DA NANG CITY
FROM E-GOVERNMENT TO SMART CITY
Objective
Enhance e-Government applications to reduce bureaucracy and improve public service efficiency in Da Nang City

Involved organization
121 public agencies (~2,500 employees):
- 27 city departments
- 8 district committees
- 56 commune and ward committees
- 30 other organizations

Duration
7 years
DA NANG CITY, VIET NAM

Policy

Applications

Infrastructure

Communication

eGovernment

Human Resource
How e-Government contributes to public administration reform?
Da Nang e-Government Platform
e-Government applications were developed based on a software framework called Da Nang Open eGovPlatform, with experience and technology shared by the Korea National Information Society Agency (NIA).
Da Nang e-Government Platform
### Core Online Public Services

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<th>Core Service</th>
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<td>Driving License Management System</td>
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<td>Policy-based Beneficiary Management System</td>
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<td>e-Wards/e-Districts</td>
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Danang ICT Contact Centre consists of:

1. Public Service Information Portal
2. Contact Center
3. CRM/KM

Single contact point for citizens to acquire information about public services, check the status of their applications being processed, seek for socio-economic information.
Citizens can evaluate the performance of government officers who they work with
Free training courses:
- Basic IT and internet skills
- Software development
- E-commerce
- Information security

E-Learning Platform (including e-Learning Portal, eLibrary, Courseware Development tools) and training labs to provide online e-learning services for 3,000 concurrent users.
INFRASTRUCTURE

DA NANG DATA CENTER

AREA: 700 sqm
TIA-942, TIER 3
100 terabytes
DANANG SMARTER CITY ROADMAP

Department of Information and Communication, Da Nang City
• Bus location tracking
• Service monitoring
• 102 buses
• Launched in August 2012
WATER QUALITY MONITORING IN CAUDO WATER PLANT
An infrastructure control centre
Electronic urban planning
A city of connected citizens
A sustainable city
SUMMARY

- e-Government involves strategy, policy, infrastructure, applications, training, and human resource development
- e-Government contributes to transparency and citizen satisfactory
- e-Government is key to administration reform and government efficiency
- e-Government for a more livable Da Nang
THANK YOU!