



2004 eASIA Award : Electronic Business in Public Sector

Asia Pacific Council for Trade Facilitation and Electronic Business

Category: Electronic Business in Public Sector

Project title: eBAS – A Successful Government EIP

Organization: Directorate-general of Budget, Accounting and Statistics (DGBAS), The Executive Yuan

Summary

eBAS (electronic Budget, Accounting and Statistics) is a portal and knowledge management platform designed to improve the inter-governmental communication.

It rebuilds business digitalization processes and increases administrative efficiency. As a result, eBAS reduces both time and cost of data transfer and to increase administrative efficiency.

All DGBAS (Directorate-general of Budget, Accounting and Statistics) subordinate agencies and personnel have linked up to the new network, which has its own dedicated website to provide various e-business application, data exchange and communication functions.

Methodology/Scope

eBAS is constructed as a G2G (Government to Government) network for rapid data transmission and exchange. It is a portal that integrates BAS application services, including information systems such as Government Budget, Government Accounting, Official Statistics Management, Census Investigation and BAS Personnel.



There are four strategies in this project:

- **Innovative Service:** provide an environment in the BAS e-community for stimulating creativity and establishing appropriate behavior.
- **Common Consensus:** form information promotion taskforces to build up common consensus within the organization.
- **Effective Reengineering:** convert existing paper-based processes into digital data exchange mechanism and set up an assessment procedure for the BAS system.
- **Electronic Infrastructure:** set up a mode of communications to overcome the limitations of distance among the BAS members across the country. Complete the knowledge bank to provide an intelligent platform for national BAS staffs.

Achievements/Challenges

eBAS has improved G2G, G2C (Government to Citizen) and C2C (Citizen to Citizen) administration and service efficiency. The achievements include:

- Significantly reduces time and cost of data transfer and increases efficiency.
- Reduces the quantity of documents and repeated data input to save costs and shorten processes.
- Standardizes procedures to reduce overall operating cost.
- Strengthens the BAS personnel's knowledge management and communication ability.
- Establishes a nation-wide family of BAS members to bolster their morale.

Looking forward eBAS will integrate all BAS-related management information systems into the eBAS intelligent platform to strengthen a digitalized workflow and operation environment.

The eBAS system's successful experiences should also be promoted to other governmental organizations to improve inter-government communication and administrative efficiency.



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Project title: Vitamin C (Cash) — Supply Chain e-Financing Project

Organization: Department of Industrial Technology, Ministry of Economic Affairs

Summary

Project C focuses on e-financing operations in a supply chain between manufacturers and suppliers in the IT sector. It seeks to align cash flow services with the existing e-business supply chain to provide a range of financial services including global payment and collection, offset, account aggregation and an online financing system.

This project brings together players in the banking industry and assists them in solving payment issues between lead manufacturers and their suppliers.

It also creates an enabling environment for Taiwan's industries to keep orders, financing and cash within Taiwan and to construct a global financial services network for domestic banks.

Methodology/Scope

This project integrates e-supply chain systems with e-payment services provided by financial institutions to replace paper checks, providing electronic banking services for enterprises. The online e-finance service for suppliers is free of a guarantee requirement and uses the transaction information at any given step in the order process.



Methodology:

- Setting application qualifications, principles for approval and calling for qualified players through an openly announcement.
- Using the mechanism of the DoIT/MOEA's IT Application and Promotion (ITAP) Program for Enterprise to guide, audit and promote the execution of each participant in Project C.
- The Bank Working Group (BWG) is organized to set common electronic banking requirements and coordinate business processes between banks, lead manufacturers and suppliers.
- Coordinating the BAROC (The Bankers Association of ROC) to take responsibility for developing and disseminating FXML standard messages for Project C
- Seeking common ground, setting unified inspection and acceptance regulations.

Achievements/Challenges

This project has helped to strengthen the competitiveness of Taiwanese banks, giving Taiwan's financial sector an edge in terms of capabilities and innovative services. It also enables Taiwanese financial institutions to build a global financial services network.

By the first quarter of 2004, Project C had included eight banks and over 4,500 suppliers. The amount of e-finance had reached NT\$23 billion, and this figure is projected to grow to NT\$60 billion at the end of 2004. Suppliers obtained favorable loan rates, with reductions of approximately 50 percent. The increased transparency of transaction information made it possible for banks to simplify their credit procedures, saving them around NT\$30 million.

Thorny issues in this project include accounts receivable and accounts payable issues as the integration with e-payment tools has not finished at that moment. The majority of payments are still done via paper means by writing a check, or through other complex manual processes. Another challenge is supplier's financing issues.

Looking forward, Project C e-finance services aim to reach Taiwanese firms abroad via overseas bank branches.



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Project title: e-Panchayat

Organization: National Informatics Centre, Department of Information Technology, Ministry of Communications and Information Technology, Government of India

Summary

The e-Panchayat project is designed to introduce IT services to the village level.

The services provided by e-Panchayat range from simple birth and death certificates, trade licences to works monitoring and financial accounting.

Under this project, a website has been set up for each Panchayat, which is the village-level government.

The project aims to bring a customized information system and IT infrastructure to the village level. In addition to introducing the digital culture to villagers, the project will also minimize the recurring expenditure on operation and maintenance.

Methodology/Scope

As desktops are now available at affordable prices, the e-Panchayat software can be easily loaded into the computer system in the village. The system will eventually be available across the state and some strategies have been mapped out to achieve this goal.



Due to budget concerns, the Commissioner Panchayat Raj & Rural Employment will only be responsible for expenses of the servers. On a Build Own and Operate (BOO) basis, the systems will be facilitated by a self-employment generation scheme.

Under this scheme, one or two families in each village will make a living by providing services to the entrepreneur who runs the e-Panchayat. As the entrepreneur receives payments to input data and reports, he/she will be responsible for system maintenance, procurement, internet connection and associated logistic issues.

The software in this project is developed by National Informatics Centre (NIC) and the central server infrastructure by the State Government. The field level resources are facilitated in line with the BOO model.

Achievements/Challenges

Some selected panchayats, including Ramachandrapuram and Edida , have started deployment and implementation of this electronic system. Over 200 RSDP (Remote Sensing Data Policy) operators have been trained by NIC to be the major stake holders in providing and maintaining resources to villages lack of financial resources.

Major challenges in this project include:

- Lack of resources.
- Lack of infrastructure.
- Lack of awareness among various stake holders.
- Misconceptions about the proposed systems.
- Lack of commitment.
- Resistance to Change.
- Lack of change management strategy at State level.

The next step is to sign a MOU between NIC and the GP Department and start the implementation by organizing training and awareness programmes.



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Project title: Electronic Bidding Core System

Organization: Japan Construction Information Center

Summary

The Electronic Bidding Core System allows bidders to use the internet rather than have to be present at the venue. They simply file the bids from their office.

It aims to consolidate current Electronic Bidding Systems and reduce costs for bidders.

A bidder may build their own Electronic Bidding System based on the Core System and this is designed to reduce costs and prevents multiple interface and authentication, which has been confusing in the past.

The Japan Construction Information Center (JACIC) and the Service Center of Port

Engineering (SCOPE) have jointly set up the "e-Bidding Core System Development Consortium" to introduce the Core System to the public as well as local government offices. The Core System is highly flexible and can be applied to different users.

It supports registration, application, bidding and re-bidding and also shows the results of tenders on the system. But companies without Internet can still use the traditional paper bidding system.



Methodology/Scope

The Electronic Bidding Core System provides a simple screen layout so users can understand the bidding progress at a glance. They can also customize their screen layouts through this user-friendly system. The layout is in accordance with GUI Guidelines, which details how to use other Electronic Bidding Systems along with the core system.

The Core System is in two parts, a customisable area and a core area. In the former, users can design their own screen and account books. In the latter, bidding-specific program components and a public key infrastructure are included. As the Core System is developed with Java, program codes can be unified to improve efficiency in development and maintenance management.

Achievements/Challenges

Results of an opinion survey on bidding-related businesses have shown that the Core System is highly reliable and flexible. So far 25 ministries and public corporations, including MLIT and MAFF, all prefectures and government-designated cities are using this system as special members. MLIT has been operating an Electronic Bidding System based on the Core System since 2002, and has implemented about 30,000 electronic bidding as of March 2003.

The system has significantly simplified the bidding process and attracted more bidders. Standard electronic authentication has been adopted for implementing transactions to prevent Internet forgery and alteration.

The Core System V3.1 has been released, greatly enhanced the system's performance particularly in its multiprocessing capability.



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Project title: e-management for education (IMSeducation)

Organization: University College of Engineering & Technology Malaysia

Summary

The Integrated Management System Education (IMS education) project is designed to help universities in managing resources and decision-making with an integrated system. This total campus management system is a combination of software engineering, network engineering, electrical engineering, management and psychology.

The project aims to:

- Improve efficiency and productivity;
- Deliver culture values;
- Reduce operation cost and increase profit;
- Integrate organizations through the Integrated Information System and
- Provide effective Decision Support and Strategic Planning Tools



Methodology/Scope

IMS education adopts a strategic approach that manages an organization through a technology-based system. It focuses on Integration, Automation, Artificial Intelligence, Dynamic and Paperless.

- **Integration:** all data is stored in a single Integrated Database to avoid duplication and all applications are fully connected as one integrated process.
- **Automation:** it avoids manual transferring of information between all related entities in the organization. All the processes are done by the Integrated System.
- **Intelligence:** the Intelligent Timetable Engine enables all slots in the time table to be done in a fair, optimum and efficient manner.
- **Paperless:** all application, approval, meetings or reporting mechanism have been adjusted to ensure the use of online information instead of hard copy.
- **Dynamic:** the system in the e-management's environment has been designed to cater any change at any time as required.

Achievements/Challenges

The achievements of the projects include:

- The Premier Award 2003 from MAMPU in Public Sector Category
- MSC APICTA 2003 Merit Award (MSC Asia Pacific ICT Award) in education category
- Finalists PIKOM 2003 (Malaysian Computer Asssocation) in private sector category

The IMSeducation project should be extended to datawarehousing and data mining activities to produce analytical reports to support the strategic planning of the organization. It should also be expended to other sectors such as IMShealthcare, IMSmanufacturing, IMSbanking, IMSrestaurant, IMSconstruction, IMSfinancing and IMStrading.

One of the major challenges in this project is to convince the top management about benefits of e-management and the implications to the university. The short dateline, fast deliverables, high expectations from the users, zero error, zero downtime, no alternative and no turning-back strategy require a very strong and tough team and project leader .



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Project title: Tax Agent Portal

Organization: Australian Taxation Office

Summary

The Tax Agent Portal project aims to deliver a convenient and secure website, within which tax agents can access a range of online products, services, tools and information relating to the tax system.

The Portal was designed with direct input from tax professionals at all stages. It provides convenient access to view client information, update certain client details in real time, download reports, submit online forms and send messages to the Tax Office - all within a secure environment. The Portal is available to all registered tax agents via a secure link.

One of the early deliverables of this program was a secure online environment within which tax agents could access information regarding their clients and submit transactions to the Tax Office. The ultimate aim of the Tax Agent Portal is to become a fully integrated, electronic hub for accessing information from, and transacting business with, the Tax Office. The project has been progressing well and is on track to deliver future improvements to reach the stage where tax agents have a high fidelity portal environment where eBusiness transactions will satisfy nearly all of their tax interactions.



Methodology/Scope

- Taking a **user-centred approach**, creating products and services that are Easier, cheaper and more personalised.
- Making the emerging design **visible** through early **documentation** and Prototypes that focus on dialogue, sustain energy and facilitate co-design.
- Working collaboratively in **interdisciplinary teams**, helping ensure that, When change is implemented, the user experience reflects that intent.
- Building a **shared understanding of intent** and ensuring that, when Change is implemented, the user experience reflects that intent.
- Following a **disciplined yet flexible process** that stays true to our design Principles and achieves higher quality in less time.
- Mapping the user pathway and other layers of design upfront to create a **Coherent blueprint** for change.
- Looking for **innovative solutions** that align with corporate directions and Achieve a balance between tax system integrity and user expectations.

Achievements/Challenges

The Tax Agent Portal has been highly successful and is used by a large proportion of tax agents on a daily basis, with usage increasing each month. It currently has around 100,000 logons every week by an average of 11,000 different agents. During April 2004, there were more than 3.5 million page hits on the Tax Agent Portal. In 2003, the Tax Agent Portal was nominated for, and won, the CPA Australia – Queensland Public Sector Award that recognises significant contributions and innovations to the fields of finance, accounting and business within the public sector.

Security is the biggest challenge for this project. The Portal offers two levels of authentication - User ID/Password and Public Key Infrastructure (PKI) digital

certificate security. This accreditation provides assurance that the certificate issuing process and the technology and practices that underlie it are robust and are in line with published standards. As part of the assurance processes relating to security, independent bodies have undertaken a Threat Risk Assessment and conducted penetration testing for each portal release.