

# Roadmap for Renovating Government Information Systems (RRGIS)

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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, Public Service

**Launched in:** 2013

**Overall development time:** 7 month(s)

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# Description

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The “Roadmap” for renovating government information systems (RRGIS) was created by the Government of Japan in 2013 to update, consolidate, and migrate government information systems to the cloud-based computing "Government Shared Platform" (GSP) based on cloud computing technologies to save costs, improve efficiency, and strengthen security.

The RRGIS laid the groundwork to account for the number of information systems in existence and the operation costs in order to reduce, consolidate, and transition them to the GSP.

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## Why the innovation was developed

- As more and more government services are processed online, individual government ministries' information systems have proliferated and developed incoherently, leading to soaring management costs, inconsistency, and security gaps.
  - A more rational and coordinated approach was necessary to migrate and bring all of the government of Japan's ministry websites under one shared platform.
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## Objectives

Improve access, Improve effectiveness, Improve efficiency, Improve service quality, Improve user satisfaction

- Reduce the number of government information systems by half in the fiscal year 2018.
  - Reduce roughly 30% of total operation costs of government information systems.
  - Strengthen the security of government information systems by using cloud computing technologies.
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## Main beneficiaries

Businesses, General population, Government bodies, Government staff

- Vendors that work on the development and operation of the government information systems (in the thousands).
- Citizens that use the public services provided through government information systems are the ultimate beneficiaries of the innovation.

# Results

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## Efficiency

- In the Fiscal Year 2014, the innovation team conducted a review of the progress in reducing information systems under the RRGIS. The review found that the ministries reduced about 120 information systems in total during the Fiscal Year 2013, against the 60 originally planned in the RRGIS. The innovation team reviewed the number of reduced information systems and the migration schedule changes, and revised the RRGIS.

# Development

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## Design

The Japan Cabinet Secretariat and the Administrative Management Bureau of the Ministry of Information and Communications were involved in designing and implementing the project.

Design time: 1 month(s)

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## Testing

- No testing of the innovation has been undertaken.
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## Implementation

### Tools used:

- A new law by the Government of Japan created a Chief Information Officer (CIO) in May 2013 which allowed for new management approaches to implement the innovation.
- This includes the promotion of the Business Process Re-engineering;
- Government-wide IT investment management ensuring that the IT investments that contribute to the Business Process Re-engineering;
- Planning, drafting and promoting strategies for e-government.

### Resources used:

- 15 government staffers.

Implementation time: 6 month(s)

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## Challenges and solutions

- Coordination between ministries: respective ministries are traditionally responsible for designing, making budget requests and the operations of individual government systems. As a result, ministries were cautious against changes to their own systems that they had developed independently, although the goal of better overall coordination across the government was recognized.
  - Before developing RRGIS, the team had thorough and detailed discussions with the concerned ministries whether some information systems can be consolidated (or migrated to the GSP) or not. Coordination with other ministries was the most considerable challenge. In addition to the leadership shown and symbolised by the Government CIO and the coordinating apparatus, thorough and detailed consultations and discussions with ministry officials were important to obtain support.
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## Partnerships

### Government Chief Information Officer (CIO)

Other Public Sector

Partnership with the Government Chief Information Officer (CIO) and his staff in the Cabinet Secretariat. This partnership with the Government CIO and the Cabinet Secretariat, who are in the upper stream of the command-line of the Government, helped build the frameworks for effective coordination and collaboration with the ministries in reducing the number of information systems and operations costs.

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# Lessons Learned

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## Lessons Learned

- Before planning the Plan-Do-Check-Act (PDCA), it is important to understand the details of the projects included in the RRGIS. In our case, before planning the RRGIS, a survey for all government information systems was conducted.
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## Conditions for success

- Policies and rules
- Leadership and supervision
- Understand the project requirements
- Effective use of technologies
- A steady step approach

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