Government Facility for the promotion of Government-wide use of IT (summary)

“ flexible & Graceful community formation”

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Government Buildings Department, Minister’s Secretariat

Ministry of Land, Infrastructure and Transport

ROSTER

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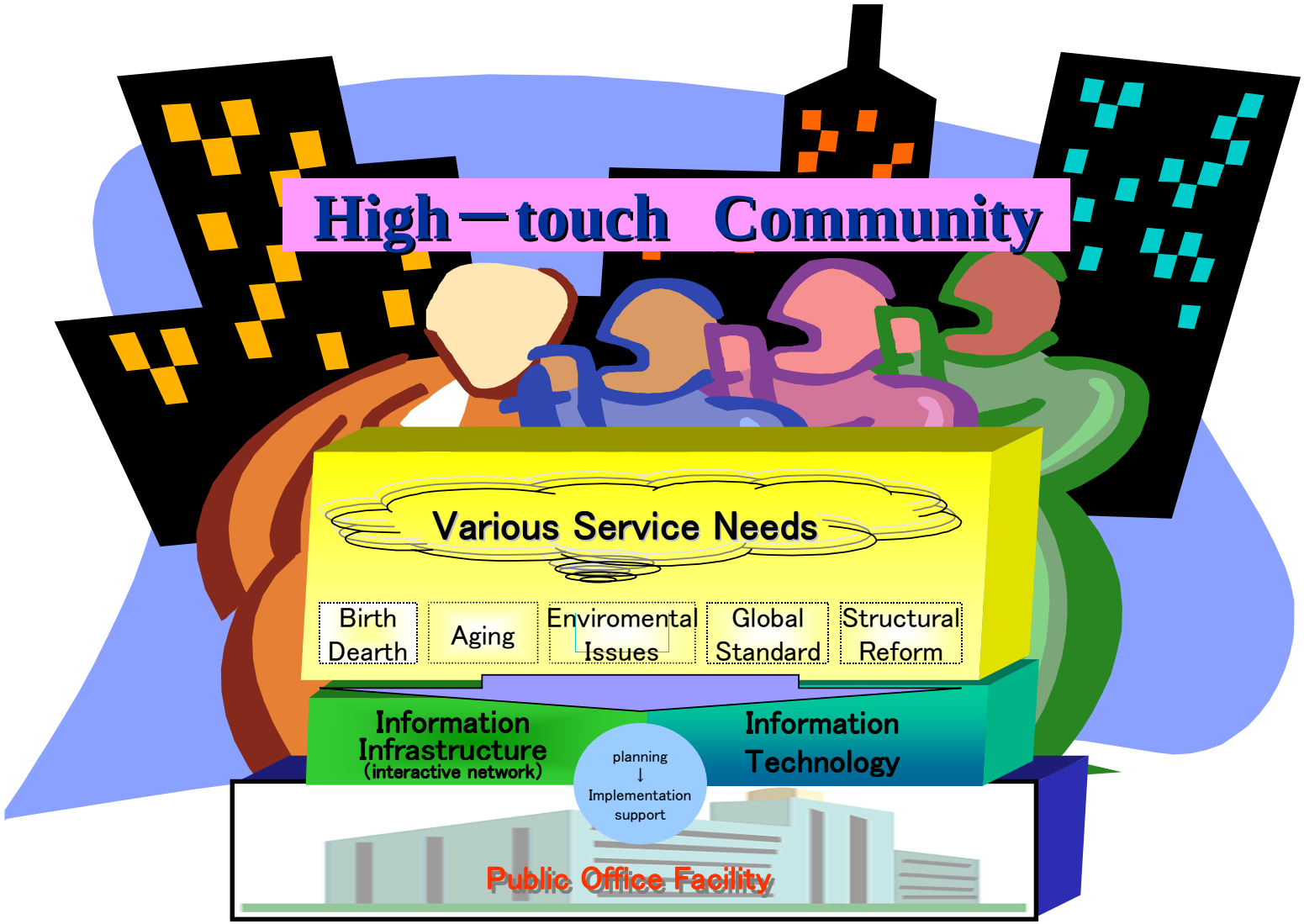
High－touch Community
Various Service Needs
Birth Dearth
Aging
Enviromental Issues
Global Standard
Structural Reform
Information Infrastructure (interactive network)
Information Technology
planning
↓
Implementation support
Public Office Facility

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Chapter 1 Methodology

1-1 Evaluation guidelines

- Because of the remarkable changes that have occurred in information technology (hereinafter referred to as "IT"), we made our evaluations from the viewpoint of **"predicting technology diffusion"** guided by the viewpoint of societal demands and users.
- Current government **"domains"** has been revolutionized, in areas such as **" accountability "**, **"disclosure"**, compliance with **"global standards"** and so forth. (Domain means the paradigm that has totally dominated the government's way of thinking for a long time, in areas such as delineation/territory of services). When considering plan/design at government office buildings from now on, with contributions to government-wide use of IT, it will be difficult to incorporate **" the arrival of a domain revolution "** for dividing and dealing with building and information separately. We must conduct a **" broad-based evaluation "** that includes both of these.

1-2 Targets and significance of government-wide use of IT

Based on the basic plan for **government-wide use of IT promotion** (revision: adopted by cabinet on December 20, 1997), there have been substantial achievements in both targets and significance of government-wide use of IT. The objective has been set to put IT to use in resolving societal issues in Japan.

1-3 Scope, steps and procedures of the evaluation

1) Scope

❑ General items from basic survey and basic concepts

- We shall arrive at general considerations from the basic survey and basic concepts stages for facility plan/design at government agencies to specifically develop these areas.

❑ Lateral usage at each stage of building life-cycle (design, construction, renovation)

- We considered output at each stage of planning, design, construction and renovations from the basic survey and basic concepts in facility plan/design at government agencies to realize lateral utilization.

❑ Facility Plan/Design based on a mid to long-term view.

- We expect to utilize the evaluated plan/design output based on a mid to long- term view by using the procedures mentioned above.

2) Evaluation Steps

❑ Evaluation of IT use and extraction of basic concepts

- Analyze the trends in IT use based on various needs for government agency facilities (How should IT be utilized?), and extract the basic concepts from these.

❑ Background for dealing with IT infrastructures and pure IT

○ We shall deal with technological evaluation as the background evaluation for the fundamental IT infrastructure and IT system itself.

3) Evaluation procedure

We shall extract the plan/design procedures shown below: ① → ② → ③ → ④, up to the creation of specific plan/design details.

① Understand and analyze the various types of trends related to government-wide use of IT.
② Extract the organization and basic concepts from future viewpoints in facility management of government agencies
③ Set the plan/design steps
④ Create plan/design details (specific plan/design guidelines and plan/design chart)

Chapter 2 Trends towards Government-wide Use of IT and Plan/Design Viewpoint

2-1 Current situation surrounding facilities of government agencies - Responding to societal demands and IT use

❑ IT contributes to solving domestic problems

○ Government-wide use of IT shall play the leading role in IT domestically. IT shall help in solving domestic problems.

❑ Responding to the declining birthrate and the aging population

○ By using electronics and networks, we will strengthen our progress towards automation and mechanization for a variety of services. We shall consider ways to respond to uneven IT distribution due to regional depopulation and the needs of those with disabilities as well as foreigners in Japan.

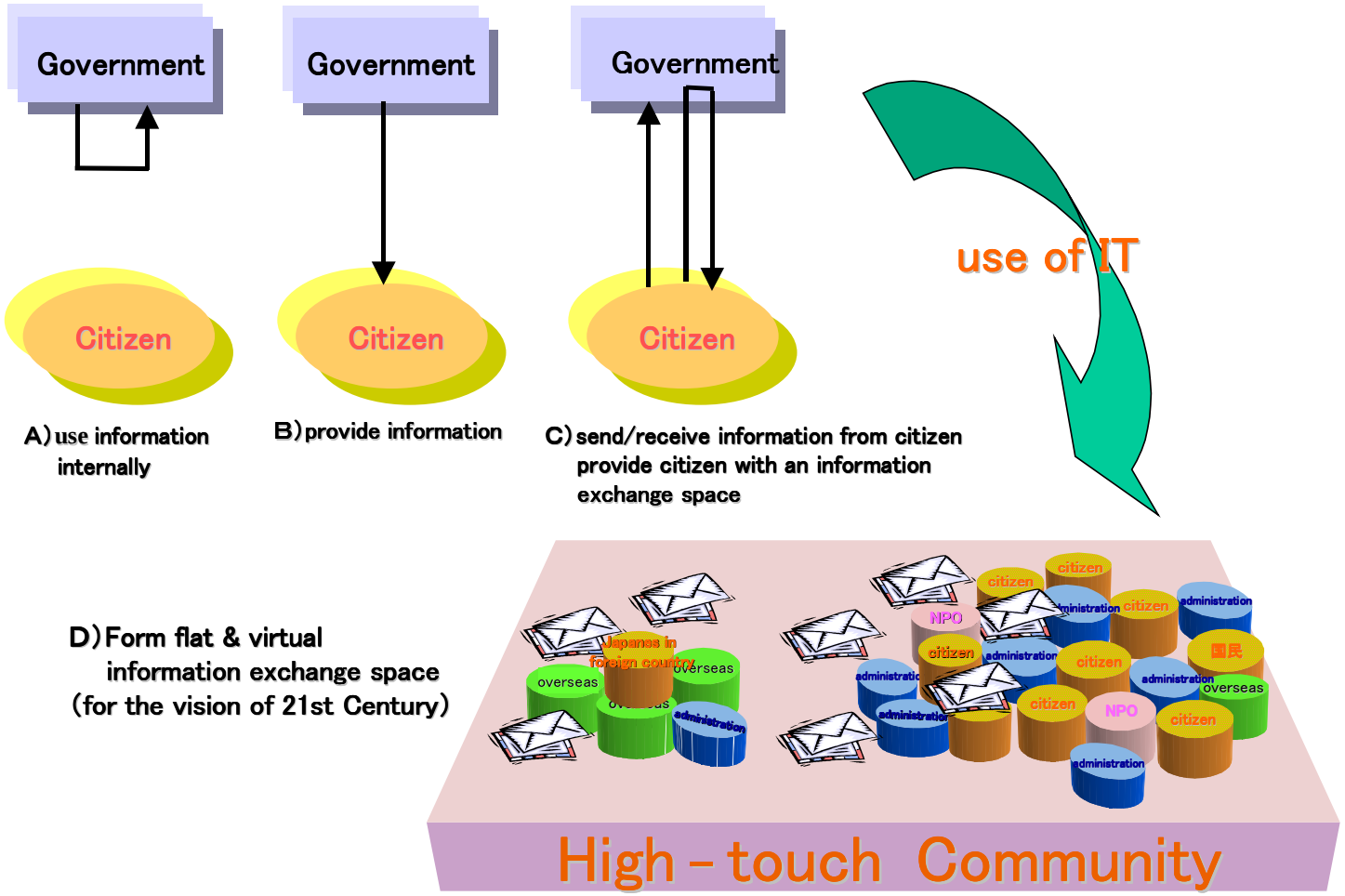
❑ Responding to the demands for improved disclosure and accountability

○ Utilizing general-purpose networks and systems that a wide-range of the public can use shall provide information.

❑ Responding to organizational and structural reforms, and support for NPO/NGO's

○ In the flow of IT and networks, from the conventional pyramid structures of today, we will develop and expand level organizational structures. Volunteer, NPO and NGO organizations are organizing one after the other through networks for activities related to environmental problems and disaster relief. We must respond to these trends.

Government and Analysis of Information Flow



2-2 Ministry trends for government-wide use of IT

1) Trends for IT system

❑ Saturation of hardware installation

- ○ The number of PC's deployed for employees in the departments of the Central Planning Ministry will reach about one PC per person. PC's connected to LAN's exceed 93%.

❑ Activation of Network Use

- ○ In local governments, e-mail and electronic bulletin board services are already used commonly. Electronic meeting and electronic settlement services shall also be promoted. If computerization proceeds, then progress in utilization plans that strive for "effective information-sharing" will be assumed, including those between the various government agencies.

2) Trends for quality improvements of government information services

❑ Rapid progress of Internet services

- ○ Internet use has spread rapidly, with the number of Internet users having reached 27.06 million (59.7% increase compared to the previous year) by the end of 1999 in Japan. We must devise plans for coping with IT costs for the user while improving the opportunities for Internet access that considers information underdogs in our society while making **" the system barrier-free ".**
- ○ In addition to the one-way services from the government to the public such as clearing systems, interactive services in local governments are continuing to spread, such as the **"electronic meeting room"**. These interactive services will evolve into **"organically interactive use"** systems.

❑ Promoting improvement in public services

- ○ We are aiming to provide services simply and via the one-stop service. We must consider convenience for the user and improvements in human interfacing.

3) Fundamental trends for promoting government-wide use of IT

❑ Local IT promotion

- ○ Local IT plans for almost all regions and designated cities have been devised (Ministry of Home Affairs: Survey of Current Regional IT Plans and Regional IT Measures). The government has also been promoting IT at the **"urban development"** level, such as the implementation of The Center City Invigoration Law in July 1998

❑ Promoting barrier-free information

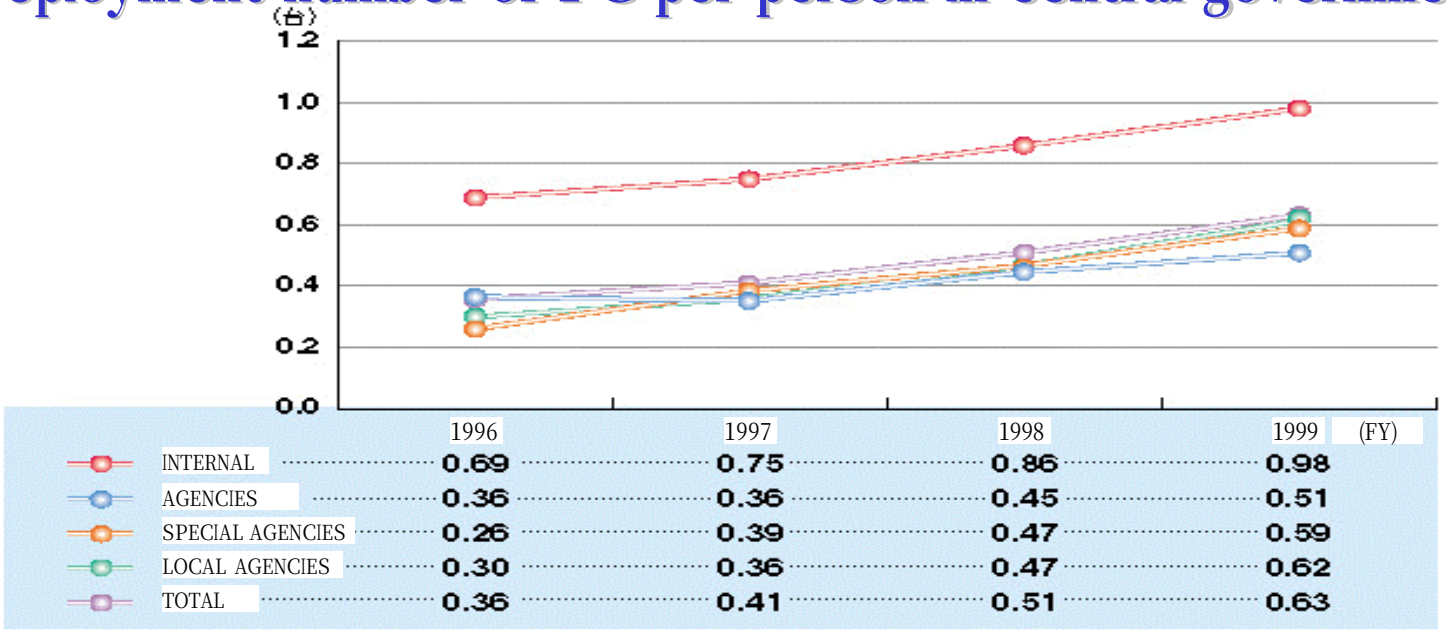
- ○ IT gaps (the IT divide) exist from the usage side of IT between the elderly, handicapped and others as well as those not in these groups. This is related to resulting social and economical gaps. Thus, we have just begun to grapple with **"barrier-free information"** at the research level, where anyone can enjoy the convenience of IT. We will move towards its further implementation.

❑ Increased security importance

- ○ The security and reliability of network and information system is developing. For the gov., the importance of supporting information security is growing for personal data in particular.

(Ref.)

Deployment number of PC per person in central governments



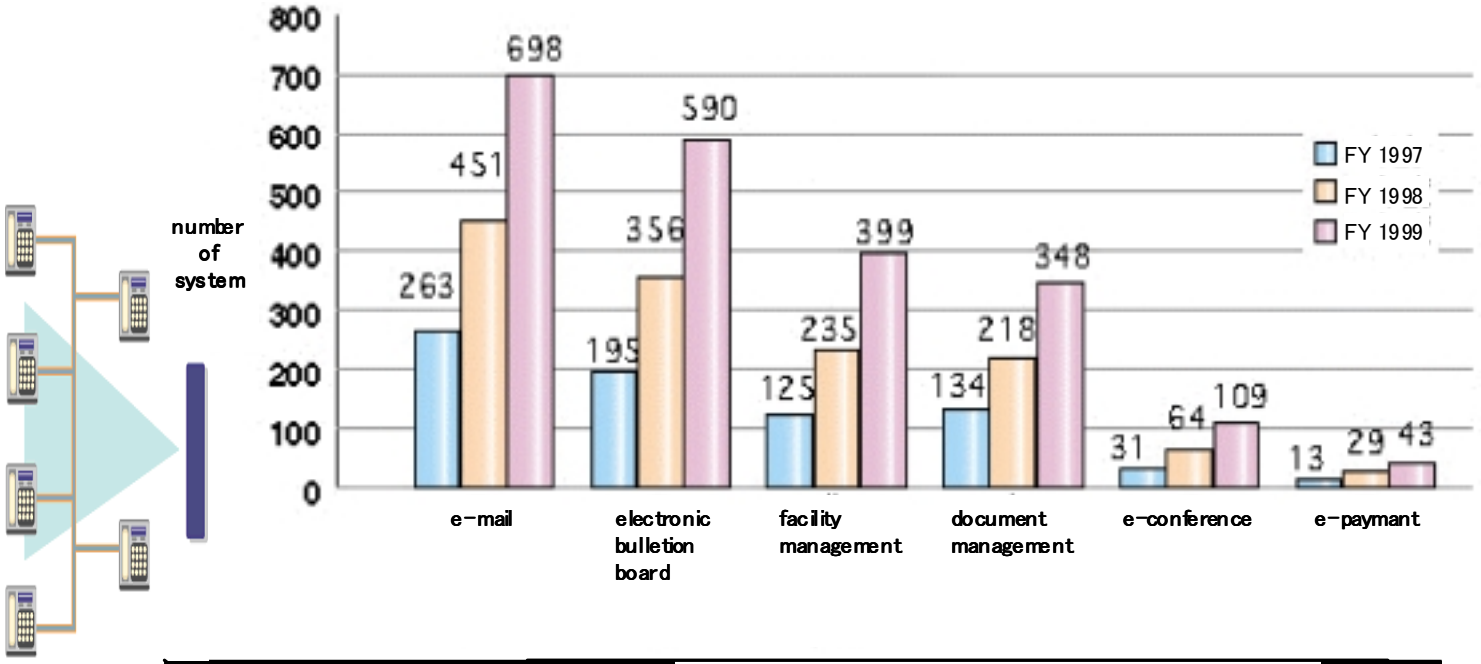
The number/percentage of the PC connected to LAN in central governments

	INTERNAL	AGENCIES	SPECIAL AGENCIES	LOCAL AGENCIES	TOTAL
Number of PC connected to LAN in FY 1999 (in FY 1998)	42,351 (40,468)	35,471 (27,883)	24,132 (18,390)	76,251 (48,170)	178,205 (134,911)
Percentage of PC connected to LAN in FY 1999	93.2%	61.3%	68.9%	55.5%	64.6%

(Source : ***Communication in Japan***)

(Ref.)

LAN use in local government



	Number of installation		e-mail		electronic bulletion board		facility management		document management		e-conference		e-paymant	
Prefecture	46	(43)	129	(117)	101	(91)	48	(38)	46	(32)	32	(24)	8	(4)
municipal	1,683	(1,221)	569	(334)	489	(265)	351	(197)	302	(186)	77	(40)	35	(25)
total	1,729	(1,264)	698	(451)	590	(356)	399	(235)	348	(218)	109	(64)	43	(29)

(Source : *Ministry of Home Affairs*)

4) Forecast of trends for government-wide use of IT

❑ Next step after hardware orientation

○ In government facilities, it is conceivable that we will move to the next step, such as how to effectively utilize installed hardware and how they are being utilized.

❑ Effective information sharing - Supporting communication and collaboration.

○ The use of IT systems for organically interactive use formats such as **communication and collaboration** system activation regardless of public or private and the shared use of effective information between a wide-range of people, starting with local IT formation.

2-3 Government facilities related to government-wide use of IT and IT trends

1) Government facility trends

❑ Promotion of "government disclosure"

○ Government facilities at the **"Saitama New Urban Center "** have been completed, which are both **access-free** and **barrier-free** with the construction of a government information plaza and the introduction of support systems for the disabled.

❑ Supporting local IT infrastructure… Civic core region program

○ To contribute to regional development, government facilities have been equipped as part of the local urban development via the **"civic core region program"** while possessing local wide-ranging disaster prevention functions.

❑ Facility construction supporting technology changes

○ Facilities are equipped with ATM-LAN trunk lines, and communication, instructions and guidance systems have been introduced. For supporting these kinds of technologies, OA floors for the entire building and large-room offices without columns are employed.

❑ IT applications for Facility Management

○ For facility management, the trend is towards the construction of building automation systems integrated via open technology in the building maintenance field, high-functionality of facility management systems, facility management systems including CAD and so forth. In consideration of environmental problems, there is more and more progress being made on the software side such as the various types of building automated control systems and BEMS (building energy management system), targeting energy savings.

2) Technology trends for government-wide use of IT

❑ Rapid progress in IT

○ The spread of the Internet is expected to result in 60% of the population using it in 2005. The percentage of households using the Internet will rise 10% in just 5 years. This is a tremendous change in comparison to 76 years for the telephone, 19 years for FAX machines, 15 years for mobile telecommunications and 13 years for the PC to reach the same rate of growth.

❑ Creating an e-government and super Internet

○ High-speed, large capacity network infrastructures are installed in all areas of society. Thus, we are heading towards being able to use information, including moving images easily and always at low cost.

Utilization of IT and Government Business

①Efficiency of Government Business

*Generalize and share a tacit Knowledge

*Computerization is not a goal

②Sophistication of Public Information

*Promotion of disclosure (internet)

*Choice of Optimum system (not networking)

③User's convenience

*Promotion of accountability

*Improvement of a human interface

④Formation of "space" for communication

*Improvement of information access opportunity
(improvement of digital divide)

*Combine real and virtual spaces

- The foundation of e-government will be constructed by 2003. Portions of one-stop services will also be realized, which includes one-stop government shops. **"Kasumigaseki WAN "**will also be connected through a general government network to local governments in 2003. Under these circumstances, government facilities will play a leading role in IT use.

❑ **Societal use of IT and growth of moving image use**

- The government is also proceeding with IT to be used in many ways in the society, with the realization of ITS (intelligent traffic system) and pedestrian ITS.
- The spread of digital television enables remote observation via television camera images and observations from multiple locations via release to the network. The use of communications with images, such as TV-meetings, will develop further.

❑ **Development of mobile telecommunication**

- In the private sector, free addressing (offices without any fixed seats arranged), **satellite offices** (offices divided by location to be close to clients and close to home and work), and **SOHO** (Small Office Home Office) are emerging as new types of office spaces using mobile environments and networks. This can also be effectively used in government facilities as well.

❑ **IT development and increases in equipment and operations space**

- The development of IT has promoted a high-density of servers and so forth. Thus, the power supply and air-conditioning equipment must have an equivalent volume of space.
- For the private sector, ASP (Application Service Provider) businesses outsourcing via networks are rapidly expanding. These external, outsourcing services are thought of as one of the choices for government facilities.

3) Forecast for government facilities in promoting government-wide use of IT

a) Government facilities and virtual technology

The trends toward virtualization, that lie between networks and computer tools for the functions of government facilities will increase.

❑ **Expanded government facility functions**

- By expanding virtual spaces, the trend towards disclosure and release of many government functions within conventional buildings (real spaces) will be strengthened and new functions will be added.

❑ **Transformation of information flow between the government and public**

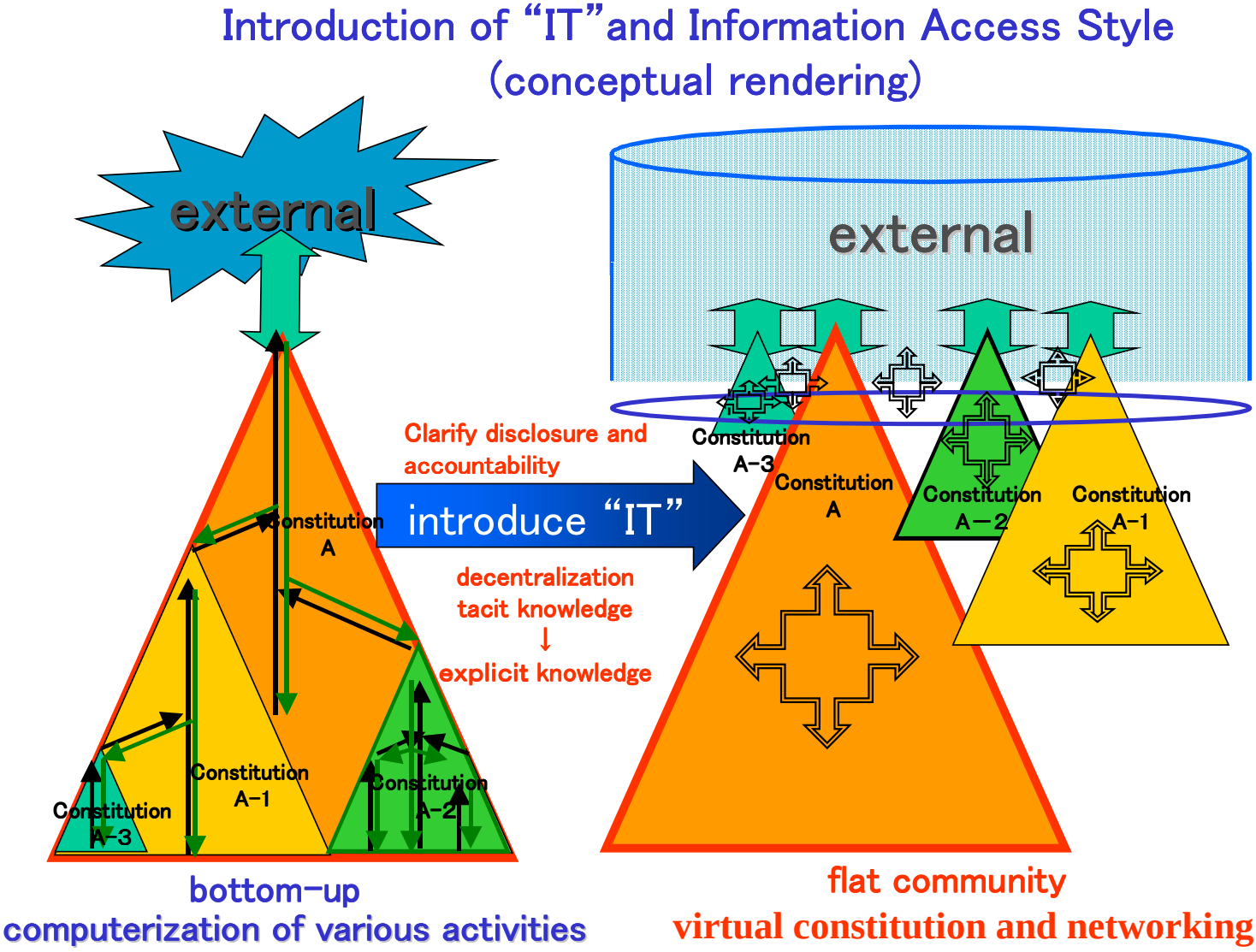
- The information flow between the government and public including NPO, NGO, and volunteer organizations will become flat and virtual.

❑ **Opening real spaces and high-level security**

- Open government facilities must introduce security measures based on opening the government facilities (real spaces).

❑ **Transforming spaces by mixing real and virtual together – Supporting security**

- For example, by using a desktop TV phone at your seat, you'll enter the surrounding environment of the other person with your images, voice and sound in the surrounding government office building. The full effect of the conditions in the government office building will spread to a completely separate external location while the reverse will be



possible for the other party.

○ From the information security point of view, the openness will rise compared to conventional spaces. This may be said to reduce privacy (maintaining privacy). Information cannot be preserved merely by dividing with partitions. However, when the office worker enters fully into the partition, communications are degraded. Taking precautions for these conditions is anticipated.

❑ **Interface between people and information - importance of personal environment**

○ By mixing real and virtual spaces, the internal spaces within government facilities shall be looked upon as interfaces between people and information. To solve problems such as office obstructions from **security, noise** and so forth, we will heighten the maintenance of the personal environment and increase its importance.

b) Forecast for changing the organization and function

❑ **Transformation of conventional-type organization**

- Conventional organizations will be transformed into **flexible, variable, open organizations** where project teams that use the Internet and so forth can collaborate with many other parties based on their needs.
- The opportunity for personnel shifts will increase because of **the rate of change** of each department such as the planning and proposal department, implementation and execution department, management section etc. as well as from **outsourcing**.

❑ **Importance of flexibility in preparing for function transformation**

- Government facilities must respond to changes in tenant organization, function and facility uses.

C) Forecast for IT-compatible construction

❑ **Flat space government office buildings as a skeleton**

- In addition to the concepts of **"openness"** and **"community formation"** in spaces that possess flexibility in the skeleton, infilling and so forth, for government facilities, we must aim for a transparent **"government office building for Active Communities"**as**"high touch community"**construction with a non-purpose, homogenous space structure.

❑ **Achieving personal spaces**

- Even in government offices, core offices and back offices in the flat space government facilities are being constructed with independent infill. High-functionality of personal spaces is also evolving. Environmental control support will become more important to obtain an enriched environment.

❑ **Importance of face-to-face communications**

- While virtualization has progressed, conventional **face-to-face communication** between people is becoming even more important.

❑ **Building an infrastructure within facilities**

- Equipment is very adaptable and shall be superior in expandability and extendibility: Core equipment and backbone portions shall be installed as infrastructure in flexible facilities.

- Hardware installation that considers **high-speed**, **large-capacity** and **flexibility** are critical as the infrastructure for the entire area together with software considerations such as providing services to areas.

2-4 Future perspectives and concepts for government facility plan/design

1) Organization of future viewpoints and extracting perspectives

Viewpoint 1: **Shift from the "subject of information supplier side" to "citizen user side" system construction**

- User-oriented installation
- Contents and full-service oriented installation
- Considers access charges and communication costs

Viewpoint 2: Shift from hardware-oriented to software-oriented plan/design

- Installation that improves software quality
- Maintain a space for communication, collaboration and community

Viewpoint 3: Shift from a facility where a "technological transformation is allowable" to a facility that "allows for a transformation of accommodating functions"

- Government facilities equipped to support the transformation of organization and functions
- Government facilities equipped to keep pace with changes in operations
- Issues concerning measures to improve information literacy

Viewpoint 4: Domain revolution - Shift to interface with real and virtual spaces

- Viewpoint of **"new domain"** (interface with construction and IT)
- Facilities equipped to support the delivery of functions, including**"virtual spaces"**
- **Attention to increases in "the virtual space"**

❑ **2) Extraction of basic concepts**

❑

- The ultimate aim is the formation of a ***"flexible & Graceful community"***
- The most important issue is the utilization of IT for promoting community formation between the government agencies and between the government and people..

❑ **From promoting accountability/disclosure to community formation**

- Information is not only delivered one-way from government to people, but is also the formation of an equal mechanism where people send information that the government receives and responds to, thus it is thought that the community can be more easily developed.

❑ **Flexible information community**

- A government will be promoted that forms partnerships with people using IT (G+G'+NPO or G+B+NPO).

Utilization of IT and Administrative Business

Phase I Computerization

electronity

construction of bottom-up thinking system

efficiency of business

computerization

new Challenge

use of IT

flat community

specific goal
(citizen-based)

disclosure
accountability

upgrading of the law diffusion of technology public acceptance

Promote shift to Top-down thinking system

❑ **Government-wide use of IT promotion - Government office buildings for active communities**

○ The future issue will be the realization of "flexible community" creation, where free information exchange spaces and information communities are formed that meets the needs of the government and public.

○ **The purpose of the information system** is to lead to the construction of ***"High Touch Communities"***. Therefore, we shall target the realization of ***"Government Office Buildings for Active Communities"***, with buildings that consider information.

<Basic concepts for maintenance of government facilities that contribute to government IT>

- For basic requirements in construction → ***flexible & Graceful community***
- For achieving results → ***High Touch community***
- For targeted government facilities → ***government office buildings for Active Communities***

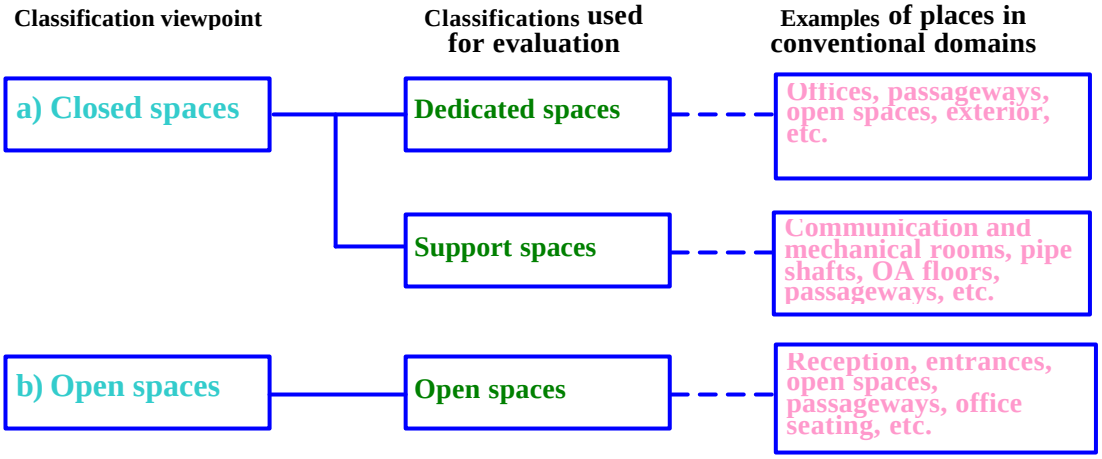
❑ **Interface between real and virtual spaces - Future government facilities**

○ Government facilities, in the promotion of government-wide use of IT, will be able to have areas that interface real and virtual spaces. **"Government facilities" are not merely the "building"**, but shall indicate the entire facility, including **"information"**.

2-5 Specifying classifications in facility plan/design

As a method to evaluate facility plan/design, future government facilities shall be classified into **"spaces"**, **"functions"** and **"characteristics"**.

1) Space classifications



❑ Mixing spaces

○ Obtaining privacy and information security are issues in plan/design as dedicated, open and support spaces are mixed within the same physical spaces (for example, within the offices) because they are made mobile and virtual.

❑ Time changes for spaces

○ The same physical spaces are temporal open spaces or dedicated spaces and may, in some cases, be support spaces.

❑ Space separation

○ Some of the spaces that perform necessary functions in government facilities may be separated physically to the exterior.

2) Classification of functions

❑ Extracting root functions required for government agencies

Required functions for government agencies from the viewpoint of the user and details on use

People	Official	Details on Use		Classification
○	-	**Use by people**	**Public information, procedures, etc.**	**A)**
○	○	**Both government and people**	**Collaboration, etc.**	**B)**
□	□	**Both government and people in emergencies**	**Disaster prevention, etc.**	**C)**
-	○	**Government**	**Desk work**	**D)**

（Note）"People" includes foreigners in Japan and Japanese in foreign countries

❑ Four functions

A) Functions for providing public service ····· (open spaces/support spaces)

B) Functions for forming a flat information community ····· (open spaces/support spaces)

C) Functions for supporting disaster prevention activities

····· (open spaces • dedicated spaces/support spaces)

D) Functions for efficiency and promptness of government services

····· (dedicated spaces/support spaces)

3) Classification of characteristics

Specific functions for obtaining basic services are called "characteristics".

These characteristics are classified as 4+1:

① **equality**
② **safety**
③ **convenience**
④ **operability**
⑤ **national economics**

Chapter 3 Basic Plan/Design Guidelines

3-1 Applicable basic items

These guidelines are classified from the viewpoint of four functions as the planning procedures. The details considered for these are described for each of these four characteristics. National economics, among these characteristics, is not dependent on the determination of all function classifications but is noted as an item that extends into all of these.

❑ General notes on application of guidelines

- ○ **These guidelines are described on the assumption that they will be used principally when surveying or devising plans.**
- ○ **Specific service menus, equipment/systems/capacities, applicable interfaces, security classifications/levels and so forth are set according to planned conditions.**
- ○ **Specific technology and methods employed are purposely planned and set for every condition of the facility.**
- ○ **Long-term trends such as changes in government agency functions/organization, technology innovations and so forth will be adequately considered.**

3-2 Basic plan/design guidelines

(1) Functions for providing services to the public

The following are functions that strive for qualitative improvements in government services such as speed in providing information to the public and government procedures.

① Equality

The user shall be provided government services equally. As a rule, government facilities, in **supporting information disclosures shall enable a wide-range of use regardless of the user** while also considering the promotion of using these services.

② Safety

The user shall be provided government services safely. For areas where the lives, property or privacy of the public are heavily impacted by a security violation in government facilities, maximum consideration shall be given to security protection. Countermeasures to improve necessary security functions and reliability in view of the ramifications caused by falsified information, damage and system failures.

③ Convenience

The user shall never feel any inconvenience when provided with services. We must consider "services that are provided as simply and conveniently as possible". The user's needs shall be considered first. We shall target **"improvements in user satisfaction"**.

④ **Operability**

For areas in the government facilities where information disclosure and other services are provided, ease in data management and upgrades shall be considered for supporting future **system expansion and upgrades**, **including daily maintenance operations and additional equipment.**

(2) Functions for promoting a flat information community

While considering improvements in bottom-up type information flow, organization decentralization and virtualization, we shall strive to improve information exchanges within government agencies, between government agencies, and between government agencies and various other organizations or people. The following are functions that contribute to the promotion of **"disclosure"** and **"accountability"** as well as **"High Touch community"** formation.

① **Equality**

We shall consider how users can participate in the information community equally. We shall endeavor to create open spaces and barrier-free information systems. **To enable wider access** by the public, we shall consider how to **foster information exchanges**.

② **Safety**

We shall consider countermeasures for **obtaining information safety** such **as preventing political demagoguery and crime, which are immoral and offensive** in community spaces so that **the information community can be used safely and securely.**

③ **Convenience**

The foundation of the information community shall be common for the general society. We shall consider how to prepare various kinds of input and output methods. We shall consider how to make it **easier for the user to participate in the community**, where active facilities and information systems are used. This shall contribute to the growth of the community.

④ **Operability**

The foundation of the information community shall be common and aim for self-sufficient operations. We shall consider how to maintain easy daily management for government employees.

(3) Functions for supporting disaster prevention activities

Government facilities shall support the proper handling of **externally transmitted information and external inquiries received through solid and prompt activities** when disasters strike. The following are functions for striving for qualitative improvements of **disaster prevention activities and emergency management.**

① **Equality**

Government facilities**, in view of their public nature,** shall consider equal and appropriate information provided when disasters strike. We shall consider measures for supporting those most vulnerable in a disaster and those who **lack information such as the elderly and the disabled when transmitting information.**
We shall consider how to **pass along disaster prevention information widely to related personnel without exceptions.**

② **Safety**

Government facilities and their information systems that support disaster prevention activities shall consider **safety, conviction and reliability**, in particular, **in view of its public nature**. We shall also consider how to adequately perform activities such as relief for victims after earthquakes and other disasters.

③ **Convenience**

Government facilities and their information systems that support disaster prevention activities shall adequately consider user-friendliness prepared for use in emergencies. We shall also foster **cooperation of other government agencies, private facilities and organizations to be able to perform promptly in emergencies.**

④ **Operability**

Government facilities and their information systems that support disaster prevention activities shall adequately consider maintainability for use in emergencies. We shall also make switching and operations to alternate methods and recovery measures prepared for failures easy.

(4) Functions for promoting efficient and prompt services

The following are functions for striving for efficient, smooth communications in government agencies and qualitative improvements in efficiency, **speed** and **high-level government services** via effective information sharing.

① **Equality**

Government agencies and their information systems shall enable efficient use regardless of position held and shall consider how **to strive for promptness in services**. We shall consider **information distribution** without failures in government facilities.

② **Safety**

Government facilities and its information system shall adequately consider obtaining **information security.** We shall also consider how to execute government services safely

③ Convenience

Government facilities and their information systems shall adequately consider effectiveness in functions that can be achieved and their user-friendliness in order to promote efficiency and speed in official services. We shall also consider the cooperation of other government agencies, organizations and so forth as well as the utilization of private assets. We shall aim for **qualitative improvements in service administration** while considering the creation of an environment that can respond flexibly to changes in government services and organization.

④ Operability

Government facilities shall enable efficient maintenance and operations even when there are long-term changes to advanced information systems. To be able to follow expansion and changes in information systems and changes in government organization and functions accompanying these, **expandability, upgradability and fluidity** shall be considered for the entire facility. We shall also strive to obtain **high flexibility and improved operability**.

(5) Considering national economics

Government facilities that contribute to government-wide use of IT shall be useful for the public. We shall make economic considerations from the viewpoint of the nation as a whole to maintain these.

Chapter 4 Plan/Design Chart

❑ 4-1 Basic items

The plan/design chart provides specifics based on basic plan/design guidelines where general details are mentioned in order to better clarify understanding of them. (*The chart is omitted.*)

Chapter 5 Working towards the Future

In this report, we presented concepts for government facility plan/design that contribute to government-wide use of IT. We devised basic plan/design principles and a plan/design chart. We shall further organize issues related to IT use, installations and so forth in government facilities. We must evaluate measures for these issues.

< Specific measures (examples) >

❑ **First Priority (Immediately)**

- ○**Standard for critical information device equipment rooms (creation of server management room, etc.)**
- ○**Standard for one-stop service device equipment installation**
- ○ **Standard for mobility improvements (employees/cordless, PHS, others; visitors/portable phones, others)**

❑ **Second Priority**

- ○**Standard for information public affairs offices**
- ○**Barrier-free support equipment in facilities (pedestrian ITS, etc.)**
- ○**Maintain measures to provide information during disasters**
- ○**Guidelines for ITS introduction to facilities**
- ○**Guidelines related to facility security countermeasures such as electro-magnetic shielding equipment**
- ○**Maintain information sites for regional development in the Civic-Core regions**

❑ **Near Future**

- ○**Establish virtual emergency management offices**
  Establish entrance/exit management for persons outside of the departments to the government facilities accompanied by 24-hour service implementation.
- ○**Standards for a general reception information system**
- ○**Standard for an electronic user historical information system by CTI**