

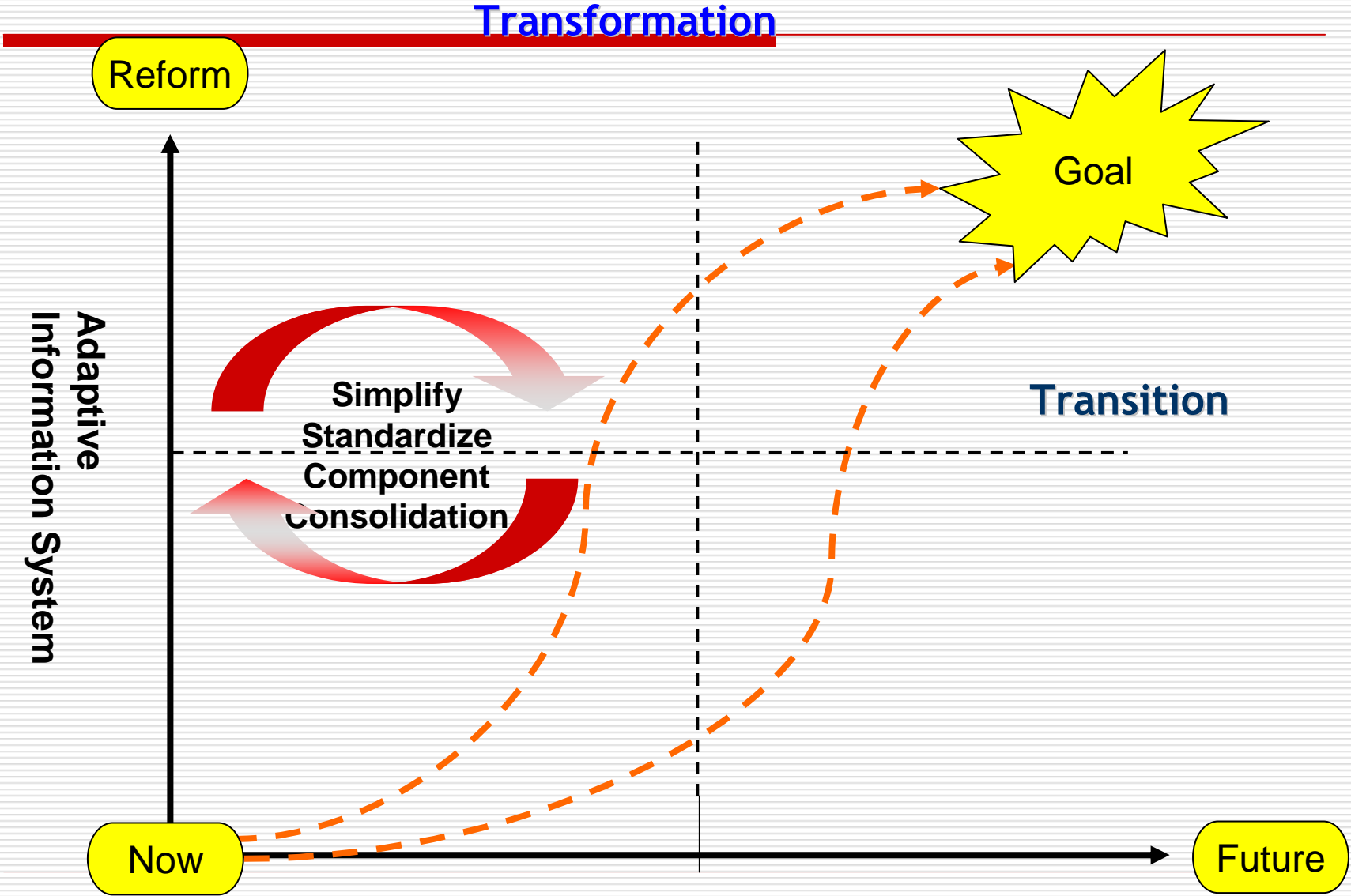
eGov Shared-Service Development and Experience Sharing

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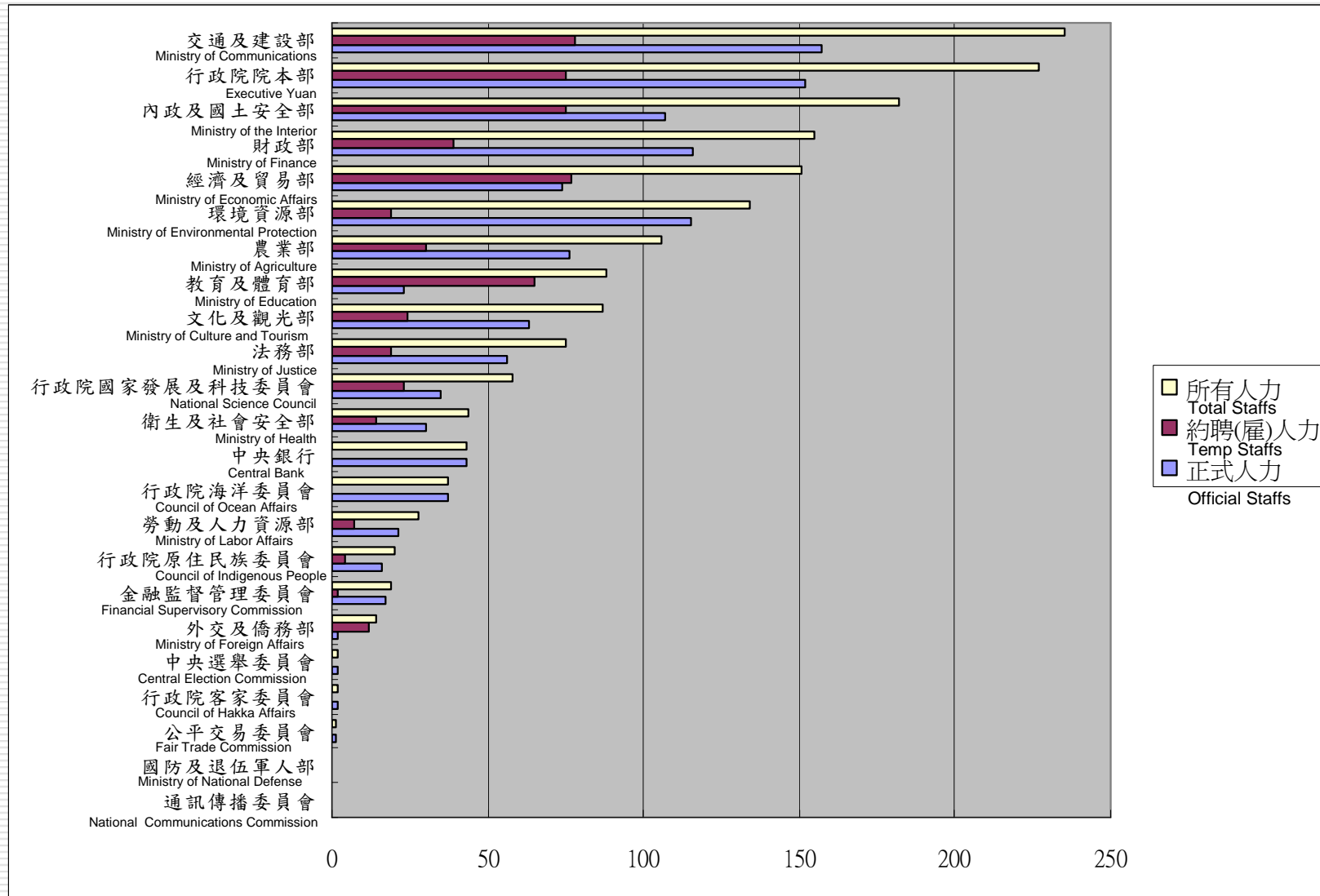
Goals for IT and Organization Reform



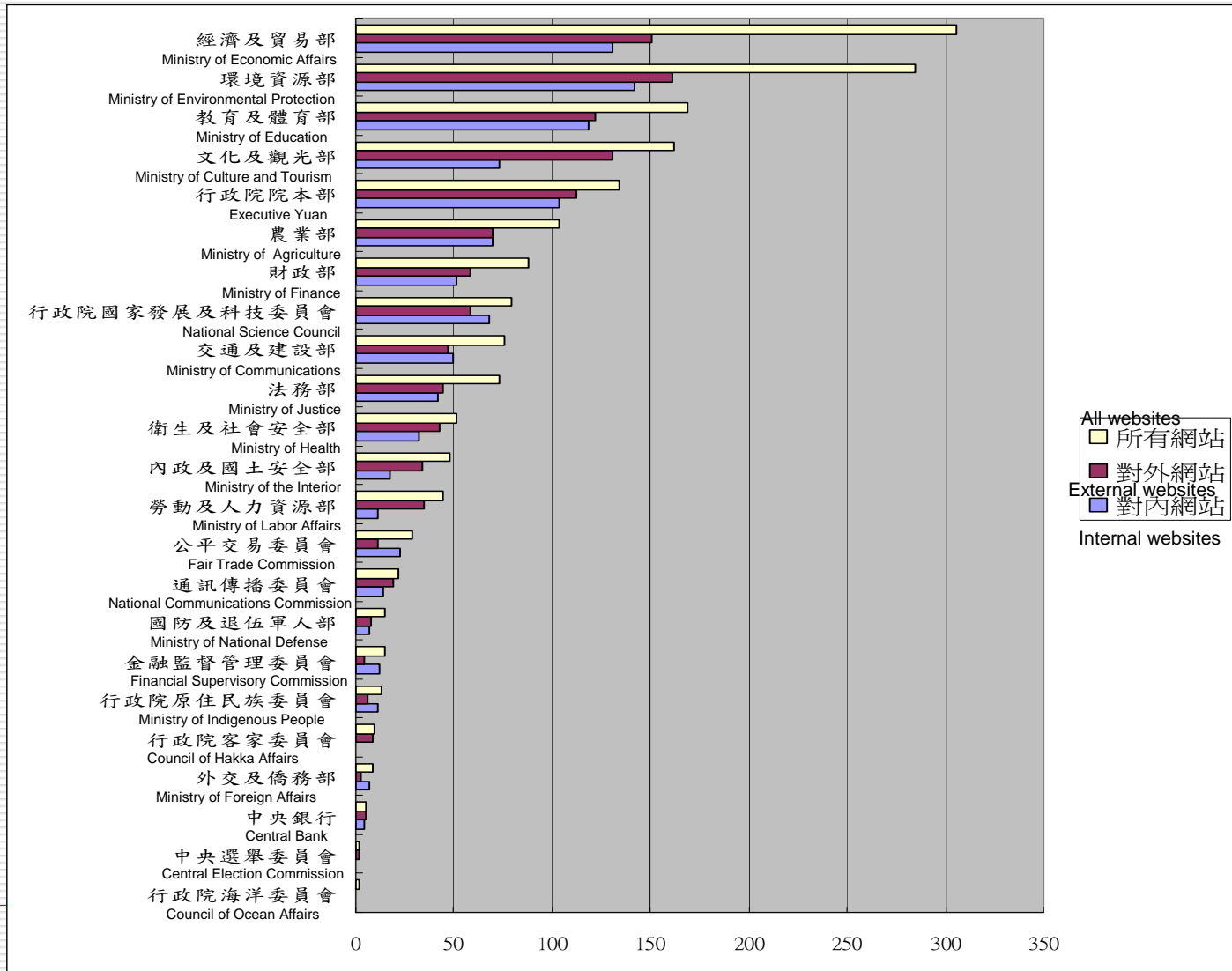
eGov IT Reform Assessment : Data Collection

- IT System/Service Assessment
 - 2005 : 210 interview
 - 2006 : 286 interview
 - Focus group discussion
 - Requirement identification
 - IT resource consolidation evaluation
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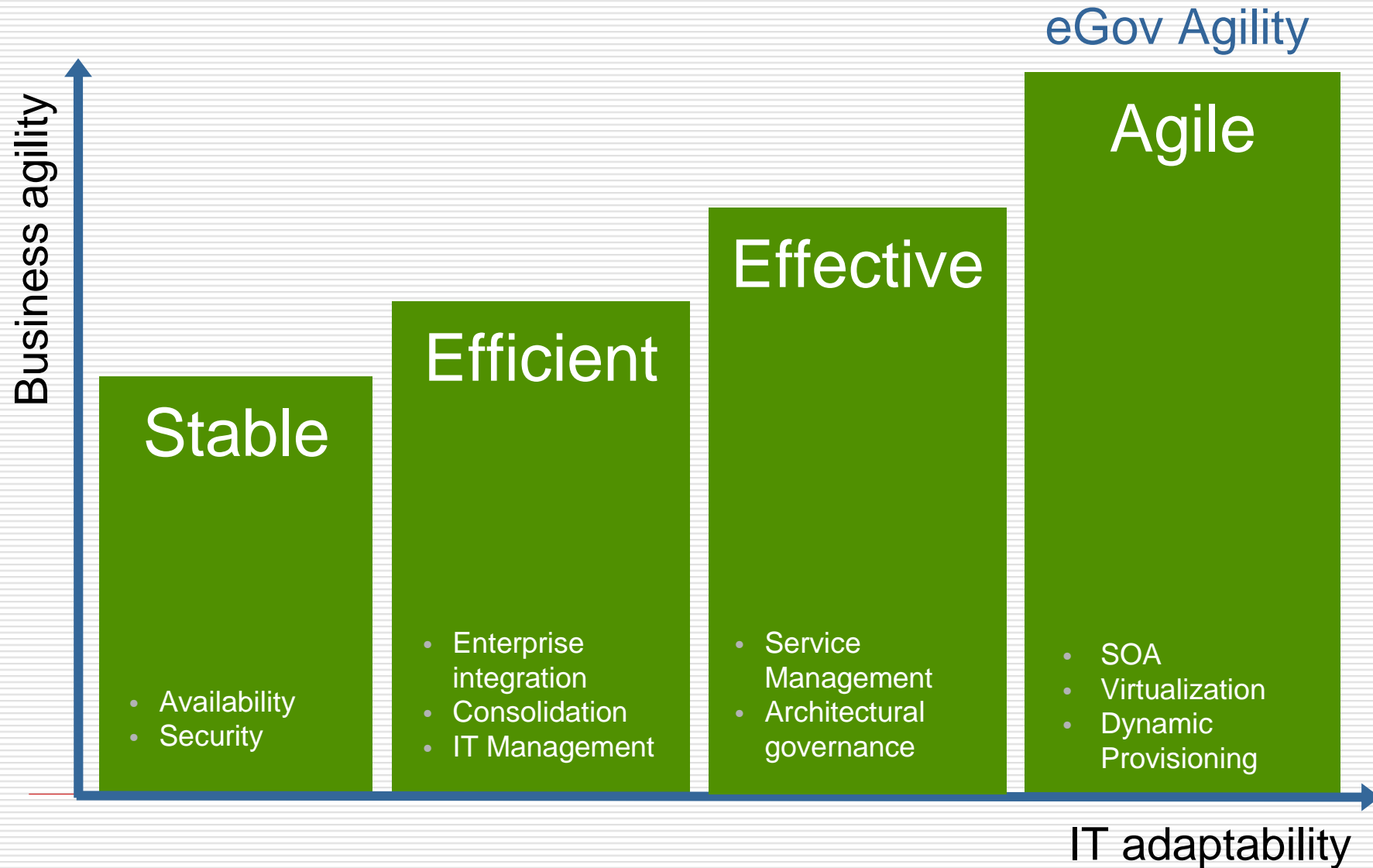
Government Agencies vs. IT Man Power



Websites for Government Agencies



Phased eGov IT Reform



Research finding - potential consolidation(1)

□ Common Info Systems

- Executive Yuan
- Ministry of Finance
- Ministry of Economic Affairs
- Ministry of Communication
- Ministry of Environmental Protection
- Ministry of Agriculture
- Ministry of Education
- Ministry of Foreign Affairs
- National Science Council
- Council of Labor Affairs
- National Communication Commission

□ Information Infrastructure

- Executive Yuan
- Ministry of the Interior
- Ministry of Finance
- Ministry of Communications
- Ministry of Environmental Protection

□ Data Centers

- Ministry of the Interior
 - Ministry of Finance
 - Ministry of Economic Affairs
 - Ministry of Health
 - Ministry of Environmental Protection
-

Research finding - potential consolidation(2)

□ Internal / External Websites

- Executive Yuan
 - Ministry of Finance
 - Ministry of Economic Affairs
 - Ministry of Communications
 - Ministry of Health
 - Ministry of Environmental Protection
 - Ministry of Agriculture
 - Ministry of Education
 - National Science Council
 - National Communication Commission
-

Research finding - potential risk

□ Information System Dependency

Org	Type	IT Systems	Risk of Reform	
			Complexity of Dependency	Impact
Executive Yuan	A	284	26%:High	28%:High
Ministry of the Interior	A	212	24%:High	23%:High
Ministry of Finance	A	729	46%:High	45%:High
Ministry of Economic Affairs	A	499	23%:High	25%:High
Ministry of Environmental Protection	A	486	26%:High	28%:High
Ministry of Agriculture	B	296	9%:High	13%:High
Ministry of Education	B	311	18%:High	19%:High

Research finding - potential risk

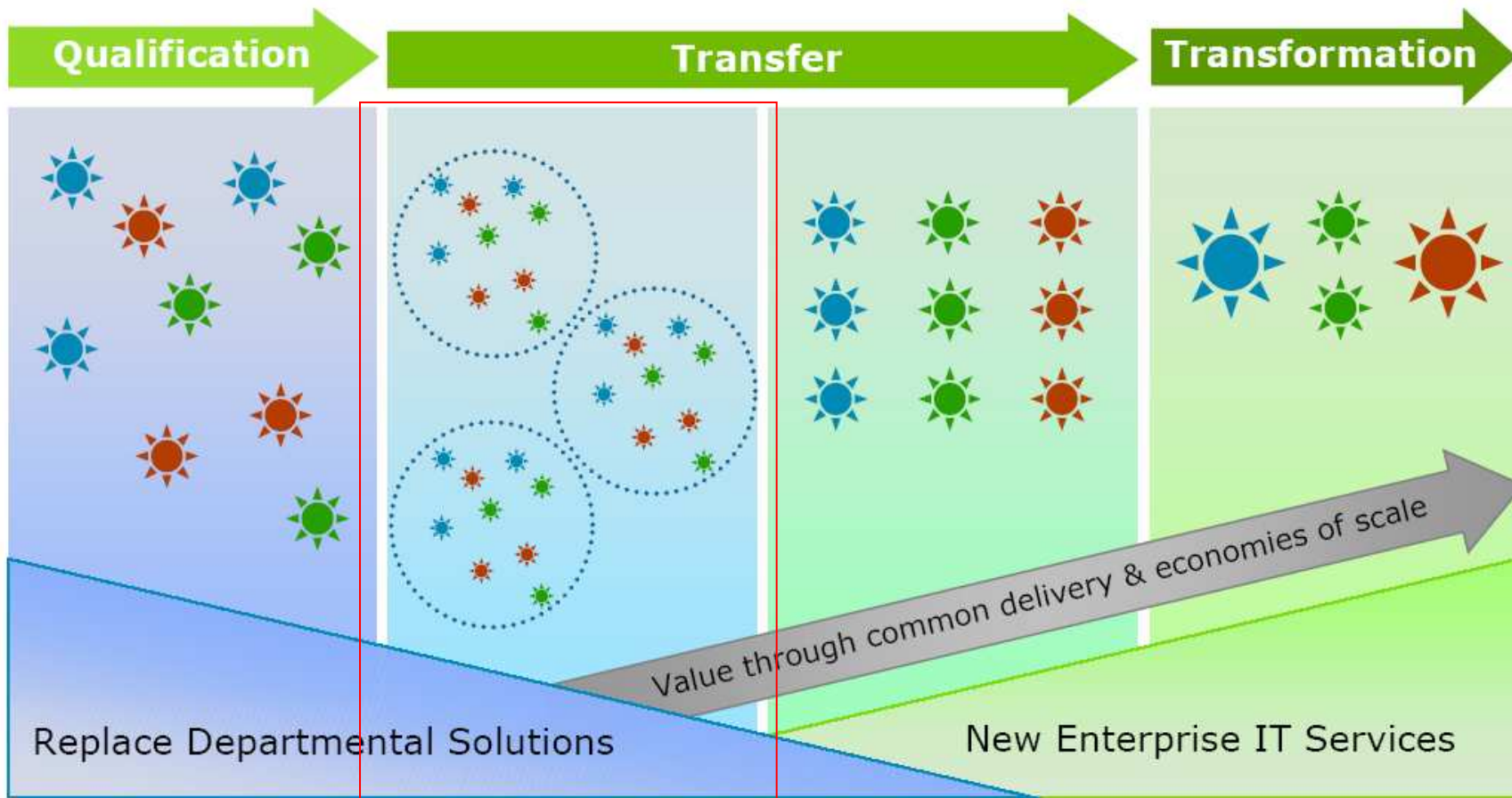
□ Importance of IT System

Org	Type	IT Systems	Importance of IT System	
			Utilization	Business Impact
Executive Yuan	A	284	5%:very high ; 47%:high	7%:very high ; 40%:high
Ministry of the Interior	A	212	2%:very high ; 40%:high	2%:very high ; 39%:high
Ministry of Finance	A	729	22%:very high ; 35%:high	34%:very high ; 32%:high
Ministry of Economic Affairs	A	499	4%:very high ; 39%:high	3%:very high ; 34%:high
Ministry of Communications	A	252	2%:very high ; 67%:high	4%:very high ; 16%:high
Ministry of Health	A	212	8%:very high ; 66%:high	9%:very high ; 57%:high
Ministry of Environmental Protection	A	486	8%:very high ; 44%:high	7%:very high ; 33%:high
Ministry of Agriculture	B	296	7%:very high ; 71%:high	6%:very high ; 58%:high
Ministry of Education	B	311	7%:very high ; 66%:high	10%:very high ; 34%:high
Ministry of Foreign Affairs	B	15	0%:very high ; 60%:high	20%:very high ; 60%:high

Research finding - potential risk

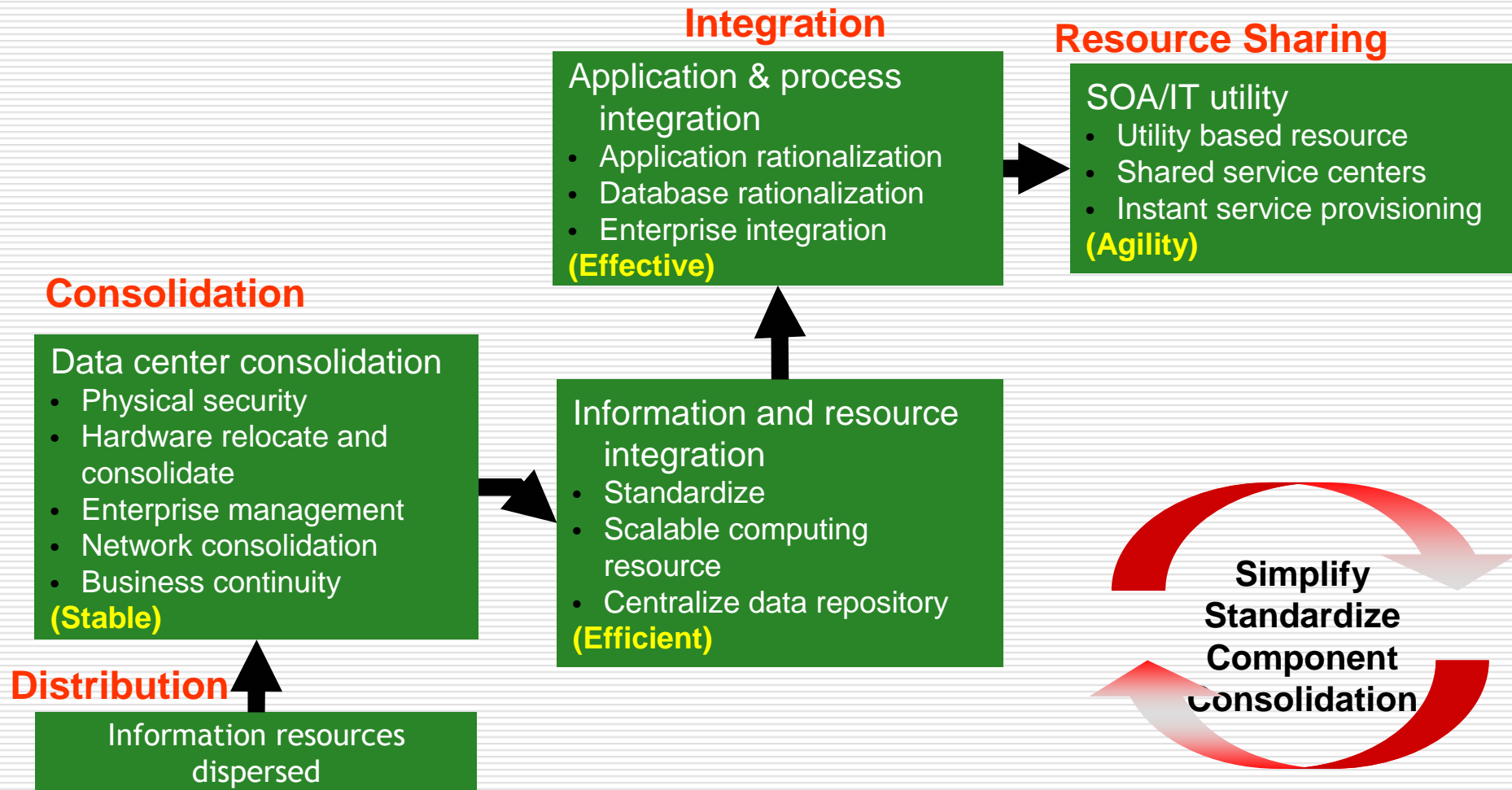
□ Inconsistent utilization between data center and IT system

Org	Type	Data Center Utilization	Importance of IT System	
			Utilization	Business Impact
Ministry of Finance	A	Low	22%:very high ; 35%:high	34%:very high ; 32%:high
Ministry of Health	A	Low	8%:very high ; 66%:high	9%:very high ; 57%:high
Ministry of Environment Protection	A	Low	8%:very high ; 44%:high	7%:very high ; 33%:high
Ministry of Agriculture	B	Middle	7%:very high ; 71%:high	6%:very high ; 58%:high
Ministry of Education	B	Middle	7%:very high ; 66%:high	10%:very high ; 34%:high
Ministry of Foreign Affairs	B	Low	0%:very high ; 60%:high	20%:very high ; 60%:high



Government Shared Services Development in Canada

Roadmap for Government IT Transformation



Rationale for IT Reform and Consolidation

Economic efficiency

- Inconsistent utilization between IT systems and data center
- Infrastructure consolidation can be the first step for IT reform
- IT resources consolidation will improve data center utilization and efficiency of resource management
- Initial IT transformation will be the foundation of government shared service

Data center consolidation

- Workshops and surveys have been conducted regarding IT reform issues.
 - Data center consolidation is the consensus of governmental agencies.
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Design Principle for Adaptive eGov IT

Simplify

- Reduce number of elements
- Eliminate customization
- Automate change

Standardization

- Use standard technologies and interfaces
- Adopt common architectures
- Implement standard processes

Component

- Break down monolithic structures
- Create reusable components
- Implement logical architectures

Consolidation

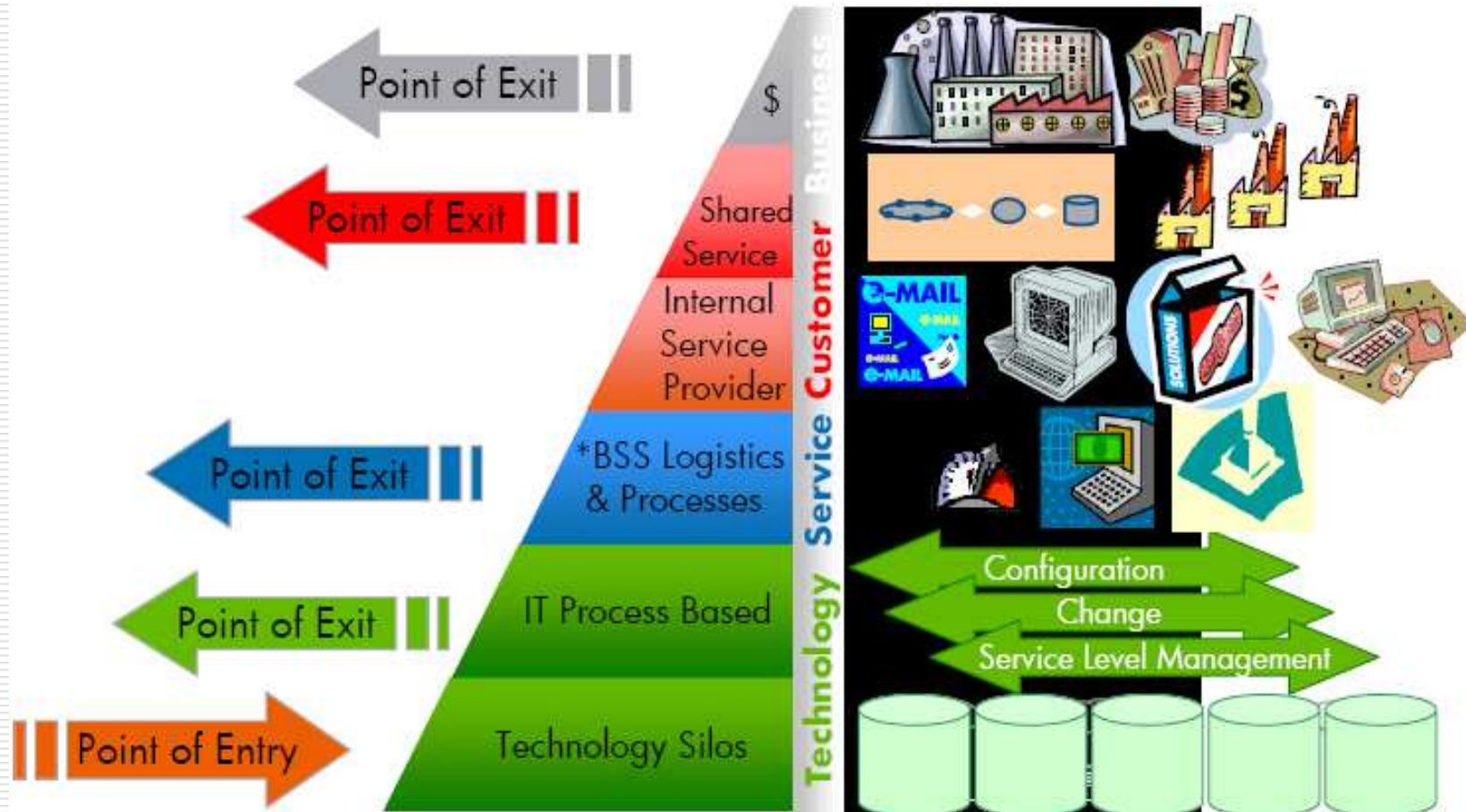
- Link business and IT
- Connect applications and business
- Processes within & outside enterprise



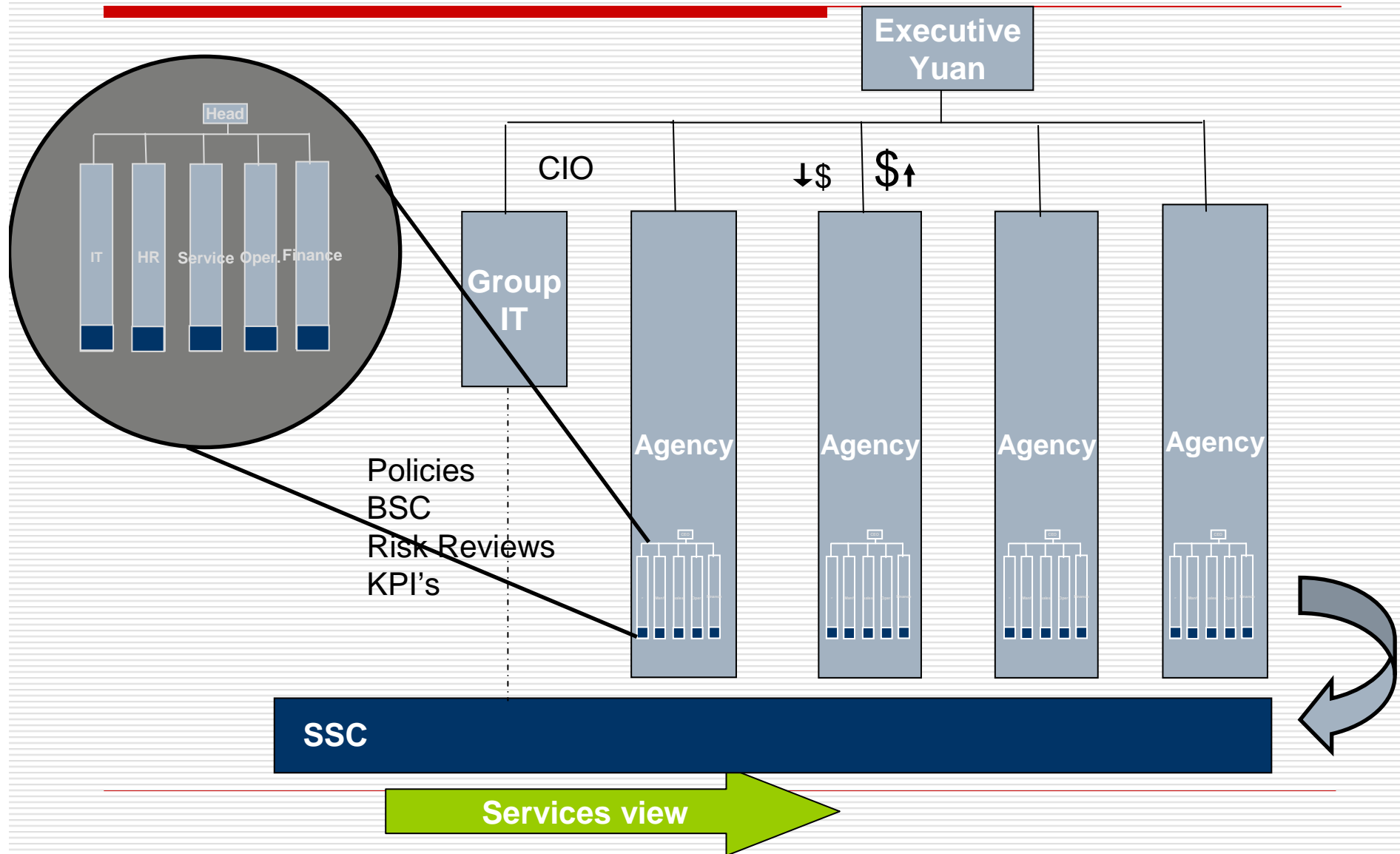
Applied consistently across:

- Business processes
- Applications
- Infrastructure

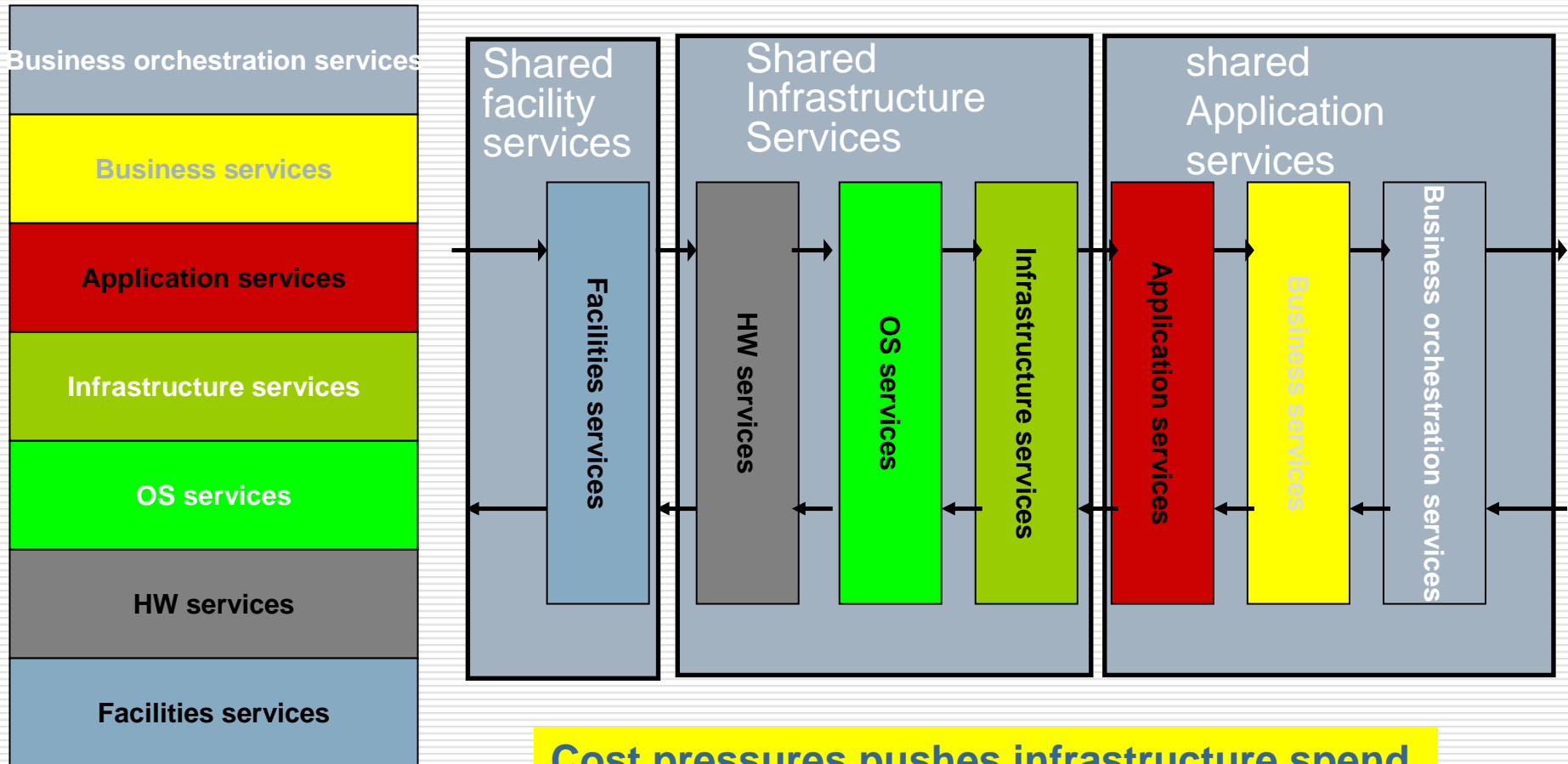
Shared Service Decision Points



The consolidation of decentralized organizations into a Shared Service Center



Value chain of IT services



Cost pressures pushes infrastructure spend backwards in the value chain

Shared Service Implications

- Service oriented
 - Dynamic provisioning
 - Data center efficiency
 - cost justification
 - Adaptive computing
 - Resource utilization
 - Large scale computing capability
 - Computational centricity
-

GRID Computing for Shared Services

- ❑ Target technologies for eGov shared services
 - ❑ Large scale computing capability in a shared service environment
 - ❑ Minimizing cost of computation
 - ❑ Maximizing resource utilization
 - ❑ Dynamic provisioning
-

Future for eGov Shared-Service

□ Benchmarking e-Government Expenditures

- Defining what is an e-government expenditure

Deliverables: discussion paper, meeting, database

□ Cost/Benefit Analysis for Shared Services

- Identity Management or
- e-Procurement

Deliverables: case studies, meeting, summary analysis with business case results

□ ROI in ICT-enabled applications

Deliverables: data collection framework, case studies, meeting, report

THANK YOU
