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New Taipei City Government

New Taipei City Government Constructs G-Cloud Framework

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January 21, 2015

The public cloud aims to enhance internal administrative efficiency, while the service cloud focuses upon the interaction between the government and citizens. The main objective of the special case is to integrate the two [cloud platforms] more closely and to unify rules, so that both internal colleagues and external users can experience the benefits.

Solution Overview

Product and Services
Windows Server

Organization Size
Large (1,000 - 9,999 employees)

Country
Taiwan

Customer Website
NTPC

NTPC case study

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"One of the goals of the public cloud is to integrate the general system of all institutions and avoid redundant development and operations..."

Lin Chunyin
New Taipei City Government
Deputy Director of Information Center

Situation

With over 3.9 million citizens and more than 500 administered institutions and schools, New Taipei City Government began constructing and integrating the public cloud and service cloud, not only to strengthen city government operations and that of its subordinate agencies, but also to determine public sentiment regarding government services in order to facilitate a more rapid and effective public service for citizens. The G-Cloud framework is the foundation of the New Taipei City Government and is the cornerstone in operating the public cloud and service cloud.

One of the biggest challenges was that complaints filed by citizens and their subsequent status were processed manually, and saved in various data sources. This meant that it took a lot of time and resources to perform this task. This was a major bottleneck.

Additionally, the user experience left a lot to be desired. The major complaint was the slow response time from the NTPC government regarding their complaints or requests. This was aggravated by the high number of inconsistencies in the responses that the citizens received.

Deputy Director Lin Chunyin at New Taipei City Government Information Center said: "The main objective of the official case is to integrate the two [cloud platforms] more closely and to unify rules, so that both internal colleagues and external users can experience the benefits."

"Furthermore, we realized it was important to minimize the number of resources required to process their complaints and requests, shorten the response time and finally, strive for 100% accuracy and consistency with regard to replies given to our citizens with regard to their complaints or requests."

Solution

Efficient Case Resolution through Sentiment Analysis

New Taipei City Government's public cloud and service cloud, whose main architecture is built on top of the CityNext Big Data framework from Microsoft's Asia-Pacific Research & Development (ARD) product team, comes with a sentiment analysis tool that enables the administration to use big data analytics to determine the general feedback and sentiment of citizens regarding government services. The system, which includes SQL, Microsoft servers and computational linguistic components for Chinese, analyzes text information from the complaint and case management, called 1999, and outputs insights onto a dashboard in either a Windows 8 app or web form.

With sentiment analysis, NTPC executives can better understand the prevailing issues within the city and associate these with attached geographical information. The big data tool results in more efficient case resolution, because cases can be easily associated with prevailing complaints and feedback from citizens' sentiment. This results in

better satisfaction among users.

Taking up eighty percent less physical space; virtualization extends server life

Taking a centralized approach to its IT framework, the New Taipei City Government has already built an e-Portal for its staff many years ago due to many collaborative systems in its administered agencies, namely, the business trip and absenteeism systems, official documents, accounting and comptroller, as well as the consumption goods application and acquisition, vehicle dispatches, meeting room management, etc.

The public cloud demonstrates the advantages of the e-Portal, characterized by the high-performance public processing platform of the One-Stop Service and 2A (Any Time, Any Where). The e-Portal has 25,000 users; used by employees in the city government and its administrative branches. It is supported by a common interface and touch operation, bringing a new experience.

The home page of public cloud is divided into three sections; namely, the release column, the application set, messages, and a to-do list. In contrast to the previous job information statuses scattered in individual systems, the information is linked together and the to-do agendas of colleagues are presented in a single entry and from a personal point of view.

As Lin Chunyin claimed, "one of the goals of the public cloud is to integrate the general system of all institutions and avoid redundant development and operations, which not only save money, but reduce re-training whenever personnel are moved."

Secondly, a self-password management function has been newly added to the public cloud, which supports password reset through credentials, alternate email for dispatching confirmation emails, and other approaches, easily solving the reported forgotten password problem. In addition, the management information related to performance use has been added to the public cloud, such as rental premises, connecting information, and decision making, thus providing better services for citizens.

Benefits

A reliable integrated system that simplifies processing

Behind the public cloud and service cloud, the G-Cloud framework planned completely by the New Taipei City Government is adopted as the backup force; the cloud platform is used to provide the required servo system for implementation of the systems, so the received application cases in the service cloud will connect to the public cloud for internal administrative processing work.

As Lin Chunyin demonstrated, integrative thinking is the greatest initiative of the service cloud.

One of the main issues that the service cloud seeks to resolve is eliminating redundant job processes whenever a private citizen files and application or petition, as well provide traceability regarding its status. This is accomplished by an efficient workflow that inspects all procedures and manages all filed applications or petitions.

Taking the cloud documents package as an example, citizens had to apply for transcript permission from various authorities for business trips in the past, but the subsequent jobs can now all be completed by the city government, as long as the citizens provide proof of identity. For instance, the citizen shall appoint and notify other relevant authorities after handling a change of domicile or mailing address in one unit; the New Taipei free gate launched in July stretches across 29 districts in New Taipei City and provides cross-district service of district offices, so that the citizens may designate the dispatch district offices without being limited by domicile. The service channels of the service cloud cover the temporary counters, telephone, internet, auto-counters, digital agents, convenience stores, etc., with the service contents carried out in succession scheduled in September. Except for experiencing the usability and simplicity of the application procedures in online handling, citizens can also experience convenient one-stop service in counter handling with no need to rush.

The Information Center adopts Microsoft Hyper-V to construct the virtual host for the cloud platform, and to provide the information system application service platform of the public cloud and service cloud, including servo-host virtualization, application virtualization, a user management platform, data management platform, etc. Currently, there are four physical host devices, and the quantity is expected to be expanded to over eight physical host devices in the coming year. Through advanced technology, the

Microsoft Hyper-V provides the virtual host and load-balancing mechanisms with dynamically adjustable resource allocation based on the actual use condition.

As Lin Chunyin noted: "Both the system side and service side should be taken into account during construction and setup - no matter whether they are part of the public cloud or service cloud or the service cloud."

From the system-wide priority, we hope for good and stable service, and in the service side, the use is the priority. As long as the user feels good, he will spread it. Therefore, we should not only possess the 'killer' service, but also continue to improve services, allowing the applications of the public cloud and service cloud to show more benefits.

Enhanced User Experience

Feedback from users of the new solution has been quite positive.

"We have experienced that our citizens are quite happy using the solution and feel that they can fully rely on the data that they're getting from the government. Furthermore, we have managed to drastically reduce the response time with regards to their complaints and requests. This has created a strong interaction between the government and its citizens, creating a win – win situation for all parties involved. We are very happy about this."

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