

Integrated Online and Offline Services in Shanghai, China

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One Stop for All Services 一网通办

Box 6.1 The data-centric online-offline integration of digital government in Shanghai

The sharing, exchange and integration of data across government agencies are often inadequate and challenging. There are readiness gaps among different agencies and a lack of incentives.

Shanghai is the largest city in China, and the resource requirements for providing more than 24 million residents with access to public services are enormous. In order to streamline operations and enhance public services provision, the municipal government has adopted an innovative approach to facilitate the sharing of data across government departments and agencies based on demand and usage. The initiative derives its mandate from the newly enacted Shanghai public data governance and online-offline integrated services policy.

The Shanghai Municipal Big Data Center was established by the city government in 2018 as a one-stop-shop service platform for “cross-level, cross-department, cross-system and cross-service data sharing and exchange for government, industry and social data”. The Center is designed to support the data ecosystem, primarily through data governance and coordination. It is tasked with promoting the integration of technology, business and data and helping to build a data-sharing system for the city; it is also responsible for formulating technical standards and developing management approaches “for the collection, management, sharing, opening, application and security of data resources”. On the ground, it facilitates the sharing and exchange of data between multiple levels of government and between the Government and users and is engaged in the analysis and application of different types of public data, including geospatial and real-time data, in support of operational and people-centric e-services. More than 1,000 e-services—with a foundation of more than 16,000 data resources and 14 billion data points across 50 agencies—are available through the Big Data Center, which is hosted in the dedicated e-government cloud. In 2019, there were around 540 million data requests (both push and pull). There are substantial operational and maintenance costs attached to the Center; however, the services it provides contribute enormously to enhancing digital government, improving the business environment, and improving the quality of life of all Shanghai residents.

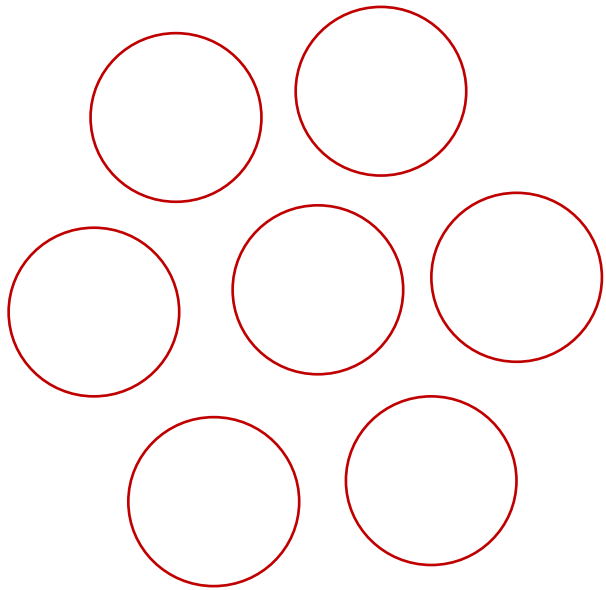
As part of Big Data Center operations, a suite of integrated online-offline government services was launched via mobile services (through WeChat and other apps). More than 13 million users are currently registered on the portal and can access e-services anytime and anywhere. Integrated into the online portal is access to over 200 physical government service centres with more than 20,000 employees to help people with offline service requests. The integrated online-offline system offers a one-stop-for-all-services approach that allows users to complete all tasks and processes in a single visit. This is especially convenient for vulnerable groups such as older people, the unemployed, and pregnant women, who often have special needs or requests. In the first half of 2019, the offline service centres in Shanghai received 36.45 million visitors.

Sources: Submitted in response to a request for inputs initiated by UN DESA; see the United Nations E-Government Surveys web page, available at <https://publicadministration.un.org/en/Research/UN-e-Government-Surveys> (accessed 13 February 2020). Additional information (including quoted material) obtained from Huang Yixuan, “Big Data center launched to drive smart Shanghai”, [ShanghaiDaily.com](https://archive.shine.cn/business/it/Big-Data-center-launched-to-drive-smart-Shanghai/shdaily.shtml) (13 April 2018), available at <https://archive.shine.cn/business/it/Big-Data-center-launched-to-drive-smart-Shanghai/shdaily.shtml>

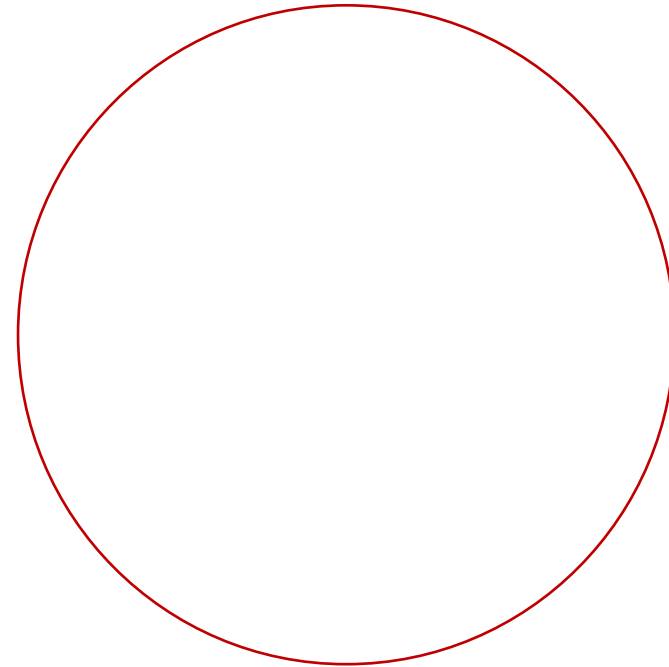


"One Transaction" from whose perspective?

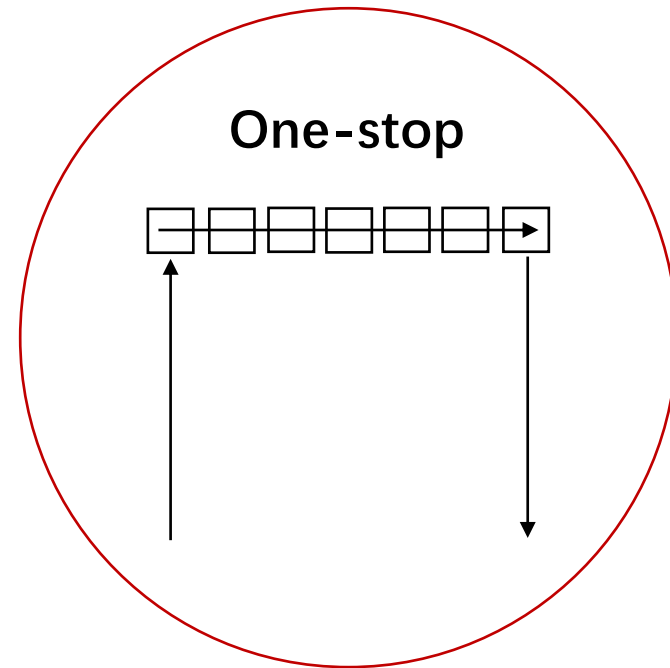
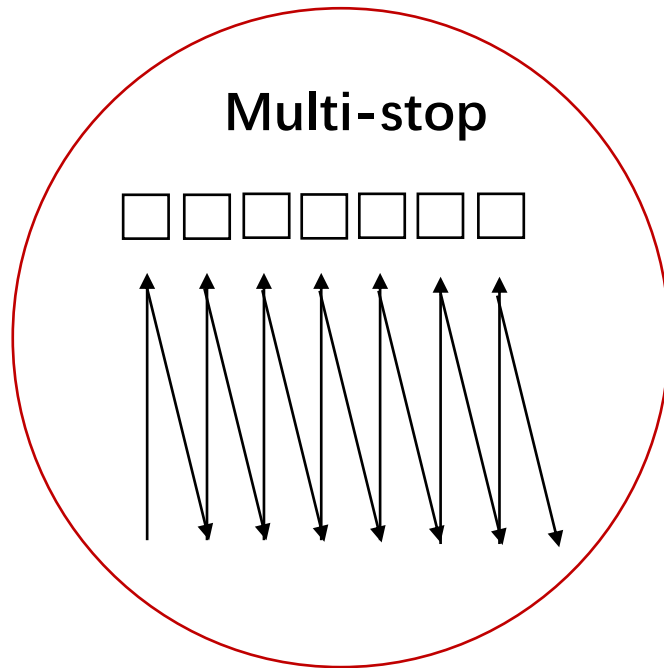
From governments'
perspective



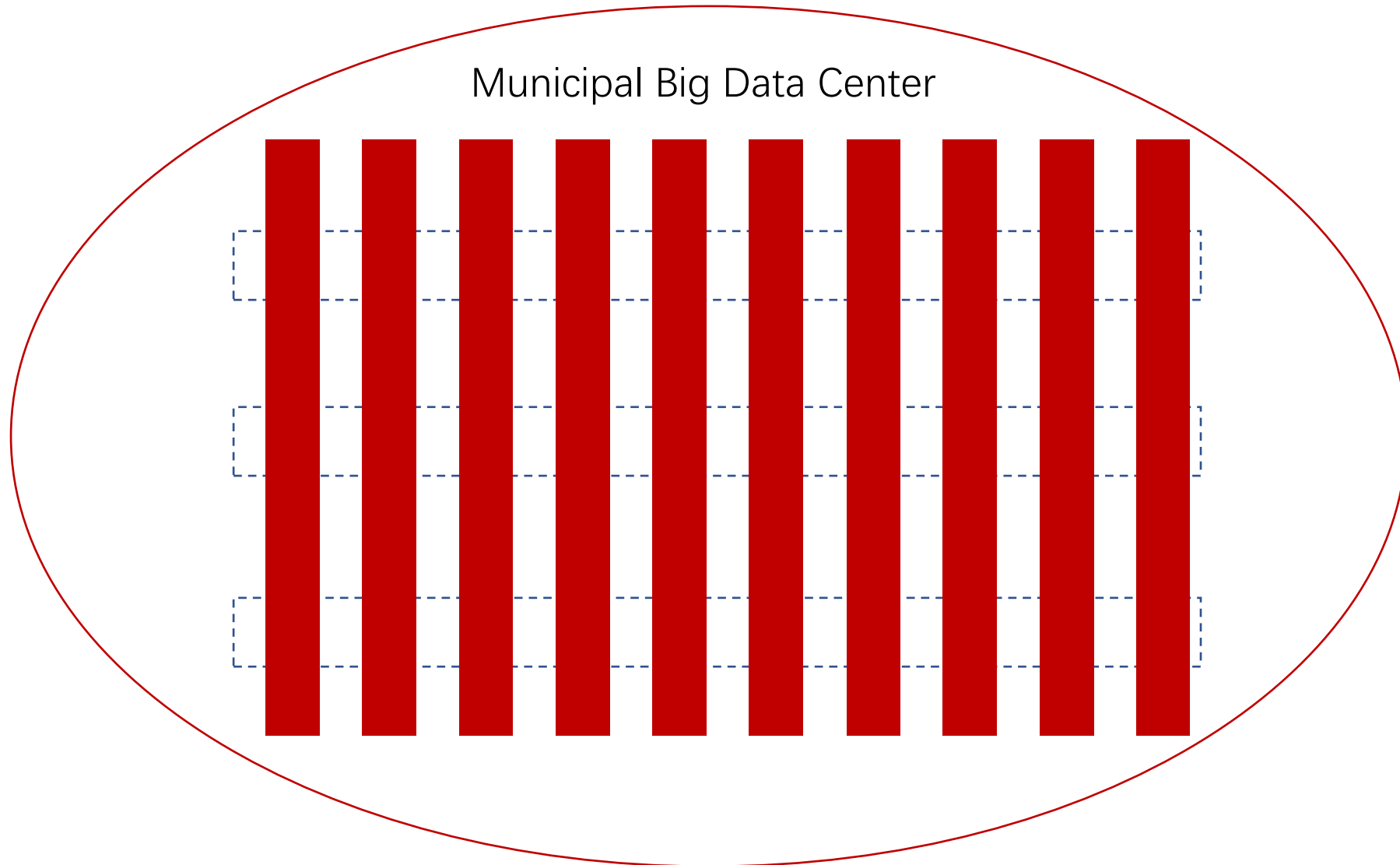
From citizens'
perspective



Process Reengineering



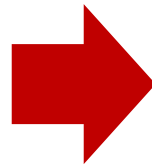
Cross-boundary Data Sharing and Integration



User-Oriented Integrated Services

Before

- Department perspective
- Internal task-driven
- Agency-based data flow
- Fragmented multi-stop processes



Now

- User perspective
- Citizens 'need-driven
- Cross-boundary data sharing
- Integrated one-stop process

One-stop Government Portal

一网通办 GOVERNMENT ONLINE OFFLINE SHANGHAI 登录 | 注册 首页 政务服务 要闻动态 政务公开 政民互动 走进上海 繁体 English



上海市人民政府

海纳百川 · 追求卓越 · 开明睿智 · 大气谦和

本站 | 搜索您想了解的政策/资讯/服务 搜一下



个人办事

职业资格 证件办理
交通出行 医疗卫生



法人办事

设立变更 准营准办
资质认证 年检年审



部门办事

上海市公安局 上海市民政局
上海市司法局 上海市财政局



办事热点

新冠肺炎防控专栏
长三角“一网通办”

One-stop Mobile App



Personal QR Code



Services

上海 | 信用就医

一件事服务

- 灵活就业一件事**
灵活就业人员就业登记事项、参保登记事项（参加城镇职工基本养老、基本医疗保险）一体联动办理
- 保障性租赁住房申请“一件事”**
房源查询、在线租房、网签备案、一步到位
- 还清房贷一件事**
为抵押人（贷款方）提供还清贷款后领取结清证明、办理抵押权注销登记、担保退费等相关“一件事”集成...
- 新能源汽车专用牌照申领一件事**
购车资格查询、车辆信息确认、专用牌照申请等事项“一次办”
- 阶梯水电气一户多人口办理一件事**
提供满足5或7人的家庭申请享受水电燃优惠
- 多元化解矛盾纠纷服务“一件事”**
覆盖调解、仲裁、行政复议、行政裁决等10类纠纷化解途径，整合了全市各类解纷资源，实现矛盾纠纷“一...

首页 办事 发现 互动 我的

亮证

我的证照

修改密码 | 编辑

个人 法人

- 居民身份证
市公安局
- 驾驶证
市公安局
- 行驶证
市公安局
- 居民户口簿
市公安局
- 不动产权证书
市规划资源局
- 社会保障卡
市公安局
- 中华人民共和国护照
市公安局

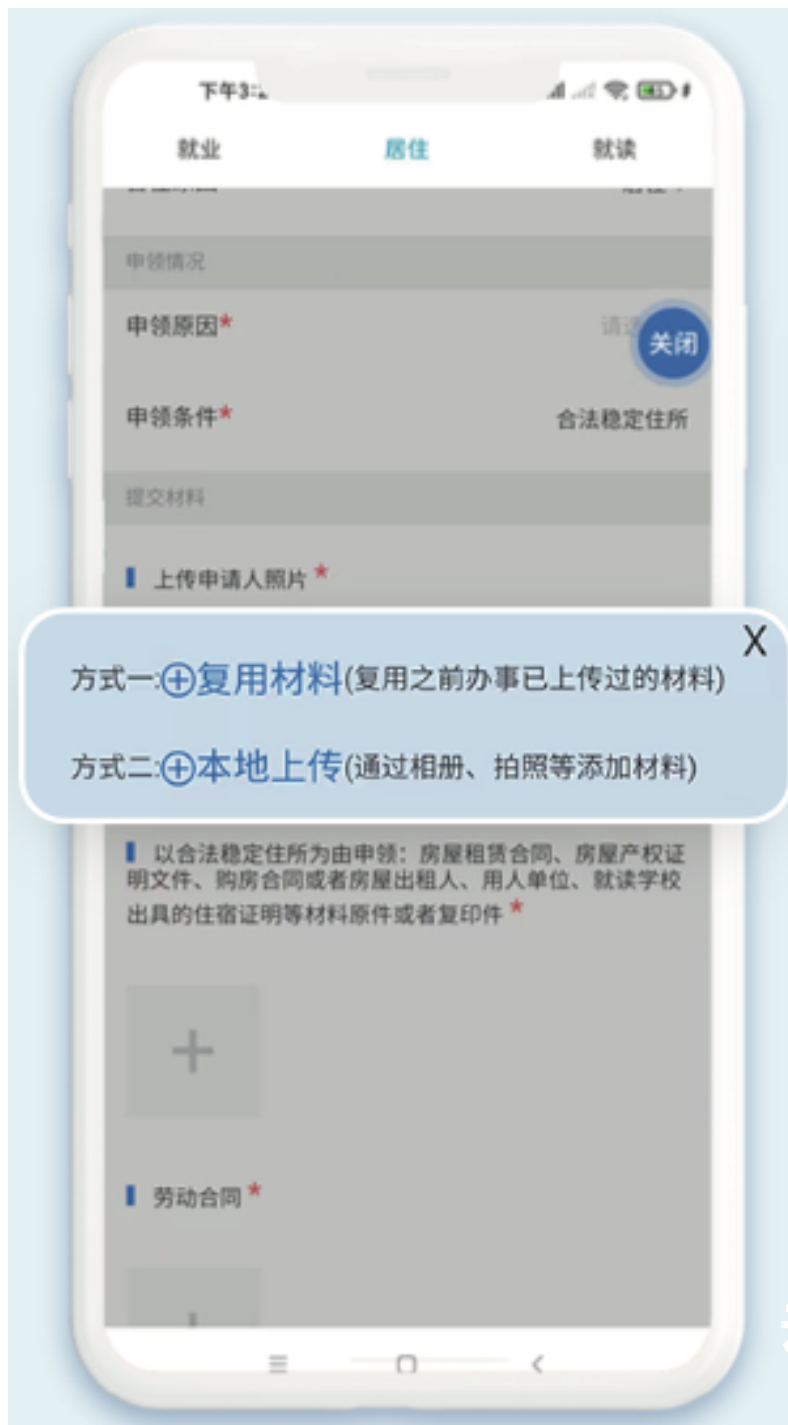
添加证照 +

ID card and certificates

Personal Data Services

- 养老金 
- 医保金 
- 公积金 
- 水费账单 
- 电费账单 
- 煤气账单 
- 车主服务 
- 我的卡包 
- 个人纳税查询 
- 信用报告 
- 健康档案 

Data sharing
or
certificates uploading



For senior citizens







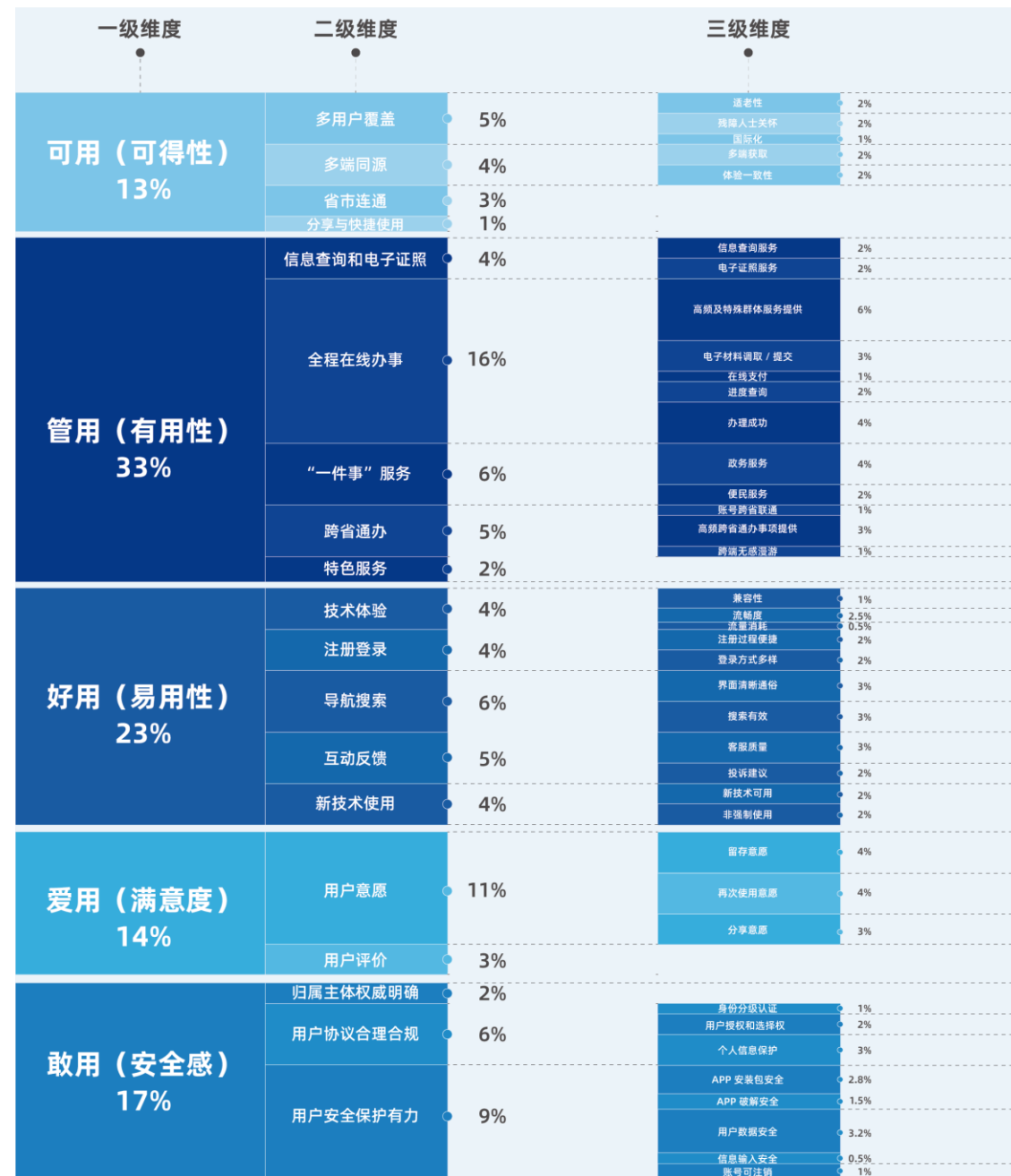
Accessibility

Usefulness

Easy-to-use

Satisfaction

Security



Website Portal
Mobile Apps
Hotline





Offline Service Centers



Self-service machines



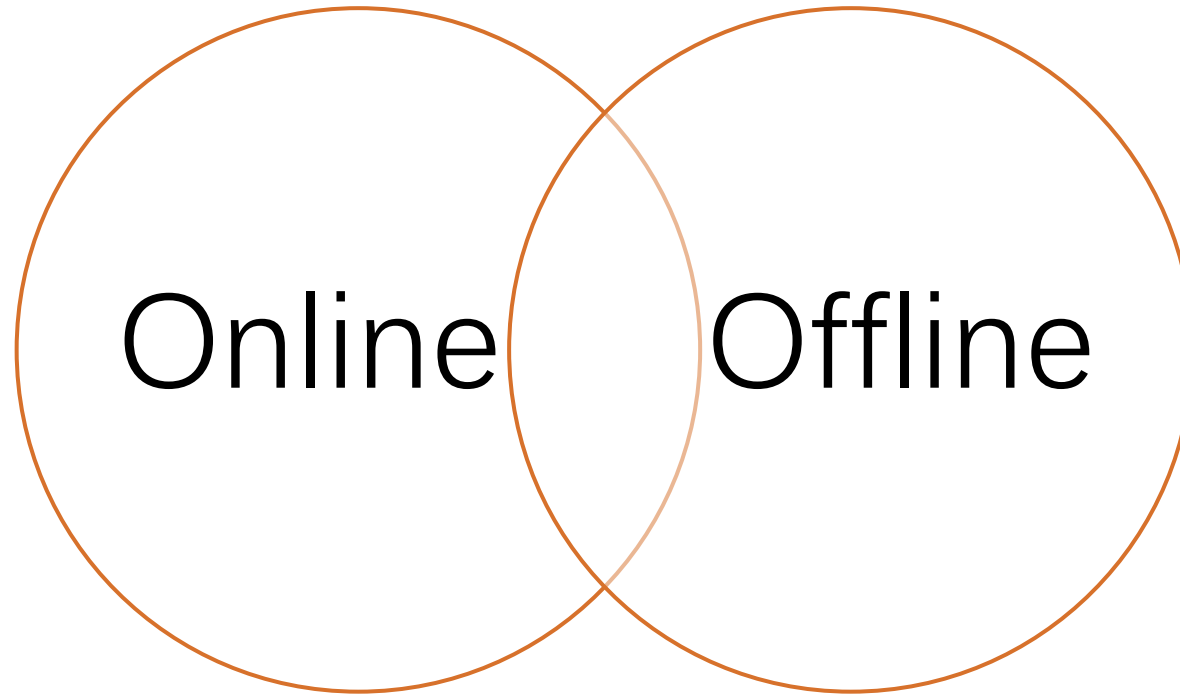
Self-service machines



One-stop Hotline



Digital Inclusion



- Website Portal
- Mobile Apps
- Hotline

- More than 200 Service Centers
- Self-service machines
- Hotlines

Challenges:

- Perspective shift from department to citizens
- Digital divide
- Convenience vs. Privacy
- Public Private Partnership
- Citizens' participation

Thank You!

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