

Agenda 3: Digital governance agenda under new economic development

1. Findings:

- (1) GDPR compliance costs: SMEs cannot afford GDPR compliance, making it more difficult for them to survive and reducing profits.
- (2) Ownership and usage right of data: If the data is generated by a government-sponsored or commissioned projects, its rights should be owned by government, and those who know how to use the data are the industry. The government should open more data by <https://data.gov.tw/>.
- (3) Data localization: Many countries in Asia (such as China, Malaysia, India, Russia, etc.) mandate that foreign companies' data servers must be placed locally. At present, there is a similar concept in the draft law of the NCC and security issues discussions should be raised to national security level. The data localization should be considered its purpose and its rationality.
- (4) Data outflow: Taiwan's data flows out of the country and government cannot control the flow. In practice, consumers' rights may be affected and cause unfair competition.
- (5) Personal data and privacy issues of smart service: The EU requires that service design must consider privacy laws and rights, and algorithmic ethical issues, such as the face recognition.
- (6) Applicability of procurement law: Information industry practitioners need domain knowledge and interaction before they determine a proposition, but existing procurement laws require propositions to be made.
- (7) Application of PPP and PFI model: The ideal method for smart city procurement is PPP and PFI, but it requires a standard contract or model by implementing small-scale and diverse experiments.

2. Suggestions:

- (1) Stakeholders participation mechanism: Organize multi-stakeholders in discussions and disadvantaged groups should be included. Issue awareness training should be given first and express their views.
- (2) Government organization transformation: Government organizations should be transformed or cooperated. The heads of information units and digitalization should be changed to digital transformation or digital development committees. Integration agencies that require inter-ministerial meetings, or the Ministry of Economic

Affairs can play a bridge role.

- (3) Operation mechanism: The joint meeting between the Chief Information Officer of central and local governments should hold to discuss legal issues.
- (4) Governance of the innovation / startups business model: Startups have difficulties in complying with laws and costs to enter the market. The policy needs to provide compensatory or dredging practices from the beginning.
- (5) Data science ability: Many traditional operators have a lot of data, but the insufficient application ability of data should be improved. The legal verification of data takes a lot of time and requires government assistance.
- (6) Civil Servants' Digital Capability Construction and Promotion: As digital governance issues are relatively new, civil servants should be trained to build abilities so that civil servants from different ministries or departments can enhance their abilities by participating in activities and even find cooperation models to cultivate the ability to detect and solve unknown problems.
- (7) Information talents: International white-collar professionals are open to work in Taiwan.
- (8) Legislative issues: The innovation field of digital governance should be supported by innovation experiment regulations.
- (9) Digital transformation: Digital transformation is promoted by CEOs or CIOs. The goal is to change the entire business model.
- (10) Cooperation mechanisms should be established across ministries, counties and cities, across majors, and across programs.
- (11) Central, local, and industry cooperation mechanisms: Government can assist industry in obtaining personal data and will not violate the law. The establishment of various central mechanisms, including the promotion of infrastructure and standards, can reduce construction costs.
- (12) Localization of the test bed: For example, the Taipei Smart City Office (TPMO) cooperates with universities or higher education, uses Project-based learning, and discusses city problems solving by students.
- (13) Smart urban and rural subsidies: Regional, short-term subsidies should be continued.
- (14) Cross-field and cross-industry joint participation projects: Smart city

applications are limited to the cooperation of a single county and city, a single telecom operator and a single field, but the application value is generally not satisfied by consumers. Government policies should consider promoting the cooperation of cross-telecom operators to improve innovative applications to meet consumers' practical needs.