Digital Government and Digital Services
Lessons from China

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One-stop Service Center
Multi-stops

One-stop
Multi-windows

One-stop
One-window
Self-service Machine
12345 Hotline
# 311
Non-emergency Call

<table>
<thead>
<tr>
<th>Make a Complaint</th>
<th>Business</th>
<th>Civic Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check Status</td>
<td>Culture &amp; Recreation</td>
<td>Education</td>
</tr>
<tr>
<td>Make a Payment</td>
<td>Environment</td>
<td>Health</td>
</tr>
<tr>
<td>My Neighborhood</td>
<td>Housing &amp; Development</td>
<td>Public Safety</td>
</tr>
<tr>
<td>Get the NYC311 App</td>
<td>Social Services</td>
<td>Transportation</td>
</tr>
</tbody>
</table>

City Scoop: Jun 1
Conely Island Boardwalk, Mayor Honor Veterans, Dockless Bikeshare

VIEW MORE VIDEOS
Wechat Services

Bus Real-time location
Real-time traffic
E-ticket
Tax records
Housing fund
Pension
Health Insurance
Passport
School enrollment
Air quality
Road Flooding
Restaurant Food Safety
……
隧道夜宵一线

方向：天钥桥路辛耕路（徐家汇）→ 东明...

最近：沪B-D1782还有4站，约10分钟
微信支付缴纳罚款
E-ticket and Wechat Pay

微信关注
武汉交警

帐号绑定
驾驶人信息

点击处理
违法信息

微信支付
完成缴纳
Shanghai Citizens’ Cloud

One National ID

Log-in Once for all Services

Public Transportation
Public Health
Social Security
Education
Marriage
Pension

......

Shanghai Citizens’ Cloud

One National ID

Log-in Once for all Services
Which way is the most advanced?
No one best way

Only the most suitable way
<table>
<thead>
<tr>
<th>场景</th>
<th>领域</th>
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<tbody>
<tr>
<td>经济建设</td>
<td>资源环境</td>
</tr>
<tr>
<td>教育科技</td>
<td>道路交通</td>
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<tr>
<td>社会发展</td>
<td>公共安全</td>
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<tr>
<td>文化休闲</td>
<td>卫生健康</td>
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<tr>
<td>民生服务</td>
<td>机构团体</td>
</tr>
<tr>
<td>城市建设</td>
<td>信用服务</td>
</tr>
</tbody>
</table>
SODA
Shanghai Open Data Apps

上海开放数据创新应用大赛
Data as an Infrastructure

Value

Apps

Raw Material
Open Data for Social Innovation

Supply Side:
Government and Public Institutions

Open Data

Use Data

Provide Services
Create Value

Demand Side:
Data Users and Developers

Society
Thank you!

www.dmg.fudan.edu.cn