

HANOI ICT DEVELOPMENT IN COOPERATION WITH KOREA

Speaker Information

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Following, I will present my knowledge on ICT development situation in Vietnam, especially in Hanoi where I am living and working . Although Hanoi is only a city of Vietnam but it is the capital where the state management apparatus is located and account for 10% of the national population, it is the economic, political and cultural nerve centre. ICT development, Hanoi's policies on ICT have great influence on ICT development of the whole country. Therefore, although I have the ability to present many things on ICT development status and policy of the whole country, I want to concentrate mostly on development situation and direction in Hanoi. I believe that what I have presented will help readers have a good look on ICT development of the Hanoi capital as a typical picture for ICT development of the country and a case study for some other cities' reference.

I. ICT status in my country (Ha Noi City).

- a) Leaders of the cities, departments, districts have realised the importance of IT application on management efficiency in production and socio-economic activities. The city has set up IT steering committee headed by Hanoi people's committee's deputy standing chairman in order to direct IT programme of the city.
- b) Increase IT staffs for each agency to promote IT application at districts, departments. Synchronous investment on material infrastructure for administrative agencies of the city to enhance IT application in state administrative management. Results are as follows:
 - *IT knowledge of staffs:* Knowledge on using IT equipment and software for work as well as management has been improved remarkably. There is at least 01 IT staff in most of agencies. In each agency, 70% of staffs can compile documents using computers, nearly 40% can use computer for their professional work, over 30% can demonstrate on LAN network, approximately 50% can use Internet for their work. So far there have been 50 computers per 100 staffs. The city continue to invest equipment annually depending on demand.

- Regarding LAN and internet connection: 100% of agencies have LAN, of which 75% use LAN effectively. LAN network is mainly install at the headquarters of departments, districts. 100% of agencies have VPN connected with Hanoi portal. 72% have internet connection.
 - Software using situation: Document management software account for 10%, internal Website 14%, Website for industry 4%, personnel management software 15%, accounting and financing software 9%, industry's management software 31%, software for professional work 17%.
- c) Hanoi's IT Department (currently Department of Post and Telecommunication) has set up a direct technical support group for departments' agencies of the city. This group provide technical consultancy suitable with Hanoi conditions in particular and Vietnam in general in order to help these agencies in deploying public services serving the public, enterprises and industry as well as Hanoi governmental agencies by new technologies at international and regional level.
- d) Building Hanoi portal at phase I with the goal of providing, disseminating guidelines and policies and operation information of metropolitan government to people, step by step carry out online services between metropolitan government and people, enterprises and industry, between metropolitan agencies and central agencies located in the area. Currently, Hanoi portal provide fully legal documents, in the short term at city level, later at departments, districts, wards and commune level. So far, Hanoi portal has collected all administrative procedures updated by wards and communes .
- 100% of departments, industries, districts participate in Hanoi portal, they are providing legal documents, announcements, instructions for citizens. By this time, 30% of agencies has provided administrative procedures settlement status at administrative procedures reception and settlement centre (One gate centre for short) on Hanoi portal. By 01/1/2004, all departments, industries, districts notify administrative procedure settlement status of one gate centres on Hanoi portal .
 - Hanoi has issued code system for administrative procedure receiving and returning notes to set the initial foundation for comprehensive management of administrative procedures of the city.
 - Set up online services, starting from answering citizens' questions to assist them complete administrative procedures. At present, citizens can look up and ask about 19 administrative services, answers are provided by 10 departments and industries. This is also first step for two way communication with citizens. In the futures, it is necessary to mention all fields covering fully administrative procedures.
 - Building and implementing one gate centre computerising project with the goals: Technically equip administrative procedure reception and settlement centres, to provide capacity for the exploitation of administrative procedure settlement softwares at one gate centres; building information system supporting citizens' communication with the government through Hanoi portal, supporting citizens'

- communication at one gate centre, supporting administrative procedure handling experts, supporting the provision of information for leaders.
- Propaganda and citizen support are considered important measures of administrative reform and E-Government building. In addition to instructions available on Hanoi portal, the city is setting up online consulting group to instruct procedures for citizens through telephones and establishing a technical supporting group under IT Department to assist in the above tasks.
- e) Finished working out the feasibility project on building MAN network of the city. In 2005 the project will be implemented. This is a communication infrastructure serving the task of management of the city.
- f) Implementing large projects on information infrastructure such as HANO GIS, population management information system, in order to manage data comprehensively, set the foundation for development of public services and settlement of procedures requiring inter-industries. Building educational, health, transportation, tourism, sport issues...under the form of pilot technical project and conducting the assessment of positive and negative affect of public services provision in Hanoi's specific condition.
- g) Researches:
- Research and solve step by step technical difficulties which is vital to e-government of Hanoi in order to quickly building e-government in the city.
 - Cooperate with relating agencies to build and define criteria for data exchange, safety and security information provided on the internet, network access, privacy protection, documentation publication and storing, ISO standardising step by step and other international standards.
- h) Be active in training IT for staffs of Hanoi's departments in order that they can use IT and communication tools for the building of e-government of Hanoi.

II. ICT policies and its problems.

- a) Government policy: The government has issued many relating documents supporting IT and communication development process in Vietnam. This include:
- Project 112 on IT development in administrative agencies in the period 2001-2005
 - Directive 58-CT/TW by Ministry of Politics dated 17/10/2000 on enhancement of IT application and development serving industrialisation and modernisation.
 - Decision by Prime Minister 81/2001/QĐ dated 24/5/2001 on the approval of implementation program of directive 58-CT/TW by Political Ministry.
 - Resolution 07/2000/NQ-CP dated 05/6/2000 by the government on building and developing software industry in the period 2000-2005.
 - IT and communication, Internet development strategy by 2010 and direction towards the year 2020.
 - IT and communication development plan.
 - Many other documents relating to It, Telecommunication, Internet as well as other cooperation documents.

- b) HaNoi City 's policy:
- Hanoi IT plan by the year 2010.
 - Program 04-CTr/TU dated 22/5/2001 on Hanoi IT application and development in the period 2001-2005
 - Circular 31/2001/TT-BTC dated 21/5/2001 instructing the implementation tax incentive stipulated at Decision 128/2000/QĐ-TTg dated 20/11/2000 by the Prime Minister on some policies and measures to encourage software technology investment development.
 - Regulation on IT program management of Hanoi.
 - Regulation on support for IT staffs of the city to promote IT human resource in administrative agencies.
 - And many other relating documents.
- c) Relating issues: Regarding documents, the state and Hanoi's policies are suitable with IT development situation in each period and have prove effective. Especially, in Hanoi capital, the reference to IT and communication development policy of Korea has been very effective in the orientation of IT development strategy for Hanoi.

III. HANOI ICT Development Target.

- ❖ Hanoi should be the pioneer in IT application and development to reach IT knowledge of above average level by 2005 and advanced level in the region by 2010.
- ❖ Hanoi should be the pioneer in the computerization process of the provincial government's management and coordination activities (to formulate an electronic government). Strengthen the IT application in socio-economic activities, especially in essential industries.
- ❖ Speed up the building IT infrastructure for the socio-economical activities and defense purposes.
- ❖ Step by step to turn IT industry to a key one of the economy with high development speed of growth, significantly contributing to GDP of the city.
- ❖ To enhance the awareness on IT role and status in the process of industrialization and modernization, national development, security and national defense for population classes, especially for the leaders of the Party Committee and Government.
- ❖ To universalize IT basic knowledge for the provincial staffs officers relevant to their qualification and working status (the program should be relevant to each partner with suitable training time).
- ❖ To maintain and strengthen capacity for the experts and managers of the city working in the IT field through training, retraining, high-educating and transferring technology.

- ❖ To build up telecommunication and Internet system for socio-economic development, security and national defense of the city, especially to meet the information exchange demand of IT industrial zones, IT transaction centres, the State management activities and of population as well.
- ❖ To create favourable condition for application of the full-scale computer network system for the leadership, management and coordination activities; and socio-economic, cultural, security and national defense activities of the city as well.
- ❖ To promote IT application in production, contributing to sustainability and high growth pace of the city's economy.
- ❖ To use IT achievements in order to strengthen the competitive capacity of enterprises' products.
- ❖ To strengthen technology management, innovation capacity and knowledge in the direction of increasing IT application, enhancing marketing and business transaction on the Internet.
- ❖ To utilize IT achievements in high-tech industrial and agricultural products, creating highly competitive products in domestic and international markets (electronic and electrical products, engineering, automation products, and processing and preservation agricultural products).
- ❖ To build up the information system for enterprises' production management and coordination, especially in the key industries (engineering, machine manufacture, textile, garment and shoe-leather production), integrating with the general socio-economic information of the city.
- ❖ Step by step to develop electronic commerce.
- ❖ To promote IT application in public information services in order to timely provide general information on cultural, environmental and economic policies etc, contributing to upgrading city's living standard and people's awareness.
- ❖ To build up and develop public information networks. To create forum for information exchange between the local leaders, institutions and population through Internet and Intranet.
- ❖ To strengthen IT management capacity, knowledge of IT use at the Party's agencies, People's Councils and Provincial People's committees of all level.
- ❖ Hanoi should be the pioneer in the administration reform by gradually putting operation into the model of "electronic government", with the transition from paper-based method in information processing, management, civilian communication into electronic-base method through advanced communication network.
- ❖ To disseminate IT application and development for security and national defense forces, contributing to build up regular, modern, well-trained forces, gradually set up an automation system of conduction, controlling and possessing and improving weapons, ammunition and fighting means as well, assuring the Capital's security.

- ❖ To develop hardware industry, IT services industry and software industry in particular in order to establish a new key industry of the Capital.
- ❖ Hanoi will reach the following major criteria by 2006:
 - To increase the annual IT production value by 20-25%
 - To apply IT in management and production of 100% of city's key industries
 - To provide LAN, Intranet for 100% of departments, disciplines, districts to meet the demand of the State management computerization; 60% of precincts and 30% of communes take part in the city's WAN.
 - To meet the city's IT application and development demands by promoting Internet and telecommunication network with satisfied bandwidth, speed and quality. All of secondary schools, 60% of hospitals, 70% of enterprises, 70% of precincts and 50% of communes are able to access to the Internet by 2005.
 - To enhance the IT human resources to meet the demands of production development, management, service and export. To train at least 20.000 IT experts at various levels and disseminate IT knowledge for 100% of secondary schools pupils and city's officers.

IV. International cooperation in ICT field and International cooperation and relationship with Korea.

A. In private sector

1. Enhance the skills of using tools on Java, supporting enterprises, step by step access open source code softwares through the establishment of Java training centre and Java transaction centre (2003)

Partner: cooperate with Sun Microsystems (America)

Cooperation content:

- Set up Java training centre (Java Education Center)
- Assist 10 IT enterprises of Hanoi to participate in global IT market with support from Sun Microsystems
- Set up Java Business Resource Center
- Assist Hanoi in training lecturers and granting certifications of Sun Microsystems
- Sun contribute capital by reducing the price of 50% of equipment and softwares provided for these two centres

Consulting agency: Hong Nam Co., ltd

Result:

- The city has signed memorandum of understanding with Sun
- At present Department of Post and Telecommunication is negotiating in detail operation model and equipment of these two centres with Sun in the spirit of this memorandum.

2. Enhance IT capacity through online training in cooperation with CELOOK (Germany) - 2003

Partner: CELOOK company

Cooperation content:

- Set up online training website
- Training and granting certificates of CELOOK via internet

3. Cooperate with Intergraph (America) - 2004

Content:

- Intergraph company will support technically for the implementation of the project “ HANOGIS”

Result:

- Sign memorandum of understanding

At present no further progress is made because HANOGIS project is in the process of investment preparation.

4. Cooperate with Korea company in Game Online field.

Some Korea Company gone to Viet Nam such as Enium, Est soft (game Cabal), Game us (Skyraiders, Supa), Interpark (Project elan), Kog Studios (Grande Chase), Mbutton – specially in game for mobile , Nopsen, Ryuni Studios, SK, Sonokong. They met and signed MOU with Vietnamese company such as VDC-Net2E, FPT, VTC game, Vegasoft, SaiGontel, Netchua, Vinagame, HPT, DEC,...

B. In Public Sector

1.Cooperation in training and building E-Government

Partner: Siemens (Germany) - 2002

Cooperation content::

- Take advantage of experience and capacity of Siemens training centre when preparing for the investment of IT training centre of Hanoi city.
- Define goals and scopes of IT cooperation and training
- Research the model of Ho Chi Minh portal consulted by Siemens
- Take advantage of Siemens’ assistance in IT industrial development

Cooperaton results: two sides continue to cooperate

2. Trainning Center HaNoi-CODESPA (2003)

Partner: Non governmental organisation CODESPA (Spain)

- Buy equipment, softwares to set up IT training centre certified by CODESPA
- CODESPA assist in training lecturers of HN-CODESPA training centre

Investment scope: 700,000 EURO

Consulting agency: Hong Nam Co., ltd

Result: Le Hong Phong staff training school receiving the fund has now put the centre into operation.

3. Cooperate in exchanging experts and technology experience to build e-government, set the first step in building FS (Feasibility Study) on land management system (2004)

Partner: KIPA

Cooperation content:

- Assist Hanoi in building e-government, including the building of GIS serving urban management.

Result:

- KIPA has drafted feasibility report “ Landing Management System(OLMS)” and reported in Hanoi in December 2004.
- Expense for setting up Feasibility report sponsored by KIPA with an amount of 150.000 USD

4. Assist Hanoi in setting up strategy on building e-government of Hanoi

Partner: Korea information strategy research institute

Cooperation content:

- Survey and research status on Hanoi IT
- Consult and make report on e-government building strategy for Hanoi city

Expense was transferred to KISDI by Korean government

Result:

- KISDI has finished report and directly reported to agencies of the city in December 2004

5. Sub project on investment and application of e-government and IT application, training market development for Hanoi

Partner: World Bank

Cooperation content:

The sub project is under the framework of Vietnam overall IT development project with the loan from WB coordinated by Ministry of Post and Telecommunication with the goal of assisting Vietnam government in developing and applying IT and communication in rural and urban areas, enhance development of private sectors, promote competitiveness of small and medium enterprises, modernise administrative management, increase information access of rural areas,

The goal of sub project:

- Invest in building e-government in Hanoi city: focus on building e-government development strategy, infrastructure, foundation for e-government application, complete e-service portal; building some electronic applications and e-services,
- Develop IT application market, assist in operating IT transaction centre; assist enterprises; building some e-service serving transaction between state and enterprises

- Develop IT training market.

Capital source: loan from WB

Investment scope: 35,7 million USD

Consulting agency: International consulting Spectrum

6. India government's gift:

This is the gift of India government for Hanoi

Gift value: 100 million rupi (equal to 2 million USD)

Gift content:

Set up Vietnam – India IT and telecommunication resource centre with the following goals:

- Assist in training activities (many forms such as e-learning, experts, lecturers) training infrastructure (computer, communication equipment, softwares) located at IT training centre of Hanoi city.

Consulting agency for Feasibility Report: High tech research centre under Hanoi University of Technology

Result:

- In the process of completing pre-feasibility research report on the basis of negotiating with the partner about technical standards of the system and completing IT training centre's building of the city

7. Cooperation research in assisting Hanoi in building E-government (2005)

Partner: Seoul government

Cooperation content:

- Cooperation on building e-government for Hanoi

Result:

- Two parties discussed to define specific cooperation contents and had the MOU.
- Two parties are implementing the content of MOU.

V. My experience of Korean policies or products:

Korea is one of the countries which have great achievements in IT application and development. Korea is also one of the countries which have good relationship with Vietnam, has goodwill in supporting Vietnam to develop and improve economy, especially in IT development and e-government building.

Korea has strong determination and has gained admirable achievements in IT application and development. In the middle of 1990s, they were determined to exceed or on equal terms with Japan in the information revolution when entering 21st century, in 2003, according to an assessment of Harvard University (America) on the readiness for a network world, Korea ranks 20th, Japan ranks 21st among 82 rated countries;

Korea has an IT and communication development strategy, in which emphasis is specially laid on **National Informatization promotion** and IT industry promotion.

Korea considers National Informatization promotion a key strategy to enhance competitiveness of the country and structural reform nationwide. In this field they have gained great results, followings are some typical statistics:

- Rank 5th in the world on Internet access: 59% with 26,3 million users;
- Rank 1st in the world on broadband Internet access: 21,3%; with 10,4 million households (70%). Computer density: 47% (22,49 millions computers); mobiles: 67% (32,5 millions mobiles); 23,03 million;
- Job information networking providing information on job opportunities and vocational training helped 1,9 million people find jobs in the period 1999 – 2001;
- E-government services are expected to save 5,17 billion USD each year for the government and people.
- Computerize custom procedures reduced import and export procedures from over one day to 2 minutes and over 2 days to 2,5 hours, save around 500 million USD each year;
- IT is applied widely in steel, electronic, shipbuilding, car production industries. POSCO company provide 70% of steel demand of the country, each year it save about 230 million USD each year due to using e-commerce.

Among the factors contributing to Korea's success in computerization in general and in e-government building in general, some factors are noticeable as follows:

(i). The top leaders of the country have high determination and directly participate in computerization process

- President directly preside over Informatization Strategy Meetings with participants such as Prime minister, relating ministers and experts. These meetings are aimed at increasing awareness and solving at macro level issues relating to computerization, for example issues such as: computerization promotion measures for economic recovery (after 1997 crisis), digital gap elimination, review situation and computerization progress of industries and ministries,... Since 1998, 8 meetings have been carried out at this level;

- President set up and supervise closely the operation of Special committee for E-government within framework of Presidential Commission on Government Innovation. Special committee for E-government play an important role in the coordination of inter-ministries, inter-industries issues, sharing information relating to e-government building. Every two weeks the committee has to report the progress on e-government initiative implementation for the president. Since its establishment in January 2001, the committee has carried out 51 meetings.

- Prime Minister is the head of Computerization promotion committee set up in 1998 based on basic law on computerization promotion. This committee has the function to review all policies, plan, projects on computerization and make correlative decisions; through the plans on using computerization promotion fund, evaluate computerization policy implementation progress.

(ii) Invest in building IT coordination and management system

Korean have great concern in building computerization management and coordination agencies system. This system includes:

- Meetings on computerization strategy presided over the president;
- Special committee for E-government set up by president;
- Computerization promotion committee headed by the prime minister; members consisting of 24 ministers. Assistants for this committee are:
 - + 24 sub departments on computerizing promotion on fields and important issues such as: finance and economics; education and human resource; science and technology; industry; digital gap elimination,.... each sub-department is managed by one ministry, including deputy minister level members from ministries, industries and experts;
 - + Consultancy council include experts who are scholars, enterprises and researchers;
- Korean Ministry of Information and Communication is in charge of management in application and development in ICT, regarding to computerization in Information and Communication Ministry.
- National computerization Department has missions as building ICT policys, buliding and manage Korea Information Infrastructure,....;
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(iii). Computerization Promotion Fund

(iv). Legal Enviroment

- Computerization Promotion - Law;
- Software Protection - Law;
- Law of Administrative Processing for building E-gov.
- Network and communication using Promotion Law;

(v). IT Popularization

VI. Conclusion

With above informations, I hope that I have introduced about my knowledge about Ha Noi ICT problems. And, last word, I'm very happy to be in Korea, a beautiful country to presenatation about my knowledge in ICT problems and good cooperation between Korea and VietNam.

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