Digital Government and Digital Public Services

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22 September 2017
Digital Thailand refers to the country’s brilliance in taking full and creative advantage of digital technology to develop infrastructure, innovation, data, human capital, and other resources, thus propelling the country’s economic and social development towards stability, prosperity, and sustainability.
20-Year Thailand Digital Landscape

**Phase 1**
Digital Foundation
Investing and building digital foundation

**Phase 2**
Digital Thailand I: Inclusion
Ensuring everyone can reap the benefits of digital technology

**Phase 3**
Digital Thailand II: Full Transformation
Driving the country with digital technology and innovation

**Phase 4**
Global Digital Leadership
Leading with digital technology and innovation (Becoming a developed country)
Six Strategies for Digital Economy and Society Development

1. Build country-wide high-capacity digital infrastructure
   - Ensuring accessibility, availability, and affordability

2. Boost the economy with digital technology
   - Driving New S-Curve, Raising Competitiveness, Building new businesses, Creating values

3. Create a quality and equitable society through digital technology
   - Ensuring inclusive and equal access to digital technology

4. Transform into digital government
   - Creating open government, Facilitating people and businesses, Integrating into One Government

5. Develop workforce for the digital era
   - Developing skilled workforce, Creating jobs, Building strength from within

6. Build trust and confidence in the use of digital technology
   - Updating laws and regulations, Encouraging investments, Ensuring security
Relationship between National Plans for Digital Economy and Digital Government

20-Year National Strategy 2017-2036

Twelfth National Economic and Social Development Plan 2017-2021

Thailand Digital Economy and Society Development Plan

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

Strategy 5 National Security Improvement for Prosperous and Sustainable Development

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

Strategy 4 Digital Government Transformation

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

Strategy for the Fiscal Year 2018 Budget Allocation

(Draft) Thailand Digital Government Development Plan 2017-2021
Vision of Digital Government

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

**Government Integration**
Integrate government agencies for both data and operation in order to
• See public information as a complete picture
• Share technologies
• Provide complete one-stop service for government services

**Driven Transformation**
Driven transformation to Digital Government to every level of government employees, including organizational transformation in work procedures, technologies and regulations

**Smart Operations**
Utilize technology and digital services to support operation with appropriate digital technologies
  • Connected devices
  • Big Data management
  • Analytic tools

**Citizen-centric Services**
Improve government services to address constant changes of public needs by balancing security of lives, assets and public data while facilitating users.
26 Domains of the (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 at every level of Government officers

**Elevating Citizen’s Quality of Life**
- Public Welfare
- Labour
- Education
- Health

**Improving Government Efficiency**
- Finance
- Asset Management
- Procurement
- Human Resource and Payroll

**Enhancing the Capacity of the Business Sector’s Competitiveness**
- Agriculture
- SMEs
- Tourism
- Tax and Revenue
- Investment
- Transportation
- Trade (Imports & Exports)
- Public Utility

**Increasing National Security and Public Safety**
- Public Safety
- Border Management
- Natural Disaster
- Crisis Management

**Developing the Capacity to Support Government Services**
- Data Integration
- Information
- Digital Government Infrastructure
- Data Authentication and Verification
- Feedback
- Digital Government Capacity Building
Desired Outcomes of Digital Government

- **Reduce** paperwork and complicated procedures
- **Find** information and services
- **Make** things easy
- **Improve** quality of service delivery
- **Ensure** public safety
- **Enhance** Thai government’s efficiency
Technology Recommendation for Digital Government 2017-2021

- Virtual Reality / Augmented Reality
- Advanced Geographic Information System
- Big Data
- Open Any Data
- Smart Machine / Artificial Intelligence
- Cloud Computing
- Cyber Security
- Internet of Things
- Block Chain / Distributed Ledger Technology
Factors behind Successful Digital Government Transformation

- Change Leadership and Commitment
- Inter-agency Collaboration
- Funding
- Citizen Competence
- Monitoring and Evaluation
- Key Focus & Message and Citizen Engagement
- Accessibility
- Actionable Plan and Accountability
- Regulation
- Change Management
- Adaptability
Digital Government Transformation Approach

**Evaluation**
- Assess and Improve continuously

**Transformation**
- Analyse services and users’ behaviours
- Develop proper prototypes to solve users’ pain points
- Scale up prototypes and launch them to the public
Thailand Digital Government Academy (TDGA)

Center of Government Officials’ Digital Capabilities Building and Development
Thank you

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https://www.youtube.com/user/eGovernmentAgency