September - December 2022

Digital Agency Activity Report

デジタル庁
Digital Agency

Information Provision and Disclosure

Providing service development guide and making information available

Public-Private Partnerships

Promoting collaboration with private business operators

Easier Services

Expanding services for consumers

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1
Service Development Guide

2
Benefits and Security
of Individual Number Cards

3
Policy Data Dashboard (beta version)

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Released a "design system" to help service development

A design system is a mechanism for providing websites and apps with consistent design and usability.

Released a "design system" to help service development

A design system is a mechanism for providing websites and apps with consistent design and usability.

For efficient development

Providing better government services requires a lot of time and effort to consider accessibility (for everyone) and usability (for ease of use). Achieved streamlined service design by reusing design parts and templates that have been tested for usability with existing services.

Easier to use

If the design is different for each service, users will have to learn how to use it each time, which can be difficult to understand. We aim to create a service that can be trusted by providing consistent operation methods and information presentation, and reducing the burden on users.

Before applying design system

Huge development time. Insufficient ease of use

Because there are many stakeholders involved in development, it takes a large amount of time to move forward. Differences in perceptions and misunderstandings are also likely to occur.

After applying design system

Rapid development. For an easy-to-use service

It is now possible to inherit screen designs that reflect insights gained from experts and existing services. The development team will be able to allocate resources to larger and more complex problem solving.

Now available to government ministries, municipalities, and business operators

Information and data on the design system are now available on the Digital Agency website and Figma. It will be updated regularly in the future.

Number of views for the Digital Agency website design system page

(Nov. 11 - Dec. 11)

over **53,300**

Number of design system downloads

(as of December)

over **3,900**

Released development guide for people with disabilities

We will continue to improve web accessibility in order to realize "human-friendly digitalization with no one left behind."

Letting everyone know

As digital services become increasingly important not only for websites, but also for applications and procedures, more people need to be able to engage in web accessibility.

Understandable even for non-experts

There is a shortage of training materials that beginners can learn based on the latest technological trends. For those who are new to web accessibility, we have published a guidebook where they can learn the basics and tips to get started from scratch.
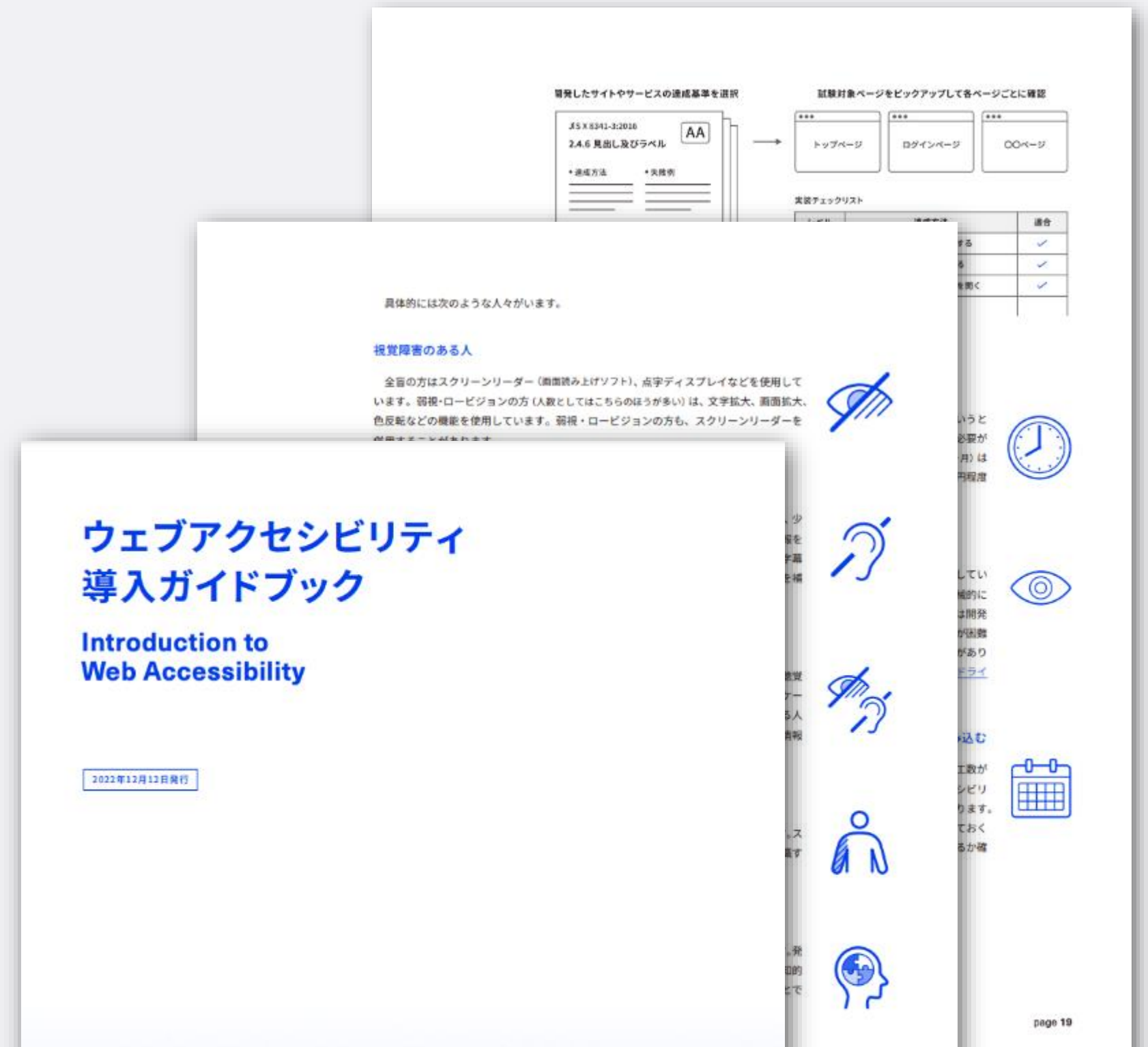
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Individual Number Cards can be used anywhere near you

Online procedures can be done anytime, anywhere.

You can do administrative procedures related to child-rearing and nursing care, as well as receive a COVID-19 vaccination certificate online.

* The types of certificates that can be obtained differ depending on the municipality.

They can be used even at the convenience store near your home.

You can obtain a certificate of residence, a certificate of seal, various tax certificates, and a family register certificate of your registered domicile from a dedicated terminal at a convenience store.

* The types of certificates that can be obtained differ depending on the municipality.

They can be used for local services.

You will be able to borrow books at the library and use them in various local services, such as the My Taxi System that subsidizes taxi fares.

* Available services differ depending on the municipality.

They can also be used at your usual hospital or pharmacy.

You can use your Individual Number Card as a health insurance card or receive your medication at a pharmacy without a prescription.

* Number of hospitals and pharmacies where they can be used is gradually growing. (from Jan. 2023)

Safety of Individual Number Cards

Temporary suspension in case of loss

Call center available 24 hours a day, 365 days a year

If you lose your card, you can contact the individual number comprehensive toll-free number by phone, and the card will be temporarily suspended, preventing third parties from using the card.

Individual Number Card face

Difficult to exploit because of photo identification

Even if it is lost, it is not easy for a third party to impersonate you.

Difficult to counterfeit due to various measures

In addition to engraving characters with a laser, complex color patterns are applied to make it difficult to counterfeit the face of the card.

IC chip

Only minimum necessary information recorded on IC chip

Highly private information such as tax or pension information is not recorded.

Difficult to steal records

Countermeasures are taken against various methods to steal information illegally, such as the automatic deletion of recorded information.

PIN number required to use

A PIN number is set for each digital certificate and app. Even if the card is lost, any third party who acquires it cannot impersonate you without knowing the PIN number. In addition, the PIN number is locked after a certain number of incorrect entries.

Certified to international standards for security

It has acquired ISO/IEC 15408 certification, the international standard for IC card security.

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Many people have confirmed and used public data

The Digital Agency released the Vaccination Record System (VRS) dashboard in January 2022.
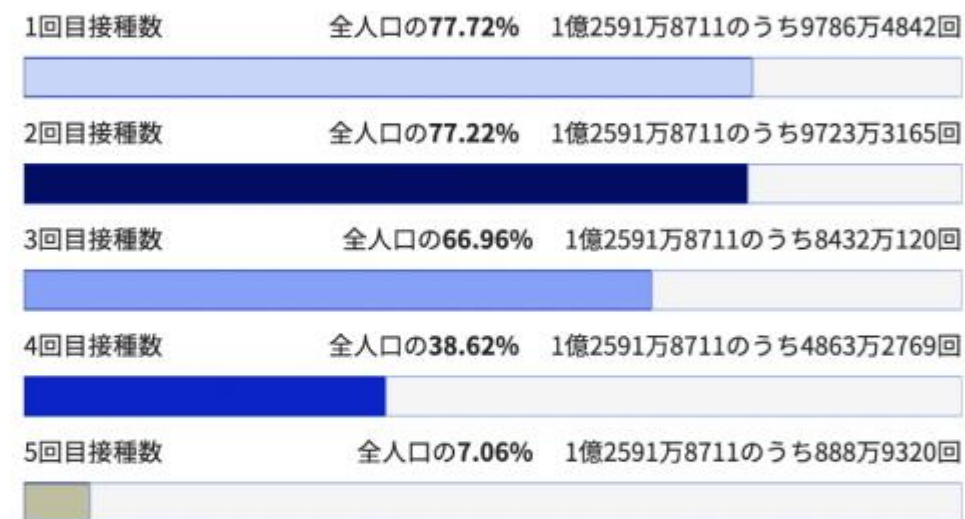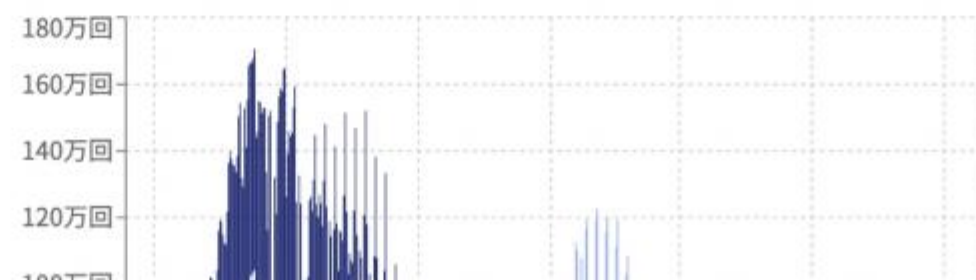
Total number of page views

(Apr. 2022 - Dec. 2022)

more than 450,000 page views

Total number of data downloads

(Jan. 2022 - Dec. 2022)

more than 300,000

Other governments are also promoting the openness of data related to policies and administrative services

Governments around the world are also actively releasing data. It is being used in a variety of applications, including COVID-19, financial visualization, and environmental issues.
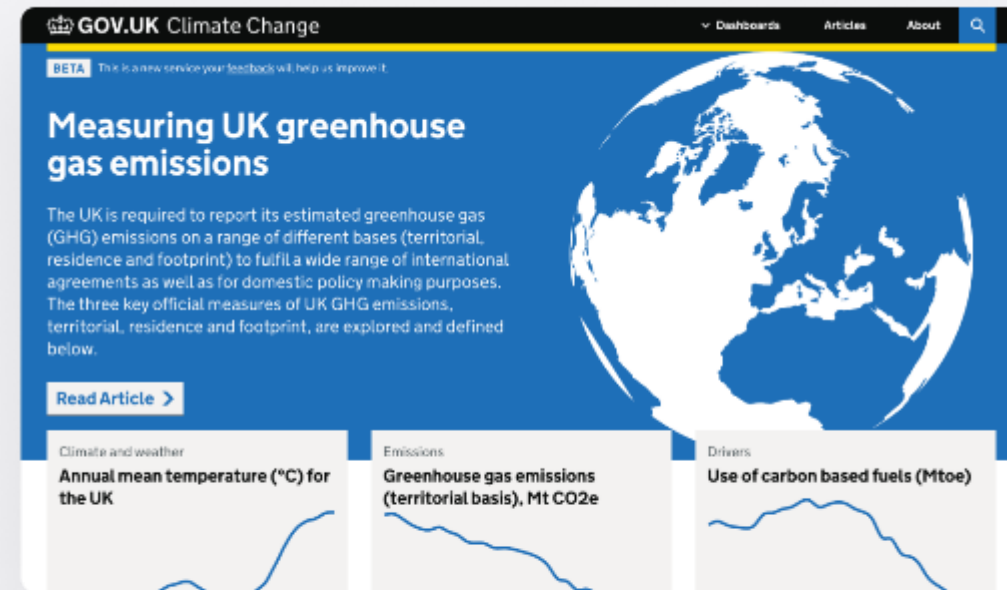
Gov.uk climate change

United Kingdom / GOV.UK

The UK climate change statistics portal has published six indicators on climate change. Policymakers and citizens can learn about climate change, greenhouse gas emissions and the relationship between emissions and international trade in the UK.

Singapore Department of Statistics

Singapore / Ministry of Trade & Industry

Singapore's Ministry of Trade & Industry provides statistical services to support decision-making, including data provision and visualization. It is used by a wide range of stakeholders, including public institutions and the general public, as important information for a variety of purposes.
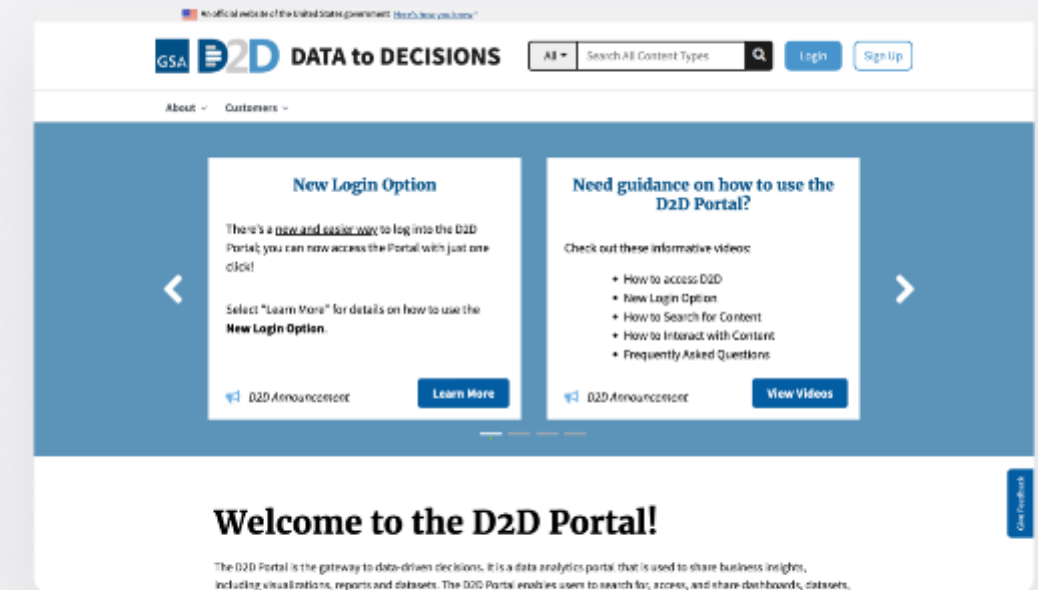
GSA Data to Decisions: D2D

United States / General Services Administration

The US General Services Administration provides a wide range of federal open data, coronavirus-related data, and real estate registration-related data, as well as analytics and utilization capabilities for government officials to make data-driven decisions.

Reference: Singapore Department of Statistics・GSA Data to Decisions: D2D・Gov.uk climate change

Released Policy Data Dashboard (beta version)

Released Policy Data Dashboard (beta version)

Data related to the Individual Number Card, such as the number of issued cards, the number of links to health insurance cards, and the number of registered bank accounts for receiving government subsidies, will be released.

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Regtech Map

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Procurement Process Improvement

3

Private-Sector Service Utilization (Disaster Prevention Field)

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Accelerating review of analog regulations

The Special Commission on Digital Administrative Reform aims to clear out analog regulations such as face-to-face interactions and visual inspections, and to use digital technology to resolve labor shortages and improve productivity. As of October 2022, it was finalized review policy about 99% of the approximately 9,000 legal provisions, including regulations which specify recording media such as floppy disks. Manuals for local governments to inspect and review analog regulations was also published on the Digital Agency website.

8 items
Target analog regulation items

9,000 provisions
Number of provisions finalized for review policy (approximate)

2 years
Inspections and reviews will be conducted around June 2024

Visual Inspections	Regular inspections and other inspections	Field audits	Residency/ full-time	Written notices	In-person courses	On-site viewings/inspections	Recording such as floppy disks
2,853	1,036	74	1,058	768	217	1,421	1,602

* Figures are as of the 5th The Special Commission on Digital Administrative Reform held on Oct. 27, 2022

Toward the utilization of private-sector digital technologies (In-person courses and exams)

In order to serve as a reference for reviewing analog regulations, we are developing a Regtech Map that organizes the relationship between digital technology and types of regulations such as visual inspections and residency/full-time. In addition, we will enhance catalogs that provide reference information for private-sector companies that are subject to regulation when considering the use of digital technology. As part of the first initiative, since the end of September, we have solicited applications for technologies to digitalize In-person courses and face-to-face exams, and released information on 23 products and services on our website.

		Remote acquisition and provision of images and data	Automation and mechanization of image and data analysis, diagnosis and evaluation	Automation and mechanization of contingency responses	Extension and elimination of inspection cycle
Paper Intervention	Documents (Viewing, Publication, Notice)				
Human Intervention	Face-to-face (courses/Exams)	Online Procedures Online meeting			
	Visual Inspections (Inspection/Audit) (Examination /Patrol/watch)	Camera Sensor Drone	Imaging Diagnosis Big Data Analytics	Real-Time **Processing** Robot	Digital Twin / 3D Modeling
	Residency/Full-time		Emergency call unit		Real-time monitoring
Frequency	Regular (third party/voluntary) (Examination /measurement)				

Public call for digital technology

We have received applications from a wide variety of companies, from large corporations to startups. We will continue to actively list technologies owned by SMEs and startups to contribute to the utilization of private-sector technologies and the creation of new industries.

JJSplus Inc.	Nippon Telegraph & Telephone East Corporation	Kyoshujo-Support Inc.	Alue Co., Ltd.
ITRA Co., Ltd.	Digital Knowledge Co., Ltd.	KMC Co., Ltd.	NTT Printing Corporation
Proseeds Co., Ltd.	Panasonic Solution Technologies Co., Ltd.	Panasonic Connect Co., Ltd.	AvePoint Japan Inc.
e-communications Inc.	CBT-Solutions Co., Ltd.	InstaVR Inc.	TOPPAN Inc.
Datamix Co., Ltd.	Prometric Co., Ltd.	TRUSTDOCK Inc.	

Support the revitalization of private-sector businesses and the creation of new businesses

We will deepen cooperation with private companies and organizations and accelerate the development of a Regtech Map.

Considering the second recruitment theme

Further urging private companies and organizations to provide information on Regtech Map, and promoting the creation of new businesses and the review of regulations by government ministries and agencies

Private companies and organizations

Regulatory ministries

Contributing to technology application and new business creation

Referencing, reviewing regulations, and promoting

Regtech Map

Creating a mechanism to strengthen cooperation

Creating a mechanism for private companies and organizations to propose and provide information to be posted on Regtech Map

Composition of Consortium
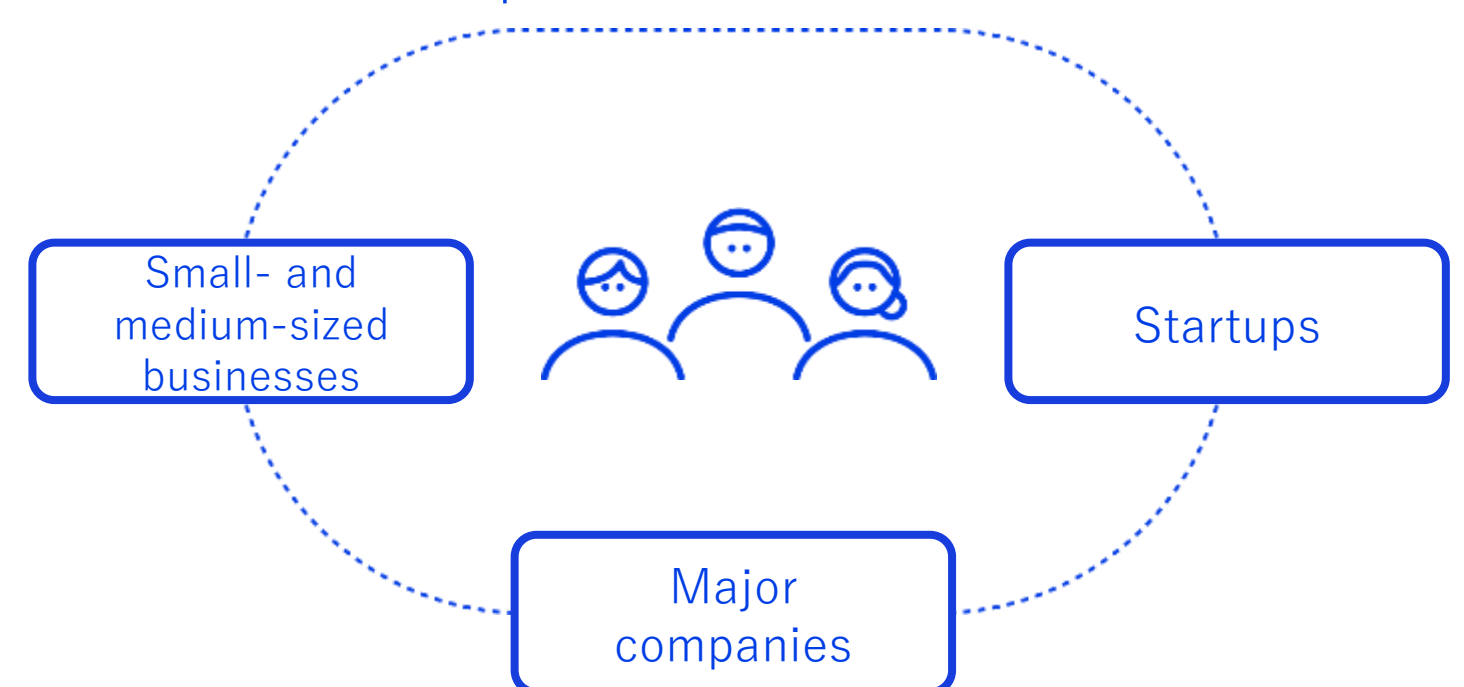
Small- and medium-sized businesses

Startups

Major companies

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Current IT public procurement challenges

In promoting the use of various private IT services, there are various issues for both government agencies and business operators.

Information is not clear for both government agencies and IT providers

Because information on both government demands and IT services are limited, loss of opportunities to match proper IT solutions for procurement of government services

Government agencies

Limited information on IT services

IT providers

Limited information on administrative demands
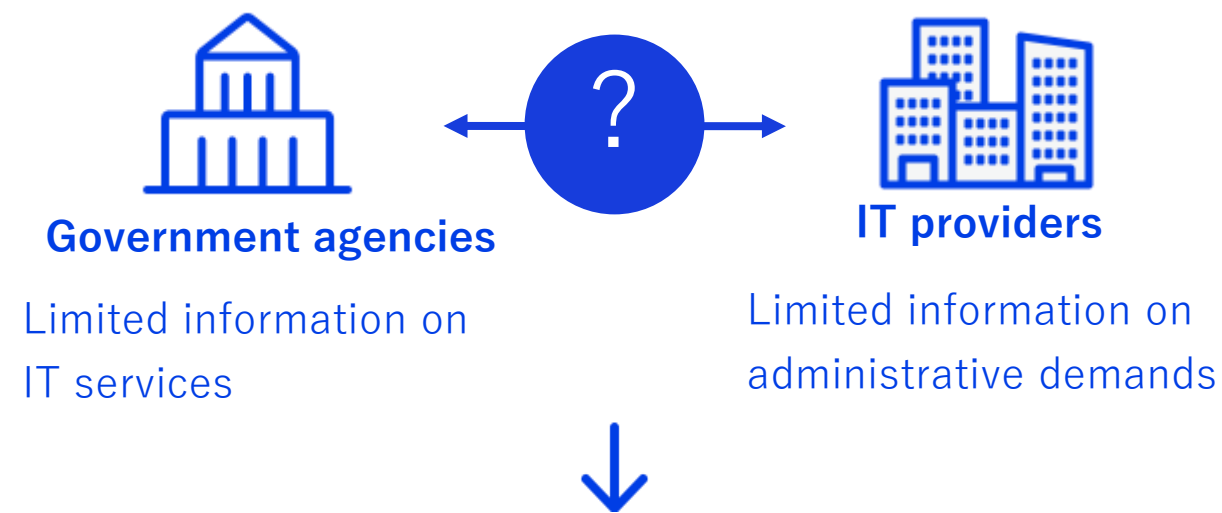
Loss of opportunities to match demands and supplies for IT solutions

Procedures of IT procurement are complex and lengthy

Because of complex and lengthy procurement procedures, small- and medium-sized businesses and startups have difficulty in entering the market for government services.
In addition, it prevents government from developing IT system rapidly.

Government agencies

Procurement procedures are complex and lengthy

IT providers

Bidding procedures are complex and lengthy
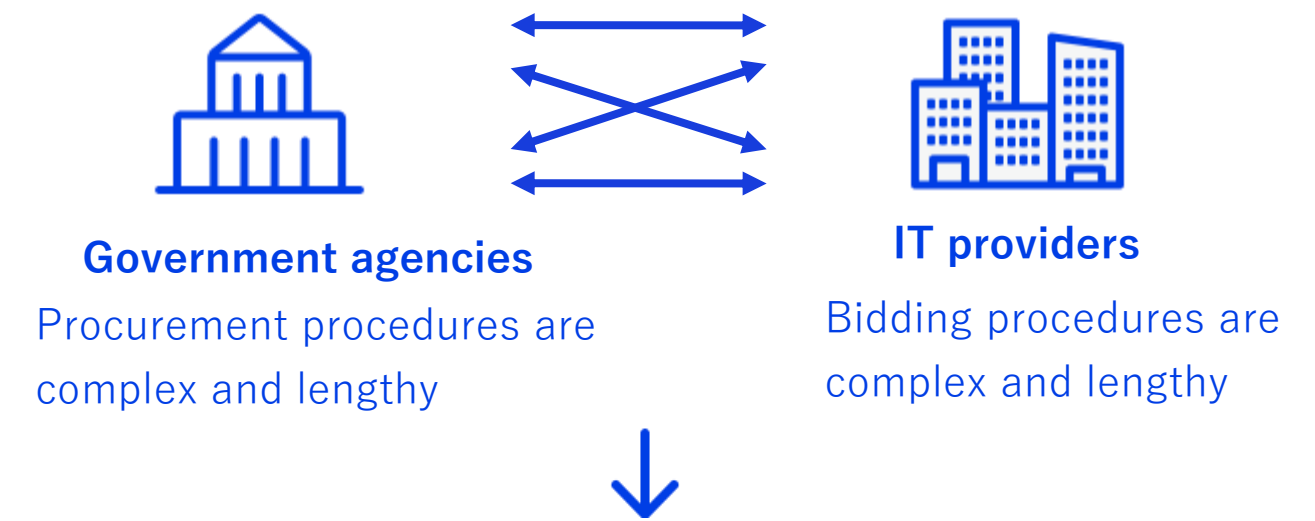
Prevents small- and medium-sized businesses and startups from entering the market for government services

Case study of Digital Marketplace in UK

The UK introduced a "digital marketplace" (DMP) in 2014, in which businesses register and publish their service specifications, price lists, etc. on a catalog site, and government agencies search and compare services that meet their requirements, thereby ensuring competition and allowing for concise and quick contracts. As a result, it has reduced expenses by about 1.7 billion pounds (200 billion yen or more) over five years. In addition, as of 2009, 18 companies accounted for 80% of the procurement in the UK's public IT procurement market. After introduction of DMP, 90% of registered vendors are small- and medium-sized companies and startups, and in 2021, one-third of the value procured through DMP is from them.

Register the price list and service specifications
(provider: IT solution companies)

Search for services that meet requirements
(buyer: government agencies)

Digital Marketplace

(Catalog site and New Procurement scheme)

Cost reduction

¥200 billion or more

(2014/compared to 2009)

Vendor participation

1/3 of procurement from SMEs

(2021)

Started planning Japanese version of "Digital Marketplace"

We will work to create a new procurement scheme for government IT services while referring to practices overseas.

Digital Marketplace
(Catalog site and New Procurement scheme)

Expected Effects

- **Simplify** procedures and **shorten** procurement period
- Realize government IT services for **reasonable prices**
- Create **new market opportunities** for SMEs and start-ups

Disclosure contractors and subcontractors for IT procurements by DAJ

In order to create an environment where IT providers not involved in government IT procurements can access to them more easily, names of not only IT providers which contracted with the Digital Agency but also their subcontractors are published on the website of the Digital Agency.
Main contractors with DAJ must disclose names of subcontractors by following bidding instructions from FY2023.

Records of procurement are disclosed online

Names of past contractors and subcontractors are available on Digital Agency's website.
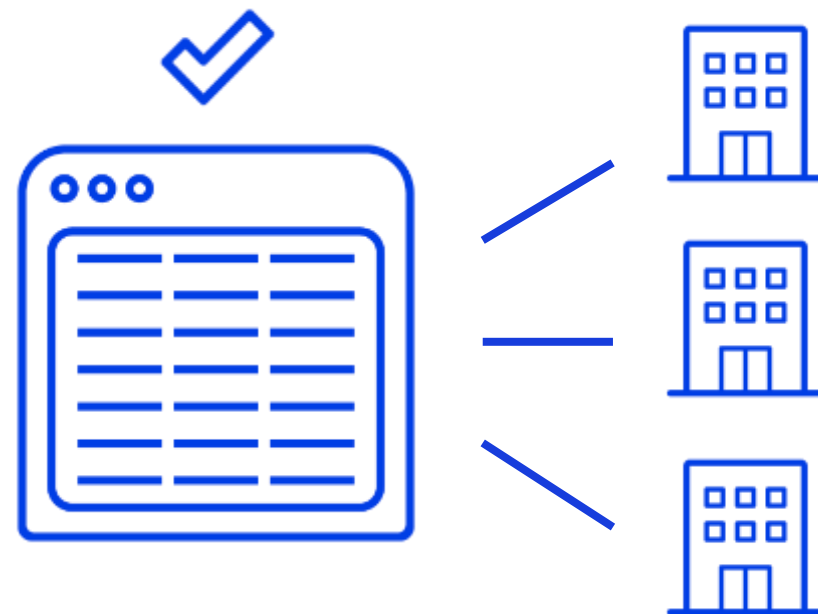
Names of the subcontractors must be disclosed

By following bidding instructions, names of subcontractors must be disclosed from FY2023
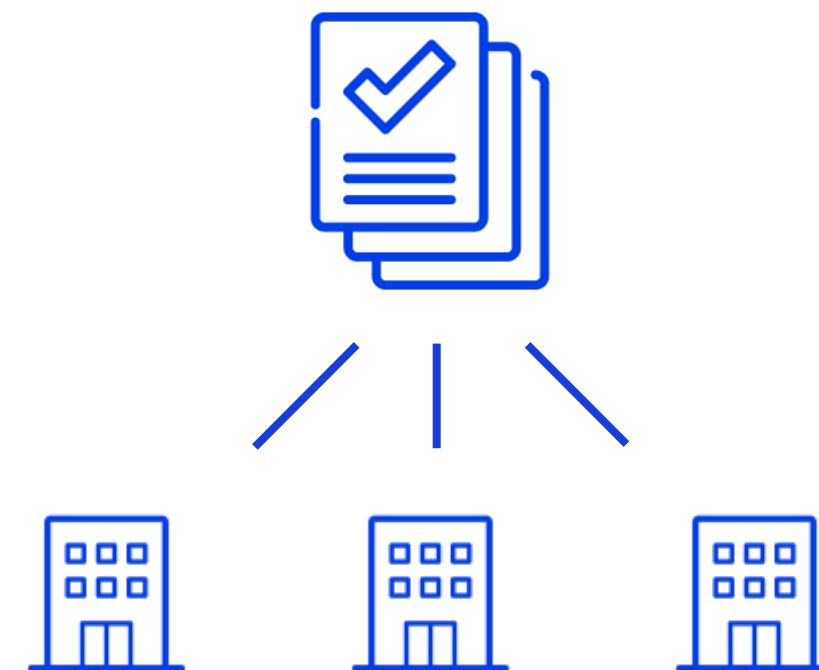
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Private-Sector Service Utilization (Disaster Prevention Field)

Issues in the utilization of private services in the disaster prevention field

In the event of a disaster, information on danger and relief supplies is needed, and information on recovering from damage is needed at the reconstruction stage. However, if individual systems and applications are created in disarray without a common underlying data architecture, both residents and administrative agencies will be burdened, and prompt and accurate information transmission and the use of a variety of system applications will be hindered.

System/apps are scattered and troublesome to use

Hazard Information
System/app

Relief Supplies Information
System/app

Reconstruction Support
System/app
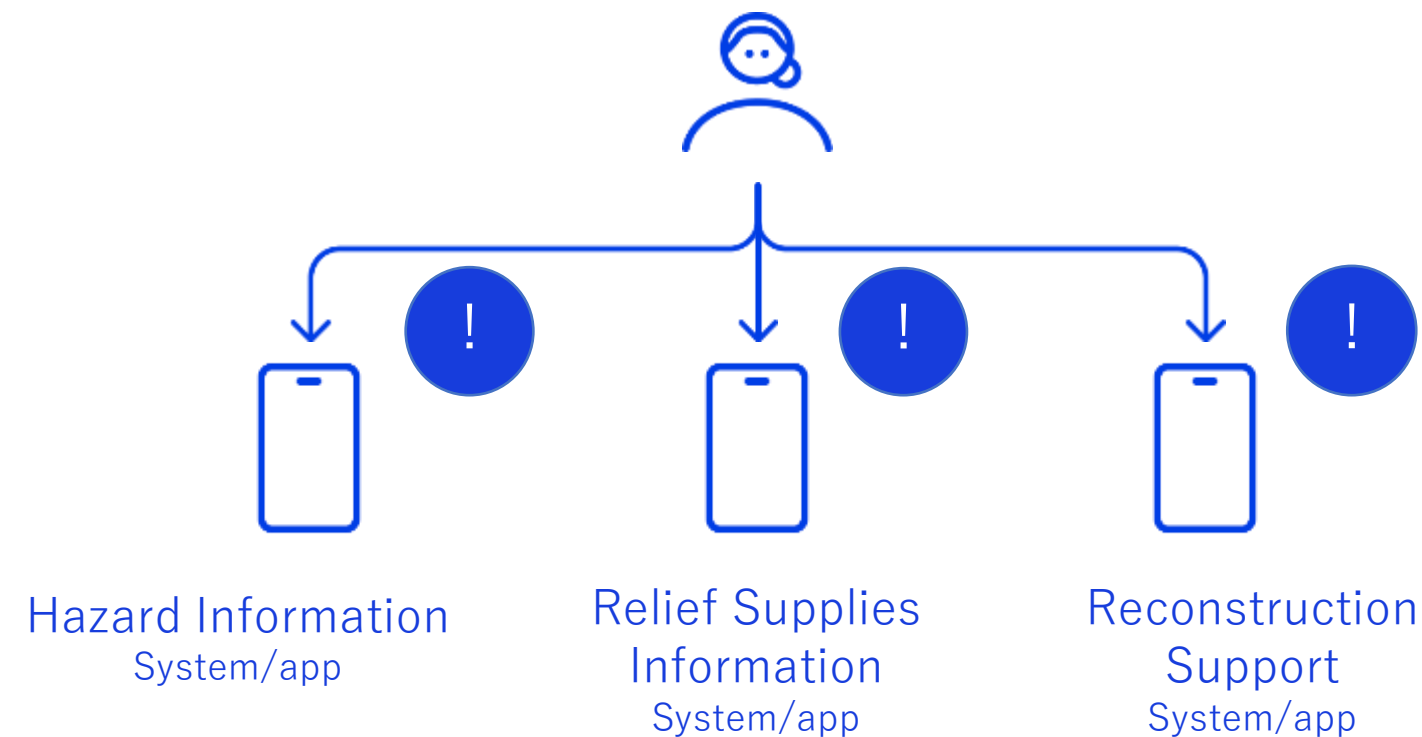
Residents need to access separate systems/apps and enter data individually.
Obtaining information is burdensome.

Systems/apps are scattered and burdensome to utilize
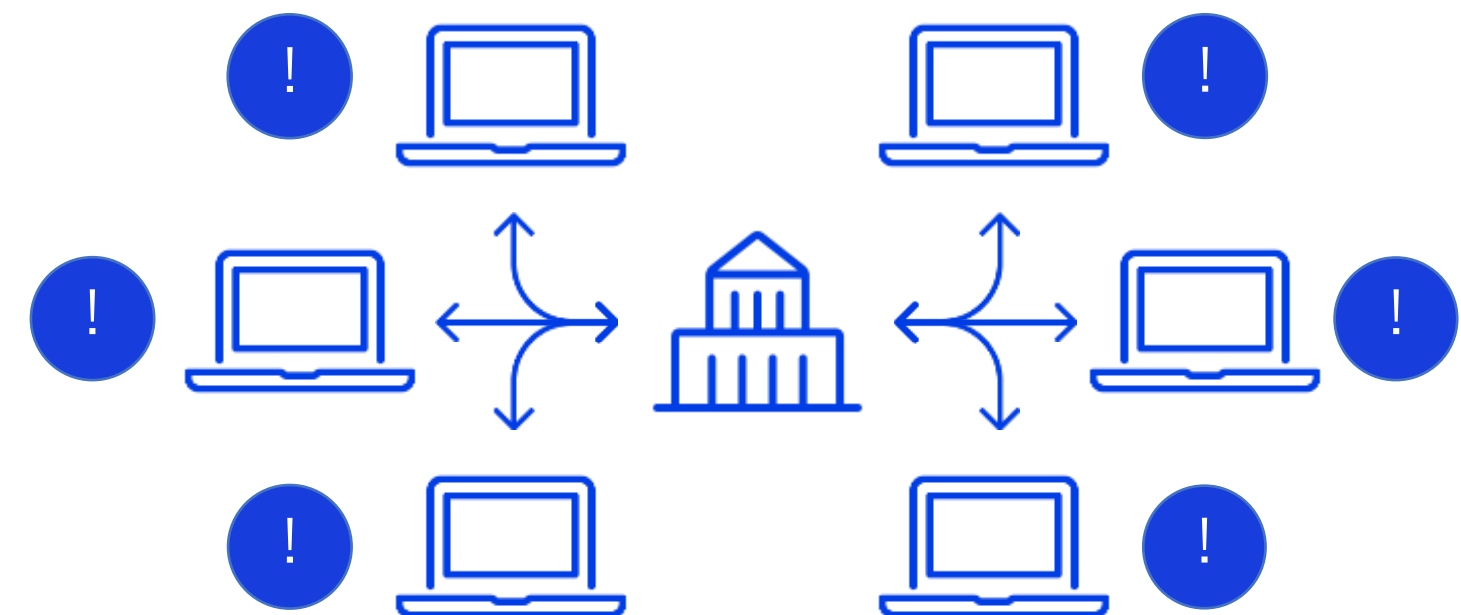
Government agencies also need to access separate systems/apps and enter data individually.
Obtaining information is burdensome.

Creating a system enabling the use of private services

We are promoting the design of data architectures in the field of disaster prevention and the construction of data linkage platforms.

Open call for a public-private partnership-type Disaster Prevention DX Promotion Council

Public-Private Partnership Councils

Private operators

Local governments

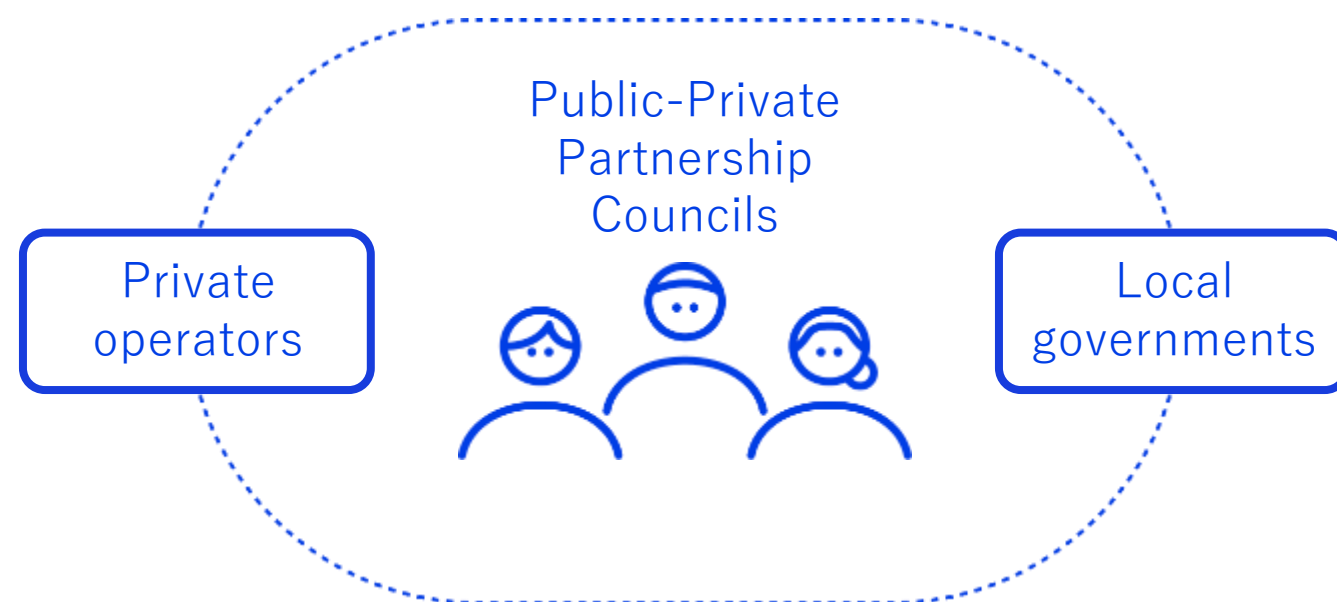## Currently about 200 applications

An open call for proposals from the Public-Private Partnership-type Disaster Prevention DX Promotion Council for the design of data architectures and the construction of data linkage platforms in the field of disaster risk reduction was conducted, and approximately 200 applications were received.

Open call for applications and technologies related to disaster prevention

Medical information

Flood forecasting

Infrastructure recovery information

Support for the formulation of major policies in the event of a disaster

Evacuation center congestion status

Evacuation guidance
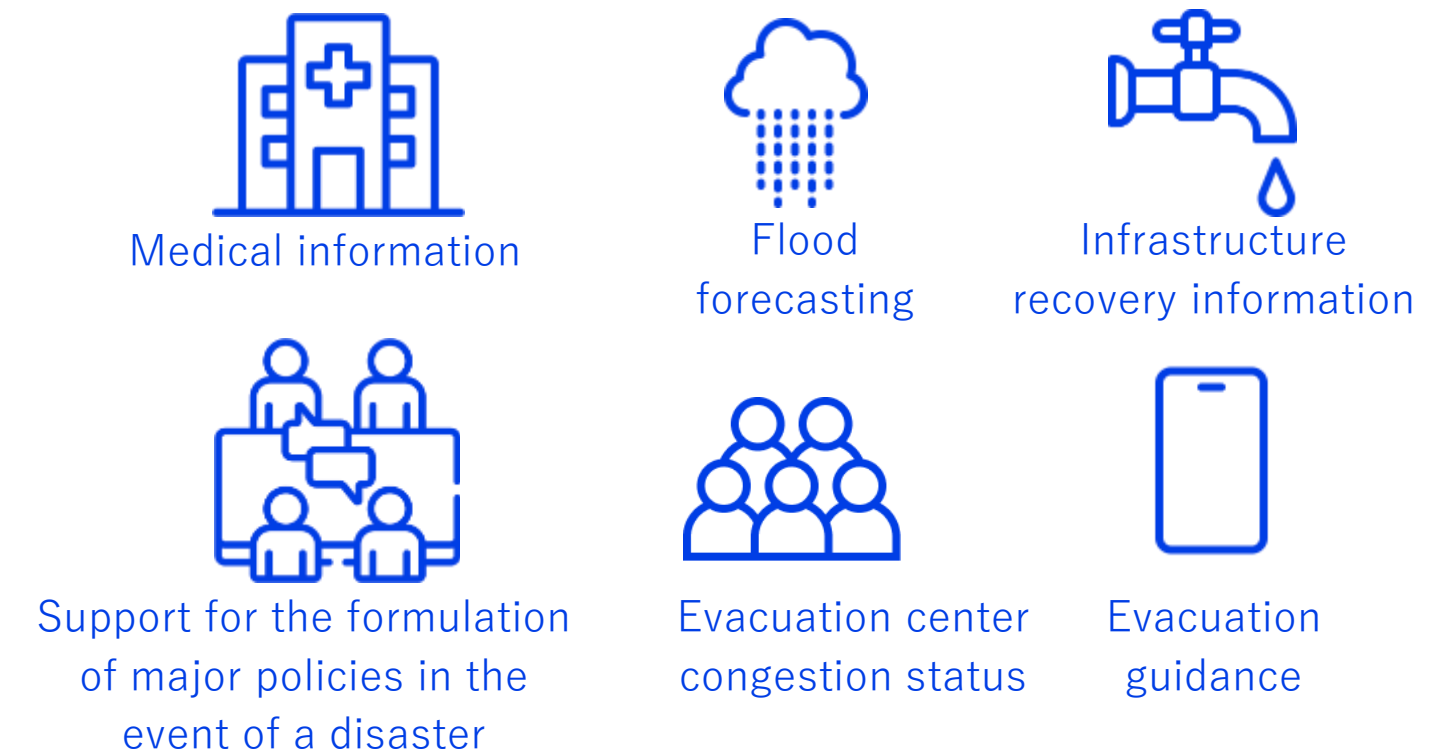
Currently about 70 applications

We are seeking applications and technologies that can be put into practical use and applied in the field of disaster prevention. We will create and publish a list of excellent app tools so that local governments and others can use them.

Making it easy for local governments and individuals to use disaster prevention services

We will design the architecture together with the council, aiming to improve the experience of local governments and users in disaster prevention services.

Dec. 19, 2022

Hosting of symposium

Symposium on the integration of private-sector disaster prevention technologies was held at the council for the disaster prevention DX promotion

In Mar. 2023

Catalog organization

Will provide excellent applications and technologies related to disaster prevention in the form of a catalog

From Apr. 2023 on

Providing service catalog website

Disaster prevention services to be listed in the Japan Digital Marketplace Demonstration Catalog

With the aim of improving the experience of local governments and users in disaster prevention services, we will hold a symposium that bring together technologies from the private sector and organize a catalog that summarize excellent applications and technologies. In the future, disaster prevention services will also be posted on the digital marketplace demonstration catalog website to support the smooth use of government agencies.

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1
Visit Japan Web

(Online service for Quarantine, Immigration and Customs procedures)

2
New Mynaportal (alpha version)

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Visit Japan Web

Updated service from November 1st
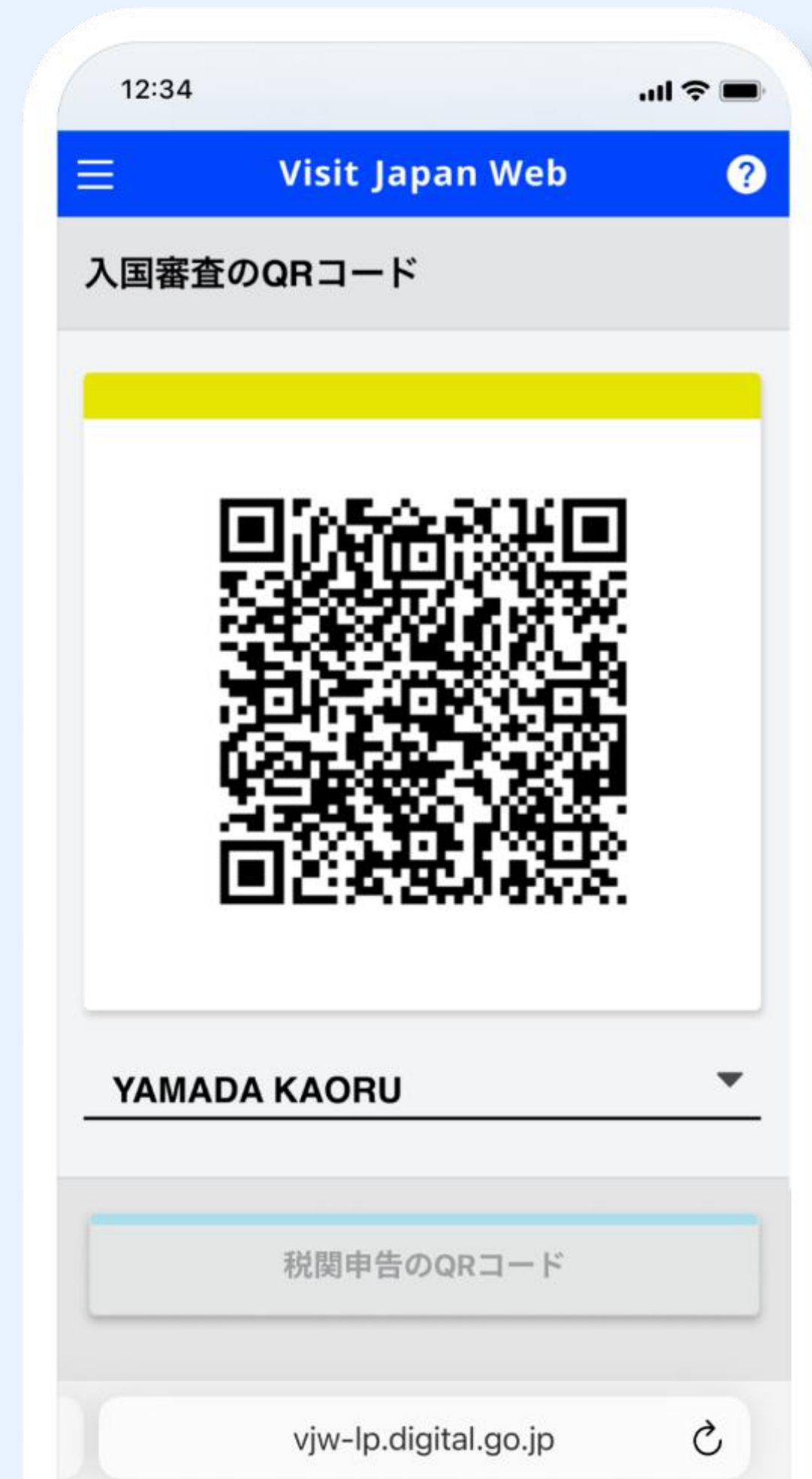
Before November 1st, there were two different online services

MySOS
Quarantine

Visit Japan Web
Immigration → Customs

Unified online services from November 1st

Integrated quarantine (Fast Track) functionality via MySOS. Visit Japan Web is now available as a web service for smooth arrival procedure.

Quarantine → Immigration → Customs

Visit Japan Web

The service is used by many people after the relaxation of COVID-19 measures.

Number of accounts created (total)

2,040,000

Daily account growth (approximate)

+50,000

(as of December 16th, 2022)

Improving the service while reflecting user feedback

We will continue to improve our services, and we plan to provide new updates from April, 2023 onwards.

Automatic inputs by scanning passport

Simply load your passport with your smartphone camera and it will automatically fill in your passport information.

Substitute inputs by third party

A third party, such as a family member or travel agency, can enter personal information obtained on your behalf.

Automatic inputs of visa information

When you input your visa number, the necessary information will be automatically filled in and used for immigration procedures.

Verifying identity when purchasing duty-free items

By simply presenting a two-dimensional code, you will no longer be required to present your passport, and your tax-exempt status can be verified.

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User-centered Services

Expansion of services for the public

1
Visit Japan Web

(Online service for Quarantine, Immigration and Customs procedures)

2
New Mynaportal (alpha version)

Mynaportal expanded and improved its functions

2021

Chatbot

Entry support function

Viewing medication information and specific health checkup information

Viewing medical expenses information

2022

Added certificates of hometown tax deduction into the linkage with e-Tax

Functions such as enrollment procedures for the national pension

Viewing medical treatment information

Linkage to social insurance premium deduction certificates
for the national pension plan

Well-known but not utilized

Functions of Mynaportal *1

50 or more

Recognition of Mynaportal *2

40 %

*1: As of Dec. 2022   *2: As of Oct. 2022, according to the Digital Agency

Current Mynaportal

Difficult to find functions
Difficult to operate

Current Mynaportal is difficult to understand what functions are available and how to operate due to the large amount of information

Current Mynaportal

Easy to understand
Easy to use

New Mynaportal will be easy to understand and operate with simple information as a result of reviewing the information design and communication method.

New Mynaportal was released on December 19 2022

Providing three services. Significantly revising the usage experience

New Mynaportal for validation, which reviewed the information design and communication method, was released on December 19.
You can try services such as searching of procedures and checking medication records on your smartphone.

1 Support to "**Find**"

12:34

マイナポータル 実証アルファ版 ?

マイナンバーカード　パスポート　出生届

健康保険証　確定申告　医療費

注目

パスポートの作成・更新

2 Support to "**Confirm**"

12:34

マイナポータル 実証アルファ版 ?

わたし
申請用プロフィール ✎

証明書

マイナンバーカード　健康保険証

健康医療

3 Support to "**Remind**"

12:34

マイナポータル 実証アルファ版 ?

やること

未着手 ●
電子証明書の更新
2025年5月22日までに更新してください

申請中
一時保育申請
2022年5月22日 東京都千代田区 に申請

完了 ●
2022年度 確定申告の準備

1

Support to "**Find**"

You can search procedures by life events

The way of searching and listing procedures was updated so that you can find what you need. In new Mynaportal for validation, you can find services from comprehensive information about life events, or familiar keywords.

Hard to know what I can do.
Difficult to know what procedures I need to do.

Current Mynaportal has issues such as difficulty in finding functions, searching procedures, and understanding many administrative terms.

When you want to do procedures for childbirth...

If you answer a few simple questions, you can find out what you need to do.

If you answer about their local municipality, you can find what procedures you need to do and where you need to submit them depending on the content. In addition, you can find online procedures in priority.

12:34

どこの窓口で申請しますか

手続をする自治体を選んでください。住所・本籍があるか、出産した自治体に申請することができます。

都道府県名

選択なし

市区町村名

選択なし

回答して情報をみる

スキップ

12:34

出生届を提出する

出産した日を含めて14日以内

オンライン

生まれてきたお子さんを戸籍や住民票に記載するため、出生届を提出してください。

申請

児童手当を申請する

オンライン

国民健康保険に加入する

2

Support to "**Confirm**"
You can quickly check your records and information

Current Mynaportal was revised to reduce the effort for accessing functions. You can check your information such as medications and medical expenses with the minimum number of steps.
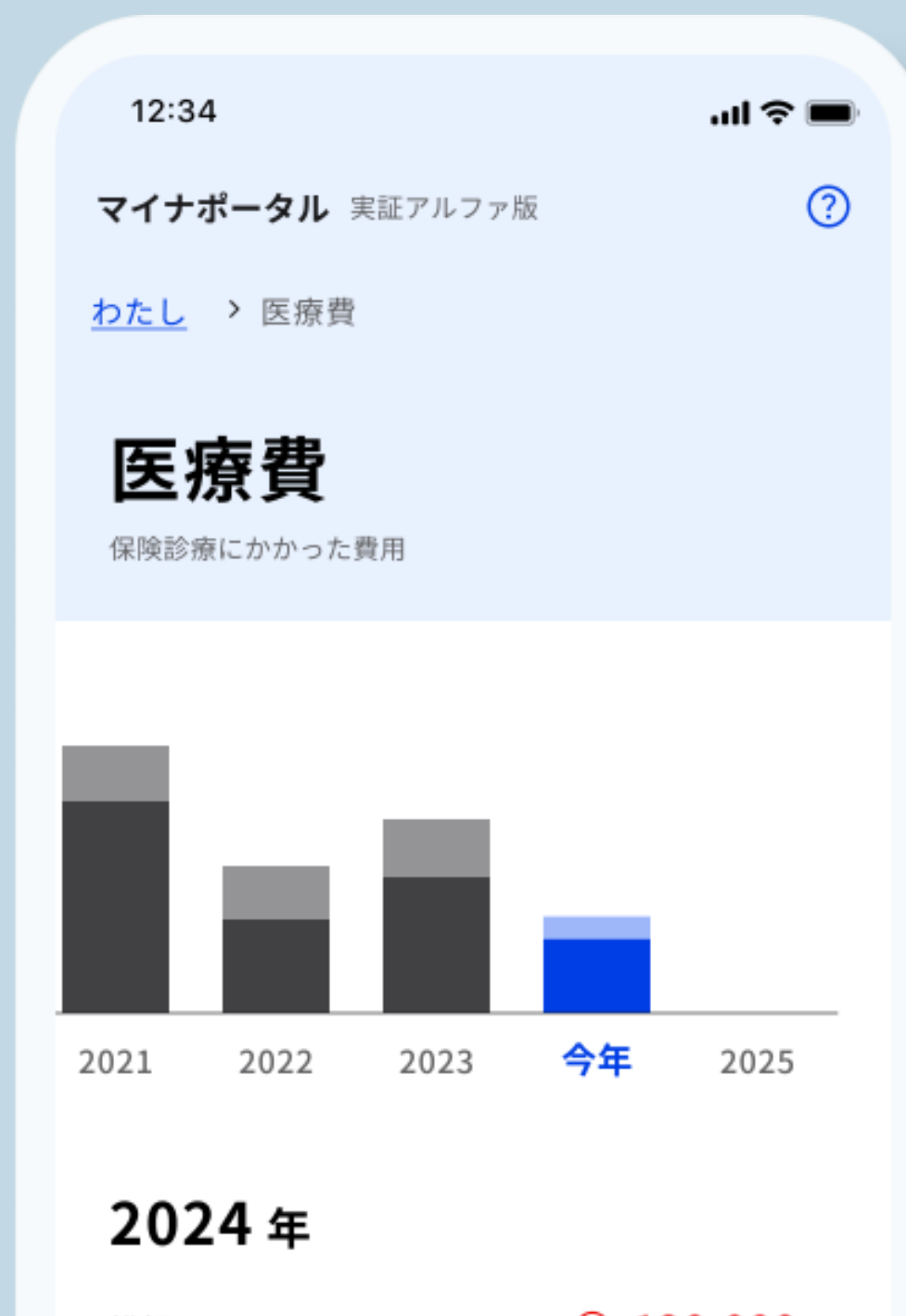
Hard to know where my records or information are. Many steps to get to my information.

When you try to check your records, such as medication and medical expenses,
you must open many pages, apply separately, and receive answers each time.
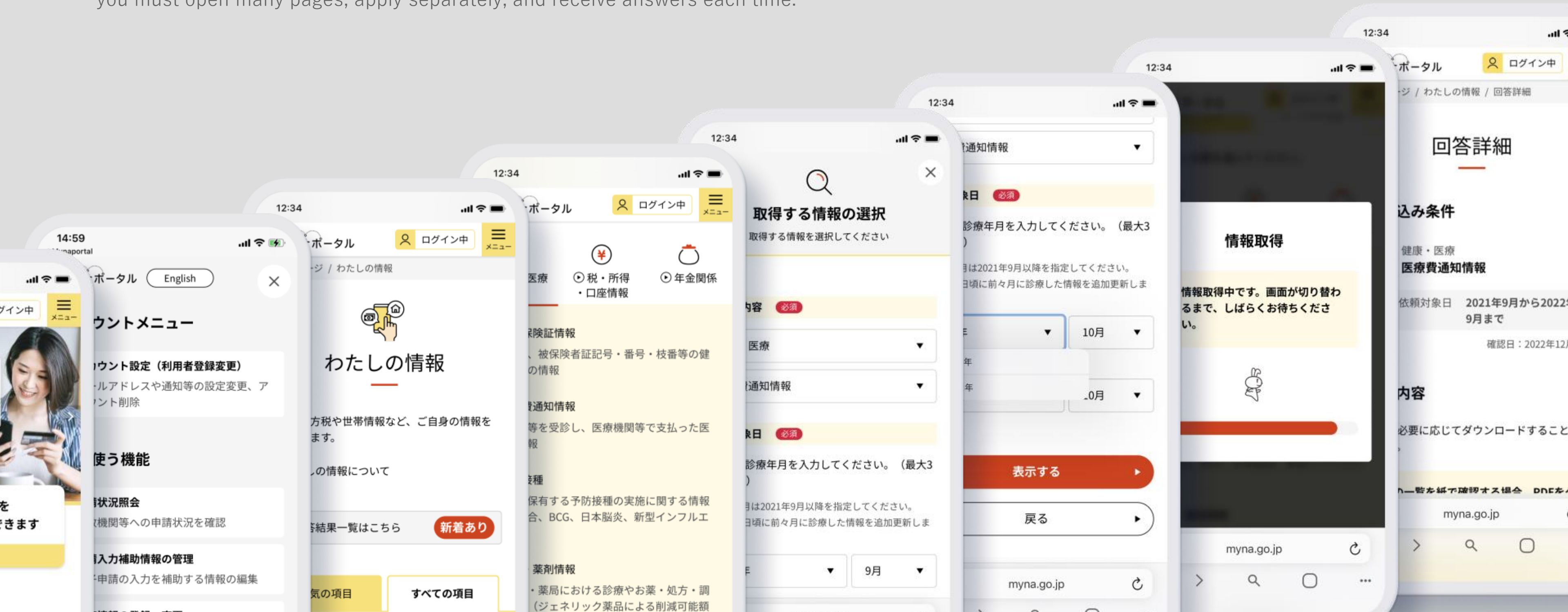
You can quickly get records for medication,
medical expenses, and vaccinations

You can quickly check your Individual Number Card
or health insurance card information
Also, you can check related information

3

Support to "**Remind**"

You can recognize what you need to do so you can complete it

The "to-do" function, which reminds you of deadlines of procedures, helps to prevent missing or exceeding deadlines.

New Mynaportal for validation provides a limited number of functions, pages, and environments in order to aim for valuable improvements by preparing a validation environment. Main function is scheduled to be available during FY2022.

Hard to know what and when I need to do.
Miss deadlines of procedures I needed to do.

Because current Mynaportal displays procedures and deadlines separately in each function, you cannot intuitively find what you need to do.

You can prevents expirations of renewing certificates without recognizing.

When the expiration date of the electronic certificate for the user certificate of your Individual Number Card approaches, you can check it as a "to-do". Tasks in the "to-do" will be displayed until you complete it. The "to-do" related to administrative procedures will be gradually expanded to support task management.

When you check the progress of
local government procedures,

Even if your application has errors,
you can fix them immediately.

You can check the progress after applying for
local government procedures. If your
application for child allowance has errors,
you can notice them immediately due to
highlighted and displayed "Reapplication
Required" message.

Create services collaborating with users

Mynaportal improves its services while getting feedback from you.

Expand procedures

Mynaportal will actively promote online procedures, focusing on those that are a part of daily life, such as childcare and nursing care.

In FY2022

+14 procedures

Improve logins

Mynaportal will renew the wording so that you can safely and clearly log into Mynaportal and use digitally signature your Individual Number Card.
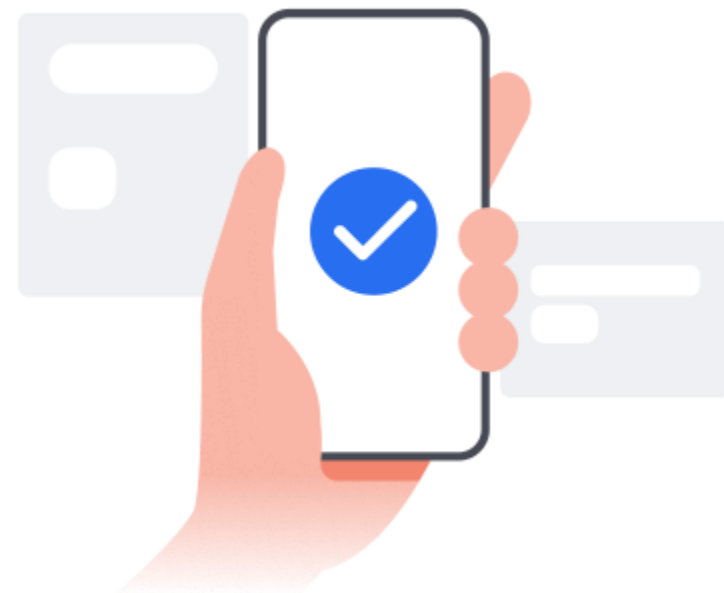
Check usage history quickly

Mynaportal will renew the usage history related to login and procedures, so that you can easily use.
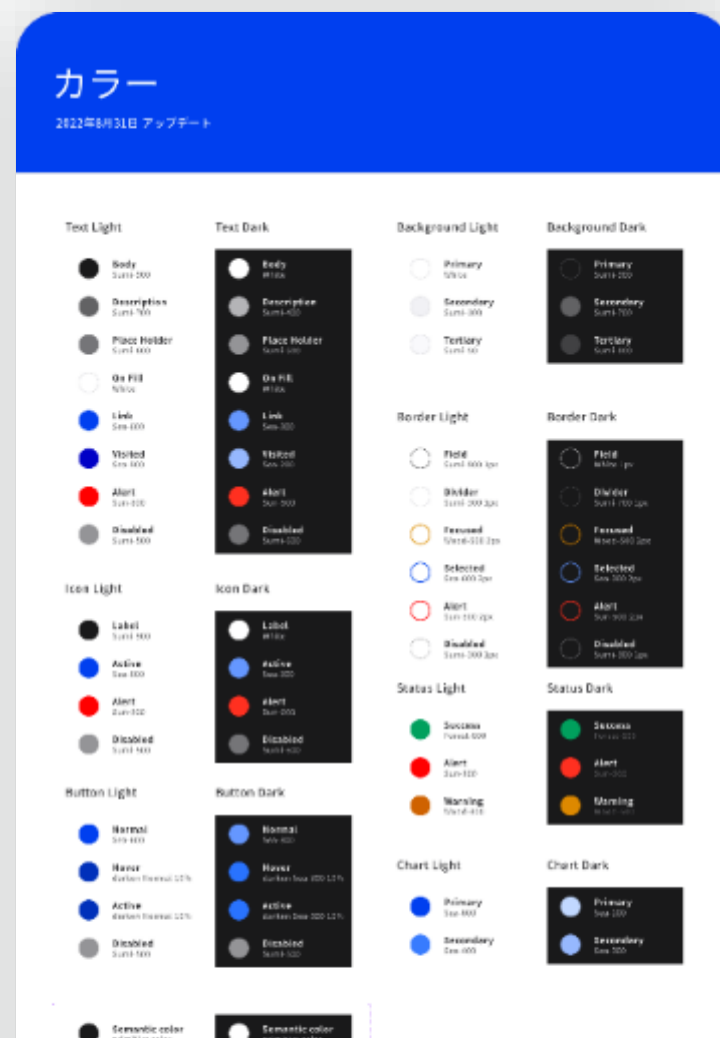
Try new Mynaportal

Available on
smartphones

https://myna.go.jp/alpha/introduction

New Mynaportal for validation was available from
Monday, Dec. 19, 2022.

Summary

Information Provision and Disclosure

In order to provide better services and share our digitalization efforts, we are providing service development guides and opening up information.
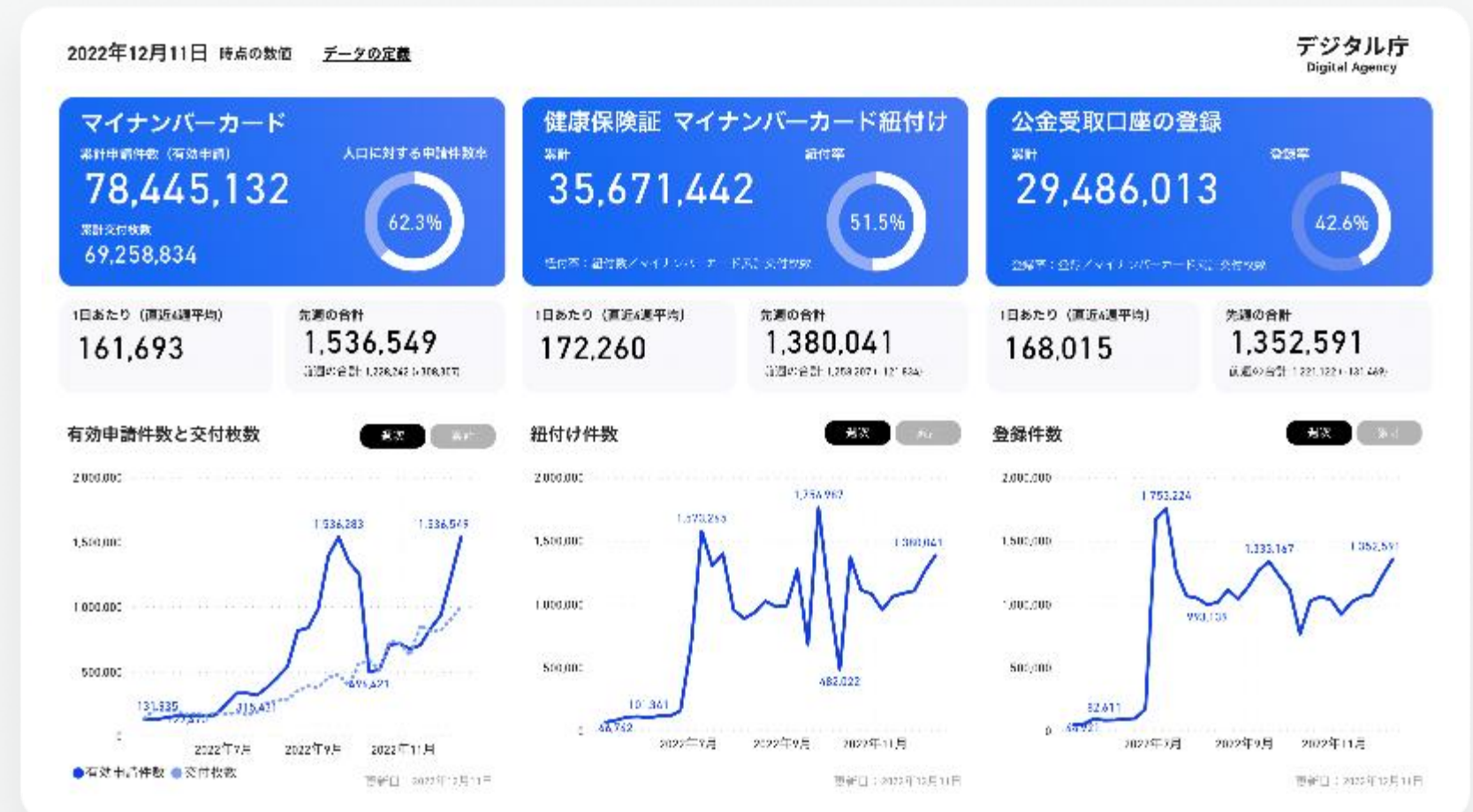
2. Individual Number Card Benefits and Safety

Online procedures can be done anytime, anywhere.

Suspension in case of loss

Established call center available 24 hours a day, 365 a year

1. Service Development Guide

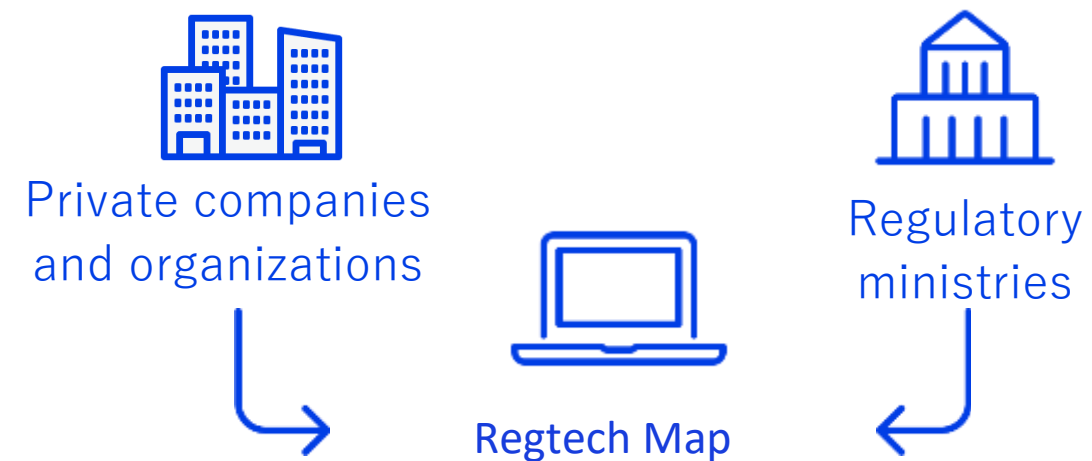## 3. Policy Data Dashboard (beta version)

Public-Private Partnerships

We aim to improve the quality of services and create new business opportunities in the digital field by combining the needs of government agencies with the technology of various businesses such as small- and medium-sized businesses and startups.

2. Procurement Process Improvement

Started considering the introduction of a Japanese "Digital Marketplace"

Government agencies ← Digital Marketplace → Businesses

1. Technology Map

Public call for digital technology
Considering the second recruitment theme

Private companies and organizations

Regtech Map

Regulatory ministries

3. Private-Sector Service Utilization (Disaster Prevention Field)

Held symposium on the integration of private-sector disaster prevention technologies at the council for the disaster prevention DX promotion

Private operators

Local governments

Easier Services

We will continuously improve immigration procedure services and the new Mynaportal based on user feedback. We aim to provide "consumer-, business-, and employee-friendly administrative services."

1. Visit Japan Web (Immigration Procedure Service)
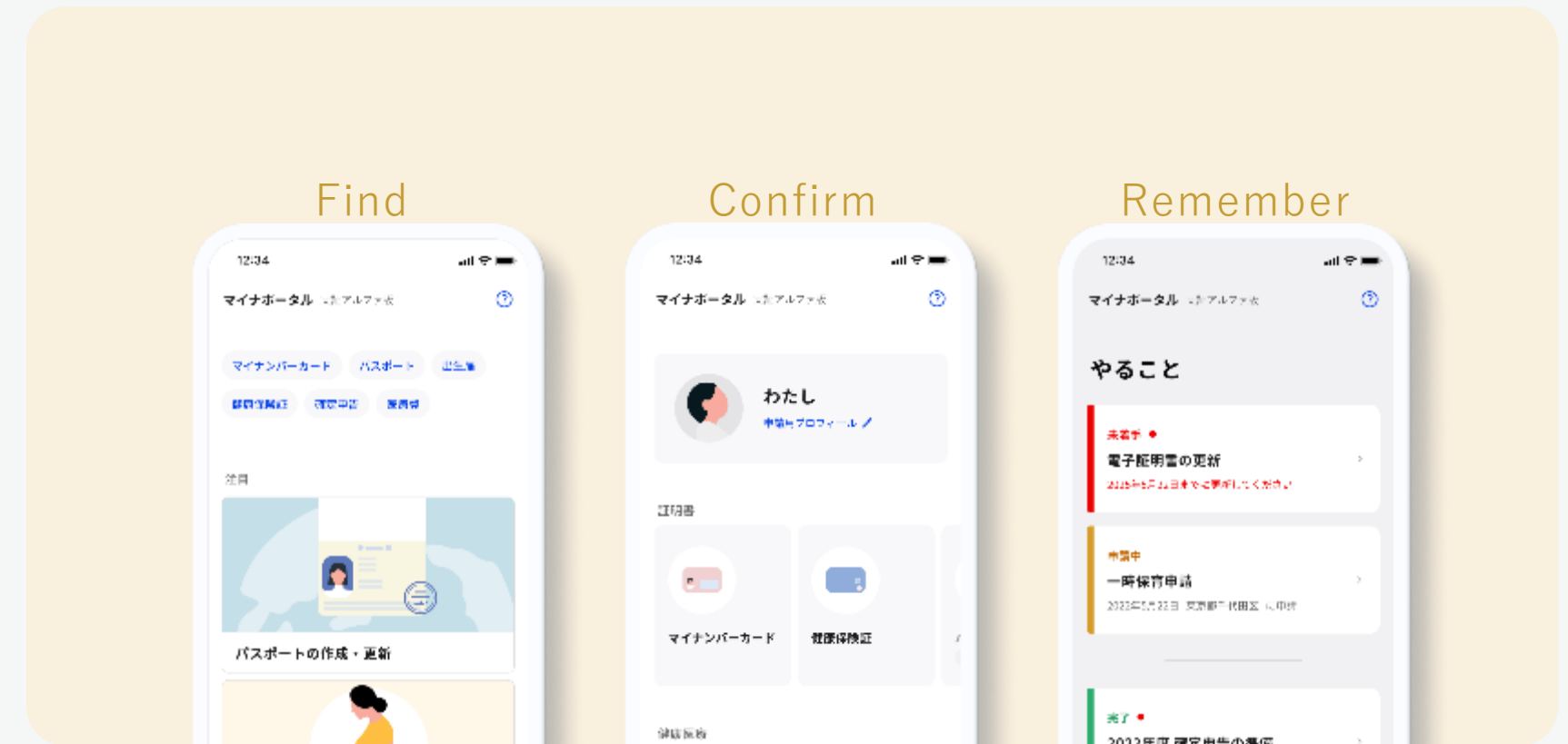
Integrated immigration services

Quarantine

↓

Immigration

↓

Customs

2. New Mynaportal (alpha version)

Find   Confirm   Remember

New Mynaportal released on December 19

September - December 2022

Digital Agency Activity Report

デジタル庁
Digital Agency