Digital Agency Activity Report

2021/09 — 2022/08

デジタル庁
Digital Agency

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Summary of 1st Year

デジタル庁
Digital Agency

Steady progress in reforms and services in the first year since establishment

2021/9

2022/8

Establishment preparations

1st year Achievements

Organizational/Legal development

2021/5/12

Launch of Planning Office

2021/9/1

Start of Digital Agency

2021/12/24

First Cabinet Decision on Priority Policy Program for Realizing Digital Society after establishment of Digital Agency

2022/4/27

Establishment of the Cashless Act

2022/5/10 – 5/11

G7 Digital Ministerial Meeting in Germany

2022/6/7

Cabinet Decision on Revised Version of Priority Policy Program for Realizing Digital Society

Service provision

2021/10/20

Started use of Individual Number Card "My number card" as health insurance cards

2021/10/26

Determined cloud services eligible for governance cloud

2021/12/20

Started operation of COVID-19 vaccination certificate app / Visit Japan Web

2022/6/3

The Special Commission on Digital Administrative Reform formulated "Plan for Mass Overhaul of Regulations in line with Digital Principles"

2022/6/17

Decided to grant subsidy for promotion of Vision for a Digital Garden City Nation (digital implementation type TYPE2/3)

Promoted public service provision and infrastructure development

With the pillars of “Delivering Citizen-Centric Public Service," “Modernizing Digital Infrastructure for Inclusive Growth," and “Strengthening Digital Resilience," we steadily promoted public service provision and infrastructure development supporting people's daily lives to achieve the digital society which we aim to create.

1 Delivering Citizen-Centric Public Service

- Spreading use of Individual Number Card
- Improving Mynaportal
- Providing COVID-19 vaccination certificate app
- Providing services and certification infrastructure for businesses
- Online administrative services for government offices
- Establishing the Cashless Act
- Promoting standardization of local government systems

2 Modernizing Digital Infrastructure for Inclusive Growth

- Promoting the Special Commission on Digital Administrative Reform
- Data strategy
- Promoting medical care DX
- Digitalizing the education sector
- Developing a data infrastructure for children
- Spreading & establishing the digital invoices
- Promoting the Vision for a Digital Garden City Nation
- Utilizing the digital reform co-creation platform
- Implementing Digital Days

3 Achieving a Safe, Secure, and Strong Digital Infrastructure

- Developing government cloud
- Government solutions services
- Promoting DFFT

Reforming the organization towards a new organization without boundaries between the public and private sectors

We have been promoting a new organization creation without boundaries between the public and private sectors, and developing a working environment that will serve as an advanced example of working style reform in the national government.

1 Creating an organizational structure, culture, and working environment.

- Organizational structure
- Organizational culture
- Working environment

2 Introducing project system and unit system.

- Project system
- Unit system

3 Leading an advanced example of government officials' work style.

- Efficient work style
- Diverse work style
- OJT work style

4 Understanding organizational challenges and improving continuously .

- Conduct organizational surveys
- Improve staff satisfaction and engagement
- Positive assessment of recent/future initiatives

Activity Policy

Mission

Human-Friendly Digitalization: No One Left Behind.

We strive to create the future of Japan we all could take pride in and to envision a digital society where diverse forms of happiness are realized.

Vision

Government as a Service

We offer services that maximize the value of user experience through organic collaboration with national and local governments, private sector and all other stakeholders.

Government as a Startup

We lead the digital transformation across society in a bold and speedy way with mutual trust and learning from a multitude of challenges by aspirational talent from public and private sectors.

Values

For every individual

We will prioritize delivering benefits and user-centric services to the people who get along with Japan while maintaining the highest ethical standards.

We will listen to the voices of the voiceless and care for each individual to create a society where everyone can benefit from the digital society.

Always with a sense of purpose

We will challenge assumptions and the status quo in a constructive manner, actively adopt new methods and concepts and strive make a Japan we all can take pride in.

We will constantly remind ourselves of our objectives, have the courage to decide to “discontinue”, and be productive in delivering our work.

Across all positions

We will collaborate as a team by respecting diversity, empathizing, and learning from and complementing each other.

We will act with independent mind based on mutual trust in an open, flexible and transparent environment.

Continue to challenge ourselves for results

We will act with speed and seek feedback without excessively pursuing perfection.

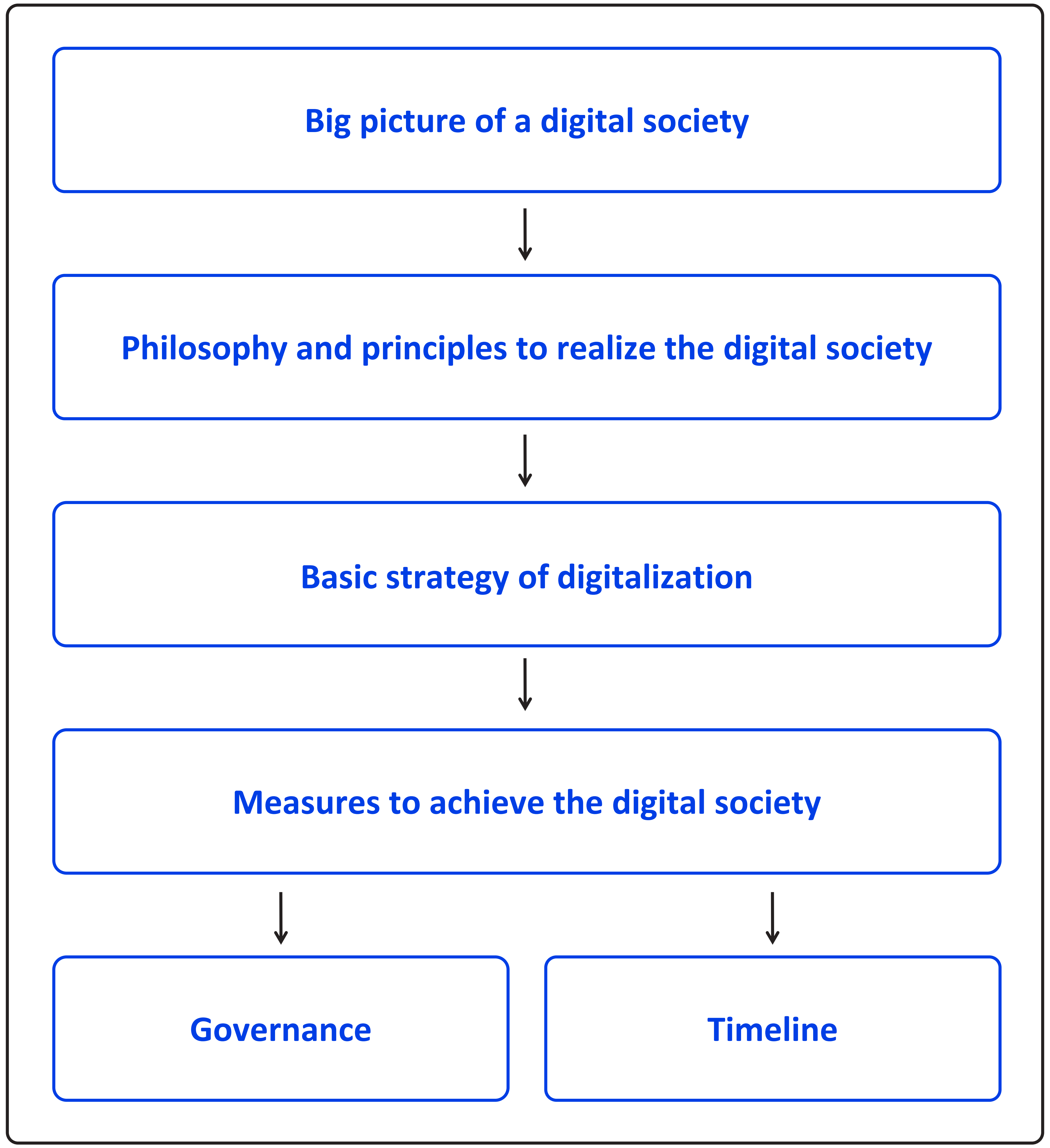
We will continue to challenge ourselves for results. We shall do so by feeding what we learned back to society as a pioneer believing that learning from tremendous challenges and failures itself maximize providing value for the users.

Formulated Priority Policy Program for Realizing Digital Society

While the importance of data increases dramatically due to advances in digital technology, in order to realize a world-class digital society in Japan, it is necessary to create a future vision and all parties concerned must work together to promote many initiatives such as structural transformation, local problem solving, and security measures.

In light of these circumstances, we formulated the Priority Policy Program for Realizing Digital Society. This Program specifies the measures that the government should quickly implement with priority to realize the digital society Japan is pursuing, and it serves as a compass for each government ministry and agency to work on structural reform and individual measures, and to disseminate and propose them to the world.

For the measures described in the Priority Policy Program, we will thoroughly implement the PDCA cycle whilst regularly checking the progress and results. While identifying and releasing the satisfaction and usage rates of citizens and private companies as an indicator of the progress of digitalization, we will add, revise, and organize the necessary measures.



Big picture of a digital society

Philosophy and principles to realize the digital society

Basic strategy of digitalization

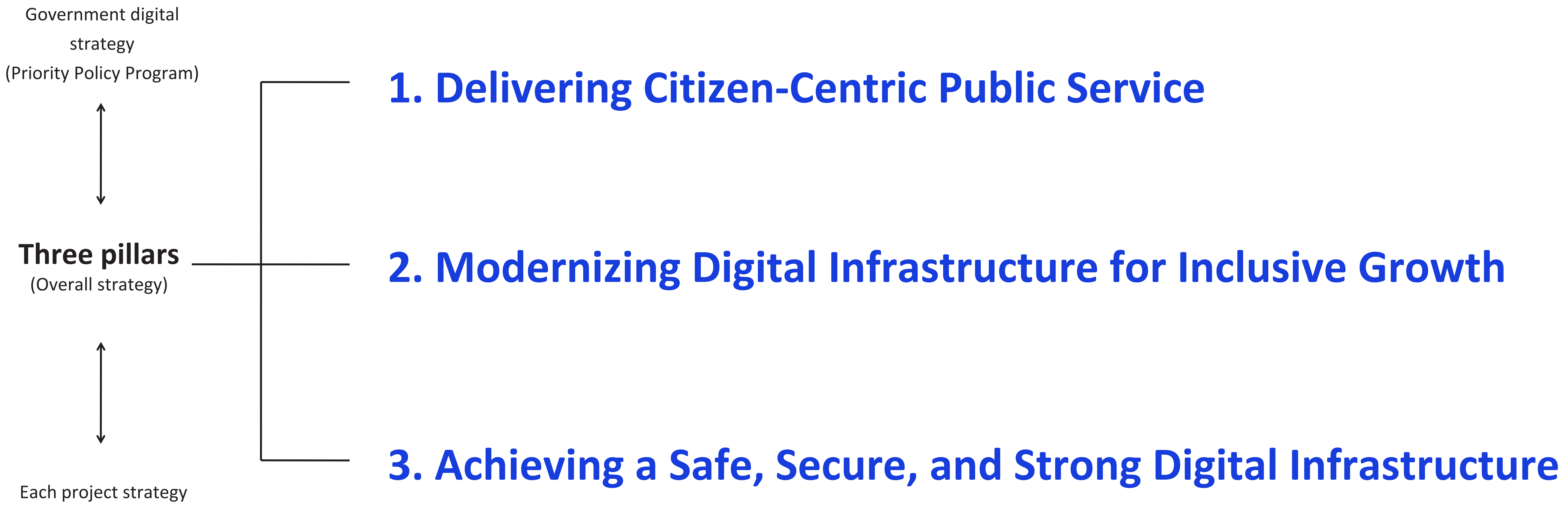
Measures to achieve the digital society

Governance

Timeline

Defining the “three pillars” as focus areas of the Digital Agency

We have defined an overall Digital Agency strategy as necessary information for business promotion and decisions. We use these three pillars to drive systematic and efficient business operations.



Government digital strategy
(Priority Policy Program)

↕

Three pillars
(Overall strategy)

↕

Each project strategy

1. Delivering Citizen-Centric Public Service

2. Modernizing Digital Infrastructure for Inclusive Growth

3. Achieving a Safe, Secure, and Strong Digital Infrastructure

Results and Progress

1. Delivering Citizen-Centric Public Service

1 Spreading use of Individual Number Card
2 Improving Mynaportal
3 Providing COVID-19 vaccination certificate app
4 Providing services and certification infrastructure for businesses
5 Online administrative services for government offices
6 Establishing the Cashless Act
7 Promoting standardization of local government systems
11 Digitalizing the education sector
12 Developing a data infrastructure for children
13 Spreading the use of digital invoice
14 Promoting the Vision for a Digital Garden City Nation
15 Utilizing the Digital Reform Co-Creation Platform
16 Implementing Digital Days

2. Modernizing Digital Infrastructure for Inclusive Growth

8 Promoting the Special Commission on Digital Administrative Reform
9 Data strategy
10 Promoting medical care DX

3. Achieving a Safe, Secure, and Strong Digital Infrastructure

17 Developing government cloud
18 Government solutions services
19 Promoting DFFT

Delivering Citizen-Centric Public Service

デジタル庁
Digital Agency

The best services for every individual.

By using the Individual Number Card (“My number card”), we will create a system that allows everyone to receive the best administrative and private services.

1st Year Results

Individual Number Card possession increased to 45.8%. Even more ways to use.

Out of a population of about 126.65 million, around 105.9 million people have newly got My Number Cards. There was a 9.8% increase in one year. In addition, the use of Individual Number Cards as health insurance cards has expanded, and more companies are using public certification service for individuals of Individual Number Card to verify identities online.

Background

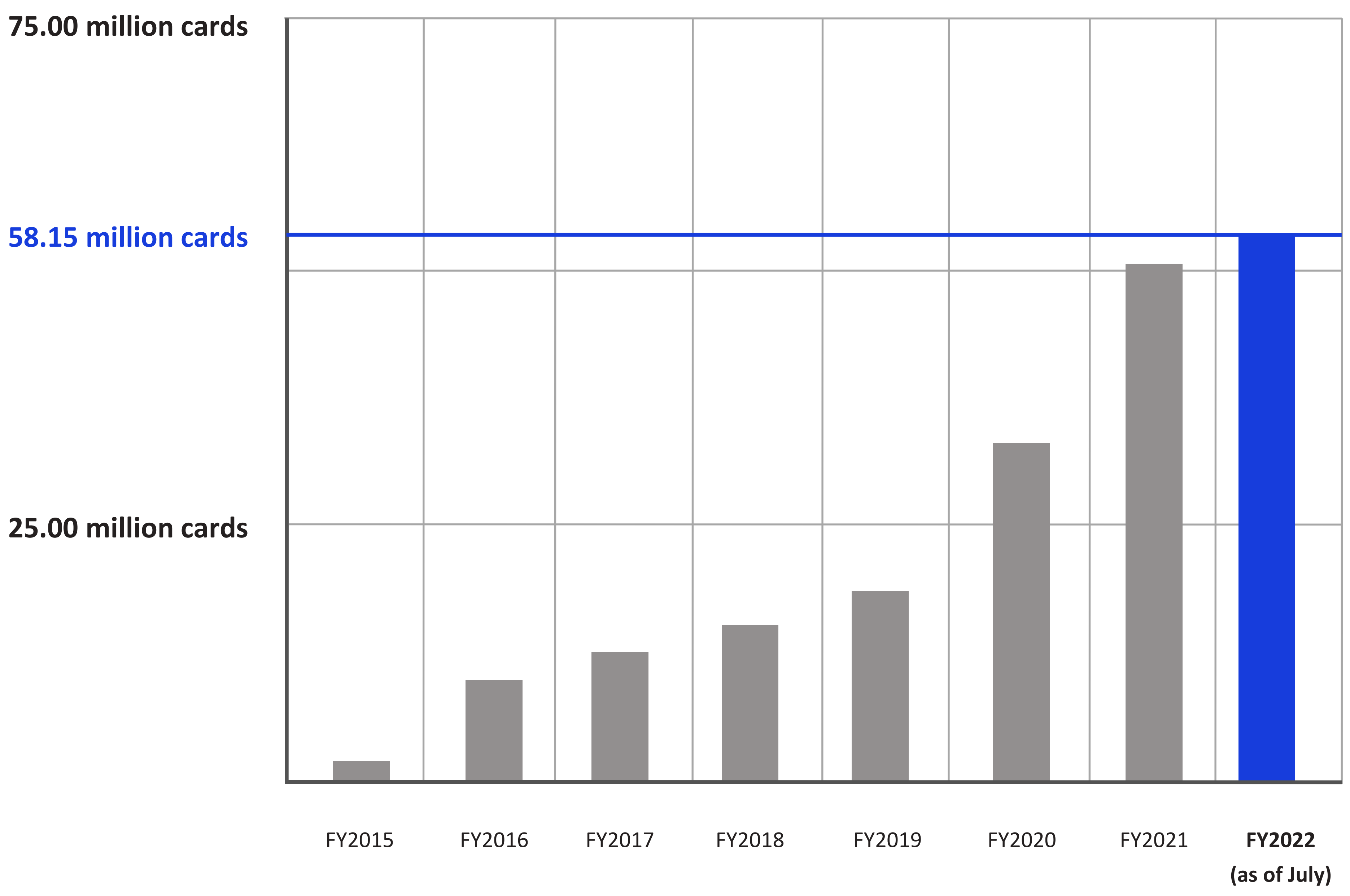
While the social situation has changed dramatically and lifestyles have diversified, necessary services have also become varied. In response, there is a growing need for the public authentication of individuals so that they can receive personalized and attentive service.

Future Plan

- Aim for almost all citizens to possess Individual Number Cards in FY2022
- Integrate driver’s licenses and Individual Number Card (end of FY2024)
- Equip smartphones with Individual Number Card functions (in FY2022)
- Enable private business operators to see changes in address, etc. with user consent (in FY2022)
- Aim to expand private services that use public certification service for individuals

+ 10.59 million people

Individual Number Card holders (September 2021-July 2022)



18.33 million

Number of applications to use Individual Number Card as health insurance card

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* Number of applications to use Individual Number Cards as health insurance card as of August 21, 2022.

Using smartphones for all administrative procedures.

We aim to provide inhabitant-friendly government services that can be completed on smartphones anytime, anywhere

1st Year Results

Even easier services with expansion of online administrative procedures.

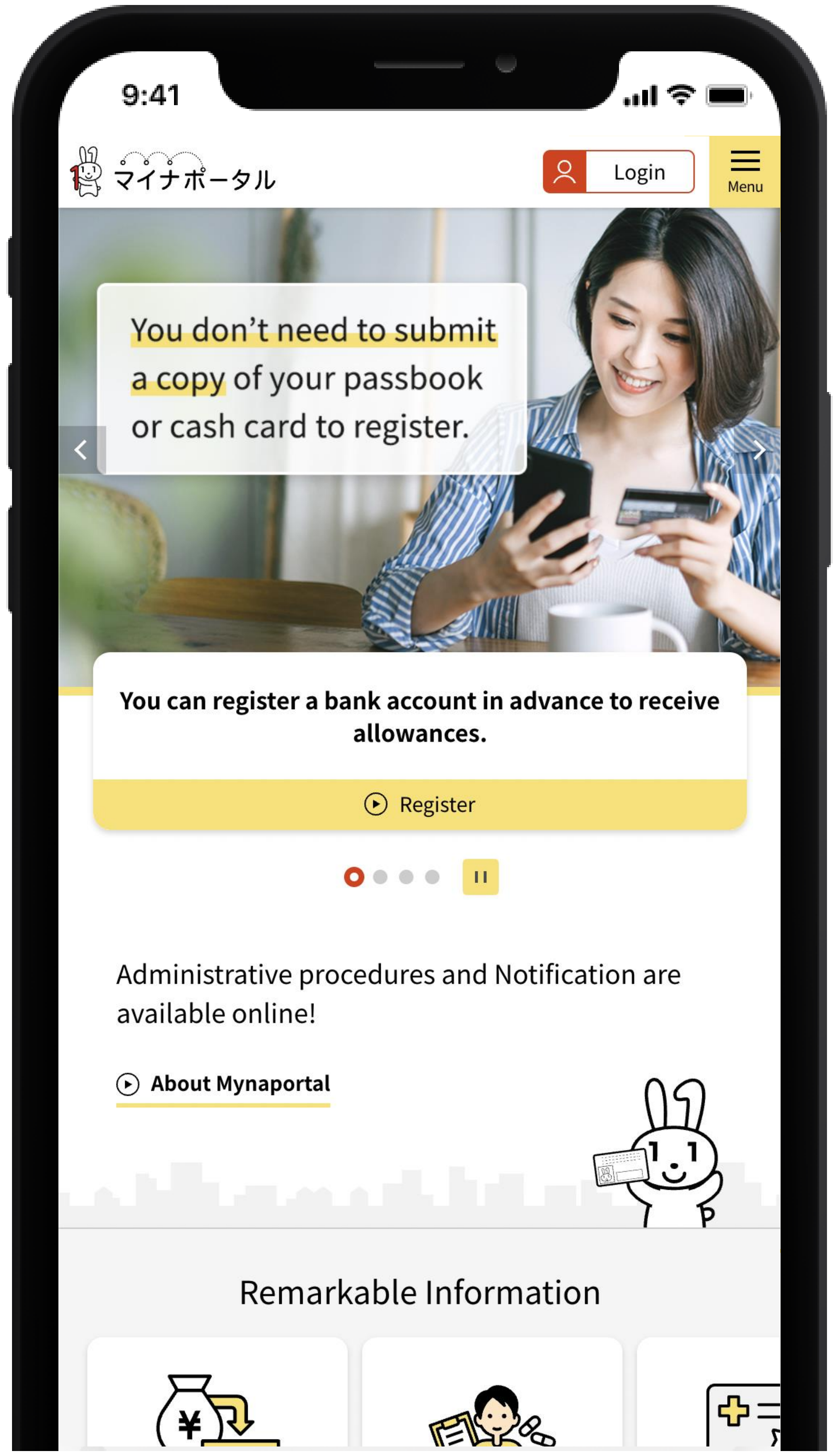
We announced future service offerings that would support “Discovering,” “Searching,” and “To Do” by starting to Improve the UI and experience of Mynaportal. In addition, we started providing a browsing function such as for medical information and specific health checkup information, a function for linking deduction certificates for tax reduction through contributions to local governments in order to fill tax returns, and a function for registering of a bank account for receiving government subsidies. We also collaborated not only with government agencies, but also with private operators, and expanded services linked to Mynaportal.

Background

While the social situation has changed dramatically and lifestyles have diversified, necessary services have also become varied. In response, we need mechanisms that allow individuals to receive optimal service without being constrained by location or time.

Future Plan

- Release of UI/UX improvements (demonstration alpha version) (in FY2022)
- Enable various online applications. Access to medical treatment information (September 2022), access to electronic prescription information (January 2023), one-stop service for relocation (February 2023), online application for passports (March 2023), online procedures for national qualifications (FY2024)
- Expand the number of prefectures and municipalities that have made 31 administrative procedures related to child care and nursing care, etc. available online
- Expand number of collaborating administrative agencies, private operator services, etc.



You don’t need to submit a copy of your passbook or cash card to register.

You can register a bank account in advance to receive allowances.

Administrative procedures and Notification are available online!

Remarkable Information

Browsing of medication data information

Browsing of specific medical checkup information

Linkage to deduction certificates for tax reduction through contributions to local governments.

Registration of a bank account for receiving government subsidies.

12.91 million

Number of registered accounts

* Number of registered government subsidy receiving accounts as of August 28. Total number of registrations via Mynaportal/e-tax

Quick provision of emergency services. Easy to use.

Quickly provided vaccination certificate app based on social demands.

We have made it easy to get vaccination certificates on smartphones and to use them for international travel.

1st Year Results

10 million certificates issued through the vaccination certificate app.

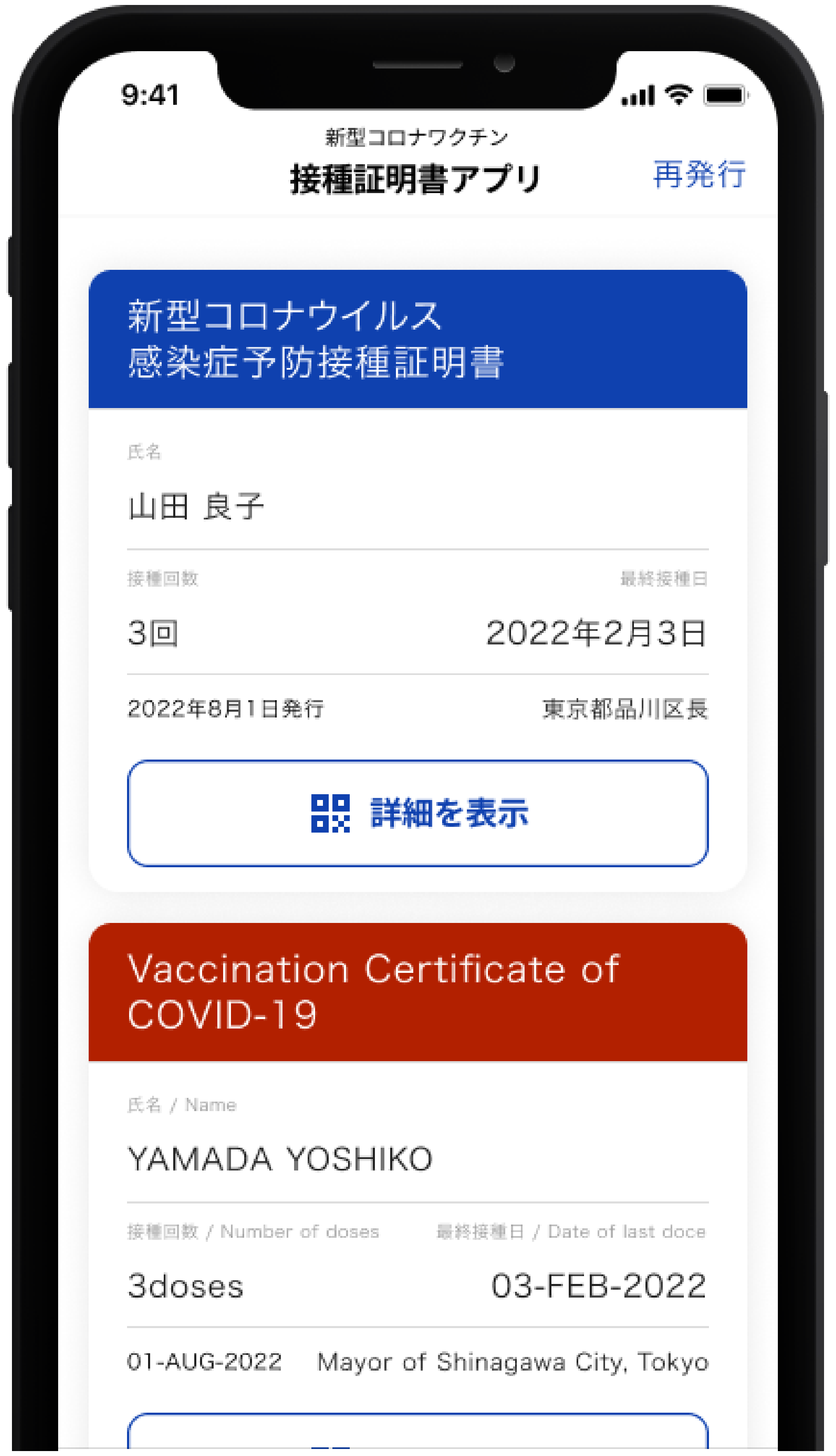
The COVID-19 vaccination certificate app, released in December 2021, has been used by many people in a short period of time and downloaded 8 million times. The number of certificates reached 10 million. In addition, the app has a high rating of 3.6 on iOS and 4.0 on Android. We also supported multiple formats established by international organizations, etc. to support overseas travel.

Background

Vaccinations are ongoing in response to the COVID-19 pandemic. In order to prevent the spread of infections and return to normal daily life, there needs to be a non-face-to-face, fast way to easily present your vaccination records anytime, anywhere. It is also common for countries to require vaccination records from international passengers.

Future Plan

- Continue efforts to improve UI/UX based on opinions of citizens and local governments
- Support vaccination certificate app/VRS system support (as needed) in accordance with vaccination project policies
- Improve interoperability of international standard formats adopted by Japan through cooperation with international organizations, etc.



新型コロナワクチン
接種証明書アプリ

新型コロナウイルス
感染症予防接種証明書

氏名
山田 良子

接種回数 3回
最終接種日 2022年2月3日

2022年8月1日発行
東京都品川区長

Vaccination Certificate of COVID-19

氏名 / Name
YAMADA YOSHIKO

接種回数 / Number of doses 3doses
最終接種日 / Date of last doce 03-FEB-2022

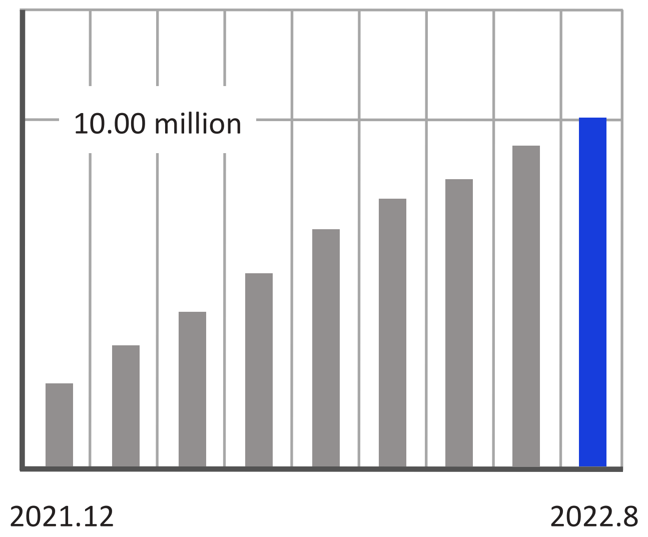
01-AUG-2022
Mayor of Shinagawa City, Tokyo

iOS **3.6**

Android **4.0**

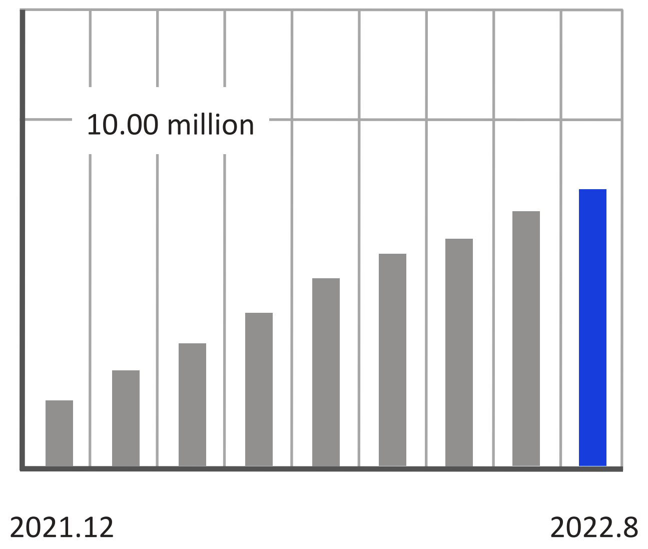
10.0 million

Cumulative number of certificates issued on iOS/Android



8.42 million

Total number of iOS/Android app downloads



* iOS, Android reviews, cumulative certificates issued, and cumulative app downloads are as of August 29.

Complete business-related administrative procedures online.

We will promote online administrative procedures for businesses and help private operators improve productivity.

1st Year Results

The number of subsidies that can be applied via jGrants has increased by about 3 times, and the number of users has also increased by about 2.5 times.

Approximately 160,000 businesses used the subsidy application system (jGrants). For the corporate common certification infrastructure (gBizID), the number of prime account issuances increased by more than 220,000 in the year since the establishment of the Digital Agency, and the number of national and municipal partner systems has expanded from 37 to 52.

Background

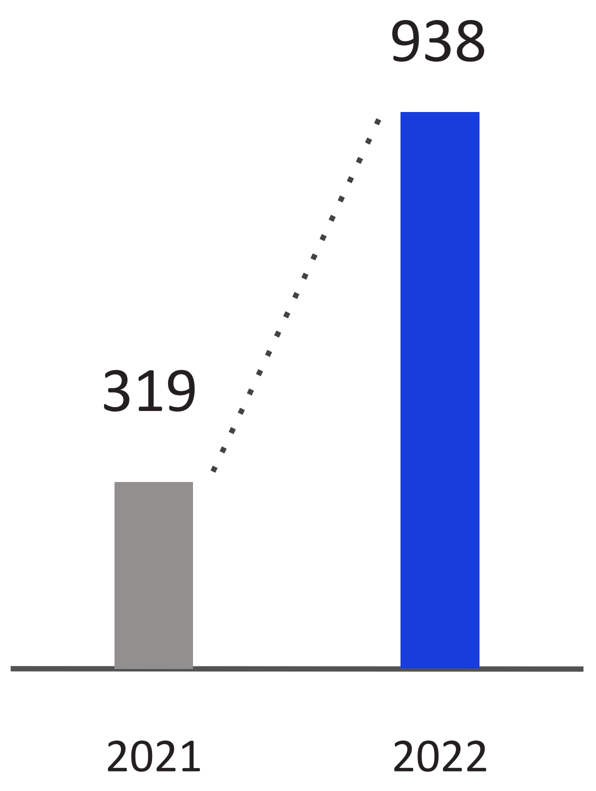
Until now, administrative services related to business have been burdened by cumbersome procedures such as individual accounts and applications being required for each system.

Future Plan

- Number of j-Grants used: 700 (FY2022), 1,000 (FY2023)
- Number of gBizID Prime issued: 1 million (FY2022), 2.8 million (FY2025)
- Use of My Number Cards for identification when issuing g-Biz-ID Prime accounts (FY2023)

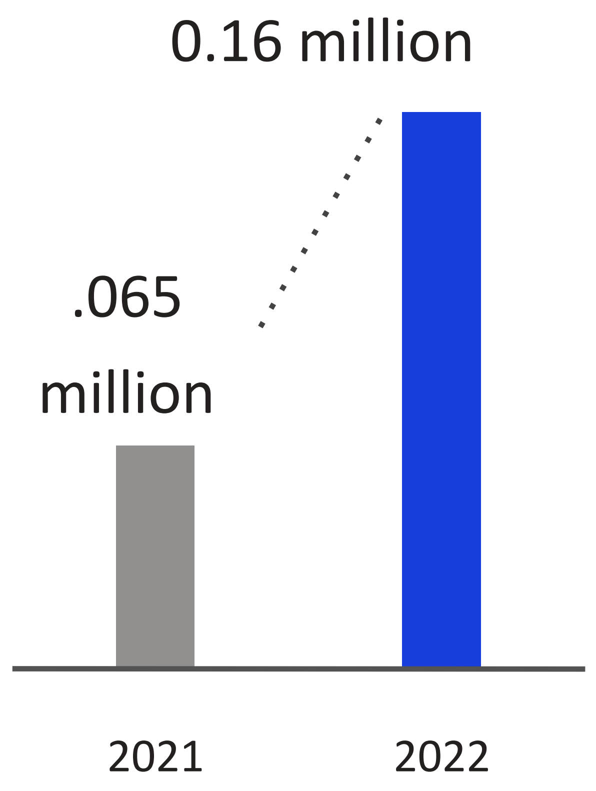
+619

Cumulative number of listed subsidies (YoY)



+0.95 million

Cumulative number of users (YoY)



37 municipalities

Municipalities using subsidy system

14 institutions

Government agencies using subsidy system

- Cumulative number of subsidies listed, cumulative number of users, number of municipalities utilizing subsidy system, and number of government offices utilizing subsidy system are as of August 2022.

Easy-to-understand government websites.

By standardizing and unifying the design and content of government websites, everyone can quickly access information, and we aim to improve the efficiency of government operations.

1st Year Results

Developed common rules and systems for standardizing government websites.

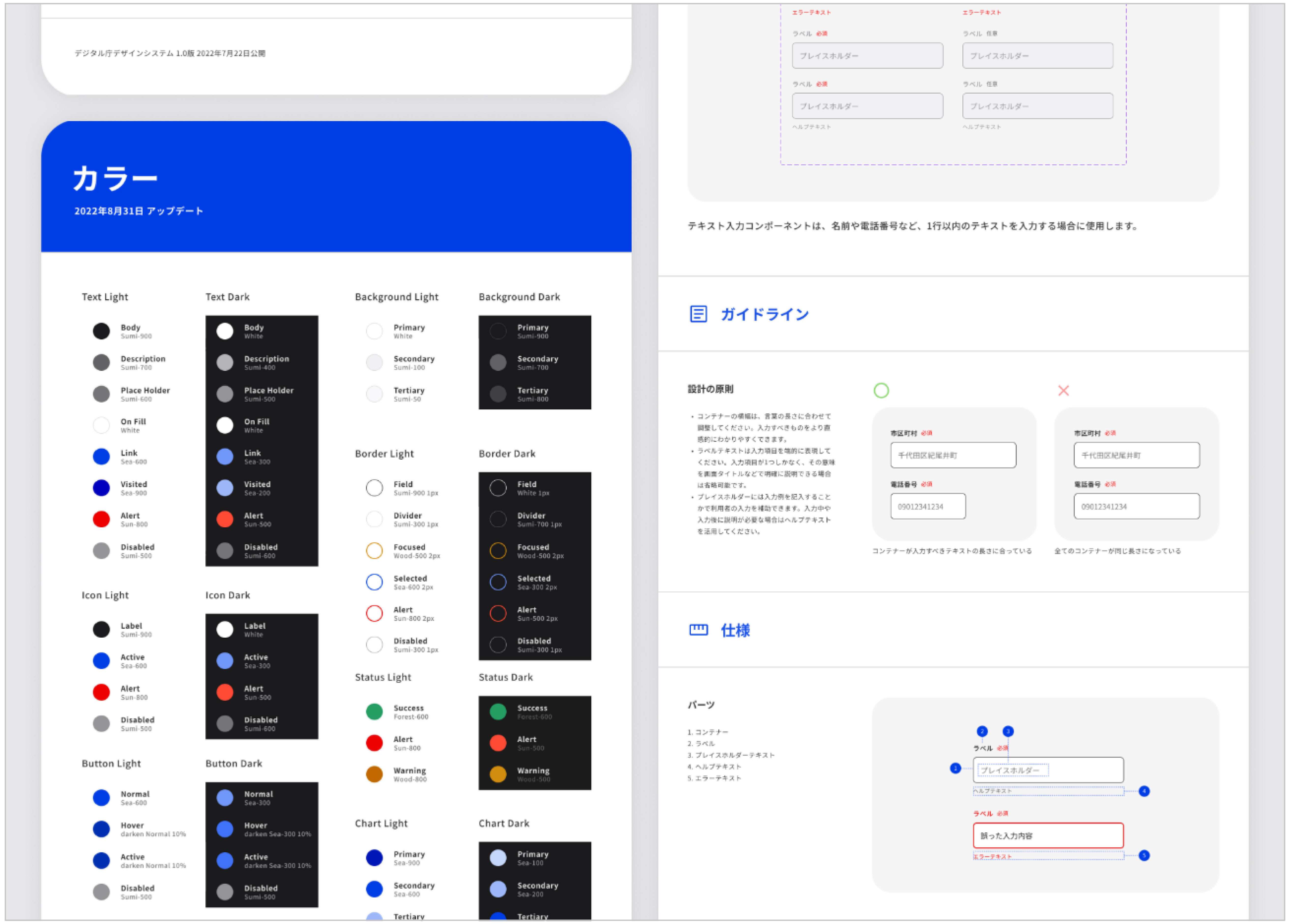
With the goal of standardizing and unifying government websites that are accessible to everyone, we developed and tested a Digital Agency version of the common governmental Content Management System (CMS) and a design system with design rules.

Background

The design and content structure of websites and apps differ from ministry to ministry. This has compromised the usability of government-related websites and apps, making it difficult for users to reach the information provided by government agencies.

Future Plan

- Enhancement of CMS (March 2024)
- Construction of the Children and Families Agency’s website using common CMS (March 2023)
- Application of design systems to other ministries' websites and Digital Agency web services, etc. (sequentially from FY2022 onwards)



デジタル庁デザインシステム 1.0版 2022年7月22日公開

カラー

2022年8月31日 アップデート

Text Light
Text Dark
Background Light
Background Dark
Border Light
Border Dark
Icon Light
Icon Dark
Status Light
Status Dark
Button Light
Button Dark
Chart Light
Chart Dark
エラーテキスト
ラベル 必須
ラベル 任意
プレイスホルダー
ヘルプテキスト

テキスト入力コンポーネントは、名前や電話番号など、1行以内のテキストを入力する場合に使用します。

ガイドライン

設計の原則

コンテナーが入力すべきテキストの長さに合っている

全てのコンテナーが同じ長さになっている

仕様

パーツ

1. コンテナー
2. ラベル
3. プレイスホルダーテキスト
4. ヘルプテキスト
5. エラーテキスト

Cashless payments of administrative fees.

Allows cashless payment of administrative fees and more.

1st Year Results

Established the Cashless Act. Approximately 110 procedures support cashless payments.

The Cashless Act was enacted to allow the payment of administrative fees, etc. to the national government, such as automobile inspection and registration fees by credit card, electronic money, and at convenience stores.

Background

In many laws of various government ministries and agencies, there was no provision that stipulated the ability to make cashless payments, such as using credit cards, when paying fees to the national government. Because of this, stamps, cash, and other payments are often required, which are not convenient for users.

Future Plan

- Start operation at each government agency: automobile inspection and registration fees (scheduled for January 2023), passport issuance fees (sequentially from FY2022), registration-related fees (from FY2024), traffic fines (sequentially from end of FY2024)
- Prepare draft model of the ordinance of competent ministry to be prepared by each ministry, and guidelines for the operation of the law, and disseminate by the Digital Agency (by November 1, 2022)

Examples of administrative procedures that will allow cashless payments

Annually around 50.00 million cases
Vehicle inspection and registration fees

Annually around 45.00 million cases
Registration-related fees

Annually around 5.00 million cases
Traffic fines

Annually around 4.00 million cases
Passport issuance fees

→ ¥ Cashless payments possible

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* Annual number of passport issuance fee payments as of before the COVID-19 pandemic (2019).

Improve administrative efficiency and provide quality services.

We will standardize local government core business systems, improve residents' services, and increase administrative efficiency.

1st Year Results

Standardized administrative work: Developed and published standard specifications for 20 tasks.

Standard specifications have been formulated for all targeted 20 tasks of standardized work. In addition, we have developed and published standard specifications for data requirements and connectivity requirements, standard specifications for common functions, etc.

Background

The core business systems for local governments to handle basic affairs, such as the resident record system, are individually changing and expanding their functions. For this reason, the burden of maintenance and renovation is high. In addition, there are issues that differ greatly from system to system, and it is difficult for the cloud to work together smoothly.
If the standardization of systems in municipalities is realized, the burden of system renovation in municipalities that has arisen with each revision of the national system can be reduced, and human resources and budgets can be redirected to high value-added digital investment by reducing the operational burden and cost.

Future Plan

- Transition local government core business systems to a standard-compliant system using the government cloud (by the end of FY2025)
- Work to achieve the 30% reduction target, including support for a smooth transition to standard-compliant systems and operating expenses for information systems (by the end of FY2025)
- Regularly improve standard specifications based on system revisions and BPR

住民記録システム標準仕様書
【第2.0版】

令和3年（2021年）8月31日
自治体システム等標準化検討会
（住民記録システム等標準化検討会）

2．ツリー図

1．業務フロー

1.1 住民データ

Modernizing Digital Infrastructure for Inclusive Growth

デジタル庁
Digital Agency

Unlocking the power of digital technology.

We will conduct cross-sectional reviews of analog regulations for human visual inspection and residency/full-time to eliminate delays in digitization.

1st Year Results

Finalized policy for review of approximately 4,000 analog regulatory provisions.

After formulating the Digital Principles for Structural Reforms in the Special Commission on Digital Administrative Reform, a “Plan for Mass Overhaul of Regulations in line with Digital Principles” was formulated. We have determined the government's policy for the next three years of intensive reform period.

Background

Digitalization through the public and private sectors in Japan is seriously lagging behind. Structures such as existing regulatory and administrative structures remain intact and have not led to digitalization. In order to promptly update these to be digitally compatible, digital reform, regulatory reform, and administrative reform must be promoted in an integrated manner.

Future Plan

- Aim to clear out analog regulations during the "intensive reform period" through cross-sectional inspection and review of laws and regulations, etc. (by June 2025)
- Organize relationships between regulations and digital technologies that can be used for the review as a “Regtech Map"
- Design detailed process to confirm compliance of laws and regulations with Digital Principles (within FY2022)

About **4,000**

Number of provisions set for review

Visual inspection	regular inspection and other inspection	Field audits	residency/full-time	written-notice	in-person course	on-site viewing/inspection
1,617	877	57	260	339	91	652

Allowing everyone to benefit from data.

We will make the data which is the core of the digital society be utilized effectively by both the public and private sectors.

1st Year Results

Formulated data handling rules, and developed and published the data which can serve as the foundation of society.

We have published the “Guidance for the Implementation of Data Handling Rules on the Platform,” which sets out data handling rules, and the “Government Interoperability Framework (GIF),” which sets out data models to be referenced. In addition, we published the Registry Catalog and the Address-Based Registry Pilot System, which organize the public data base, as well as My System Navi, which enables searching for support systems.

Background

While the vision of Society 5.0 was advocated to create a human-centered society that highly integrates virtual and real spaces, it became clear rule-making for the generation, distribution, and utilization of data in government, and the development of such data that forms the basis of the whole society as administrative and geospatial information are insufficient in response to COVID-19.

Future Plan

- Roll out address-based registry from pilot to full-scale operation (by FY2025)
- Promote corporate-based registries from a once-only service perspective
- Expand the system information of My System Navi, and expand the use of the system within the national and local governments
- Expand the use of GIFs in education, disaster prevention, smart cities, etc., and make guidebooks on the introduction procedure
- Renew open data catalog (end of FY2022)
- Reorganize the base registry concept

Results of roadmap for data infrastructure management

85 models

Formulated a data model as a template blueprint for society's data

Corporations, facilities, systems, addresses, etc.

2 projects

Development of the base registries, which was newly formulated as basic data of the society

Addresses and systems (public services)
* Newly added letters, characters and legal persons to those registries already in place

4 areas & 1 project

Areas and projects where deployment to applications and utilization has begun

Areas: Government, municipalities, education, disaster prevention
Project: Vision for a Digital Garden City Nation

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* Government Interoperability Framework (GIF): A compilation of systems for maintaining and operating data composed of typical forms of data, guidebooks, etc.

Facilitating medical and welfare procedures.

We will facilitate the review and use of personal health and welfare information

1st Year Results

Started the full-scale use of Individual Number Cards as health insurance cards. Making medicine information and other information available on Mynaportal.

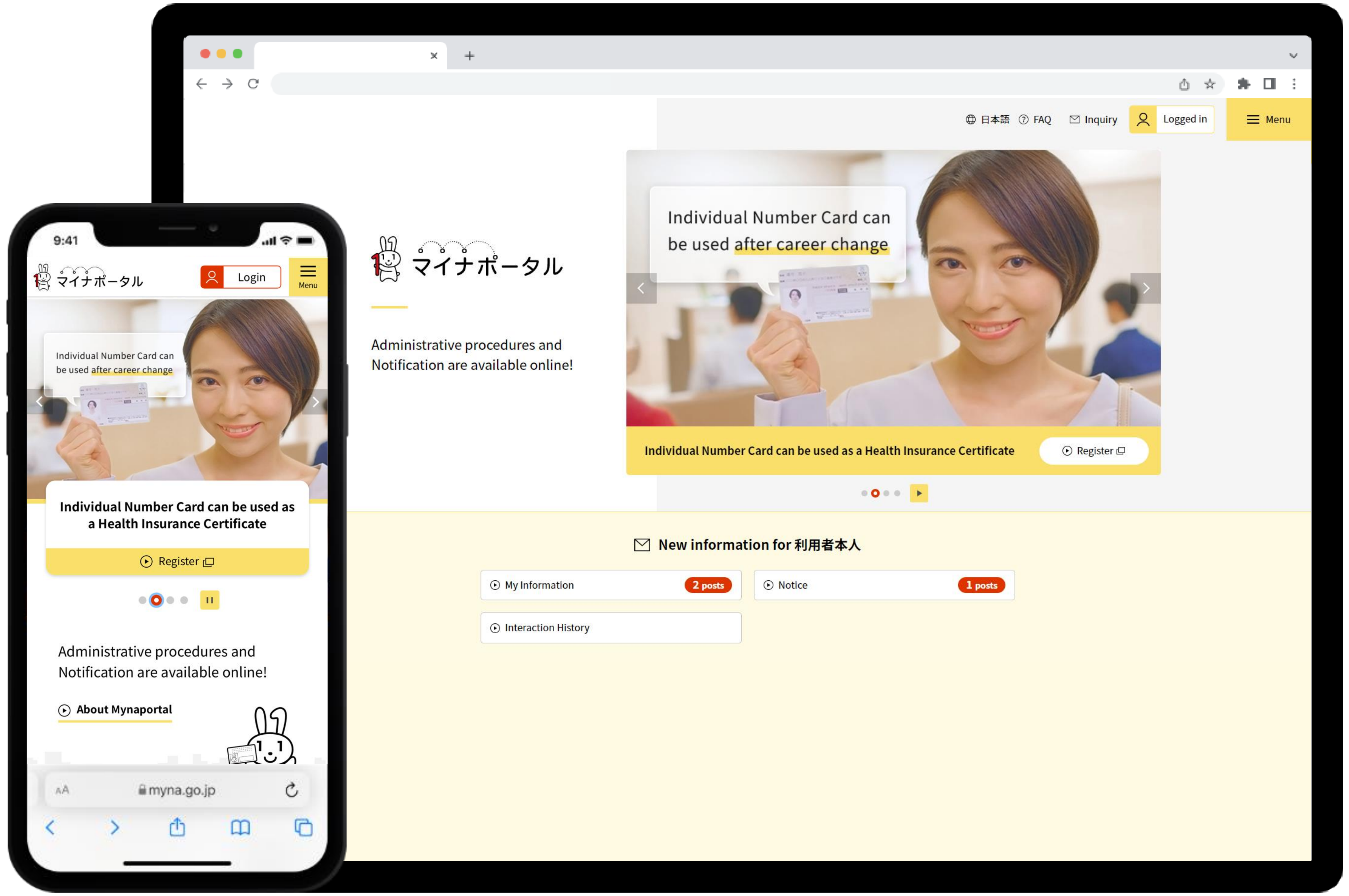
Together with the Ministry of Health, Labour and Welfare, we have started the full-scale operation of online eligibility verification using Individual Number Cards as health insurance cards. This ensures that medicine information and specific medical examination information can be viewed on Mynaportal. This information is now available to doctors and pharmacists at healthcare providers and pharmacies with user consent.

Background

In order for every citizen to lead healthy daily life, it is necessary to efficiently utilize resources and improve services in the medical welfare field, which is the mainstay of this policy.

Future Plan

- Under the Medical DX Promotion Headquarters (tentative name), we will proceed with the following initiatives.
- Creation of a national medical information platform
- Standardization of electromagnetic medical record information
- Efforts for medical fee revision DX



Individual Number Card can be used after career change

Individual Number Card can be used as a Health Insurance Certificate

Administrative procedures and Notification are available online!

9:41
マイナポータル
Login
Menu
Register
About Mynaportal
myna.go.jp
日本語
FAQ
Inquiry
Logged in
New information for 利用者本人
My Information
2 posts
Notice
1 posts
Interaction History

Learning the way you are at anytime, anywhere.

We will promote the standardization and utilization of educational data to achieve education where everyone can learn the way he/she is.

1st Year Results

Supported standardization for the utilization of educational data. Formulated roadmap.

Supported the standardization work of educational data by the Ministry of Education, Culture, Sports, Science and Technology to promote the utilization of educational data under the GIGA school concept, and contributed to the publication of data standards. In addition to compiling the results of the questionnaire for educational staff and students for the same concept, we also compiled a roadmap for the utilization of educational data by four relevant ministries.

Background

The use of ICT, a modern standard, is imperative in schools, which are places where children can nurture their ability to survive and expand their potential. On the other hand, various issues for ICT diffusion and retention are currently emerging, such as the lack of progress in linking data within schools, and these need to be addressed together with relevant ministries and agencies.

Future Plan

- Examine data standardization/architecture for interoperability of educational data (by FY2025)
- Demonstration of data interoperability (until FY2025)

Roadmap on the Utilization of Data in Education

2022

Educational data standards for content information and activity information

2021

Educational data standards for subject information (students, schools, teaching staff)

2020

Establishment of school codes and study guideline codes

Leveraging data to protect children.

We will use data about children to identify and help children in need at an early stage.

1st Year Results

Summarized future arguments related to children's information and data linkage.

We set up a project team with relevant ministries and agencies to study the issue in four occasions. A summary of the results was published in June 2022. Since then, we have also started demonstration projects in seven organizations, and we have formulated and published guidelines that summarize items and systems to keep in mind as we proceed with the demonstration projects.

Background

Children in difficult circumstances, including poverty and abuse, are difficult to identify and support. In order to provide active support, we need to consider information linkage about children.

Future Plan

- Verification and improvement of issues and further deepening of initiatives based on demonstration projects (FY2022)

Estimated use cases in which information and data on children are linked

1 **Information gathering / cooperation**

Pre-preparation of data necessary for linkage

2 **Analysis and evaluation**

Use digital data to analyze and evaluate children in difficult circumstances

3 **Assessment by humans**

Information (including analog information such as awareness) about individual children is scrutinized by people to determine the need for action. and determine the need for a response.

4 **Consideration of individual measures**

Consider countermeasures tailored to the individual circumstances of children

5 **Connection to support**

Collaboration with relevant organizations to support targeted children and families. Evaluate the effectiveness of support measures

Complete back-office operations for businesses through digitalization.

We will increase the efficiencies and productivities of back-office operations for businesses by utilizing digital invoice.

1st Year Results

Created and published standard specifications for digital invoice in Japan.

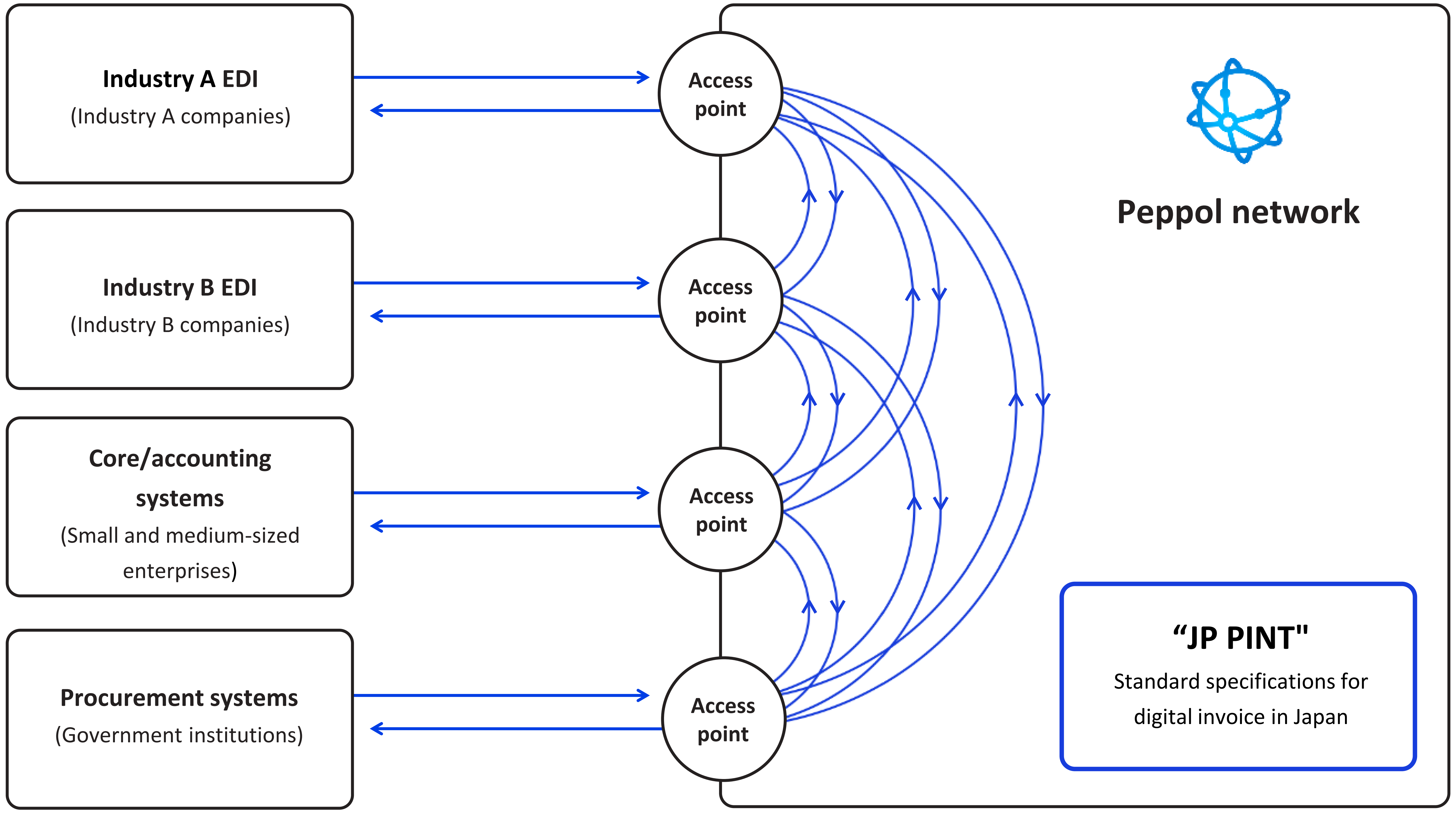
Compliant to Peppol, an international standardized specifications for e-invoice, we have created and published "JP PINT", the standard specifications for digital invoice in Japan.

Background

Delays in digitalization of back-office operations are said to be inhibiting efficiency and productivity improvements of businesses. Particularly, the fragmentation of data linkage induced by the differences in systems is causing an inefficient intermingling of paper and digital.

Future Plan

- Private accounting software and operation system vendors start providing services and products that support "JP PINT".


Industry A EDI
(Industry A companies)
Industry B EDI
(Industry B companies)
Core/accounting systems
(Small and medium-sized enterprises)
Procurement systems
(Government institutions)
Access point
Access point
Access point
Access point
Peppol network
“JP PINT"
Standard specifications for digital invoice in Japan

By utilizing digital invoice that support “JP PINT,” billing information can be linked and processed automatically irrespective of system differences

Creating rich communities with charm and convenience.

We will promote digital implementation in rural areas and create new, attractive regions with convenience while preserving their richness.

1st Year Results

Provided each region with a data brokerage function and tools for measuring regional happiness indicators.

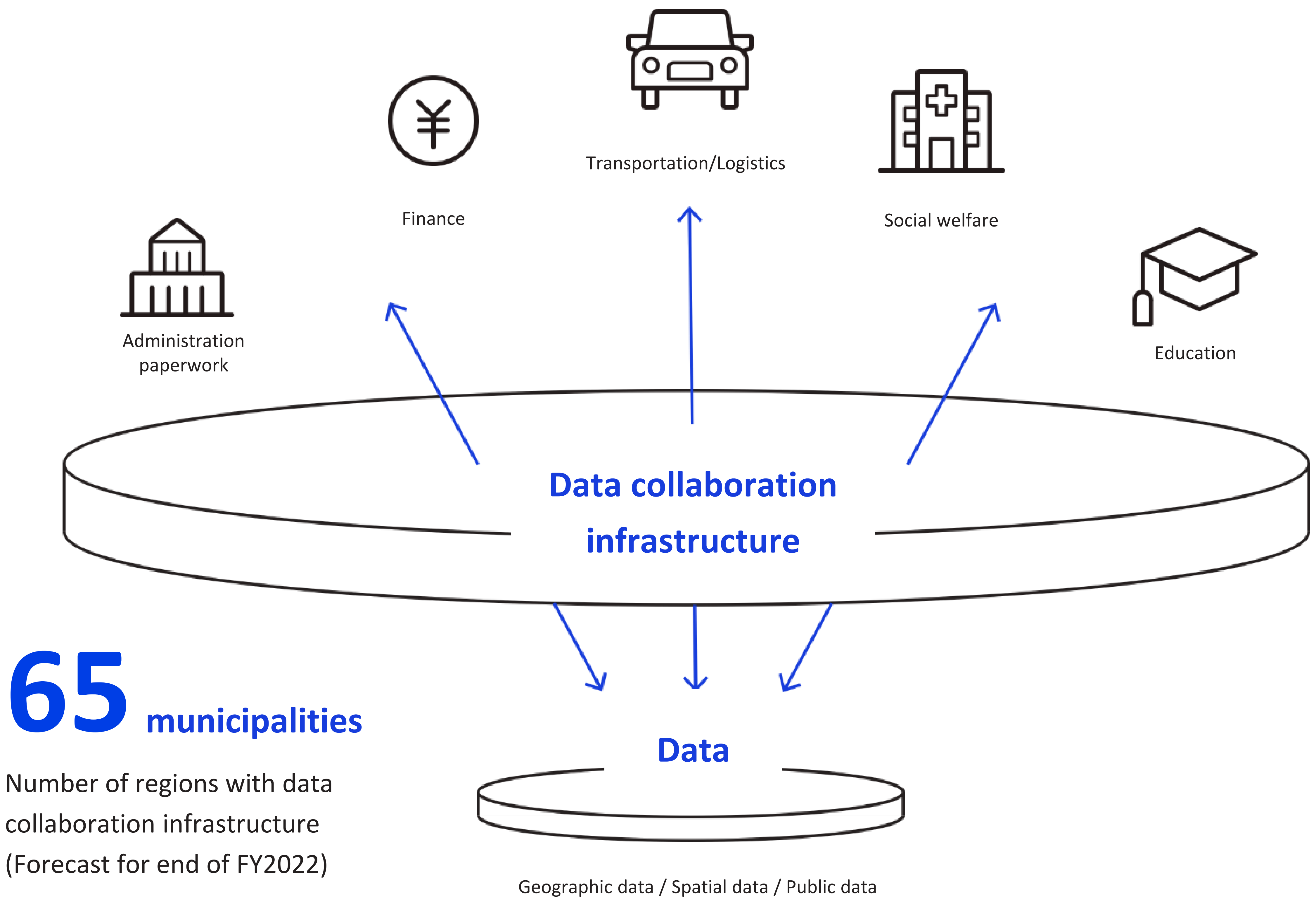
In order to promote digital implementation in local areas, data intermediary functions (brokers), which are at the core of data collaboration among various services that support residents' lives and local economic activities, are provided free of charge. By providing advice on its use, we contributed to the introduction of a data collaboration infrastructure in each region. We also provided tools for measuring the regional happiness index (Well-Being index), and have been promoting its use nationwide.

Background

At present, social issues such as “shrinking population, declining birthrate and aging population," “depopulation, monopolar concentration in the Tokyo metropolitan area," and “development of social issues such as the hollowing out of regional industries" have become apparent in local regions. Digitalization can solve these problems and achieve sustainable economic and social development and new growth.

Future Plan

- Integration of existing grants into the Vision for a Digital Garden City Nation
- Formulation of the Vision for a Digital Garden City Nation (in 2022)



65 municipalities

Number of regions with data collaboration infrastructure (Forecast for end of FY2022)

Strengthening collaboration between local municipalities and ministries.

We will strengthen cooperation between municipalities' and ministries' officials to realize a digital society across Japan.

1st Year Results

Strengthened collaboration and exchanges of views between officials of the ministries and municipalities' officials across the country.

In addition to municipal employees, government officials from such organizations as the Ministry of Internal Affairs and Communications and the Cabinet Secretariat also participated in the digital reform co-creation platform. The platform is a venue for lively discussion on a wide range of digital initiatives such as the government cloud, Individual Number Cards, and the Vision for a Digital Garden City Nation.

Background

It is important to involve a variety of stakeholders in order to achieve the diverse happiness of individuals in a digital society. In particular, the local and national governments need to work closely together, but there was no forum for discussion on a reciprocal basis.

Future Plan

- Modify system to allow direct access from municipal systems (in FY2022)
- Strengthen cooperation with relevant ministries and agencies

3,500 **people**

Number of employees of local governments participating in the digital reform co-creation platform

1,100 **municipalities**

Number of participating municipalities

17 **institutions**

Number of participating government ministries and agencies

---

* Number of local government employees participating in the digital reform co-creation platform, number of participating local governments, and number of participating government ministries are as of August 2022.

Promoting digitization across society.

We will provide an opportunity for the entire society to regularly look back on, experience, and review digitalization

1st Year Results

Implemented Digital Days to think about digitalization in Japanese society as a whole.

Various initiatives using digital-related technologies and services were implemented to gather momentum toward the digitalization of society (October 10 and 11, 2021).

Background

It needs to gather momentum of degitalization for society as a whole in order to achieve “Human-friendly digitalization: No one left behind.”

Future Plan

- “Digital Days” (2022/10/2-3)
- Initiatives by supporting companies and organizations during Digital Month (October 2022)

デジタル庁
アイデアボックス
2022年10.2(日)
デジタルの
JAPAN DIGITAL DAY
ふれよう！
デジタルの日
ONLINE EVENT
デジタル庁の内側
2021年
デジタルの日
JAPAN
DIGITAL DAYS 2021
#デジタルを贈ろう
デジタルの日
ONLINE EVENT
デジタル庁創設記念
デジタルの日
ONLINE EVENT

Achieving a Safe, Secure, and Strong Digital Infrastructure

Introduce highly convenient cloud services.

By maximizing the benefits of cloud services, Government Cloud aims to help develop fast, flexible, secure, and cost-efficient systems for national and local governments, and to quickly provide and improve highly convenient services for users.

1st Year Results

Digital Agency and several local governments began using Government Cloud.

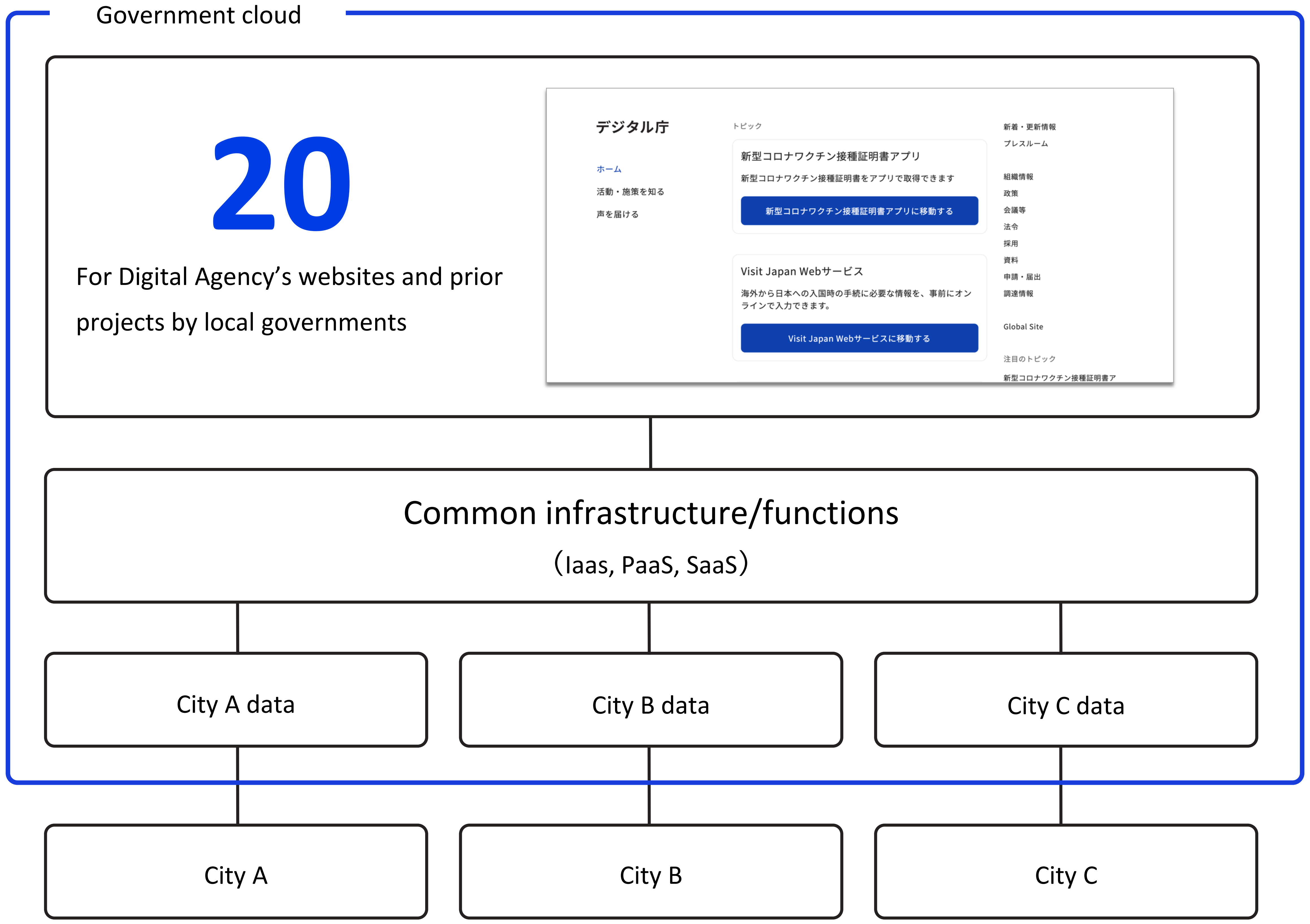
Cloud services were selected which registered with ISMAP, the Information Systems Security Management and Assessment Program. We are also implementing the latest security measures such as data encryption. The use of the Government Cloud was sequentially launched for the local government's security cloud project and the Digital Agency website.

Background

Currently, each government agency independently develops and maintains its own work system. This has resulted in variations in the convenience, flexibility, security, and speed of the services provided, as well as a heavy operational and cost burden on each institution.

Future Plan

- Make sequential transitions based on asking each local government, etc. about their wishes to use the government cloud after FY2023 (implemented in line with budget requests each fiscal year).
- Provide explanations to local governments, ministries, etc., and guides on migration etc. from time to time regarding the transition to the government cloud (from FY2022)



Government cloud

20

For Digital Agency's websites and prior projects by local governments

デジタル庁

ホーム

活動・施策を知る

声を届ける

トピック

新型コロナワクチン接種証明書アプリ

新型コロナワクチン接種証明書をアプリで取得できます

新型コロナワクチン接種証明書アプリに移動する

Visit Japan Webサービス

海外から日本への入国時の手続に必要な情報を、事前にオンラインで入力できます。

Visit Japan Webサービスに移動する

新着・更新情報

プレスルーム

組織情報

政策

会議等

法令

採用

資料

申請・届出

調達情報

Global Site

注目のトピック

新型コロナワクチン接種証明書ア

Common infrastructure/functions

（Iaas, PaaS, SaaS）

City A data

City B data

City C data

City A

City B

City C

Working productively and flexibly in government agencies.

We will provide the tools and equipment necessary for government employees to work safely, securely, efficiently, and flexibly, and we apply the latest security technologies.

1st Year Results

Provided a safe and secure network environment across digital agencies and government agencies.

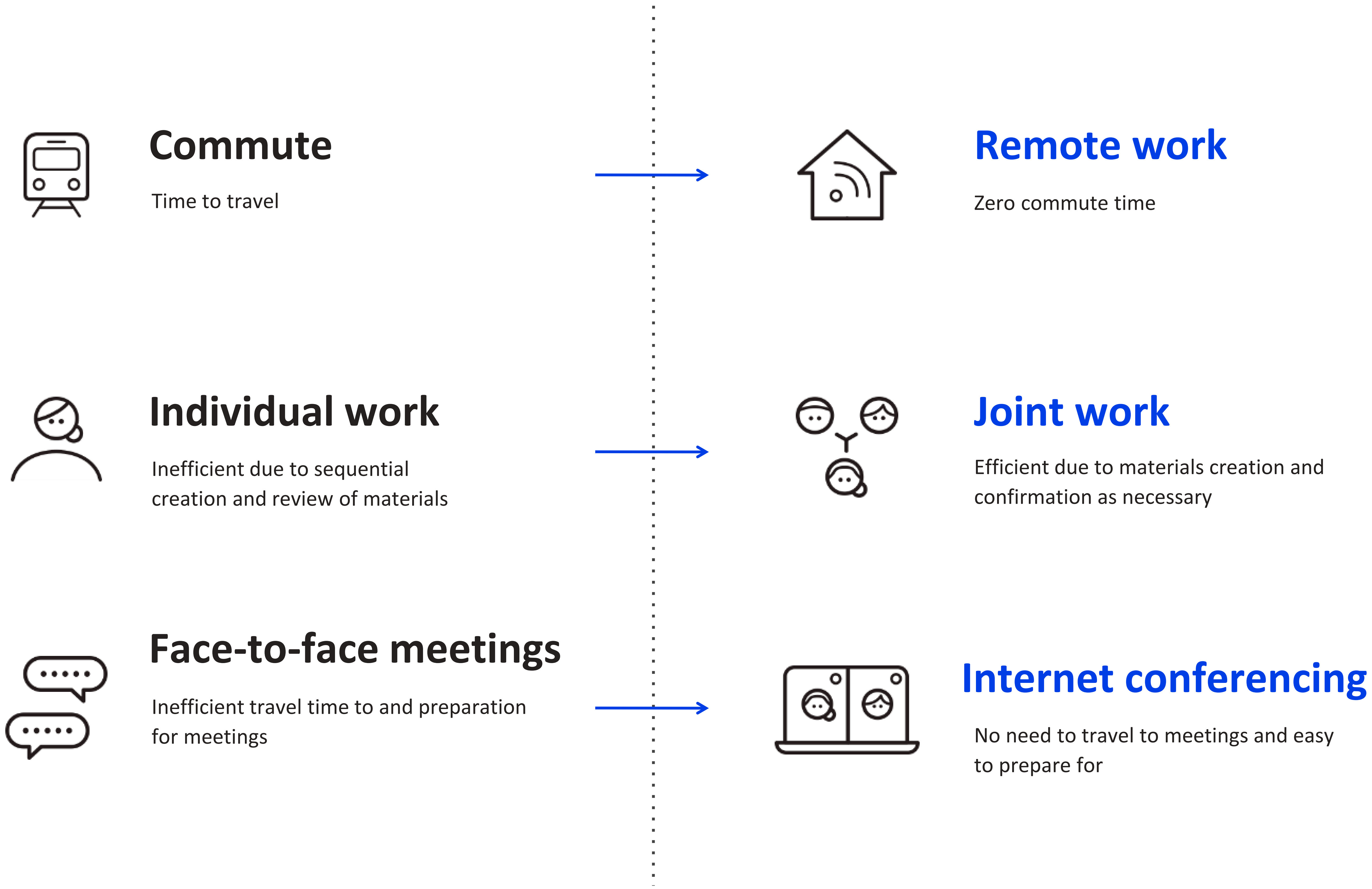
We provide digital agency staff with communication tools such as Teams and Slack, as well as document tools with collaborative editing capabilities. We assign and manage licenses for joint online meeting systems of various government departments and agencies, and securely facilitate the communication environment between organizations. In addition, we have completed the development of Japan's own nationwide line network. It improves convenience and productivity, and creates a work environment that allows for flexible working styles.

Background

The spread of COVID-19 has triggered an acceleration of digitalization, including remote work. In LAN systems and network environments that have been developed by each government agency, challenges have emerged, such as difficult inter-organizational cooperation and inadequate countermeasures against threats.

Future Plan

- In consultation with each government ministry and agency, gradually integrate the LANs of each ministry. The National Personnel Authority began operations in late August. The Committee for the Protection of Personal Information and the Ministry of Agriculture, Forestry and Fisheries began integrating in October. Other government ministries and agencies are also undergoing discussions.
- Abolish the current “government common network" and build a new inter-ministerial network with wide bandwidth, high quality, low cost, and high security.



Commute

Time to travel

→ **Remote work**

Zero commute time

Individual work

Inefficient due to sequential creation and review of materials

→ **Joint work**

Efficient due to materials creation and confirmation as necessary

Face-to-face meetings

Inefficient travel time to and preparation for meetings

→ **Internet conferencing**

No need to travel to meetings and easy to prepare for

To be the world’s leading digital government.

We will strengthen international collaboration by sharing technology and knowledge and promote international strategies such as DFFT (Data Free Flow with Trust) to achieve a world-class digital government.

1st Year Results

Built relationships with national digital organizations of various countries. Exchanged memoranda of cooperation and established digital partnership with the EU.

Digital Minister attended the German G7 Digital Ministerial Meeting, dealt with the Indonesian G20 Digital Ministerial Meeting, and visited the U.S. for the first time as Japan's Minister for Digital and Minister in charge of Cybersecurity. We held bilateral talks with relevant ministers of various countries, built relations through talks with ambassadors stationed in Japan, signed MoCs, and established the EU-Japan Digital Partnership. Based on these, we have gained various learning through discussions with the counterpart institutions and have also made contributions from Japan.

Background

. As cross-border data flows increase, so do the security and privacy risks, such as unauthorized access and use. There need to be concrete rules internationally to achieve data free frow with trust. Countries are also facing similar challenges when it comes to digitalization and must work together to solve them.

Future Plan

- Host the G7 Digital Ministerial Meeting in Japan (2023)
- Promote the operationalization of DFFT (Data Free Flow with Trust)
- Strengthen and expand bilateral memoranda of cooperation, digital partnerships, and other relationships
- Promote inter-professional workshops and joint projects

G7 Digital
Ministerial Meeting
10–11 May 2022

For a flexible organization not to be bounded by conventional frameworks

Creating an organizational structure, culture, and working environment.

Organizational structure

In order to recruit private-sector personnel with expertise in the digital domain, we established a job-based recruitment method that differs from the traditional government membership-based employment. We achieved an average adoption rate of more than 20 times, and a job offer rate of more than 90%. We have also established an organizational structure and resource management system that allows us to flexibly assign personnel in response to changes in project priorities and to ensure that each individual's performance is fully realized.

Year-round hiring	Achievement of year-round job-based employment for private-sector professionals
Recruitment PR	External dissemination through owned media and events
Matrix organization	Introduction of project and unit systems
Resource management structure	Establishment of a mechanism for flexible staffing

Organizational culture

The Digital Agency brings together diverse talent, and needs to build an organizational culture where everyone works together to reach their goals. For this reason, we set and share common goals, such as mission vision, and clarify the guiding principles of employee behavior as a value. To ensure that these measures do not become a mere formality, a personnel evaluation system, 1-on-1 meetings, staff awards, and other measures have been implemented. We aim to build and instill a culture of openness and flatness among personnel of various backgrounds and positions.

Value ambassadors	Volunteer activities to promote penetration of Mission, Vision, Values
MVV Award	Recognition of MVP, Vision and Value Awards, etc., and presentation of model behavior
360-degree review	Introduction of multifaceted, value-based personnel evaluations
1-on-1 meetings	Introduction of a regular meeting system for supervisors and employees to build trust
Buddy system	Creation of a mechanism for public-private partnerships to learn from each other
All-hands meetings	Regular Agency-wide meetings to achieve two-way dialog with executives
Study groups	Creation of opportunities to learn about various areas such as technology and policy

Working environment

In order to bring out the best in personnel with diverse skills and experiences, it is essential to create an environment that facilitates the achievement of results. In addition to hardware aspects such as the introduction of IT tools, the Digital Agency has also been working on soft aspects such as setting policies on information sharing and communication methods within the Agency. By doing so, we aim to create an environment where personnel can work productively from anywhere, anytime.

Onboarding	Creation of an environment where employees can play an active role immediately after joining the Agency
Introduction of HR SaaS	Visualization of personnel information and organizational structure and one-stop procedures
Remote environment	Creation of an environment for online meetings and discussions
Chat tools	Introduction and penetration of chat-based communication
Communication policy	Establishment of guidelines for information sharing and communication methods

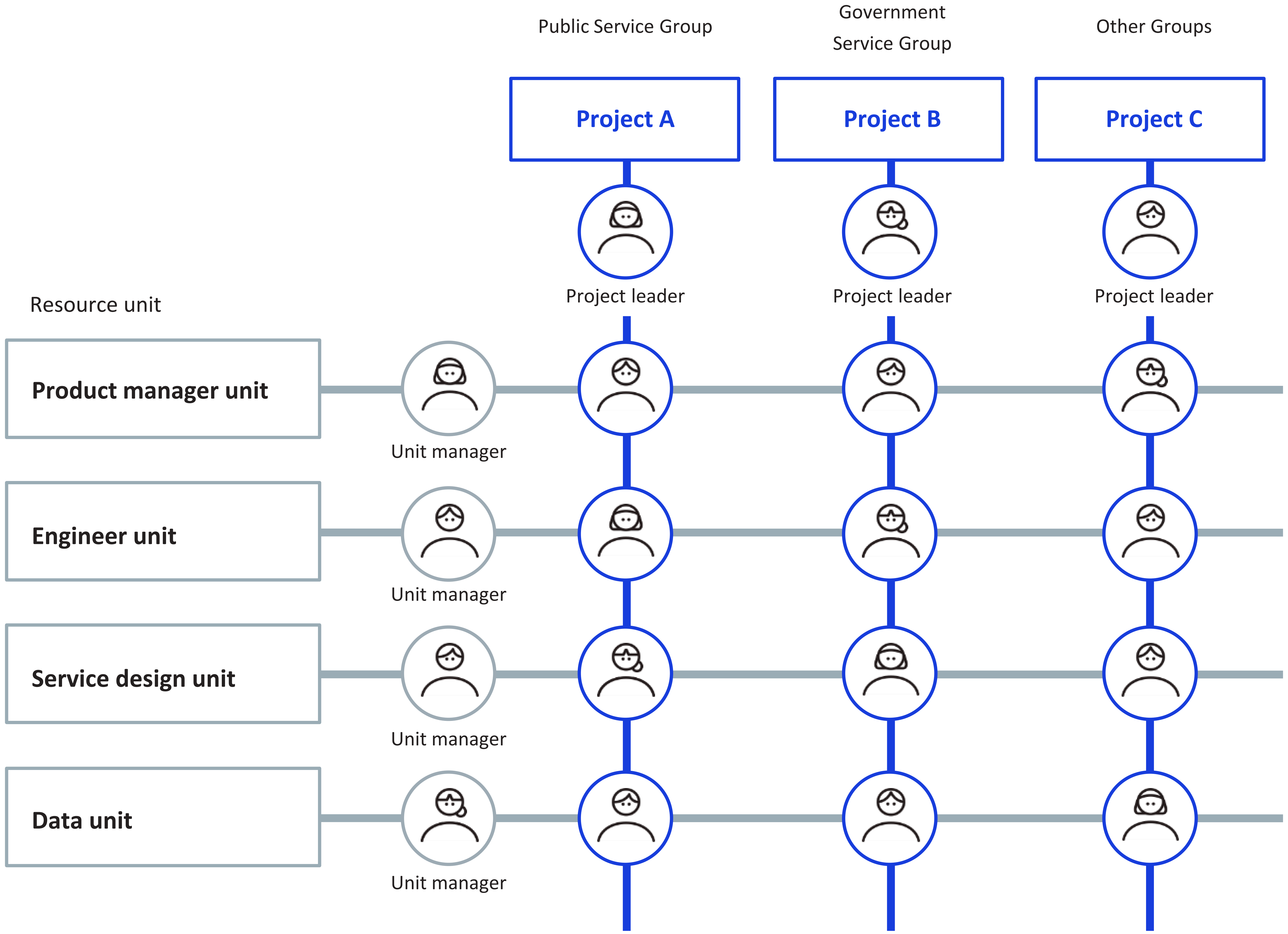
Introducing project system and unit system.

Project system

The organization of the Digital Agency consists of four groups: the Strategy and Organization Group, the Digital Society Common Function Group, the Public Service Group, and the Government Service Group. For groups other than the Strategy and Organization Group, we have formed project-based teams and flexibly assign each person to the most appropriate project according to their expertise (skills).

Unit system

We have introduced a system whereby private-sector personnel are assigned to resource units and are assigned according to project requirements. The resource units are organized by area of expertise, each with a unit manager and assistant unit head.


Public Service Group
Government Service Group
Other Groups
Project A
Project B
Project C
Project leader
Project leader
Project leader
Resource unit
Product manager unit
Unit manager
Engineer unit
Unit manager
Service design unit
Unit manager
Data unit
Unit manager

Leading an advanced example of government officials' workstyle.

Efficient workstyle

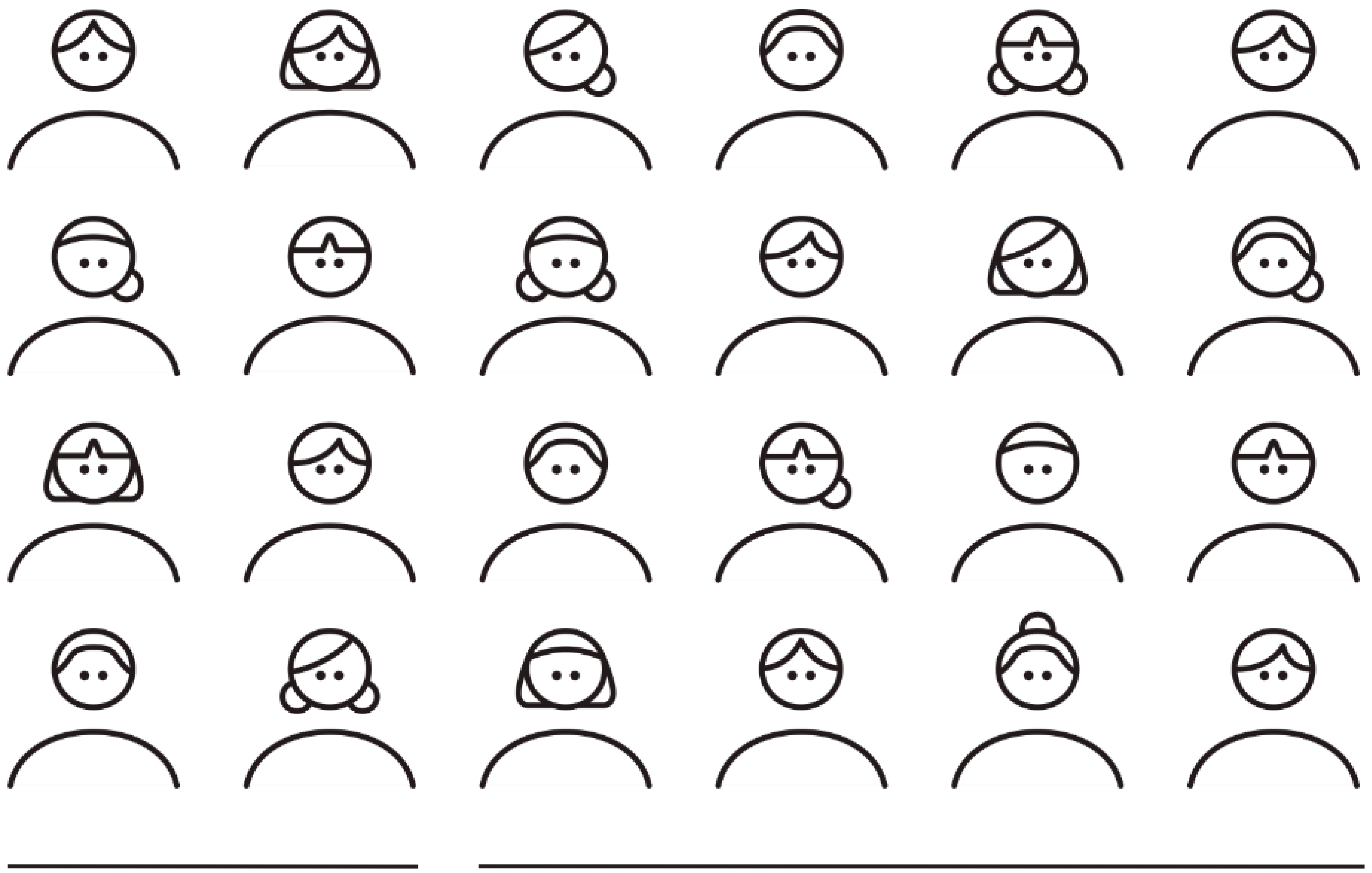
Until now, the national government has generally worked according to traditional conventions, such as e-mail, face-to-face meetings, and paper-based correspondence with the Diet. The Digital Agency has set up an environment and system that allows for flexible and efficient work. It also utilizes chat tools and collaborative editing of documents, such as congressional correspondence work. Meetings are held remotely, including with government officials and executives.

Diverse workstyle

The national government had certain rules, defined facilities, etc., and it was difficult to choose a workstyle. The Digital Agency is promoting a flexible and free work style by establishing a remote work environment, introducing a free address system, and holding monthly online agency-wide meetings attended by political leaders, executives and employees.

OJT workstyle

The Digital Agency employs people with diverse backgrounds and expertise, whether from the private or public sector. Both private-sector and public-sector employees are able to carry out the same mission through their work beyond their own areas of expertise, and acquire knowledge outside of each other's expertise through their work. In addition, study meetings are held from time to time to share knowledge across the Digital Agency beyond teams. There is an environment for learning while working.



250 people

From private sector

500 people

From government sector, etc.

85 %

Percentage understanding Values

39 %

Remote work rate

500 people

Online agency-wide meeting (live participants)

- Remote work rate: average for period from April to July 2022. Percentage understanding Values: as of survey in May 2022.
Number of online agency-wide meeting live participants: for meeting in August 2022. Number of staff is as of July 2022. All figures are approximate.

Understanding organizational challenges and continuously improving.

Conducting organizational surveys

In order to build an organization that was just starting out, we conducted an organizational survey to measure satisfaction, engagement, and the degree of penetration and embodiment of our values. Based on the survey results, we carried out organizational reform (HR improvement, communication, budget request, etc.), and staff satisfaction, values penetration, and organizational level have improved in about six months. In order to be a successful organization, we will continue to conduct surveys regularly and make improvements.

Improve staff satisfaction and engagement

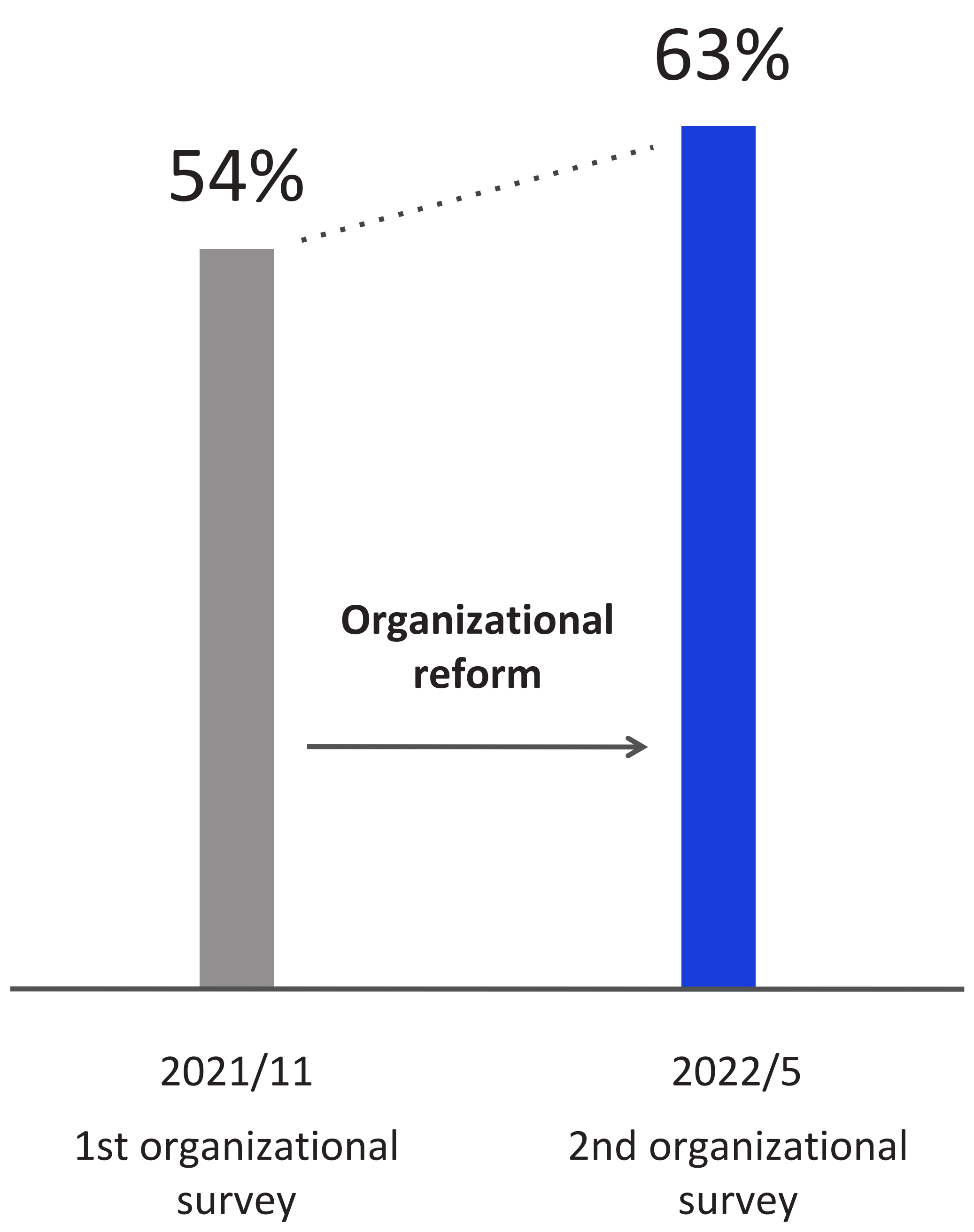
Staff satisfaction improved by 8% in the six-month period from November 2021 to May 2022. There was also a significant improvement in the percentage of respondents who are proud of the Digital Agency at 9%.

Positive assessment of recent/future initiatives

As a result of organizational reforms, approximately 60% of all staff responded that the organization has been positively engaged in making improvements over the past six months.

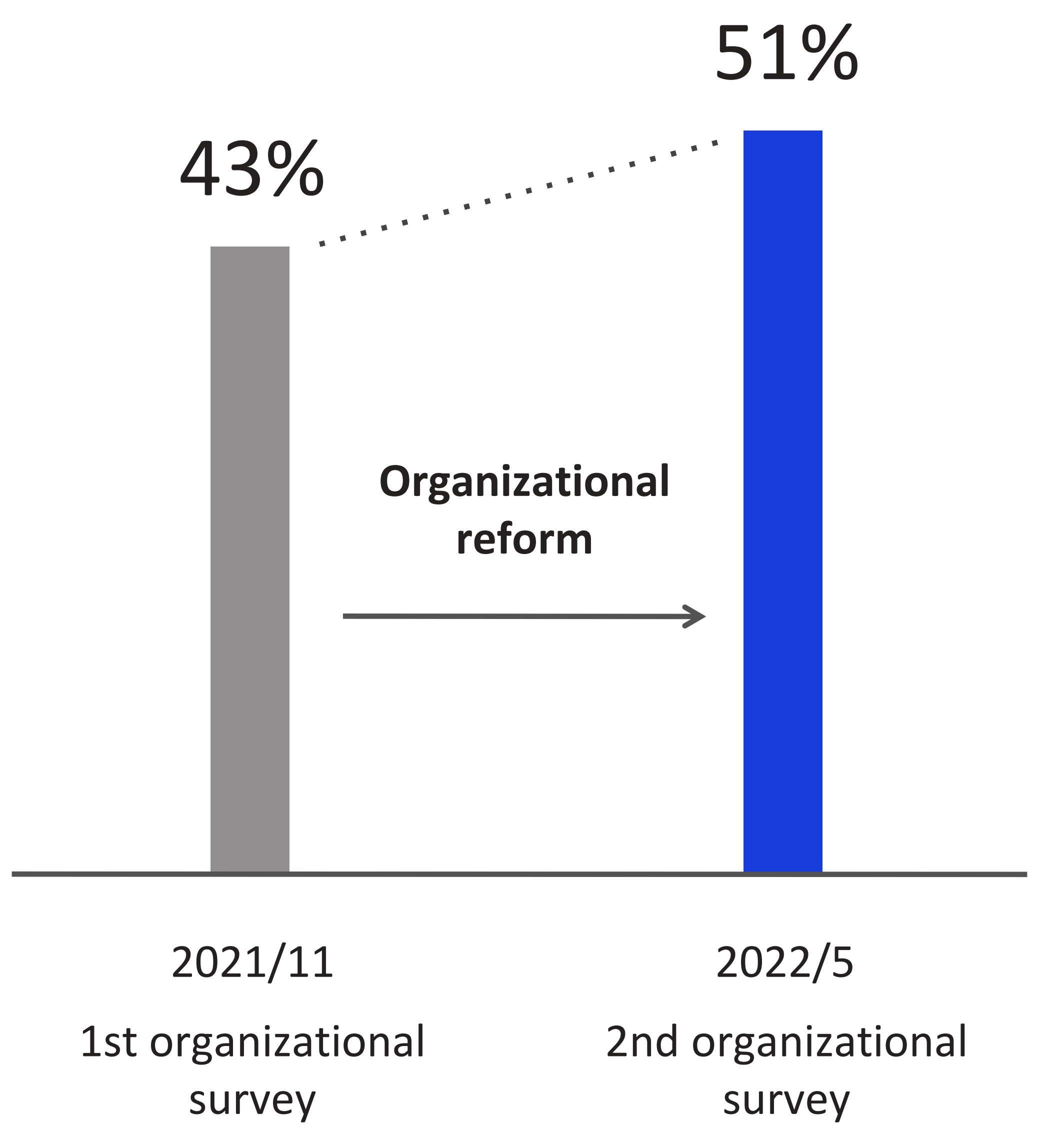
+9%

Proud



+8%

Satisfied



Towards the Realization of Vision of the Digital Agency

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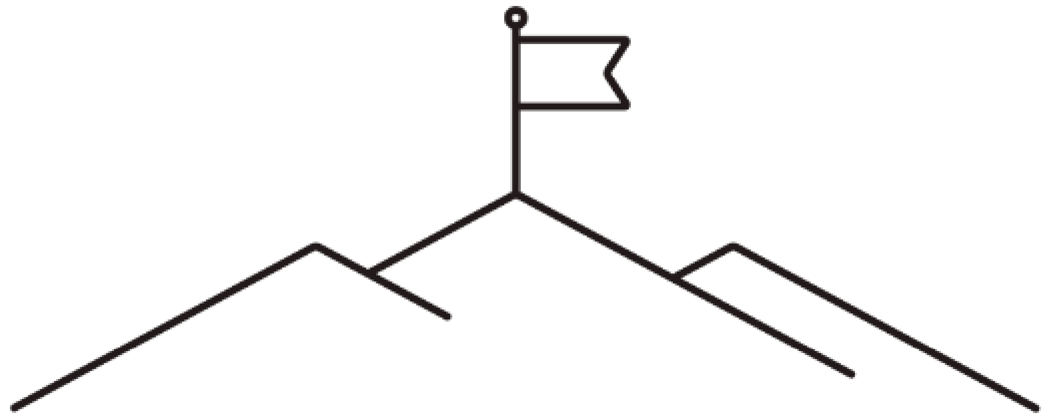
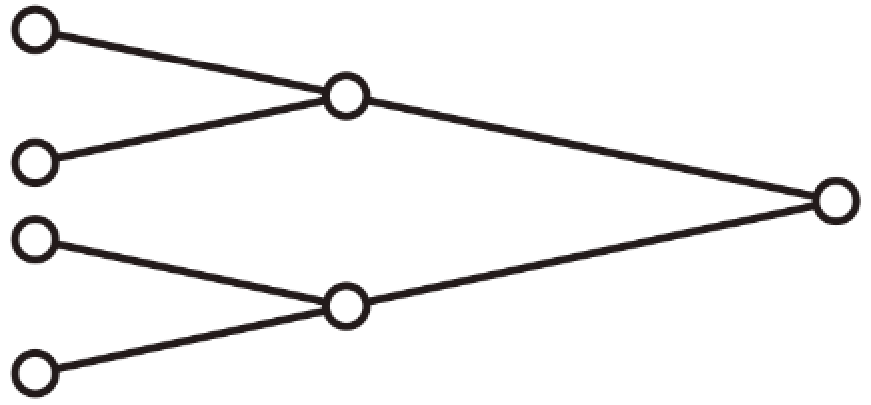
Digital Agency

Promoting projects based on figures and facts.



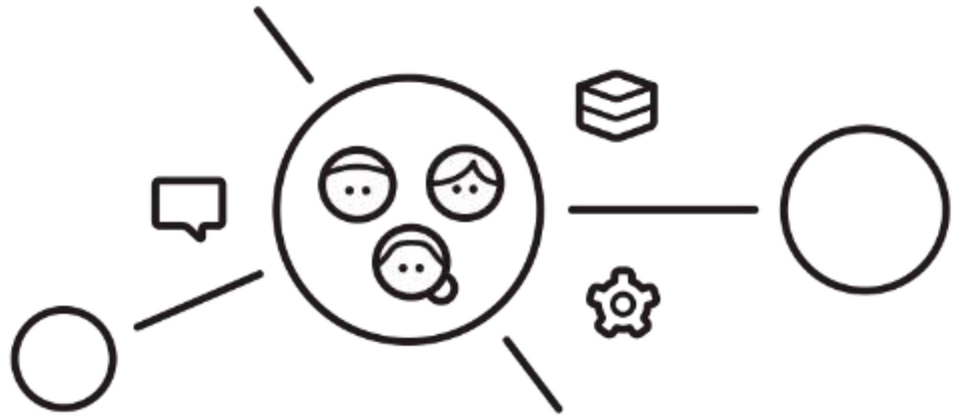
Setting goals and metrics

For each project, the issues to be solved, the value to be provided, the form to be realized (why/what), and the policy to achieve the goals (how) are clearly stated, and indicators are set to show progress toward the goals.



Arranging projects

We will set up project groups for each of the three Digital Agency pillars (Overall Strategy). We will assign responsibility to project groups, clarify the roadmap for achieving the final goal and the overall picture, and steadily implement important projects that cross over into other projects.



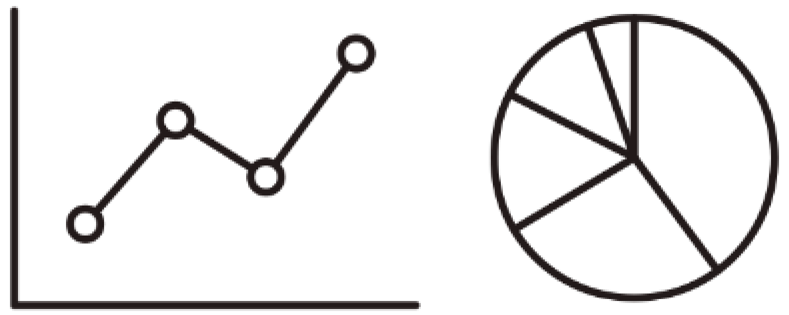
Establishing service development environment

We will establish a service development environment where both government and private sector personnel can perform well, and can efficiently co-create with vendors.

Moving from the start-up phase to the function enhancement phase.

Promoting recruitment

In promoting the three pillars of the Digital Agency (overall strategy), we will actively expand professional personnel in digital technology and data utilization and establish a system to achieve our goals.



Enhancing business planning functions

In promoting the three pillars of the Digital Agency (overall strategy), we will strengthen the management planning function in order to set goals and indicators and organize projects.

Appendix

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Digital Agency

Spreading use of My Number Card

- Individual Number (“My Number”) System

Improving Mynaportal

- Mynaportal
- Mynaportal (Digital Agency Website)
- Three months as Chief Officer: About service development and team building

Providing COVID-19 vaccination certificate app

- COVID-19 vaccination certificate app
- WHO Smart Vaccination Certificate Working Group

Providing services and certification infrastructure for businesses

- To the ministries, prefectures and municipalities which consider electronic applications for subsidies
- g-Biz ID
- g-Biz ID (Digital Agency Website)

Online administrative services for government offices

- Initiative for useful design system to deliver services quickly
- Held design system study meeting

Establishing the Cashless Act

- “Draft Act on the Use of Information and Communications Technology to Make Payments That Become Part of National Revenue(the Cashless Act)" submitted to the 208th session of the Diet (ordinary session)
- Draft Act on the Use of Information and Communications Technology to Make Payments That Become Part of National Revenue(the Cashless Act)

Promoting standardization of local government systems

- Unification and standardization of core business systems of local governments

Promoting the Special Commission on Digital Administrative Reform

- “Discussion and review status at recent Special Commission on Digital Administrative Reform meeting”

Data strategy

- Guidance for Implementation of Data Handling Rules on Platforms ver1.0, March 4, 2022
- Registry Catalog and Address-Based Registry Pilot System, April 22, 2022
- Government Interoperability Framework (GIF), March 31, 2022
- Launch of My System Navi, July 29, 2022

Promoting medical care DX

- Use of Individual Number Cards as Insurance Cards (Use of Card of the Insured)
- There are many good things for everyone by using their Individual Number Card as a health insurance card!

Digitalizing the education sector

- GIGA School Survey Results, September 3, 2021
- Formulation of Roadmap on the Utilization of Data in Education, January 7, 2022

Developing a data infrastructure for children

- Arguments in the Vice Ministers’ Project Team for Information and Data Linkage on Children
- Vice-Ministers’ Project Team: Information and Data Linkage on Children
- Demonstration Project Plan and Demonstration Project Guidelines for Support Demonstration Projects Coordinating Various Data on Children

Spreading the use of digital invoices

- JP PINT

Promoting the Vision for a Digital Garden City Nation

- Held online briefing session for government officials and others on the use of well-being index in digital garden cities
- Started providing data brokerage to support the realization of Vision for a Digital Garden City Nation
- Launched website for well-being index utilization in digital garden cities
- Explanatory video for prefecture and municipal officials “use of well-being index in digital garden cities”
- Adopting results of grant subsidy for promotion of Vision for a Digital Garden City Nation (digital implementation type TYPE2/3)

Utilizing the digital reform co-creation platform

- Prefecture and municipal staff x government staff ｜ Invitation application form for digital reform co-creation platform
- Prefecture and municipal staff x government staff: Start of “Digital reform co-creation platform" (Digital Agency website)

Promoting Digital Days

- Official Digital Days website
- Digital Day policy webpage (Digital Agency website)

Developing government cloud

- Decided cloud services to be covered by government cloud in FY2021, October 26, 2021

Government solutions services

- Government solutions services

Promoting DFFT

- Signing MoC with Kingdom of Denmark
- Launch of UK-Japan Digital Group
- Visit to Republic of Estonia and Republic of Finland, and G7 Digital Ministerial Meeting
- Launch of EU-Japan Digital Partnership
- Signing ~~of~~ MoC with Republic of Singapore
- Official trip to US

For a flexible organization not to be bounded by conventional frameworks

- Three months as Chief Officer: About service development and team building
- Organizational challenges and reforms faced by the Digital Agency. 10-month steps since the establishment ~~history~~

Digital Agency Activity Report

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