

Smart Government Digital Development and Enhancement Plan (2026–2030)

Ministry of Digital Affairs

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I. Background of the Plan

Since launching the E-Government Plan in 1998, Taiwan has steadily advanced its digital governance for over 26 years. Key milestones include establishing foundational digital infrastructures (such as government websites and email), online applications for public services, one-stop inter-agency service platforms, open government data, personal data self-management, and evidence-based policymaking. These initiatives have achieved anticipated results.

1. Introduction

Driven by the global wave of digitalization, countries around the world have embraced digital transformation to realize the vision of a “smart government,” which has become an irreversible trend. A so-called “smart government” refers to the use of mature information and communication technologies (ICT), such as the Internet, evidence-based decision-making, and artificial intelligence (AI), to provide more convenient public services. These services are centered on the needs of citizens, aiming not only to improve government efficiency but also to strengthen data security and privacy protection. More importantly, a smart government must ensure that everyone—regardless of their circumstances or level of digital capability—can enjoy the benefits of digitalization.

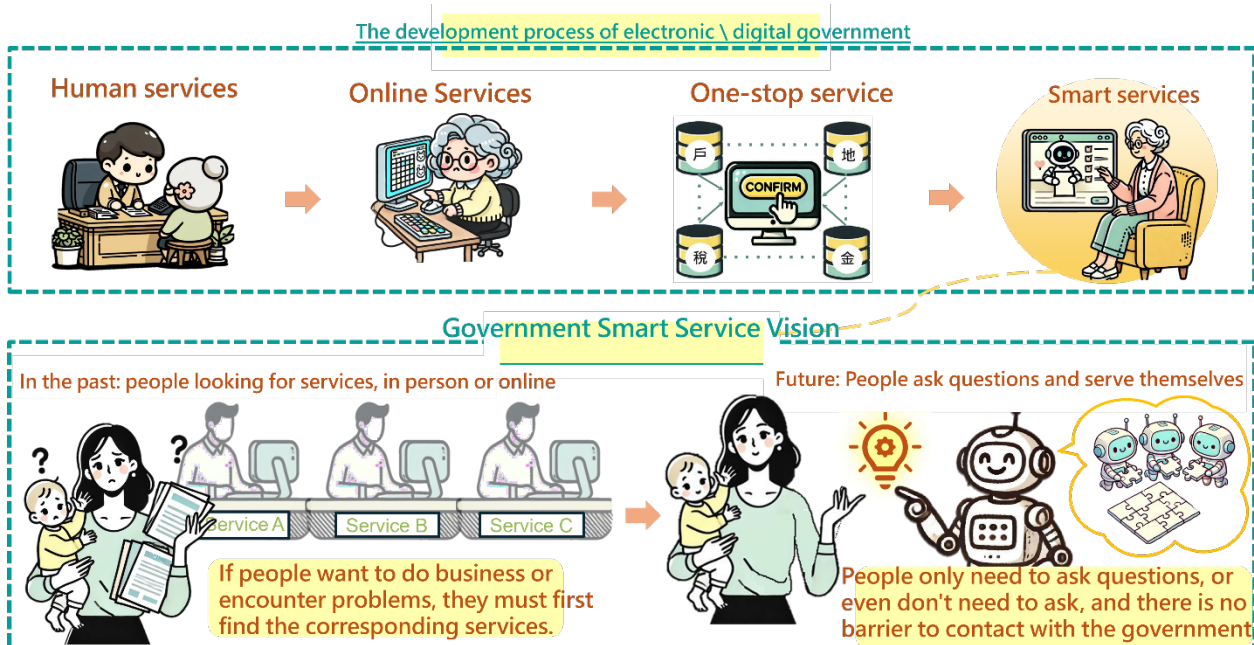


Figure 1 Taiwan's Digital Government Development Timeline and Smart Service Vision

Source: Compiled by the Ministry

From an international perspective, the impact of technology on government services can be divided into three stages. The first stage focuses on improving

administrative efficiency to ensure smooth social operations; the second stage involves innovating governance approaches to enhance the efficiency and transparency of policymaking; and now, governments are entering the third stage—“achieving comprehensive public well-being.” In this stage, governments are not only expected to enhance governance effectiveness but also to create greater service value for citizens by providing more inclusive, flexible, and innovative public services to achieve long-term social well-being.

To realize the vision of a smart nation, the Executive Yuan launched the “Digital Nation and Innovative Economic Development Program” in 2016, which was later upgraded to the “Smart Nation Program.” To further accelerate the advancement of smart government, based on this program, the Ministry began promoting the “Service-Oriented Smart Government Plan” in 2017 (originally implemented by the National Development Council) and launched its follow-up, the “Service-Oriented Smart Government 2.0 Plan” (2021–2025), in 2021. The 2.0 plan set forth the vision of “embracing the digital future and building an open and innovative smart government,” with goals including accelerating data openness, effectively utilizing civil data, and integrating technological innovation. These efforts have already begun to show results, not only improving the efficiency of public services but also enhancing interaction and trust between citizens and the government.

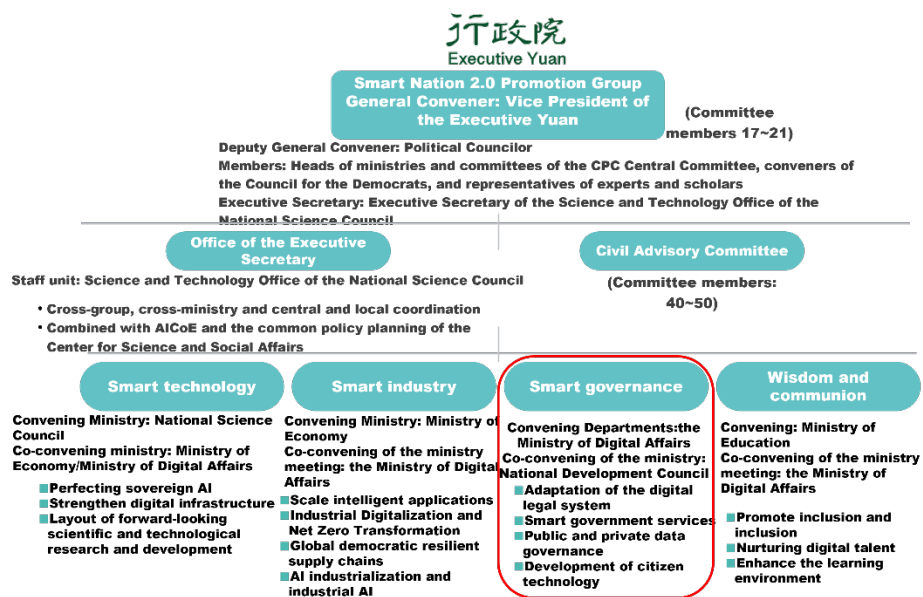


Figure 2 Executive Yuan’s Smart Taiwan Steering Committee
Source: Executive Yuan official website

The “Service-Oriented Smart Government 2.0 Plan” is scheduled to conclude at the end of 2025. Based on President Lai’s policies, the national governance plan, and other higher-level guidelines, as well as by referencing

international smart government development trends, the Ministry has drafted the “Smart Government Digital Development and Enhancement Plan” (2026–2030).

This five-year smart government plan will guide all ministries and agencies toward the goals of “convenience, efficiency, and inclusiveness.” By utilizing advanced technologies such as AI, the plan aims to drive digital innovation across various sectors and strengthen services for digitally disadvantaged groups.

At the same time, smart technologies will be used to enhance internal government efficiency, maximizing the effectiveness of human and resource utilization. Through big data analysis and AI, the government will be able to formulate policies more precisely and provide more convenient services.

The “Smart Government Digital Development and Enhancement Plan” will comprehensively improve daily convenience, enhance quality of life, strengthen the sense of security, and promote social interaction, thereby significantly increasing the overall well-being and happiness of citizens.

2. Policy Basis

The use of emerging technologies to establish a people-centered smart government that provides equitable digital services without leaving anyone behind is a core policy promise of President Lai and a major focus of the current administration. The following sections describe the direction for smart government development over the next five years, based on the President’s policy platform and national development plans.

(1) President Lai’s Digital Policy: “Technological Digital Island, New Digital Society”

In May 2024, prior to his inauguration, President Lai introduced his technology and digital policy vision, “Technological Digital Island, New Digital Society.” This digital policy emphasizes that the government should strive toward building a “people-centered” new digital society, highlighting the need to develop digital governance, promote the digital economy, and create an innovative digital society. This includes advancing equitable and inclusive digital transformation so that all citizens can share the benefits of technological development. The policy goals include protecting digital citizenship rights and promoting industrial digital transformation, with the ultimate aim of establishing a digital Taiwan characterized by “trust and equity, resilience and sustainability, freedom and diversity, and innovative growth.”



Figure 3 “Technological Digital Island, New Digital Society” Digital Policy

Source: Lai Ching-te’s “Technological Digital Island, New Digital Society” Digital Policy

The specific policies include:

- A. Implementing digital equity and cultivating digital talent.
- B. Accelerating the development of a smart government, expanding digital participation, and enhancing public-private collaboration.
- C. Encouraging innovative digital public services to create public welfare.
- D. Promoting a trustworthy data circulation mechanism and leveraging AI and data governance.
- E. Supporting the development of the digital economy and industry and actively promoting international digital cooperation.
- F. Building a robust cybersecurity industry and establishing a strong cybersecurity brand.

This plan directly addresses policies 2, 3, and 4 above and also relates to other policy objectives. It focuses on promoting innovative and convenient public services through smart technologies, enhancing government administrative efficiency through AI and data governance, and ensuring that all citizens can equally enjoy the convenience brought by digital technology. By doing so, it supports equitable and inclusive digital transformation and contributes to building a people-centered “new digital society.”

(2) Higher-Level Plans

A. National Development Plan (2025–2028)

The National Development Plan, drafted by the National Development

Council in accordance with the President’s governing philosophy and the Premier’s administrative priorities, and in consideration of internal and external circumstances, outlines the nation’s overall development goals, strategies, and key policy focuses. In the face of global challenges such as the rise of AI, economic fragmentation, the net-zero transition, and increasing social inequality, the plan sets out eight major policy objectives.



Figure 4 Policy Objectives of the National Development Plan [2025–2028]

Source: National Development Plan presentation materials

This plan specifically addresses strategies under the “Innovative Economy, Smart Nation” category, including “promoting a trustworthy data circulation mechanism” and “accelerating the development of a smart government.” It calls for ministries and agencies to establish data frameworks to enhance cross-agency data utilization efficiency, adopt privacy-enhancing technologies to strengthen data protection, and utilize AI to reshape citizen service measures and internal government processes. These actions concretely implement the policy goal of “Innovative Economy, Smart Nation” set out in the National Development Plan.

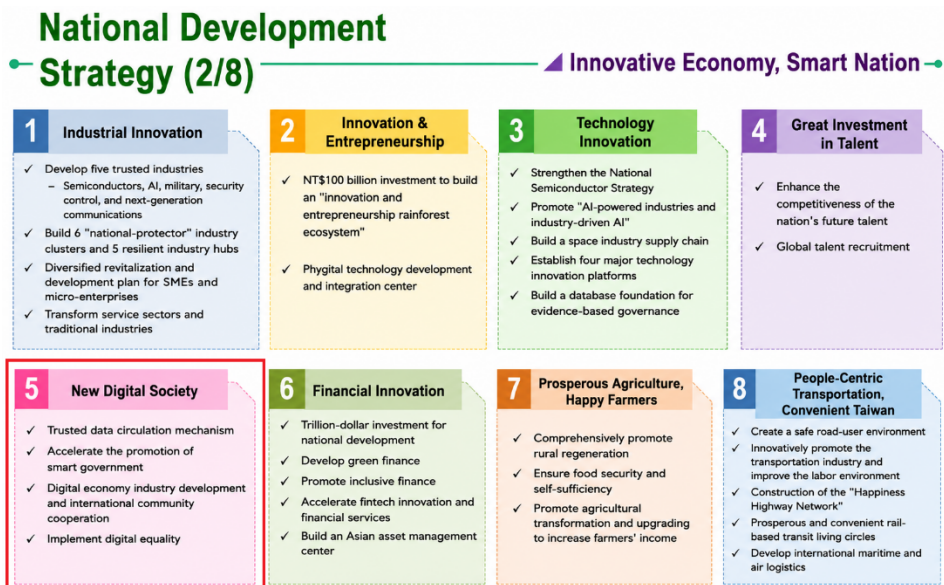


Figure 5 “Innovative Economy, Smart Nation” Strategy

Source: National Development Plan presentation materials

B. Draft of the Next National Science and Technology Development Plan

In accordance with the “Fundamental Science and Technology Act,” the National Science and Technology Council is currently drafting the next “National Science and Technology Development Plan,” which is tentatively scheduled to be discussed at the “12th National Science and Technology Conference” in December 2024 to gather suggestions for its development.

The draft of the next “National Science and Technology Development Plan” tentatively proposes four main thematic areas: “Smart Technology,” “Innovative Economy,” “Balanced Society,” and “Net-Zero Sustainability.” Under the “Balanced Society” theme, five sub-themes are set, one of which is “Digital Public Governance.” This sub-theme focuses on leveraging smart technologies to optimize government digital services, developing people-centered, innovative, convenient, inclusive, and sustainable smart government services, establishing a solid system foundation, and strengthening the resilience of core government systems and data services.

This plan aligns with the goals set in the upcoming National Science and Technology Development Plan by proposing the development of AI-powered virtual assistants that provide services through natural language, as well as intelligent service counters that guide citizens throughout the entire process of government service applications. All government services are designed to consider the needs of the entire population, leaving no one behind. The plan also aims to strengthen the foundational environment for government AI applications, encourage cross-agency and cross-sector cooperation, and

leverage emerging technologies and data applications to develop smart assistants that enhance administrative efficiency.

Furthermore, it proposes the construction of data frameworks and privacy-enhancing technologies to ensure that government AI applications can simultaneously achieve efficiency and strong data protection.

3. Forecast of Future Smart Applications

(1) Current Status and Trends of AI Applications in Advanced Countries

Since Singapore pioneered the “Smart Nation” strategic plan in 2015—requiring every government agency to propose at least one AI application—governments worldwide have actively sought opportunities to integrate AI technologies into public services. Many countries have successively launched national strategies or promotion plans based on AI applications. To ensure alignment with advanced countries’ smart government directions, this section analyzes Singapore, South Korea, and Japan, whose contexts are similar to Taiwan’s, as references for governmental AI development strategies.

A. Singapore’s “National AI Strategy 2.0”

In 2023, the Singaporean government released the “National AI Strategy 2.0” (NAIS 2.0), which aims to build a vibrant AI ecosystem, nurture a workforce capable of seizing new opportunities, provide adequate infrastructure to achieve its goals, and create a trusted environment that protects users and fosters innovation. Singapore views AI as strategically critical and key to its next phase of economic growth.

The strategy outlines three major thrusts, ten strategic directions, and 15 concrete action plans.

The first thrust, “Activity Drivers,” focuses on advancing AI growth through research, government, and industry. Actions include establishing AI centers of excellence, strengthening the AI startup ecosystem, improving public service productivity, and updating the national AI R&D plan.

The second thrust, “Talent and Community,” emphasizes expanding the AI talent pool and establishing physical AI hubs. Notably, it plans to increase the number of AI professionals to 15,000 within 3–5 years. Specific actions include attracting top global AI talent, expanding AI

internship programs, enhancing enterprise AI applications, providing industry-specific AI training, and building a flagship physical AI hub.

The third thrust, “Infrastructure and Environment,” aims to provide essential capabilities and a favorable environment for AI innovation. Actions include significantly increasing high-performance computing resources, developing data services and privacy-enhancing technologies (PET), opening government data for public benefit, ensuring an appropriate AI regulatory environment, strengthening AI security and resilience standards, and positioning Singapore as an international partner in AI innovation and governance.



Figure 6 Framework of Singapore’s “National AI Strategy 2.0”

Source: Singapore Government Website

B. South Korea’s “Digital Platform Government Plan” and “2024 Large-scale AI Public Service Development Plan”

In April 2023, the South Korean government announced the “Digital Platform Government Implementation Plan,” aimed at fully integrating AI and data applications into government operations. This plan seeks to overcome the limitations of individual ministries developing digital services independently and to provide integrated digital services to citizens while encouraging enterprise innovation. The plan has four main

missions:

- a. **Government for the People:** Establish a comprehensive government service portal integrating services from central and local agencies, such as tax and welfare, to provide personalized and convenient services.
- b. **Intelligent Unified Government:** Expand data sharing and utilization among government agencies, breaking information silos between ministries and between central and local governments.
- c. **Public-Private Growth Platform:** Build a digital economic ecosystem initially focused on transportation, safety, energy, and urban sectors, and later expand to healthcare, environment, and public administration.
- d. **Trusted Platform Government:** Strengthen citizen control over personal data, introduce data access audit and management functions, and adopt “zero trust” and “supply chain security” mechanisms to enhance security.

On July 15, 2024, South Korea launched the “2024 Large-scale AI Public Service Development Plan.” Its goal is to promote AI applications within the public sector to achieve the objectives of the Digital Platform Government plan. This plan identifies eight missions covering various public sector areas, including:

- Large-scale AI integrated R&D support services
- Intelligent firefighting and safety services
- Generative AI defense facility construction and administrative support
- Large-scale AI labor inspection support services
- Professional services for young farmers
- Large-scale AI patent examination support services
- Large-scale AI multimodal communication support services for people with disabilities
- Large-scale AI early detection support services for slow learners

C. Japan's AI Strategy 2022

In 2022, the Japanese government released “AI Strategy 2022,” aimed at establishing Japan as a global leader in AI, using AI to build systems that protect citizens’ lives and property during large-scale disasters and emergencies, cultivating and attracting AI talent, and positioning Japan as the most capable nation in the AI era. The strategy also aims to make AI an industry leader, realize a “diverse and sustainable society” through AI, and build international cooperation networks in AI research, education, and infrastructure.

The Japanese government hopes this strategy will shift the perception from “AI replacing human jobs” to “AI enhancing human capabilities” and break the myth that “only engineers can understand AI.” It emphasizes creating a smart government development cycle involving data collection, AI enhancement, and service improvement, rather than purely data-driven digital innovation.

Concrete measures include:

- a. AI Education: Promote AI and data science education from elementary to university levels.
- b. AI R&D System: Establish a research network centered on core AI hubs.
- c. Data Infrastructure Development: Promote public-private data collaboration and standardization.
- d. Digital Government in the AI Era: Use AI to improve administrative efficiency and service quality.
- e. AI Ethics: Ensure AI development follows ethical guidelines and participates in international cooperation.

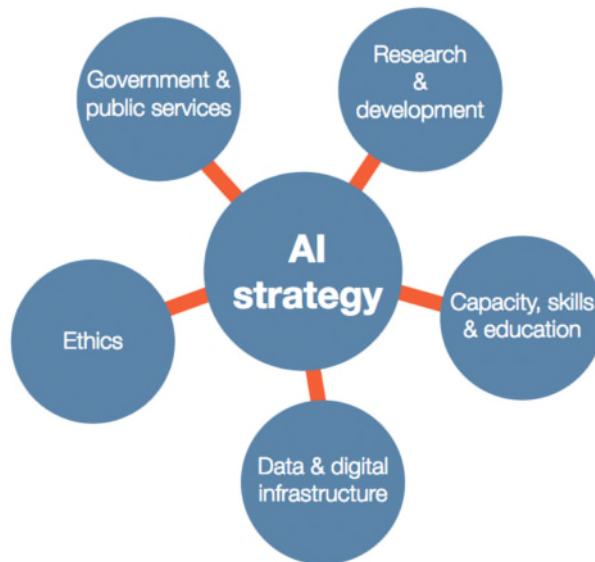


Figure 7 Framework of Japan's "AI Strategy 2022"

Source: Government of Japan website

(2) ICT Development Trend Forecasts by Research Institutions

International research organizations closely monitor and analyze strategies for using digital technologies in various organizations, including government agencies in advanced countries, and provide corresponding policy recommendations. In the past two years, these institutions have primarily focused on AI applications in government and related data governance issues, offering valuable references for Taiwan's digital policy formulation.

A. IDC's Top 10 Global Government Tech Trends (2024–2028)

In October 2023, IDC released the report "Top 10 Global Government Tech Trends 2024–2028," stating that governments worldwide are restructuring their digital environments around trends such as AI, cloud computing, and data governance. IDC presented ten predictions and recommended actions to help governments establish secure, agile, and data-driven digital services. Key trends include:

- a. By 2028, 65% of governments will enhance digital sovereignty to protect national assets and critical infrastructure.
- b. By 2028, 40% of governments will increase data-sharing investments by 50% to realize the value of digital trade agreements.
- c. By 2027, 66% of governments will mandate software tools to

- monitor energy use in facilities to reduce costs and improve sustainability.
- d. By 2026, governments will increase spending on data sharing, AI, IoT, and computing by 15% to address extreme weather events caused by climate change.
 - e. By 2028, 60% of governments will adopt risk management approaches to formulate AI and generative AI policies.
 - f. By 2027, 50% of governments will expand generative AI use from task automation to decision support, improving service response speed and productivity.
 - g. By 2027, 95% of governments will experience significant cyberattacks caused by generative AI, but only 30% will effectively defend against them.
 - h. By 2026, 60% of governments will focus on upskilling public employees to improve work experiences and citizen services.
 - i. By 2026, 60% of governments will reduce the digital divide by automating and connecting data, processes, and employees, and will deploy AI platforms for end-to-end intelligent operations.
 - j. By 2025, due to space traffic management incidents, governments will increase tech spending by 20% to establish collaborative governance models that support the space economy.

More than half of these trends relate to AI and data sharing, highlighting AI's central role in government decision-making, service delivery, and internal operations. Governments will increasingly rely on data-driven decision-making and use AI to provide more precise and personalized services.

B. Gartner's 2024 Government Tech Trends Report

In April 2024, Gartner published the "2024 Government Tech Trends Report," summarizing the views of global government CIOs, digital leaders, and policymakers on technological trends. The report identified five key trends:

- a. **Adaptive Security:** By 2028, 70% of AI applications will be used for threat detection and incident response. Governments must continually adapt cybersecurity tools, technologies, and talent to address evolving threats.
- b. **Digital Identity Ecosystems:** By 2026, at least 500 million smartphone users will regularly use digital identity wallets based on distributed ledger technology. Governments will act as

coordinators, facilitators, and regulators.

- c. **Decision Intelligence AI:** By 2026, over 70% of government agencies will use AI to strengthen administrative decision-making. Governments must develop AI adoption and governance policies and ensure their implementation.
- d. **Digital Platform Agility:** Governments are increasingly adopting digital platform-based service solutions (e.g., low-code application platforms), requiring rapid deployment capabilities while managing associated risks such as poor quality and inadequate security.
- e. **Programmable Data Governance:** By 2026, over 60% of governments will prioritize resources for business process automation. Governments must establish automation rules and data standards to improve data quality and execution efficiency.

These five trends clearly indicate that governments worldwide continue to face challenges from cybersecurity threats and AI applications. Governments must find appropriate ways to meet citizens' expectations for more user-friendly and flexible digital services, focusing on the development of sustainable and scalable digital technologies.

C. Conclusion

Governments globally are actively integrating AI technologies into public services and decision-making processes while striving to establish robust data governance systems to ensure effective and secure data use. These trends show that AI and data governance have become central to smart government development. Taiwan must strike a balance between innovation and security to achieve its digital transformation goals. Key conclusions from the international trend analysis include:

- a. **AI Strategic Planning:** Advanced countries such as Singapore, South Korea, and Japan have all developed comprehensive national AI strategies, emphasizing ecosystem building, talent cultivation, and infrastructure support.
- b. **Data Sharing and Governance:** Governments are strengthening inter-departmental data sharing, investing in data infrastructure, and adopting privacy-enhancing technologies to mitigate misuse of personal data resulting from AI applications.
- c. **AI Public Service Applications:** Governments actively apply AI across various public service areas, such as fire safety, patent examination, and communication support for people with disabilities. AI is also widely used in internal administrative

- processes to improve service quality and operational efficiency.
- d. **AI Skills Training:** With the widespread application of AI, governments place great importance on equipping citizens and the workforce with basic AI skills to mitigate potential negative impacts on society.
 - e. **Platform-Based AI Development:** Governments worldwide are building common digital platforms for AI application development, using low-code and no-code technologies to accelerate AI service deployment and enhance flexibility.

4. Review of Existing Related Policies and Programs

(1) The development process of our country's digital government

Since 1998, Taiwan has been planning its electronic government initiatives and has successfully completed various phases. The development process is summarized as follows:

- A. **First Phase: "Mid-term Plan for E-Government/Networked Government" (1998–2000):** Focused on building the government backbone network, developing online citizen services and administrative applications, accelerating government information flow, and establishing electronic certification and cybersecurity mechanisms.
- B. **Second Phase (Part One): "E-Government Promotion Program" (2001–2004):** Aimed to create a smooth and secure information environment, promote comprehensive internet adoption among government agencies and civil servants, fully implement electronic document exchange, enable 1,500 government application services online, and reduce administrative paperwork.
- C. **Second Phase (Part Two): "Challenge 2008: National Development Priority Plan" (2003–2007), Digital Taiwan Project, Subproject 6:** Promoted 18 key E-Government initiatives.
- D. **Third Phase: "Quality Network Government Plan" (2008–2011):** With the vision of "enhancing public service value and building social trust and connection," it focused on three goals: developing proactive services for quality living, universalizing information services for greater social care, and strengthening online interaction to expand civic participation. The aim was to realize proactive, targeted, continuous, and deeply rooted services.
- E. **Fourth Phase: "E-Government Plan" (2012–2016):** Focused on developing portable mobile services and utilizing Web 2.0 social networks to create people-centered innovative services, emphasizing proactive and targeted services, full-process services, and inter-agency

coordination from a beneficiary perspective.

- F. **Fifth Phase: “E-Government Plan” (2017–2020):** Centered on data-driven, public-private collaboration, and people-oriented core concepts, it leveraged big data to collect citizen needs, used open data to promote government transparency, and utilized personal data (MyData) to enhance citizen services. In 2018, in line with the Executive Yuan’s “Digital Nation and Innovative Economic Development Program,” the plan was transformed into the “Service-Oriented Smart Government Plan,” which set two main goals: “providing convenient services” and “implementing transparent governance.” Priority was given to core government issues and topics of public concern, promoting digital services such as integrated social welfare services supporting long-term care policies, one-stop services to optimize business operations, cross-region household registration services, customs clearance and cargo application services, and more. These efforts were expanded to develop cross-domain digital services in social welfare, health, and internal affairs.

(2) Service-Oriented Smart Government 2.0 Promotion Plan

The Ministry is currently implementing the “Service-Oriented Smart Government 2.0 Promotion Plan” (2021–2025), starting from citizen needs to deepen cross-agency services, open data release, and evidence-based decision-making. It guides ministries and agencies to continuously enhance digital services and build a precise and trustworthy smart government. Key outcomes and applications are as follows:

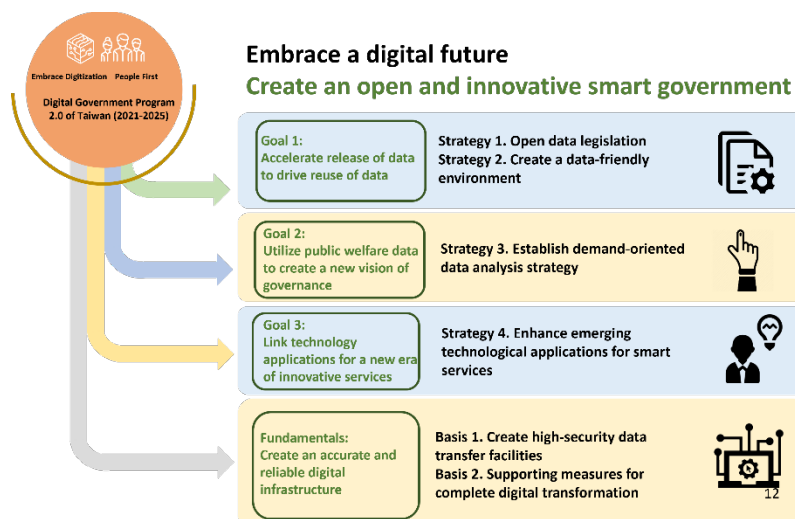


Figure 8 Framework of the Service-Oriented Smart Government 2.0 Promotion Plan

Source: Compiled by the Ministry

A. Accelerating Data Release to Drive Reuse

Since 2014, Taiwan has promoted an open data policy. Initially, government agencies were encouraged to enhance data release. The Open Data Platform now hosts over 27,000 datasets. Agencies have since been encouraged to improve data quality, expand domain data standards, and prioritize releasing high-value datasets. Recent key achievements include:

- a. On May 15, 2024, the Ministry issued revised guidelines for “Dataset Metadata Standards,” “Government Data Open Cross-Platform Interface Guidelines,” and “Cross-Platform Feedback, Requests, Quality Inspection, and Standards Inspection Interface Guidelines,” adding API service attributes in metadata standards to enable agencies to provide datasets through APIs for public access.
- b. New domain data standards were added for “Indigenous Peoples” (covering language, social structure, traditional culture) and “Land” (covering universal standards, ecological resources, socioeconomics) to facilitate cross-domain data exchange among agencies.
- c. Operated a Cross-Ministerial open data working group to improve data quality using EU FAIR indicators, promote themed high-value data ecosystems, and encourage value-added data applications.
- d. Promoted innovative data use from four perspectives: internal process optimization, cross-domain data integration, predictive modeling, and AI applications. This led to 12 pilot application cases across institutions such as the Control Yuan, Ministry of Agriculture, Water Resources Agency, CPC Corporation, etc.

B. Leveraging Personal Data to Create New Policy Perspectives

The personalized digital services (MyData) initiative expanded, connecting to 80 agencies (including 22 local governments) and providing 137 types of personal data for self-download and use (e.g., household registration, ID images, land and price records, labor insurance, property, income, driver’s license). Over 715 online services support in-person verification (e.g., tuition reductions, rental subsidies), with more than 1.729 million downloads and online applications completed.

Counties such as Nantou, Changhua, Pingtung, and Hsinchu have launched one-stop online service portals linked to MyData, offering services like social housing applications, student scholarships, senior allowances, and preschool enrollment. For example, Hsinchu's "Public and Non-Profit Preschool Enrollment" service allows parents to check available spots and receive lottery results via SMS, greatly reducing in-person wait times.

C. Integrating Technological Applications to Innovate Service

Unlike traditional E-Government, smart government emphasizes data-driven innovation. The government has seen initial success in evidence-based decision-making, big data analysis, and AI applications. Recent achievements include:

- a. The Ministry of the Interior released big data simulation datasets, which by June 2024 had been downloaded 405 times for housing owner data, 512 times for people/buildings/geographical data, and 341 times for elderly housing data.
- b. The Ministry of Health and Welfare integrated National Health Insurance and image databases to improve imaging data categories from 14 to 22 types, with accuracy rates above 90%.
- c. The Ministry of Transportation established high-precision navigation-level tidal current forecast services for locations like Tamsui River mouth, Xiaoliuqiu, and Keelung, providing 50-meter precision forecasts for mobile positioning.
- d. The Ministry of Health and Welfare built an intelligent monitoring system for expired food risks, dynamically adjusting prevention mechanisms and producing 33 high-risk expired food lists.
- e. The Ministry of Transportation's "Yunbao Weather Chatbot" integrated a large language model, creating a meteorological encyclopedia knowledge base (built with RAG). In 2024, it served 39,119 users, a 12.5-fold increase from the previous year.
- f. The Directorate-General of Personnel Administration developed a smart HR chatbot covering 22 regulations and operational inquiries (e.g., exam assignments, holiday schedules, travel cards, disaster-related closures), with 11,000 service uses and a 95.41% satisfaction index as of June 2024.
- g. The Ministry of Justice introduced AI-assisted systems to help prosecutors with investigations, using AI to analyze police-transferred evidence files, generate DUI case closing documents

and fraud case tables, and assist in interpreting criminal record recidivism assessments.

- h. The Ministry of Economic Affairs developed a “Taiwan Water Corporation Total Water Sales Forecast Model,” achieving 96.2% average prediction accuracy and visualizing trends to aid water use planning.

D. Building a Precise and Trustworthy Digital Infrastructure

Digital infrastructure is foundational for supporting smart government measures. Recent major progress includes:

- a. Enhanced GSN (Government Service Network) architecture, advanced distributed denial-of-service (DDoS) protection, improved backbone gateway cybersecurity, and proactive defense mechanisms. In 2024, the backbone network intercepted over 1.3 billion attacks monthly on average, supporting 49 agencies through GSN DNS parallel services.
- b. Implemented fraud prevention through SMS short code 111 and “https://gov.tw/” URLs. By July 2024, over 22,000 short URLs had been created, used over 57.84 million times; 284 agencies used SMS services, sending over 27.46 million messages cumulatively.
- c. Strengthened digital resilience by introducing zero-trust architectures in 22 A-level cybersecurity agencies in 2023, and by 2024, supporting 47 agencies in adopting zero-trust identity verification.
- d. Promoted T-Road cross-agency data transmission among central and local governments. By June 2024, 52 agencies had connected, with 67 security server nodes deployed and over 1.8 million monthly data exchanges.
- e. Supported ID authentication integration with National Health Insurance cards, citizen digital certificates, and mobile certificates, implementing multi-factor authentication (MFA). By June 2024, MFA had been used 30 million times.
- f. In 2023, the Ministry trained 30 newly appointed managers, recorded 52 participant attendances in the Cross-Domain Digital Governance Program for Mid- to Senior-Level Managers, and provided practical training to 130 participants. In-service training included 58 courses totaling ~25,000 participant hours. In 2024, 63 courses (20 on AI and emerging tech) were planned; by July, 16 classes had been held with 423 attendees, totaling 5,220 participant hours.

E. Deepening International Cooperation and Exchange

Taiwan actively participates in international organizations such as IAC (International Association of CIOs) to share innovative practices and experiences in digital service development and serves as a project committee member for ICA (International Council for IT in Government Administration) to exchange digital transformation experiences and promote global digital governance cooperation.

F. Positive Public Reception

According to the Ministry's 2023 Digital Development Survey, 73.7% of citizens aged 12 and above had used government digital services in the past six months, with a satisfaction rate of 82%.

(3) Review of the Current Situation and Future Directions

The Ministry and all agencies have jointly promoted the "Service-Oriented Smart Government 2.0 Plan," achieving notable results in data management, digital services, and infrastructure, which have been well-received by the public. However, in the face of rapidly advancing AI technologies, the government must actively explore AI applications in public services, administrative operations, and bridging the digital divide. This plan, aligned with President Lai's policy vision and Executive Yuan directives, focuses on AI-driven smart government measures. Challenges anticipated include:

- A. **Strengthening Information Security and Privacy Protection:** With widespread AI and data applications, protecting citizen privacy and preventing data leaks are increasingly crucial. The government must improve cybersecurity mechanisms to ensure data security, reliability, and compliance with regulations to avoid misuse.
- B. **Maintaining Digital Equity:** A key challenge in digital transformation is eliminating digital divides caused by new technologies. While digitalization offers convenience, it may pose difficulties for digitally disadvantaged groups. The government must consider these needs, design user-friendly services, and provide assistance to ensure all citizens can access digital services.
- C. **Improving Cross-Agency Integration:** Digital transformation requires cross-agency and public-private collaboration, but issues remain with data integration and collaboration efficiency among departments. Overcoming these barriers is critical for transformation success.
- D. **Upgrading Digital Infrastructure:** Rapid AI development outpaces traditional government IT system capabilities. Agencies face challenges in computing power, bandwidth, and communication stability,

necessitating early preparations.

Based on global smart government practices, international consulting firms' analyses of government technology trends, and Taiwan's challenges, this plan emphasizes the following future directions:

- A. **Enhancing Cross-Agency Data Sharing:** Drawing from international experience, the plan will advance data frameworks and innovative applications across agencies, improving efficiency and transparency through institutional, technical, and application measures.
- B. **Strengthening Privacy Protection for Sensitive Data:** To prevent improper data collection and use, the plan will promote privacy-enhancing technologies and data de-identification, enabling secure AI applications compliant with data protection laws.
- C. **Enhancing Government AI Capabilities:** AI plays a vital role in smart government. The plan will use AI to improve decision-making analysis, develop proactive and precise public services, enhance citizen experiences, and streamline administrative processes to reduce staff burdens.
- D. **Using AI to Promote Digital Equity:** AI interfaces are more accessible than traditional systems, allowing use via computers, smartphones, or public kiosks. Agencies will be encouraged to simplify interfaces and procedures, lowering barriers for disadvantaged groups through text, voice, or image-based services.
- E. **Cultivating AI Skills for Civil Servants:** Training is essential to support digital services. The plan includes training programs for executives on AI planning and compliance, IT staff on AI service development, and general staff on AI operation, building a solid foundation for widespread AI use.
- F. **Strengthening AI Digital Infrastructure:** AI requires data, algorithms (models), computing power, and bandwidth. The plan includes establishing a generative AI trial environment with model and computing platforms for agency pilots. Taiwan's TAIWAN AI RAP (Resilient and High-Performance AI Platform) is in trial operation, integrating open-source large language models (e.g., TAIDE, LLaMA, Phi), providing model APIs, graphical development interfaces, fine-tuning and evaluation tools, and supporting Traditional Chinese. Agencies needing internal AI environments will prioritize TAIWAN AI RAP to consolidate resources, avoid duplicate investments, ensure consistent and supervised development, and strengthen data security and national sovereignty. The plan also proposes expanding government network

bandwidth and establishing a second external access point to enhance stability.

5. Public Participation and Policy Communication

To formulate the vision, goals, strategies, and measures of this plan, the Ministry first analyzed the current international landscape and development trends, reviewed the achievements of Taiwan's digital government initiatives, and examined the challenges faced in promoting a smart government. The Ministry has identified that the core mission of this plan is to collaborate with all agencies to drive government digital transformation.

To achieve this mission, understanding public expectations and agency needs is critical. Only by fully understanding these needs can truly suitable strategies and measures be designed to ensure optimal resource allocation and policy effectiveness. The Ministry has encouraged public participation in policy discussions and decision-making through various approaches.

(1) Public Opinion Big Data Analysis

The Ministry used big data analytics to collect approximately 135,000 online comments from various online platforms, which were refined down to 3,794 valid comments. The analysis revealed that there is room for improvement in public satisfaction with digital government services. The main issues identified include:

- A. **Low service efficiency:** Government service processes are complex, time-consuming, and labor-intensive.
- B. **Lack of information transparency:** Citizens find it difficult to obtain accurate and timely government information.
- C. **Insufficient participation:** Citizens lack channels to participate in government decision-making.
- D. **Decreased trust:** Incomplete services and lack of transparency have led to declining public trust in the government.

These issues stem primarily from insufficient inter-departmental collaboration, information asymmetry, and limited channels for citizen participation. Therefore, the government should adopt a people-centered approach, actively respond to demands, optimize service processes, and improve efficiency. At the same time, it should strengthen information disclosure and encourage public participation to jointly create a smarter and more convenient government.

(2) Smart Government Digital Development Blueprint Task Force

The Ministry invited CIOs from central agencies including the Executive Yuan, Ministry of Health and Welfare, Ministry of Transportation and Communications, Ministry of Environment, Ministry of Justice, and Directorate-General of Personnel Administration to form the Smart Government Blueprint Task Force.

Through six meetings, the task force jointly planned the future development blueprint for smart government, collected opinions from various sectors, and reached a consensus. The future development direction of smart government was confirmed as “One Vision, Three Goals”:

- A. **Vision:** Smart Government, Happy Taiwan.
- B. **Goals:** Convenient services, enhanced government efficiency, and inclusiveness (eliminating digital accessibility barriers).



Figure 9 2023 National CIO Joint Conference

Source: Ministry data

(3) Citizen-Centered Cross-Agency Digital Transformation Planning

To ensure the comprehensiveness and consistency of nationwide government digital transformation efforts, the Ministry designed a citizen-centered approach that addresses various issues encountered in daily life.

Through the mechanism of the Smart Government Digital Development Blueprint Task Force, each agency was asked to review its policy plans, technology projects, forward-looking infrastructure projects, and public construction plans. The aim was to maximize resource efficiency and public

welfare.

The results of this assessment were integrated into the collaborative implementation framework of this plan.

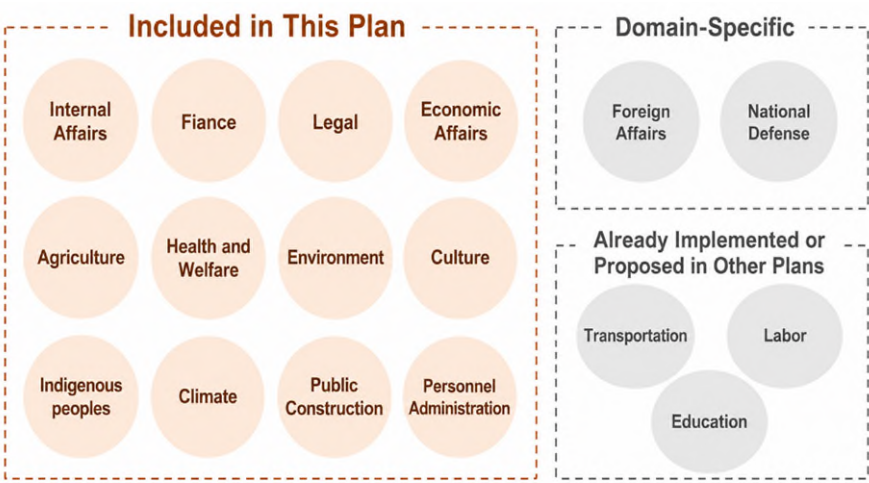


Figure 10 Schematic Diagram of Citizen-Centered Cross-Agency Digital Transformation Planning
Source: Compiled by the Ministry

II. Vision, Goals, and Strategies of the Plan

The rapid global advancement of data applications and artificial intelligence has attracted significant attention and investment across sectors, primarily because these technologies have raised productivity and work efficiency to an entirely new level. As international analyses indicate, advanced economies are actively yet cautiously developing AI applications while accelerating data integration to provide more comprehensive and timely information. Whether these efforts are aimed at delivering more convenient digital services to the public or improving government operational efficiency, their ultimate purpose is to make everyday life more convenient and enhance people's well-being.

1. Vision

When introducing AI applications, governments around the world are both proactive and cautious, while also accelerating data integration to provide more comprehensive information. Whether aiming to create more convenient digital services for citizens or to improve government operational efficiency, the ultimate goal is to make life more convenient and further enhance people's happiness.

This plan translates President Lai's policy vision into concrete actions and measures. Based on the National Development Plan and the National Science and Technology Development Plan as higher-level guidance, and building on the achievements and experiences of the Service-Oriented Smart Government 2.0 Plan, this plan establishes the vision: **"Smart Government, Happy Taiwan."**

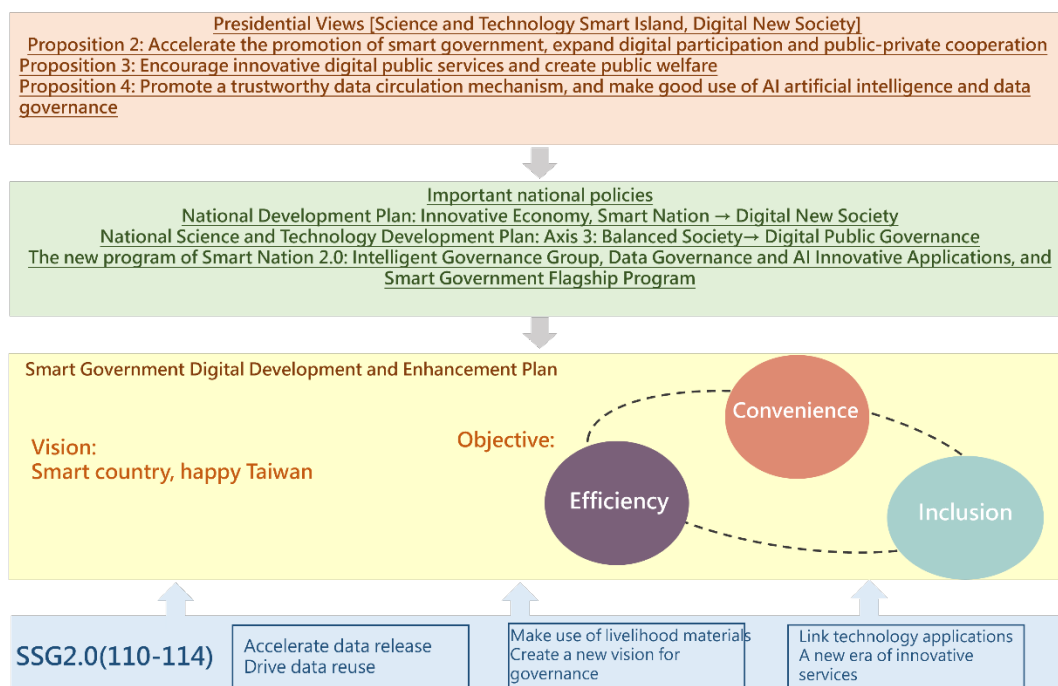


Figure 11 Positioning Map of This Plan
Source: Compiled by the Ministry

2. Goals

This plan sets “Convenience,” “Efficiency,” and “Inclusion” as its core goals, each demonstrating the following effects:

- **Convenience:** Simplify administrative processes and reduce cumbersome procedures so that the public can easily access the services or information they need.
- **Efficiency:** Maximize resource utilization, shorten administrative processing times, and improve the overall effectiveness of service delivery.
- **Inclusion:** Ensure that digital government services are inclusive and adaptive, considering the diverse needs of different groups in service design and execution to guarantee equal benefit for all.

These three goals will guide government agencies in developing AI-centered smart digital services and in building a user-centered service system that is more modern, flexible, and fair.

(1) Convenience

Convenient services enable citizens to quickly complete required administrative tasks, such as online applications, real-time inquiries, and rapid responses, thus improving public satisfaction with government services.

In the previous Service-Oriented Smart Government 2.0 Plan, many measures were introduced to reduce inconvenience for citizens. For example, since the launch of the Smart Environmental One-stop Platform, it has been used over 1.08 million times, reducing application times from 45 days to under 20 days.

Globally, governments are moving rapidly towards smart development, striving to provide more efficient and convenient public services. At the core of smart government is the use of new technologies—such as big data and AI—to create “24/7, always-on” services. Citizens expect immediate, accurate, and convenient services, and smart government must transform complex administrative processes into fast, efficient, and personalized services through automation, data analytics, and AI technologies.

When promoting convenient services, improving user experience is essential. According to the Ministry’s 2023 Digital Development Survey, public satisfaction with digital services reached 82%, with particularly high acceptance among younger users. This shows that continuous improvement and innovation through digital technologies have gradually won public trust and increased the adoption and usage of public services.

Over the next five years, one of this plan’s key focuses is to leverage AI technologies to provide more efficient, faster, and more accurate public services. This includes smart customer service for citizens, intelligent assistants offering precise services, smart counters assisting with administrative tasks, and immersive smart spaces for innovative experiences.

We will integrate AI and automation technologies with big data and advanced hardware and software to improve administrative services, develop innovative applications, and collaborate with the private sector to deliver real-time, high-efficiency public services.

(2) Efficiency

Using digital technologies to enhance administrative efficiency has always been a key focus of smart government.

Under the previous Service-Oriented Smart Government 2.0 Plan, the Ministry promoted a cross-agency data transmission mechanism through T-Road, allowing real-time data exchange among government agencies. Currently, 52 agencies use T-Road, which supports over 150 data transmission services, enabling rapid data sharing, reducing redundant

work, and addressing information asymmetry.

As digital technologies evolve, the challenges facing governments have become more complex and diverse. Civil servants often struggle to respond to rapidly changing demands while being burdened by routine, repetitive, and time-consuming administrative work. Leveraging AI technologies to improve government operational efficiency has thus become a crucial task of this plan.

The plan will use AI technologies to optimize administrative processes, reduce manpower and time costs, and achieve the following:

- Reduce duplicate data entry and shorten data review times.
- Help civil servants inherit administrative knowledge and experience, lowering learning barriers.
- Monitor policy implementation progress and effectiveness in real-time, thereby improving processes.
- Use AI to predict environmental change risks and initiate preemptive disaster prevention measures.

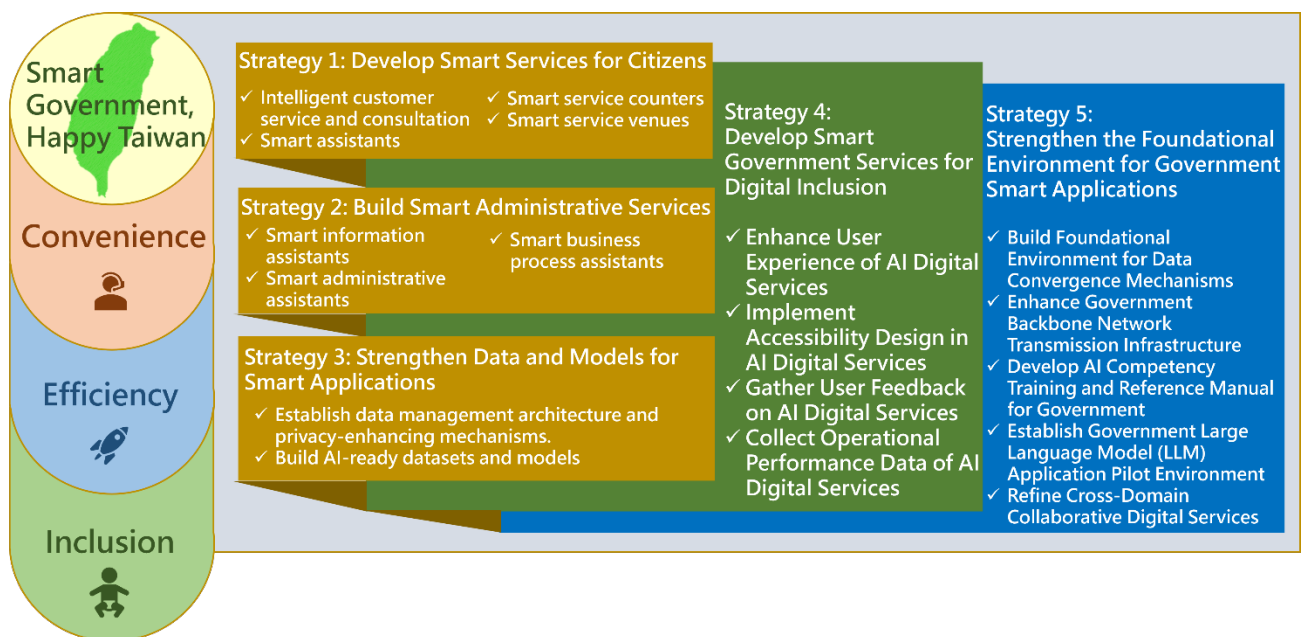


Figure 12 Framework Diagram of This Plan
Source: Compiled by the Ministry

(3) Inclusion

Rapid technological advancement has made digital technologies a major driver of governance, public services, and social development. However, technological applications can also create digital divides, especially for older adults, people with disabilities, and other digitally

disadvantaged groups. The government must address their needs for accessing digital services.

Thus, in designing digital services, the concept of “equity” must be embedded to ensure that disadvantaged groups enjoy the same digital service experience as others. This not only makes digital services more convenient but also aligns with the inclusiveness principle advocated by smart government.

The vision of “Smart Government, Happy Taiwan” aspires to ensure that everyone—regardless of age, gender, location, or socioeconomic background—can equally enjoy the benefits brought by smart technologies.

To truly make AI technologies accessible to all, the government must ensure that when providing convenient services and improving administrative efficiency through smart technologies, these efforts also help reduce digital divides, prevent the exclusion of specific groups, and meet the needs of all demographics.

3. Strategies

This plan outlines five strategies, aiming to collaborate with various ministries and agencies to apply AI technologies for building intelligent citizen services and internal administrative services. By introducing data fabric frameworks and privacy-enhancing technologies, the plan seeks to improve the efficiency of AI applications across agencies, strengthen privacy protection measures, prepare necessary intelligent models and business data, and enhance the foundational environment for smart government applications. These efforts support the achievement of the plan’s three main goals.

Furthermore, this Plan aims to integrate AI across all facets of daily life, spanning government services (user-centered smart applications), social participation (such as AI-powered support on the NDC’s Public Policy Network Participation Platform), and lifelong learning (notably the DGPA’s human-centered AI framework for civil servants).

Concurrently, the Ministry is actively consolidating digital services centered on key life events. By streamlining education and employment-related vocational resources, we enable the public to efficiently access the training they need, advancing our lifelong learning objectives. This Plan will undergo rolling adjustments based on performance to realize the vision of “ubiquitous AI-powered services.”

Moreover, to strengthen Taiwan's overall digital resilience and governance capacity in AI applications, the plan prioritizes evaluating and adopting the TAIWAN AI RAP solution, developed by the National Center for High-Performance Computing, when establishing internal AI computing environments. This approach consolidates computing resources and technological capabilities, reduces the risk of redundant investments, ensures consistency and supervision in development processes, and further enhances data security and national sovereignty.

(1) Strategy 1: Develop Intelligent Citizen Services

Government services for citizens generally fall into four scenarios: providing government information and consultation services, delivering personalized services based on individual needs, assisting citizens in completing applications, and offering high-quality venue services (such as exhibitions).

For these scenarios, this plan leverages AI technologies to simplify interactions between citizens and the government, making processes easier and more convenient. In application processing, many government services can be completed online by integrating automation technologies, eliminating traditional paper-based processes and long wait times. AI not only improves service precision but also provides real-time assistance during applications, reducing difficulties and uncertainties.

Additionally, future smart venue services will integrate digital interaction technologies to offer citizens a richer and more immersive visitor experience.

(2) Strategy 2: Build Intelligent Administrative Services

Internal administrative work in government can be divided into three scenarios: general administrative tasks, application review processes, and information management tasks.

This plan applies AI technologies and automation tools to help civil servants reduce time spent on tedious and repetitive tasks such as document processing, data organization, or application workflows. Automated processes enable common administrative and review tasks to be completed quickly, allowing civil servants to focus on higher-value work, such as policy planning, business analysis, or designing more effective solutions to serve the public.

This not only improves overall government efficiency but also allows civil servants to dedicate more time to creating public value, enhancing the

quality and effectiveness of government services, and ensuring policies are better aligned with citizen needs.

(3) Strategy 3: Prepare Data and Models Required for Intelligent Applications

To effectively use AI technologies in government operations, stable, timely, and diverse business data are needed, along with AI models suitable for specific business characteristics and use cases.

Agencies must develop data fabric frameworks and mechanisms based on operational needs and use “AI-ready data” for training to improve usability, interoperability, and utility. This facilitates the selection of suitable foundational AI models capable of automated processing and intelligent responses in specific operational areas.

This plan encourages agencies to adopt an “open by default” principle to convert business data into AI-ready data, ensuring good feature modeling capabilities, cross-platform consistency, structured formats, and cleanliness. AI-ready data will support accurate predictions and responses by AI models in various scenarios.

Through training and fine-tuning, AI models can be adapted from pretrained model weights to meet specific operational needs, thereby improving processing efficiency and decision-support capabilities.

(4) Strategy 4: Build an Inclusive and Equitable Smart Government

The design of government AI digital services must consider the needs of all stakeholders and be user-centered to ensure interfaces are “easy to use, easy to understand, easy to provide feedback on, and easy to evaluate.”

The AI human-machine interaction interfaces promoted under this plan, including information systems, websites, and apps, should involve stakeholders in usability testing to ensure they are intuitive and easy to operate.

Moreover, these interfaces must pass government accessibility tests and obtain accessibility certifications to ensure universal access. AI systems should also provide feedback mechanisms to allow stakeholders to share their experiences, such as satisfaction ratings, accuracy evaluations, or problem reports.

The systems should actively collect operational performance data, such as response times, usage frequency, and duration. This data will be used to

further optimize services to better meet user needs.

(5) Strategy 5: Strengthen the Foundational Environment for Intelligent Applications

To support the national strategy of driving digital transformation through AI technologies, the government must engage in cross-sector collaborations, including network communications, information computing, data sharing, privacy protection, and talent cultivation.

This plan will strengthen the government's digital capabilities to ensure the smooth deployment of AI technologies and maintain stable, secure, and efficient data and system operations.

Firstly, the plan will increase government network bandwidth and establish a second external backbone node to provide the large, stable, and secure network environment required for AI applications. This ensures that government agencies are not limited by network bottlenecks when using AI technologies, thereby improving overall administrative efficiency.

In data management, the plan will implement a data fabric framework to promote cross-departmental data sharing and collaboration, focusing on data quality management and interoperability. Additionally, privacy-enhancing technologies will be introduced to create secure data analysis environments that protect privacy while supporting the development of public-interest innovative applications.

With the rise of generative AI, this plan will prepare experimental environments for generative AI, including foundational computing power, various language models, and AI applications. This allows government staff to test, experiment, and develop AI solutions that meet operational needs.

To promote AI adoption, the plan will offer AI literacy and skills training for civil servants at all levels, ensuring AI technologies become part of the organizational culture and individual competencies within government agencies.

Every civil servant will become a promoter of smart government, driving digital transformation and innovation, and providing the public with smarter and more efficient services.

4. Performance Indicators, Metrics, and Targets

This plan establishes performance indicators, metrics, and targets to

measure whether implementation achieves the expected outcomes and to inform future improvements.

(1) Performance Indicators and Metrics

With the vision of “Smart Government, Happy Taiwan,” this plan sets three major goals: “Convenient Services,” “Government Efficiency,” and “Inclusiveness.” The plan aims to improve the precision and convenience of policymaking and public services, thereby enhancing citizens’ happiness in their daily lives.

Drawing on the EU’s Digital Economy and Society Index (DESI), OECD assessment frameworks, and the experiences of Singapore, South Korea, and Japan, the plan adopts “enhancing citizen happiness” as its core performance indicator.

This indicator will be measured through both qualitative and quantitative data, aggregated and weighted to reflect how citizens perceive AI-driven services. Data sources include the Ministry’s “Digital Accessibility Survey” covering 22 counties and cities and citizens aged 12 and above, accessibility testing results of AI applications, and service usability satisfaction scores.

Indicators and metrics will be reviewed and adjusted as needed by expert panels. The provisional survey questions include:

- A. **Convenience and Efficiency:** The extent to which AI or emerging technologies help citizens reduce time spent accessing government services.
- B. **Administrative Efficiency:** The extent to which AI or emerging technologies improve cross-agency operational efficiency, allowing citizens to receive government information more quickly and conveniently.
- C. **Privacy Protection:** Citizens’ understanding of personal data protection measures when using AI or emerging technologies.
- D. **Policy Accountability:** Citizens’ awareness of available remedies if their rights are violated by AI or emerging technologies.
- E. **Transparency:** Citizens’ awareness of AI involvement when using government services.
- F. **Happiness:** The extent to which using AI services increases citizens’ life satisfaction.

In other words, the “enhancing citizen happiness” indicator integrates objective and subjective survey questions to build a comprehensive

framework that reflects the reach of digital services and captures public sentiment.

(2) Target Values

The initial survey is scheduled for 2025, and its results will serve as a baseline for annual performance evaluations. The target score for the performance indicator is set at 8 out of 10, and after achieving this score, it should be maintained at or above 8 each subsequent year.

To track citizen needs and subproject progress during implementation, a three-stage monitoring mechanism is planned:

- A. **Annual Survey:** Following the “Digital Accessibility Survey” model, an annual national survey will be conducted to understand public perceptions of smart government services, covering convenience, administrative efficiency, privacy protection, and more. This will provide fundamental data for policy planning and enable gradual refinement of quantitative indicators such as reduced administrative processing times, increased satisfaction, and decreased privacy incidents. Survey data will be included in annual project reports, and at least one-third of respondents will be women.
- B. **Automated AI Feedback Mechanism:** Automated feedback tools will be developed and embedded in service systems to collect real-time public feedback (e.g., star ratings and detailed suggestions). Combined with big data analytics, this will help quickly identify service pain points and improve subproject effectiveness.
- C. **Subproject Monitoring and Field Verification:** Regular exchanges with executing agencies will be conducted to review progress and requirements. Field verification and “digital inspections” will be performed to ensure subproject implementation, particularly monitoring the health of key information systems, providing technical support, and ensuring resilience and effectiveness of digital services.

III. Execution Strategies and Approaches

To implement the five strategies of this plan—Developing Intelligent Citizen Services, Building Intelligent Administrative Services, Preparing Data and Models for Intelligent Applications, Developing Inclusive Smart Government Services, and Strengthening the Foundational Environment for Smart Government Applications—the following sections describe the specific measures, major tasks, phased implementation strategies, and detailed implementation methods.

1. Specific Measures

This plan centers on the application of AI technologies. Externally, it focuses on developing smart government services to optimize citizen interactions and create more convenient, intelligent services. Internally, it aims to build intelligent administrative services to enhance administrative efficiency and reduce civil servant workloads.

Additionally, this plan will prepare operational data, integrate rapidly developing AI technologies to pilot and introduce innovative applications, advance toward digital inclusiveness in government AI services, and strengthen the foundational environment for smart applications to support these efforts. Ultimately, it strives to realize the vision of enhancing citizens' happiness.

(1) Strategy 1: Developing Intelligent Citizen Services

From 2026 to 2027, government agencies will be guided to develop intelligent customer service systems, allowing citizens to access needed government service information via natural language.

From 2028 to 2030, based on intelligent customer service systems, agencies will further develop intelligent counters that guide citizens through entire application processes, intelligent secretaries that proactively provide personalized services, and intelligent immersive spaces for new experiential services—thereby offering comprehensive smart services to the public.

A. Specific Measure 1–1: Establish Intelligent Customer Service

Intelligent customer service digitizes government consultation services by integrating AI or big data analysis technologies, combined with simple interfaces and flexible responses, enabling citizens to conveniently and efficiently obtain government information.

The plan prioritizes establishing intelligent customer service systems in areas such as health and welfare, household registration, border clearance, customs classification, taxation, and indigenous affairs.

The priority is the “Online Application Intelligent Customer Service Platform” under the Ministry of Health and Welfare, covering at least 33 types of services (e.g., medical, care, traditional Chinese medicine, social work). AI technology will provide precise application guidance and real-time responses.

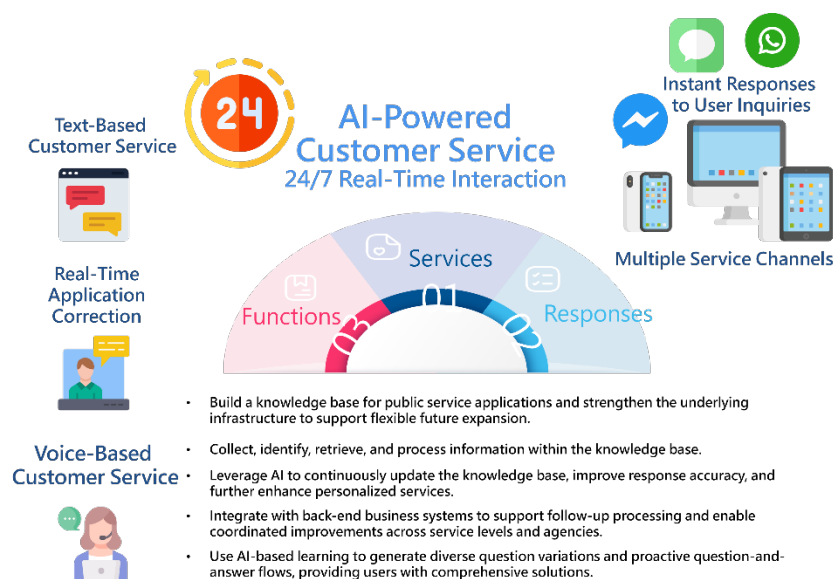


Figure 13 Conceptual Diagram of the Online Application Intelligent Customer Service Platform
Source: Ministry of Health and Welfare Smart Transformation Service Plan

The second priority is the “Real Estate Inheritance EMP Assistant,” equipped with an AI chatbot that offers precise guidance on document preparation and preliminary eligibility checks. This platform integrates data from land administration, national tax, and household registration agencies, enabling online generation and printing of inheritance forms, eliminating the need for citizens to visit multiple offices and significantly reducing time and effort.

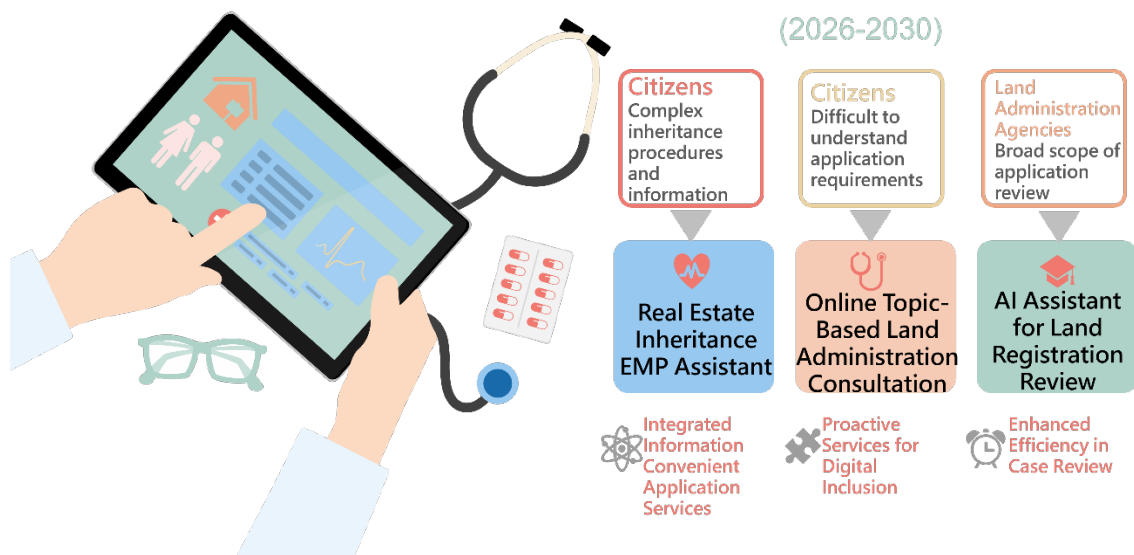


Figure 14 Smart Real Estate Manager Service Architecture

Source: Ministry of the Interior, Land Administration Department

The third priority involves “Customs Intelligent Assistant” and “Cargo Classification Intelligent Assistant” for import-export enterprises, designed to accelerate customs operations. The customs assistant integrates multiple data sources (e.g., customs websites, tariff laws, manuals) and uses retrieval-augmented generation (RAG) technology to guide interactive Q&A by topic, improving search accuracy and convenience.

The cargo classification assistant uses vision-language models to recognize uploaded product images or text, generate descriptions, and suggest tariff codes using smart classification models. These services will greatly reduce operational time and enhance economic benefits.

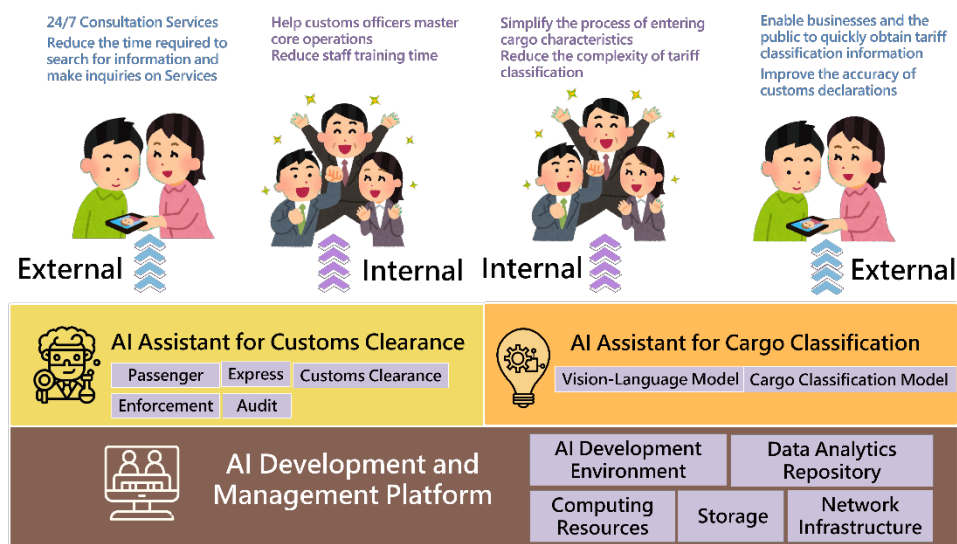


Figure 15 Conceptual Diagram of Customs Intelligent Assistant and Cargo Classification Assistant Services

Source: Customs Administration, Ministry of Finance

B. Specific Measure 1–2: Establish Intelligent Secretary

The intelligent secretary focuses on designing citizen-centered government digital services.

It simplifies user operations, improves efficiency, and allows government services to better match citizens' needs, offering timely and thoughtful public services. Planned applications include farmer services, company registration, and landslide prediction.

A priority is the “Digital Household Registration Intelligent Secretary,” which provides proactive and contextual reminders for relevant services, dynamically replacing rigid processes to allow easier and faster access to needed functions, reducing staff workload and enhancing the citizen experience.

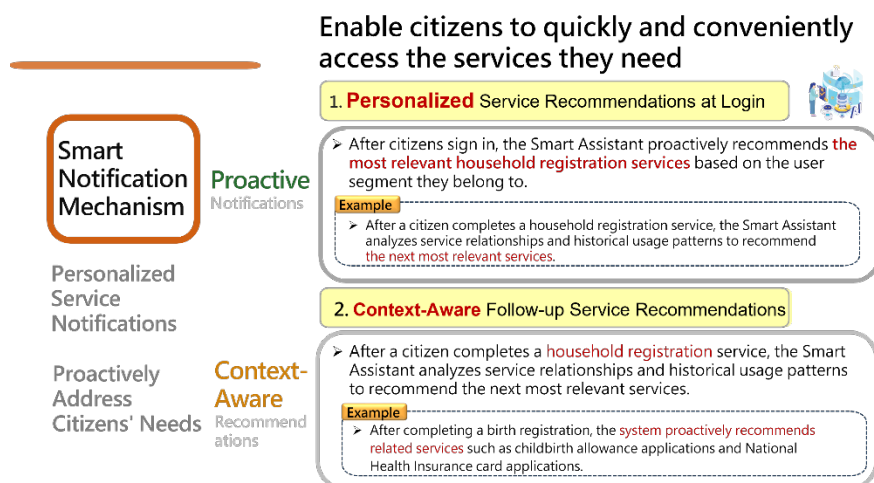


Figure 16 Service Scenario of Digital Household Registration Intelligent Secretary Reminder Mechanism

Source: Information Services Department, Ministry of the Interior

C. Specific Measure 1–3: Establish Intelligent Counters

The goal of intelligent counters is to assist citizens in on-site applications using AI or automation tools to accelerate processes. This reduces manual form-filling, errors, and waiting times while improving service efficiency and the user experience. Planned applications include indigenous, household registration, and farmer services.

A priority is the “Farmer Digital Service Card,” which integrates comprehensive services and enables rapid identity verification, consolidating benefits and subsidy data to simplify processes and create convenient digital services.

Integrate digital data from welfare and subsidy systems, streamline application processes, and deliver convenient and efficient digital services.

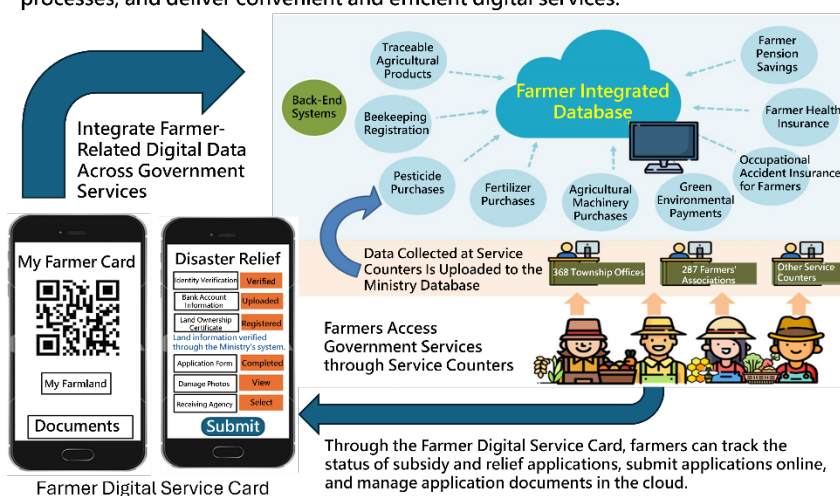


Figure 17 Service Scenario of Farmer Digital Service Card

D. Specific Measure 1–4: Develop Intelligent Immersive Spaces

Intelligent immersive spaces use AI to transform traditional physical service environments into interactive digital-physical experiences, providing engaging multisensory experiences. Using AI and extended reality (XR), virtual tours and AI-guided interpretation help visitors better understand government policies, culture, and history while enhancing interactivity and the overall visitor experience.

Planned application: cultural exhibitions.

(2) Strategy 2: Building Intelligent Administrative Services

From 2026, agencies will complete data preparation. From 2027 to 2030, they will develop intelligent assistants to enhance administrative and operational efficiency, including IT assistants, administrative assistants, and business-specific assistants.

The final goal is to create “virtual civil servants” to maintain consistent policy quality and reduce manual workloads, enabling limited human resources to focus on critical, non-replaceable tasks.

A. Specific Measure 2–1: Develop Intelligent IT Assistants

These assistants apply AI or automation tools to system building and maintenance, data optimization, and cybersecurity.

In system maintenance, they ensure efficient daily operations. In data management, they optimize storage and retrieval, enabling faster large-scale data processing. In cybersecurity, they scan for vulnerabilities, apply patches, and prevent attacks.

A priority is the “Automated Data Refinement” project under the Ministry of the Interior, using AI to automatically clean, compare, and correct heterogeneous data, leveraging LLMs for cross-agency integration and error correction (e.g., address matching).

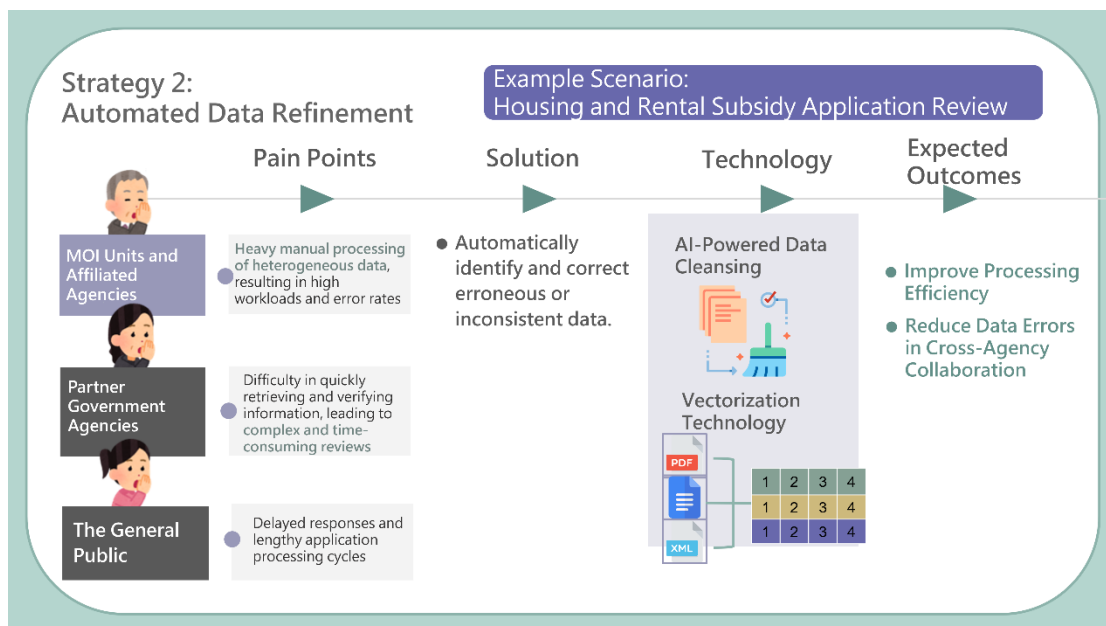


Figure 18 Automated Data Refinement Scenario Design

Source: Department of Statistics, Ministry of the Interior

B. Specific Measure 2–2: Develop Intelligent Administrative Assistants

These assistants use AI to automate administrative tasks (e.g., writing official documents, emails, press releases, meeting minutes), reduce manual effort, and ensure content accuracy and consistency.

Planned applications include personnel, civil service, legal, economic, and environmental affairs.

A priority is the “Legal Intelligence Platform and AI Assistant” to integrate judicial data and provide tools for resource sharing and collaboration. Examples include a prosecutorial investigation assistant that summarizes case information and an integrity management assistant that analyzes anti-corruption data and generates reports.

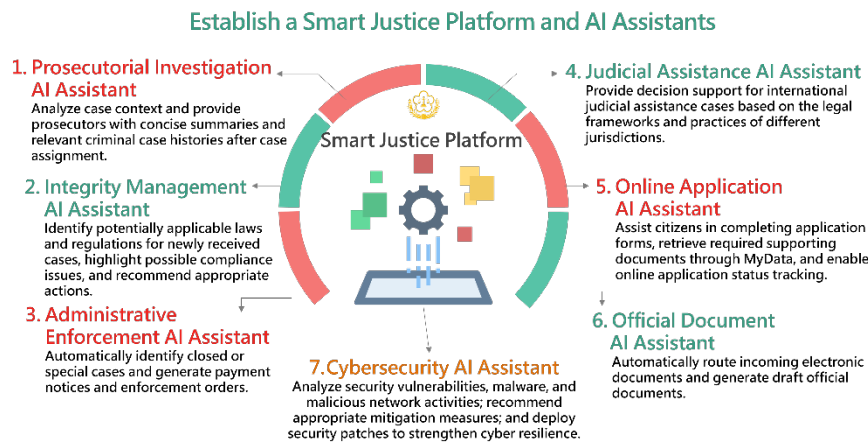


Figure 19 Legal Intelligence Platform and AI Assistant Service Items
Source: Ministry of Justice Smart Legal Services Plan

C. Specific Measure 2–3: Develop Intelligent Business Assistants

These assistants help with application review, data compilation, statistics, and decision support, streamlining repetitive tasks and improving accuracy and efficiency.

Planned applications include agriculture, health and welfare, customs, and taxation.

A priority is the “Weather Information Integration and Instant Forecasting System (WINS)” assistant, which processes over 400 weather data sources and recommends optimal analysis approaches using natural language.

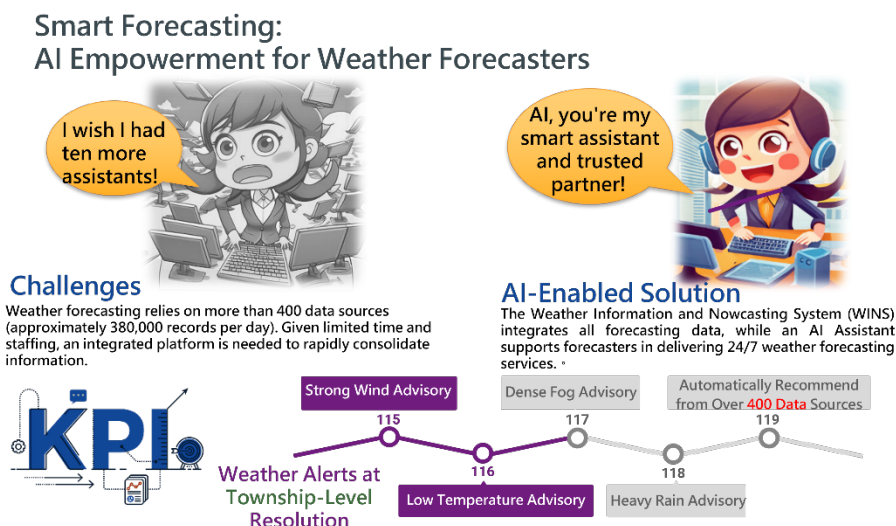


Figure 20 WINS Weather Analysis AI Assistant
Source: Central Weather Administration Smart AI Service Plan

(3) Strategy 3: Preparing Data and Models

Agencies must ensure sufficient, high-quality data for training, validating, and fine-tuning AI models in secure environments to ensure stability and protect privacy.

A. Specific Measure 3–1: Establish Data Fabric Frameworks and Privacy-enhancing Technologies

This plan is built upon the existing information systems of various ministries and agencies, establishing data fabric frameworks tailored to each agency. By leveraging emerging data management technologies, it aims to enhance data value, improve data usability and circulation, and facilitate data applications across all levels of government and related departments.

Through the introduction of privacy-enhancing technologies, personal data can be processed and shared within a secure environment, reducing the risk of improper management or misuse. Meanwhile, the plan will improve mechanisms for linking operational data externally and, via a data convergence platform, provide cross-agency data integration services to fully maximize the value of data applications.

This plan will promote data fabric frameworks and privacy-enhancing technologies across multiple fields, including culture, internal affairs, justice, economy, agriculture, and environmental affairs, achieving more comprehensive data management.

A priority initiative is the Ministry of Culture's data infrastructure and diverse innovative applications, pioneering new opportunities for data utilization across various sectors.

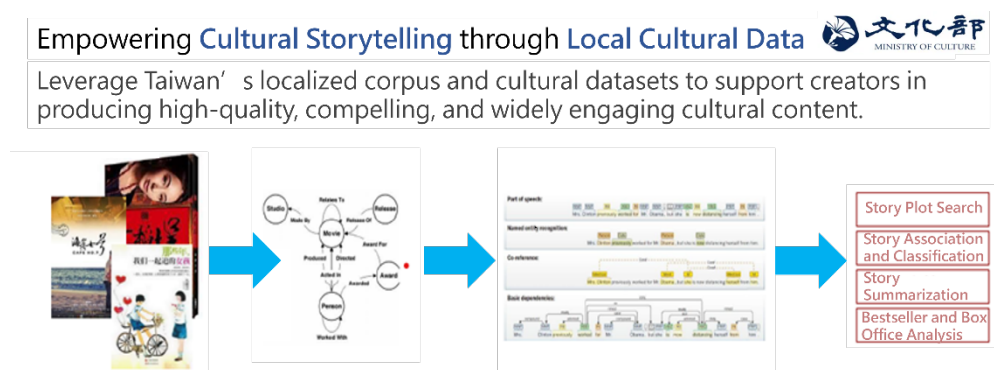


Figure 21 Cultural Data Infrastructure and Innovation Design Scenario

Source: Ministry of Culture AI Integration Plan

B. Specific Measure 3–2: Develop AI Models for Government

Operations

When utilizing AI technology, the government primarily relies on commercial or open-source foundation models and uses diverse, high-quality datasets to further train and fine-tune these models. Through this process, AI models can be adjusted beyond pre-training to meet the specific needs of government operations. This ensures that the models more accurately reflect real-world operational contexts, thereby enhancing application effectiveness.

Under this plan, AI models tailored to the needs of different domains will be developed, including toxic substance management, environmental pesticides, taxation, Indigenous affairs, and cultural collections and exhibitions. By adopting these models, the government can significantly improve operational efficiency, reduce human errors, and optimize both decision-making processes and operational execution. This will further advance the development of smart public services.

(4) Strategy 4: Develop Smart Government Services for Digital Inclusion

To promote AI-powered government digital services that embody the spirit of digital inclusion, government agencies must consider the needs of all stakeholders during the design, development, and maintenance of AI applications—especially digitally disadvantaged groups, such as elderly individuals, persons with disabilities, and foreign residents who may not be familiar with the national language. These user needs must be fully integrated into government AI services to ensure accessibility and ease of use. By designing friendly and accessible digital interfaces and providing multilingual support, the government aims to realize an inclusive smart government that allows everyone to enjoy equal access to digital public services, thereby advancing digital equity.

A. Specific Measure 4–1: Enhance User Experience of AI Digital Services

Most government AI digital services promoted under this plan are human-AI collaborative applications that users can operate directly via websites, apps, or application interfaces. The key to the success of such AI applications lies in providing interfaces that are simple, intuitive, and presented in clear language, enabling users to fully understand that they are using AI technology. Additionally, if users experience situations where their rights are compromised during usage, they should be able to easily find complaint channels to protect their interests.

This plan requires each implementing agency to invite representative stakeholders to conduct annual usability testing covering every step of the AI-enabled digital service, from landing page entry to completing the AI operation. Test participants will include all types of stakeholders, and based on the results, agencies will be asked to improve the interface and process to ensure services better align with user needs.

B. Specific Measure 4–2: Implement Accessibility Design in AI Digital Services

One group within the digitally disadvantaged population is people with disabilities. For them to successfully access government information and services via websites and apps, these must comply with accessibility design standards. According to the “People with Disabilities Rights Protection Act,” government websites are required to meet accessibility standards. In 2024, the Executive Yuan approved this ministry’s “Action Plan for Promoting and Enhancing Accessibility Design of Government Websites and Mobile Apps,” extending accessibility requirements to apps.

This plan requires that human-AI collaborative applications developed by implementing agencies, including their linked websites, apps, or web-based interfaces, comply with accessibility standards. From the landing page to every step of using the AI application, all designs must meet relevant standards and obtain accessibility certification issued by this ministry, ensuring that persons with disabilities can operate these AI digital services without barriers, thereby fully realizing digital inclusion.

C. Specific Measure 4–3: Gather User Feedback on AI Digital Services

Stakeholder acceptance and satisfaction with government digital services directly affect usage frequency. Some digital services fall short of expectations because stakeholders find them overly complex or difficult to understand. When developing AI-enabled digital services, the government must value stakeholder feedback and address aspects of the service that users find unsatisfactory.

This plan requires each implementing agency to establish a comprehensive feedback mechanism for human-AI collaborative applications, collecting users’ subjective experiences after using the AI application. For example, users may rate the accuracy of the AI, express satisfaction levels, or report operational obstacles or difficulties. Such feedback will serve as an important basis for continuously optimizing AI digital services, enhancing convenience and usability, and encouraging

broader adoption among the public.

D. Specific Measure 4–4: Collect Operational Performance Data of AI Digital Services

To monitor the performance of government AI digital services, agencies must closely observe metrics such as service stability, response time, and usage volume to comprehensively understand operational effectiveness.

This plan will design an automated mechanism for collecting performance data for AI-enabled digital services. A tool developed by this ministry will automatically collect performance data from AI digital services developed by each implementing agency. Using this tool, the government can automatically calculate performance metrics without manual data compilation and use the results to support ongoing service improvements. This not only improves monitoring efficiency but also helps quickly identify issues, allowing AI applications to operate more stably and effectively, thereby further enhancing user experience.

(5) Strategy 5: Strengthen the Foundational Environment for Government Smart Applications

This strategy focuses on establishing a solid foundation for smart government applications across multiple dimensions. In terms of data, a secure and compliant shared environment will be built to enable government agencies to efficiently access the data they need. The foundational environment for smart applications will strengthen operational resilience, ensuring stable system performance. In talent development, advanced courses will be provided to equip personnel at all levels with smart application capabilities. On the application front, environments for language model use, a generative AI pilot environment, and a shared AI bots platform will be established to promote inter-agency exchange. Ultimately, through cross-domain cooperation, digital inclusion will be realized, creating maximum benefits for the public. This comprehensive strategy will accelerate government digital transformation and enhance administrative efficiency.

A. Specific Measure 5–1: Build Foundational Environment for Data Convergence Mechanisms

This measure focuses on two primary directions: promoting cross-domain data convergence platforms (including the refinement of Taiwan's sovereign AI training corpora) and reshaping the foundational environment for personalized data autonomy services, thereby enabling the effective and

innovative utilization of government data.

The core goal of data convergence mechanisms is to establish comprehensive infrastructure for data circulation. By adopting emerging data management architectures, this measure aims to enhance data governance capabilities across government agencies and, through both technical and policy planning, promote data connectivity and interoperability among different authorities. This will enable data to circulate and be utilized efficiently across various technical infrastructures. In addition, by integrating generative AI capabilities, this measure will support the development of AI-ready language resources through continuous training and refinement, further strengthening the efficiency and effectiveness of data convergence and application mechanisms. Furthermore, the measure seeks to plan and establish a flexible, secure, and efficient foundational environment for personalized data autonomy services, enabling individuals to provide informed consent for the use of their personal data while ensuring the protection of privacy and data security.

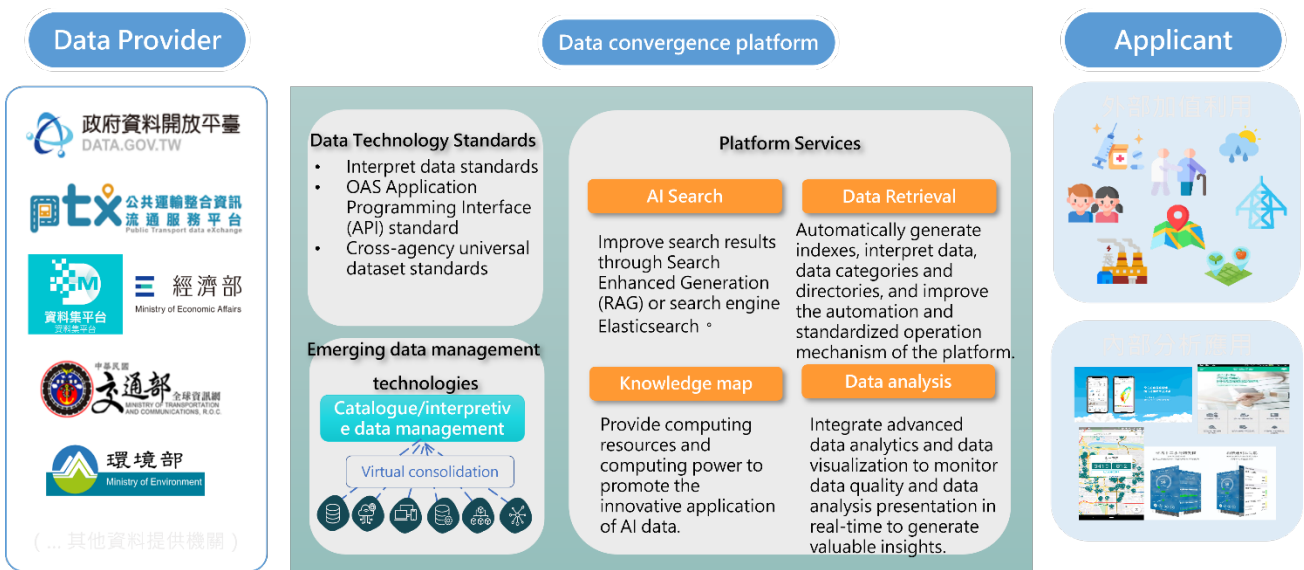


Figure 22 Service Scenario of the Data Convergence Platform

Source: Data Convergence Platform Infrastructure Plan, Ministry data

B. Specific Measure 5–2: Enhance Government Backbone Network Transmission Infrastructure

This measure focuses on improving network resilience and data transmission security to ensure that government AI digital services remain operational during emergencies. Considering frequent international cybersecurity incidents, strengthening network resilience has become a top priority. This measure emphasizes enhancing the stability and disaster

resistance of the government backbone network, improving network security protection, and planning to use AI-based cyber defense models to strengthen resilience against cyberattacks and improve responses to data breaches and malicious intrusions.

Beyond building a more resilient government network environment and cross-agency data transmission mechanism, this measure will also establish an intelligent defense system capable of proactively responding to various cybersecurity threats. This is expected to greatly enhance the reliability and security of government digital services, ensuring the stable and secure delivery of digital public services.

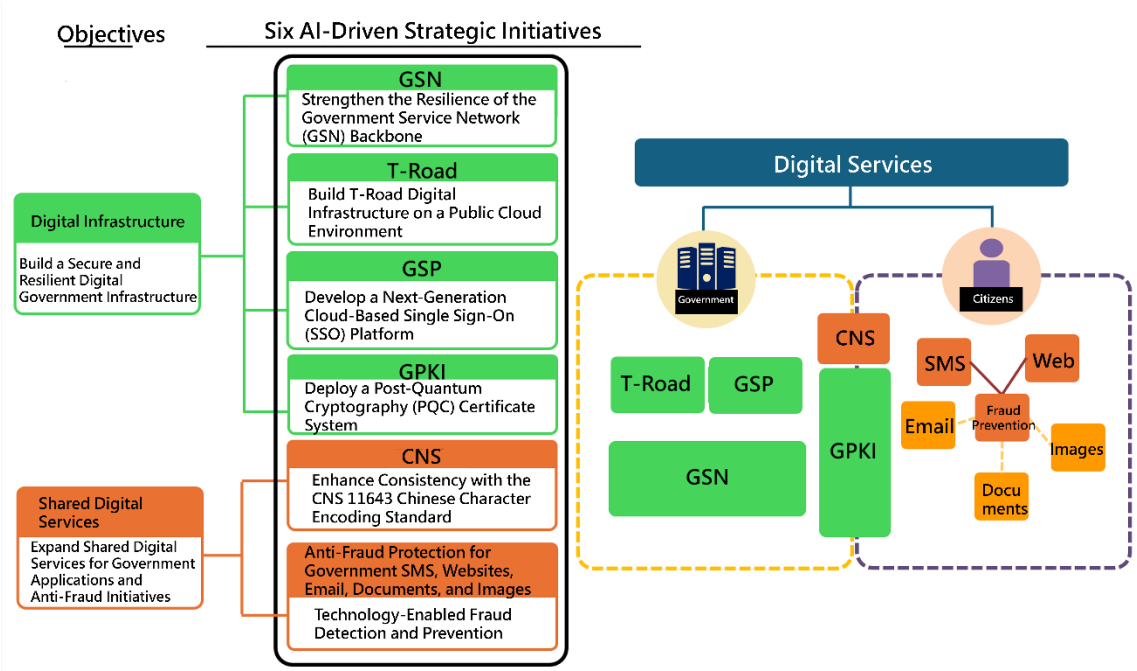


Figure 23 Government Network Architecture Innovation and Cloud Service Enhancement Diagram

Source: Government Network Architecture Innovation and Cloud Service Enhancement Plan, Ministry data

C. Specific Measure 5–3: Develop AI Competency Training and Reference Manual for Government

As AI technology advances rapidly, civil servants need AI literacy and basic skills to integrate AI into organizational culture and business operations, ensuring the government possesses the core skills needed for the future. This measure prioritizes AI competency-oriented training for government talent to address rapid digital transformation and AI development. By enhancing civil servants’ AI knowledge and skills, it is expected to promote cross-agency data sharing and cooperation. Another initiative is to develop a reference manual for AI applications in Taiwan’s

government, drawing on international management and technical guidelines and integrating the lifecycle of government information systems and digital services. This manual will guide government agencies in effectively utilizing AI technology to address operational pain points.

This measure will not only enhance the government’s digital competitiveness but also ensure its leadership role in the AI era. Through systematic talent development and a clear reference manual, the government aims to build a smarter, more efficient public service system, providing higher-quality services to the public.

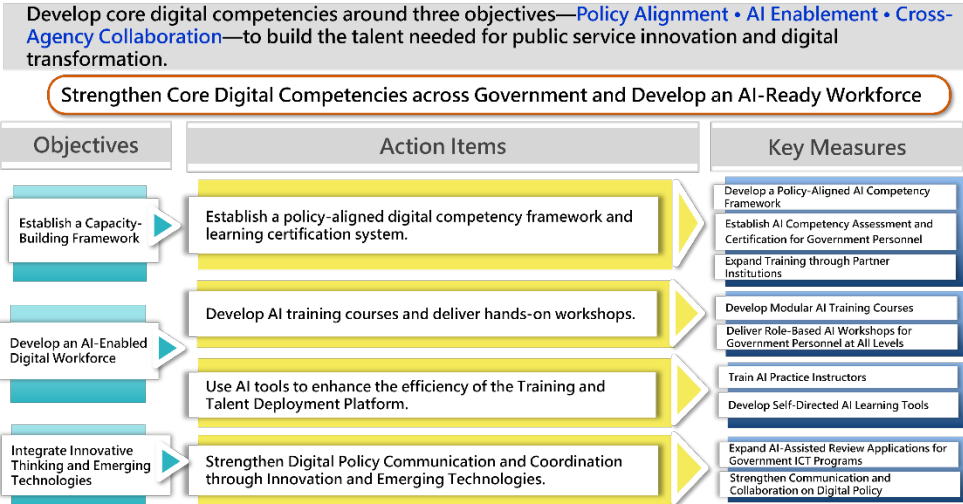


Figure 24 Objectives and Implementation Strategies for AI Competency-Oriented Training for Government Digital Talent

Source: AI Competency-Oriented Training Plan for Government Digital Talent, Ministry data

D. Specific Measure 5–4: Establish Government Large Language Model (LLM) Application Pilot Environment

This innovative measure aims to explore the potential applications of generative AI within government agencies, focusing on areas such as data processing, automated responses, and structured document generation, with the goal of bringing transformative changes to the public sector.

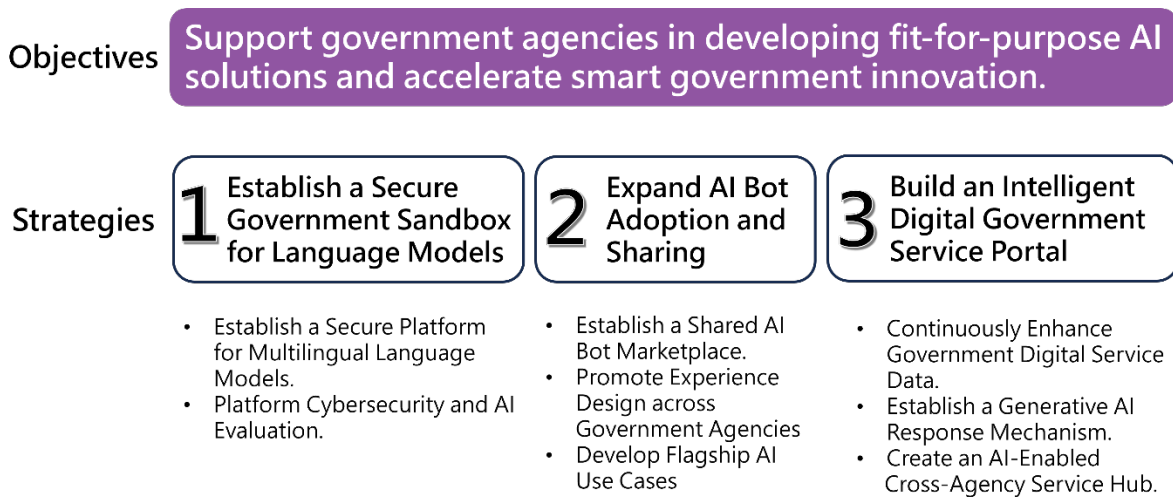


Figure 25 Objectives and Implementation Strategies for the Government LLM Application Pilot Environment

Source: Government AI Pilot Environment and Innovative Applications Plan, Ministry data

The pilot environment will provide various generative AI models, foundational AI computing resources, and more than 20 generative AI use cases. Each ministry or agency can use its operational data in this environment to experiment with generative AI applications, such as generating official documents, emails, meeting minutes, transcribing audio files, generating images, and creating presentation slides. Additionally, generative AI can analyze large volumes of data and transform complex policy information into more understandable content, making it easier for the public to participate in policy discussions. These initiatives aim to explore the potential of large language models in government operations, identify suitable AI adoption models for government agencies, and lay the foundation for future comprehensive adoption.

E. Specific Measure 5–5: Refine Cross-Domain Collaborative Digital Services

This measure aims to improve the quality of digital services provided by local governments and strengthen their digital transformation capabilities. First, it enhances central-local collaboration to more effectively deliver resources and technologies to local governments. Second, by encouraging improvement through competitive projects, it helps resource-limited local governments overcome challenges in digital infrastructure, narrow the digital divide, and enable more citizens to enjoy the benefits of digital services. Finally, it promotes the establishment of digital governance platforms by local governments, guiding them to implement data governance, utilize AI technology to optimize

administrative processes, and strengthen evidence-based decision-making.

These initiatives collectively build a support system for the digital transformation of local governments, enabling them to develop digital application technologies more quickly and efficiently, while remaining focused on public needs and delivering genuinely high-quality services.

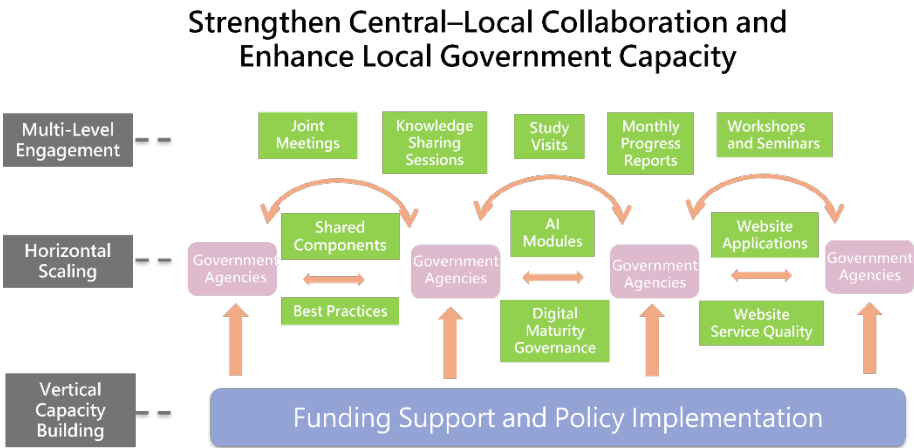


Figure 26 Vision and Objectives for Improving the Quality of Local Government Digital Services
Source: Local Government Digital Service Quality Improvement Plan, Ministry data

2. Phased (Annual) Implementation Strategy

This project adopts a five-year phased strategy with the goal of fully promoting and realizing the Smart Government Plan, building a solid national digital intelligence infrastructure, and optimizing various process efficiencies. The plan will be implemented step by step through different stages. Foundational work includes data cleaning, platform planning, and proof-of-concept (POC) testing, followed by system development and testing, and finally optimization and maintenance after system launch.

Throughout the entire process, evaluations will be conducted from three aspects: technical feasibility, user needs, and data analysis, ensuring that the overall project is steadily advanced and government AI digital services can be continuously optimized. This phased approach allows the project to progress gradually and systematically, while also providing flexibility to adjust to actual situations, thereby supporting the achievement of the ultimate goal of building a smart government.

Implementation Strategy		2026	2027	2028	2029	2030
Chaired by various ministries	1. Develop intelligent services for the people	Set up a live agent		Set up a smart secretary and form a smart counter		
		Develop Intelligent Immersive Spaces				
	2. Construct intelligent administrative services	Preparation of business materials	1. Development of intelligent information assistants. 2. Create a smart administrative assistant. 3. Create an intelligent business assistant.			
	3. Complete the data and models required for intelligent applications	1. Establish a Data Fabric Architecture and Privacy-Enhancing Technologies 2. Develop AI models for government services				
	4. Develop Inclusive Smart Government Services	Improve the work experience, implement barrier-free design, grasp the use of opinions, and collect operational performance				
	5.Strengthen the basic environment for intelligent application of the government	1. Create a basic environment for the data convergence mechanism 2. Improve the construction of government backbone network transmission 3. Develop government AI functional training and AI application guidelines 4. Construct a government large language model application pilot environment 5. Refining cross-domain collaborative digital services				

Figure 27 Project Phased Implementation Strategy and Major Work Items

Source: Compiled by this department

3. Implementation Steps and Methods

The division of labor and scheduling for each task in this project are shown in the figure above. The following sections explain the implementation steps and methods for each part.

(1) Development of Intelligent Citizen Services

This project will develop intelligent customer services across domains such as internal affairs, finance, economy, agriculture, health and welfare, environment, indigenous affairs, meteorology, and national development. These include household registration, land administration, taxation, consumer protection, industries, investment, crops, pets, medical services, food and drug safety, chemical transport, environmental pesticides, indigenous welfare services, climate, and civic engagement.

Further development will include intelligent service counters that guide citizens throughout the application process, and intelligent assistants that proactively provide precise services based on individual circumstances, reducing application barriers, improving efficiency, and enabling citizens to track their rights and obligations and the progress of their applications.



Figure 28 Intelligent Citizen Services

Source: Compiled by this department

Table 1 Intelligent Citizen Services

Executing Agency	Work Item	Implementation Content
Directorate-General of Personnel Administration	Smart Sustainable HR Development	➤ Smart customer service for HR affairs ➤ Personalized smart services for civil servant benefits and subsidies ➤ Smart assistant for civil servant recruitment system ➤ Smart attendance management system for authorities ➤ Smart leadership in civil servant training
Ministry of the Interior, Department of Information Services	Digital Household Registration Smart Secretary	➤ Cloud-based household registration services ➤ AI personal reminder service system
Ministry of the Interior, Department of Land Administration	Intelligent Real Estate Manager	➤ EMP Assistant for inheritance applications ➤ Online thematic land consultation
Central Weather Administration	Innovative Meteorological AI Services	➤ Smart data consultation counter ➤ “Yunbao” weather inquiries ➤ Climate Service Network -Climate e-Manager
Ministry of Justice	Innovative Digital Legal Services	➤ Smart legal platform and AI assistant ➤ i-Law legal services
Council of Indigenous Peoples	Indigenous Intelligent Service Assistant	➤ Intelligent service assistant

Customs Administration, Ministry of Finance	Smart Customs Navigation	➤ Smart clearance assistant ➤ Smart goods classification assistant
Fiscal Information Agency, Ministry of Finance	Smart Tax Digital Development	➤ Green transformation cloud invoice services ➤ Smart navigation for local taxes ➤ Cloud-based smart transformation of tax portal ➤ Comprehensive smart tax filing experience
National Archives Administration	Digital Governance and Intelligent Services for Documents	➤ All-around intelligent G2B2C document consultation services ➤ G2C citizen e-document exchange services
Department of Performance Management, NDC	Lifecycle Smart Management and Data Application for Government Performance	➤ Smart management system for government plan lifecycles ➤ Smart analysis and application of government plan data
Department of Social Development, NDC	Policy Knowledge Civic Participation and Evidence-Based Decision AI Assistant	➤ Civic assistant for policy knowledge
Department of Legal Affairs Coordination, NDC	Regulatory Transparency and Civic Participation AI Assistant	➤ Intelligent customer service for participation platforms ➤ Smart assistant for government gazette information

Ministry of Economic Affairs	Enable Transformation ABC	➤ Industrial information smart secretary ➤ Online AI customer service for tariff reductions/refunds ➤ Trade information smart customer service ➤ Smart customer service for import/export applications ➤ Smart customer service and secretary for IP services ➤ Geology cloud smart secretary ... and 25 other items
Department of Commerce, MOEA	Convenient Smart Services for Business Administration	➤ Smart customer service for enterprise applications ➤ Smart secretary for company registration ➤ Smart secretary for business and tax classification recommendations
Ministry of Agriculture	Agricultural Digital Service System	➤ Integrated digital services for farmers ➤ Pet information smart service platform ➤ Smart assistant for crop health and production management ➤ AI assistant for agricultural knowledge management
Ministry of Civil Service	People-centered AI Smart Personnel Services	➤ AI-generated smart services

Toxic and Chemical Substances Bureau, Ministry of Environment	Smart Secretary for Pesticide Permit Consultation and Review	➤ Smart consultation secretary
Ministry of Health and Welfare	Smart Transformation of Health and Welfare Services	➤ Smart welfare assistant ➤ Chronic disease prevention tracking system ➤ Oral cancer prevention smart customer service ➤ Smart legal assistant for medical devices and cosmetics ➤ Online smart customer service for public applications ➤ Smart social safety net
National Palace Museum	AI Smart Museum and Inclusive Digital Ecosystem	➤ AI smart exhibition hall

(2) Construction of Intelligent Administrative Services

This project will develop smart assistants in domains such as internal affairs, finance, economy, agriculture, health and welfare, environment, law, meteorology, national development, public personnel, and shared services. The services cover household registration, land, taxation, industry, investment, IP, standard inspection, geological disaster prevention, animal and plant epidemic prevention, crop health and production, medical, food and drug safety, pesticide applications, inmate education, investigation, prosecution documents, climate, project management, personnel, civil service, and administrative tasks such as press releases, speeches, policy reports, official documents, as well as information and cybersecurity.

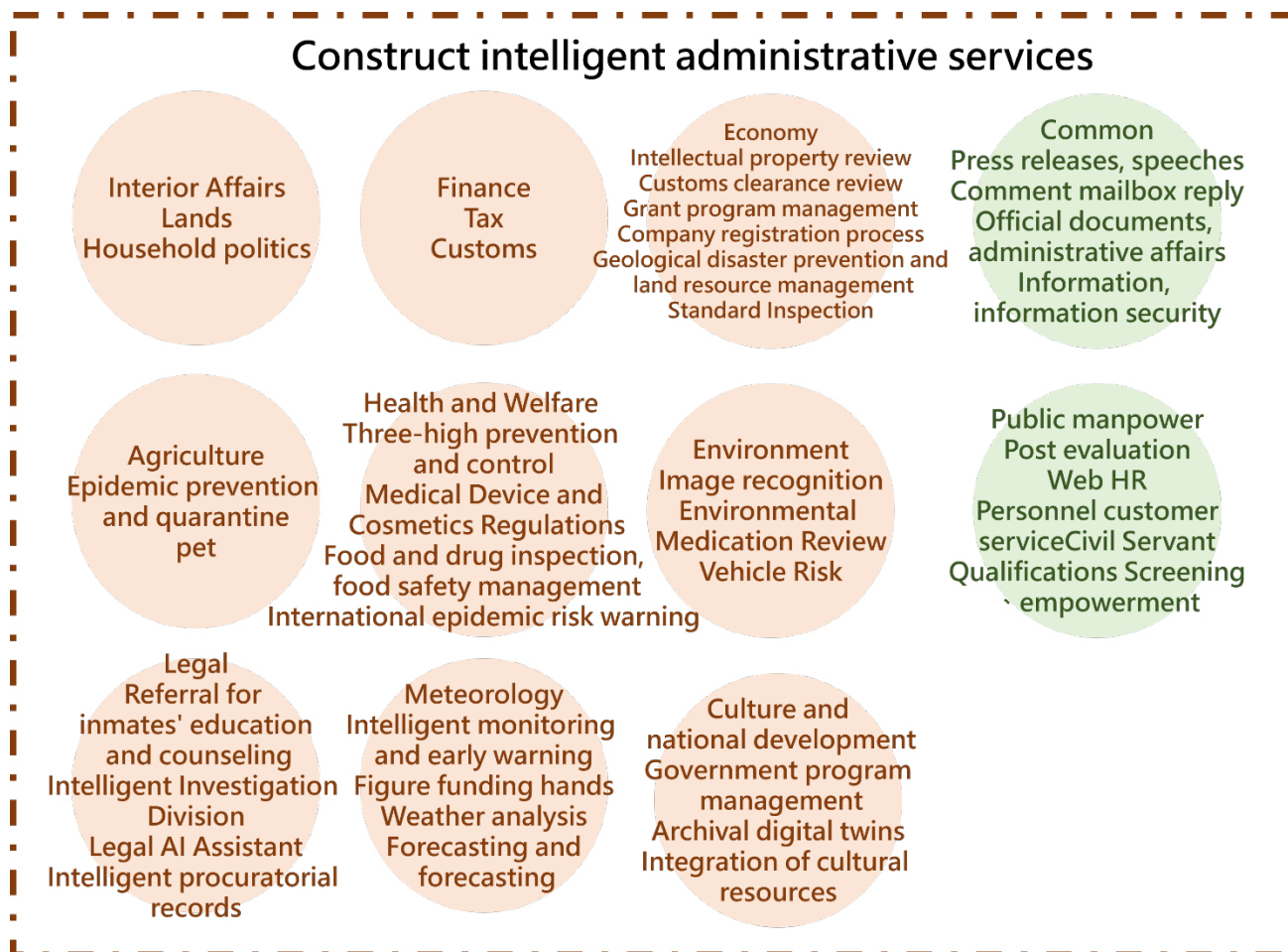


Figure 29 Intelligent Administrative Services
Source: Compiled by this department

Table 2 Intelligent Administrative Services

Executing Agency	Work Item	Implementation Content
Directorate-General of Personnel Administration	Smart Sustainable HR Development	➤ Smart evaluation system for central government staffing ➤ Nationwide HR data statistics smart system ➤ National WebHR personnel operations smart system ➤ Smart assistance system for HR service center ➤ Nationwide analysis of civil service personnel expenses ➤ Smart monitoring and root cause analysis system

		➤ Smart information security assistant ➤ Smart assistant for replying to feedback letters ➤ Smart assistant for policy reports ➤ Smart document system ➤ National attendance data warehouse ➤ Smart attendance management system for competent authorities
Ministry of the Interior, Dept. of Information Services	Digital Household Registration Smart Secretary	➤ AI smart household registration service platform
Ministry of the Interior, Dept. of Land Administration	Intelligent Real Estate Manager	➤ Smart assistant for registration review
Central Weather Administration	Innovative Meteorological AI Services	➤ Process definition file generator ➤ Map explanation assistant ➤ “Weather Information Integration and Real-time Forecast System (WINS)” weather analysis AI assistant ➤ Smart network service platform ➤ Integrated network and cybersecurity smart information platform ➤ Automated meteorological data inspection and quality control ➤ AI analysis and dynamic adjustment services ➤ Smart monitoring and early warning mechanism

		➤ MLOps process and support systems ➤ Short-term rainfall forecast using satellite-derived data ➤ Satellite intelligent monitoring of greenhouse gases
Ministry of Justice	Innovative Digital Legal Services	➤ Smart investigation court RPA ➤ Smart inmate education and counseling recommendation system ➤ i-Law legal services ➤ Smart legal platform and AI assistant ➤ Smart IDP for prosecutor document records ➤ Multi-factor authentication and mobile smart office
Customs Administration, Ministry of Finance	Smart Customs Navigation	➤ Smart clearance assistant ➤ Smart goods classification assistant ➤ AI development and management platform
Fiscal Information Agency, Ministry of Finance	Smart Tax Digital Development	➤ Smart navigation for new era of local taxes ➤ All-purpose tax administrative support assistant
National Archives Administration	Digital Governance and Intelligent Services for Documents	➤ Smart document generation template services ➤ Smart review and approval services for archives ➤ G2C citizen e-document exchange services

Department of Performance Management, NDC	Lifecycle Smart Management and Data Application for Government Performance	➤ Smart lifecycle management system for government plans ➤ Smart analysis and application of government plan data
Department of Social Development, NDC	Policy Knowledge Civic Participation and Evidence-Based Decision AI Assistant	➤ Evidence-based policy decision AI assistant
Department of Legal Affairs Coordination, NDC	Regulatory Transparency and Civic Participation AI Assistant	➤ Smart assistant
Ministry of Economic Affairs	Enable Transformation ABC	➤ Smart assistant for industrial certification ➤ Smart assistant for trade press releases and speeches ➤ Smart assistant for pre-checking manufacturers' English names ... and 24 other items
Department of Commerce, MOEA	Convenient Smart Services for Business Administration	➤ Smart assistant for company registration review ➤ Smart assistant for document reception and verification ➤ Smart support mechanism for IP case review ➤ Smart subscription service for business admin reports ➤ Use of unstructured data for required documents ➤ Smart APIs management platform

Ministry of Agriculture	Agricultural Digital Service System	➤ Integrated pet information smart service platform ➤ AI-assisted animal and plant epidemic prevention and quarantine system
Ministry of Civil Service	People-centered AI Smart Personnel Services	➤ Smart assisted review ➤ Intelligent pre-inspection mechanism ➤ Smart document system ➤ Generative AI precise decision-making
Ministry of Environment	Trusted AI Development for Environmental Governance	➤ Intelligent administrative collaboration assistant
Toxic and Chemical Substances Bureau, Ministry of Environment	Smart Secretary for Pesticide Permit Consultation and Review	➤ Smart review secretary
oxic and Chemical Substances Bureau, Ministry of Environment	Intelligent Monitoring Secretary for Toxic and Concerned Chemical Transport	➤ Transport accident image recognition function ➤ AI real-time vehicle risk index calculation
Ministry of Health and Welfare	Smart Transformation of Health and Welfare Services	➤ Smart welfare assistant ➤ Chronic disease prevention tracking platform ➤ Smart legal assistant for medical devices and cosmetics ➤ Smart support for food and drug risk inspection ➤ Smart international pandemic risk warning digital system ➤ Smart services to optimize food safety management

National Palace Museum	AI Smart Museum and Inclusive Digital Ecosystem	➤ Digital twin collection smart applications
Ministry of Culture	Cultural and AI Integrated Innovation	➤ AI cultural resource integration platform

(3) Completeness of Data and Models for Intelligent Applications

In recent years, open-source pre-trained models have rapidly developed in the AI field, providing rich application foundations. Among these, the “Trusted AI Dialogue Engine” (TAIDE) model developed by the National Science and Technology Council, focusing on Taiwan’s local culture, marks a major milestone in Taiwan’s AI development. These models still require further optimization and adaptation, such as integrating domain knowledge, updating to the latest data, and enhancing multilingual capabilities, before they can be fully deployed in real-world government operations.

High-quality data is fundamental to successfully training AI models. This strategy will use the intelligent application infrastructure developed under the project to help government agencies combine their operational data and domain resources with rapidly evolving AI technologies, to provide high-quality data support for model training, validation, and fine-tuning.

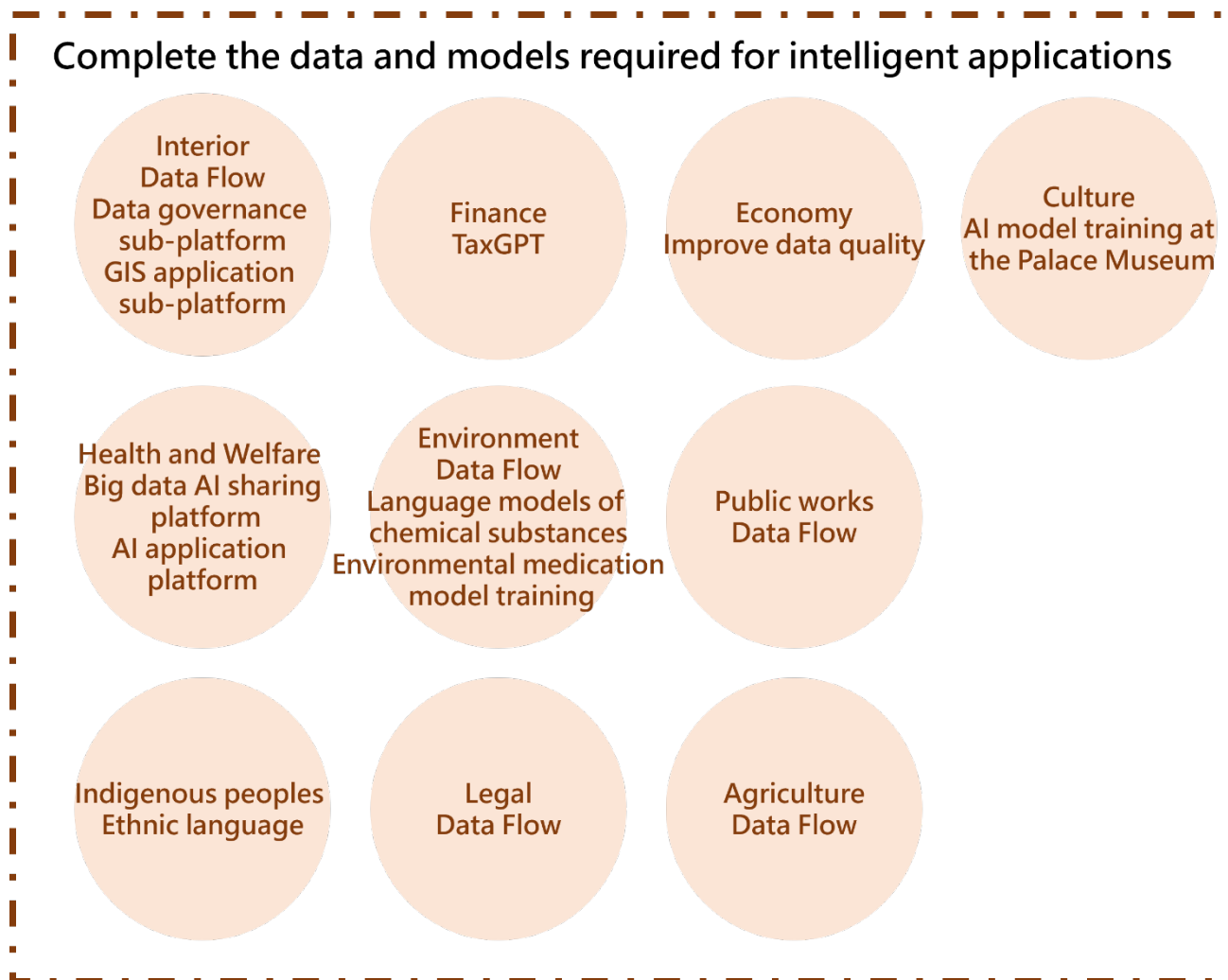


Figure 30 Data and Models Required for Intelligent Applications

Source: Compiled by this department

Table 3 Data and Models Required for Intelligent Applications

Executing Agency	Work Item	Implementation Content
Ministry of the Interior, Dept. of Information Services	Digital Household Registration Smart Secretary	➤ Data integration framework for internal affairs domain
Dept. of Statistics, Ministry of the Interior	Government Governance AI Digital Navigation	➤ Data application platform: ○ Sub-platform for data governance ○ Sub-platform for visualized geographic information system (GIS) applications

Ministry of Justice	Innovative Digital Legal Services	➤ Data integration framework for legal domain
Council of Indigenous Peoples	Indigenous Intelligent Service Assistant	➤ Indigenous language model
Fiscal Information Agency, Ministry of Finance	Smart Tax Digital Development	➤ TaxGPT: Pilot Testing and Deployment of a Generative AI Foundation Model for Finance and Taxation
Department of Commerce, MOEA	Convenient Smart Services for Business Administration	➤ Enhancement of foundational data quality for smart services
Ministry of Agriculture	Agricultural Digital Service System	➤ Data integration framework for agriculture domain
Ministry of Environment	Trusted AI Development for Environmental Governance	➤ Data integration framework for environment domain
Toxic and Chemical Substances Bureau, Ministry of Environment	Intelligent Monitoring Secretary for Toxic and Concerned Chemical Transport	➤ Development of a large language model incorporating chemical transport domain knowledge
Toxic and Chemical Substances Bureau, Ministry of Environment	Smart Secretary for Pesticide Permit Consultation and Review	➤ Database construction and AI model training
Ministry of Health and Welfare	Smart Transformation of Health and Welfare Services	➤ Big data AI shared platform ➤ AI application platform for medical images and textual medical data
National Palace Museum	AI Smart Museum and Inclusive Digital Ecosystem	➤ Training of Palace Museum AI smart model

Public Construction Commission, Executive Yuan	AI Applications and Privacy Enhancement in Public Works	➤ Data integration framework for public works domain
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(4) Creation of Inclusive Digital Smart Government Services

To ensure that smart government services and applications uphold the principle of digital inclusion, this plan will consider the needs of all stakeholders throughout the design, development, deployment, and operation of AI applications. Particular attention will be given to digitally disadvantaged groups, including older adults, persons with disabilities, and foreign residents who may not be proficient in the national language, to ensure that these services are easy for them to access and use. By providing user-friendly and accessible digital interfaces together with multilingual support, the plan aims to build an inclusive smart government in which everyone can enjoy equal access to digital public services and benefit from more equitable digital opportunities.

Table 4 Implementation of Digital Inclusion

Executing Agency	Work Item	Implementation Content
All executing agencies of this project	User-Friendly Experience of Government AI Digital Services	➤ AI applications developed under this project, and their linked websites, apps, or web-based interfaces must invite representative stakeholders annually to perform usability testing from landing page to full operation. Based on test results, interfaces and workflows must be improved.
All executing agencies of this project	Compliance with Accessibility Design Standards	➤ AI applications developed under this project and their linked websites, apps, or web-based interfaces must comply with accessibility standards and obtain an accessibility certification issued by the Ministry.

All executing agencies of this project	Collection of User Feedback	➤ AI applications developed under this project must design a complete stakeholder feedback mechanism and continuously improve digital services based on the feedback received.
All executing agencies of this project	Collection of Operational Performance	➤ This project will design an automated mechanism for collecting operational performance data of AI digital services, developed by the Ministry. Data collected from each executing agency's services will serve as the basis for ongoing improvements.

(5) Strengthening the Foundational Environment for Government Intelligent Applications

Developing smart government services, creating AI-powered virtual assistants, and fostering various innovative applications requires robust infrastructure and comprehensive supporting measures. Beyond continuously strengthening Taiwan's digital government foundations—including digital infrastructure, data governance mechanisms, and talent cultivation—this plan establishes experimental environments for advanced intelligent technologies, such as large language model pilots.

These efforts focus on refining AI training platforms by enhancing the supply and quality of training data (e.g., domain-specific and diverse multilingual resources), thereby bolstering the capacity of government agencies to generate and utilize AI training corpora. Simultaneously, the plan will continue to guide local governments in their digital transformation, fostering inter-agency collaboration and continuous improvement. Adhering to the principle of promoting the public interest, these initiatives aim to elevate Taiwan's overall digital competitiveness.

Furthermore, in conducting AI competency training for government personnel, emphasis will be placed on ensuring gender-balanced participation to guarantee equitable access to training resources. The plan also promotes the use of digital learning platforms and standardized curricula tailored to Taiwan's context, enabling civil servants to engage in digital learning anytime and anywhere, thus actualizing the goal of lifelong learning.

Table 5 Foundational Environment for Intelligent Applications

Executing Agency	Work Item	Implementation Content
Dept. of Digital Government, Ministry	Government AI Trial Field and Innovative Applications	➤ Establish a Secure Government Sandbox for Language Models ➤ Promote the adoption and sharing of AI bots ➤ Build intelligent digital service portals for government
Dept. of Digital Government, Ministry	Enhancement of Local Government Digital Service Quality	➤ Evidence-based data governance platform for local governments ➤ Local diversified capability action plan
Dept. of Digital Government, Ministry	Innovation of Government Network Architecture and Enhancement of Cloud Services	➤ Strengthen GSN backbone network resilience ➤ Construct T-Road digital infrastructure based on public cloud ➤ Develop new generation cloud SSO platform ➤ Establish PQC certificate system ➤ Improve CNS 11643 Chinese standard code consistency ➤ Technology-based anti-fraud identity verification
Dept. of Digital Government, Ministry	AI Competency-oriented Training for Government Digital Talent	➤ Establish policy-oriented digital competency planning and learning certification system ➤ Develop AI training courses and workshops ➤ Use AI to improve training

		platform efficiency ➤ Promote digital policy communication and collaboration with innovative thinking and emerging technologies
Dept. of Data Innovation, Ministry	Data Convergence Infrastructure	➤ Build data integration frameworks and mechanisms ➤ Promote data convergence platforms ➤ Strengthen personalized data self-utilization service environments
Dept. of Data Innovation, Ministry	Government Data Privacy Enhancement and Innovation Promotion	➤ Build government privacy-enhancing deployment mechanisms ➤ Develop emerging privacy technologies and compliant cross-domain data linkage ➤ Shape a data public welfare innovation ecosystem (Data Innovation Application Empowerment Center)
Civil Service Development Institute, Directorate-General of Personnel Administration	AI Government Leadership Talent Development	➤ Develop a “people-centered” AI civil servant learning framework ➤ Accelerate AI government leadership talent cultivation through AI-based training

4. Performance Evaluation and Progress Monitoring Mechanism

The performance evaluation and progress monitoring mechanism of this plan primarily includes the following approaches:

(1) Ex ante Planning and Performance Review: Each February, the Ministry invites external experts to review the subplans proposed by each ministry and agency for the following year, to assess their social and economic value and refine their design as necessary.

(2) Performance Reviews during the Implementation Period: During the implementation phase, performance reviews are conducted on a regular basis through on-site inspections or written reviews. For projects with schedule deviations or implementation challenges, timely recommendations for improvement will be provided.

(3) During the project implementation period, the status of each work item will be reviewed on a monthly basis. For projects underperforming relative to expectations, consultative guidance will be conducted via on-site or online meetings to provide timely recommendations for addressing schedule deviations or obstacles. To facilitate oversight by the National Science and Technology Council (NSTC) or the Executive Yuan, relevant documentation will be emailed to the NSTC's Office of Science and Technology and the Smart Nation Promotion Task Force for reference following the completion of each month's consultative activities.

(4) Smart Nation Digital Governance Working Group Meetings: These meetings are chaired by the Vice Minister of the Ministry and convened on a regular basis to review the implementation progress and performance of subplans, and to provide coordinated guidance on Cross-Ministerial collaboration issues.

(5) Cross-Ministerial Coordination beyond the Plan: Through meetings of ministerial leadership and central and local government Chief Information Officer (CIO) forums convened by the Ministry, experience sharing and collaboration between ministries and between central and local governments are strengthened to advance the overall progress of government digital transformation.

(6) Through the above monitoring mechanisms, subplans whose content or implementation does not align with the key priorities of the overarching Plan or the spirit of national science and technology development programs will be subject to rolling review, and may be scaled back or phased out, including budget reductions.

(7) To continuously track the development of digital government in Taiwan, this Plan will proactively establish a digital government service tracking and evaluation mechanism, and adopt the following phased implementation

strategies to progressively transition from “data inventory” to “dynamic tracking,” ensuring transparency in digital governance outcomes and verifiable data:

I. Inventory and Assessment Phase: A comprehensive inventory of digital service items across all ministries and local governments will be conducted, and an indicator system will be established to measure the level of digitalization and usage penetration of services.

II. Tool Development Phase: Tools will be planned and developed to track the completion status and diffusion rate of fully digitalized government services, providing real-time monitoring dashboards that visually present project completion levels, public usage rates, and regional diffusion trends.

(8) Based on the progress of government AI application promotion, this Plan will reassess and revise the Government Digital Service Guidelines in Year 115 (2026), to align them with the Plan’s objectives of service convenience, administrative efficiency, and inclusiveness, and ensure their systematic implementation across subplans through annual reviews.

IV. Timeline and Resource Requirements

1. Project Timeline

The execution period for the “Smart Government Digital Development and Enhancement Plan” is from 2026 (Year 115 of the ROC calendar) to 2030 (Year 119).

2. Funding Sources and Calculation Basis

(1) Funding Sources

The “Smart Government Digital Development and Enhancement Plan” is part of the government’s substantial ICT infrastructure construction. Its budget is planned to be funded by the central government’s technology development budget.

(2) Calculation Basis

In line with the preliminary work of the government’s technology development plans, each ministry and agency will propose related projects based on the overall project framework developed by the Ministry. After a two-stage review and revisions, they will be incorporated as key projects. The Ministry will annually review and revise the project content and items, evaluate progress towards the project goals, and coordinate resource allocation and prioritization, with implementation carried out by each responsible agency according to relevant review procedures.

3. Budget Requirements (Including Annual Breakdown)

The total budget requirement for this five-year project is NT\$11,814,250 thousand. The annual budget requirements from 2026 to 2030 are NT\$2,054,250 thousand, NT\$2,596,092 thousand, NT\$2,514,218 thousand, NT\$2,361,858 thousand, and NT\$2,287,832 thousand, respectively, as shown below.

Table 6 Budget Requirement Table

Unit: NT\$ thousand

Executing Agency	Work Item	Category	2026	2027	2028	2029	2030	Total
Department of Digital Government , Ministry	Government AI Trial Field and Innovative Applications	Current	23,735	32,486	34,058	34,058	34,058	158,395
		Capital	9,000	9,955	8,383	8,384	8,383	44,105
		Subtotal	32,735	42,441	42,441	42,442	42,441	202,500
Department of Digital Government , Ministry	Enhancing Local Government Digital Service Quality	Current	17,196	28,666	28,666	28,667	28,666	131,861
		Capital	23,217	24,363	24,047	23,256	23,256	118,139
		Subtotal	40,413	53,029	52,713	51,923	51,922	250,000
Department of Digital Government , Ministry	Innovative Government Network and Cloud Service Architecture	Current	202,324	272,249	272,249	267,480	267,480	1,281,782
		Capital	55,999	31,795	31,398	29,013	29,013	177,218
		Subtotal	258,323	304,044	303,647	296,493	296,493	1,459,000
Department of Digital Government , Ministry	AI Competency-oriented Training for Government Digital Talent	Current	31,523	41,917	41,918	41,918	41,918	199,194
		Capital	8,890	10,479	10,479	10,479	10,479	50,806
		Subtotal	40,413	52,396	52,397	52,397	52,397	250,000
Department of Data Innovation, Ministry	Data Convergence Infrastructure	Current	42,606	58,173	47,630	46,099	46,099	240,607
		Capital	10,361	19,748	18,983	18,983	18,983	87,058
		Subtotal	52,967	77,921	66,613	65,082	65,082	327,665
Department of Data Innovation, Ministry	Government Data Privacy Enhancement and Innovation Promotion	Current	67,785	76,208	76,207	75,389	75,389	370,978
		Capital	14,172	30,906	30,224	30,360	30,360	136,022
		Subtotal	81,957	107,114	106,431	105,749	105,749	507,000
Directorate-General of Personnel Administration	Smart Sustainable HR Development	Current	10,380	25,115	22,009	20,659	20,659	98,822
		Capital	49,851	100,460	88,037	82,636	82,636	403,620
		Subtotal	60,231	125,575	110,046	103,295	103,295	502,442
Department of Information Services, Ministry of the Interior	Smart Secretary for Digital Household Services	Current	23,155	49,214	64,022	56,625	50,502	243,518
		Capital	19,955	11,676	7,295	6,938	6,938	52,802
		Subtotal	43,110	60,890	71,317	63,563	57,440	296,320

Executing Agency	Work Item	Category	2026	2027	2028	2029	2030	Total
Department of Statistics, Ministry of the Interior	AI-Driven Gov Governance Leadership	Current	23,060	39,521	39,521	40,055	40,056	182,213
		Capital	4,500	8,545	8,545	8,011	8,011	37,612
		Subtotal	27,560	48,066	48,066	48,066	48,067	219,825
Department of Land Administration, Ministry of the Interior	Smart Real Estate Steward	Current	6,780	9,270	9,049	8,871	8,915	42,885
		Capital	10,300	18,541	17,521	16,634	16,412	79,408
		Subtotal	17,080	27,811	26,570	25,505	25,327	122,293
Central Weather Administration, Ministry of Transportation	Meteorological AI Innovation Services	Current	2,870	1,679	2,136	1,984	1,984	10,653
		Capital	21,763	11,445	9,156	7,783	6,866	57,013
		Subtotal	24,633	13,124	11,292	9,767	8,850	67,666
Ministry of Justice	Smart Legal Services & Innovative Applications	Current	15,000	18,685	18,685	17,301	15,225	84,896
		Capital	86,371	165,395	151,554	139,098	127,333	669,751
		Subtotal	101,371	184,080	170,239	156,399	142,558	754,647
Council of Indigenous Peoples	Indigenous Smart Assistant	Current	10,887	16,767	16,767	16,767	16,767	77,955
		Capital	0	0	0	0	0	0
		Subtotal	10,887	16,767	16,767	16,767	16,767	77,955
Customs Administration, Ministry of Finance	Smart Customs Navigation	Current	546	1,517	2,320	2,761	2,610	9,754
		Capital	36,200	49,177	40,247	39,133	28,589	193,346
		Subtotal	36,746	50,694	42,567	41,894	31,199	203,100
Fiscal Information Agency, Ministry of Finance	Smart Tax Digital Navigation	Current	158,475	168,115	185,837	192,717	190,241	895,385
		Capital	47,733	68,543	44,767	33,484	33,374	227,901
		Subtotal	206,208	236,658	230,604	226,201	223,615	1,123,286
National Archives Administration, NDC	Smart Governance of Archives & Docs	Current	69,150	106,205	106,204	84,656	84,656	450,871
		Capital	32,220	53,102	53,102	42,328	42,328	223,080
		Subtotal	101,370	159,307	159,306	126,984	126,984	673,951
Department of Planning,	Full Lifecycle Smart Mgmt &	Current	8,962	6,624	6,912	13,248	8,353	44,099
		Capital	15,535	19,297	19,009	6,912	6,048	66,801

Executing Agency	Work Item	Category	2026	2027	2028	2029	2030	Total
NDC	Data Apps	Subtotal	24,497	25,921	25,921	20,160	14,401	110,900
Department of Social Development, NDC	Policy Knowledge, Participation & Evidence-Based AI Assistant	Current	3,920	2,857	3,999	5,142	5,141	21,059
		Capital	5,879	5,713	4,570	3,428	3,428	23,018
		Subtotal	9,799	8,570	8,569	8,570	8,569	44,077
Department of Legal Affairs, NDC	Legal Transparency & Civic Participation AI Assistant	Current	20,124	32,440	32,440	32,440	32,441	149,885
		Capital	0	2,659	2,659	2,659	2,659	10,636
		Subtotal	20,124	35,099	35,099	35,099	35,100	160,521
Ministry of Economic Affairs	Empowerment & ABC Transformation	Current	118,262	140,526	136,694	134,484	133,747	663,713
		Capital	94,862	121,072	119,009	119,009	119,009	572,961
		Subtotal	213,124	261,598	255,703	253,493	252,756	1,236,674
Department of Commerce, MOEA	Smart Business Administrative Services	Current	25,000	18,773	18,773	18,773	16,761	98,080
		Capital	31,530	43,580	43,579	42,239	40,227	201,155
		Subtotal	56,530	62,353	62,352	61,012	56,988	299,235
Ministry of Agriculture	Agricultural Digital Service System	Current	70,371	112,994	120,401	89,269	87,479	480,514
		Capital	32,000	67,540	56,554	49,040	48,682	253,816
		Subtotal	102,371	180,534	176,955	138,309	136,161	734,330
Ministry of Civil Service	Human-Centric Smart Civil Service	Current	15,514	17,900	16,848	15,795	13,689	79,746
		Capital	25,857	29,834	28,079	26,324	22,814	132,908
		Subtotal	41,371	47,734	44,927	42,119	36,503	212,654
Ministry of Environment	Trustworthy AI for Environmental Governance	Current	12,348	5,591	8,696	9,939	10,560	47,134
		Capital	12,121	27,331	16,150	14,908	14,287	84,797
		Subtotal	24,469	32,922	24,846	24,847	24,847	131,931
Chemical Substance Administration, Ministry of Environment	Toxic & Concerned Chemical Transportation AI	Current	24,252	30,617	27,449	27,448	24,280	134,046
		Capital	0	0	0	0	0	0
		Subtotal	24,252	30,617	27,449	27,448	24,280	134,046
Chemical	Pesticide	Current	7,349	11,883	7,921	7,130	6,337	40,620

Executing Agency	Work Item	Category	2026	2027	2028	2029	2030	Total
Substance Administrati on, Ministry of Environmen t	Permit Consultation & AI Review	Capital	0	0	0	0	0	0
		Subtotal	7,349	11,883	7,921	7,130	6,337	40,620
Ministry of Health and Welfare	Smart Health & Welfare Transformation Services	Current	105,455	111,461	115,375	109,610	99,049	540,950
		Capital	125,754	85,142	77,758	63,220	57,687	409,561
		Subtotal	231,209	196,603	193,133	172,830	156,736	950,511
National Palace Museum	AI Smart Museum & Inclusive Digital Ecosystem	Current	8,444	5,985	5,985	5,985	5,985	32,384
		Capital	9,289	3,905	3,905	3,906	3,905	24,910
		Subtotal	17,733	9,890	9,890	9,891	9,890	57,294
Ministry of Culture	Cultural & AI Fusion Innovation	Current	3,917	7,568	7,568	7,568	7,568	34,189
		Capital	20,000	17,658	17,658	17,658	17,657	90,631
		Subtotal	23,917	25,226	25,226	25,226	25,225	124,820
Public Constructio n Commissio, Executive Yuan	Public Construction AI & Privacy Enhancement	Current	10,000	8,728	7,553	6,915	6,713	39,909
		Capital	13,358	23,497	22,658	21,282	20,140	100,935
		Subtotal	23,358	32,225	30,211	28,197	26,853	140,844
Civil Service Developme nt Institute, DGPA	AI Government Leadership Talent Development	Current	84,643	68,500	70,500	70,500	70,500	364,643
		Capital	13,500	6,500	4,500	4,500	4,500	33,500
		Subtotal	98,143	75,000	75,000	75,000	75,000	398,143
Current			1,224,033	1,530,234	1,554,392	1,490,253	1,453,828	7,226,240
Capital			830,217	1,065,858	959,826	871,605	834,004	4,588,010
Tota			2,054,250	2,596,092	2,514,218	2,361,858	2,287,832	11,814,250

The above “Table 6: Budget Requirement Table” is compiled based on the budget needs of each work item. Annual budgets for each item will be reviewed according to their execution performance, with rolling adjustments carried out in accordance with preliminary project review procedures. In line with the review of cybersecurity budget investment plans for various ministries, and in compliance with the Executive Yuan’s “Cybersecurity Industry Development Action Plan (2018–2025),” medium– and long-term government plans shall allocate a fixed proportion of their total budgets, ranging from 5% to 7%

depending on project scale, to cybersecurity protection operations. These cybersecurity-related expenditures shall be itemized and reported in the cybersecurity budget self-assessment tables.

Subsidies administered under this Plan to support local government implementation shall primarily adopt a project-based subsidy model, aligned with the funding requirements necessary to achieve the Plan's objectives. Overall funding allocations shall be planned in an integrated manner. Funding support will prioritize municipalities and counties (cities) that undertake cross-jurisdictional collaboration, demonstrate spillover effects, or face difficulties in independent implementation, and exhibit substantive policy effectiveness.

Meanwhile, subsidy administration under this Plan shall comply with relevant fiscal laws and central government subsidy regulations applicable to direct municipalities and counties (cities). Each year, prior to implementation, subsidy projects shall undergo preliminary review, during which the competent authority may invite representatives from the main supervisory authority to participate. This review process ensures that subsidy implementation is lawful, compliant, and fully aligned with the objectives of this Plan.

V. Expected Outcomes and Impacts

1. Expected Benefits

The benefits can be explained from multiple perspectives — technical, economic, social, environmental, and these aspects are interconnected, jointly driving government efficiency improvements and social progress.

(1) Technical Perspective

- A. Data Integration and Sharing: Smart government services integrate data across departments to achieve cross-departmental collaboration and reduce information silos. Data sharing can accelerate policymaking processes, make decisions more precise, and respond promptly to public needs.
- B. Automation and Digitalization: Smart government extensively adopts automation technologies, such as artificial intelligence (AI), blockchain, and the Internet of Things (IoT), to enhance administrative efficiency and reduce labor costs. Automated processes shorten service processing times, reduce errors, and improve overall efficiency.
- C. Enhanced Information Security: The application of digital technologies strengthens data protection and privacy management. By utilizing encryption and blockchain technologies, information security is ensured, reducing risks of data breaches and cyberattacks.

(2) Economic Perspective

- A. Improved Resource Utilization Efficiency: Smart government services can effectively allocate public resources. For example, smart transportation systems optimize road usage and reduce congestion, lowering public costs. Smart energy management enhances energy efficiency and reduces waste.
- B. Promotion of Industrial Development: The implementation of smart government will drive the development of related industries such as smart cities, fintech, and digital health, create job opportunities, and attract innovative investments and technology companies, forming a virtuous economic cycle.
- C. Reduced Public Service Costs: Through digitalization and automation, the government can lower administrative operating costs, enabling more resources to be allocated to other public sectors such as education, healthcare, and infrastructure.

(3) Social Perspective

- A. Convenience and Fairness in Services: Smart government provides convenient services through digital platforms, such as online applications

and remote processing, reducing the need for in-person visits and improving accessibility, especially for remote or mobility-impaired populations.

- B. **Inclusiveness and Equity:** Smart government services meet the needs of diverse groups through digital technologies, emphasizing equal access to services. Elderly people, persons with disabilities, and low-income groups can all enjoy the convenience brought by digital technologies, thereby enhancing overall societal well-being.
- C. **Improved Transparency and Citizen Participation:** Digital platforms of smart government make more data and information public, increasing policy transparency and accountability. Online platforms facilitate citizen participation in policymaking and decision processes, strengthening public trust in the government.

(4) Environmental Perspective

- A. **Smart Cities and Green Development:** Smart government services are often integrated with smart city development. Through smart traffic management, smart energy systems, and intelligent waste treatment, they reduce carbon emissions and energy consumption, promoting sustainable urban development.
- B. **Environmental Monitoring and Protection:** Using IoT technology and big data for real-time environmental monitoring helps the government promptly grasp pollution conditions and quickly respond to solve issues, reducing environmental damage.
- C. **Energy Conservation and Carbon Reduction:** Smart technologies optimize energy use in urban infrastructure, reduce resource waste, and achieve the goal of energy saving and carbon reduction.

(5) Government Governance Perspective

- A. **Improved Decision Accuracy:** Smart government services use big data and AI technologies to analyze and predict social dynamics in real time, providing the government with insightful data support. This enables more precise and flexible policymaking, reducing decision errors.
- B. **Enhanced Administrative Efficiency:** Automated processes and intelligent systems shorten processing times for various administrative procedures (e.g., online identity verification, automated tax filings), greatly improving operational efficiency.
- C. **Risk Management and Emergency Response:** Smart technologies strengthen the government's ability to handle public crises. Through data monitoring and prediction, they enable timely responses to emergencies, mitigating disaster impacts on society.

(6) International Competitiveness Perspective

- A. Improved International Image and Competitiveness: Implementing smart government not only improves the quality of domestic public services but also enhances the nation's international competitiveness and innovation capacity, attracting foreign investors and technology experts and promoting international cooperation and exchange.
- B. Digital Diplomacy and Cross-border Collaboration: Promoting smart government services helps strengthen international digital cooperation, participate in global smart governance and technical standard setting, and enhance international discourse power and influence.

2. Main Performance Indicators

The Ministry will conduct the first survey in 2025 (Year 114 of the Republic of China calendar), and the results will serve as a benchmark for annual performance assessments of this program. The tentative target score is set at 8 out of 10. Once this score is reached, it will be maintained at 8 or above each year as the performance measurement indicator for this plan.

VI. Financial Plan

All project implementation costs are categorized as expenses, with a total estimated budget of NT\$11.81425 billion. From 2026 onwards, the annual operational and maintenance cost is estimated at 10% to 14% of the setup costs. For 2026, the maintenance cost is NT\$ 254.25 million, and subsequent years will follow accordingly.

VII. Supplementary Provisions

1. Analysis and Evaluation of Alternative Options

The promotion of Taiwan's smart government depends on the development and application of advanced technologies such as AI, big data, cloud computing, and blockchain. These require stable funding and support from technical talent. Rapid technological developments pose challenges; departments and local governments must keep pace with international digital transformation trends to ensure the effective introduction and application of new technologies.

Smart services, including smart customer service and smart counters, involve handling large amounts of personal data. It is crucial to properly manage and protect citizens' privacy by establishing strict data protection mechanisms to ensure security and transparency.

Taiwan still faces a digital divide — disadvantaged groups such as residents in remote areas, low-income households, and the elderly may not fully enjoy the benefits of smart services. The government should narrow this gap by promoting digital literacy and building infrastructure to ensure widespread application of smart services.

Developing a smart government requires large-scale digital transformation of public service systems. This complex process may encounter internal resistance. A key challenge is how to smoothly integrate new technologies with existing systems. Public trust and participation are also critical. The government must ensure transparency and fairness in intelligent decision-making systems, promote open government, and engage citizens through diverse channels.

The realization of a smart government requires a large number of technology professionals. The government should invest more resources in training and attracting talent to join the public sector, promote cross-departmental collaboration and information sharing, and ensure smooth policy implementation.

All tasks of this plan are critical to achieving government digital transformation and require resource investment to strengthen Taiwan's digital competitiveness. Before adjustments are made to smart government policies and IT budget structures, there is currently no alternative option.

2. Risk Management

Introducing smart customer service, smart assistants, smart counters, and smart field systems - as well as information, administrative, and specific business assistants - aims to improve government service efficiency and quality. However, this transformation process also entails various risks. If not properly addressed, it could hinder smart government development.

This plan has formulated solutions to ensure the stability and scalability of core technologies (such as AI, big data, cloud computing, and blockchain). The government must collaborate closely with technology providers and research institutions to formulate long-term technology development plans to ensure stable technological progress and updates.

Regular security testing and risk assessments should be conducted, and rapid response mechanisms established to handle potential technical failures or data breaches. For critical systems, backup plans should be established to reduce single-point failure risks.

In smart government systems, transparency in data collection, processing, and usage must be ensured. Citizens should have the right to know how their data is used and the right to supervise or object to its use.

The government should increase transparency in decision-making processes, especially in the development and application of smart systems, ensuring public understanding and oversight. Open data policies should be promoted to improve trust and facilitate public access to government data. Public opinions and suggestions should be encouraged and incorporated into policymaking to ensure that smart services truly reflect public needs.

More resources should be invested in talent development programs to attract technology professionals to the public sector. Designing career development opportunities and increasing compensation can enhance the appeal of the public sector.

A cross-departmental collaboration platform should be established to promote information sharing and cooperation among departments. The government should formulate related policies to encourage inter-departmental collaboration, ensuring seamless integration and effective operation of smart services.

3. Agency Coordination and Public Participation

For the successful promotion of Taiwan's smart government, cooperation among government agencies and public participation are crucial.

First, the government needs to develop clear implementation plans to improve overall effectiveness. These plans should clearly define each agency's role and responsibilities and establish dedicated coordination teams to promote cross-departmental collaboration and ensure effective use of technologies and resources. Necessary training and technical support should also be provided to help agencies operate new systems efficiently.

To enhance convenience, the government should promote the establishment of intuitive and user-friendly digital platforms to simplify service processes. These platforms should consider different user needs to ensure ease of use. For the public, providing digital literacy training and clear guidance will help them adapt to and use smart government services more easily.

Inclusiveness is an essential component of promoting a smart government. The government should actively listen to public opinions and needs, establish convenient feedback mechanisms to allow the public to easily raise issues and suggestions. Ensuring transparency and openness of policies helps strengthen public trust and support for smart government.

Additionally, promoting digital literacy education can help narrow the digital divide and ensure all citizens enjoy smart government services equally.

By improving effectiveness, convenience, and inclusiveness, the

government can encourage active cooperation from agencies and the public, ensuring smooth implementation of smart government policies.

4. Mid- and Long-Term Self-Evaluation Checklist and Gender Impact Assessment

The project self-evaluation checklist is provided in Appendix 1, and the gender impact assessment checklist is provided in Appendix 2.

5. Other Relevant Matters

If adjustments to this plan are necessary, they may be made upon approval.

6. Smart Government Digital Development and Enhancement Plan (2026–2030) Sub-project Work Items Table

This plan will evaluate the content or implementation status of sub-project work items through the performance review process. Sub-projects that do not align with the overall plan's key objectives or the spirit of the science and technology development plan will be subject to rolling review for discontinuation or budget reduction.

Applying Agency	Plan Name	Item	Performance Indicator	2026	2027	2028	2029	2030
Ministry of Digital Affairs	Government AI Pilot Deployment and Innovative Application Plan	1	Adoption Rate of AI Bots in Central Second-Level Agencies	–	–	10%	30%	50%
		2	Government Portal Smart Customer Service Satisfaction	75%	77%	80%	82%	85%
		3	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
Ministry of Digital Affairs	Local Government Digital Service Quality Enhancement Plan	1	Subsidized Local Governments for Digital Transformation Services	8	8	8	8	8
		2	Website Design Q&A Chatbot	–	80	80	80	80
		3	Promote “Government Website Service Quality Measurement and Enhancement Mechanism”	15	15	15	15	15
		4	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
Ministry of Digital Affairs	Government Network Architecture Innovation and Cloud Service Enhancement Plan	1	Build T-Road Digital Infrastructure on Public Cloud Environment	Complete briefing with existing connected agencies on pilot adoption and coordination	15 agencies pilot adoption	30 agencies connected for use	50 agencies connected for use	60 agencies connected for use
		2	Develop Next-Generation SSO Cloud Architecture Platform	Complete briefing with existing SSO connected agencies on pilot service adoption and coordination	Cumulative 25 system services pilot adoption	40 system services connected for use	60 system services connected for use	80 system services connected for use

		3	Technology-Based Anti-fraud Identification	Brief at least 40 agencies on the Ministry's anti-fraud technology adoption and coordination matters	Cumulative 25 system services pilot adoption	40 system services connected for use	60 system services connected for use	80 system services connected for use
		4	Strengthen GSN Backbone Network Service Resilience	Cumulative completion of 3 major network center routing equipment upgrades	Cumulative completion of 4 network node routing equipment upgrades	Cumulative completion of 8 network node routing equipment upgrades	Cumulative completion of 12 network node routing equipment upgrades	Cumulative completion of 18 network node routing equipment upgrades
		5	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
Ministry of Digital Affairs	Government Digital Talent AI Competency-oriented Training Plan	1	Enhance Civil Servants' Digital Governance and IT Professional Skills	3 courses	3 courses	3 courses	3 courses	3 courses
		2	Partner Training Institutions	2 institutions	3 institutions	4 institutions	5 institutions	6 institutions
		3	AI Project Personnel Training Coverage Rate	50%	100%	–	–	–
		4	Number of Trainees	1,200	1300	1400	1500	1500
		5	AI Function Development for Training Platform	1	1	1	1	1
		6	Application of AI-Assisted Review to ICT Programs	14	10	7	5	3
		7	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
Ministry of Digital Affairs	Data Convergence Infrastructure Plan	1	Guide Ministries in Adopting Data Latitude–Longitude Framework	3	3–5	5–8	8–10	9–11
		2	Promote and Guide Agencies in Cross-domain Data Convergence Platform Integration	2	4	6	8	10
		3	Promote and Guide Agencies in Cross-domain Data Convergence Platform Integration	10,000	30,000	40,000	50,000	60,000
		4	MyData Online Application Cumulative Usage Count	2.3 million	3.2 million	4.2 million	5.3 million	6.4 million

		5	Develop Personalized Data Self-Management Innovative Services	8	16	24	32	40
		6	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
		7	Promote Agencies to Release High-quality Chinese Language Corpora	–	At least 5 central agencies	At least 10 central agencies	At least 5 local governments	Promote private sector participation
Ministry of Digital Affairs	Government Data Privacy Enhancement and Innovative Application Promotion Plan	1	Guide Agencies in Improving Government Privacy Enhancement Technology Deployment Plans	–	3	4	5	6
		2	Develop Privacy Enhancement Technology Open-Source Tools	1	2	3	4	–
		3	Promote Agencies to Adopt Data Analysis Privacy Protection Framework	2	3	4	5	6
		4	Guide Government Agencies and Civil Organizations in Developing Data Innovation Plans	3	6	9	12	15
		5	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
Directorate-General of Personnel Administration, Executive Yuan	Smart Sustainable Human Resources Development Plan	1	Completeness and Accuracy of AI Staffing Evaluation Report	Setup phase	80%	82%	84%	86%
		2	Zero intrusion incidents or intrusion detection time under 60 days	Setup phase	0	0	0	0
		3	HR Information Customer Service Center User Satisfaction	Setup phase	80%	84%	88%	90%
		4	Smart Document System User Satisfaction	Setup phase	80%	82%	84%	86%
		5	Learning Information AI Integrated Service Satisfaction	Setup phase	80%	82%	84%	86%
Ministry of the Interior	Digital Household Registration Smart Secretary Plan	1	Build “AI Smart Household Registration Service Platform”	Planning & Design POC Verification Phase	Development & Testing Phase	Development & Testing Phase	10%	5%
		2	Build “AI Smart Service Secretary System”	Planning & Design POC Verification Phase	Development & Testing Phase	7	5	5
		3	Build “AI Personal Reminder Service System”	–	–	Planning & Design POC Verification Phase	Development & Testing Phase	10%

		4	Cross-domain Data Application	Data Inventory Phase	Planning & Design POC Verification Phase	1	1	1
		5	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
Ministry of the Interior	Government Governance AI Digital Pilot Plan	1	Promote Digital Services, Create Customized Data Service Experiences	1	1	2	2	2
		2	Promote Digital Democracy, Drive Public-Private Collaboration through Technology and Data	1	2	2	2	2
		3	Promote Digital Administration, Adopt AI-Driven Digital Transformation	1	1	1	1	1
		4	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
Ministry of the Interior	Real Estate Smart Steward Plan	1	Assist in Processing Real Estate Inheritance Registration	1	2	3	4	5
		2	Strengthen Land Administration Smart Proactive Customer Service	1	2	3	5	6
		3	Promote AI-assisted Case Review Mechanism	3%	30%	60%	80%	100%
		4	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
Central Weather Administration, MOTC	Meteorological Innovation AI Service Plan	1	AI Recognition of Meteorological Graphics and Generation of Descriptive Text Variables	–	–	–	1 item	1 item
		2	Enhance Readability of Meteorological Graphics Explanations, Annual Improvement in Service Satisfaction (%)	–	–	60%	70%	80%
		3	Number of Categories for AI Monitoring and Analysis of Information Operation Anomalies (e.g., Hardware, Software, Processes, Data Availability)	–	1 category	1 category	1 category	1 category
		4	Number of Question Types Answerable by National Meteorological Database Smart Data Consultation Desk (e.g., Data Items, Data Elements, Data Content)	–	–	1 type	1 type	1 type
		5	Number of Data Types Recommendable by Forecast Analysis AI Assistant, and Number of Special Reports Refined to Township Scale	20 data types, 1 special report	30 data types, 1 special report	50 data types, 1 special report	100 data types, 1 special report	200 data types

		6	Number of systems adopting MLOps workflow tools to improve development and operations performance by 30% or more, at least 8 systems.	–	2	2	2	2
		7	Build intelligent network service platform, integrating at least 6 network management tools and producing at least 6 types of network management analytical data.	Build AI intelligent integration platform, 6 tools	3 types of data	3 types of data	–	–
		8	Annual Improvement in Daily Customer Service or Log Inspection Labor Savings I	5%	10%	15%	15%	15%
		9	Annual Improvement in Daily Customer Service or Log Inspection Labor Savings II	10%	10%	15%	20%	25%
		10	Build anomaly handling and emergency response AI decision support intelligence systems for various types (e.g., power, communications, major disasters, and ICT anomalies).	–	1 type of decision support	1 type of decision support	1 type of decision support	1 type of decision support
		11	Increase supported languages and platforms for “Cloud Pal Weather” chatbot, and expand professional knowledge base to optimize response capability.	1 language 1 platform 30 documents	1 language 1 platform 20 documents	1 language 20 documents	1 language 20 documents	1 language 10 documents
		12	Climate e-Steward Answer Accuracy Rate	–	–	60%	70%	80%
		13	Provide short-term rainfall forecasts with improved accuracy 1–3 hours in advance, gradually extending the forecast lead time each year.	–	1-hour rainfall forecast product Advance warning lead time: 1 hour POD: 60%	2-hour rainfall forecast product Advance warning lead time: 2 hours POD: 70%	3-hour rainfall forecast product Advance warning lead time: 3 hours POD: 75%	Optimized 3-hour rainfall forecast product Advance warning lead time: 3 hours POD: 80%
		14	Provide timely greenhouse gas emission monitoring and greenhouse gas evolution trend information.	–	–	Provide greenhouse gas concentration distribution map, resolution 10 km.	Provide a high-resolution greenhouse gas concentration distribution map with a spatial	Provide 2026–2029 greenhouse gas concentration dataset. Lead time: 3 days.

						Lead time: 15 days.	resolution of 5 km.Lead time: 7 days.	
Ministry of Justice	Judicial Digital Service Smart Innovation Plan	1	“Online Application Assistant” Prediction Model Accuracy Rate for Helping Citizens Obtain Needed Services	–	0.75	0.8	0.85	0.9
		2	Cumulative Number of Agencies Adopting the RPA-Based Smart Party Check-in Assistant for Courts	–	2	7	17	29
		3	Cumulative Number of Completed Legal AI Models	AI model adoption	1	3	5	7
		4	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
Council of Indigenous Peoples	Indigenous Peoples Smart Service Assistant Plan	1	System Usage	20000	22500	25000	27500	30000
		2	Satisfaction	70%	75%	80%	85%	90%
		3	Connected Services	2 items	2 items	2 items	2 items	2 items
Customs Administration, MOF	Customs Smart Navigation Plan	1	Customs Clearance Smart Assistant I	0	1	2	2	3
		2	Customs Clearance Smart Assistant II	0	2	5	8	12
		3	Customs Clearance Smart Assistant III	–	–	70%	75%	80%
		4	Cargo Classification Smart Assistant I	–	–	–	100%	100%
		5	Cargo Classification Smart Assistant II	–	–	–	–	100%
		6	Cargo Classification Smart Assistant III	–	–	–	75%	80%
		7	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
Fiscal Information Agency, MOF	Smart Taxation Digital Navigation Development Plan	1	Number of Pilot Experiment Topics	(Planning phase)	(Construction phase)	1	2	3
		2	Number of Launched Topics	(Planning phase)	(Construction phase)	(Testing phase)	1	1
		3	Time Savings Ratio of Launched Topics	(Planning phase)	(Construction phase)	(Testing phase)	(Testing phase)	30%
		4	Smart Operations Proactive Alert Accuracy	(Planning and construction phase)	70%	72%	74%	76%
		5	Public-Private Collaborative Data Circulation Services	(Planning and construction phase)	1.7 million cases	1.8 million cases	1.9 million cases	2.0 million cases

		6	Form Smart Assistant Services	–	1	2	3	4
		7	Local Tax LINE Official Account Service Enhancement	–	1	2	3	4
		8	Promote API for Calculating Various Tax Late Payment Penalties (Interest)	(Planning phase)	(Construction phase)	(Construction phase)	25	50
		9	Digital Resilience of Cloud Websites	–	–	99.8%	99.9%	99.9%
		10	Popular Service On-Demand Smart Web Pages	–	–	1	2	3
		11	Website Interface AI Customer Service	–	–	–	85%	90%
		12	Tax Auxiliary Administration All-Purpose Application Service Count	(Planning phase)	(Construction phase)	1	2	3
		13	Tax Auxiliary Administration All-Purpose Adopting Agency Count	(Planning phase)	(Construction phase)	1	2	3
		14	Enhance User Experience and Processes	–	–	–	70%	80%
		15	Build Online Cross-Platform Services	(Planning phase)	(Construction phase)	100%	–	–
		16	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
National Archives Administration, NDC	Document Archives Digital Governance and Smart Service Plan	1	Electronic Document Exchange Volume for Citizens	–	–	500	800	1000
		2	Number of Individuals Applying for G2C Electronic Exchange	–	–	50	100	200
		3	Official Document Template Generation Module Promotion – Number of Agencies	–	1	3	7	10
		4	Number of Agencies with Pre-Reviewed Archive Destruction Catalogs	–	–	5	50	150
		5	Number of Agencies with Online Electronic Archive Transfer	–	–	2	10	50
		6	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
National Development Council	Government Performance Full Lifecycle Smart Management and Data Application	1	Smart Search Performance	10 seconds	10 seconds	10 seconds	10 seconds	10 seconds
		2	Smart Customer Service Performance	–	10%	20%	30%	40%
		3	Editorial Review Smart Assistant Performance	–	–	8%	9%	10%
		4	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
		1	Build “Policy Knowledge Citizen Assistant”	50%	80%	100%	100%	100%

National Development Council	Policy Knowledge Social Participation and Evidence-Based Decision-Making AI Assistant Plan	2	"Policy Knowledge Citizen Assistant" Overall Satisfaction	–	–	–	–	75%
		3	Build "Evidence-Based Policy Decision AI Assistant"	5%	20%	50%	70%	100%
		4	"Evidence-Based Policy Decision AI Assistant"- "Ministry Policy AI Assistant" Overall Satisfaction	–	–	75%	78%	80%
		5	"Evidence-Based Policy Decision AI Assistant" - "Individual Project Review AI Assistant" Overall Satisfaction	–	–	75%	78%	80%
		6	Promote Integration and Connection of Related Data Platforms	–	–	1	2	3
National Development Council	Regulatory Transparency and Civic Participation AI Assistant Plan	1	Public Policy Online Participation Platform Overall Satisfaction	77%	78%	78%	79%	79%
		2	Executive Yuan Gazette Website Annual Page Views	470,000	475,000	480,000	485,000	490,000
Ministry of Economic Affairs	Enabling Transformation ABC Plan	1	Economic Governance Smart Customer Service Items	–	1	2	3	4
		2	Economic Governance Smart Assistant Service Items	–	1	2	3	4
		3	Economic Governance Smart Customer Service Usage Count	–	3,000	6,000	9,000	12,000
		4	Smart Secretary – Information Acquisition Benefit Satisfaction Survey Index	–	–	76%	78%	80%
		5	Smart Customer Service – Information Provision Satisfaction Survey Index	–	–	80%	82%	84%
		6	Smart Assistant – Internal Employee Satisfaction Survey	–	–	–	82%	84%
		7	Number of Functions Using AI in Application Services	–	2	3	3	3
		8	AI Service Usage Count	–	–	10,000	30,000	60,000
		9	Smart Customer Service and Cloud Query Service Satisfaction	60%	65%	70%	75%	80%
		10	AI Trade Administration Press Release and Speech Production Capacity	–	5	10	15	20
		11	Smart Assistant – Preliminary Review Accuracy Improvement	–	75%	78%	82%	86%

		12	IP Smart Customer Service Items	1	2	3	4	4
		13	IP Smart Secretary Service Items	–	1	2	3	4
		14	IP Smart Customer Service and Secretary Service Usage Count	6,000	13,000	20,000	27,000	35,000
		15	IP Smart Assistant Service Items	–	1	3	4	6
		16	IP Smart Assistant Service Usage Count	–	–	5,000	15,000	30,000
		17	AI Adoption in Application Services	–	–	1	2	3
		18	Smart Services in Zero Trust Environment	–	1	2	3	4
		19	Investment Application Customer Service Items	–	1	2	3	3
		20	Smart Customer Service Application Information Accuracy Improvement	–	–	70%	75%	80%
		21	Develop Investment Online Smart Guidance	–	1	2	3	4
		22	Smart Secretary Online Application Satisfaction Survey Index	–	–	60%	75%	80%
		23	Develop Investment Review Decision Support Model	–	1	2	3	4
		24	AI Adoption in Application Services	1	3	6	9	12
		25	Data Query and Related Smart Service Usage Rate	247,500	272,250	299,475	329,422	362,364
Department of Commerce, MOEA	Commercial Administration Convenient Smart Service Plan	1	Cumulative New Smart Service Functions for Application Assistance, Review, and Public Convenience	1	2	3	4	5
		2	Cumulative New Smart Applications for Commercial Administrative Data	1	2	3	4	5
		3	Registration Agency Satisfaction with AI-Optimized Administrative Measures or Public Satisfaction with AI Public Convenience Measures	80 points	81 points	82 points	83 points	85 points
		4	Commercial Administration AI Service Usage Count	1,000	6,000	16,000	36,000	100,000
Ministry of Agriculture	Agricultural Digital Service System Development Plan	1	Establish Agricultural Technology Local Knowledge Base Data	1,000 entries	4,000 entries	5,000 entries	6,000 entries	10,000 entries
		2	Smart Q&A Chatbot Response Accuracy	Setup phase and	Accuracy 80%	Accuracy 85%	Accuracy 90%	Accuracy 95%

				evaluation baseline		Satisfaction 80%	Satisfaction 90%	Satisfaction 95%
		3	Crop Pest and Disease AI Image Recognition and Diagnosis	100,000 entries	70,000 entries	70,000 entries	70,000 entries	70,000 entries
		4	Crop Health Management Decision Generative AI Adoption	Accuracy 80%	Accuracy 85% Satisfaction 85%	Accuracy 90% Satisfaction 90%	Accuracy 95% Satisfaction 93%	Accuracy 95% Satisfaction 95%
		5	Improve Border Quarantine Efficiency	–	–	Reduce clearance time by 8 hours per case	Reduce clearance time by 24 hours per case	Reduce clearance time by 48 hours per case
		6	Real-time Access to Imported Plant Case Quarantine Results	–	–	Reduce query time by 2 hours per case	Reduce query time by 3 hours per case	Reduce query time by 4 hours per case
		7	Improvement in Convenience of Animal-Related Drug Distribution Reporting Service	0.05	0.07	0.1	0.15	0.2
		8	Improvement in Accuracy of Animal-Related Drug Distribution Reporting Service	0.5	0.6	0.7	0.83	0.95
		9	Animal Health, Drug, and Material Consultation Service Platform Visibility Enhancement	5	10	20	30	50
		10	Animal Health, Drug, and Material Consultation Service Platform Operational Efficiency	50,000	500,000	1,000,000	2,500,000	5,000,000
		11	Pet ID Card Value-added Services	0.05	0.07	0.1	0.15	0.2
		12	Pet Information Integration Platform User Management	5	10	15	20	25
		13	AI Agricultural Data Public Benefit Ecological Application	1	2	4	6	8
		14	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
Ministry of Civil Service	Building People-centered AI Smart Civil Service Plan	1	Optimized Business Process Services	1	2	3	4	5
		2	Emerging Technology Application Services	1	2	3	4	5
		3	AI Smart Data Analysis Services	–	–	1 item	2 items	3 items
		4	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%

Ministry of Environment	Environmental Governance Trustworthy AI Development Plan	1	Number of Users of Smart Administrative Collaboration Assistant	–	–	500 user-times	1,500 user-times	10,000 user-times
		2	AI-Optimized Management Processes	–	–	1 item	2 items	3 items
		3	Number of Datasets in Data Convergence Space	20 items	40 items	60 items	80 items	100 items
		4	Privacy Enhancement System Services	–	–	1 set	–	–
		5	Information Empowerment Training Sessions	2 sessions	4 sessions	6 sessions	8 sessions	10 sessions
		6	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
Chemical Substance Management Agency, MOE	Toxic and Concerned Chemical Substance Transport Monitoring Smart Secretary Plan	1	Establish Transport Accident Image AI Recognition Team, with Professional Staff Filtering and Inputting Images	–	6,000	6,000	–	–
		2	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
Chemical Substance Management Agency, MOE	Environmental Pesticide Permit Application Consultation and Review Smart Secretary Plan	1	Number of Permit Application Review Cases	700	700	700	700	700
		2	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
Ministry of Health and Welfare	Health and Welfare Smart Transformation Service Plan	1	Big Data AI Shared Platform, AI Model Construction or Optimization Projects	1	2	2	2	2
		2	Build “Social Welfare Smart Search, Analysis, and Decision Robot”	–	≥30	≥50	≥65	≥90
		3	Build “Social Welfare Smart Assistant”	–	≥20	≥45	≥60	≥85
		4	Increase Usage Rate of Digital Tracking Management Platform for Patients with Three Highs (Hypertension, Hyperglycemia, Hyperlipidemia)	5%	30%	55%	75%	95%
		5	User Count of Oral Cancer Prevention Smart Tool	–	–	10000	20000	40000
		6	[Build Medical Device and Cosmetics Regulatory Smart Assistant] Smart Regulatory Query for Medical Device Regulations and FAQ Assistant	–	2000	2500	3000	4000

		7	Smart Cosmetics Registration Assistant	–	10000	11000	12000	13000
		8	[Food and Drug Inspection Analysis Smart Communication Service System] Build Food and Drug Risk Inspection Smart Search and Analysis Robot	–	≥60	≥70	≥80	≥90
		9	Inspection Method Consultation Smart Customer Service Robot	–	≥60	≥70	≥80	≥90
		10	[Smart International Epidemic Risk Early Warning Digital System] Improve Analysis Efficiency	0%	10%	15%	20%	25%
		11	Public Online Application Smart Customer Service	10%	20%	40%	70%	90%
		12	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
National Palace Museum	Building an AI-Enabled Smart Museum and Co-Creating a Digitally Inclusive Ecosystem	1	AI Smart Exhibition Hall Visitor Count	100,000 visitor-times	100,000 visitor-times	100,000 visitor-times	100,000 visitor-times	100,000 visitor-times
		2	Digital Twin Collection AI Smart Application	1,000,000 visitor-times	1,000,000 visitor-times	1,000,000 visitor-times	1,000,000 visitor-times	1,000,000 visitor-times
		3	Cross-domain Digital Inclusive Experience Services	1 event	1 event	1 event	1 event	1 event
		4	National Palace Museum AI Smart Model Training Count	1 time	1 time	1 time	1 time	1 time
		5	AI Data Governance Effectiveness Entries	10,000 entries	10,000 entries	10,000 entries	10,000 entries	10,000 entries
		6	AI Smart Preservation Application	1 set	1 set	1 set	1 set	1 set
		7	AI READY Community Open Data Volume	500 entries	500 entries	500 entries	500 entries	500 entries
		8	AI STEAM Educational Promotion Activities	30 events	30 events	30 events	30 events	30 events
		9	Digital Content IP Innovation Application Results	1 set	1 set	1 set	1 set	1 set
		10	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
Ministry of Culture	Culture and AI Integration Innovation Plan	1	AI Cultural Resource Integration Platform Operation Status	100%	200%	3	5	8
		2	Degree of AI Integration in Digital Governance Services	100%	100%	1	1	1
		3	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%

Public Construction Commission, Executive Yuan	AI Innovative Application Analysis and Government Privacy Data Enhancement Plan	1	Build Data Warehouse	20%	40%	60%	80%	100%
		2	Cumulative AI Innovative Application Cases Provided	Cumulative 2	Cumulative 2	Cumulative 3	Cumulative 4	–
		3	Implement MVP Privacy Protection	20%	40%	60%	80%	100%
		4	New Service Privacy Protection Application Completion Rate	–	10%	20%	40%	50%
		5	Legacy Service Privacy Protection Conversion Completion Rate	–	–	20%	40%	50%
		6	Smart Application Usage Satisfaction	60%	65%	70%	75%	80%
Civil Service Development Institute, DGPA, Executive Yuan	AI Pilot Talent Development Plan	1	Completeness and Accuracy of AI Staffing Evaluation Report	Setup phase	80%	82%	84%	86%
		2	Zero intrusion incidents or intrusion detection time under 60 days	Setup phase	0%	0%	0%	0%
		3	User Satisfaction	Setup phase	80%	84%	88%	90%
		4	AI Course Trainee Satisfaction	Setup phase	80%	82%	84%	86%
		5	Learning Information AI Integrated Service Satisfaction	Setup phase	80%	82%	84%	86%

Note: The first-year target for “Smart Application Usage Satisfaction” across all sub-projects is 60%, with annual incremental improvement. The 60% baseline is set because sub-projects are initially adopting AI technology, and both developers and users need time to become familiar with and improve AI application content. To prevent sub-projects from being hindered by excessively high performance indicators, 60% is used as the initial baseline. After 1–2 years of plan execution, targets will be adjusted based on actual implementation conditions to be more realistic and appropriately challenging.