization of Public Administration and Services Delivery Act, B.E. 2562 (2019)                    |
| April 6, 2017     | Constitution of the Kingdom of Thailand                               |                   | The Master Plan under the National Strategy on Public Services and Government Efficiency (B.E 2018 – 2037) |
| December 29, 2016 | The Twelfth National Economic and Social Development Plan (2017-2021) | April 11, 2019    | National Policy and Plan on Digital Development for Economy and Society                                    |

## Thailand's Digital Landscape in 20 years

**Phase 1**  
Digital Foundation  
Thailand invests and builds a foundation for developing a digital economy and society.

**Phase 2**  
Digital Thailand I: Inclusion  
All sectors of Thailand have participation in digital economy and society following the way of a civil state.



**Phase 3**  
Digital Thailand II: Full Transformation  
Thailand enters the state of digital Thailand which drives and utilizes digital innovations to their full potential.

**Phase 4**  
Global Digital Leadership  
Thailand becomes a developed country with the capacity to use digital technologies to create economic and social values sustainably.

The Royal Government Gazette No.136 Chapter 47 A, 11 April, 2019 B.E.2562 (2019)

Subject The Policy and National Plan on Digital Development for Economy and Society

เล่ม ๑๓๖ ตอนที่ ๔๗ ก ราชกิจจานุเบกษา ๑๑ เมษายน ๒๕๖๒



### ประกาศ

เรื่อง นโยบายและแผนระดับชาติว่าด้วยการพัฒนาดิจิทัลเพื่อเศรษฐกิจและสังคม

สมเด็จพระเจ้าอยู่หัวมหาวชิราลงกรณ บดินทรเทพยวรางกูร

สมเด็จพระเจ้าอยู่หัวมหาวชิราลงกรณ บดินทรเทพยวรางกูร มีพระราชโองการโปรดเกล้าโปรดกระหม่อมให้ประกาศว่า

โดยที่คณะรัฐมนตรีได้พิจารณาเห็นสมควรให้ประกาศใช้นโยบายและแผนระดับชาติว่าด้วยการพัฒนาดิจิทัลเพื่อเศรษฐกิจและสังคม ตามบทบัญญัติมาตรา ๕ แห่งพระราชบัญญัติการพัฒนาดิจิทัลเพื่อเศรษฐกิจและสังคม พ.ศ. ๒๕๖๐ ซึ่งมีความสอดคล้องกับแผนแม่บทภายใต้ยุทธศาสตร์ชาติ ซึ่งมีสาระสำคัญตามที่แนบท้ายนี้ จึงทรงพระกรุณาโปรดเกล้าโปรดกระหม่อมให้ใช้นโยบายและแผนระดับชาติว่าด้วยการพัฒนาดิจิทัลเพื่อเศรษฐกิจและสังคม ตั้งแต่วันถัดจากวันตีประกาศในราชกิจจานุเบกษา จนถึงวันที่ ๓๐ กันยายน ๒๕๖๐



# Strategy 4

## Transforming the government sector into digital government transparent, convenient, fast, and inter-connected



### Goals

- Government services are provided to the citizens and entrepreneurs in all sectors timely and accurately.

The citizens can access government data conveniently and appropriately, encouraging transparency and citizens' participation.

- The fundamental digital government infrastructure, data storage, and database management are all integrated and not complicated, which can support inter-agency operations and public service provision effectively.



### Plan

#### 4.1

Providing smart services which are citizen-driven

#### 4.2

Transforming government operations with digital technologies to ensure effectiveness and good governance

#### 4.3

Supporting useful open data and making the citizens participate in the open government process, which leads to Digital Thailand

#### 4.4

Developing the Government Service Platform to support application development or new forms of fundamental services of all government agencies



|                   |                       |                           |                                | Fully Digital       | Smart                       |
|-------------------|-----------------------|---------------------------|--------------------------------|---------------------|-----------------------------|
|                   | E-Gov.                | Open                      | Data-Centric                   |                     |                             |
| Maturity Level    | Initial               | Developing                | Defined                        | Managed             | Optimizing                  |
| Value Focus       | Compliance efficiency | Transparency and openness | Constituent Value              | Transformation      | Sustain Ability             |
| Channel Strategy  | Portal                | Government as a platform  | Nongovernment Channels         | Truly Multi Channel | Automation replaces portals |
| Leadership        | CIO/CTO               | CDO                       | Departments                    | CIO and departments | (New) CIO                   |
| Technology Focus  | SOA                   | Open data open service    | Open any data                  | Things as data      | Smart machines              |
| Sourcing Strategy | Mixed                 | Re-insourced cloud first  | Multi sourced                  | Partner -sourced    | Outsourced                  |
| Key Metrics       | % services on line    | % open data               | Number of data driven services | % data from things  | % decrease of services      |

Source: Gartner (2015). Introducing the Gartner Digital Government Maturity Model. 22 September 2015.

Challenges

**NEW**

**NORMAL**



**New Way  
of Communicating**



**New way  
of Working/Doing**



**New Way  
of Thinking**



**New Way of Winning**



**New Way of Living**



**New Expectation**

**Source:** National Reform Plan on Public Administration (B.E.2561-2565) (Revised version, August B.E.2563)

# The Goals of the DG Plan



To create the  
country's  
competitiveness



To reduce  
inequality



To be  
transparent  
and  
verifiable



To increase  
the citizens'  
participation

# 1 E-Government Development Index: EGDI

Ranking

Total score

Year 2018

73

0.7565

Year 2019 (Current Year)

57

0.6543

Goals in Year 2022

47

Goals moving 10 places  
up in ranking

# 2 (E-Participation Index: EPI)

Ranking

Total score

Year 2018

82

0.6517

Year 2019 (Current Year)

51

0.7738

Goals in 2022

41

Goals moving 10 places  
up in ranking

### 3 Corruption Perception Index: CPI

|                | Year 2017 | Year 2018 | Year 2019 | Goals in Year 2022                  |
|----------------|-----------|-----------|-----------|-------------------------------------|
| <b>Ranking</b> | 96        | 99        | 101       | <b>98</b>                           |
| Total Score    | 37        | 36        | 36        | Goals moving 3 places up in ranking |

### 4 Ease of Doing Business: EODB

|                | Year 2018 | <u>Year 2020 (Current Year)</u> | Goals in 2022                        |
|----------------|-----------|---------------------------------|--------------------------------------|
| <b>Ranking</b> | 27        | 21                              | <b>11</b>                            |
| Total Score    | 78.45     | 80.1                            | Goals moving 10 places up in ranking |



# Focus Area



## Education

---

Preparing government digital workforce to support the advance in digital technologies in the future, increasing the number of expert government employees with high efficiency and good work performance for the benefit of each individual and all the citizens, and adhering to morals leading to digital government



## Health and Medical Care

---

Integrating the data, the access to the public health system, social security, and the use of digital technologies to increase the productivity and efficiency of service provision



## Agriculture

---

Fully integrating the data on agriculture to increase the efficiency in agricultural management and heading on elevating the economic status of Thai farmers

# Focus Area



## Inequality in the citizens' welfare rights

Focusing on solving the issue of inequality in the citizens' access to government services and making it easy, convenient, and fast to access them



## Participation, transparency, and verification by the citizens

Giving importance to creating opportunities for participating in the cooperation between the government sector, the private sector, and the public sector



## Promoting small and medium enterprises (SMEs)

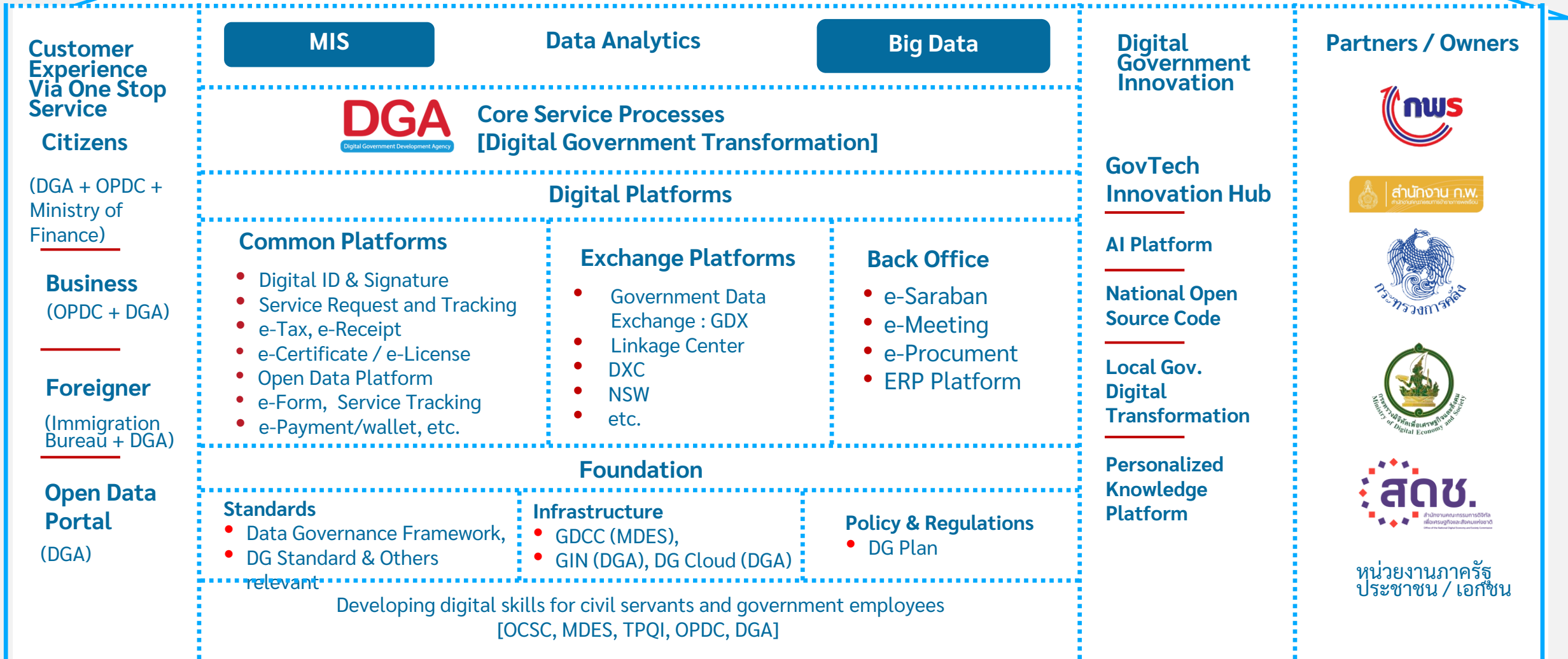
Providing convenience in terms of company registration and reducing the steps and practices to ensure flexibility and easiness, and building up new market opportunities to increase competitiveness via digital innovations

# Digital Government Architecture

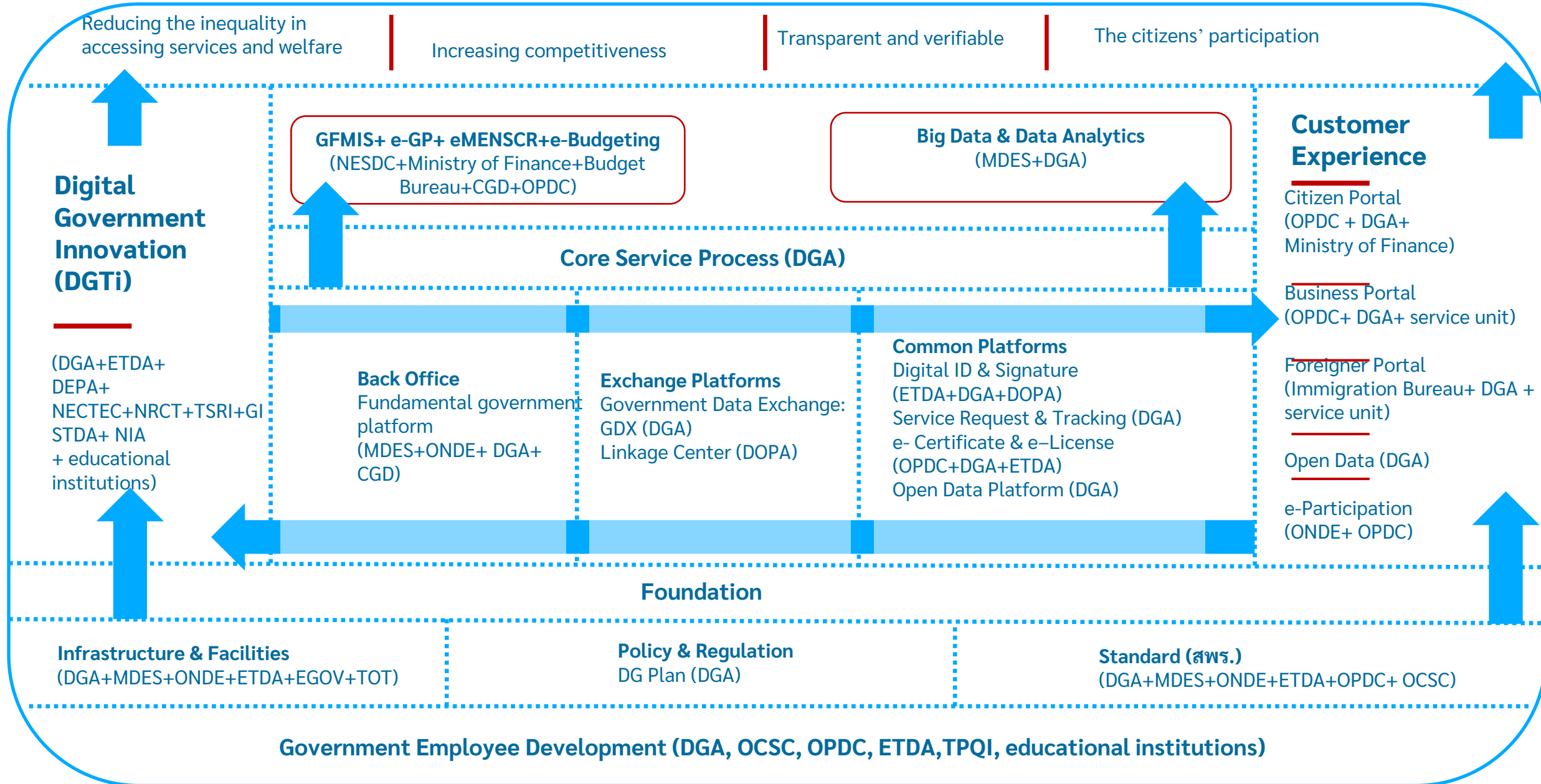
**Digital Government—open, inter-connected, and cooperating on creating valuable services to the citizens**

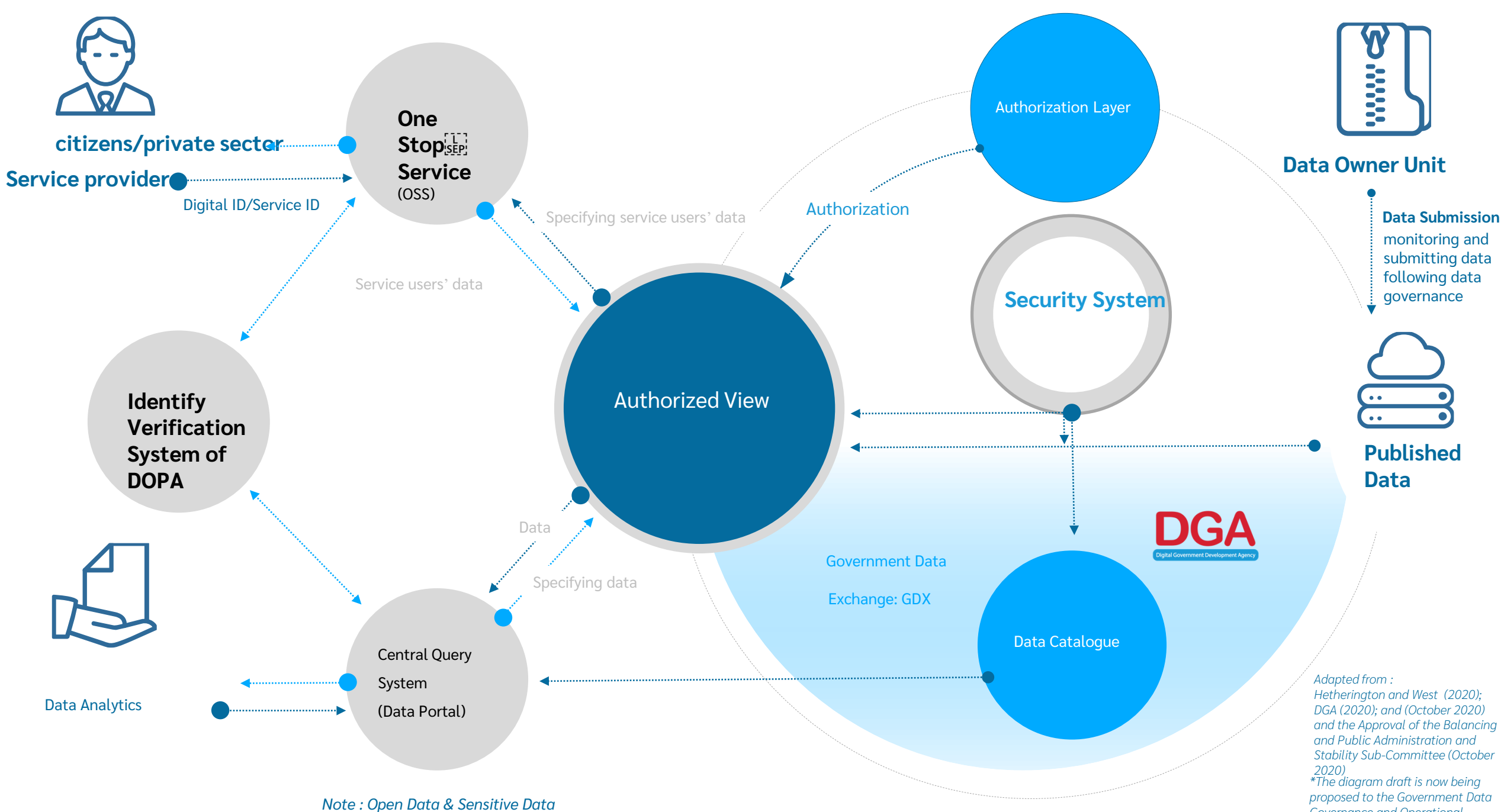
Vision

*“Reduce inequality, increase competitiveness, transparent, verifiable, and increase the citizens’ participation”*



# Digital Government Ecosystem





Adapted from :  
Hetherington and West (2020);  
DGA (2020); and (October 2020)  
and the Approval of the Balancing  
and Public Administration and  
Stability Sub-Committee (October  
2020)  
\*The diagram draft is now being  
proposed to the Government Data  
Governance and Operational  
System Development Architecture  
Standards Sub-Committee



# Vision: digital government, open, connected, and cooperating on creating valuable services for the citizens

|                     |  |  |  |  |
|---------------------|--|--|--|--|
| Goals               | <p>To reduce the inequality in accessing services and welfare</p> <p>Inequality in the citizens' welfare rights</p>  | <p>To enhance competitiveness</p> <p>health and medical care, education, and agriculture</p>   | <p>To be transparent and verifiable</p> <p>Promoting small and medium enterprises</p>  | <p>To create the citizens' participation</p> <p>Participation, transparency, and verification by the citizens</p>  |
| Indicators          | <p>E-Government Development Index (EGDI)</p> <p>10 indicators moving 10 places up</p>  | <p>Ease of Doing Business (EODB)</p> <p>moving 10 places up</p>  | <p>Corruption Perception Index (CPI)</p> <p>moving 3 places up</p>   | <p>E-Participation Index (EPI)</p> <p>moving 10 places up</p>  |
| Strategies          | <p>Enhancing the quality of providing services to the citizens with digital technologies</p>   | <p>Providing convenience to the Thai private sector with digital technologies</p>  | <p>Pushing forward government data governance in every operation process of the government</p>   | <p>Developing a participation mechanism where all sectors help cooperate on driving digital government</p>   |
| Mechanisms/Measures | <p>Enhancing the government service provision using digital technologies which are accessible and convenient to the citizens through integration</p> <p>Developing innovations for digital government service provision to increase convenience in providing services to the citizens and support the New Normal or the unexpected situation that the country needs to face</p> <p>Increasing the competencies of government agencies which transform them into digital organizations, supporting service system development for the effectiveness of providing services to the citizens, as well as having government employees with the Digital Mindset and necessary skills</p> | <p>Setting up digital service s systems to accommodate entrepreneurs</p> <p>Fostering government digital platforms which are convenient for making digital transactions in the business sector</p> <p>Reviewing, improving, and developing laws, regulations, and measures to support entrepreneurs in doing business</p> <p>Providing convenience to the business sector where data can be used for developing services and innovations which will benefit the country in different areas</p> <p>Opening up opportunities for</p> | <p>Setting up digital systems that support opening, exchanging, and connecting government data through integration</p> <p>Developing the standards, principles, and methods of digital systems for connecting, opening, and exchanging data in administration to create good governance</p> <p>Developing a mechanism for opening government procurement data with transparency by having an anti-corruption measure in every step</p> | <p>Setting up digital systems that open up opportunities for all sectors to express opinions and give suggestions beneficial to developing the country</p> <p>Opening data or public news of government agencies in digital platforms and channels which are accessible to the citizens so that they can have participation and inspect government operations</p> <p>Arranging digital platforms or other digital channels to get opinions for the formulation of laws, rules, regulations, standards, and measures for driving digital government together with all sectors</p> |

# The Details of the Strategies and Indicators

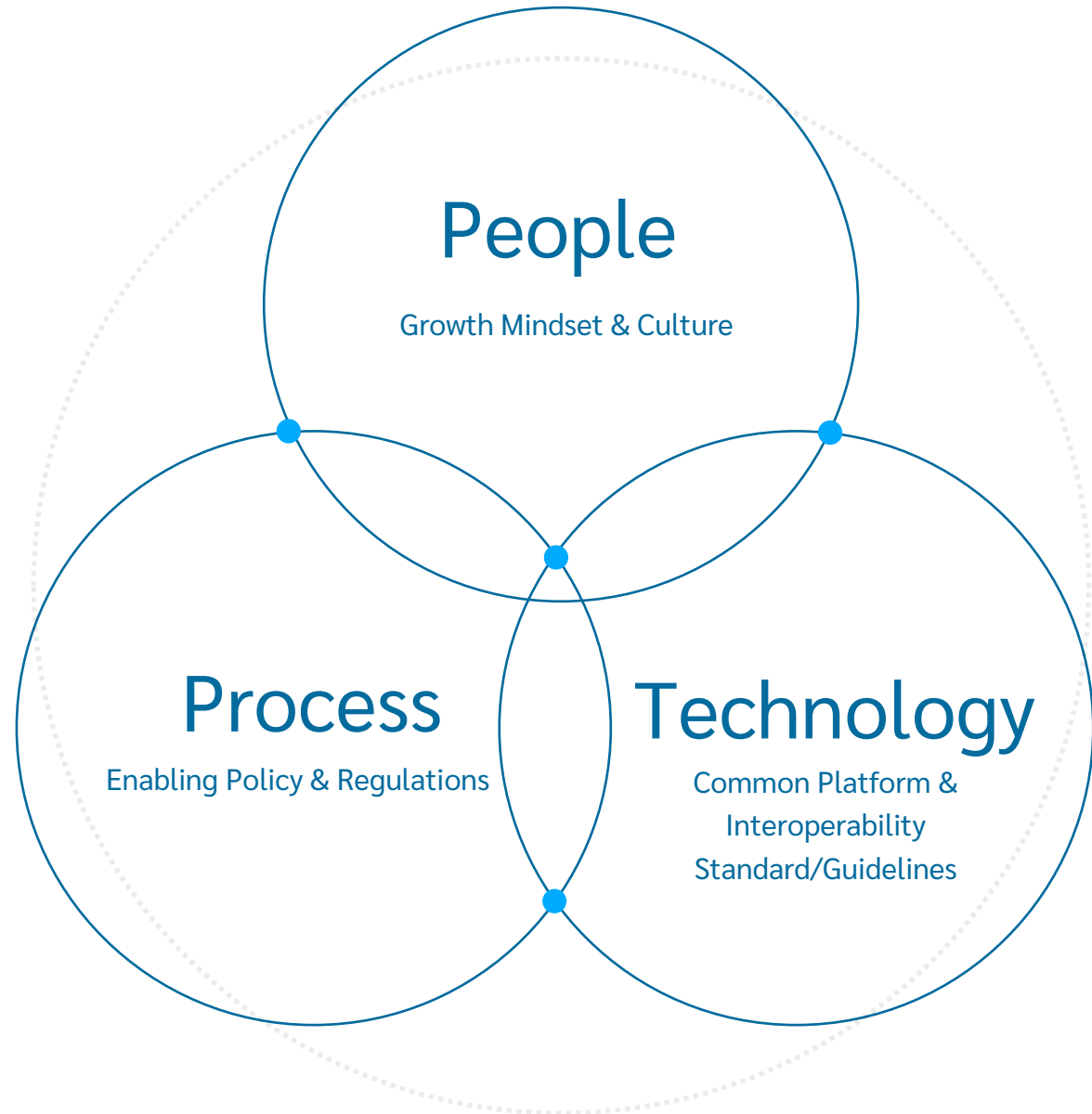
| Strategies                     | <b>Strategy 1</b> Enhancing the quality of providing services to the citizens with digital technologies   | <b>Strategy 2</b> Providing convenience to the Thai business sector with digital technologies  | <b>Strategy 3</b> Pushing forward government data governance in every government operation process   | <b>Strategy 4</b> Developing a mechanism for the participation from all sectors to help drive digital government   |
|--------------------------------|---|--|--|--|
| Goals                          | <ul style="list-style-type: none"> <li>The citizens are provided with convenience when receiving government services.</li> <li>A central data center is established for exchanging digital data and digital between government agencies.</li> <li>Important government services are transformed into end-to-end digital services.</li> </ul>  | <ul style="list-style-type: none"> <li>The business sector is provided with the ease of doing business.</li> <li>The effectiveness of promoting and developing entrepreneurs is increased to enhance their competitiveness.</li> </ul>   | <ul style="list-style-type: none"> <li>The government sector has a mechanism for opening and exchanging digital data, and for digitalization by the government data governance framework.</li> <li>A connection to the government procurement management system is established, making it accessible to the citizens and verifiable.</li> <li>An open government data center is established for opening data in digital formats and channels.</li> </ul> | <ul style="list-style-type: none"> <li>The problems and obstacles to all sectors' participation in driving digital government are reduced.</li> <li>The citizens take part in policy decision making and give suggestions on developing the country through digital systems.</li> </ul>                |
| Indicators                     | <ul style="list-style-type: none"> <li>The satisfaction with the digital service provision quality is not lower than 85%*.</li> <li>The percentage of digital documents/digital registers following the country's important and urgent matters, and exchanging and connecting between government agencies via the central data exchange center is not lower than 70% with 50 end to end digital services in important service groups</li> <li>The rate of digital transformation success is 100% **.</li> </ul> | <ul style="list-style-type: none"> <li>A permission system is created to provide convenience to the business sector in the end-to-end digital services format which covers all important topics.</li> <li>The length of time for doing business for important business processes through digital channels is reduced by at least 50%.</li> </ul> | <ul style="list-style-type: none"> <li>The government sector has digital data sets and data register not lower than 70% of the number of data sets following the important missions that meet the needs of the country.</li> <li>The data of the 3 main systems for budget management are inter-linked.</li> <li>There are at least 15 data sets with open data through the Government Open Data Center following the international standard.</li> </ul> | <ul style="list-style-type: none"> <li>The laws and regulations that are obstacles to all sectors' participation in important matters are revised at least 30%.</li> <li>The E-Participation system is created for policy making to ensure the citizens' extensive and equal participation.</li> </ul> |
| Examples of Important Projects | <ul style="list-style-type: none"> <li>The development of the end-to-end Citizen Platform</li> <li>The development of the Government Data Exchange: GDx</li> </ul>  | <ul style="list-style-type: none"> <li>The permission system that is convenient for the business sector</li> <li>A digital government innovation development center for providing digital services to the business sector</li> </ul>   | <ul style="list-style-type: none"> <li>The development of an open data platform</li> <li>The development of a platform which supports the administration of government agencies (ERP)</li> </ul>   | <ul style="list-style-type: none"> <li>The development of an electronic participation channel to support public hearings and government project decision-making</li> </ul>   |

\*Indicator of Master Plan Under the National Strategy No.20

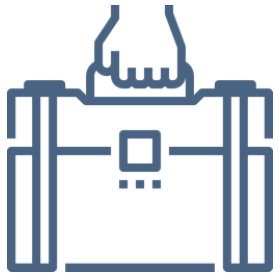
\*\*Indicator of the Sub-plan on Public Service Provision Development Under the Master Plan Under the National Strategy No.20

# Key Success Factor

---



# The Mechanisms for Driving the Digital Government Development Plan



## Policy-related Mechanism

According to the Digital Government Administration and Services Act, B.E. 2562 (2019), the Digital Government Development Committee was formed to monitor and check whether the operations by government agencies are in line with the plan and then report to the Cabinet. In addition, the committee also appointed the Driving Digital Government Development Sub-committee and another sub-committee or an individual to perform the tasks as assigned by the Digital Government



## Project Consideration and Filtering, and Budget

To make the project successful and remove the obstacles to budgeting, there should be an integrated budget for digital government development. This makes the driving concrete and reduces the redundancy in budget approval. If any project is included in the digital government development plan and approved by the Government Data Governance and Operational System Development Architecture Standards Sub-committee, the budget for the project is to be included in the budget under the digital government development plan which will be proposed to Budget Bureau.



## Participation from the alliance and the public sector

Participation from the government and private sectors through comments or experience and knowledge sharing by government employees and private-sector employees can help develop service systems and make government employees more efficient in delivering services to the citizens.



## Improving the bureaucratic structure in terms of government employees—

The government sector needs to improve the bureaucratic structure or open up opportunities for those who are knowledgeable about digital technologies from the private sector or others to involve in more operations at all levels. This will be an important mechanism for driving digital government as well as developing digital skills in different dimensions.



## Follow-up and project evaluation

Following up and evaluating the working performances based on the digital government plan are carried out to know the overall picture of the operational situation and the problems. This is to ensure the effectiveness of the digital government project administration, leading to successful goal achievement, policy making, and suggesting measures for promotion and solving problems.

# Plan Connectivity Under Strategy 1

## Goals

Important government services to be transformed into end-to-end digital services

To have a central data exchange center for exchanging digital data and digital registers between government agencies

The citizens are provided with convenient and quick government services

## Measures

**1** Enhancing the efficiency of government services with digital technologies—making them accessible to the citizens through integration (Plan 1, Plan 2)

**2** Developing digital government service innovations to provide convenience to the citizens, which supports the new normal or the unexpected situation that the country needs to face (Plan 3 and Plan 4)

**3** Increasing the competitiveness of government agencies to support the development of service systems for the public service competency (Plan 5)

**4** Increasing the ability, stability, and safety in the application of digital government technologies and looking for mechanisms for protecting the citizens personal data when receiving government services (Plan 6, Plan 7)

## Plans

### Supply: Government agencies

- Enhancing the competencies of service provision and administration of government agencies with digital innovations
- Developing government employees with the skills and directions for developing platforms and digital government services

### Platforms and services

- Government service platform (Common Platform) for supporting public services
- Government service innovations for the citizens that support the new normal and the unexpected situation
- Platforms and systems for enhancing the safety in providing and receiving government services

### Demand: The business sector

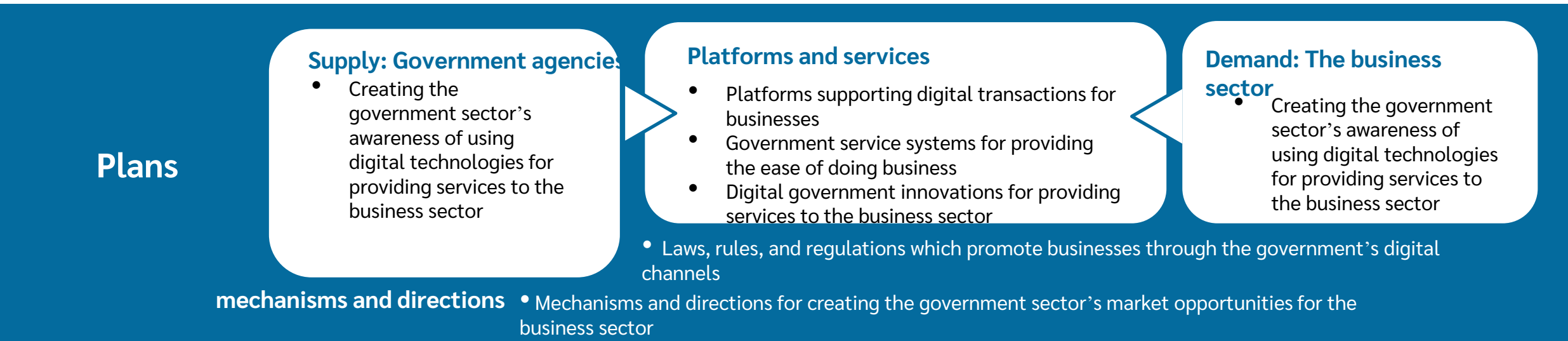
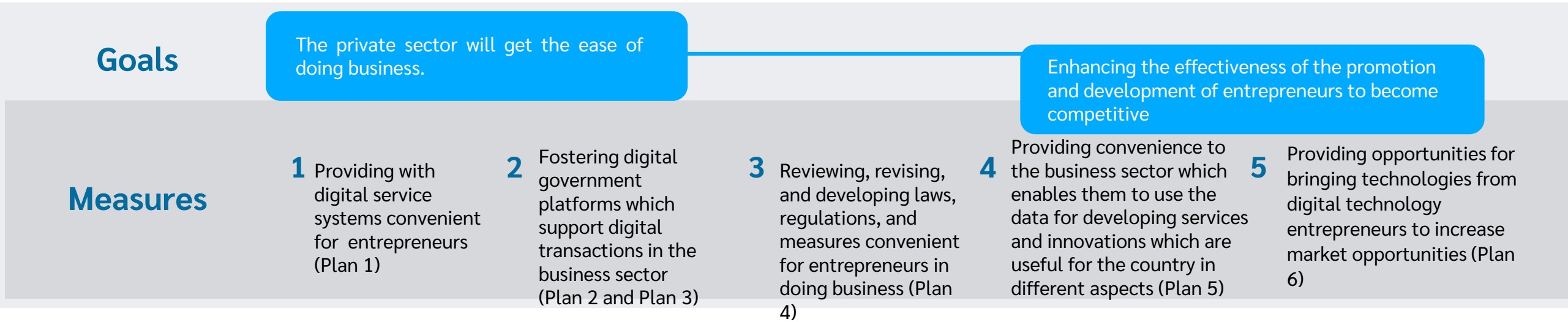
- Fostering, supporting, building trust, and using digital government services among the citizens

### Related standard and manual

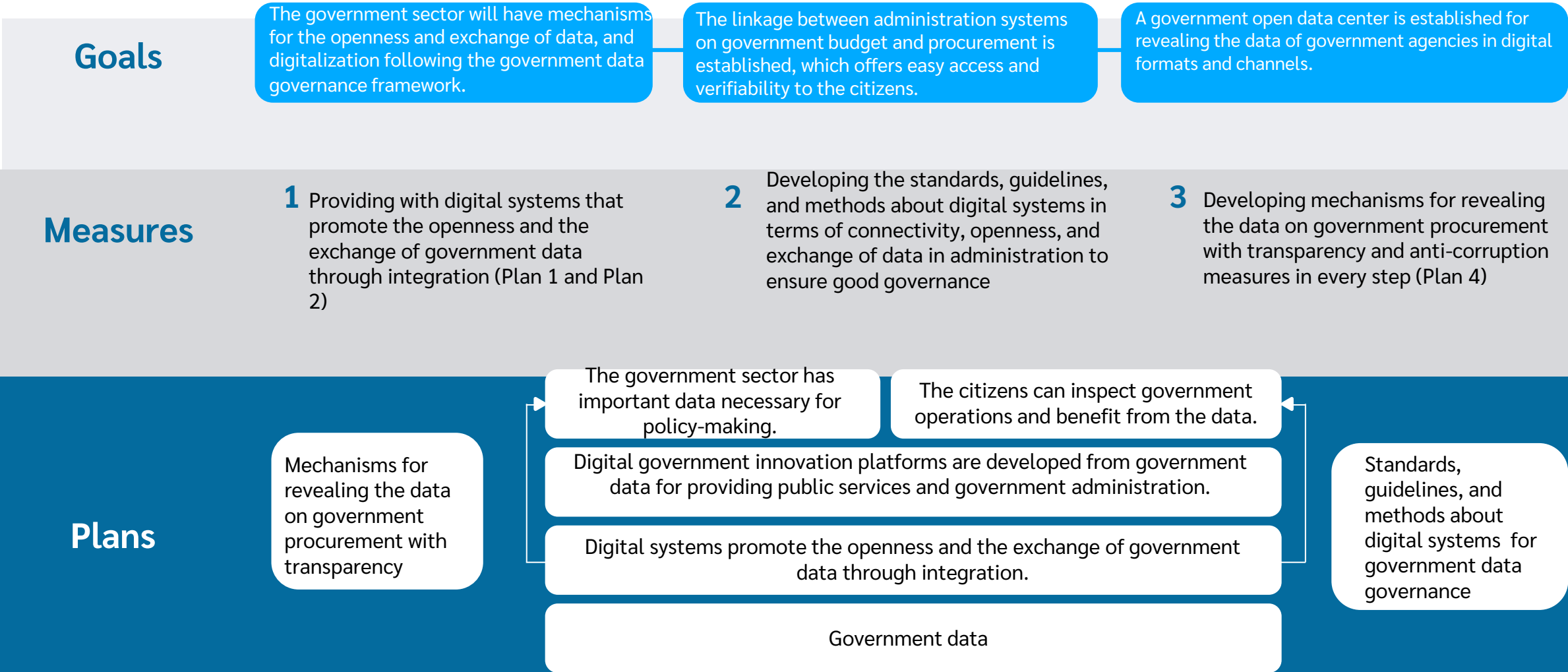
- The standard on the stability, safety, and protection of personal data when receiving digital government services



# Plan Connectivity Under Strategy 2



# Plan Connectivity Under Strategy 3



# Plan Connectivity Under Strategy 4

## Goals

Problems and obstacles to all sectors' participation in driving digital government will be reduced.

The citizens will have participation in policy making and give suggestions on developing the country via digital systems.

## Measures

**1** Setting up digital systems and opening up opportunities for all sectors to give opinions and suggestions useful for the development of the country (Plan 1)

**2** Opening the data or public news of government agencies in digital formats or channels to ensure accessibility, the citizens' participation, and their inspection of government operations (Plan 2)

**3** Creating digital platforms or channels for all sectors to obtain their opinions on policy making, legislation, and the issuing of rules, regulations, and measures for driving digital government (Plan 3)

## Plans

**Government agencies**

- Promoting the government sector to disseminate public data through digital channels to the citizens (The project is under Plan 2.)
- Improving or revising laws and regulations to increase participation in the government sector's policy making (The project is under Plan 3.)

**Platforms and services**

- Digital systems for obtaining the citizens' opinions and participation
- Channels for disseminating the government sector's public data to the citizens

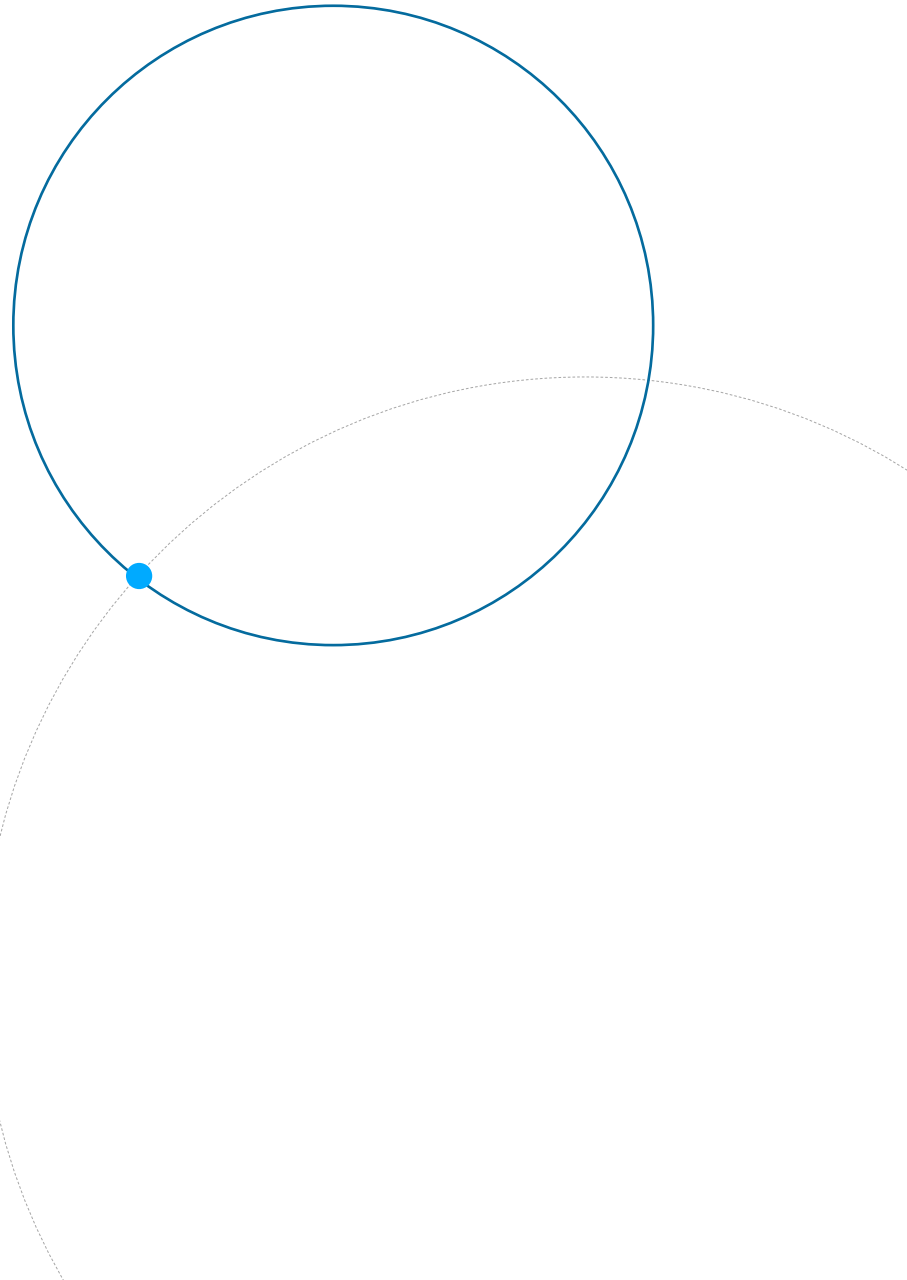
**The citizens**

- Encouraging the citizens to give opinions on the government's policies or measures through digital platforms

# The Details of the Strategies

plans, projects,  
budgets

---



# Strategy 1

## Plan 1 The government service platform (Common Platform) for supporting public service provision

### Project 1 The development of an end-to-end public service provision platform (Citizen Platform)

#### The objective of the project

To develop service systems for supporting government agencies' end-to-end service provision to make the services comprehensively accessible to the citizens and those coming from abroad

| Year 2021 Goals/Budget  | Year 2022 Goals/Budget   | Main agencies/Joint agencies     |
|---|--|----------------------------------|
| 5 million citizens benefiting from the services<br>/63.46 million Baht*/DGA<br>(*Citizen+Foreigner+ Business Portals) | <b>60 services</b><br>15 million citizens benefiting from the services<br>/90 million Baht** | OPDC/DGA/The Ministry of Finance |



**Project 2 The development of the Government Data Exchange Platform (GDX)**

**The objectives of the project**

- To develop a platform for exchanging data between government agencies
- To provide services to the citizens and the business sector without collecting copies from those who get the services

| Year 2021 Goals/Budget   | Year 2022 Goals/Budget  | Main agencies/Joint agencies |
|--|---|------------------------------|
| 100 government agencies, 12 provinces, 4 regions<br>/15.72 million Baht*/DGA | 160 government agencies 30 provinces<br>4 regions/50 million Baht** | OPDC/DGA                     |

**Project 3 The development of the government central Cloud system (GDCC)**

**The objective of the project**

To prepare a Cloud system that supports government agencies’ operational needs and that is adequate for the public service provision and the internal administration of the government sector

| Year 2021 Goals/Budget  | Year 2022 Goals/Budget             | Main agencies/Joint agencies |
|---|------------------------------------|------------------------------|
| 12,000 VM 1 million users per year/845.76 million<br>Baht*/ONDE | 20,000 VM/1,992.900 million Baht** | MDES/ONDE                    |

## Project 4 The development of platforms for collecting social welfare rights data of the citizens in the areas

### The objectives of the project

- To develop platforms for government agencies to collect the data on social welfare rights from the citizens in the areas
- To have a social welfare rights data center and make use of the service development to solve the problems of the citizens in the areas

| Year 2021 Goals/Budget   | Year 2022 Goals/Budget  | Main agencies/Joint agencies |
|--|---|------------------------------|
| 10 million citizens can check their welfare rights/<br>70 million Baht** | 20 million citizens can check their welfare rights/30<br>million Baht**<br>M-Society/DGA/DOPA | M-Society/DGA/DOPA           |

## Project 5 The integration of the farmer register data system and generating agricultural data linked to the Open Government Data Center

### The Objectives of the project

- To develop a farmer register data system and other related data into the standard agricultural structure data set
- To develop a standard structure set for exchanging agricultural data and data connectivity
- To have an exchange of agricultural data between government agencies following the government policy, leading to digital government

| Year 2021 Goals/Budget  | Year 2022 Goals/Budget  | Main agencies/Joint agencies          |
|---|---|---------------------------------------|
| Standard structure for agricultural data exchange/<br>29.10 million Baht*/NSTDA | Stand structure for agricultural data exchange/ 30<br>million Baht**<br>The Ministry of Agriculture/DGA/NSTDA | The Ministry of Agriculture/DGA/NSTDA |

The development of an agricultural database system

The objectives of the project

- To enhance the effectiveness of the data connectivity and data collection survey
- To develop, design, and build a big database
- To become a big agricultural database center for analyzing data, decision-making, predicting, warning, monitoring, as well as making reports based on the users’ needs
- To provide data for the government sector, the business sector, farmers, and the citizens using the Program Platform (CPP)

Goals/Budget

Year 2022 Goals/Budget

Main agencies/Joint agencies

A database system platform with **1,500 users per year**/41.59 million Baht\*/OAE

A database system platform with **1,500 users per year**/45 million Baht\*\*

OAE/DGA

## Plan 2 Fostering and building trust and the citizens' utilization of digital government services

### Project 1 Dissemination activities to raise the awareness of the citizens' utilization of digital government services

#### The objectives of the project

- To encourage the citizens to have knowledge and understanding of digital government service utilization
- To be the data for the government sector to improve or develop digital services for the citizens

Manual/Standard: In the process of setting up the standard for providing government services through digital systems

| Year 2021 Goals/Budget   | Year 2022 Goals/Budget  | Main agencies/Joint agencies        |
|--|---|-------------------------------------|
| The citizens are well-informed about digital government services.<br><b>at least 5 million users/40 million Baht**</b> | The citizens are well-informed about digital government services.<br><b>at least 10 million users/40 million Baht**</b> | DGA and related government agencies |

## Plan 3 Government service innovations for public services which support the New Normal and the unexpected situation

### Project 1 The development of the Digital Health Passport Application

#### The objectives of the project

- To follow up and verify the data of passengers coming in and out of Thailand after the COVID-19 situation
- To connect the data on inbound and outbound passengers via the government service systems of related agencies, such as The Immigration Bureau, The Department of Disease Control, TAT, The Department of Consular Affairs, and The Ministry of Labour.

| Year 2021 Goals/Budget   | Year 2022 Goals/ Budget  | Main agencies/Joint agencies |
|--|--|------------------------------|
| An interconnected system of government agencies supporting 10 million passengers/40.7 million Baht | An interconnected system of government agencies supporting 10 million passengers/80 million Baht** | DGA/MDES/DD/TAT              |

### Project 2 A service platform for immigration labour management

#### The objectives of the project

- To provide a service platform for managing, following up, and checking on migrant workers working in Thailand, as well as creating a database convenient for government policy-making to support the situation of unskilled migrant workers coming to work in Thailand

| Year 2021 Goals/Budget | Year 2022 Goals/Budget   | Main agencies/Joint agencies |
|------------------------|--|------------------------------|
| -                      | A data reporting system on migrant workers for administration and policy-making /35 million Baht** | The Ministry of Labour/DGA   |

**Plan 4 The efficiency enhancement of government service provision and administration with digital innovations**

**Project 1 The development of digital government innovations for public digital service provision**

| <p><b>The objectives of the project</b></p> <p>- To push forward the application of ready-to-use Thai digital technology innovations in government agencies, increase the government agencies’ competencies in administration and public service provision, as well as to build trust in Thai government digital innovations</p> |   |  |
|--|---|--|
| Year 2021 Goals/Budget   | Year 2022 Goals/Budget  | Main agencies/Joint agencies   |
| 100 government agencies, 12 provinces, and 4 regions benefit from the project<br>/35 million Baht  | 160 government agencies, 20 provinces, and 4 regions benefit from the project<br>/45 million Baht** | DGA/The Department of Local Administration/higher education institutions |

**Project 2 The efficiency enhancement of government service provision with digital innovations for the disabled, elderly, and citizens with lower incomes**

| <p><b>The objectives of the project</b></p> <p>- To reduce the limitations and obstacles in government service provision for the disabled, elderly, and citizens with lower incomes through digital innovations which the citizens can get an easy access to</p> |   |                              |
|--|---|------------------------------|
| Year 2021 Goals/ Budget  | Year 2022 Goals/Budget  | Main agencies/Joint agencies |
| -  | The disabled, elderly, and citizens with lower incomes get an access to government services<br>at least 10 million citizens/ 80 million Baht ** | DGA/M-Society/NSTDA/MDES     |

# Plan 5 The development of government employees’ skills and directions for developing digital government platforms and service provision

## Project 1 The application of digital technologies for increasing the efficiency of operations and public service provision (Digital Transformation)

### The objectives of the project

- To provide consultancy and coordination for supporting government agencies to transform their operational approaches
- To provide directions and working practices to government agencies for full-scale digital service provision, e.g. through procurement consultants

| Year 2021 Goal/Budget                      | Year 2022 Goal/Budget                      | Main Agencies/Joint agencies |
|--|--|------------------------------|
| 100 government agencies /50 million Baht** | 100 government agencies /50 million Baht** | DGA                          |

## Project 2 The development of competency evaluation systems for government agencies

### The objectives of the project

- To create personal competency evaluation systems for enhancing the competencies as expected by government agencies
- For those who are evaluated to be able to apply what has been learned in professions by getting an evaluation and directions/a manual for internal operation development

| Year 2021 Goals/Budget | Year 2022 Goals/ Budget | Main agencies/ร่วมJoint agencies |
|------------------------|-------------------------|----------------------------------|
|                        |                         |                                  |



### Project 3 The development of skills, mindset, and competencies of digital government employees

#### The objectives of the project

- To encourage government employees to develop their skills, digital mindset, and digital knowledge, and to realize the importance of providing government services through digital systems

| Year 2021 Goals/ Budget  | Year 2022 Goals/Budget   | Main agencies/Joint agencies           |
|--|--|--|
| The number of government employees with developed skills and digital mindset is not lower than 10,000 per year./ 10 million Baht | The number of government employees with developed skills and digital mindsets is not lower than 50,000 per year. / 30 million Baht** | DGA/OCSC/MDES/educational institutions |

### Plan 6 The safety standard and the protection of personal data on the use of digital government services

#### Project 1 The setting of digital public service provision standard and reliable measures to speed up the digital approval process

#### The objectives of the project

- To set up and announce the digital public service provision standard
- To develop an international standard and other necessary standards for applying important government services
- For government agencies to have the directions for transforming their services following the standards which have been set up
- To arrange a sandbox for testing the Speed up e-Licensing

| Year 2021 Goals/Budget             | Year 2022 Goals/Budget             | Main agencies/Joint agencies |
|------------------------------------|------------------------------------|------------------------------|
| At least 5 goals/30 million Baht** | At least 5 goals/30 million Baht** | DGA/ETDA                     |

## Plan 7 A platform and system for increasing the safety in government service provision and utilization

### Project 1 The development of the digital ID and signature system and related systems

#### The objectives of the project

- To set up the digital ID and signature system and related systems, such as the Service Request & Tracking, e-license, and e-Document
- For the citizens to be able to verify their identity and have confidence in utilizing government services

| Year 2021 Goals/Budget  | Year 2022 Goals/ Budget  | Main agencies/Joint agencies |
|---|--|------------------------------|
| 100 government agencies, 12 provinces, 4 regions<br>/150 million Baht | 160 government agencies, 12 provinces<br>4 regions<br>/80 million Baht** | DOPA/DGA                     |

### Project 2 The development of the safety in government information

#### The objectives of the project

- To create an environment suitable for doing electronic transactions continuously
- To respond and deal with cyber threats to the important information infrastructure
- To integrate the process and reduce the redundancy in developing infrastructure important and necessary for digital transactions

| Year 2021 Goals/Budget  | Year 2022 Goals/ Budget   | Main agencies/Joint agencies |
|---|---|------------------------------|
| Monitoring cyber threats to digital infrastructure and online services of government agencies (GMS)/340.64 million Baht*/ETDA | Monitoring cyber threats to digital infrastructure and online services of government agencies (GMS)/350 million Baht**<br>ETDA/NCSA | ETDA/NCSA                    |

# Strategy 2

## Plan 1 Government service provision systems convenient for doing business

### Project 1 A permission system convenient for the business sector

#### \*The development of Business Portal

#### The objectives of the project

- To develop a permission system for one-stop-services
- To provide convenience to the business sector in government service utilization

| Year 2021 Goals/Budget   | Year 2022 Goals/Budget                                    | Main agencies/Joint agencies |
|--|---|------------------------------|
| 400 businesses benefit from the services<br>/63.4645 million Baht*/DGA<br>(Citizen+Foreigner+Business Portals) | 500 SMEs benefit from the services / 50 million<br>Baht** | OPD/DGA                      |

## Plan 2 A platform supporting digital transactions for businesses

### Project 1 The development of the digital ID and signature system for legal entities and related systems

#### The objectives of the project

- To develop the digital ID and signature system platform for the business sector
- For the business sector to be able to make digital transactions conveniently
- For the government sector to have tools for checking digital transactions for business and use them in different purposes

| Year 2021 Goals/Budget   | Year 2022 Goals/Budget   | Main agencies/Joint agencies                  |
|--|--|---|
| 400 businesses benefit from the services<br>/a budget of 80 million Baht | 500 SMEs benefit from the services<br>/a budget of 80 million Baht | The Department of Business<br>Development/DGA |

### Project 2 Driving the digital platform to provide convenience for making digital transactions in the business sector

#### The objectives of the project

- To foster the utilization of the platform and the imparting of the knowledge and understanding of platform utilization

| Year 2021 Goals/Budget   | Year 2022 Goals/Budget   | Main agencies/ Joint agencies        |
|--|--|--------------------------------------|
| 80% of the survey results show satisfaction<br>with the services./ 30 million Baht** | 85% of the survey results show satisfaction<br>with the services./ 30 million Baht** | OPDC/DGA/Related government agencies |

## Plan 3 Creating awareness of digital utilization for government service provision for the business sector

### Project 1 Creating the government sector's awareness of utilizing service systems and digital platforms for providing services to the business sector

#### The objectives of the project

- To create understanding and awareness of the importance of the government sector in using service systems and digital platforms

| Year 2021 Goals/Budget   | Year 2022 Goals/Budget   | Main agencies/Joint agencies          |
|--|--|---------------------------------------|
| 80% of the survey results shows the awareness of the government's sector./ 10 million Baht** | 80% of the survey results shows the awareness of the government's sector./ 10 million Baht** | OPDC /DGA/Related government agencies |

### Project 2 Creating understanding and stimulating the utilization of digital government services and digital transactions

#### The objectives of the project

- To stimulate the utilization of digital government services and digital transactions
- For the government sector to be able to access digital government services more easily

| Year 2021 Goals/Budget  | Year 2022 Goals/Budget   | Main agencies/Joint agencies |
|---|--|------------------------------|
| The number of times that the business sector has used the services is not lower than 100,000. /10 million Baht* | The number of times that the business sector has used the services is not lower than 100,000. /10 million Baht** | All agencies                 |

## Plan 4 Laws and regulations supporting businesses through the government digital channels

### Project 1 Creating suggestions, measures, mechanisms to provide convenience to entrepreneurs

#### The objectives of the project

- To reduce obstacles in terms of laws and regulations for business operations through the government's digital systems
- To have more business operations through government digital channels

| Year 2021 Goals/Budget | Year 2022 Goals/Budget | Main agencies/Joint agencies |
|------------------------|------------------------|------------------------------|
| 2 areas of focus       | 3 areas of focus       | OPDC/OCS/DGA                 |

## Plan 5 Government digital innovations for providing services to the business sector

### Project 1 A government digital innovation development center for providing digital services to the business sector

#### The objectives of the project

- To provide convenience to the government sector in developing service innovations for the business center
- To provide convenience to entrepreneurs in increasing channels for accessing government digital innovations

Manual/Standards: To get support, please contact DGA Contact Center.

| Year 2021 Goals/Budget   | Year 2022 Goals/Budget  | Main agencies/Joint agencies |
|--|---|------------------------------|
| 12 government agencies applying digital innovations/60 million Baht (5 million Baht per agency) ** | 15 government agencies/75 million Baht (5 million Baht per agency) ** | DGA/agency                   |

## Plan 6 Mechanisms and guidelines for creating government market opportunities for the business sector

### Project 1 Promoting digital entrepreneurs for driving government service innovations

#### The objectives of the project

To encourage Thai government agencies to utilize digital innovations by Thai digital entrepreneurs as well as reduce budgets on digital technology investment by not importing from abroad and creating jobs in the country Manual/Standards: DGA will make a list of innovations and entrepreneurs and publicize through a DGA announcement

#### Year 2021 Goals/Budget

A registration system for digital innovations by Thai entrepreneurs which is open and can refer to a reference price  
At least 20 entrepreneurs/5 million Baht\*\*

#### Year 2022 Goals/Budget

A registration system for digital innovations by Thai entrepreneurs which is open and can refer to a reference price  
At least 50 entrepreneurs/5 million Baht\*\*

#### Main agencies/Joint agencies

DGA/NIA/DEPA



# Strategy 3

## Plan 1 Digital systems supporting the data openness, data exchange, and government data connectivity with integration

### Project 1 The development of the Open Data Platform

#### The objectives of the project

To provide convenience for government agencies to have open government data in public service provision and the operations of government agencies through digital systems

| Year 2021 Goals/Budget   | Year 2022 Goals/Budget                                   | Main agencies/Joint agencies |
|--|--|------------------------------|
| 400 SMES benefit from the services<br>/41.36 million Baht*/DGA | 500 SMEs benefit from the services<br>/45 million Baht** | DGA                          |

### Project 2 Preparing data on education history and work history of government employees and the citizens (e-Portfolio)

#### The objectives of the project

To create an updated database of education history and work history of government employees and the citizens

| Year 2021 Goals/Budget  | Year 2022 Goals/Budget                                  | Main agencies/Joint agencies |
|---|---|------------------------------|
| 5 million users benefit from the services<br>/15 million Baht** | 5 million users benefit from the services<br>/15 Baht** | MHESI/OCSC                   |

### Project 3 Connecting logistical data in special economic zones

#### The objectives of the project

To have a database on transport logistics for policy decision-making in developing the areas

| Year 2021 Goals/Budget | Year 2022 Goals/Budget | Main agencies/Joint agencies |
|------------------------|------------------------|------------------------------|
| 70 million Baht**      | 70 million Baht**      | MOT/ DGA                     |

### Project 2 A government digital innovation platform derived from government data to be used in public service provision and government administration

#### Project 1 The development of a platform supporting the administration of government agencies (ERP)

#### The objectives of the project

- To foster the administration of the Thai government agencies' resources
- To reduce the redundancy in investments and budget in government system development

| Year 2021 Goals/Budget   | Year 2022 Goals/Budget   | Main agencies/Joint agencies |
|--|--|------------------------------|
| 100 government agencies<br>12 provinces<br>4 regions<br>/30 million Baht** | 160 government agencies<br>20 provinces<br>4 regions<br>/30 million Baht** | DGA/MDES/NSTDA               |

## Project 2 Fostering the application of the AI Government as a service platform

### The objectives of the project

To utilize government data for the development of service innovations with a processing system and an in-depth analysis

| Year 2021 Goal/Budget   | Year 2022 Goal/Budget   | Main agencies/Joint agencies |
|---|---|------------------------------|
| The platform utilized by 20 government agencies<br>/70 million Baht** | The platform utilized by 20 government agencies<br>/80 million Baht** | DGA/MHESI                    |

## Project3 Fostering the application of the Big Data Government as a service platform

### The objectives of the project

- To centralize big government data and support the utilization by the government sector
- For the government sector to have supporting data important for policy decision-making

| Year 2021 Goal/Budget   | Year 2022 Goal/Budget   | Main agencies/Joint agencies |
|---|---|------------------------------|
| The platform utilized by 20 government agencies<br>/70 million Baht** | The platform utilized by 20 government agencies<br>/80 million Baht** | DGA/MHESI/MDES               |

**Project 4 Fostering the application of the Digital Twin in the government sector for creating a city model for local administration**

**The objectives of the project**

- To have a wide variety of integrated technologies
- To be able to simulate future situations and come up with solutions to the problems promptly

| Year 2021 Goal/Budget   | Year 2022 Goal/ Budget  | Main agencies/Joint agencies |
|---|---|------------------------------|
| The platform utilized by 20 government agencies<br>/70 million Baht** | The platform utilized by 20 government agencies<br>/80 million Baht** | DGA/GISTDA/DLA               |

**Plan 3 Standards, principles, and methods involving digital systems for government data governance**

**Project 1 The setting and announcement of data openness and data exchange standards following the principles of good governance**

**The objectives of the project**

- For the government sector to have standards and directions for improving digital data in line with good governance

| Year 2021 Goals/Budget                            | Year 2022 Goals/Budget                            | Main agencies/ร่วมJoint agencies |
|---|---|----------------------------------|
| 100 government agencies<br>12 provinces 4 regions | 160 government agencies<br>20 provinces 4 regions | DGA                              |

## Project 2 Supporting the government sector to use the good governance framework for improving data

### The objectives of the project

- For government agencies to realize the importance and benefits of applying the good governance framework in their organizations

| Year 2021 Goals/Budget  | Year 2022 Goals/Budget  | Main agencies/Joint agencies |
|---|---|------------------------------|
| 100 government agencies<br>12 provinces 4 regions/20 million Baht** | 160 government agencies<br>20 provinces 4 regions/20 million Baht** | DGA/OPDC/ETDA                |

## Plan 4 A mechanism of opening government procurement data for transparency

### Project 1 The system development of government procurement data openness for opening opportunities for the citizens to verify

### The objectives of the project

- To ensure transparency in government procurement
- To increase the citizens' participation in verifying the government sector's operations

| Year 2021 Goal/Budget  | Year 2022 Goal/Budget  | Main agencies/Joint agencies |
|--|--|------------------------------|
| The number of open data sets is not lower than 50./30 million Baht** | The number of open data sets is not lower than 50./20 million Baht** | DGA and related agencies     |

## Project 2 Fostering the connectivity of budget administration data from the country's important systems

### The objectives of the project

- To centralize and connect data in 3 main systems on budget administration (e-Budgeting, e-GP, and GFMIS\*)
- To become important supporting data in policy decision-making or the country's budget allocation

| Year 2021 Goal/Budget | Year 2022 Goal/Budget   | Main agencies/Joint agencies |
|-----------------------|---|------------------------------|
| -                     | A system for connecting data on government budget allocation / million Baht** | BB, CGD, DGA                 |

# Strategy 4

## Plan 1 A digital system for obtaining opinions and the the citizens' participation

### Project 1 The development of a digital system for obtaining opinions through digital channels (e-Participation)

#### The objectives of the project

- To have channels for the citizens' participation through electronic channels
- To encourage the citizens to participate in policy decision-making and the improvement of government services

| Year 2021 Goal/Budget   | Year 2022 Goal/Budget   | Main agencies/Joint agencies |
|---|---|------------------------------|
| A central system increasing the citizens' participation/15 million Baht** | 70% success of improving services following the citizens' suggestions** | ONDE/OPDC                    |

### Project 2 A digital system for communicating the openness of digital data useful for the citizens, the private sector, the education sector, and civil society

#### The objectives of the project

- To further develop channels for the citizens to participate in government decision-making in different levels, including national, regional, and local.
- To ensure that government operations are performed in accordance with the citizens' needs following Citizen Centric

| Year 2021 Goal/Budget  | Year 2022 Goal/Budget   | Main agencies/Joint agencies |
|--|---|------------------------------|
| To further develop a central system to increase the citizens' participation in the local level/25 million Baht** | 70% success of improving services following the citizens' suggestions/30 million Baht** | DGA                          |



## Plan 2 Creating the citizens' awareness using government public data channels through digital systems

### Project 1 Creating awareness and disseminating knowledge by communicating the data of government agencies through digital channels

#### The objectives of the project

To set up communication channels for the openness of digital data useful for the citizens

| Year 2021 Goal/Budget   | Year 2022 Goal/Budget   | Main agencies/ร่วมJoint agencies                      |
|---|---|---|
| The results of the survey shows at least 85% awareness/10 million Baht.** | The results of the survey shows at least 85% awareness/50 million Baht.** | Office of the Prime Minister/DGA and related agencies |

## Plan 3 The encouragement of the citizens to give opinions on the government policies or measures through digital channels

### Project 1 The encouragement of the government sector to hold activities, such as Crowdsourcing Hackathon and having participation in budgeting

#### The objectives of the project

- To increase the knowledge and understanding of taking participation in giving opinions on government policies or measures

| Year 2021 Goal/Budget  | Year 2022 Goal/Budget  | Main agencies/Joint agencies |
|--|--|------------------------------|
| 65% of the citizens participating in the activities have expressed their opinions/10 million Baht.** | 75% of the citizens participating in the activities have expressed their opinions/10 million Baht.** | DGA/MDES                     |

**Project 2 The improvement or amendment of laws, rules, and regulations for increasing participation in government policy decision-making**

**The objectives of the project**

- To have suggestions useful for improving or amending laws, rules, and regulations to reduce and quit, and remove obstacles in increasing the citizens' participation in expressing useful and creative suggestions through digital systems

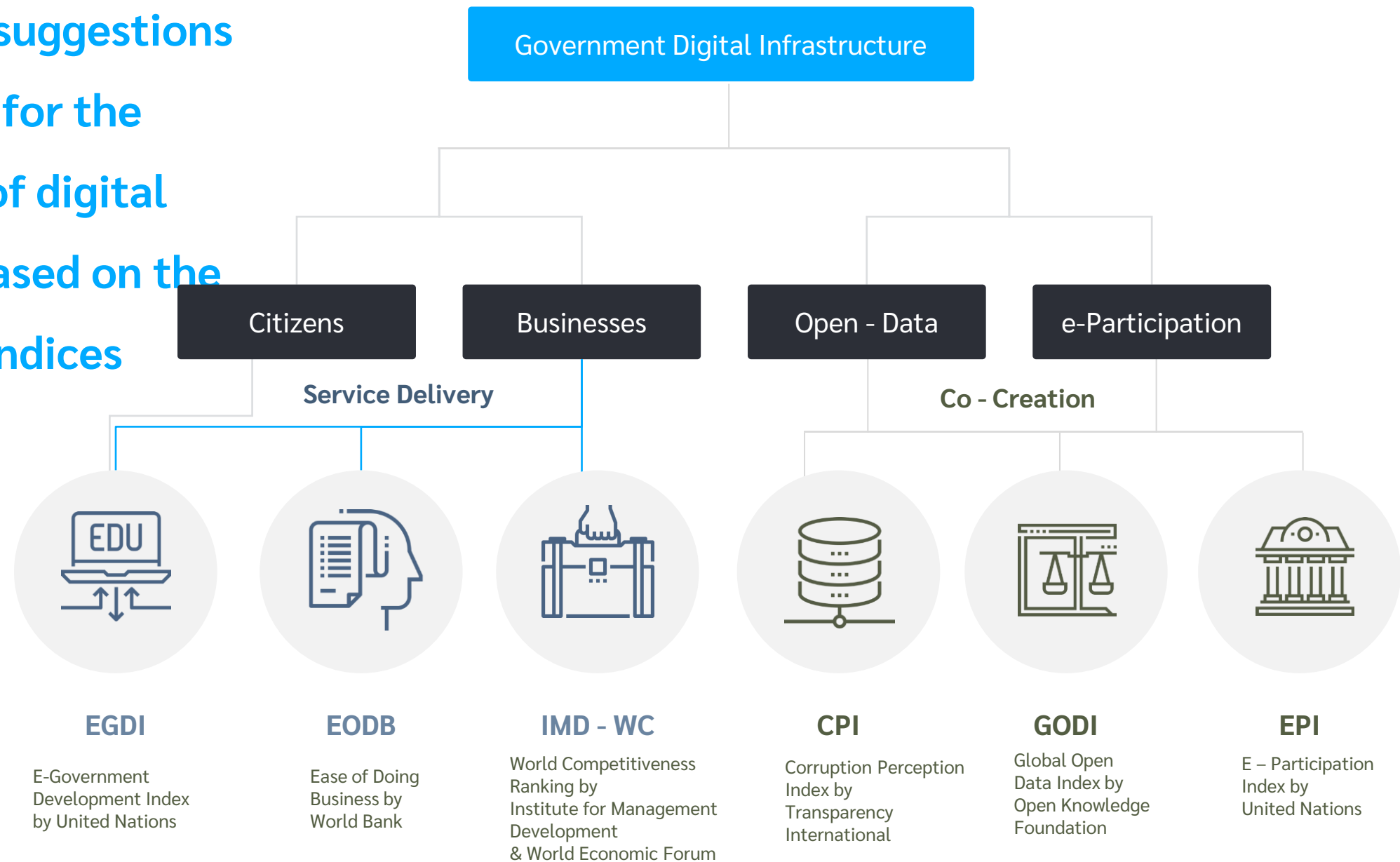
| Year 2021 Goal/Budget | Year 2022 Goal/Budget | Main agencies/Joint agencies |
|-----------------------|-----------------------|------------------------------|
| 2 focus areas         | 3 focus areas         | DGA and related agencies     |



# The rankings of the indices relevant to the digital government development of Thailand

|                                   |   |   |  |  |
|-----------------------------------|---|---|--|--|
| Impact                            | <div>▼4</div> <b>Rank 25/63 (2020)</b><br>World Competitiveness Index by International Institute for Management Development (IMD) | <div>▼1</div> <b>Rank 40/63 (2020)</b><br>World Digital Competitiveness Index by IMD                            | <div>▼2</div> <b>Rank 40/140 (2020)</b><br>Global Competitiveness Index by World Economic Forum (WEF)  | <div>▼1</div> <b>Rank 27/190 (2019)</b><br>Ease of Doing Business Index by World Bank    |
| e-Government                      | <div>▲16</div> <b>Rank 57/193 (2020)</b><br>e-Government Development Index by United Nations (UN)                                 | <div>▼2</div> <b>Rank 21/65 (2018)</b><br>International e-Government Ranking Survey by Weseda University        | <div>▼9</div> <b>Rank 51/94 (2016)</b><br>Global Open Data Index by Open Knowledge International (OKI) | <div>▲31</div> <b>Rank 51/193 (2020)</b><br>E-participation Index by United Nations (UN) |
| Enabling Factors for e-government | <div>▲5</div> <b>Rank 62/139 (2016)</b><br>Networked Readiness Index by World Economic Forum (WEF)                                | <div>▼15</div> <b>Rank 35/165 (2018)</b><br>Global Cybersecurity Index by International Telecommunication Union |  |  |

A summary of suggestions  
and directions for the  
development of digital  
government based on the  
international indices



# Service Delivery

## Citizens

There should be a focus on developing transactional services—the main characteristics of which are as follows:

- **Providing integrated services (Whole-of-government)**  
refers to the operation connectivity between government agencies which reduces the gap caused by silo working. This service is provided in the OSS format via Portal, which is the main channel for providing government services
- **The services are provided in different channels (Multi-Channel)** so that the citizens can access government services more comprehensively. The development of services through different channels should be considered, including applications on mobile devices, kiosks, and social media.



## Businesses

- **The process and service channels should be digitalized,** such as requesting employee registration at the Social Security Office, land registry evidence, and increasing the efficiency of the collateral asset registry process
- **The verification, development of Portal, and data connectivity between government agencies, should be sped up.**  
This includes the development of one-stop services to reduce the time and shorten the processes, such as requesting a building permit and enhancing the efficiency of the NSW system.

# Co-creation

## Open Data

- **High-value datasets should be specified** by prioritizing open data and considering the possible impact of using the data to add the economic and social value
- **The open data format should be stipulated**, so that data users can make use of the data conveniently and freely following the international guidelines with the data to be further used freely.
- **A government open data mechanism (Open data supporting mechanism) should be prescribed** to ensure effective open data



## e-Participation

- **The Thai government sector still lacks channels for hearing opinions and mechanisms for encouraging the citizens to co-create in government operations**
- **There should be opinion hearings about government services using information technology (consultation on services)** in collecting the data on user groups in the process of designing the Alpha service to use the data for developing the service meeting the needs of the citizens as much as possible.
- **Public opinions should be acquired (crowdsourcing)** through developing the central government crowdsourcing portal.
- **Online platforms for helping the citizens to initiate signing up to propose a law should be developed** with at least systems supporting opinion hearings such as identity verification, motion initiation, motion submission registration, and follow-up and progress notification



# Government Digital Infrastructure

Apart from operating in accordance with the findings of the study on the rankings of international indices, creating services or making environments convenient for providing services that are end products in public service provision should be considered.

- **National Digital ID** including related systems such as e-Signature
- **Government Data Exchange** for linking the databases of government agencies for integrated data and interoperability
- **Government Data Governance** for supporting the utilization of government data
- **Legislations and related policies** in creating institutional factors appropriate for digital government development and creating an ecology for the government sector to ensure effective utilization of technologies and to have safety and stability