

Digital Transformation (DX) promotion in Fukuoka City

Implementation of a remote service counter

Fukuoka City



Situation (background, aims, etc.)

Japan is actively promoting Digital Transformation (DX) as a national strategy, to address challenges such as the declining birth rate, an aging population, a shrinking workforce, and a delay in the digitisation of government services.

In Fukuoka City, we have been digitising administrative tasks, and as of the end of March 2023, over 90% of these procedures were available online. We are also committed to bridging the digital divide by helping residents who struggle with technology benefit from these advancements.

Details (project outline, etc.)

In Fukuoka City, we have implemented a remote service counter to promote the digitisation of administrative tasks. This service allows residents to consult with ward office staff through video calls at public facilities. Public halls in remote areas can reach ward offices in this way.

Results (features and innovations, future developments, etc.)

The remote service counter offers users face-to-face video consultation with ward office staff. It is designed to be easy to use, without the need to perform complex operations. Users can also share images such as documents and maps within the system.

By continuously improving the user interface (UI) and user experience (UX) of the service, we aim to make it even simpler to use, increasing the number of users. Furthermore, utilisation of the remote service counter and other initiatives will help us bridge the digital divide in our community.
