The Technology Development Application and Challenge of Service for Passing and Exchanging Electronic Documents

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Abstract

The electronic official document exchange system was initiated by the Digital Taiwan Project (also known as e-Taiwan) from the former Research, Development and Evaluation Commission, Executive Yuan in Taiwan. This system was designed as a platform for a comprehensive environment to exchange official documents electronically among agencies, so that all levels of government agencies were able to transmit their official documents rapidly in a secured manner using digital signature technologies. Since 1999 when the system was built, it has been used by and facilitated more than 32,000 government agencies, education institutes, private enterprises, and various organizations. Moreover, utilization of the exchange system has saved over NT$1 billion in postage costs for all government agencies every year. With the progression of Information Communication Technology (ICT), the exchange system has gone through many generations, and its scope of deployment has expanded from region-wide to nationwide; furthermore, other than government agencies, it has also acquired users from the private sectors. The exchange system not only served as a core function of the government information mechanism but also as a critical infrastructure in Taiwan. Its information security requirement is classified as Class A. In order to provide a safer and more stable exchange environment for government agencies and private sectors, and to strengthen the electronic exchange of official documents, the National Archives Administration (NAA) has started to develop and build a new electronic official document exchange system since 2016. In addition, a new logo was designed and the new system was renamed Service for Passing and Exchanging Electronic Documents or SPEED. SPEED will be fully online in 2019. As the advancement and development of newer policies, better information technology environment and safer information security standards affect the exchange system significantly. This article is to examine the differences and the optimization process of each generation of the exchange system. Simultaneously, thorough analysis on the new exchange system and future outlook and recommendations will be provided. Topics including application of the ICT policies and regulations, futuristic development of the SPEED regarding robust system framework, all-way safeguarding, and innovative value-added service will be discussed. In order to cope with new challenges, such as new ICT, this article proposes related suggestions to make the SPEED system deduct the government digital transformation and implement the vision of a service-oriented smart government.

Keywords：**electronic official document exchange, service for passing and exchanging electronic documents**