

# Basic Informatization Policy for the City of Yokohama

Summarized Version

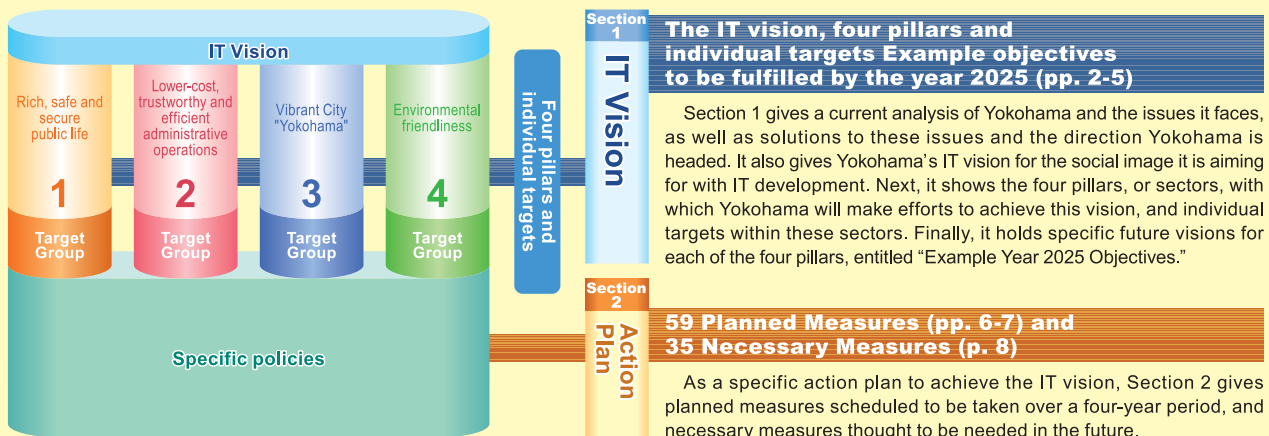
## Overview

The “Basic Informatization Policy for the City of Yokohama” (hereinafter referred to as the “Basic Policy”) is Yokohama’s current IT development plan, succeeding the “Computerization Plan for the Yokohama City Hall.” It gives a long-term direction for future IT development in the City of Yokohama until 2025, entitled the “IT Vision,” and also a 4-year action plan for 2010-2013 to achieve this vision. The Basic Policy depicts what direction Yokohama will take in informatization, and what these changes will contribute to the future of the city. It also states what kind of measures Yokohama will enact to achieve these changes.

This leaflet summarizes the important sections of the Basic Policy in an easily understood manner. For further details, please refer to the full print edition.

## Basic Policy Structure

The Basic Informatization Policy for the City of Yokohama is comprised of two main sections. Section 1 is entitled “IT Vision,” covering the long-term direction and future vision that the City of Yokohama is aiming for. Section 2, entitled “Action Plan,” gives a 4-year action plan for the immediate future. Overall policy structure is given in the figure below. Pages for each section within this summarized version are also shown in the figure.



## Basic Policy Features

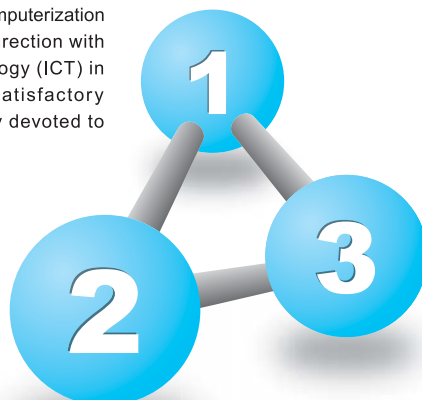
The new Basic Policy has three main features:

### IT vision and friendly IT development

The Basic Policy has an IT vision not present in the Computerization Plan for the Yokohama City Hall, giving long-term direction with regards to information and communication technology (ICT) in 2025. Also new is its aim for a friendly, highly satisfactory information-based society which is not exclusively devoted to either simple optimization or new technology.

### Local IT development and environmental load reductions

Up until this point, IT efforts were focused on administrative development. The Basic Policy adds to this links on national, private and personal levels, economic stimuli, and other local IT development efforts. It also tries to use ICT to reduce environmental loads.



### 59 planned measures and 35 necessary measures

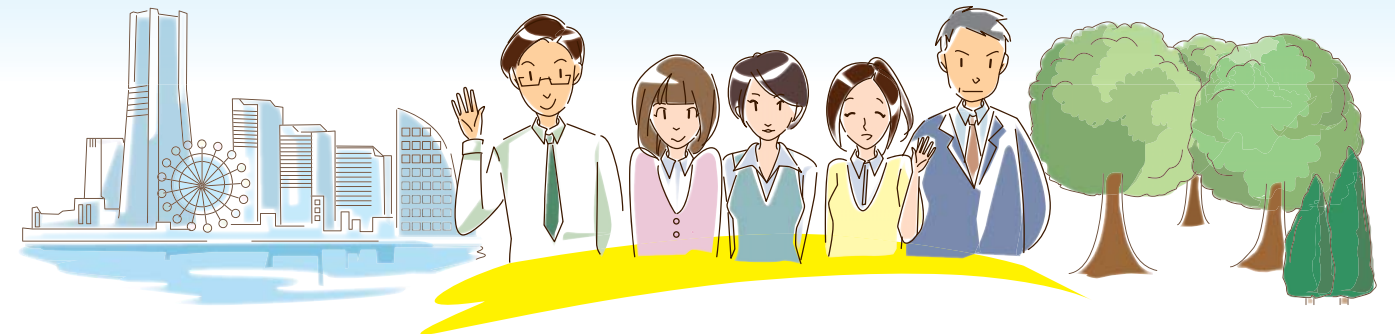
The Basic Policy summarizes 59 planned measures to be implemented in the next four years, and encourages 35 necessary measures that should be implemented in the future. These are given to strongly encourage us to achieve the four pillars supporting the IT vision.

\*ICT : Information and Communications Technology

# IT Vision

The IT vision is a long-term vision which supports Yokohama in achieving the IT development aspect of its target city image. The system and services used in the society Yokohama aims to be must be user-friendly, environmentally-friendly, satisfying and convenient. Meanwhile, Yokohama's citizens and various other groups must come up with ideas and collaborate in their efforts to provide highly satisfactory services and efficient, user-friendly systems at low cost. This vision is in place to represent Yokohama's image of a society continuing to develop user and environmentally friendly IT through public creativity and originality.

# A people-friendly and green information society full of ideas



## 1 Rich, safe and secure public life Public life and administrative services

Prevalent ICT support bridges the digital divide and allows for safe, secure and convenient lifestyles based on division of roles and collaboration between citizens and government.

Target 1	Target 2	Target 3	Target 4
<b>Making Yokohama safe and secure with ICT, and ensuring private safety when using ICT</b>	<b>Providing compelling data for urban development and encouraging its use</b>	<b>Improving citizen ICT capabilities and minimizing the digital divide</b>	<b>Computerizing administrative procedures and expanding selection</b>
Yokohama is making progress with ongoing, efficient utilization of ICT in sectors such as disaster prevention, crime prevention, public welfare, health care and parental care. We are also working to provide information security for both users and service providers alike.	Yokohama is working to provide compelling city-owned data necessary for urban development and issue resolution and make it freely available. We are working to enrich such data, and actively support citizen groups and NPOs in their independent urban development and problem solution efforts.	We aim to build a city with no digital divide. We will do this by enhancing support for ICT-related education, including citizen activities to that effect. Also, in addition to using other non-ICT methods such as newsletters and providing services to ensure necessary information reaches citizens, we shall also build systems designed from a user perspective, with participation from the disabled and other parties.	Upon verifying its effects, we aim to computerize administrative procedures. Computerized services should be satisfying and user-friendly for citizens.

### Example Year 2025 Objectives

<p>An ICT environment is in place for the local community to use and share information. Citizens can easily get relevant advice from ward offices and other facilities.</p>	<p>Governmental support ability for citizen ICT use and citizen satisfaction levels in their activities are both improved.</p>	<p>Citizens can easily use various government data through a network for independent activities and other uses.</p>
<p>Computerization of frequently used administrative procedures is given priority. Citizens are provided with services which are easy to use and satisfactory.</p>	<p>Anyone can easily access information on topics such as crime prevention and disaster prevention. We have ensured safe ICT use, with security for everyone using city services. Crimes are also reduced with implementation of security cameras while also maintaining privacy.</p>	<p>Citizens, including the elderly and the disabled, can use high-quality city services regardless of their user environment. Services are not limited to ICT, and we provide appropriate support for citizen ICT use. Schools have fully developed IT education.</p>

## 2 Lower-cost, trustworthy and efficient administrative operations Administrative structure and work efficiency

We are working to improve employee satisfaction by building efficient, user-friendly information systems based on installation of new technology and guidelines for system optimization. We are also working to strengthen and enhance measures against information security threats.

Target 1	Target 2	Target 3	Target 4	Target 5
<b>Creating a highly trusted ICT Department, and securing/cultivating human resources</b>	<b>Regulation and transfer of authority for administrative information property</b>	<b>Promoting internal information sharing and overall optimization along with operational improvements</b>	<b>Enhancing and upgrading our information security systems</b>	<b>Facilitating joint development and use of information systems with other local governments</b>
We will strengthen the capabilities and structure of the ICT Department which support city IT development, and enhance our support for departments presiding over ICT services. We also aim to improve individual staff ICT capabilities.	We will clarify our management structure for information property, and use these resources sufficiently to push for effective IT development. We will guarantee the security of data and make its use more open.	City staff will be encouraged to share information with one another to improve operational efficiency. We shall also examine the necessity of building a system optimized to improve overall City Hall operations, implementing improvements that increase efficiency and staff satisfaction levels.	We will clarify our information security criteria and appropriately determine the return on investments. While conducting audits appropriately, we shall also upgrade our security system to address human errors and other issues.	When building our information systems, we will promote joint system development and use with other local governments from the perspective of driving down costs and building a user-friendly system.

### Example Year 2025 Objectives

<p>We have built an information system spanning the entirety of the City Hall which is easy to use and offers high satisfaction. The system makes its developers proud, and gives users great satisfaction. Furthermore, plans to implement this system were built in proper fashion.</p>	<p>All city staff have obtained the ICT skills and knowledge needed for their duties, and we have achieved efficient operations and a high level of city services. City staff can also immediately access the necessary ICT support at any time.</p>	<p>The ICT Department is full of motivated staff, highly skilled and knowledgeable in supporting ICT use within the organization. They proactively support each department, supporting high quality citizen services.</p>
<p>We have successfully created an efficient, user-friendly system in cooperation with other local governments. Quick responses are being taken to cutting of costs and/or system changes.</p>	<p>Progress is being made on the transition from paper to data for administrative information, and many operations have gone paperless. Computer and network environments are enhanced. Paperless meetings, desktop conferencing and collaborative work over the network are all a reality.</p>	<p>We have ensured security of our information and can use ICT safely and securely. We have reduced errors and minimized potential dangers from such problems. Asset management is also efficient and appropriate.</p>

# Basic Policy Formulation

Various considerations were made in formulating this Basic Policy. The first issue raised was that the Computerization Plan for Yokohama City Hall was an action plan, centered on policy, and said nothing about what overall direction Yokohama IT development efforts should take.

Not having a vision to show future direction resulted in the following problems in working with IT development policies:

- Each ward and department worked on development separately without any overall plan for proper, efficient IT development.
- There were no grounds on which to judge how Yokohama should move forward with IT development as a city.

This Basic Policy was formed as a new IT development plan to resolve these issues. It gives a long-term vision for city IT development based on Yokohama's long-term vision.

In addition, as policymakers discussed Yokohama's current status, its current data systems, national trends, citizen needs and other details, they raised the following issues:

- Efforts ensuring citizen safety and security, information security support and dealing with the digital divide are insufficient. Citizens are not sufficiently satisfied with these areas.
- The ICT Department is weak, and overall governance is insufficient. Yet further improvements are needed to implement optimal information systems for the entire network, and cultivation of personnel to support these improvements is a pressing need.
- Efforts toward local IT development, regional stimulation, data provision and new technology implementation are still insufficient.
- There is not enough environmental perspective in the field of IT development.

The Basic Policy was formed to resolve these issues. It gives Example Year 2025 Objectives as specific future models in each field in line with the IT Vision, which gives a long-term direction for the future of IT development in Yokohama.


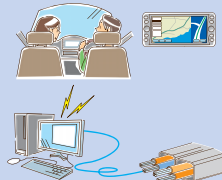



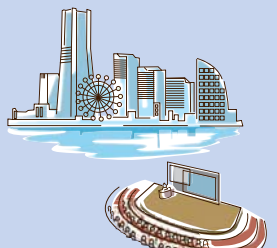
This policy was also made to greatly expand our plan's scope, and solve problems with the previous plan. Compared to the old plan, the Basic Policy also clarifies involvement in areas such as regional IT development and environmental load reduction. Additional thought was also given to greatly expand measures shown in the action plan. In addition to the planned measures specified to be taken, it also lists necessary measures to be considered.

## 3 Vibrant City "Yokohama" Stimulating the local economy and activities

We are improving Yokohama's brand image and increasing ICT use in our urban development by promoting IT development. This development is supported by the IT industry and active partnerships, despite limited financial resources.

Target 1	Target 2	Target 3	Target 4
<b>Securing active partnerships, national government sponsorship and other resources</b>	<b>Improving Yokohama's presence both domestically and abroad</b>	<b>Attracting and establishing the IT industry, and promoting creation</b>	<b>Promoting ICT use in urban development</b>
With our system to aggressively attract and utilize national funds, we will build a support system to expand various civil activities despite harsh financial conditions. At the same time, we are actively working to develop projects through partnerships with the private sector, NPOs and citizens.	We provide multilingual information and services for foreigners and visitors to increase our international support and the appeal of our city. We will also continue to support stimulation of conventions and tourism.	Yokohama continuously strives to attract IT industry players to take root in our borders, and works to invigorate the city. We also provide an environment that promotes more enterprising. Our active solicitation for national funds etc. also helps to support and trigger activity.	Transportation, the Port & Harbor and other infrastructure are the foundation of economic activity. Yokohama continues to actively use ICT in urban development of this infrastructure to increase convenience.

### Example Year 2025 Objectives


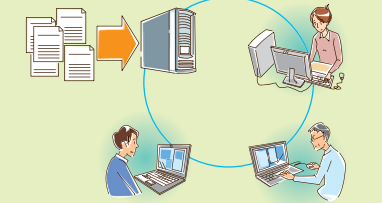

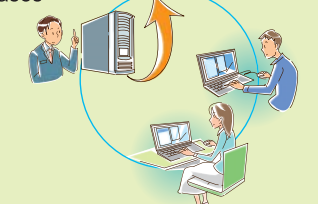
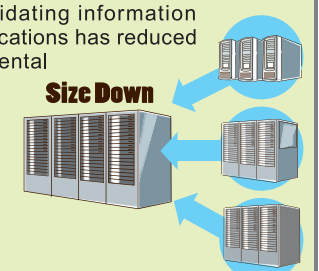

<p>We have established straightforward administrative communication and created various projects in order to aggressively pursue national support and funding for local ICT use. We also collaborate closely with corporations, NPOs and citizen groups.</p> 	<p>Intelligent transportation systems make transportation increasingly sophisticated. With a complete network and information infrastructure, there are no problems reaching the network anywhere in the city.</p> 	<p>Yokohama continues to actively attract the IT industry to take root in its borders, and has achieved a distinctive technology park. IT industry players start up businesses and are active in Yokohama.</p> 
<p>The internet and other means of network data provision are fully in place, with vast amounts of multilingual media available for use.</p> 	<p>ICT is utilized to enhance the informational functions of another important industry, the port, and allow for its functions to be highly competitive.</p> 	<p>Tourist and convention information conveying the appeal of the City of Yokohama is enriched, increasing tourist and convention activity.</p> 

## 4 Environmental friendliness Reducing environmental loads

Yokohama's IT development plans are environmentally-friendly by reducing environmental loads through ICT use, and by reducing the load of ICT equipment.

Target 1	Target 2	Target 3
<b>Active promotion of green ICT</b>	<b>Going paperless with ICT</b>	<b>Information asset consolidation</b>
We actively promote environmental load reduction through use of green ICT. Some efforts include formulating environmentally-friendly ICT equipment purchasing rules and usage model plans, and reducing CO <sub>2</sub> emissions by developing energy-efficient ICT equipment and utilizing ICT more.	Using ICT reduces the amount of paper used in administrative operations and encourages more economic use of our resources and space.	We are working to effectively consolidate citywide data centers, servers and other information assets based on reasonable management practices. Our efforts will help improve energy efficiency and reduce CO <sub>2</sub> emissions by reducing electricity consumption.

### Example Year 2025 Objectives

<p>People have to move around much less now due to advances in office computerization, desktop conferencing, teleconferencing, and enhancements in office tools. These changes have also reduced environmental loads.</p> 	<p>Document computerization is advanced past current levels, conserving resources and space.</p> 	<p>Procuring energy-efficient equipment is made the rule, and equipment is actively recycled.</p> 
<p>Jobs take less time due to increased functionality of data systems themselves and increases in work efficiency from ICT use.</p> 	<p>Consolidating information system locations has reduced environmental loads.</p> <p><b>Size Down</b></p> 	<p><b>Specific measures to achieve these objectives are given in the following pages.</b></p> 

# Section 2: Action Plan

**59 Planned Measures:**  
measures to be taken in the next four years

Project status for planned measures is shown, approximating the status of each measure during each fiscal year of the plan period. The full print edition of the Basic Policy lists the names of presiding departments and specific details on efforts involved in each measure. Project statuses have been simplified into standardized expressions to make their status in each fiscal year easily understandable.

Progress of each measure can change due to a number of different factors. As such, we shall check on the progress of each measure every year to grasp each project's status.

## 1. Rich, safe and secure public life

Measure	Project Status			
	FY 2010	FY 2011	FY 2012	FY 2013
01. Update and enhance functionality of the fire dispatch system	A E Act	D/B Act	D/B Act	D/B Act
02. Build a health and welfare system	A E D/B	D/B Act	Act	Act
03. Provide urban planning information online	A V E D/B Act	Act	P/R Act	P/R Act
04. Hold local ICT classes and training	P	P	P	P
05. Promote utilization of ICT in libraries	P	P	P	P
06. Efficient, effective electronic applications and notification services	A E D/B Act/Exp	Act/Exp	Act/Exp	Act/Exp
07. Expand on eTAX electronic payment procedures	E P/R	P/R	D/B	Act
08. Consider introducing online payment and other e-services (such as Pay-easy)	A E P/R	P/R	D/B	Act
09. Review "Yokohama Basic Human Rights Policy"	P/R	P/R P	P	P
10. Build maternal and child health system	A E D/B	D/B	D/B Act	Act
11. Build welfare system for disabled	A E D/B	D/B Act	Act	Act
12. Rebuild livelihood assistance system	A E P/R	D/B	D/B	D/B Act
13. Computerize medical receipts for national health insurance	A E D/B	Act	Act	Act
14. IT classes for the disabled	P	P	P	P
15. Develop emergency medical information infrastructure using ICT	A E —	P/R	D/B Act	D/B Act
16. Update facility command system	A V E P/R	P/R	D/B	D/B
17. Promote educational information networks	A E Act	Act	Act	D/B Act
18. Encourage IT education, training and research projects (ICT guidance training)	A P	P	P	P
19. Enhance IT education	P	P	P	P
20. Introduce IT systems for school administration	A E P/R	D/B	Act	Act
21. Introduce next library information system	A V E P/R D/B Act	D/B Act	D/B Act	Act

## 2. Lower-cost, trustworthy and efficient administrative operations

Measure	Project Status			
	FY 2010	FY 2011	FY 2012	FY 2013
22. Consider strengthening ICT governance	—	P/R	*	*
23. Train ICT personnel	P/R	P	P	P
24. Build hardware and software asset management system	E P/R	D/B	Act/Exp	Act/Exp
25. Outfit and operate data sharing system	E D/B	D/B Act	Act	Act
26. Overall ICT budget coordination and continuous data system procurement and improvement	P	P	P	P
27. Strengthen and enhance information security measures	S P	P/R P	P/R P	P
28. Outfit information security auditing system	S P	P	P/R P	P
29. Consider the latest technology for use in core data system	P/R	P/R	*	*
30. Introduce electronic bidding system	V E Act	P/R Act	P/R Act	P/R Act
31. Promote use of GIS data as an urban development and measure support tool for government-private collaboration	S V E P/R Act	P/R Act	Act/Exp	Act/Exp
32. Expand property management system (public property ledger system)	E P/R	D/B	Act	Act
33. Centralize/outsource administrative affairs	E P/R Act	P/R Act	P/R Act	P/R Act
34. Develop payroll system	E P/R	P/R	D/B	D/B
35. Expand e-Learning systems	E P/R Act	D/B Act	Act	Act
36. Build system to systematically continue personnel training	E P/R D/B	D/B Act	Act	Act
37. Formulate business continuity plan for core data system	P/R	P	P	P
38. Enhance IT training	P	P	P	P

## Related Pillars

- Each measure is shown listed under its closest related pillar. Other related pillars for the measure are noted using the following abbreviations:
- S**: Rich, Safe and secure public life
  - A**: Lower-cost, trustworthy and efficient administrative operations
  - V**: Vibrant City "Yokohama"
  - E**: Environmental friendliness

Measure	Project Status			
	FY 2010	FY 2011	FY 2012	FY 2013
39. Promote implementation of more satisfying systems	S P/R	P	P	P
40. Integrating groupware	E P/R	P/R	*	*
41. Update the Yokohama City Administrative Network (YCAN)	E P/R Act	P/R Act	Act	Act
42. Build Land Survey Management System (tentative title)	V E D/B	D/B	Act	Act
43. Build General Construction Administrative Database (tentative title)	S V E P/R	P/R	D/B	Act
44. Streamline public works with ICT	V E Act	P/R Act	P/R Act	P/R Act
45. Build Next-Generation Fire Information Support System (tentative title)	S E P/R	P/R	D/B	D/B Act
46. Install administrative system for Waterworks Bureau	E P/R	P/R	*	*
47. Rebuild Waterworks Bureau ICT infrastructure	S E D/B Act	D/B Act	D/B Act	D/B Act
48. Build subway service support system	V E D/B Act	Act	Act	Act
49. Link Transportation Bureau payroll system and bus service improvement system	V E D/B Act	D/B Act	Act	Act
50. Develop and operate School Lunch Expense Management System (tentative title)	E P/R D/B	D/B	Act	Act

## 3. Vibrant City "Yokohama"

Measure	Project Status			
	FY 2010	FY 2011	FY 2012	FY 2013
51. Promote local ICT use	—	P/R	P	P
52. Provide accurate, up-to-date information online	S E Act/Exp	Act	Act	Act
53. Promote attraction of businesses	P	P	P	P
54. Promote concentration of IT industry	P	P	P	P
55. Build the next "Yokohama Port Information System"	E P/R	P/R	D/B	Act

## 4. Environmental friendliness

Measure	Project Status			
	FY 2010	FY 2011	FY 2012	FY 2013
56. Yokohama Smart City Project	V D/B	D/B Act	D/B Act	D/B Act
57. Reduce environmental loads using ICT	P	P	P	P
58. Cut power consumption of ICT equipment	P	P	P	P
59. Reduce environmental loads when disposing of ICT equipment	P/R P	P	P	P

## Project Status

- Planning/Research P/R**: In this phase, project implementation is still under consideration, or the project itself is decided but basic structure and/or details are under consideration.
- Development/Building D/B**: This covers the development of software used in the basic design and actual system, as well as building the system itself. This includes writing specifications for the build order, various design work and testing phases. Also includes large-scale upgrading of current systems.

- Active Act**: The system is fully built and operational.
- Active/Expanding Act/Exp**: System is operational and further increasing in scope or procedures handled.
- Promotion P**: Promotional phase. Promotion involves education and training for projects and areas the measure and its cumulative effects expand.
- : No concrete projects carried out for that fiscal year
- \***: Projects to be carried out due to consideration in previous year, but have not yet been concretely determined as of this moment.

In addition, we believe the measures on the following page to be necessary in the future.



# Section 2: Action Plan

**35 Necessary Measures:**  
measures thought necessary in the future

Necessary measures are not assigned to any particular department and do not have their Project Status listed. Further, these measures are not necessarily to be headed up by the City of Yokohama alone - they may also be implemented by other parties.

## 1. Rich, safe and secure public life

Measure	Measure
Enhance system of protecting safety and security when using ICT	Consideration of and support for handling of all electronic records
Promote new healthcare model using ICT	Support citizen ICT use
Enhance training in safe and secure ICT use	Use ICT in lifelong learning
Use ICT to watch over children and the elderly	Support universally-designed ICT
Promote ICT use in the healthcare sector	ICT classes for the elderly
Support social media and new technology	Consider one-stop services
Support e-books and other reading material	Consider use of authentication and ID for citizens
Study how to effectively reflect ICT measures in community and citizen needs	Support electronic voting
Enhance use of terrestrial digital broadcasts for information provision	

## 2. Lower-cost, trustworthy and efficient administrative operations

Measure	Measure
Strengthen ICT support system	Share assets produced in the City Hall
Enhance system auditing	Promote overall optimization using new technology
Consider open-source	Organize network in the City Hall
Establish system assessments	Promote joint development and use

## 3. Vibrant City "Yokohama"

Measure	Measure
Create system for ICT collaboration	Support protection and use of intellectual property
Promote ICT use with shopping districts	Support telecommuting
Increase use of ICT in city promotion	

## 4. Environmental friendliness

Measure	Measure
Build an Intelligent Automotive Transportation System (tentative title) which utilizes ITS	Promote use of electronic documents
Promote greener ICT-related facilities	Make information equipment more efficient
Raise awareness of environmental actions using ICT	

The Basic Informatization Policy for the City of Yokohama, Summarized Version, is available in Japanese Braille, Japanese audio, English, Simplified Chinese, Korean, Spanish and Portuguese. The full policy transcription is available in a full print version, Japanese Braille and audio versions. All prepared versions are available to browse at city libraries and the Office of Public Information Access, with full print versions also for sale at the latter. You can download data for these from the following URL: <http://www.city.yokohama.jp/me/somu/it/ecity/kihonhoushin/>



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