The 7th BSA Conference

Future and Global Development of Digital Government: Working Towards Digital First Implementation

2019.4.16 (Tue)   at: First Members' Office Building of the House of Representatives

The conference held by BSA | The Software Alliance saw the attendance of nearly 120 participants, including central and local government officials, academics and representatives from industry associations and private companies. The following report includes the various presentations and discussions held during the event.

In Japan, over the course of one year, there have been positive developments for public sector use of information technology, including the adoption of the 'Cloud-by-Default Principle' which establishes cloud computing as the first option for government information systems, and the introduction of the 'Digital First Bill (Digital Procedure Bill)' for deliberation in the current Diet session, which encourages the use of electronic applications for administrative tasks. Based on these developments, participants discussed during the conference how the public and private sectors, as well as central and local governments, can further enhance collaboration to facilitate digital transformation through daily innovation utilizing emerging technologies and adopting cloud services that will be the essential foundation for these technologies as digitalization in society progresses in the future.

---

1) ~Opening remarks~
Jared Ragland, Senior Director, Policy-APAC, BSA |The Software Alliance   (simultaneous interpretation provided)

The conference started with Jared Ragland thanking the presenters and participants, and referring to global developments in which governments of major countries are recognizing the benefits of utilizing advanced technologies, including cloud computing, which are critical enablers of providing efficient and effective administrative services to citizens, and are taking pro-active approaches toward transformation to digital government.

As a concrete example, the 21st Century Integrated Digital Experience Act (21st Century IDEA) was enacted in the US in December 2018. The Act mandates government departments and agencies to modernize their websites, increase the ability to use mobile devices, and to transition to paperless procedures within 1-2 year period, using cloud-based technology. Ragland cited the example of the US Internal Revenue Service (IRS), in which interactions on tax inquiries were switched to using digital services from in-person calls, resulting in cost

reductions to 22 cents from 40-60 dollars per inquiry, which showcased that digitalization could lead not only to improved citizen satisfaction but also saving costs.

With regards to Japan, Ragland stated that BSA welcomes the significant progress in policies, such as adoption of Cloud-by-Default Principle and deliberation of Digital First Bill, placing Japan in a position to lead the world through digitalization of administrative services. Lastly, he mentioned appreciation towards efforts made by Ministry of Economy, Trade and Industry (METI) and Ministry of Internal Affairs and Communications (MIC) on developing a mechanism for security assessment of cloud services to enable procurement of cloud service through transparent processes. He concluded his remark by expressing his hope that this new mechanism will promote the expansion of cloud services in the public sector.

[Part 1 Efforts Undertaken in the Public Sector]

---

2) "Digitization of the Whole Society and Japan in the Future"

Takuya Hirai, Minister in Charge of Information Technology Policy

Minister of State for "Cool Japan" Strategy, Intellectual Property Strategy,

Science and Technology Policy

The first presenter, Minister Hirai, stated that his portfolios of IT policy, space policy, intellectual property, science and technology, etc. are common in that they are all digital-related issues. In addition, he mentioned that since 2001, when the Basic Act on the Formation of an Advanced Information and Telecommunications Network Society was enacted, there has been a huge change with the spread of smartphones, the emergence of cloud computing, and the rising need to ensure cyber security. He predicts that in the new Reiwa era, the pace of change will become even faster.

After taking office in the Ministry last October, he actively spoke to young people, and interacting with them made him realize that major changes beyond our imagination today will come in the future. Furthermore, he said that it was our mission to create a foundation that would not negatively impact young people in the face of such major changes, and that improvements are being made on the legal system in Japan to address such issues. He also emphasized that although the Digital Procedure Bill alone will not change everything at once, the bill is extremely significant as its general principle empowers conversion from analog to digital.

Furthermore, he stated that until now, government procurement had been carried out by individual ministries, and are "siloed" in nature. He also pointed out the issue of not having a system to accumulate knowledge on improving procurement procedures within the government. He mentioned the plan to facilitate procurement reforms, by centralizing IT-related procurement under the Cabinet Secretariat, which will cut back maintenance costs currently accounting for 60% of IT costs. He also stated that in preparation for future changes, a system that can easily respond to legal and institutional changes should be established, as well as changing our mindset toward digital implementation in society, in order to create a foundation for the next generation. Lastly, he touched on the social challenges in Japan, such as an aging and declining population in rural areas, and pointed out that there will be a gap between those who benefit from digital implementation in society and those that do

not. He concluded that it will be important for the Digital Procedure Bill to respond to these issues of digital divide and accessibility.

---

3) "Government Cloud Facilitated by Digital First bill (Digital Procedure Bill)"

Fumiaki Kobayashi, Member of House of Representatives,

Vice Chair of Special Committee on IT Strategy, Liberal Democratic Party

---

Fumiaki Kobayashi, who was not able to attend the conference in person made his presentation by video, and stated that his political conviction is "to free individuals and create a fair society with social implementation of technology", and the key enabler for this is the facilitation of a digital government. Referring to the Digital First Bill (Digital Procedure Bill) which Kobayashi has worked on, he explained that the bill mandates government agencies to move into online processing (local governments will be required to make best efforts). This is expected to improve convenience through the abolishment of attached documents and enabling one-stop administrative services with the private sector for life events such as relocation. Improvement on information systems will also be made, such as examining cost effectiveness. Furthermore, he stated that in order to achieve the *Digital First, Once Only, Connected One Stop* goal, with the Digital First Bill (Digital Procedure Bill) and to improve citizen service through complete digitalization of administrative services, it is necessary for flexible services to be provided through cloud computing. Kobayashi clearly expressed the government's basic policy to promote the adoption of cloud computing.

Next, he stated that the information system budget and procurement reform started in 2012 with the National Strategy office of Information and Communications Technology leading efforts to centralize information systems of each ministries to better utilize cloud computing. This has reduced operations costs of 40 billion Yen per year as of 2017. If steady progress is made in the future, it is expected that 100 billion Yen in costs would be reduced every year starting from 2021. He also stated that reduced budget costs could be allocated more on necessary investment. Kobayashi stressed that the key to this reform of the information system procurement budget is the centralized management by the Cabinet Secretariat, and in the future, the Cabinet Secretariat will be involved from the creation of system specifications in each ministries up to budget preparation. He also emphasized that it is important to aim to create a system that is highly versatile and can offer good user experiences for citizens. He stated the use of cloud computing will be the foundation for the reform, and in order to address the slow adoption of cloud services in local governments due to security concerns, a mechanism to assess the security of cloud services is under review, and is targeted for implementation from 2020 onwards. He encouraged government agencies to make the most of this mechanism to better utilize cloud services. Furthermore, Kobayashi stressed that in order to respond to the issue of population decline, it will be important for local governments to operate efficiently by promoting these measures. He expressed that by standardizing the work as much as possible and by utilizing AI, etc., more time can be efficiently allocated to community service improvements instead of clerical and administrative work.

Finally, he concluded that accelerating measures such as digitizing administrative services with the Digital First Bill (Digital Procedure Bill), centralizing procurement budget, and creating an environment in which cloud service can be used safely and securely, will prevent "siloed" information systems in each municipality, enabling the review of existing operations and utilizing standardized cloud services to realize efficient resident services to "aim for realization of a society where people can play an active role."

---

4) "The Future of Local Government and Digital Technology (AI, RPA, IoT, Open Data)"
Shogo Matsuda, Director, Local Governments ICT Promotion Office,
Ministry of Internal Affairs and Communications (MIC)

Shogo Matsuda, the fourth presenter, cited population problems as the major issue faced by local governments, as one in three people will be 65 years of age or older by 2024. He pointed out that the labor shortage of young people in rural areas is due to the outflow of young people going to Tokyo for further education when they turn 18. Matsuda also expressed that in order to respond to these problems, the Ministry of Internal Affairs and Communications (MIC) has set up the "2040 Local Government Strategy Study Group", which facilitates the use of AI and robotics and the standardization of local government administration, to enable the switch to a "smart local government" where the government can still function even at half of the municipal staff headcount. He expressed that currently, specific ways to realize this goal is being discussed in the study group for smart local government.

Touching on the current conditions of local governments, he explained that in one local government, 40% of the staffs' working hours are spent on input duties, with only 10% allocated to visitation duties. It was found that paper-based applications had disjointed procedures, leading to considerable amount of time spent on manual inputs for simple tasks. Matsuda emphasized that in order to solve this problem, it is necessary to work on combining online application platforms, robotics process automation (RPA), standardization of systems, and automated decision-making utilizing AI technology. Examples of RPA utilization have been introduced, and it was shown that there were not only 80% and 85% of savings in terms of labor in Tsukuba City and Nara City respectively, but by utilizing RPA, there were also opportunities generated to review business operations. On the other hand, given that the majority of local governments have no plans to introduce RPA, MIC has introduced a RPA support project to issue subsidies which bear one-third of project costs. He expressed enthusiasm to accelerate the adoption of RPA in local governments though special tax allocation measures.

Matsuda then presented an example of successful AI utilization, used for the entrance procedures at a nursery school in Saitama City. Using optimization logic that created a game theory, the work which previously took 1,500 hours of manpower was completed in a few seconds. Another presented example of effective utilization of AI involved applications and inquiries for family registers in Osaka. By allowing AI that has learnt the know-how of experienced employees assist the local government staff, even new joiners were able to make quick, accurate examination and judgment for applications and inquiries. On the other hand, 70% or more of local

governments have not yet considered AI technology, and due to the need for protection of personal information and information security, it is extremely difficult for most local governments to use public cloud services. As such, MIC is considering ways to connect internal systems in local governments to public cloud.

Lastly, Matsuda pointed out that impediments to implementing IoT, data utilization and cloud services in rural areas are the lack of budget, human resources and relevant information. To respond to this issue, he explained that MIC is providing support on planning and financing, as well as training for open data implementation. Further, MIC has set up ICT regional activation support desks and has commissioned 207 regional technology advisors. MIC has also created an award system called "ICT Regional Revitalization Award", which provides extensive, comprehensive support to excellent solutions that are recognized. Matsuda concluded by detailing the comprehensive efforts of MIC, stressing that there are many benefits for the private sector as well.

---

5) "Local Government Management and Digital Innovation"
Toshihiko Yokoo, Mayor of Taku City, Saga Prefecture,
Advisor of Japan Association of City Mayors

The fifth presenter, Toshihiko Yokoo, introduced a landmark Confucian temple (Taku Seibyo) in Taku City, Saga Prefecture, which is correlated to the city administration's emphasis on following the teaching of Confucius. Hence, the city administration carries out initiatives in collaboration with the citizens as a 'team city government', focusing on the concepts of creation, challenge, and change. Local governments need to respond to various issues such as economic revitalization, social security system, education of children, increasing longevity, etc., which all require solid administrative reform. Yokoo introduced various efforts made in Taku City to respond to these issues, including elementary and secondary integrated education and school consolidation, actively engaging school children in ICT education, as well as incorporating the Analects of Confucius into the education curriculum. For childcare support, new child care centers were built into the consolidated school facilities. For health care, personal health record (PHR) collection was introduced, which has resulted in an increase in medical checkups and consultations. Efforts on a disaster prevention system using G space were also put in place.

Yokoo shared his experience of learning 21st-Century Skills in London seven to eight years ago, keenly realizing how behind Japan was compared to other countries. He launched a study group on 21st-Century Skills, which focused on ICT-based education, and worked to improve the 'academic skills of students' and 'work-style reform of teachers' via public cloud. He expressed the initiative has led to improvement of academic abilities and decreased overtime work of teachers and has received commendation from the Minister of Internal Affairs and Communications. Yokoo shared that allowing training, telework, and creation of teaching materials to be available through public cloud was very well received by teachers, and has led to further positive effects such as teachers sharing teaching materials with one another to hone their teaching skills. Yokoo stated his belief that "the mission of political administration is to collect taxes under the trust of citizens and use it without waste to create a better future." In order to achieve this, he expressed that "new innovation is needed every day" and

"city hall should be a useful place for citizens", and "a head of local autonomy should function as CEO" having business mindset and leading "team city government" to create new value.

Next, he made specific proposals, suggesting that it is necessary for the local government to put forth recommendations while following the country's Society 5.0 policy. For example, Yokoo proposed that for over-the-counter services at government offices, administrative procedures should be completed by simply presenting a My Number card, setting up mechanisms for relocation through one consolidated procedure, and taking reference from other developed countries to improve the processes for tax return and medical treatment. He emphasized the importance of gathering intelligence amongst central government, local governments, and private sector to work collaboratively. On the other hand, he stated that customized data management incurs a lot of losses and will require improvement. He proposed to create an efficient and effective system package, as it is necessary to reform procurement methods for better cost reduction. In addition, he pointed out that since there are 2,000 municipal ordinances on personal information protection and etc. in Japan, with varying interpretations and responses, residents will be inconvenienced when they relocate around the country. He stressed that in order to provide fair and seamless services in Japan, this problem should be resolved. Even in the case of a decentralized government, a review of the legal system in Japan is necessary as policies on privacy protection, disaster prevention, and medical care should basically be the same within the country.

Finally, Yokoo concluded that since we are able to use the latest technologies and methods today, we should accelerate changes as a nation, and fundamentally review everything to spur reforms. By creating more and more new examples of digital transformation, it is possible to create change. If Japan can create an administrative management package that is received well globally, the industry will develop, and administration will be able to provide better services.

> ## 6) "Digital Transformation: Just Starting in Kumamoto City"
> Seiji Takahashi, Technical Councilor, Local Administration Division,
> Information Policy Section, General Affairs Bureau, Kumamoto City

The fifth presenter, Seiji Takahashi, stated that first of all, the goal of Kumamoto City is "realization of a city with high quality living" and in order to achieve this, there is a need to improve the satisfaction of citizens. To do so, the city government must first improve the satisfaction of its staff, and drive reforms where necessary. In other words, government staff should review things themselves, think for themselves and act by themselves. Kumamoto City declared to realize adopting work-style reforms through digital transformation. Although there is no conclusion drawn at this stage, Takahashi expressed that he will present on what had been prioritized for Kumamoto City until now.

He explained that during the Kumamoto earthquake, he realized the convenience of cloud computing. Although there was confusion at his workplace at first as he did not decide how to properly use cloud computing, it gradually helped staff to independently think on their own. For example, when there were unexpected pest outbreaks, discussions were held using cloud, making it possible to quickly work toward a situation-specific solution. He explained that he realized that this may apply not only to emergency situations such as disasters, but also in daily work. He learned how cloud computing and mobile devices can provide effective, highly flexible solutions and services to citizens everyday.

He explained the efforts made in Kumamoto City toward work-style reforms through digital transformation, and used an example of having a meal: "having a meal is not just about ingredients and cooking utensils, it is about people gathering to eat together, which leads to solving problems, which leads to happiness." When applying this to IT, "data and tools alone are not sufficient. What is lacking in designing IT is recognizing that there are people and they have desires on how they wish to use IT. These elements need to be incorporated in digital transformation." Furthermore, he concluded that simply converting office work from analog to digital alone does not add value, and to maximize the cumulative effect of providing business systems and administrative services, an integrated system that makes use of each system should be created and developed, and efforts should be made for ICT to reflect people's desire. "We want to spread digital transformation as a culture so that we can respond to unexpected situations. We are preparing for this in Kumamoto City."

[Part 2 The Status, Challenges and Outlook of Digital Implementation]

7) "Enabling Government Digital Strategy"
Seow Hiong Goh, Executive Director, Global Policy and Government Affairs – APAC, Cisco Systems

Goh's presentation started by mentioning that "digitization is spreading not just in Japan but around the world and is accelerating," as he referred to Cisco's efforts on supporting digital transformation in India, China, Australia, and Indonesia, through its "Country Digital Acceleration" program. "The aim is not just to boost economy and innovation, but also to improve the quality of lives of citizens."

On the learnings gained from partnering with various countries, he elaborated on the common shared challenges of cybersecurity and Internet-of-Things. "The focus of my presentation today will be on how security measures can be enhanced by using cloud services, rather than addressing security concerns of using cloud." He highlighted the advantage of ensuring security with the use of cloud technology, by explaining solutions such as preventing threats at the start of the chain of attack by using secure DNS, as well as the mechanism of protecting against threats by utilizing global visibility with cloud and analytics. Regarding common challenges faced in IoT, he mentioned that "the biggest issue with IoT is the scale of the problem, as the massive number of devices connected makes it a highly complex situation."

As an example, he highlighted smart city deployments in India. "With smart city deployment, a cloud-based management tool is essential, as massive number of smart devices require highly complex and large-scale orchestration to manage parking, lighting, and environmental data."

He concluded by saying "in order to manage the complexity of next-generation networks, it is necessary to consider new solution approaches, and a cloud-based approach is appropriate to start preparing ourselves today for future challenges."

---

8) "Digital Government Driven by Citizen Experience"
Mihoko Nishijima, Senior Manager, Government Relations and Public Policy, Adobe Systems

---

Mihoko Nishijima stated that "user experience is a key factor in digitization." As a way to demonstrate that delivering superior user experience leads to positive results, she presented that companies that focus on customer satisfaction will grow their businesses 1.4 times faster. She continued by saying that "this is true not only for companies but also for digital governments." She emphasized that "result of the survey shows that if ministries improve on people-centered customer experiences, it not only increases satisfaction of citizens, but also leads to cost reductions, increased productivity and heightened satisfaction of government workers."

Nishijima also revealed that findings from the US government showed that improving people-centered experiences can be quite challenging, due to the variety of PCs and devices used, reliance on manual paper-based processes, delayed support for mobile workers and users, and lack of visibility into citizen experiences. She explained that enabling PC-initiated online procedures that are integrated seamlessly with external mobile terminals and linked to back-end systems to realize one-stop/one-time sign-in, will provide better visibility on the status of usage, empower continuous improvement, and help enable all procedures to be completed digitally. She also introduced four US policy approaches to providing improved citizen experiences. One is the 21st Century IDEA Act, which is proactive in setting specific deadlines: mandatory website consolidation within one year, developing digital options for all paper forms within two years, and obligating ministries to submit plans for accelerating the use of electronic signatures within 180 days.

Lastly, Nishijima stated that "it's time to review digital government experiences from the citizen experience viewpoint." She concluded by saying that "in order to realize a people-centered, experience-driven digital government, public-private partnerships should be promoted, and the private sector looks forward to actively sharing know-how with the government."

9) Roundtable discussion
   "The Challenges and Future Outlook of Digital Transformation"

Moderator: Naoko Mizukoshi

The roundtable discussion held as Part 2 of the conference, moderated by Naoko Mizukoshi, started with her highlighting that "in the past year, steady progress had been made on improving policy environment such as the decision to adopt Cloud-By-Default Principle and deliberation of the Digital First Bill (Digital Procedure Bill)". She then added that "on the other hand, it has been pointed out from local governments that what is important is to not only to enable the use of IT tools, but also to work on creating something new, continuously giving thoughts to what should be achieved. With that in mind, we would like to discuss the expectations for the future as well as specific proposals."

First, introduction was made from Naoko Iwasaki on "2018 International D-Government Rankings" from the Institute of of D-Government at Waseda University, an annual global report released covering 65 leading ICT countries. This year, Denmark, which succeeded in shifting to paperless processes, was ranked number one for the first time in 14 years, with Japan coming in at number seven, following nations such as Singapore, Estonia and the United States. Japan was highly ranked for the leadership shown by the government CIO to drive consolidation of each ministry's information system and contribute to the reduction of procurement costs. Iwasaki shared that from a global perspective,

Naoko Iwasaki

the digital divide has become more apparent between developed and rural areas, between public and private sectors, and between countries that have access to the latest technology and those that do not. Collaboration between the digital government and social media was cited as the driving force for promoting citizen-centered and user-oriented services. In addition, she stated that contributing to the United Nations SDGs 2030 through ICT utilization is being considered in each country, with particular focus on the use of AI and blockchain to address an aging population. Iwasaki went on to share that smart cities are gaining attention as a solution to the global phenomenon of over-population in urban areas across the world, and that it is important that IoT is used under comprehensive public-private partnership (PPP) schemes. She also introduced that China, Indonesia, and Vietnam are considering major plans for building smart cities. Iwasaki stated that Japan's role is to create a digitalized citizen-centric smart city model that could be presented as a leading example to ASEAN and other countries in the world.

Toshihiko Yokoo

Taking this global development, she questioned "what Japan should do in the future", continuing to address that "in addition to utilizing My Number for health insurance cards and going paperless, etc., an important challenge is enabling digital transformation for local governments. With an aging society rapidly approaching, the key to successful transformation lies on whether or not administrative services can be provided with half of the human resources, how productivity can be improved with the use of AI and RPA, and to how to expand such best practices laterally." Iwasaki further emphasized that "surplus resources gained from improving productivity and cost reduction through the use of technology can be reinvested to improve services. There should be a pro-active approach of the so-called 'service innovation', and digital government should be centered around citizens that

are the recipients of these services." In addition, it was suggested that if advanced solutions of central and local governments can be packaged and deployed overseas as a growth strategy for Japan, the country will be recognized for its contribution to the world, and will receive a higher evaluation in the e-government ranking.

In response, Toshihiko Yokoo shared comments based on the viewpoint of local governments, stating that "the staff working on information system of local governments change every few years, whereas in the private sector, there are experts with decades of experience. As such, private sector can easily make proposals simply by combining what exists, but that would not be productive to both sides. It is important to propose what public and private sectors can do through joint effort, and not just propose combining what exists." He further stated that "it is important to have this shared mentality among public and private sectors, and to think about solutions for the next era as well, as to set an example for young people to learn to think on their own."

From the private sector, Takashi Doi commented that "what is at the core of today's discussion is the same: to build a foundation for e-government, support from central government is essential, and yet, that foundation should enable flexibility and not become rigid. On the other hand, it is necessary for local governments to be creative in their efforts daily and show determination in setting new precedents, and as an IT industry, we want to work together to think this through." Furthermore, he continued that "on flexibility, as Minister Hirai pointed out, it is necessary to enable suitable responses to emerging situations in the next era. Though the idea of network separation was needed at the time

Takashi Doi

of the national pension service leakage incident, it is not an idea set in stone and could be changed for the future. Security approaches are also evolving – initially, the focus was centered around firewalls, but this has been shifting to ID management, VPN and encryption in response to technological advancement." Furthermore, referring to the centralization of government procurement, he stated that "flexibility is also needed for the government procurement mechanism. For example, cloud services provide benefit of pay-per-use, and this calls for flexibility in procurement system, from budget planning to evaluation methodology."

Yuji Nakasu continued by saying "I have been participating in this conference for the last three years and feel that this year will mark major change. In the central government, systematic improvements have been made with the Digital Procedure Bill, centralized procurement, and cloud security assessment. However, for over 1,700 municipalities in Japan, it will be good to take up the idea from Mayor Yokoo – to create a basic service package and share it across local governments. However, given the slow uptake caused by varying governance approaches in respective municipalities, it is hoped that representatives that can exercise leadership, like Mayor Yokoo, could collaborate to accelerate the efforts. For this, we would like to offer support from the private sector side."

Yuji Nakasu

Following this, Shogo Matsuda from MIC pointed out that "on cloud adoption, it is generally agreed to use global cloud services as the basis without making changes, however, once specifics are discussed, desire for

Shogo Matsuda

customization can be raised". He explained the difficulty of implementing cloud usage and digital technology in society. On local governments, he stated that "it is important to distinguish between the part which works well under local autonomy and the part led by the central government, such as rules on personal information protection, as pointed out by Mayor Yokoo." He also commented on the status of implementation, "efforts are being made to expand cloud adoption in local governments across Japan through demonstrative experiments and subsidy support, however, this has led to disparity between progressive local governments and those which are less progressive." In order to accelerate development, he mentioned that "if private sector can present to local governments the impact of ICT introduction and cost reduction, via concrete figures and numbers, MIC would like to work together to promote this."

Seiji Takahashi

Seiji Takahashi followed, and pointed out the problems, "when there is a set of suggestions, such as for RPA or AI, provided from central government, local governments will not consider further action beyond adopting those suggestions. This is a pervasive problem across the country." "It is necessary to expand and think beyond the scope of our imagination. To that end, it is important for companies to think more seriously about citizens, and for central and local governments to openly share issues and hold discussions." He stressed the importance of public and private sectors deepening conversation while working together.

Phillips Lai

Philips Lai, participating from Singapore, introduced the case study of smart cities overseas and explained the difficulty of cross-sectoral approaches to solution. "Even when trying to solve traffic congestion, the goals of transportation are complex, interdependent and changes over time. The solution for one city may not work for other cities". Based on this, he further addressed that it is "necessary to create a data platform to solve challenges of the future, instead of creating products to respond to problems of today."

Jared Ragland

During the concluding session of the conference, Jared Ragland thanked the participants and said, "I am pleased that meaningful discussions took place amongst diverse stakeholders consisting of central and local governments and the private sector, on important and complex issues of utilizing constantly evolving technologies to make society better." He continued by adding that "Japan faces challenges such as an aging population and a relatively slow rate of adoption of advanced technologies despite Japan's sophisticated foundation of legal systems and policies to utilize emerging technologies, including cloud computing. Looking internationally, there are a variety of challenging issues emerging, including concerns around cybersecurity, protection of personal information, and data sovereignty. We look forward to Japan continuing to provide a positive example to the world by taking advantage of various opportunities such as trade negotiations and the G20."

Speakers:

Shogo Matsuda (Director, Local Governments ICT Promotion Office, Ministry of Internal Affairs and Communications)

Toshihiko Yokoo (Mayor of Taku City, Saga Prefecture, Advisor of Japan Association of City Mayors)

Seiji Takahashi (Technical Councilor, Local Administration Division, Information Policy Section, General Affairs Bureau, Kumamoto City)

Seow Hiong Goh (Executive Director, Global Policy and Government Affairs – APAC, Cisco Systems)

Yuji Nakasu (VP, External Affairs, Saleforce.com)

Takashi Doi (Attorney, Legal and Corporate Affairs, Microsoft Japan)

Phillips Lai (Director, Government Affairs - APAC, Splunk)

Naoko Iwasaki (President, International Academy of CIO / Professor, Waseda University)

Jared Ragland (Senior Director, Policy - APAC, BSA |The Software Alliance)

Naoko Mizukoshi (Consultant, Japan, BSA | The Software Alliance)