

Respondent



38

Anonymous



139:47
Time to complete



1. Country name *

Japan

Contact information

2. Your name *

Hiroko Hieda

3. Title *

Deputy Director

4. Organization *

National Strategy Office of Information and Communication Technology, Cabinet Secretariat, Government of Japan

5. Email *

6. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.

Other

A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. *

Note: E-government and digital government are used interchangeably in this Questionnaire.

◇e-government portal site https://myna.go.jp/html/index_en.html (with my number card login) <https://shinsei.e-gov.go.jp/> (for other login methods) ◇Government Chief Information Officers' Portal, Japan <https://cio.go.jp/en/index.php> ◇IT Strategic Headquarters https://japan.kantei.go.jp/policy/it/index_e.html <https://www.kantei.go.jp/jp/singi/it2/>

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar *

◇E-services portal for citizens https://myna.go.jp/html/index_en.html (with my number card login) <https://shinsei.e-gov.go.jp/> (for other login methods)

9. Please provide link(s) for portal(s) providing following services/features:
- E-participation or similar *

◇Public Comment (e-Testimony) <https://public-comment.e-gov.go.jp/servlet/Public>

10. Please provide link(s) for portal(s) providing following services/features:
- Open government data

◇Data Catalog site <https://www.data.go.jp/>

11. Please provide link(s) for portal(s) providing following services/features:
- Public procurement

◇Government e-procurement <https://www.geps.go.jp/>

12. Please provide link(s) for portal(s) providing following services/features:
- Others (if any)

◇Online Government Public Relations <https://www.gov-online.go.jp/>

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

◇IT strategic headquarters https://japan.kantei.go.jp/policy/it/index_e.html
<http://www.kantei.go.jp/jp/singi/it2/> ◇Ministry of Internal Affairs and Communications
<http://www.soumu.go.jp/> ◇Government Chief Information Officers' Portal, Japan
<https://cio.go.jp/en/index.php> ◇Digital Agency (Tentative web site)
<https://www.digital.go.jp/> * "Digital Agency" in the Government of Japan will be established on September 1st, 2021.

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes

No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Akihisa Miwa

16. Title *

Government CIO

17. Organization *

National Strategy Office of Information and Communication Technology, Cabinet Secretariat,
Government of Japan

18. Email *

AkiMiwa@digital.go.jp

Multiple and/or networked CIOs or equivalent across Government

Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

Yes

No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

◇IT Strategic Headquarters https://japan.kantei.go.jp/policy/it/index_e.html
<http://www.kantei.go.jp/jp/singi/it2/> ◇Digital Government Execution Plan
<https://cio.go.jp/digi-gov-actionplan> We are formulating a Priority Policy Program now.

Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development *

◇Cabinet Office <https://www.cao.go.jp/index-e.html> ◇Cabinet Secretariat
<http://www.cas.go.jp/>

22. Education *

◇Ministry of Education, Culture, Sports, Science and Technology <http://www.mext.go.jp/>

23. Health *

◇Ministry of Health, Labour and Welfare <https://www.mhlw.go.jp/english/>

24. Social Welfare (social inclusion, social protection, etc.) *

◇Ministry of Health, Labour and Welfare <https://www.mhlw.go.jp/english/>

25. Employment and Labour *

◇Ministry of Health, Labour and Welfare <https://www.mhlw.go.jp/english/>

26. Environment *

◇Ministry of Environment <http://www.env.go.jp/en/>

27. Justice *

◇Ministry of Justice <http://www.moj.go.jp/EN/>

28. Economy/finance *

◇Ministry of Finance <https://www.mof.go.jp/english/> ◇National Tax agency <https://www.nta.go.jp/english/> ◇Ministry of Economy, Trade and Industry <http://www.meti.go.jp/english/> ◇Financial Services Agency <https://www.fsa.go.jp/en/>

29. Industry/trade *

◇Ministry of Economy, Trade and Industry <http://www.meti.go.jp/english/> ◇Ministry of Land, Infrastructure, Transport and Tourism <https://www.mlit.go.jp/en/>

B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? *

Yes

No

Other

COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? *

◇Office for Novel Coronavirus Disease Control, Cabinet Secretariat, Government of Japan
<https://corona.go.jp/en/> ◇Ministry of Health, Labour and Welfare
https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/0000164708_00079.html

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? *

Yes

No

33. Please provide link and detail.

◇ Ministry of Finance Japan
<https://www.mof.go.jp/english/policy/budget/budget/index.html> ◇FY2021
<https://www.mof.go.jp/english/policy/budget/budget/fy2021/01.pdf> Slide 2 【Realizing Digital and Green Society】 -Points of the Cabinet, Cabinet Headquarters, etc. and the Digital Agency-related budget
https://www.mof.go.jp/policy/budget/budger_workflow/budget/fy2021/seifuan2021/06.pdf
◇The Third Supplementary Budget for FY2020

<https://www.mof.go.jp/english/policy/budget/budget/fy2020/05.pdf> Slide 2 [II. Promoting structural change & positive economic cycles for Post-Corona era] 1. Realizing digitalization and green society

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? *

Yes

No

35. Please provide link and detail.

◇Declaration to be the World's Most Advanced Digital Nation: Basic Plan for the Advancement of Public and Private Sector Data Utilization <https://cio.go.jp/data-basis> We Will provide new strategy in Japan.

C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

Yes

No

37. If yes, please provide link and detail.

◇Act on Access to Information Held by Administrative Organization https://elaws.e-gov.go.jp/search/elawsSearch/elaws_search/lsg0500/detail?lawId=411AC0000000042 ◇Act on Access to Information Held by Incorporated Administrative Agencies, etc. https://elaws.e-gov.go.jp/search/elawsSearch/elaws_search/lsg0500/detail?lawId=413AC00000000140 ◇Act on digital Procedure <https://elaws.e-gov.go.jp/document?lawid=414AC00000000151> (Outline) https://www.kantei.go.jp/jp/singi/it2/hourei/pdf/digital_gaiyo.pdf

38. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes

No

39. If yes, please provide link and detail.

◇Act on the Protection of Personal Information
http://www.japaneselawtranslation.go.jp/law/detail_main?id=130

40. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes

No

41. If yes, please provide link and detail.

◇The Basic Act on Cybersecurity (Tentative translation) <https://elaws.e-gov.go.jp/document?lawid=426AC1000000104>

42. Is there any legislation, law or regulation on digital identity? *

Yes

No

43. If yes, please provide link and detail.

◇Act on the Use of Numbers to Identify a Specific Individual in Administrative Procedures
<http://www.japaneselawtranslation.go.jp/law/detail/?vm=04&re=01&id=2755>

44. Is there any legislation, law or regulation on digital signature? *

Yes

No

45. If yes, please provide link and detail.

◇Act on Electronic Signatures and Certification Business
<http://www.japaneselawtranslation.go.jp/law/detail/?id=109&vm=04&re=01>

46. Is there any legislation, law or regulation on e-procurement? *

Yes

No

47. If yes, please provide link and detail.

◇Contract Management Stipulations (Article 28) https://elaws.e-gov.go.jp/document?lawid=337M50000040052_20201204_502M60000040073&keyword=%E4%BC%9A%E8%A8%88%E6%B3%

48. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes

No

49. If yes, please provide link and detail.

◇Act on Special Accounts (Article 20) <https://elaws.e-gov.go.jp/document?lawid=419AC0000000023> ◇Guidelines for publication of information related to budget execution, etc. https://www.cas.go.jp/jp/seisaku/yosanshikkou_kouhyou/shishin.pdf

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes

No

51. If yes, please provide link and detail.

◇Outline of the Basic Bill on the Formation of a Digital Society
http://www.japaneselawtranslation.go.jp/common/data/outline/210514101859_905R208.pdf
◇The Basic Bill on the Formation of a Digital Society was enacted on May 21, 2021.
https://www.shugiin.go.jp/internet/itdb_gian.nsf/html/gian/honbun/houan/g20409026.htm

52. Is there any legislation, law or regulation on open government data? *

Yes

No

53. If yes, please provide link and detail.

◇Basic Act on the Advancement of Public and Private Sector Data Utilization
http://www.japaneselawtranslation.go.jp/law/detail_main?re=02&vm=04&id=2975#:~:text=%E5%AE%98%E6%B0%91%E3%83%87%E3%83%BC%E3%82%BF%E6%B

54. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

55. If yes, please provide link(s) and detail(s).

◇ Telecommunications Business Act <http://www.japaneselawtranslation.go.jp/law/detail/?id=3390&vm=&re=>

D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? *

Yes

No

Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

Ten-year

Every-year

58. Is the national e-government strategy guided by or aligned with the national development strategy? *

Yes

No

59. Please provide link and detail.

◇Growth strategies <https://www.kantei.go.jp/jp/singi/keizaisaisei/pdf/ap2020.pdf> ◇Science, Technology, and Innovation strategy <https://www8.cao.go.jp/cstp/tougosenryaku/>

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

Yes

No

61. Please provide link and detail.

◇SDGs Action Plan 2021 ① Measures against infectious diseases and preparation for the next crisis ② Growth strategy through business and innovation for better reconstruction ③ Regional revitalization driven by SDGs, creation of a virtuous cycle of economy and environment ④ Acceleration of actions by demonstrating each person's potential and strengthening bonds ※Reference URL <http://www.kantei.go.jp/jp/singi/sdgs/>

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

Yes

No

63. Please provide link and detail.

◇Digital Government Execution Plan (Chapter 3, Chapter 12) <https://cio.go.jp/digi-gov-actionplan>

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

Yes

No

65. Please provide link and detail.

The concepts of e-participation, engagement, and digital inclusion are included in Digital Government Execution Plan.

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

Yes

No

67. Please provide link and detail.

◇Data Strategy https://www.kantei.go.jp/jp/singi/it2/dgov/dai10/siryou_a.pdf ◇Next Data Strategy (Draft) https://www.kantei.go.jp/jp/singi/it2/dgov/data_strategy_tf/dai7/siryou8-1.pdf https://www.kantei.go.jp/jp/singi/it2/dgov/data_strategy_tf/dai7/siryou8-2.pdf

68. Does the national e-government strategy make specific reference to national digital identity? *

Yes

No

69. Please provide link and detail.

◇Social Security and Tax Number System

<https://www.cao.go.jp/bangouseido/foreigners/english.html> ◇Digital Government Execution Plan (Chapter 4.3, appendix 2) <https://cio.go.jp/digi-gov-actionplan>

https://cio.go.jp/sites/default/files/uploads/documents/2020_dg_all.pdf (Outline)

https://cio.go.jp/sites/default/files/uploads/documents/2020_dg_overview.pptx

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

Yes

No

71. Please provide link and detail.

◇Act on digital Procedure <https://elaws.e-gov.go.jp/document?lawid=414AC0000000151>
(Outline) https://www.kantei.go.jp/jp/singi/it2/hourei/pdf/digital_gaiyo.pdf

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

Yes

No

73. Please provide link and detail.

◇Act on digital Procedure <https://elaws.e-gov.go.jp/document?lawid=414AC0000000151>
(Outline) https://www.kantei.go.jp/jp/singi/it2/hourei/pdf/digital_gaiyo.pdf

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

75. Artificial intelligence (AI) - please provide link and detail:

<https://www8.cao.go.jp/cstp/tyousakai/jinkochino/index.html>
https://cio.go.jp/sites/default/files/uploads/documents/2020_dg_all.pdf

76. Robotics - please provide link and detail:

https://www.meti.go.jp/policy/mono_info_service/mono/robot/index.html

77. Blockchains - please provide link and detail:

<https://www.soumu.go.jp/johotsusintokei/whitepaper/eng/WP2018/chapter-3.pdf#page=7>
(Part 1 Chapter3 Section 3.3)

78. 5G - please provide link and detail:

https://www.soumu.go.jp/main_sosiki/kenkyu/Beyond-5G/index.html

79. Internet of Things (IoT) - please provide link and detail:

https://cio.go.jp/sites/default/files/uploads/documents/2020_dg_all.pdf (Chapter2 Section 2.1(1)9)

80. Others - please provide link and detail:

https://www.meti.go.jp/policy/mono_info_service/connected_industries/index.htm

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

82. Please provide link and detail.

We referred "OECD Recommendation on Digital Government Strategies (OECD 2014)" to make "Digital Government Promotion Policy (2017)" and "Digital Government Execution Plan(2018)". This Execution Plan has been updated every year and latest version was published in Dec 2020.

https://cio.go.jp/sites/default/files/uploads/documents/2020_dg_all.pdf

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

Yes

No

84. Please provide link and detail.

We use scenario planning. ※Example. ◇Future concept project
<http://www.bousai.go.jp/kaigirep/kenkyu/miraikousou/index.html>
<http://www.bousai.go.jp/kaigirep/digitalWG.html>

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

Yes

No

86. Please provide link and detail.

◇Regulatory sandbox policies
<https://www.kantei.go.jp/jp/singi/keizaisaisei/regulatorysandbox.html> ◇The National Strategic Special Zones <https://www.chisou.go.jp/tiiki/kokusentoc/english/index.html>

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

Yes

No

88. If yes, please provide link and detail.

◇Ten Guiding Values for a Digital Society
https://www.kantei.go.jp/jp/singi/it2/dgov/houan_wg/sagyobukai/dai1/siryou5.pdf
<http://www.kantei.go.jp/jp/singi/it2/dgov/201225/siryou1.pdf> ◇The Basic Bill on the Formation of a Digital Society was enacted on May 21, 2021.
https://www.shugiin.go.jp/internet/itdb_gian.nsf/html/gian/honbun/houan/g20409026.htm
(Outline)
http://www.japaneselawtranslation.go.jp/common/data/outline/210514101859_905R208.pdf
◇Promoting Support for ICT Use and Application by Older and Disabled People
https://www.soumu.go.jp/main_sosiki/joho_tsusin/b_free/b_free03b.html
https://www.soumu.go.jp/main_content/000734080.pdf

89. Is there a national e-participation policy/strategy or similar? *

Yes

No

90. If yes, please provide link and detail.

The concepts of e-participation, engagement, and digital inclusion are included in Digital Government Execution Plan.
https://cio.go.jp/sites/default/files/uploads/documents/2020_dg_all.pdf Ten Guiding Values for a Digital Society is a philosophy of the latest Digital Government Strategy.
https://www.cas.go.jp/jp/seisaku/kojinjyoho_hogo/kentoukai/dai9/sankou1.pdf

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes

No

92. If yes, please provide link and detail.

◇WHITE PAPER Information and Communications in Japan
<https://www.soumu.go.jp/johotsusintokei/whitepaper/eng/WP2020/2020-index.html> Part 2 Chapter 6 3. Creating Environments Where Everyone Can Enjoy Convenience through ICT)
<https://www.soumu.go.jp/johotsusintokei/whitepaper/eng/WP2020/chapter-6.pdf#page=7>

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? *

Yes

No

94. If yes, please provide link and detail.

◇WHITE PAPER Information and Communications in Japan
<https://www.soumu.go.jp/johotsusintokei/whitepaper/eng/WP2020/2020-index.html> Part 2 Chapter 6 3. Creating Environments Where Everyone Can Enjoy Convenience through ICT)
<https://www.soumu.go.jp/johotsusintokei/whitepaper/eng/WP2020/chapter-6.pdf#page=7>

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes

No

96. If yes, please provide link and detail.

◇WHITE PAPER Information and Communications in Japan
<https://www.soumu.go.jp/johotsusintokei/whitepaper/eng/WP2020/2020-index.html> Part 2
Chapter 6 3. Creating Environments Where Everyone Can Enjoy Convenience through ICT)
<https://www.soumu.go.jp/johotsusintokei/whitepaper/eng/WP2020/chapter-6.pdf#page=7>

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes

No

98. If yes, please provide link and detail.

◇Act on the Promotion of Female Participation and Career Advancement in the Workplace
<http://www.japaneselawtranslation.go.jp/law/detail/?id=3188&vm=04&re=01>
<https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/AA10K-0000091025.html> ◇The Fifth Basic
Plan for Gender Equality
https://www.gender.go.jp/english_contents/about_danjo/whitepaper/pdf/5th_bpg.pdf
https://www.gender.go.jp/about_danjo/basic_plans/5th/pdf/print.pdf

99. Does the Government use any social media platform(s)? *

Yes

No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

◇MHLW used LINE (the most popular SNS in Japan) for survey about health situation of citizens. Around 200M citizens answer and research was used for management and prediction. https://www.mhlw.go.jp/stf/newpage_11244.html ◇NTA used LINE for the reservations to access to Tax office in declaration period. Citizens are able to book the slot for deflation and consultation at tax office without waiting que and crowded situation. https://www.nta.go.jp/taxes/shiraberu/shinkoku/kansensho/pdf/taisaku_02.pdf

101. Please include any guidelines for government officials/institutions on the use of social media.

◇Guidelines for future use of LINE, etc. based on the status of LINE usage in business by government agencies and local public organizations
<https://www.nisc.go.jp/active/general/pdf/guideline210430.pdf>

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? *

Yes

No

103. If yes, please provide link (URL) and detail.

◇Idea Box for digital reform <https://ideabox.cio.go.jp/>

F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? *

Yes

No

105. If yes, please provide link and detail.

◇WHITE PAPER Information and Communications in Japan
<https://www.soumu.go.jp/johotsusintokei/whitepaper/eng/WP2020/2020-index.html> Part 2
Chapter 5 Section 2 4. Promoting informatization in government services
<https://www.soumu.go.jp/johotsusintokei/whitepaper/eng/WP2020/chapter-5.pdf#page=11>

106. Does the Government measure user satisfaction of e-government services? *

Yes

No

107. If yes, please provide link and detail.

※ Example. The Ministry of Health, Labour and Welfare conducted a questionnaire survey on electronic applications in 2019
https://www.mhlw.go.jp/shinsei_boshu/denshiseihu/online.html NTA did survey for every user of e-Tax. In 2020, 81.5% users are satisfied. <https://www.e-tax.nta.go.jp/topics/0108pressrelease.pdf>

108. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? *

Yes

No

109. If yes, please provide link (URL) and detail.

G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

We attend international conferences as appropriate. ◇At OECD e-Leaders, Japan joined to thematic group of "Service Design" and "Digital Maturity Modeling" group to commit to the discussion. ◇At ICA, Japan provide a member to the Board and collaborate with OECD, EU, WB and UN to share practical information and experiences. ◇At DGX, which organized by Singapore SNDGO, Japan provide a member of Study Group of "Digital Maturity".

111. Please provide any other information related to e-government development in your country. *

"Digital Agency" in the Government of Japan will be established on September 1st,2021. Our ultimate goal is to create a society where citizens can enjoy any services at anywhere and anytime. Digital Agency will also promote digitalization that explores and advances UI/UX; usability for all citizens with a view to creating a society where "no one will be left behind".

Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes

No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:
<https://forms.office.com/r/yTrKyZCjdT> (<https://forms.office.com/r/yTrKyZCjdT>)

