

Regional SYMPOSIUM on Effective Governance and Digital Transformation for Accelerating Implementation of the 2030 Agenda for Sustainable Development and Addressing Global Challenges

22 - 24 November 2022
10:00 AM - 6:00 PM Seoul, GMT+9
Incheon, Republic of Korea and Online



Department of
Economic and
Social Affairs



Ministry of
the Interior and Safety



Incheon
Metropolitan City



Institutional Coordination and Multi-Stakeholder Partnership for Building an Enabling Ecosystem for Promoting Digital Government Transformation

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**United
Nations**

Department of
Economic and
Social Affairs

01

Whole of Government & Collaborative Governance

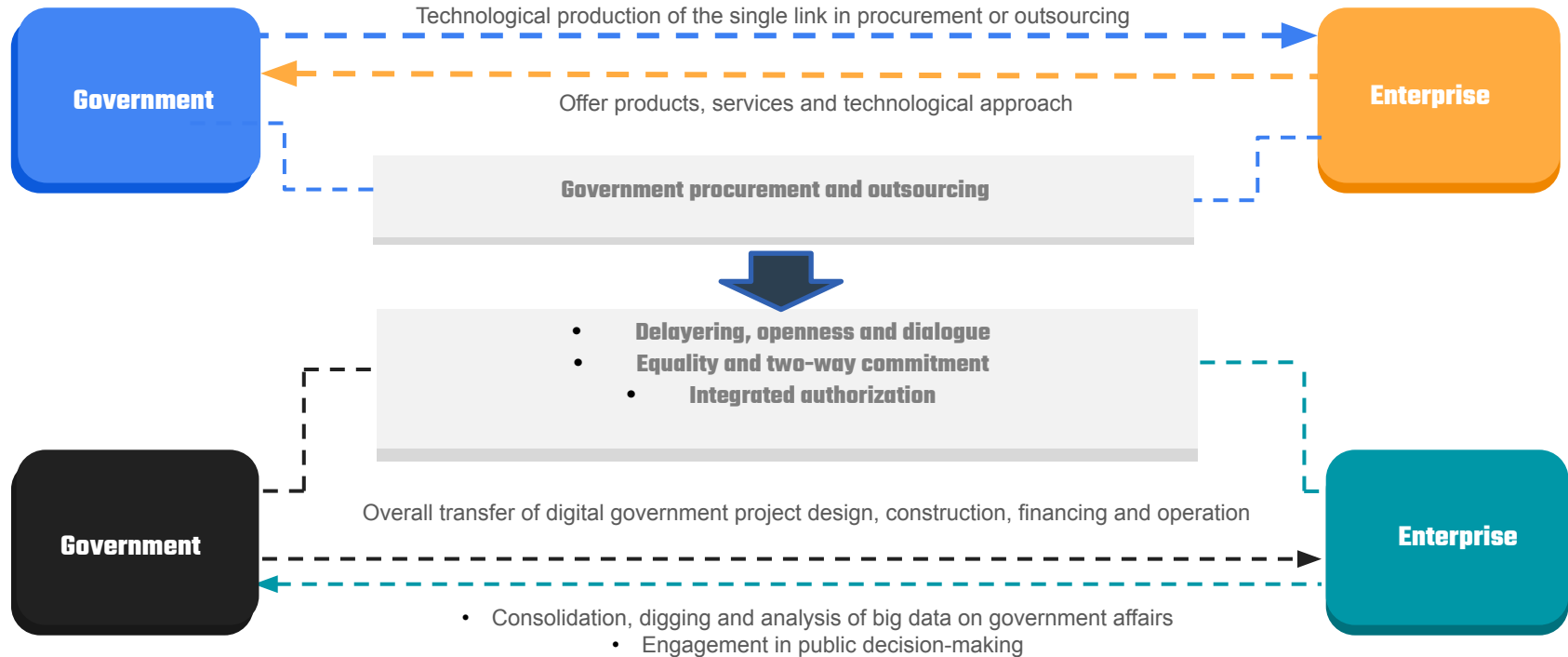


1.1

Provision of integrated government services

China's "Internet + government service" is the main form of promoting the overall digital government at present, and is the basic leading project of the digital government transformation.





The characteristics of the three models :

- Regions lacking external resources
- Government dominates the distribution of power in various
- Dimensions of the development of digital government

**Internal
management
model**

(Hubei, Shandong, Heilongjiang)

**Service delivery
model**

- Government establishes partnerships with private
- Sectors shifting focus from internal
- Solutions to external collaboration

(Guizhou, Shanghai, Beijing, Hainan
and Shenzhen)

- Establishing an intensive, reusable and shared digital government platform
- Building a gateway that links multiple technology resources and construction demands

**The model of hybrid
organization supply**

(Guangdong and Zhejiang)

02

Digital Inclusion



2.1 Policy support

China has not only issued guidance documents at the macro level, but also issued special documents for specific areas such as rural construction and special groups.

14th Five-Year Plan (2021-2025) for National Economic and Social Development and the Long-Range Objectives Through the Year 2035

- Improve the digital skills of the whole people and achieve full coverage of information services
- Strengthen digital skills education and training for all, and promote citizens' digital literacy

Action Plan for Improving Digital Literacy and Skills for All

Further put forward clear requirements and comprehensive strategic deployment for bridging the digital divide



For rural construction

- **Digital Rural Development Strategy**
- **Opinions on the key work of comprehensively promoting rural revitalization in 2022**



For certain groups

- **Guidance on Promoting Information Accessibility**
- **The Implementation Plan for Effectively Solving the Elderly's Difficulties in Using Intelligent Technology**
- **Special Action Plan for Aging and Barrier free Transformation of Internet Applications**

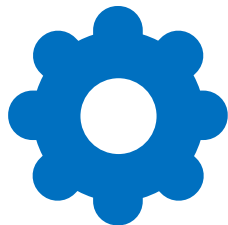
2.2 Practice promotion

China has actively explored public culture, health, information services and other aspects, and has formed many experiences and practices worth learning from.



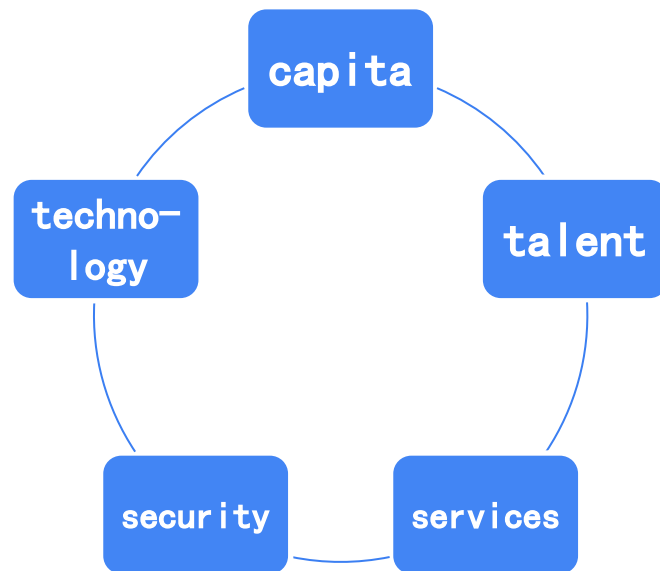
03

Challenges and Solutions



3.1 Challenges

The government digital transformation is a **cross departmental, cross hierarchical and cross regional** system project, which has the characteristics of **wide coverage, strong business relevance, large coordination demand, long work cycle, high investment cost, technology intensive**, etc. It will face many challenges in terms of insufficient capacity in **capital, technology, talent, security, services**, etc., and lead to decentralized and repeated investment, extensive and disorderly construction.



1 Actively Innovate the Government Affairs Mode Adapting to Digitalization.

2 Fully mobilize social forces to jointly promote digital governance.

3 Adhere to demand orientation and improve the "sense of gain" of people in digital transformation.