

Government of Japan Chief Information Officer

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Organisation: Administrative Management Bureau, Japan Ministry of Internal Affairs and Communications (MIC)

Country: Japan

Level of government: Central government

Sector: General public services

Type: Digital, Organisational Design

Launched in: 2013

Overall development time: 1 year(s)

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Description

In 2013, the Government of Japan created a "Government CIO" (Chief Information Officer) position through a new law to strengthen leadership and coordination of ICT policy and e-government initiatives. They also created a Specialized Committee on IT Strategy Promotion, led by the Government CIO, to equitably evaluate various plans relating to IT policy.

In 2014, aiming to be the "World's Most Advanced IT Nation," the Government of Japan set up a "Ministers' Council on e-Government," led by the Chief Cabinet Secretary, to implement an integrated reform initiative relating to IT and Business Process Re-engineering (BPR) of public administration.

Under the Council, a working group led by the government CIO, a plan was made for adopting IT and BPR for the operations of the central and local governments.

All of these measures have contributed to a review of existing systems, reforming operational processes, and managing governmental IT investment adequately and more efficiently.

As a result, in the two years since the launch of the government CIO position, the government has produced such as the "roadmap" of government information systems and IT Investment Plans. A decision was taken by the CIOs' council composed of all the Ministry CIOs, whose mission is to discuss and decide upon the important IT policies affecting all the ministries under the leadership of government CIO.

Why the innovation was developed

- Governmental IT investments have traditionally been made individually by each ministry. As a result of investment duplication and lack of coordination, there were inefficiencies and less convenience for users and citizens.
 - A government CIO position was created to supervise and oversee all government IT investment. The plan was that the structure would be constructed, modified, and maintained while seeking to improve efficiency in governmental IT investment.
 - Another objective of the government CIO's high-level coordination among all ministries is, of course, to enhance usability and convenience for citizens using government information systems. After the Government CIO was created, the promotion of e-government has been strengthened as a result, and the central government has rapidly produced many new policies relating to e-government.
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Objectives

Develop staff capacity, Improve effectiveness, Improve efficiency, Improve service quality

- Strengthen the functions for leading and coordinating government IT policy.
 - Promote reviews of existing systems of public administration and business process reforms.
 - Manage all government IT investment adequately and more efficiently.
 - Make more plausible and efficient IT investment plans for various strategies relating to e-government.
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Main beneficiaries

General population, Government bodies, Government staff

- Ministries of central government.
- Citizens that receive public services provided through government information systems.
- Local governments.

Results

Results not available yet

- It is expected that the decision-making process for IT investment and e-government strategies will become faster and better coordinated. The coordinating power and authority over ministries has been strengthened, but the process is still underway and effectiveness has yet to be determined.

Development

Design

Various e-government-strategies and IT policies recommended to establish a government CIO system as a new executive core, to strengthen the governance and coordination of IT investment in the Government of Japan. The Diet enacted “the Law of the Government CIO” in 2013.

Testing

- No methods were used to test the innovation.
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Implementation

Tools used:

- Legislation to establish the office of the Government CIO and outlining its authority.
 - The creation of the CIOs’ council, whose mission is to discuss and decide on IT policies affecting all the ministries.
 - The council is composed of all the ministry CIOs and chaired by the Government CIO.
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Partnerships

Other Government Departments

Other Public Sector

In partnership the Government CIO, the National Strategy Office of Information and Communications Technology (Cabinet Secretariat), each ministry’s CIO, and each ministry’s Program Management Office (PMO), the Administrative Management Bureau (AMB) of the Ministry of Internal Affairs and Communications came up with plans relating to e-government as the “roadmap” of government information systems and IT Investment Plans. Substantive coordination was carried out by AMB for these plans.

Lessons Learned

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- It is important to develop the appropriate governance structure, and to maintain good cooperation between each ministry while enabling their understanding of strengthened IT governance for the government as a whole to promote better IT policies, while realising rapid cost reduction in a relatively short period.
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Conditions for success

- Strong leadership of the executive core including the government CIO.
 - Mutual understanding and cooperation from ministries.
 - Giving responsibility to each ministry by making them commit to a process of decision-making through the CIOs’ council.
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