

# **Digital Government and Digital Public Services**

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# Thailand Digital Economy and Society Development Plan



**Approved by the Cabinet on 5 April 2016**

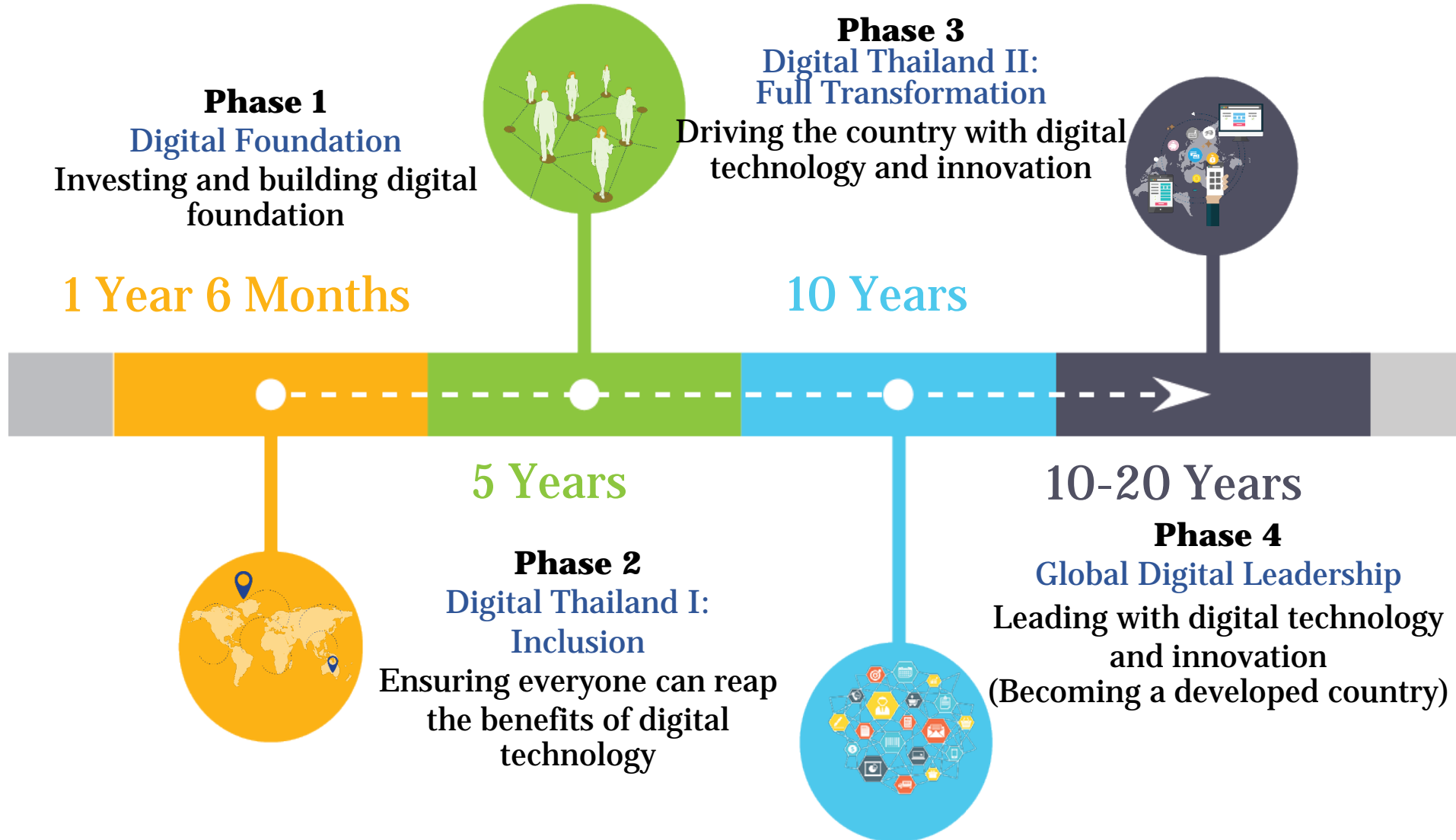


# VISION

## Transformation towards Digital Thailand

**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



# Six Strategies for Digital Economy and Society Development



**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**

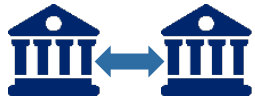
**Strategy 4 Digital Government Transformation**

**Strategy for the Fiscal Year 2018 Budget Allocation**

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

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

***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

## Smart Operations

Utilize technology and digital services to support operation with appropriate digital technologies

- Connected devices
- Big Data management
- Analytic tools



## Driven Transformation

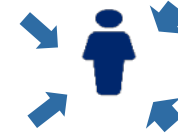
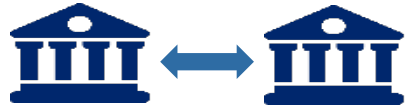
Driven transformation to Digital Government to every level of government employees, including organizational transformation in work procedures, technologies and regulations

## 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

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

Agriculture	SMEs
Tourism	Tax and Revenue
Investment	Transportation
Trade (Imports & Export)	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



# 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



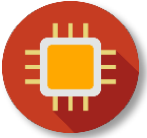
# Technology Recommendation for Digital Government 2017-2021



**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**

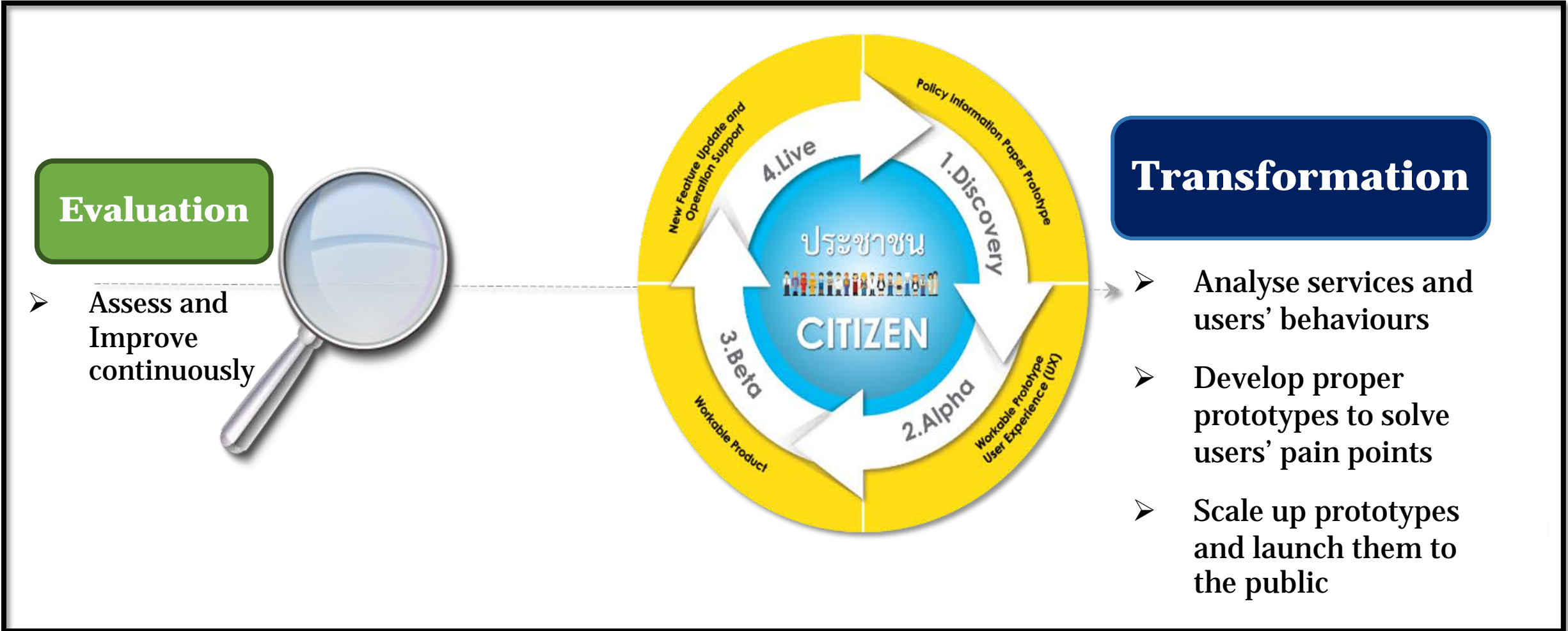


**Change Management**



**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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