## Global IT “Hive”: #1 Market Share of TW Firms (2010)

<table>
<thead>
<tr>
<th>Product</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mother Boards</td>
<td>94%</td>
</tr>
<tr>
<td>Foundry Services</td>
<td>67%</td>
</tr>
<tr>
<td>Laptops</td>
<td>94%</td>
</tr>
<tr>
<td>Optical Discs</td>
<td>57%</td>
</tr>
<tr>
<td>Personal GPS Nav</td>
<td>89%</td>
</tr>
<tr>
<td>Desktop PCs</td>
<td>46%</td>
</tr>
<tr>
<td>Wireless LAN</td>
<td>85%</td>
</tr>
<tr>
<td>Servers</td>
<td>41%</td>
</tr>
<tr>
<td>LCD Monitors</td>
<td>72%</td>
</tr>
<tr>
<td>Instant Noodles</td>
<td>29%</td>
</tr>
</tbody>
</table>
About Taiwan

e-Government Rankings

- 10th: Networked Readiness Index (WEF-2013)
- 8th: E-Government Rankings (Waseda U-2013)
- 3rd: Government Usage of ICT (WEF-2012)
- 2nd: E-Government Rankings (Brookings-2008)
- 5th: Government Efficiency (WEF-2012)
- 6th: Broadband Penetration Index (2012)
Hand-in-Hand

Digitization + Democratization

Projects by Focus across E-Gov Stages

- **Service Delivery**: service excellence, customer satisfaction
- **E-Democracy**: transparency, inclusion, participation
- **Operational Efficiency**: cost savings, process improvement

1996
First direct presidential elections

2005
Freedom of Government Information Law

2012
Commitment to Open Government Data

Chart showing projects by focus across E-Gov stages.
The 4th Stage of E-Government:

1. **Basic Information & Communication Infrastructure**
   - **Taiwan Online** (1998-2000)

2. **Digitization + Online Service Delivery**
   - Gov from home

3. **Service Integration**
   - One window

4. **Web 2.0 Interactivity ("Gov 2.0") + Mobility ("M-Taiwan")**
   - Anytime, anywhere

5. **Social + Cloud + Big & Open Data**
   - Proactive service delivery & smarter government

**E-Government**
- Doing government better
- Cost-efficiency

**E-Governance**
- Doing better government
- Service innovation and democratization
Taiwan’s e-Gov Strategy

vision: service without boundaries, providing a better life to all citizens

Efficient Operations
Service Excellence
Digital Inclusion

GOING BEYOND E-GOVERNMENT: TOWARDS PROACTIVE, PEOPLE-CENTERED E-GOVERNANCE
"Government as a Whole, Services as a Team"
Service Excellence
“One Window” Government
Service Excellence
"One Window" Government
Service Excellence

From “Pull” to “Push”: E-Housekeeper
Service Excellence

“Proactive” Service Delivery
Service Excellence
“Proactive” Service Delivery
Service Excellence

Carry government in your pocket; alerts you when it can be of service
From “Digital Divide” to “Digital Opportunity”

“Leave No One Behind”
## Digital Inclusion

### Monitoring Internet Adoption

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Connected</th>
<th>Broadband</th>
</tr>
</thead>
<tbody>
<tr>
<td>12-19</td>
<td>99.9%</td>
<td></td>
</tr>
<tr>
<td>20-29</td>
<td>99.7%</td>
<td></td>
</tr>
<tr>
<td>30-39</td>
<td>98.6%</td>
<td>84.2%</td>
</tr>
<tr>
<td>40-49</td>
<td>84.2%</td>
<td></td>
</tr>
<tr>
<td>50-59</td>
<td>49.3%</td>
<td></td>
</tr>
<tr>
<td>60+</td>
<td>16.3%</td>
<td></td>
</tr>
</tbody>
</table>

Source: RDEC Surveys; Taiwan Network Information Center; National Communications Commission
Digital Inclusion

Digital Opportunity Centers
“Flipping” the service delivery model

Digital Inclusion
“Door-to-door” e-Services
Looking Ahead
ICT as Opportunity
Vision
Service without boundaries, providing a better life to all citizens

E-GOV VISION

ICT AS OPPORTUNITY

- Big and Open Data
- Local, Mobile, and Social
- Cloud and Shared Services

Efficient Operations
Building a green energy sharing environment

Digital Equality
Promoting equal access and participation

Service Excellence
Provide superior integrated services

TOWARDS PROACTIVE, PEOPLE-CENTERED E-GOVERNANCE

- Accountable acting transparently
- Collaborative working in partnership
- Responsive listening to citizens

SOCIETAL CHALLENGES

- Competitiveness
  Prosperous Taiwan
- Climate Change
  Sustainable Taiwan
- Social Inclusion
  Harmonious Taiwan

Vision

Climate Change

Social Inclusion

Societal Challenges
Taiwan is eager to learn from and share with you. Let's build bridges!
謝謝你 | dlinders@umd.edu

主動服務
To the Cloud: Paperless Receipts

- 8 billion issued annually
- Wrap around the globe 46x
- At cost of 80,000 trees
- Digitize into the cloud
- + Apps for personal financial mgmt
- + Big data analytics of spending patterns