

# (Draft) Five-year Thailand Digital Government Development Plan (2017-2021) (Distributed Copy)

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# Preface

An aerial photograph showing a vast landscape. A winding river flows through a dense forest of white, fluffy clouds. The sky is a clear, bright blue. The overall scene is serene and expansive.

It is impossible to neglect the influence of modern technology vigorously shaping the world and thus bringing about changes to our way of living. Palm-sized computers, smart phones, and automatic processors are examples of cutting-edge innovations that provides opportunity for development in a wide range of aspects, government undoubtedly included.

Utilizing these technologies, well-equipped government agencies could achieve improvement in service delivery, government function, and decision-making process. This advancement poses a challenge to every government and urges them to become digitalized.

# Strategic Technology Trends for Digital

## Government



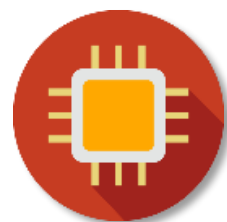
### Virtual Reality / Augmented Reality

Application of Virtual Reality (VR) and Augmented Reality (AR) technologies in simulating environment or situations for the purpose of public safety management, telemedicine, and new formats of education and tourism



### Advanced Geographic Information System

Application of Advanced Geographic Information System technology in geographical data management, as well as its applications in management of agricultural resources, transportation system and other areas



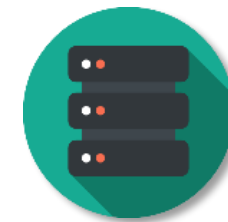
### Big Data

Processing big data and make forecasts and estimations in business environment, using Internet of Things (IoT) and Smart Machine technologies to perform real time analysis and responses with users



### Open Any Data

Disclose informative data to users through refurbishment of database and website to allow wider public access and promote linkage of those disclosed data with other entities



### Smart Machine / Artificial Intelligence

Application of Smart Machine technology to enable management and responses of automated services - the Smart Machine system will gradually evolve and consequently be able to evaluate and address problems throughout the service supply chain



### Cloud Computing

Application of Cloud Computing technology for data storage to reduce complication in system installation, reduce system maintenance cost, and save network establishment investment



### Cyber Security

Addressing cyber security issues by setting cyber security standards, revising related regulations to make them more updated and flexible, as well as reforming the mindsets in handling cyber security issues



### Internet of Things

Using the Internet of Things (IoT) technology to facilitate the transformation of government services into digital formats, and at the same time, the IoT technology can also support government's works in communication, utilization of mobile technology, analyzing big data, and cooperation with private business sector



### Block Chain / Distributed Ledger Technology

Application of Block Chain technology in data storage and utilization of the network for the purpose of verification and reduction of intermediaries under reliable security environment

Regarding the prominent technology trends of digital government mentioned earlier, the Cabinet approved the Thailand Digital Economic and Society Development Plan in April 2016. The plan is a guideline endorsing the use of technology and innovation as the main engine of Thai economy. Electronic Government Agency (Public Organization) or EGA, as a pivotal promoter under the plan, has developed the Thailand Digital Government Development Plan. The objective of the Thailand Digital Government Development Plan is to strategically digitalize Thai government agencies, to deliver best citizen-centric services, with a high level of efficiency and transparency.

The Thailand Digital Government Development Plan is composed of 2 phases. The first phase, so called the Three-year Digital Government Development Plan (2016-2018), includes 18 capacities while the second, covering from 2017 to 2021, includes 8 more capacities. “the Digital Government Infrastructure and Public Personnel Capabilities”, a review of 2 capacities from the Three-year Plan, is also included in the latter.

# Connectivity of Thailand Digital Government Development Plan and National Plan

20-year National  
Strategy 2017-2036

Strategy 6 Realignment for Balance and  
Development of Administrative System  
of the Public Sector

Twelfth National  
Economic and Social  
Development Plan  
2017-2021

Strategy 5  
National Security  
Improvement for  
Prosperous and  
Sustainable  
Development

Strategy 6  
Public Administration,  
Anti-Corruption, and  
Good Governance

Thailand Digital  
Economy and Society  
Development Plan

Strategy 4 Digital Government Transformation

Strategy for the  
Fiscal Year 2018  
Budget Allocation

Strategy 6 Realignment for Balance and  
Development of Administrative System  
of the Public Sector

Thailand Digital Government Development Plan  
2017-2021

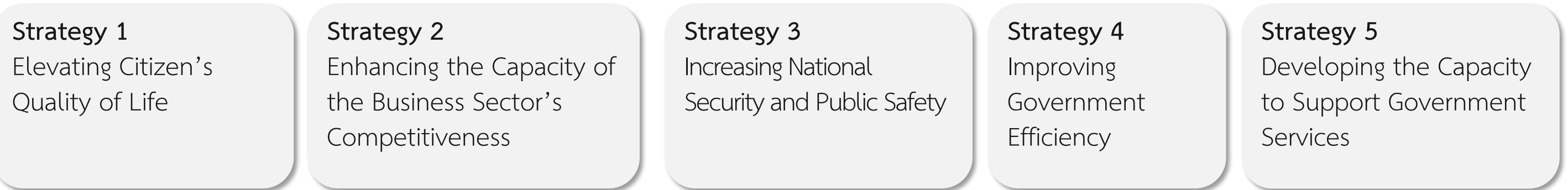
# Development Goals and Indicators

## Digital Government Development Plan 2017-2021

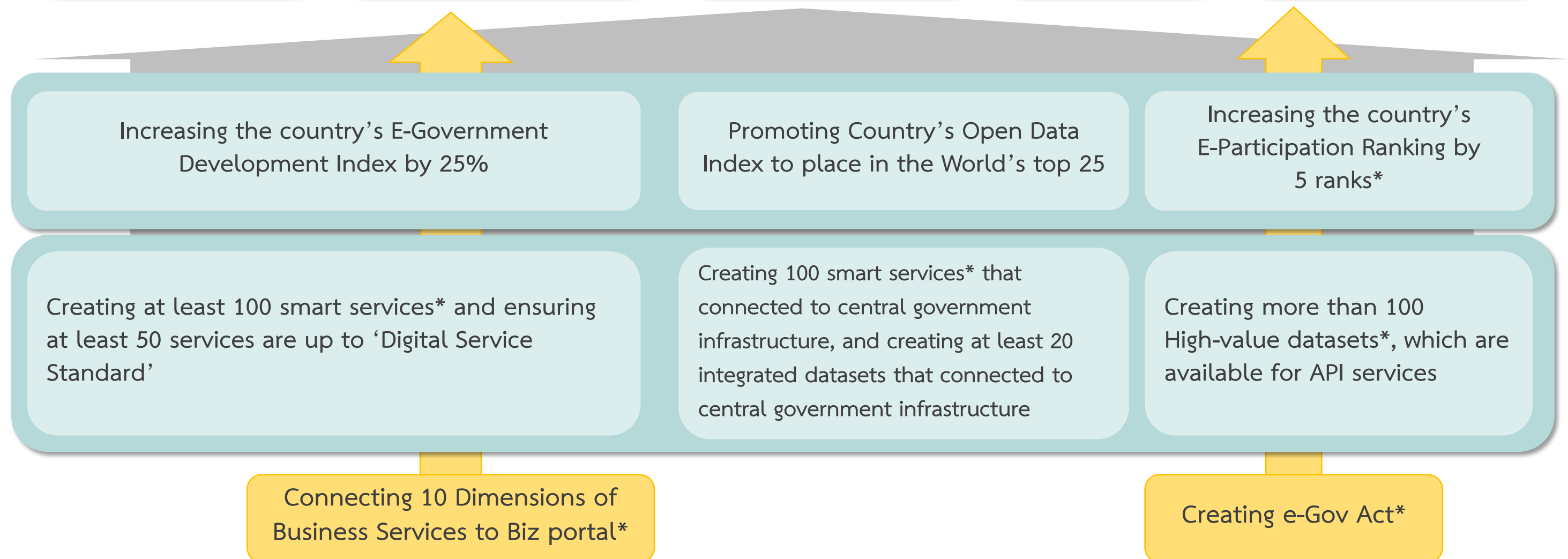
### 4 Goals



### 5 Strategies



### 8 Indicators

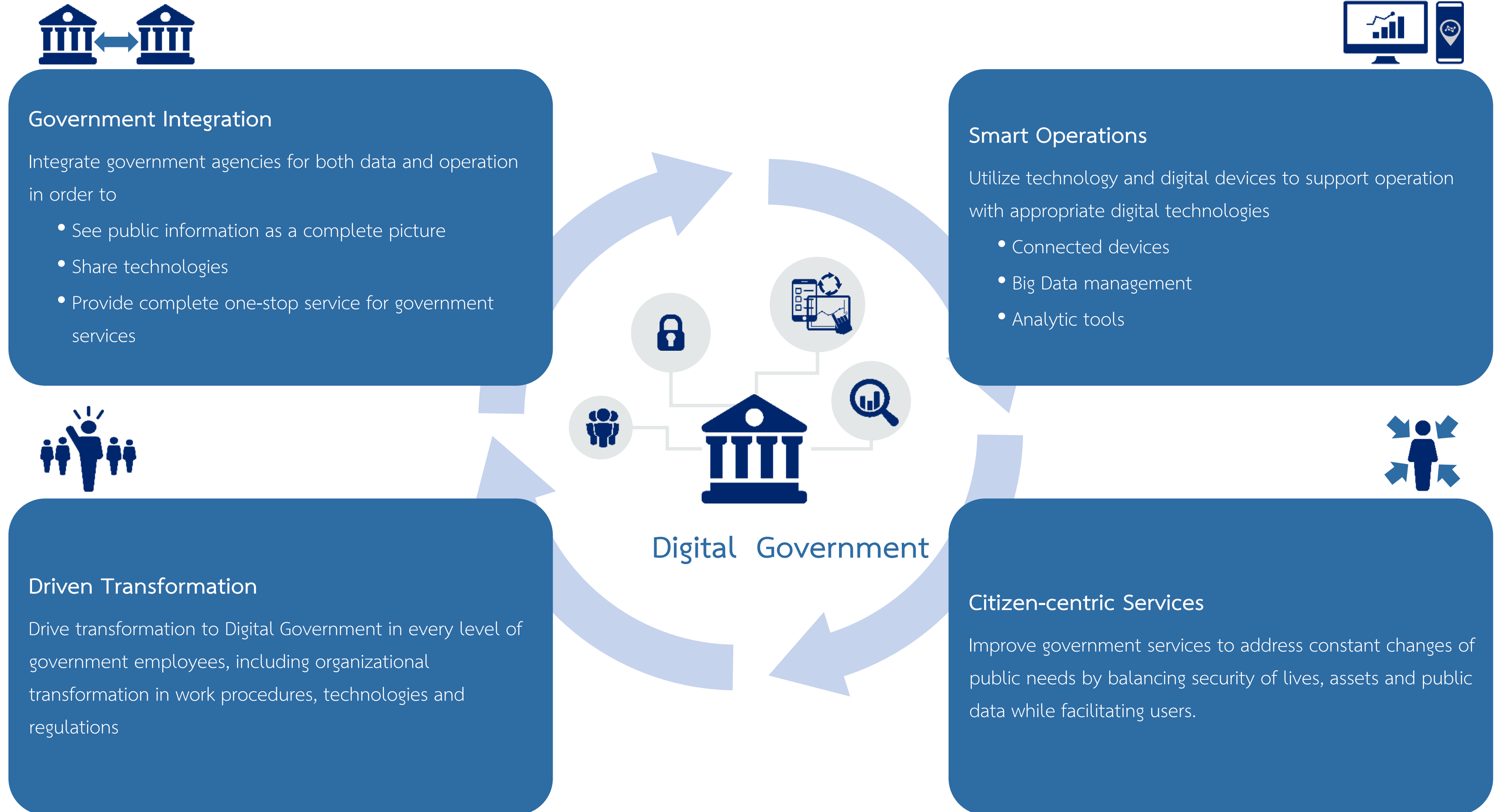


Note: The indicators with \* are consistent with the development indicators under Thailand Digital Economy and Society Development Plan



# Vision of Digital Government

*Enhance Thai Government to become Digital Government with Government Integration, Smart Operations, Citizen-centric Services, and Driven Transformation*



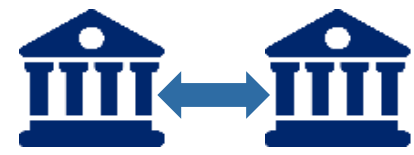
Furthermore, vision of Thailand Digital Government Development Plan (2017 – 2021) is to “*enhance Thai Government to become Digital Government with Government Integration, Smart Operations, Citizen-centric Services, and Driven Transformation.*” The details of this vision is described as follows :

- Government Integration – Integrate government agencies for both data management and operation.
- Smart Operations – Utilize technology and digital device to support operation with suitable digital technology.

- Citizen-centric Services – Improve government services to address constant changes of public needs.
- Digital Transformation – Drive transformation toward Digital Government in every level of government officers.

The Thailand Digital Government Development Plan (2017 – 2021) has 5 strategies: Quality of Life Enhancement, Business Competitiveness Improvement, Public Stability and Security Reinforcement, Government Efficiency Promotion, and Digital Government Infrastructure Integration and Building.

# (Draft) Thailand Digital Government Development Plan 2017-2021



## Government Integration

Integrating data and operation among agencies



## Smart Operations

Using technology and digital devices to support operation with suitable technology usage



## Citizen-centric Services

Improving Government services to serve changing public demand



## Driven Transformation

Driving transformation to Digital Government in every level of Government officers

## Elevating Citizen's Quality of Life



Public Welfare



Labour



Education



Health



## Enhancing the Capacity of the Business Sector's Competitiveness

Agriculture



Tourism



Investment



Trade (Imports & Exports)



SMEs



Tax and Revenue



Transportation



Public Utility



## Increasing National Security and Public Safety



Public Safety



Border Management



Natural Disaster



Crisis Management



## Improving Government Efficiency



Finance



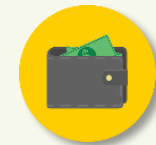
Asset Management



Procurement



Human Resource and Payroll



## Developing the Capacity to Support Government Services



Data Integration



Information



Digital Government Infrastructure



Data Authentication and Verification



Feedback







Digital Government Capacity Building







\* Relevant laws, regulation and measure amendment is operated under Strategy 6 of Thailand Digital Economy and Society Development Plan

# Strategies of Digital Government





## 1 Elevating Citizen's Quality of Life

-  **Public Welfare:** Proactively manage and integrate public welfare
-  **Labor :** Fully integrate labor market
-  **Education:** Increase education opportunities and quality for all
-  **Health:** Increase access to public health services with good quality and strengthen efficiency of health service providers

## 3 Increasing National Security and Public Safety

-  **Public Safety:** Proactively manage public stability and security using analytic tools.
-  **Border Management:** Advance risk assessment and authentication through automated channels
-  **Natural Disaster :** Integrate data for natural disaster prevention
-  **Crisis Management:** Integrate data across agencies to manage crises







## 4 Improving Government Efficiency

-  **Finance:** Centralize electronic finance system to increase efficiency, transparency and benefit maximization
-  **Procurement:** Develop electronic procurement system for all processes to increase efficiency, transparency, convenience and accessibility.
-  **Asset Management:** Centralize, electronic asset management system to increase efficiency, transparency and benefit maximization
-  **Human Resource and Payroll:** Integrate human resource information system with acceptable standard

## 2 Enhancing the Capacity of the Business Sector's Competitiveness

-  **Agriculture:** Fully integrate agriculture for individual farmers
-  **Tourism:** Fully integrate tourism
-  **Investment:** Integrate investment services across related agencies
-  **Trade (Imports & Exports):** Fully integrate import/export system
-  **SMEs:** Integrate data to support SME's growth
-  **Tax and Revenue:** Integrate taxation system across agencies
-  **Transportation:** Integrate multimodal transportation data
-  **Public Utility:** Enhance efficiency of public utility providers and related services

## 5 Developing the Capacity to Support Government Services

-  **Data Integration:** Integrate and centralized government data
-  **Data Authentication and Verification:** Develop Smart Card for individual or central electronic account for business
-  **Information:** Develop One-stop service for government data with Citizen-centric services
-  **Feedback:** Enhance and proactively manage government complaint channels
-  **Digital Government Infrastructure:** Increase efficiency of government operation through utilizing central digital infrastructure
-  **Digital Government Capacity Building:** Enhance digital skills of government officers

# Strategy 1 Elevation of Citizen's Quality of Life

Develop various government information technology systems to elevate citizen's quality of life by focusing on providing appropriate public welfare that fulfills individual needs, improves labor efficiency to match labor market requirements, increases education opportunities and quality for all, as well as increasing opportunities to access public health services with good quality and strengthening efficiency of health service providers.

## Challenges

- To provide every individual government services and supports equally
- To overcome complexity of data and increase service system integration between agencies
- To utilize digital technology and achieve maximum benefits

## Solutions

- To develop central data and service system integration in different capacities for public use
- To build co-operation among agencies to achieve full data integration
- To utilize digital technology to provide services for all users

## Benefits

- To increase accessibility to government services and elevate citizen's quality of life
- To improve decision-making process and services to address public needs by using digital technology in management

## Public Welfare



### Key Responsible Agencies:

- 1) The Comptroller General's Department
- 2) Department of Provincial Administration
- 3) Office of the Public Sector Development Commission
- 4) Agencies responsible of related welfare

5) Bank of Thailand

6) The Thai Bankers' Association

### Flagship Projects:

- 1) Integrated Social Benefits
- 2) PromptPay

## Labour



### Key Responsible Agencies:

- 1) Office of the Permanent Secretary, Ministry of Labor
- 2) Department of Employment
- 3) Department of Skill Development

### Flagship Projects:

- 1) National Labour Market Data Centre
- 2) Smart Job Smart Worker

## Education



### Key Responsible Agencies:

- 1) Office of the Permanent Secretary, Ministry of Education
- 2) Office of the Permanent Secretary, Ministry of Interior
- 3) Office of the Permanent Secretary, Ministry of Labor

### Flagship Projects:

- 1) Teachers and Students Record Integration
- 2) Student Dropout Follow-Up System
- 3) Education Data Integration
- 4) e-Education Hub

## Health



### Key Responsible Agencies:

- 1) Office of the Permanent Secretary, Ministry of Public Health and Affiliated Agencies
- 2) Department of Health Service Support
- 3) Department of Provincial Administration
- 4) Health Agencies/Organizations such as the Medical Council of Thailand, etc. and Bangkok Metropolitan Administration

### Flagship Projects:

- 1) National Health Information Technology System (NHIS)
- 2) Pharmaceutical and Medical Inventory Management System
- 3) Health Information Exchange (HIE)
- 4) Personal Health Record
- 5) Health Data Integration
- 6) Health Information for Public

# Strategy 2 Enhancing the Capacity of the Business Sector's Competitiveness

Enhance capacity of the business sector's competitiveness in various aspects: developing and increasing agricultural efficiency, enhancing tourist experience, facilitating investors in doing businesses, increasing potentiality of import/export and SME operators, promoting efficiency in taxation procedure, integrating data and services for transportation, and developing intelligent system for public utility in order for the economy as a whole to grow sustainably.

## Challenges

- To integrate data and services among agencies to facilitate users
- To reduce overlapping operations among agencies
- To select appropriate digital technology in different procedures

## Solutions

- To develop data and service integration systems for businesses in order to reduce overlapping and redundant procedures, reduce paper consumption and increase channels for digital services
- To build infrastructure to support and enhance business competitiveness

## Benefits

- To increase business and country's competitiveness
- To increase government operation efficiency

## Transportation

### Key Responsible Agencies:

- 1) Office of the Permanent Secretary, Ministry of Transport
- 2) Office of the Permanent Secretary, Ministry of Interior
- 3) Bangkok Metropolitan Administration
- 4) Traffic Police Division

### Flagship Projects:

- 1) National Road Infrastructure Data Centre
- 2) Intelligence Transport System (ITS)
- 3) Transportation Intelligence Centre
- 4) National Multimodal Transport Integration Centre (NMTIC)

## Public Utility

### Key Responsible Agencies:

- 1) Office of the Permanent Secretary, Ministry of Interior
- 2) Electricity, Waterworks and Telephone Authorities
- 3) Electronic Government Agency (Public Organization)
- 4) Department of Provincial Administration
- 5) Department of Public Works and Town & Country Planning

### Flagship Projects:

- 1) Smart Grid Pilot Project
- 2) e-Document System for Electricity and Waterworks
- 3) Information Technology System for Qportal
- 4) Electronic System for Meter Installation and Electricity Usage Extension
- 5) 3D Geo-Information Technology System (3D-GIS)
- 6) Public Utility One Stop Service
- 7) Smart Meter

## Agriculture

### Key Responsible Agencies:

- 1) Office of Agricultural Economics
- 2) Department of Agricultural Extension
- 3) Department of Fisheries

- 4) Department of Livestock Development
- 5) National Electronics and Computer Technology Centre (NECTEC)
- 6) Electronic Government Agency (Public Organization)

### Flagship Projects:

- 1) Farmer One
- 2) Digital Service System for Farmers

## Tourism

### Key Responsible Agencies:

- 1) Office of the Permanent Secretary, Ministry of Tourism and Sports
- 2) Department of Tourism
- 3) Tourism Authority of Thailand
- 4) Department of Consular Affairs

### Flagship Projects:

- 1) Tourism Intelligence Centre
- 2) Thailand Tourism Gateway
- 3) Electronic Visa System

## Investment

### Key Responsible Agencies:

- 1) Office of the Public Sector Development Commission
- 2) Electronic Government Agency (Public Organization)
- 3) The Board of Investment of Thailand
- 4) The Office of Industrial Economics
- 5) Department of Business Development

### Flagship Projects:

- 1) Biz Portal
- 2) Smart Service

## Trade (Imports & Exports)

### Key Responsible Agencies:

- 1) Customs Department

### Flagship Projects:

- 1) National Single Window (NSW)

## SMEs

### Key Responsible Agencies:

- 1) Office of Small and Medium Enterprises Promotion (OSMEP)
- 2) Electronic Government Agency (Public Organization)
- 3) Software Industry Promotion Agency (Public Organization)
- 4) Software Park Thailand

### Flagship Projects:

- 1) SME Information Portal
- 2) Software Support for SMEs
- 3) Mobile Enterprise d-Government Awards (MEGA)

## Tax and Revenue

### Key Responsible Agencies:

- 1) Revenue Department

### Flagship Projects:

- 1) Electronic Tax Information and Receipt Data Service System
- 2) Electronic Payment Data Import and Sorting System
- 3) Electronic Payment Database for Tax Collection Service



# Strategy 3 Increasing National Security and Public Safety

Increase national security through strengthening public safety, border management, natural disaster prevention and crisis management. Develop measures to prevent disasters than to mitigate their consequences, as well as effectively manage crises and recover people and areas affected back to normal at the earliest by utilizing government information technology system.

## Challenges

- To allocate budget for sufficient development of national security and public safety
- To build integrated data system among agencies in order to assess and prioritize risks, prevent as well as forecast disasters or crises

## Solutions

- To provide ample budget for national security and public safety
- To develop data and service integration system among agencies utilizing ICT system as a tool to enhance data management efficiency, reduce work procedure redundancy, and improve crisis management

## Benefits

- To reduce risks and impacts of disasters or crises
- To increase government operation efficiency in crisis management

## Public Safety



### Key Responsible Agencies:

- 1) Royal Thai Police

### Flagship Projects:

- 1) Information Technology for Public Safety Integration of Life and Property (Phuket: City of Peace and Happiness)
- 2) Connected and Computerized Patrol Vehicles

## Border Management



### Key Responsible Agencies:

- 1) Immigration Bureau

### Flagship Projects:

- 1) Advance Passenger Processing System (APPS)
- 2) Automated Gate Expansion

## Natural Disaster



### Key Responsible Agencies:

- 1) Department of Disaster Prevention and Mitigation

### Flagship Projects:

- 1) Water Disaster Management By Area
- 2) E-Stock for Management of Relief Items

## Crisis Management



### Key Responsible Agencies:

- 1) Department of Disaster Prevention and Mitigation

### Flagship Projects:

- 1) "DPM Reporter" Mobile Application
- 2) Rescue Alerts

# Strategy 4 Improving Government Efficiency

Integrate and improve government operation efficiency in various capacities, namely, Finance, Procurement, Asset management, and Human resource and payroll through connected systems of related agencies in order to save time, increase transparency, and support the development towards complete digital government.

## Challenges

- To manage large databases in different formats
- To handle complexity of data and service system integration among agencies
- To comply with existing laws and regulations

## Solutions

- To develop integrated and centrally-managed data systems in the pivotal capacities
- To amend existing laws and regulations to support the movement to digital government

## Benefits

- To increase government operation efficiency
- To increase government operation transparency
- To increase access to government services
- To increase access to reliable and real-time data for policy planning and other purposes

## Finance



### Key Responsible Agencies:

- 1) Office of the Permanent Secretary, Ministry of Finance
- 2) The Comptroller General's Department
- 3) Public Debt Management Office

### Flagship Projects:

- 1) New GFMS Thai System
- 2) Integrated Debt Management System

## Procurement



### Key Responsible Agencies:

- 1) The Comptroller General's Department

### Flagship Projects:

- 1) e-GP for Government Procurement Act
- 2) Procurement Card Payment System
- 3) Procurement Data Integration through Web Service
- 4) Mobile Application for Procurement
- 5) Construction Project Management System

## Asset Management



### Key Responsible Agencies:

- 1) Treasury Department
- 2) The Comptroller General's Department
- 3) Office of the Permanent Secretary, Ministry of Finance
- 4) Office of the Auditor General of Thailand

### Flagship Projects:

- 1) Tax Database for Land and Building Tax Collection
- 2) National Property Value Data Centre
- 3) Thailand Smart e-Audit System Phase 1
- 4) New GFMS Thai System for Property Management

## Human Resource and Payroll



### Key Responsible Agencies:

- 1) Office of The Civil Service Commission
- 2) Department of Provincial Administration
- 3) The Comptroller General's Department

### Flagship Projects:

- 1) DPIS 5.0
- 2) Implement and Extension of DPIS 6.0
- 3) Integrated DPIS 6.0 and other systems



# Strategy 5: Developing the Capacity to Support Government Services

Integrate government services through connected systems from various agencies. Build digital government infrastructure while developing digital skills for government officers for all levels and agencies in order to sustain a strong foundation towards digital government.

## Challenges

- To handle large databases which require security and privacy as well as comply with existing laws and regulations
- To develop appropriate digital infrastructure for all agencies given different natures and levels of usage
- To work with constantly changing digital technologies
- To handle complexity of data integration among agencies
- To manage relatively limited budget while provide digital skill trainings for many employees

## Solutions

- To develop data and service integration systems for various capacities in order to provide services to public
- To amend existing laws and regulations to support the movement to digital government in various capacities
- To have a central agency allocating and developing digital government infrastructure for all agencies in order to integrate and share the infrastructure
- To raise awareness of agencies in the importance of developing digital skills for their officers

## Benefits

- To increase government operation and service efficiency
- To increase digital skills and capacities for government officers and agencies

## Digital Government Infrastructure

### Key Responsible Agencies:

- 1) Electronic Government Agency (Public Organization)
- 2) Electronic Transactions Development Agency (Public Organization)
- 3) Geo-Informatics and Space Technology Development Agency (Public Organization)
- 4) Ministry of Digital Economy and Society
- 5) Office of the National Broadcasting and Telecommunications Commission
- 6) National Electronics and Computer Technology Centre (NECTEC)

### Flagship Projects:

- 1) Government Shared Services
- 2) GIN Extension
- 3) G-Cloud Extension
- 4) G-CERT Extension
- 5) Government Data Analytics Centre
- 6) Government IoT Network
- 7) Data Centre Modernization

## Digital Government Capacity Building

### Key Responsible Agencies:

- 1) Electronic Government Agency (Public Organization)
- 2) Office of The Civil Service Commission

### Flagship Projects:

- 1) Thailand Digital Government Academy
- 2) Digital Skills for Government Employees
- 3) Thailand Digital Government Academy as Hub for Government Digital Training

## Data Integration

### Key Responsible Agencies:

- 1) Office of the Permanent Secretary, Ministry of Interior
- 2) Electronic Government Agency (Public Organization)
- 3) Office of the Public Sector Development Commission
- 4) Department of Business Development

### Flagship Projects:

- 1) Citizen Data Integration
- 2) E-Government Act
- 3) Smart Service
- 4) Biz Portal

## Data Authentication and Verification

### Key Responsible Agencies:

- 1) Electronic Government Agency (Public Organization)
- 2) Department of Provincial Administration
- 3) Office of the Public Sector Development Commission

### Flagship Projects:

- 1) Biz Portal
- 2) Smart Card Extension

## Information

### Key Responsible Agencies:

- 1) Electronic Government Agency (Public Organization)

### Flagship Projects:

- 1) Smart Government Kiosk
- 2) GovChannel

## Feedback





### Key Responsible Agencies:

- 1) Office of the Permanent Secretary, The Prime Minister's Office
- 2) Office of the Permanent Secretary, Ministry of Interior
- 3) Office of the Auditor General of Thailand
- 4) Electronic Government Agency (Public Organization)






### Flagship Projects:

- 1) Extension of 1111 Centre for Complaints
- 2) Proactive Needs Analysis



# Action Plans for Strategy 1

Digital Government Capacities	2017	2018	2019	2020	2021	Key Responsible Agencies
 Public Welfare	Integrated Social Benefits					<ol style="list-style-type: none"> <li>1) The Comptroller General's Department</li> <li>2) Office of the Public Sector Development Commission</li> <li>3) Department of Provincial Administration</li> </ol>
	PromptPay					<ol style="list-style-type: none"> <li>1) Bank of Thailand</li> <li>2) The Thai Bankers' Association</li> </ol>
 Labour	National Labour Market Data Center					<ol style="list-style-type: none"> <li>1) Office of the Permanent Secretary, Ministry of Labour</li> </ol>
	Smart Job Smart Worker					<ol style="list-style-type: none"> <li>1) Department of Employment</li> <li>2) Department of Skill Development</li> </ol>
 Education		Teachers and Students Record Integration				<ol style="list-style-type: none"> <li>1) Office of the Permanent Secretary, Ministry of Education</li> <li>2) Department of Provincial Administration</li> </ol>
		Student Dropout Follow-Up System				<ol style="list-style-type: none"> <li>1) Office of the Permanent Secretary, Ministry of Education</li> <li>2) Office of the Permanent Secretary, Ministry of Interior</li> </ol>
		Education Data Integration				<ol style="list-style-type: none"> <li>1) Office of the Permanent Secretary, Ministry of Education</li> <li>2) Educational Institutes and Universities</li> <li>3) Office of the Permanent Secretary, Ministry of Labour</li> </ol>
		e-Education Hub				<ol style="list-style-type: none"> <li>1) Office of the Permanent Secretary, Ministry of Education</li> </ol>
 Health	National Health Information Technology System (NHIS)					<ol style="list-style-type: none"> <li>1) Office of the Permanent Secretary, Ministry of Public Health</li> <li>2) Related Agencies such as National Health Security Office, Health Systems Research Institute, Drug And Medical Supply Information Center and etc.</li> </ol>
	Pharmaceutical and Medical Inventory Management System					<ol style="list-style-type: none"> <li>1) Office of the Permanent Secretary, Ministry of Public Health</li> <li>2) Department of Health Service Support</li> <li>3) Food and Drug Administration</li> <li>4) Health Agencies/Organizations such as Medical Council of Thailand, Office of The Consumer Protection Board and etc.</li> <li>5) Electronic Government Agency (Public Organization)</li> <li>6) Office of the Permanent Secretary, Ministry of Education</li> </ol>
	Health Information Exchange (HIE)					<ol style="list-style-type: none"> <li>1) Office of the Permanent Secretary, Ministry of Public Health</li> <li>2) Health Service Provider under Ministry of Education such as Medical University and etc.</li> <li>3) Health Systems Research Institute</li> </ol>
	Personal Health Record					<ol style="list-style-type: none"> <li>1) Office of the Permanent Secretary, Ministry of Public Health</li> <li>2) Department of Provincial Administration</li> <li>3) Bangkok Metropolitan Administration</li> </ol>
	Health Data Integration					<ol style="list-style-type: none"> <li>1) Office of the Permanent Secretary, Ministry of Public Health</li> <li>2) Department of Health Service Support</li> </ol>
	Health Information for Public					<ol style="list-style-type: none"> <li>1) Office of the Permanent Secretary, Ministry of Public Health</li> <li>2) Department of Health Service Support</li> <li>3) Electronic Government Agency (Public Organization)</li> <li>4) Department of Science Service &amp; National Science and Technology Development Agency, Ministry of Science and Technology</li> <li>5) Office of the Permanent Secretary, Ministry of Education</li> </ol>





# Action Plans for Strategy 2 (1/2)

Digital Government Capacities	2017	2018	2019	2020	2021	Key Responsible Agencies
 Agriculture	Farmer One					1) Office of Agricultural Economics 2) Department of Agricultural Extension 3) Department of Fisheries 4) Department of Livestock Development 5) National Electronics and Computer Technology Center (NECTEC) 6) Electronic Government Agency (Public Organization)
	Digital Service System for Farmers					1) Department of Agricultural Extension
 Tourism	Tourism Intelligence Center					1) Office of the Permanent Secretary, Ministry of Tourism and Sports 2) Tourism Authority of Thailand
	Thailand Tourism Gateway					1) Office of the Permanent Secretary, Ministry of Tourism and Sports 2) Department of Tourism 3) Tourism Authority of Thailand
	Electronic Visa System					1) Department of Consular Affairs
 Investment	Biz Portal					1) Office of the Public Sector Development Commission 2) Electronic Government Agency (Public Organization) 3) The Board of Investment of Thailand 4) The Office of Industrial Economics
	Smart Service					1) Office of the Public Sector Development Commission 2) Electronic Government Agency (Public Organization) 3) Department of Business Development
 SMEs	SME Information Portal					1) Office of Small and Medium Enterprises Promotion (OSMEP)
	Software Support for SMEs					1) Office of Small and Medium Enterprises Promotion (OSMEP)
	Mobile Enterprise d-Government Awards (MEGA)					1) Electronic Government Agency (Public Organization) 2) Software Industry Promotion Agency (Public Organization) 3) Software Park Thailand
 Trade (Imports & Exports)	National Single Window (NSW)					1) Customs Department
	Electronic Tax Information and Receipt Data Service System					1) Revenue Department
 Tax and Revenue	Electronic Payment Data Import and Sorting System					1) Revenue Department
	Electronic Payment Database for Tax Collection Service					1) Revenue Department





# Action Plans for Strategy 2 (2/2)

Digital Government Capacities	2017	2018	2019	2020	2021	Key Responsible Agencies	
 <b>Transportation</b>		National Road Infrastructure Data Center				1) Office of the Permanent Secretary, MOT 2) DOH & DRR 3) Expressway Authority of Thailand 4) Marine Department 5) Office of the Permanent Secretary, MOI 6) Bangkok Metropolitan Administration 7) Office of the Permanent Secretary, Ministry of Agriculture and Cooperatives	
		Intelligence Transport System (ITS)				1) Office of the Permanent Secretary, MOT 2) DLT 3) DOH & DRR 4) Expressway Authority of Thailand 5) Office of the Permanent Secretary, MOI 6) Bangkok Metropolitan Administration 7) Traffic Police Division	
		Transportation Intelligence Center				1) Office of the Permanent Secretary, MOT 2) Office of the Permanent Secretary, MOI 3) Department of Land Transport (DLT)	
		National Multimodal Transport Integration Center (NMTIC)				1) Office of the Permanent Secretary, Ministry of Transport and Affiliated Agencies 2) Bangkok Metropolitan Administration 3) Royal Thai Police 4) The Meteorological Department	
 <b>Public Utility</b>		e-Document System for Electricity and Waterworks				1) Office of the Permanent Secretary, Ministry of Interior 2) PEA, MEA, PWA, and MWA 3) Department of Energy Business, Ministry of Energy 4) Bangkok Metropolitan Administration & Local Administration Agencies	
		Electronic System for Meter Installation and Electricity Usage Extension				1) Office of the Permanent Secretary, Ministry of Interior 2) Provincial Electricity Authority & Metropolitan Electricity Authority 3) Electronic Government Agency (Public Organization)	
			Information Technology System for Qportal			1) Office of the Permanent Secretary, Ministry of Interior 2) Provincial Waterworks Authority (PWA) & Metropolitan Waterworks Authority (MWA) 3) Electronic Government Agency (Public Organization) 4) Water Management Agencies and Related Agencies such as Royal Irrigation Department, Marine Department, Department of Water Resources, and etc.	
				Smart Grid Pilot Project		1) Office of the Permanent Secretary, MOI 2) PEA & MEA 3) EGA 4) Ministry of Energy 5) Bangkok Metropolitan Administration & Local Administration Agencies	
		Public Utility One Stop Service				1) Office of the Permanent Secretary, Ministry of Interior 2) Department of Public Works and Town & Country Planning 3) PEA, MEA, PWA, MWA and Telecommunications Service Providers such as TOT Public Company Limited	
			3D Geo-Information Technology System (3D-GIS)				1) Office of the Permanent Secretary, Ministry of Interior 2) PEA, MEA, PWA, MWA and Telecommunications Service Providers such as TOT Public Company Limited 3) Department of Provincial Administration 4) Department of Public Works and Town & Country Planning 5) Department of Highways & Department of Rural Roads (DOH & DRR) 6) Geo-Informatics and Space Technology Development Agency (Public Organization)
			Smart Meter				1) Office of the Permanent Secretary, Ministry of Interior 2) Department of Public Works and Town & Country Planning 3) Provincial Electricity Authority (PEA) & Metropolitan Electricity Authority (MEA) 4) Department of Provincial Administration 5) Geo-Informatics and Space Technology Development Agency (Public Organization) 6) Bangkok Metropolitan Administration & Local Administration Agencies 7) Office of The National Broadcasting and Telecommunications Commission

# Action Plans for Strategy 3

Digital Government Capacities	2017	2018	2019	2020	2021	Key Responsible Agencies
 Public Safety	Information Technology for Public Safety Integration of Life and Property (Phuket: City of Peace and Happiness)					1) Royal Thai Police
	Connected and Computerized Patrol Vehicles					1) Royal Thai Police
 Border Management	Advance Passenger Processing System (APPS)					1) Immigration Bureau
	Automated Gate Expansion					1) Immigration Bureau
 Natural Disaster	Water Disaster Management By Area					1) Department of Disaster Prevention and Mitigation
	E-Stock for Management of Relief Items					1) Department of Disaster Prevention and Mitigation
 Crisis Management	"DPM Reporter" Mobile Application					1) Department of Disaster Prevention and Mitigation
	Rescue Alerts					1) Department of Disaster Prevention and Mitigation



# Action Plans for Strategy 4

Digital Government Capacities	2017	2018	2019	2020	2021	Key Responsible Agencies	
 Finance	New GFMS Thai System					1) Office of the Permanent Secretary, Ministry of Finance 2) The Comptroller General's Department	
	Integrated Debt Management System					1) Public Debt Management Office	
 Procurement	e-GP for Government Procurement Act					1) The Comptroller General's Department	
	Procurement Card Payment System					1) The Comptroller General's Department	
	Procurement Data Integration through Web Service					1) The Comptroller General's Department	
				Mobile Application for Procurement		1) The Comptroller General's Department	
					Construction Project Management System		1) The Comptroller General's Department
	Tax Database for Land and Building Tax Collection					1) Treasury Department	
 Asset Management				National Property Value Data Center		1) Treasury Department	
	Thailand Smart e-Audit System Phase 1					1) Office of the Auditor General of Thailand	
	New GFMS Thai System for Property Management					1) The Comptroller General's Department 2) Office of the Permanent Secretary, Ministry of Finance	
	DPIS 5.0					1) Office of The Civil Service Commission	
 Human Resource and Payroll	Implement and Extension of DPIS 6.0					1) Office of The Civil Service Commission 2) The Comptroller General's Department	
	Integrated DPIS 6.0 and other systems					1) Office of The Civil Service Commission 2) Department of Provincial Administration	

# Action Plans for Strategy 5 (1/2)

Digital Government Capacities	2017	2018	2019	2020	2021	Key Responsible Agencies
 Data Integration	Citizen Data Integration					1) Office of the Permanent Secretary, Ministry of Interior & Department of Provincial Administration 2) Related Agencies such as EGA, Royal Thai Police, National Health Security Office, Social Security Office and etc.
	E-Government Act					1) Ministry of Digital Economy and Society 2) Electronic Government Agency (Public Organization)
	Smart Service					1) Office of the Public Sector Development Commission 2) Department of Business Development 3) Electronic Government Agency (Public Organization)
	Biz Portal					1) Electronic Government Agency (Public Organization) 2) Office of the Public Sector Development Commission 3) Department of Business Development
 Data Authentication and Verification	Biz Portal					1) Electronic Government Agency (Public Organization) 2) Department of Provincial Administration 3) Office of the Public Sector Development Commission
	Smart Card Extension					1) Office of the Public Sector Development Commission 2) Electronic Government Agency (Public Organization)
 Information	Smart Government Kiosk					1) Electronic Government Agency (Public Organization)
	GovChannel					1) Electronic Government Agency (Public Organization)
 Feedback	Extension of 1111 Center for Complaints					1) Office of the Permanent Secretary, The Prime Minister's Office 2) Office of the Permanent Secretary, Ministry of Interior 3) Office of the Auditor General of Thailand 4) Electronic Government Agency (Public Organization)
	Proactive Needs Analysis					1) Office of the Permanent Secretary, The Prime Minister's Office

# Action Plans for Strategy 5 (2/2)

Digital Government Capacities		2017	2018	2019	2020	2021	Key Responsible Agencies	
 <b>Digital Government Capacity Building</b>	Thailand Digital Government Academy						1) Electronic Government Agency (Public Organization)	
	Digital Skills for Government Employees						1) Electronic Government Agency (Public Organization) 2) Office of The Civil Service Commission	
			Thailand Digital Government Academy as Hub for		Government Digital Training			1) Electronic Government Agency (Public Organization)
 <b>Digital Government Infrastructure</b>	GIN Extension						1) Electronic Government Agency (Public Organization)	
	G-Cloud Extension						1) Electronic Government Agency (Public Organization)	
	G-CERT Extension						1) Electronic Government Agency (Public Organization) 2) Electronic Transactions Development Agency (Public Organization)	
	Data Centre Modernization						1) Electronic Government Agency (Public Organization)	
	Government IoT Network						1) Electronic Government Agency (Public Organization) 2) Geo-Informatics and Space Technology Development Agency (Public Organization) 3) Ministry of Digital Economy and Society 4) Office of the National Broadcasting and Telecommunications Commission	
								1) Electronic Government Agency (Public Organization) 2) Ministry of Digital Economy and Society and Affiliated Agencies 3) National Electronics and Computer Technology Center (NECTEC)
								1) Electronic Government Agency (Public Organization) 2) Ministry of Digital Economy and Society and Affiliated Agencies 3) The Comptroller General's Department



## Benefits from Digital Government

### Reduce paperwork and complicated procedures

- Reduce paperwork and complicated procedures by using a single national ID card
- Reduce time-wasting transactions for importers and exporters

### Find information and services

- Find opportunities in labor market anytime, anywhere
- Find educational resources and programs
- Find health information and knowledge
- Find farmer database and Smart Farming Planning System
- Find transportation and real-time traffic information
- Find one-stop business service centers
- Find one-stop bill-payment service centers

### Make things easy

- Make government welfare more accessible and more convenient through digital channels
- Make tax payment through automatic banking
- Make travel plan in a mobile phone

### Improve quality of service delivery

- Improve disaster alert and watch system
- Improve crisis management to take proper action in time
- Improve complaint system ensuring customer satisfaction anytime, anywhere, any agency
- Improve business management of SMEs via use of ICT

### Ensure public safety

- Ensure public safety with CCTV monitoring
- Ensure border security from immigrants with Advance Passenger Processing System (APPS)

### Enhance Thai government's efficiency

- Enhance fiscal planning and management
- Enhance HR management to reach new efficiency
- Enhance digital skills and knowledge among public officers
- Enhance public asset management to be more efficient and transparent
- Enhance public infrastructure to be utilized by government agencies
- Enhance information and service integration between government agencies to improve quality of services

GOVERNANCE