



CHÍNH PHỦ NƯỚC CỘNG HÒA XÃ HỘI CHỦ NGHĨA VIỆT NAM

VĂN PHÒNG CHÍNH PHỦ



Primary missions and solutions for eGov development in Viet Nam in the period of 2018-2020, with vision toward 2025

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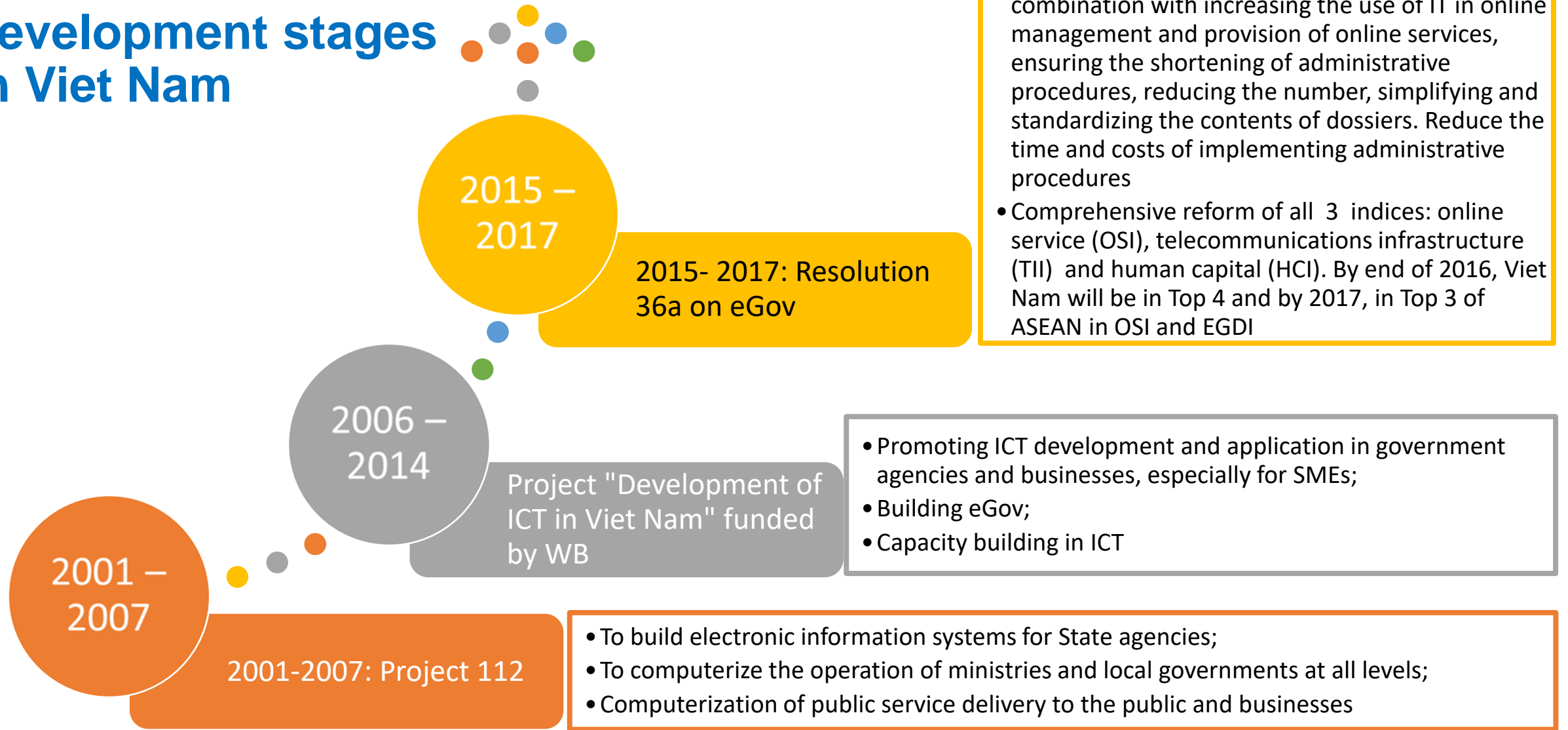
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Content

- Current status of eGov development in Viet Nam
- Primary missions and solutions for eGov development in Viet Nam in the period of 2018-2020, with vision toward 2025
- Conclusions

Current status of eGov development in Viet Nam

Review of eGov development stages in Viet Nam



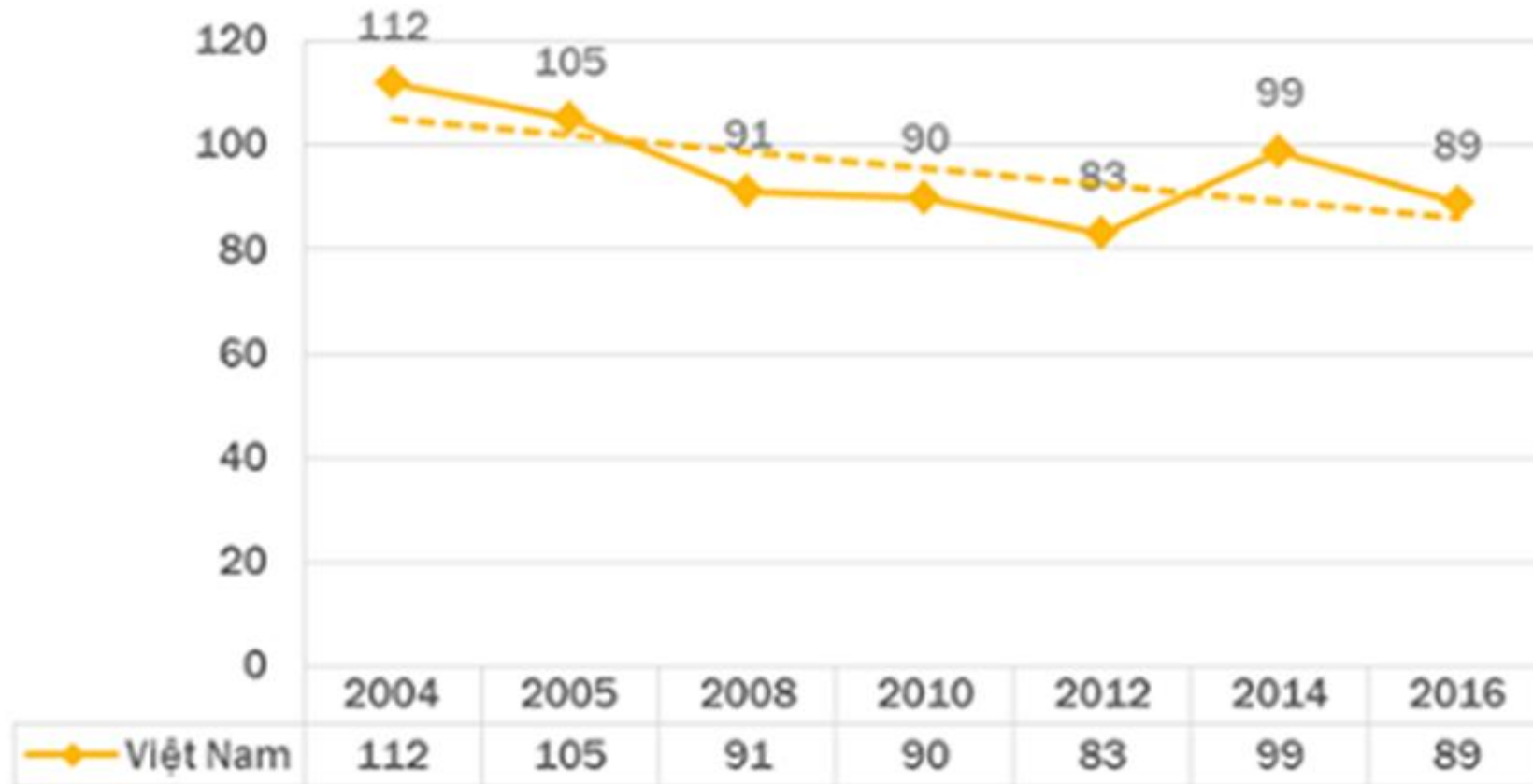
Results

1. Resolution 36a: Office of the Government and Ministry of Information and Communications have actively co-operated for the implementation of every task set out in the Resolution
2. Regulatory framework improvement: a series of legal documents, policies and standards have been issued to promote favorable legal environment for IT application and eGov development
3. The improvement of OSI and eGov infrastructure has also been emphasized, leading to encouraging results
4. Inner strength for eGov technology: recently, Vietnamese companies have built considerable capacity and mastered essential eGov technologies. An ecosystem of eGov solution providers has been formed, including large public corporations and private companies, SMEs and start-ups. This creates trust in the ability to rapidly and simultaneously deploy eGov systems at national level

Limitations

1. eGov programs remain fragmented and isolated in each sector and locality, with no overall connection to create a foundation for improving the government's efficiency, and enhancing the quality of services for the citizens and businesses
2. The application of IT, including the processing, exchange, transfer (sending / receiving) of electronic documents within and among government agencies, is limited. Many central and local agencies still do not accept e-mail transactions
3. Online public services are discrete, unfriendly and not user-centric. The quantity of online services at level 3 and level 4 is reportedly increasing, but the number of real online-submitted forms is not high, and the ratio of online over paper application is still low
4. Lack of real-time data from ministries and localities to support the Government and the Prime Minister's decision making. The data are also not shared and exchanged effectively in state management and public service delivery
5. The implementation of national databases and IT infrastructure as the foundation for eGov development is slow. The Government has prioritized 6 national databases since 2015, but only 1 for Business Registration has been completed. This leads to no sharing of information systems.
6. IT staff in many state agencies are still insufficient in number and capability, not satisfying the current trend and demand for digital transformation in the country and in the world today
7. Investment budget for IT application and building information systems associated with administrative reform and administrative procedure control is limited, not meeting the needs to modernize the administration or create leverage for improving the government's efficiency and quality of public services

eGov development rank of Viet Nam as reported by the UN



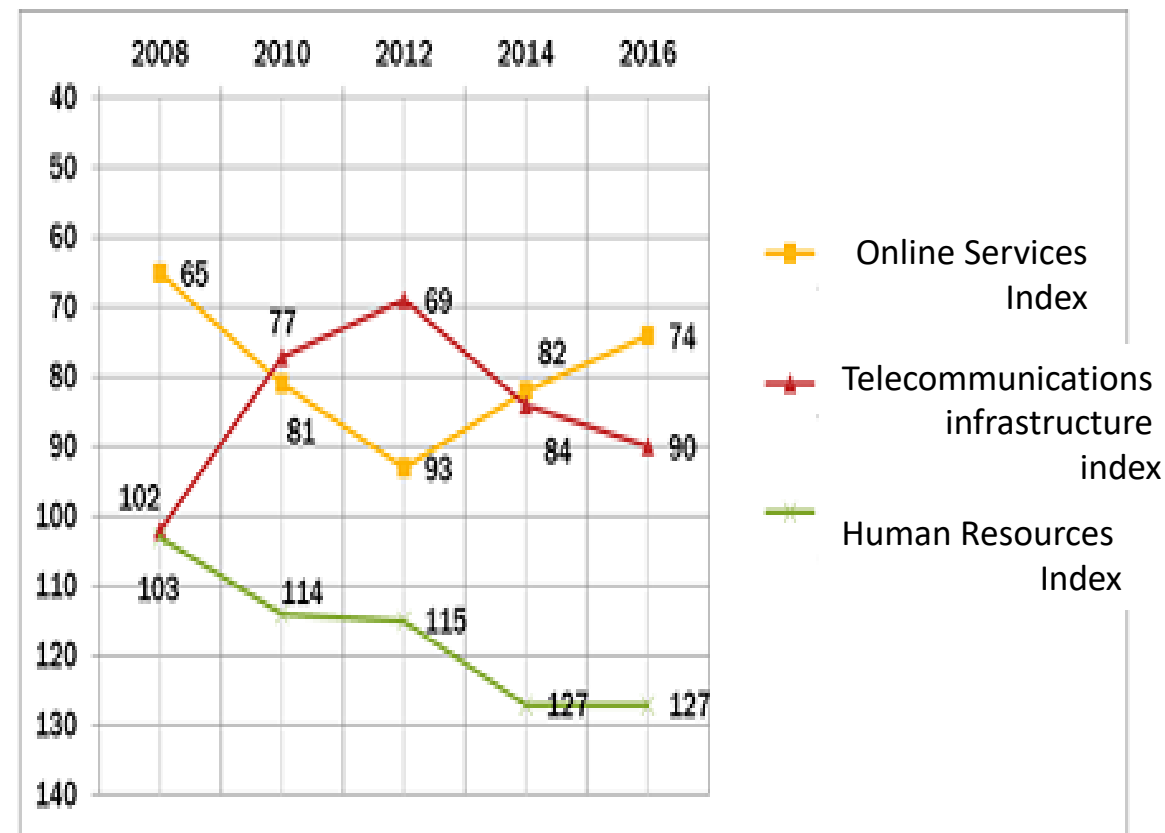
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Compared to other countries in ASEAN, Viet Nam is currently ranked 6/11 in EGI

TT	Country	2016	2014	2012	2010	2008	2005	2004
1	Singapore	4	3	10	11	23	7	8
2	Malaysia	60	52	40	32	34	43	42
3	Philippines	71	95	88	78	66	41	47
4	Thailand	77	102	92	76	62	46	50
5	Brunei	83	86	54	68	47	73	63
6	Viet Nam	89	99	83	90	91	105	112
7	Indonesia	116	106	97	109	106	96	85
8	Laos	148	152	153	151	156	147	144
9	Cambodia	158	139	155	140	115	128	129
10	Timor-Leste	160	161	170	162	155	144	174
11	Myanmar	169	175	160	141	145	129	123

Viet Nam as ranked by each component index for the period 2008-2016

Component	2016	2014	2012	2010	2008
eGov development Index	89	99	83	90	91
Online Services Index	74	82	94	81	65
Telecommunications infrastructure index	90	84	69	77	102
Human Resources Index	127 (-)	127	115	114	102
E-Participation Index (not used to rank the eGov Development Index)	46	65	101	110	-



<http://cio.gov.vn/tinh-hinh-xep-hang-chung-cua-cac-nuoc-thanh-vien-va-viet-nam-theo-bao-cau-cua-lien-hiep-quoc-nam-2016-phan-1-1>

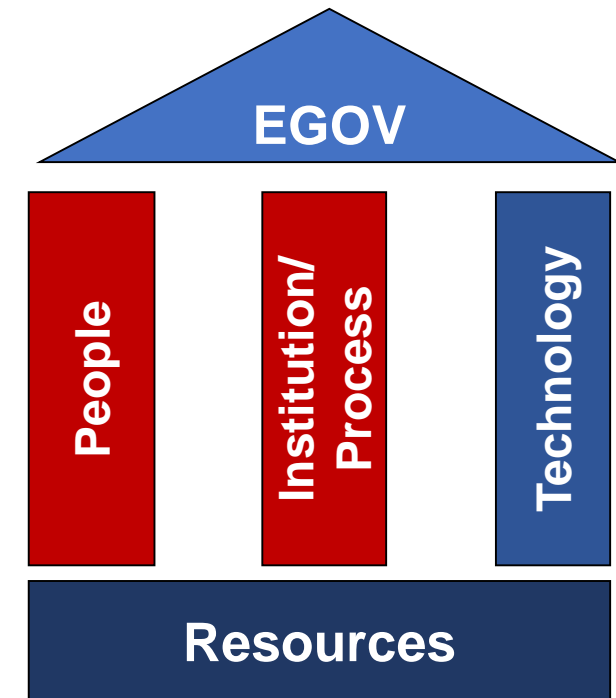
Challenges

- **PEOPLE**

- Leaders of some ministries and localities are not determined to implement eGov
- Coordination among ministries and localities in eGov implementation and resources assurance are weak
- Insufficient tools for evaluating and monitoring the performance and accountability of leaders
- Inadequate linkage between administrative reform and IT application
- Mindset and habit of working in silos, unwillingness to share / open data and information
- Inadequate management and technological skills in the government staff
- Unclearly defined accountability

- **INSTITUTION AND PROCESS**

- No legal framework for eGov development and essential enabling policies
- Inadequate legal foundation for e-authentication of individuals, organizations and transactions, especially in online public administrative services
- Lack of regulations on e-document, e-archives and their validity in electronic transactions
- The issuance of digital signature is slow, affecting transactions between state agencies and citizens/businesses
- Lack of regulations on information and workflow standardization
- Lack of national database for the Government's management and decision making; no regulation on sharing information and exchanging e-documents among state agencies and organizations
- Decree 102/2009/ND-CP and Decision 80/2014/QD-TTg on buying / renting IT services/solutions are not compatible with the nature of technology (creativity, rapid change); the implied complexity will create difficulties for IT projects



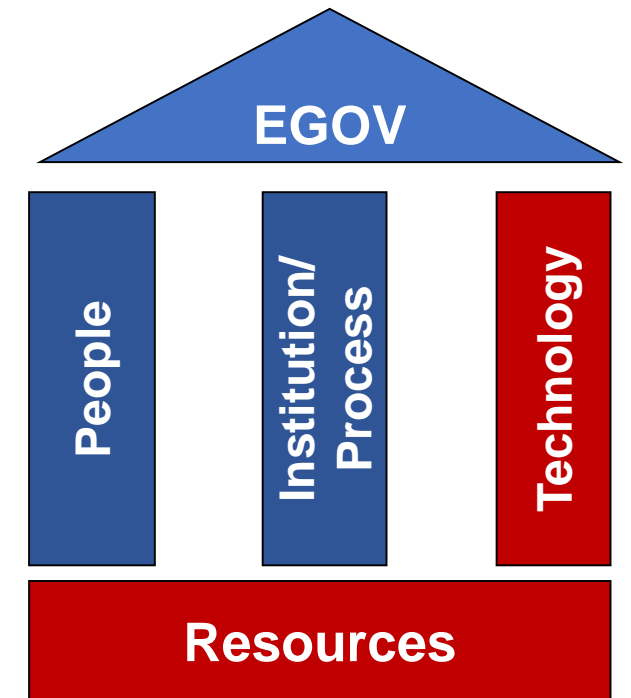
Challenges (cont.)

- **TECHNOLOGY**

- Current eGov architecture framework is not keeping up with new technologies trends
- IT infrastructure is not synchronous and streamlined
- IT investments focus on hardware rather than software application, consultancy, administration and operation
- Missing data integration and sharing platform for: e-documents exchange, interoperability of inter-agencies administrative procedure, government decision support
- Online service portals have low quality and small quantity of transactions; administrative procedures still involve both paper and electronic processes, which cause troubles for citizens/businesses
- Missing e-ID of individuals and organizations; digital signature (security token) is expensive for average income (1 million VND / person / year).
- Communication channel between the Government and the people has not been brought into effective play
- Processes at the highest level of the government have not been informatized

- **RESOURCES AND IMPLEMENTATION ARRANGEMENT**

- Scattered investments are not aligned with national or local key socio-economic development programs
- Inadequate investment on operation, maintenance, improvement and development of IT systems
- Private sector involvement in eGov development is limited
- Delayed , incomplete deployment of National databases
- Existing systems are not secure



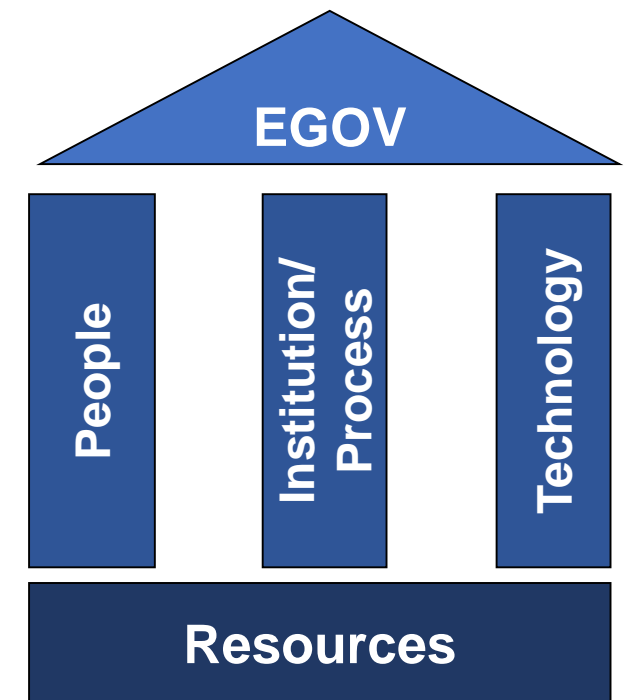
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Guidance views

1. **Continue and develop IT application programs** under the direction of the Politburo, the Government and the Prime Minister in line with the present context and the world development trends
2. **Focus on developing eGov in Viet Nam, including national programs, target programs and IT application plans;** create strong linkage among administrative procedure reform, workforce modernization, and eGov; identify eGov as an efficient tool to promote administrative reform, and the satisfaction of individuals and organizations as the yardstick of eGov development
3. **Orient eGov to user-centric and renovated civil service; information only needs to be provided once for each type of data;** e-ID deployment using a consistent, unified channel; increase the use of mobile devices for public service and communication between government and citizens/businesses; data is an important asset when developing eGov systems, therefore government data must be managed, regularly inventoried, and easily integrated into executive information at all levels of the Government; complete eGov ecosystem based on data, open data toward digital economy, digital society, and effective use of smart technologies
4. **Develop eGov on the basis of a master architecture, integrated and shared data, foundational services for the whole system from central to local levels; measure and appraise performance and efficiency of implementation**
5. **Enhance information security and safety in eGov toward the digital economy/society**
6. **Mobilize and effectively use all resources for eGov development,** promote the consensus and synergy of the people and the whole society, focusing on communication activities to raise the awareness of the people about the benefits of eGov

Key tasks and solutions for 2018-2025

1. Develop comprehensive legal foundation for the deployment and development of eGov
2. Establish eGov technology platforms in line with modern trends in the world
3. Develop eGov in close alignment with administrative reform and renovated working methods to standardize and informatize processes, digitalize and integrate/share data among state agencies from central to local levels; renovate civil services for citizens/businesses
4. Assure adequate resources for implementing eGov
5. Establish a performance assurance mechanism with specific objectives and indicators, ensuring accountability and timely settlement of problems; assure financial and human resources



Conclusions

1. The commitment of government top leaders is the ultimate success factor
2. The performance assurance mechanism is the decisive factor
3. Institutions and Policies must be one step ahead of implementation
4. Citizen-centric and data-driven decision making is a condition for success
5. Appropriate resources to develop eGov are an important feasibility condition