GovTechTokyo: Digitally Transforming Government Through a New Framework
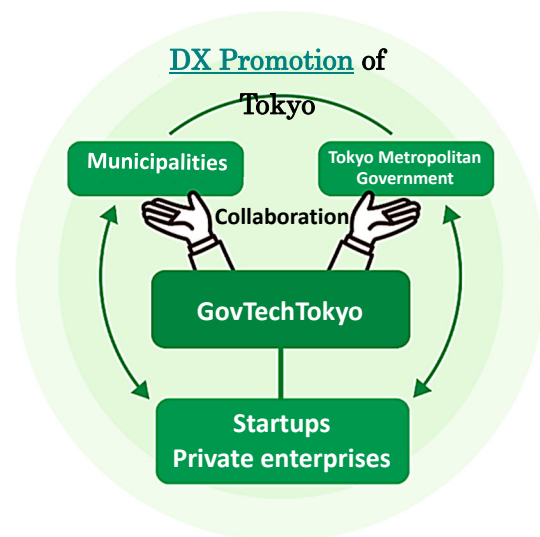
Background

Tokyo is promoting initiatives aimed at creating a 'Smart Tokyo' where citizens can enjoy a high-quality of life; however, currently Tokyo's residents have rather low levels of satisfaction and usage of digital government services. Furthermore, the expected substantial decrease in the number of employees responsible for administrative services is becoming a wide issue, so the need for the digitalisation of government services and administrative management is becoming increasingly urgent. In addition, in order for residents to enjoy a high-quality and speediness of administrative services, it is essential that digitalisation is promoted in a continuous and coordinated manner in both the Tokyo Metropolitan Government and municipalities of its wards, cities, towns and villages.

Objectives

Having the current problems in mind, GovTechTokyo was established in July 2023 as a platform to effectively promote digital transformation of the entirety of Tokyo (including the metropolitan government, municipalities and other partners), and to bring innovations into policies within a new framework that is not simply an extension of the past.

- Create a mechanism to implement innovative services by combining the external and internal powers of the Tokyo Metropolitan Government.
- Employ a new system of recruiting and utilising highly skilled digital talents.

- Support a framework such as joint procurements to promote the DX of the entirety of Tokyo including municipalities.
- Be a place where the government and private sectors can work together on an equal footing.

GovTechTokyo's Role

Projects Outline

GovTechTokyo provides 6 services in collaboration with the Tokyo Metropolitan Government and other partners.

- 'The DX of Tokyo Metropolitan Government bureaus': Providing technical support from the upper stages of project planning and supporting the digitalisation of TMG bureaus and related organisations.
- 'The DX of municipalities': Helping to support digital transformation of municipalities in Tokyo in

order to solve common problems.

- 'Strengthening and standardising digital infrastructure': Promoting the procurement and development of tools and systems that can be used and shared by municipalities.
- 'Secure and develop skilled digital talents': Securing digital talents interested in the public sector and supporting in it the municipalities, providing personnel development through trainings etc.
- 'Promote the utilisation of data': Supporting operations of the Tokyo Data Platform (TDPF) where the public and private sectors can collaborate in the utilisation of data and the circulation of various kinds of open data.
- 'Public and private sectors' joint initiatives and the creation of new services': Promoting public and private sectors' joint initiatives to create new digital services that will contribute solving common issues.

Features and Innovations

Collaborating with the external public and private organisations to promote digital transformation at the local government level.

Also, implementing a comprehensive digital talent recruitment strategy in order to provide a support not only to the Tokyo Metropolitan Government, but also to the municipalities of the wards, cities, towns and villages within Tokyo.

Results of the Project

More than one year has passed since the start of the projects, and much has been achieved.

Examples of the main results are as follows.

(1) Recruitment of digital talents

- GovTechTokyo is recruiting digital talents such as project managers or engineers with salary levels and the flexible working style that are comparable to private IT companies, but could not be achieved within the government framework. Thus, due to the employment of experienced CxOs and management level

personnel from private companies, the organisational capability has dramatically improved.

- In addition to recruiting employees directly to the GovTechTokyo, in order to help the DX of municipalities 'GovTechTokyo Partners' Project was launched in February 2024 to support digital talents who want to contribute to the government DX as a second job with matching them with municipalities within Tokyo, and since then over 310 persons skilled in strategy formulation or data analysis have been registered, leading to appointments of municipalities' CIO aides, etc.

(2) Supporting the DX of the entirety of Tokyo

- Aiming to provide government services that the citizens of Tokyo can appreciate, technical support for over 300 cases from various TMG bureaus was delivered.
- Providing the project-based accompanying support such as technical advice etc. to help solving issues shared among municipalities, for example, the contact points DX etc.
- Creating not only the added value through the implementation of joint procurement of digital tools used in operations of the TMG and collaborating municipalities and a place for sharing the knowledge, but also saving the governments roughly 2 billion yen in costs.

(3) Collaboration with diverse sectors

- A children's DX project was started collaborating with the National Government, the Tokyo Metropolitan Government, municipalities within Tokyo and private organisations, and the created set-up of a registry of child-related support systems was made open for public sector to provide the child-raising generation of the participating municipalities with push notifications from private app operators.

Future Developments (expected effects and project vision and issues)

Under the vision of 'Changing the current state of

government with information technology, changing the future from the capital', GovTechTokyo strives to make life in Tokyo and Japan in general more convenient and comfortable through the power of digital technologies. Also, as the capital city, Tokyo is aiming to contribute to the digitalisation of not only 62 its municipalities, but also to more than 1,700 other municipalities across Japan, and even the cities around the world.

First, transform the quality of the digital services provided by the Tokyo Metropolitan Government and the 62 municipalities within Tokyo. Furthermore, instead of outsourcing the service development to IT vendors, to acquire the ability to develop the services in-house, along with developing and sharing intellectual resources such as education curricula. Also, as a personnel-producing organisation, to promote the generation of digital talents through the trainings etc. of personnel who support the public sector.

URL Reference

https://www.govtechtokyo.or.jp/

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Meaning of Technical Terms Used

Project-based accompanying support

With the Tokyo Metropolitan Government's Digital Services Bureau forming a team to provide various technical advice, etc., and try to help in solving the issues that municipalities share regarding digital technologies, to set up new projects, etc. These projects are centred on themes that are easy for multiple municipalities to participate in, such as the unification and standardisation of core operational systems of municipalities, while also considering the effectiveness evaluation of projects implemented in fiscal year 2023.