

SCALEABLE – SUSTAINABLE – SECURE

Speakers include:



Chuan-te HO

Director-General
Dept of Info Mgt, Research Dev
and Evaluation Commission
Executive Yuan, TAIWAN



Jin-hsiang SHEN

Director-General
Computer Centre, Ministry of
the Interior, TAIWAN



Chia-sheng CHANG

Director-General
Taipei City Government
TAIWAN



Chun-yang CHANG

Director-General
Information Management
Department, Kaohsiung City
Government, TAIWAN



Prof. Han-chieh CHAO

President
National Ilan University
TAIWAN



Chun-jung SU

Deputy Director-General
Financial Data Centre
Ministry of Finance, TAIWAN



Matt POELMANS

Director of Citizenlink
Ministry of the Interior
NETHERLAND



Yee-fen LIM

Professor
Lee Kuan Yew School of
Public Policy/ National
University of SINGAPORE

Associate



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IT agility. Your way.

futureGOV FORUM TAIWAN

1-2 December 2010

Shangri La Taipei
Taiwan

www.futuregov.asia/taiwan

ASIA'S MOST PRESTIGIOUS GOVERNMENT GATHERING COMES TO TAIWAN

FutureGov Forum Taiwan 2010 is the dedicated E-Government conference brings together an unsurpassed speaker line-up of public sector thought leaders, experienced practitioners and industry experts. Hear the latest success stories in modernising citizen services and learn about the changing technical and strategic outcomes of adopting efficient information management strategies fuelled by increasing citizen demand.

FutureGov Forum Taiwan will focus on some of the biggest questions in public sector IT. Does your agency have the answers?

- ✓ How can you efficiently deliver public services to citizens?
- ✓ How can you ensure connected government using new technologies?
- ✓ Is your data secured?

Key topics covered include:

- **INFORMATION SECURITY** – What are the security challenges when using mobile technologies? What action has been taken in the wake of the 2009 fake government website saga?
- **DIGITAL CITIES** – How can you achieve intelligent transportation, municipal infrastructure management and efficient public services in your city?
- **GREEN GOVERNMENT** – How can you ensure sustainability in government? From smart working to paperless administration and energy efficient data centres what can you do?
- **CLOUD COMPUTING** – What is the Future of Government Information Management? How to investigate the role of Private VS Public Clouds and the data security implications?

futureGOV ASIA PACIFIC Asia's only government, education and healthcare modernisation title



FutureGov events are great quality educational and networking experiences. Unlike mainstream conference organisers, our events reflect our deep understanding of the needs of public sector officials - and benefit from the unique relationships we have established with government and industry representatives in Asia and beyond.

Our events range in scale from small but perfectly formed specialist seminars, to large conferences that bring together government and industry. In terms of the people who attend - we run executive training courses for junior and mid-level professionals, as well as elite level summits that draw together the region's very top public sector policymakers.



WHO WILL ATTEND

Researched and designed for:

- ▶ Commissioners IT
- ▶ Chief Information Officers
- ▶ Director Generals
- ▶ Chief Executives
- ▶ IT Directors
- ▶ Chief Technology Officers
- ▶ Secretaries of IT
- ▶ Director Information Systems
- ▶ Chief Financial Officers
- ▶ Infocomm Specialists
- ▶ IT Heads
- ▶ Enterprise Architects
- ▶ Senior IT Analysts

CONFIRMED ATTENDEES OF FUTUREGOV TAIWAN FORUM 2010 INCLUDING:

- Examination Yuan
- Ministry of Examination
- Executive Yuan
- Ministry of Justice
- Ministry of Education
- National Civil Service Institute
- Ministry of the Interior
- National Police Agency
- Taipei City Government
- Environment Protection Administration
- Financial Data Centre
- Coast Guard Administration
- Council for Culture Affairs
- National Science Council
- Council of Indigenous Peoples
- Ministry of Transportation & Communication
- Central Election Commission
- National Communication Commission
- Kaohsiung City Government
- Keelung City Government
- Hsinchu City Government
- Changhua County Government
- Taoyuan County Government
- Yunlin County Government

and many more...

Day 1

1 December 2010



8.00am Registration and Morning Refreshments

8.45am
Opening Remarks

Chung KUAN
President, Examination Yuan of R.O.C, TAIWAN

STRATEGY & POLICY

9.00am

KEYNOTE:
**LOOKING FORWARD TO A NEW DECADE – SMART TAIWAN-
WHAT DOES THE FUTURE HOLD FOR TECHNOLOGY AND THE
DEVELOPMENT OF E-GOV IN TAIWAN?**



Chuan-te HO
Director-General, Department of Information Management
Research, Development and Evaluation Commission
Executive Yuan, TAIWAN

9.30am

**REALLOCATION AND RESTRUCTURING: THE MACHINERY OF
REFORM IN THE PUSH TO MODERNISING THE PUBLIC SECTOR –
WHAT DOES THIS MEAN FOR CIOs?**



Yu-chuan LIN
Director, Information Management Department
Ministry of Examination, TAIWAN

10.00am

**E-GOVERNMENT STANDARD FRAMEWORK - DEVELOPING
E-GOVERNMENT SYSTEM AND DEALS WITH THE STRATEGY
AND POLICY FOR DEVELOPING AND USING THE FRAMEWORK
GOVERNMENT**

** winner of FutureGov Awards 2010*



Eun-ju KIM
Director, E-gov Framework Department, National Information
Society Agency, KOREA

10.30am Morning Tea Break

GREEN GOVERNMENT

11.00am

**THE EVOLUTION OF GREEN IT: HOW IMPORTANT IS GREEN
TECHNOLOGY TO YOUR AGENCY?**

- Definition of green IT
- Evolution of green IT
- The importance between green IT and agency



Professor Han-chieh CHAO
President of National Ilan University, TAIWAN

11.30am

**CLOUD COMPUTING FOR GREEN IT - VIRTUALISATION
DESKTOP INFRASTRUCTURE**

- Why virtualisation? Discover benefits and demand from inside
- Is it possible? Understand challenges & difficulties in project deployment
- Is it benefit? Evaluation from pilot project
- What else we can do to build up a GREENER government



Dooyeun KIM
Director of Information Management Division, Ministry of
Education, Science and Technology, TAIWAN

12.00pm

SMART IMAGING SOLUTION FOR E-DOCUMENT APPLICATION



Shawn CHOU
Business Development Manager, KODAK TAIWAN LTD

12.05pm Networking Luncheon

CLOUD

1.30pm

**MAKING YOUR CLOUD IMPLEMENTATION WORK: LEARN
HOW TO MAXIMISE EFFICIENCY GAINS FROM YOUR CLOUD
IMPLEMENTATION**

- Centralisation of infrastructure in locations with lower costs
- How to efficiently increase peak-load capacity
- Usage and efficiency improvements for systems



Kuen-Huang HUANG
Section Chief, Infrastructure Division, Information Technology
Department, Taipei City Government, TAIWAN

2.00pm

**GOVERNMENT IN THE CLOUD: THE FUTURE OF GOVERNMENT
INFORMATION MANAGEMNET**

- Where do the risks lie with the cloud computing model and what can be done to mitigate them?
- The benefits of cloud computing technologies: greening your IT



Yee-fen LIM
Professor, Lee Kuan Yew School of Public Policy & National
University of Singapore, SINGAPORE

2.30pm Afternoon Tea Break

SECURING GOVERNMENT

3.00pm

**PROTECTING THE NETWORKS AND SYSTEMS REQUIRED IN THE
INFORMATION AGE**

- Ensuring data interoperability
- Balancing ease of access with proper security measures



Sang-keun LEE
Executive Director of Office Administration and Planning, Korea
Institute for Advancement of Technology, KOREA

3.30pm

**DISCOVERING THE BEST WAYS TO DEFEND YOURSELF AGAINST
MALICIOUS ATTACKS ON YOUR NETWORK**

- How many criminals attacked your systems today?
- Best practice cyber security from around the world
- What you can learn from the experiences of the countries?



Hsang-chen LEE
Director, Computer Centre, National Police Agency, TAIWAN

4.00pm

**PANEL DISCUSSION:
SURVIVING A CYBER ATTACK! PANEL DISCUSSION FEATURING
INTERNATIONAL BEST PRACTICE**



Patrick McCORMICK
Manager of Digital Engagement, Department of Justice,
Victoria State Government, AUSTRALIA



Yee-fen LIM
Professor, Lee Kuan Yew School of Public Policy & National
University of Singapore, SINGAPORE



Matt POLEMANS
Director of Citizenlink, Ministry of the Interior, NETHERLAND



Hsang-chen LEE
Director, Computer Centre, National Police Agency, TAIWAN

4:50pm Closing Remarks from Chairman

Day 2

2 December 2010

8.00am Registration and Morning Refreshments
8.50am Chairman's Address and Opening Remarks

CITIZEN-CENTRIC SERVICE DELIVERY

9.00am
EASE OF ACCESS: ENHANCING CITIZEN SERVICE DELIVERY THROUGH THE USE OF NEW TECHNOLOGIES

- Enhance services by using cutting-edge information technology
- Enhance services by expanding service scope : operation of the electronic filing & e-payment system
- Citizen communication channels



Chun-jung SU
 Deputy Director-general, Financial Data Centre, Ministry of Finance, TAIWAN

9.30am
GOV 2.0 AND CITIZEN ENABLED SERVICES: LEVERAGING SOCIAL MEDIA AND TAKING SENSIBLE RISKS

- Disseminate information faster
- Encourage citizen participation
- Identify suitable tools and approaches
- Create opportunities for innovation and collaboration



Patrick McCORMICK
 Manager of Digital Engagement, Department of Justice, Victoria State Government, AUSTRALIA

10.00am
CITIZEN IT – HOW GOVERNMENT CAN BENEFIT FROM REAL-TIME CITIZEN FEEDBACK

- Tapping the power of collaborative citizenry
- Improving e-government by the empowerment of citizens
- Creating focus group of citizens when developing new services



Jin-hsiang SHEN
 Director-General, Computer Centre, Ministry of Interior, TAIWAN

10.30am Morning Tea Break

11.00am
GOVERNMENT AGENCIES ARE INCREASINGLY LEVERAGING INFO COMM TECHNOLOGY TO IMPROVE STAFF PRODUCTIVITY AND PROCESSING TIMES TO PROVIDE HIGHLY INTUITIVE AND USABLE SERVICES TO CITIZENS.

- Simplify & speed the retrieval, storage and routing process for application forms
- Optimise office and production print environments and meet green and efficient office objectives



She-liung CHANG
 Regional Marketing Manager, International Business Group FUJI XEROX ASIA PACIFIC PTE LTD

11.20am
EXTENDING THE REACH OF GOVERNMENT SERVICES

- eCitizen charter with quality requirement for innovative public services
- Customer satisfaction measurement based on life events
- Citizen engagement by social media for improving government performance



Matt POELMANS
 Director of Citizenlink, Ministry of the Interior, NETHERLAND



12.00pm
INFORMATICA SOLUTIONS FOR PUBLIC SECTOR
WEN-TSAU CHIU
 Pre-sales Manager, Greater China, INFORMATICA

12.05pm Networking Luncheon

GOVERNMENT AGILITY

1.40pm
CHALLENGES AND ACTIVITIES TOWARD PROMOTING E-GOVERNMENT

- Development and operation of common infrastructure for promoting e-Government
- Effort to promote optimisation of business processes and systems
- Effort to improve convenience and quality of services of e-Government for the public



Kyosuke TSUJI
 Deputy Director, Administrative Management Bureau, Ministry of Internal Affairs and Communications, JAPAN

2.10pm
GOVERNMENT AND BUSINESS INTELLIGENCE: OPTIMISING PERFORMANCE, ENHANCING INFORMATION MANAGEMENT

- Identify actionable intelligence for your agency
- Link strategy and execution
- Guarantee results



Chun-yang CHANG
 Director-General, Information Management Department Kaohsiung City Government, TAIWAN

2.50pm Afternoon Tea Break

3.20pm
INTELLIGENT CITY GOVERNANCE: USING ICT TO ACHIEVE INTELLIGENT TRANSPORTATION, MUNICIPAL INFRASTRUCTURE MANAGEMENT AND PUBLIC INFORMATION SERVICES

- How to make e-government a national competitive advantage
- What can Intelligent City do? Experience learned by Taipei
- Providing the benefits of e-government to stakeholders



Chia-sheng CHANG
 Director-General, Information Management Department Taipei City Government, TAIWAN

4.00pm
PANEL DISCUSSION: FOSTERING A CULTURE OF TRANSPARENCY, ACCESSIBILITY AND RESPONSIVENESS THROUGH GOVERNMENT ICT



Chia-sheng CHANG
 Director-General, Department of Information Management of Taipei City Government, TAIWAN



Kyosuke TSUJI
 Deputy Director, Administrative Management Bureau, Ministry of Internal Affairs and Communications, JAPAN



Eun-ju KIM
 Director, E-gov Framework Department National Information Society Agency, KOREA

4.50pm Closing Remarks from Chairman