

**Ministry of Home Affair**  
**Institute for State Organizational Sciences**



# **TRAINING AND DEVELOPING SKILLS FOR A DIGITAL GOVERNMENT**



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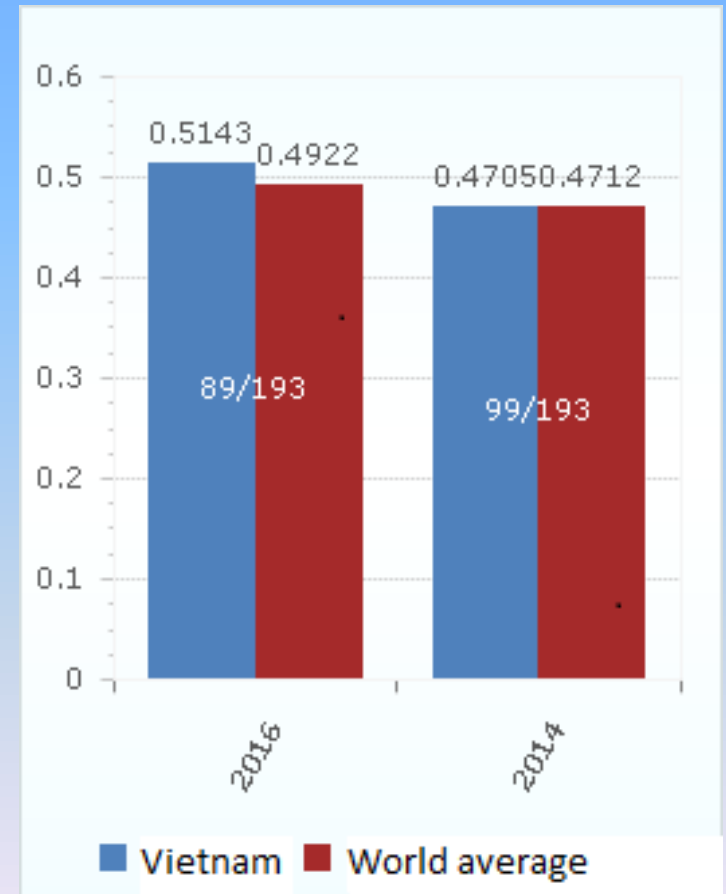
# CONTENT

- Introduction
- Objectives
  - Training and development skills for digital government
  - Some results in Vietnam



# E-Government development index (EGDI) of UN

- 2016: Vietnam ranked 89/193 (increasing 10 levels, 5<sup>th</sup> in ASEAN)
- 2014: 99/193



Source: <https://publicadministration.un.org/>



# SOME LIMITATIONS IN VIETNAM

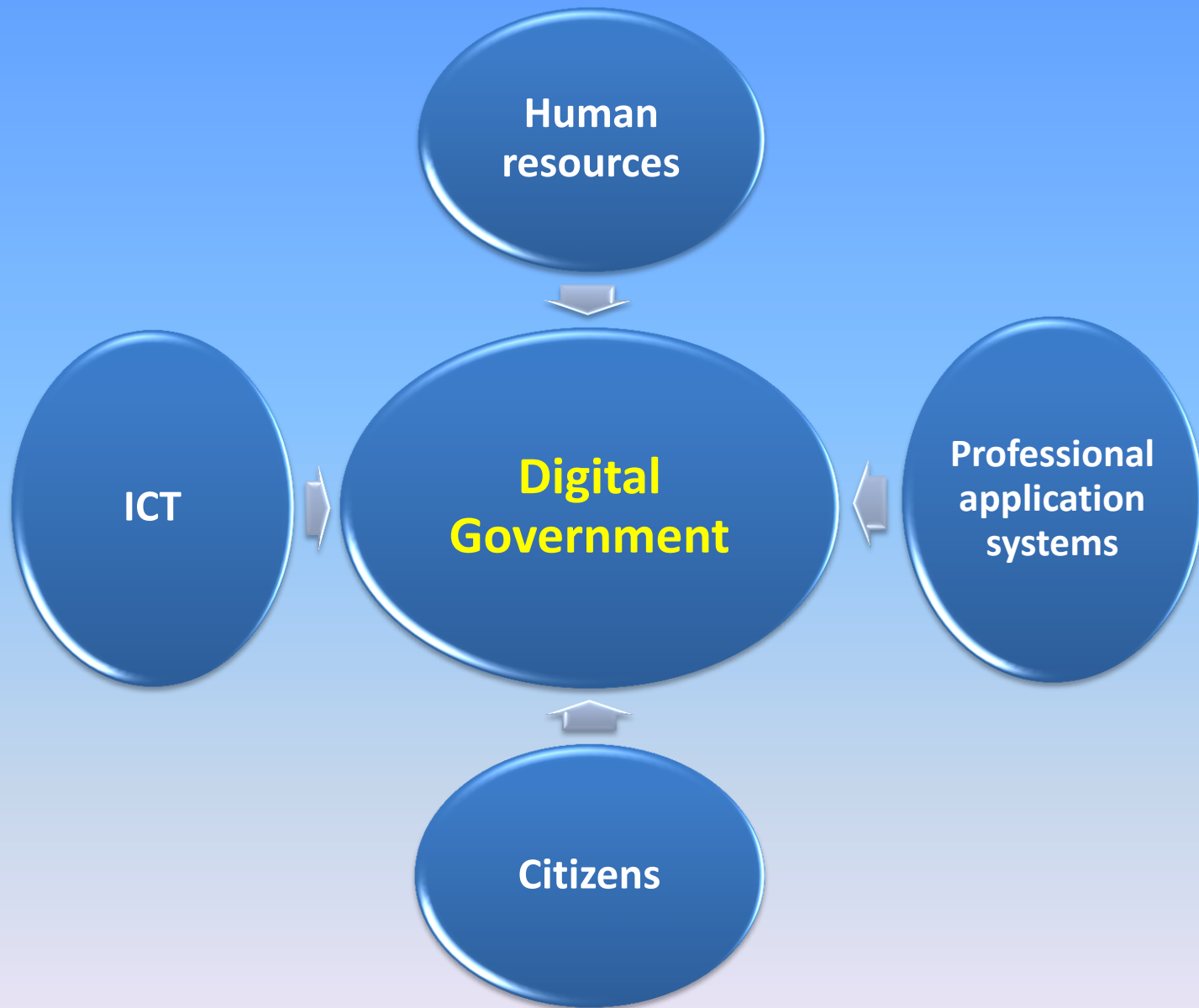
There are unskill-users to use digital government applications

Human resouces for digital government still does not meet the requirements

Limited budget

ICT Applications for Government and enterprises are not integrated completely

There are some agencies, enterprises, and organizations which do not apply IT in their daily operations





# OBJECTIVES

- Decision No. 1819/QĐ-TTg approving the National program on the application of Information technology in the operation of state agencies period 2016-2020

- Targets:



- Provide basic public services online at Level 4



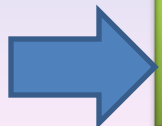
- Apply effectively Information technology in state agencies to speed up the work processing, reduce operational expenses.



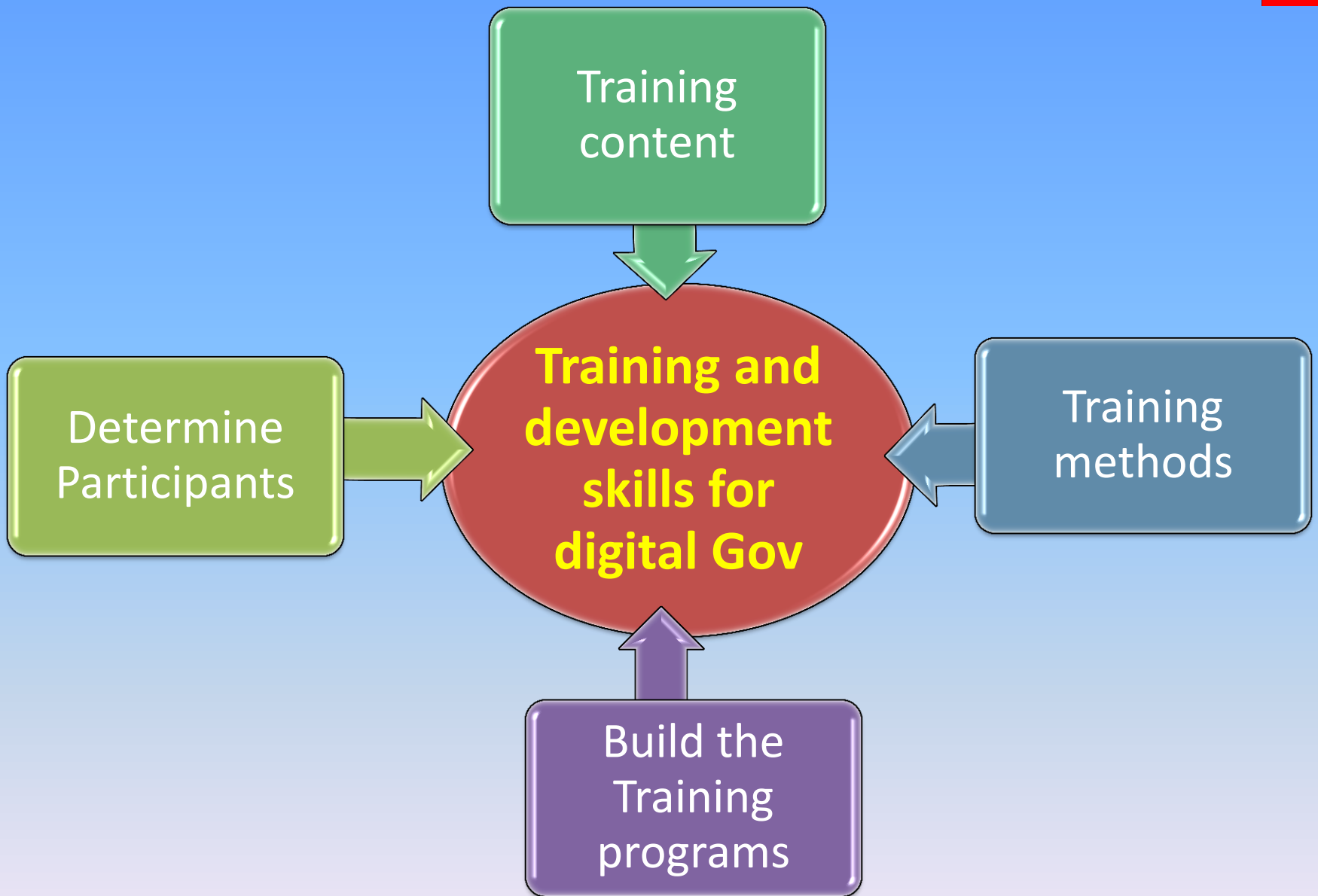
- Develop ICT infrastructure, information systems, national databases, building digital government development platform, ensuring the safety and security of information.



- Act to meet the annual mentioned targets in Resolution of the Government on e-government



**OVERALL, CITIZENS CAN ACCESS DIGITAL GOVERNMENT ANYTIME, ANYWHERE & ON ANY DEVICE WHEN THEY NEED.**





# REQUIREMENTS FOR TRAINING



The training must go ahead to prepare human resources



The content, methods, manpower for training must be close with information systems, centralized, unified, not spread. Some course content must be deigned to cover foresight (future vision)



Need to train users continuesly, intervaly to adapt with technology changes



# DETERMINE PARTICIPANTS

**The  
Leaders/Managers  
(including  
CIO/CTO/CFO...)**

**ICT  
professions/experts/  
officers**

**Citizens/  
Stakeholders**



# Identify training demands for ICT human resources

- **Summerizing the quantity and professional qualifications of the existing workforce and their standards in each title, current job**
  - Demand replacing due to rotation and retirement.
- **Build plan for re-training ICT human resources annually**



# TRAINING CONTENT

- Base on requirements for each job positions
- Meet some standard specifications, such as IC3, MOS, ICDL.. for users and special standards for ICT professionals
- Basic ICT use for citizens such as computer using, internet using...



# TRAINING METHODS

Direct training

In-service  
training

On-the-job  
training

Training of  
indirect/distance  
training

Self-training with  
websites and  
online-materials

Spread training  
(one to many)



# BUILD TRAINING PROGRAMS

Training programs and develops generic skills for learners to form the basic capacity.

Intensive programs help learners get intensive capacity (specific capacities, expertise).

For each purpose of learners, training program must have appropriate content, tentative, method and facilities



# USER-CENTRIC TRAINING

Motto “Every citizen can participate”

The principle “The level of development of productive forces decide the production relations”

## Success cases

- Singapore and India: free Internet Kios with assistants/guide
- Vietnam: OSS with assistants/guide at district level



# Some results in Vietnam

- Today, 100% of public services has been supplied online at level 2 by the ministries and local governments; level 3, 4 have been fostering in implementing by selected bodies, units.
- There are 80% of administrative documents at central and local Gov have been exchanging in electronic form.
- As of 2015, there were nearly 3,500 units, industry, professional bodies and provincial level administrative units at district level using local network (LAN) to swap jobs (an increase of 20.67% compared to 2009).
- Danang City is one of the typical local in Vietnam which completed digital transmission scheme, terrestrial television broadcasting; This City got first prize at the ASEAN ICT Awards for ICT applications for state sector awarded by the ASEAN Council of Ministers of Telecommunications and IT. Recently, the Software Park in Da Nang has been operating with occupancy rates over 90%. Total industry revenue in the first six month period of 2016 increased by 2.7% comparing to the same period of 2015. Particularly IT operating revenue is estimated at 200.000\$ which increased 11%.



# **THANK YOU FOR LISTENING**

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