

ECE-581
E-Devlet ve e-Dönüşüm
Türk Hava Kurumu Üniversitesi
2014

Elif YALÇINKAYA
Mustafa YAZICIOĞLU

- ❑ E-Devlet'den Akıllı Devlete (S.M.A.R.T)
- ❑ E-Devlet 1.Jenerasyon = Informatization (OTOMASYON)
- ❑ E-Gov 2.Jenerasyon = eTransformation (E-Dönüşüm)
- ❑ E-Gov 3.Jenerasyon = Smart Government (Akıllı Devlet)
- ❑ S.M.A.R.T Nedir?
- ❑ Social (Sosyal)
- ❑ Mobile (Mobil)
- ❑ Analytics (Analitik)
- ❑ Radical Openness (Radikal Açıklık)
- ❑ Trust (Güven)
- ❑ Akıllı Devlet Uygulama Akıllı Devlet Ekosistemi
- ❑ Örnekler
 - Kore
 - Rwanda
 - Moldova...
- ❑ Open Data (Açık Veri)
- ❑ Yarınının Akıllı Devleti



Geçmiş-Bugün-Gelecek

Smart Government

Kağıt Doküman



1987

Otomasyon



1995

Bilgisayarlaştırma



2010

Yaratıcı faydalanma



Endüstriyel
Toplum Paradigması

Bilgi
Toplum Paradigması

Akıllı
Toplum Paradigması

ŞİMDİ

Benimseme

Büyüme

Olgunluk

Otomasyon

Bilgisayarlaştırma 1.0

Bilgisayarlaştırma 2.0

Yüksek Maliyet-Sınırlı Sonuç

Sanayi Devletinin Bilgisayarlaştırılması

- ❑ Aynı tekrarlı, israf eden, zararlı IT yatırımları
- ❑ Teknoloji/Tedarik/Satıcı Odaklı
- ❑ İhmal edilen veya aşırı kuvvetlendirilen organizasyonel yapılar
- ❑ Limitli arka uç entegrasyonu ve veri,altyapı ve sev paylaşımı
- ❑ Paylaşım yerine müşterek veya takaslı kullanım
- ❑ ICT'nin tüm potansiyelini yansıtamayan sınırlı yeniden mühendislik süreç uygulamaları
- ❑ Sınırlı değişim yönetimi (change management)
- ❑ Vatandaşların ve özel sektörün sınırlı katılımı
- ❑ Devlet merkezli



Yüksek Maliyet- Daha İyi Sonuç

- ICT** Bilgi ve iletişim teknolojileri
- Entegre Devlet
- Vatandaş merkezli
- Paylaşımçı ve Entegre
- 2008-2011 E-dönüşüm
- 2011-2013 Açık Devlet



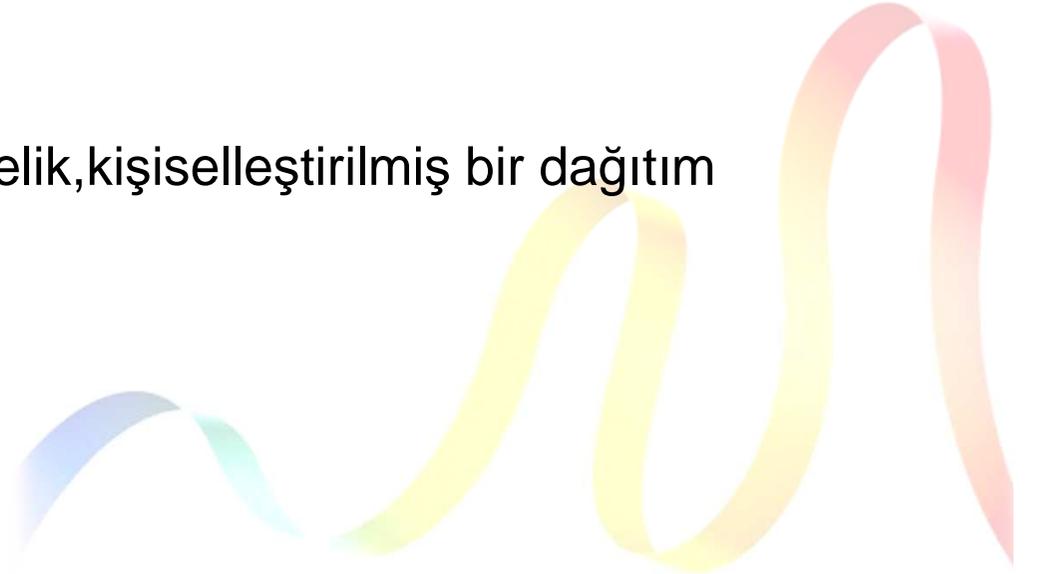
Yüksek Maliyet- Daha İyi Sonuç

- **Tüm Devlet Yaklaşımı:** Singapore, US, UK, Australia, Canada
- **Alt yapı ve Servis Paylaşımı:** UK, US, Singapore, Australia, Canada, Korea, Japan, Denmark, New Zealand
- **Tümü için e-kapsama & servislerin birden çok kanal ile dağıtım,** (özellikle mobil): Canada, Brazil, Australia, Korea, UK, Singapore, India
- **Değişim Yönetimi ve e-Liderlik:** US, UK, Singapore, Canada, Estonia, Moldova, Sri Lanka, Rwanda, Korea
- **Yeniden Mühendislik/Yönetici reform süreci:**UK, USA, Canada, Singapore
- **Güvenli kimlik tanımlama:** Belgium, Portugal, Estonia, Malaysia, Pakistan

**Düşük Maliyet-
Daha İyi Sonuç**

S.M.A.R.T

- Daha az ile (verimlilik ve maliyet) daha fazlasını yapma (etkililik ve sonuç)
- Daha Açık olma
- Sürdürülebilir olma
- Daha Güvenli
- Daha Hızlı
- Daha kapsayıcı, hedefe yönelik,kişiselleştirilmiş bir dağıtım



**Düşük Maliyet-
Daha İyi Sonuç**

S.M.A.R.T Açılımı AKILLI

Social (Sosyal)

Mobile (Mobil)

Analytics (Mantıksal Çözümleme)

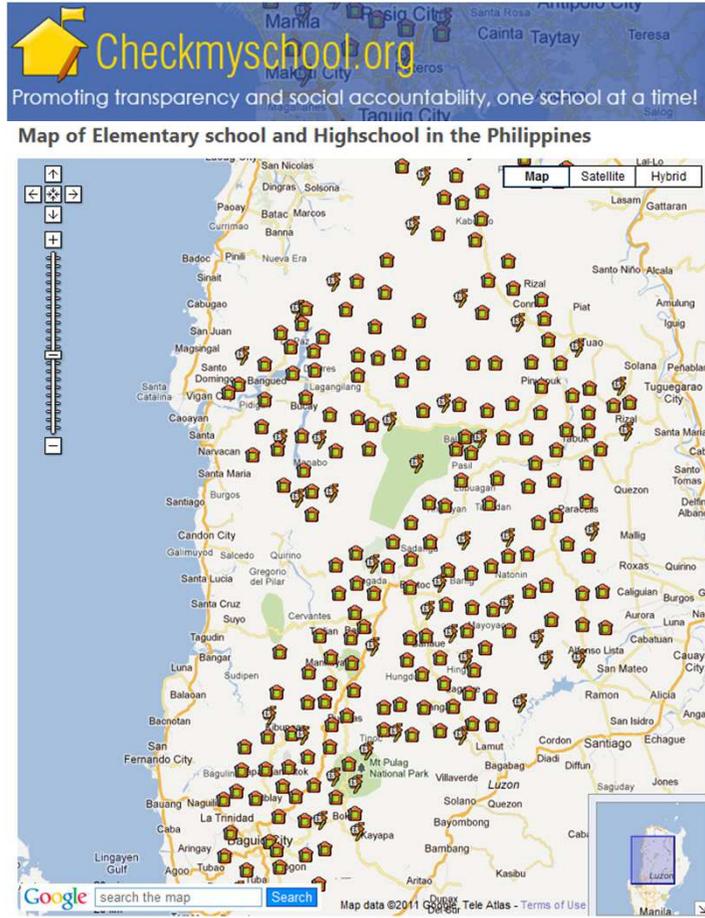
Radical Openness (Radikal Açıklık)

Trust (Güven)



Eđitim için ICT: Eđitim Servisleri için Uyumlu Mekanizmalar Smart Government

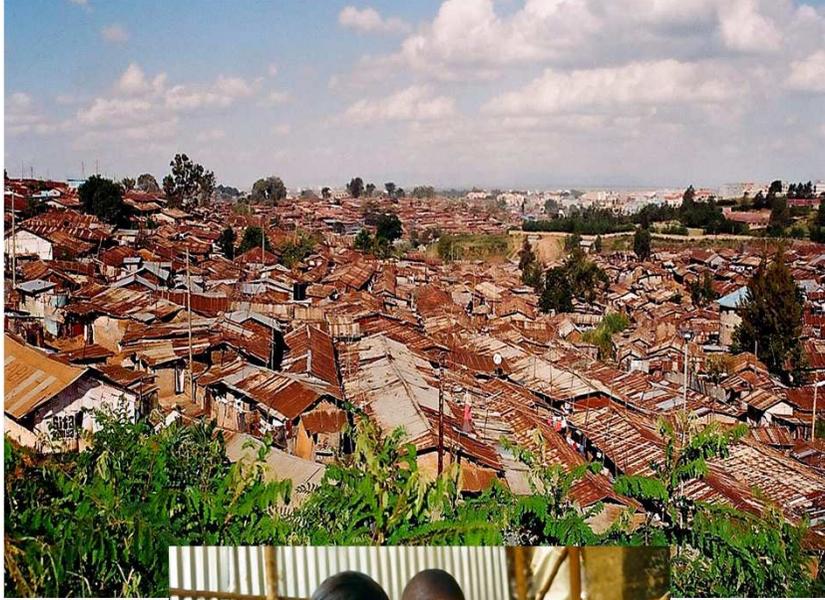
**Düşük Maliyet-
Daha İyi Sonuç**



- ❑ Filipinler: DoE Manila
- ❑ Eđitim Servisleri dağılımını geliřtirmek
- ❑ Devlet, özel sektör, sivil toplum arasında bir işbirliđi.
- ❑ Öğretmenler, veliler, öğrenciler
- ❑ SMS veya checkmyschool.org
- ❑ Facebook, e-posta ve Twitter
- ❑ Mobil haberleşme
- ❑ 8500 okul
- ❑ 350 Gönüllü bilgi aracıları ađı

Düşük Maliyet- Daha İyi Sonuç

□ Nairobi'de Kibera semti

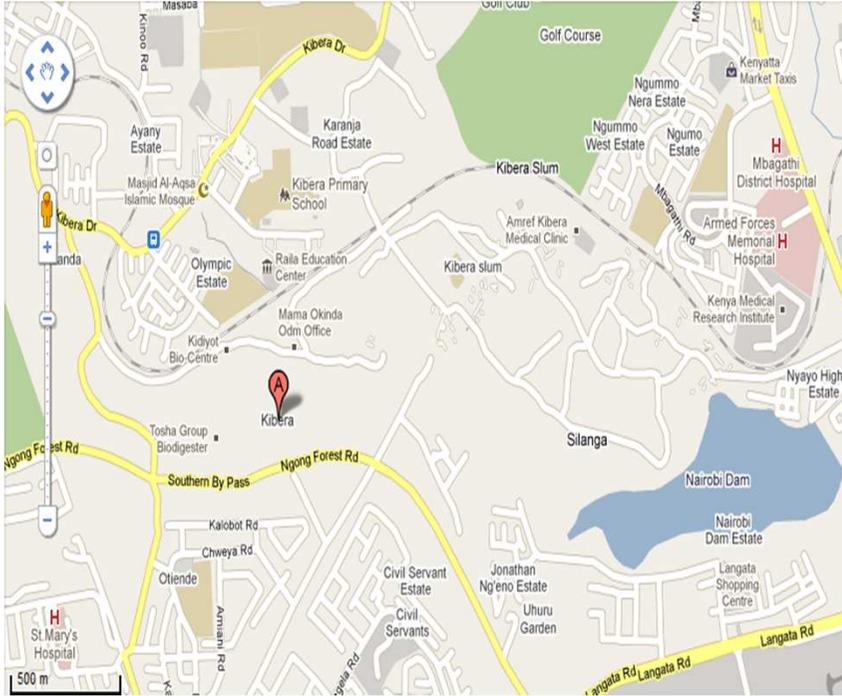


Kent için ICT: Kent gelişimi için Haritalama

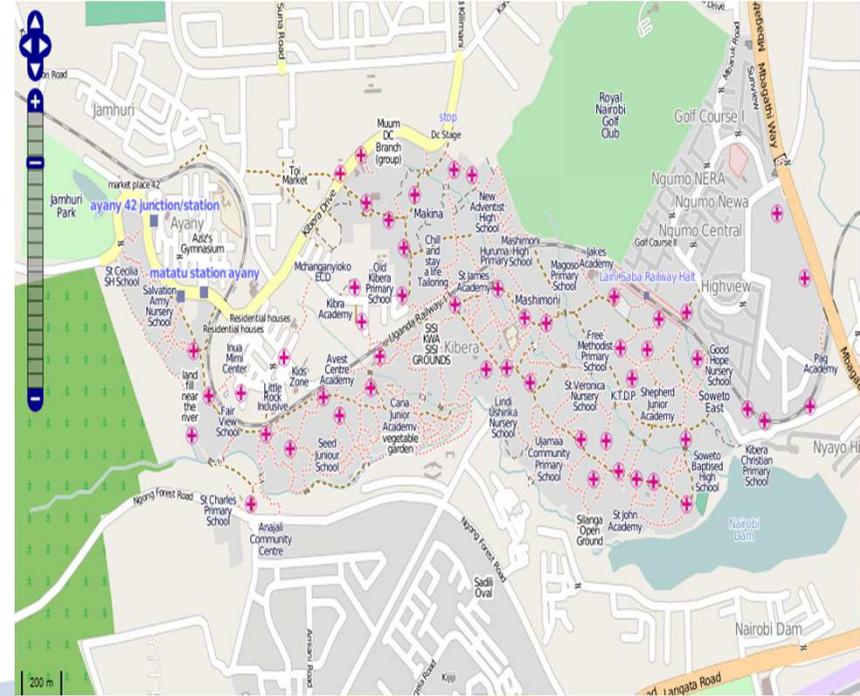
Smart Government

**Düşük Maliyet-
Daha İyi Sonuç**

Google Maps



Açık Sokak



Дüşük Maliyet- Daha İyi Sonuç



- ❑ Bey2ollak Sistemi
- ❑ Mobil Uygulama
- ❑ Gerçek zamanlı bilgi paylaşımı
- ❑ 2010: BlackBerry versiyonu
- ❑ Sponsorluklar Vodafone
- ❑ İphone, Android, Blackberry ve web versiyonları
- ❑ Günlük 46000 aşan kullanıcı

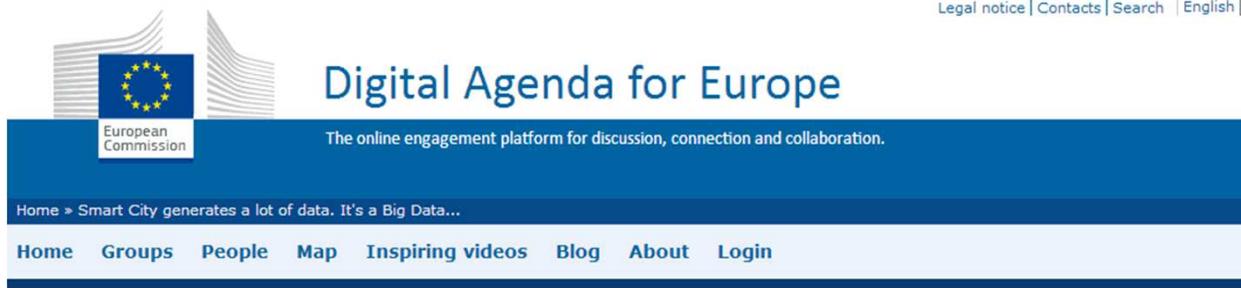
**Düşük Maliyet-
Daha İyi Sonuç**



- Kenya
- Zimbabve
- Mozambik
- Nijerya



**Düşük Maliyet-
Daha İyi Sonuç**



Legal notice | Contacts | Search | English ▾

 **Digital Agenda for Europe**
The online engagement platform for discussion, connection and collaboration.

Home » Smart City generates a lot of data. It's a Big Data...

Home Groups People Map Inspiring videos Blog About Login

Smart City generates a lot of data.
It's a Big Data case.



Submitted by [mgarrigap](#) on Tue, 2012-04-17 20:59

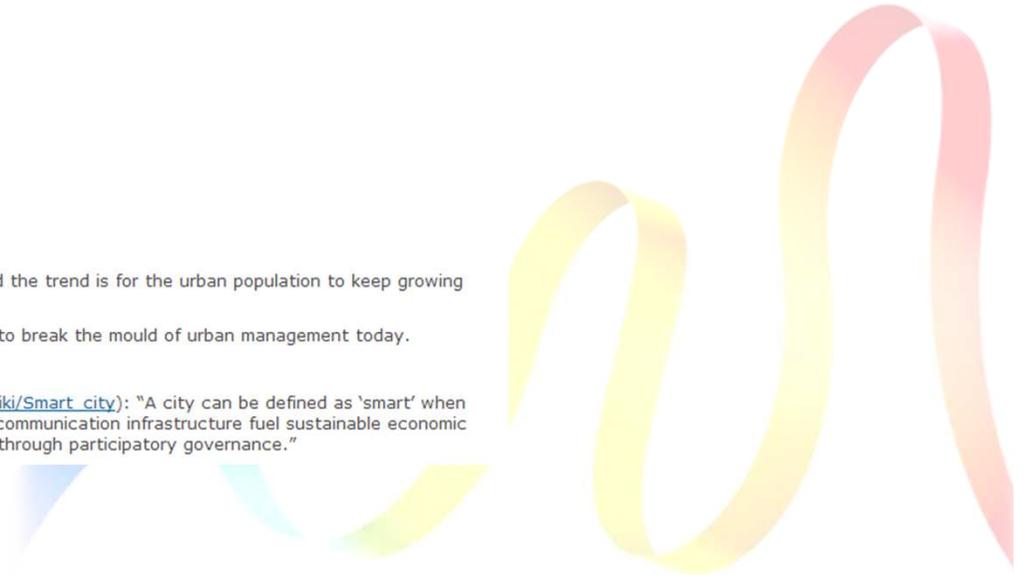
Several european cities do a new management approach: it's called "Smart City".

At the end of 2009 more people lived in cities than in rural areas for the first time, and the trend is for the urban population to keep growing (<http://data.worldbank.org/indicator/SP.URB.TOTL.IN.ZS/countries/1W?displ...>)

So, we need to manage cities more and better, we need creativity, innovation, ideas to break the mould of urban management today.

A Smart City is a new way to manage cities.

There are a lot of Smart City definitions, Wikipedia explains (http://en.wikipedia.org/wiki/Smart_city): "A city can be defined as 'smart' when investments in human and social capital and traditional (transport) and modern (ICT) communication infrastructure fuel sustainable economic development and a high quality of life, with a wise management of natural resources, through participatory governance."



**Düşük Maliyet-
Daha İyi Sonuç**



- 260 Ülke veya Şehirde Açık veri giriřimi
- Standart Yok

**Düşük Maliyet-
Daha İyi Sonuç**



- G8 Zirvesinde Açık veri sözleşmesi kabul edilmiştir.

G8 OPEN DATA CHARTER

G8 UK
UNITED KINGDOM 2013

Preamble

1. The world is witnessing the growth of a global movement facilitated by technology and social media and fuelled by information – one that contains enormous potential to create more accountable, efficient, responsive, and effective governments and businesses, and to spur economic growth.
2. **Open data sit at the heart of this global movement.**

Düşük Maliyet-

Açık Veri



Data

Pupil-teacher ratio, primary

Search all indicators
Go

Featured indicators

- Education
- Children out of school, primary, female
- Children out of school, primary, male
- Expenditure per student, primary (% of GDP per capita)
- Expenditure per student, secondary (% of GDP per capita)
- Expenditure per student, tertiary (% of GDP per capita)
- Gross intake rate in grade 1, female (% of relevant age group)

1981-1985 1986-1990 1991-1995 1996-2000 2001-2005 2006-2010



date.gov.md
Portalul datelor deschise

HOME DATA APPS PERFORMANCE NEWS GET INVOLVED

Fondul Național de date geospațiale al Republicii Moldova

Fondul național de date geospațiale al Republicii Moldova

Do you want an open and transparent government?

Welcome to the open data governmental portal. Here you can search, download and reuse open government data to enhance transparency, performance and responsiveness of public institutions. Open data is the data provided by public authorities in the machine readable format, at the disaggregated level. However, they do not contain personal information, trade secrets and state secrets.

Identification and publication of data sets of interest to citizens and businesses is one of the duties of public authorities. This practice will increase transparency of the public sector performance and responsiveness. Date.gov.md encourages active participation of citizens. You and all the citizens can promote and benefit from open data.

Currently, there are **431** datasets published on the portal. Take a look at the data!



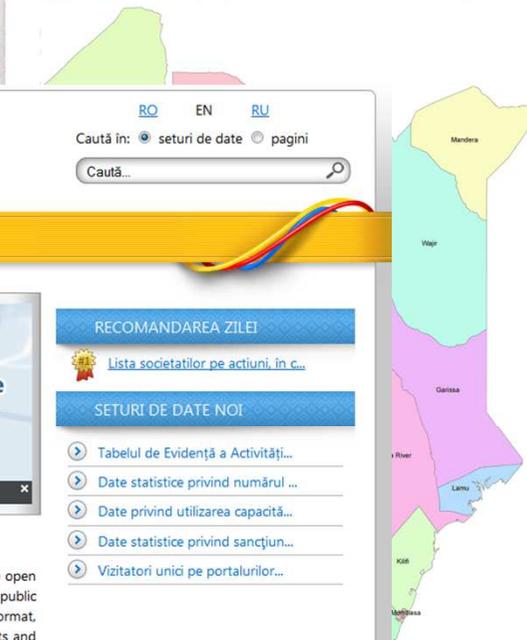
Open Data: The bigger picture

This site makes public government data accessible to the people of Kenya. High quality national census data, government expenditure, parliamentary proceedings and public service locations are just a taste of what's to come. There's something for everyone: maps to start exploring, interactive charts and tables for a deeper understanding, and raw data for technical users to build their own apps and analyses. Our information is a national asset, and it's time it was shared: this data is key to improving transparency, unlocking social and economic value, and building Government 2.0 in Kenya.

[Read more about this site here.](#)

Counties

Select a county to learn more about that county.



+ Developers Click Here

PROJECT TOPICS

- Education
- Energy
- Health
- Population
- Poverty
- Water & Sanitation

PUBLIC EXPENDITURES

- View Public Expenditures >
- View CDF Spending >

DEVELOPMENT INDICATORS

- View World Development Indicators >

Açık Veri

Düşük Maliyet- Daha İyi Sonuç

	Ulusal Harita	Devlet Bütçesi	Seçim Sonuçları	Şirket Kayıtları	Devlet Harcamaları	Kanun	Ulusal İstatistikler	Posta ZIP Kodu veri tabanı	Taşımacılık	Çevre Kirliliği	Toplam Skor
United Kingdom	7/7	7/7	6/7	4/7	7/7	7/7	7/7	7/7	7/7	5/7	64/70
United States	7/7	7/7	6/7	6/7	7/7	5/7	7/7	5/7	7/7	7/7	64/70
Norway	6/7	5/7	7/7	6/7	7/7	5/7	7/7	7/7	7/7	7/7	64/70
Australia	7/7	5/7	7/7	3/7	7/7	4/7	7/7	7/7	7/7	6/7	60/70
Netherlands	7/7	7/7	7/7	5/7	0/7	7/7	5/7	7/7	6/7	4/7	55/70
Denmark	7/7	6/7	6/7	7/7	3/7	6/7	6/7	7/7	7/7	?	55/70
France	6/7	6/7	7/7	5/7	?	5/7	7/7	?	7/7	6/7	49/70
Sweden	3/7	7/7	7/7	5/7	?	5/7	7/7	5/7	7/7	?	46/70
Germany	4/7	7/7	7/7	4/7	0/7	6/7	6/7	7/7	0/7	7/7	48/70
Japan	6/7	6/7	6/7	3/7	6/7	6/7	6/7	6/7	5/7	6/7	56/70
Austria	7/7	?	5/7	4/7	?	6/7	7/7	6/7	2/7	7/7	44/70
Italy	6/7	7/7	4/7	4/7	2/7	4/7	7/7	3/7	0/7	4/7	41/70

Güvenilir veri ve teknolojik güvenlik

**Düşük Maliyet-
Daha İyi Sonuç**

BBC NEWS
News services
Your news when you want it

News Front Page
Last Updated: Thursday, 17 May 2007, 14:52 GMT 15:52 UK

World
E-mail this to a friend
Printable version

Africa

Americas

Asia-Pacific

Europe

Middle East

South Asia

UK

England

Northern Ireland

Scotland

Wales

Business

Politics

Health

Education

Science & Environment

Technology

Entertainment

Also in the news

Video and Audio

Have Your Say

Magazine

In Pictures

Country Profiles

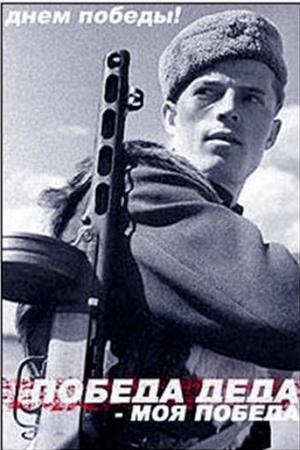
Special Reports

The cyber raiders hitting Estonia

As Estonia appeals to its Nato and EU partners for help against cyber-attacks it links to Russia, the BBC News website's Patrick Jackson investigates who may be responsible.

Estonia, one of the most internet-savvy states in the European Union, has been under sustained attack from hackers since the ethnic Russian riots sparked in late April by its removal of a Soviet war memorial from Tallinn city centre.

Websites of the tiny Baltic state's government, political parties, media and business community have had to shut down temporarily after being hit by denial-of-service attacks, which swamp them with external requests.



SEE ALSO

- ▶ Estonia hit by 'Moscow cyber war' 17 May 07 | Europe
- ▶ Hackers attack heart of the net 07 Feb 07 | Technology
- ▶ Playing Estonia's political cards 12 May 07 | Europe
- ▶ News fuels Russian internet boom 10 Apr 06 | Europe
- ▶ Country profile: Estonia 30 Apr 07 | Country profiles

RELATED INTERNET LINKS

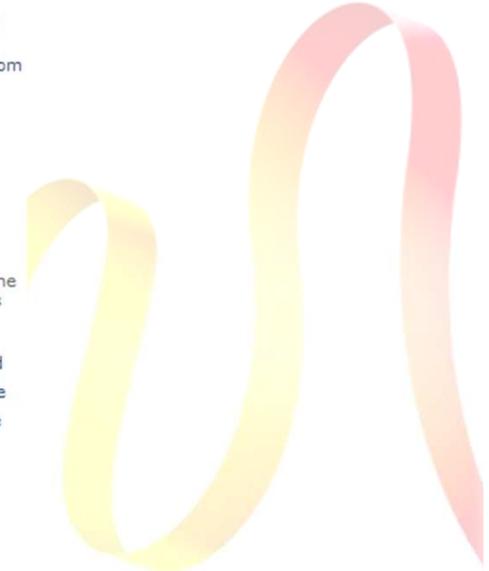
- ▶ Estonian foreign ministry
- ▶ Russian government
- ▶ Kaspersky Lab
- ▶ Russian presidency

The BBC is not responsible for the content of external internet sites

TOP EUROPE STORIES

- ▶ Credit Suisse offices are raided
- ▶ French row over Bastille parade
- ▶ EU gives backing to BA alliance

News feeds





Anahtar Kavramlar



Kore



BM e-Devlet Anketi 2010-2012

- ❖ E-Devlet Geliştirme **1 st**
- ❖ E-Katılım **1 st**

ITU ICT Geliştirme 2012

- ❖ ICT Geliştirme **1 st**

Küresel Akıllı Telefon Pazar Payı

- ❖ Samsung Electronics **1 st**
- ❖ LG Electronics **3 rd**

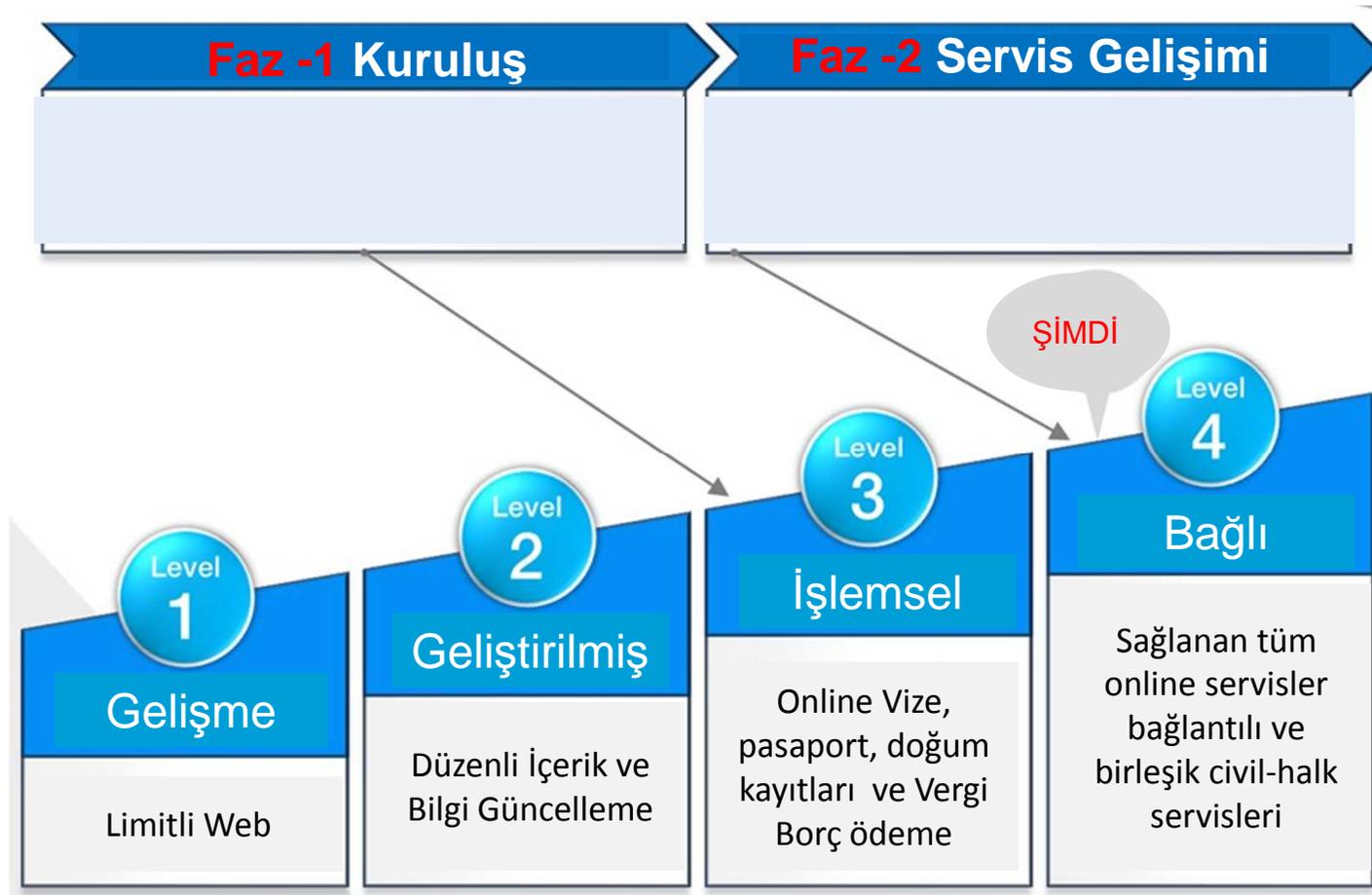
* Strategy Analytics, 2013

Küresel Mobil Ödülleri 2013

- ❖ SK-Telecom 4G-LTE Network **1 st**

Kore

KORE'de Akıllı-Devlet



Kore

KORE'de Akıllı-Devlet



e-Customs Clearance System (UNI-PASS)

- Ex/Import declaration, in-port, freight mgmt, drawback, etc. are processed online
- Accelerated the speed of cargo clearance and passenger flow
- Selected as ISO 9001, 2000 ('06)



Government Integrated Data Center

- Individual data centers are integrated and systems are consolidated.
- Displays an 8-layer comprehensive security framework against cyber threats.
- Awarded FutureGov Award ('10)



National Disaster Management System

- NDMS supports disaster management affairs to the central and local gov't, from the prevention to recovery.
- standardizes and informatizes process of emergency relief for efficient response to the emergency call
- To be applied to the Mozambique gov't ('11)



Korea Intellectual Property Office

- Patent application, examination and tribunal procedures and other patent administration are provided online.
- Costs of patent applications are saved as much as KRW 2.5 billion.
- Selected as WIPO IT Standard ('06)



Digital Budget and Accounting System

- Financial activities in gov't are managed on a real-time basis.
- Provides statistics and analysis information using the accumulated data within the system



Gov't Information Sharing

- 120 types of administrative information are viewed in 438 government, public and financial org.
- Standardizes the contents, categories and storage methods of administrative information in public institutions for services.

Kore

KORE'de Akıllı-Devlet

 <p>민원 24 minwon24.go.kr</p>	<ul style="list-style-type: none"> • Citizens can apply for civil services and print or view information online at home or office. • Viewing more than 3,000 types of civil services/ printing 83 types • Awarded UN Public Service Awards ('11) 	 <p>SOS Public Relief Service</p>	<ul style="list-style-type: none"> • Access to official documents published by public org. anytime anywhere • Awarded UN Public Service Awards ('11)
 <p>법무부</p>	<ul style="list-style-type: none"> • The entire process of immigration is handled electronically, including analyzing information on passengers scheduled to enter • Reduced waiting time and omitted face-to-face reviews protect privacy • Awarded UN Public Service Award ('07) 	 <p>정보화마을 www.invil.org</p>	<ul style="list-style-type: none"> • Information infrastructure such as broadband network, community information centers and websites are established. • Designed for closing digital divide, raising community incomes and improving the quality of life in rural areas. • Awarded UN Public Service Awards ('11)
 <p>Korea Online Procurement System (KONEPS)</p>	<ul style="list-style-type: none"> • All government bidding procedures are processed online in one-stop service • Awarded WCIT Global Excellence Award ('06) • Selected as UN/CEFACT int'l standard ('05) 	 <p>NTS</p>	<ul style="list-style-type: none"> • Taxpayer can handle tax affairs online at home or office without visiting tax offices • 39 types of online certificates are issued online. • Selected as OECD e-Tax Best Practice ('06)

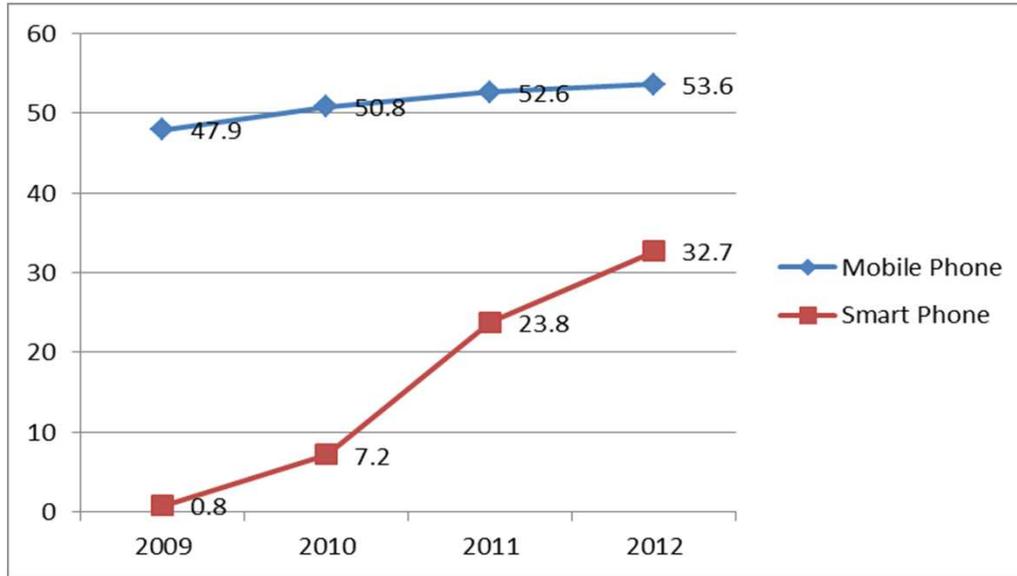
Kore

Başarı Faktörleri



Kore

Kore'de Bilişim Teknolojileri



Genişbant Liderliği

Rank	Ülke	Puan
1	South Korea	157
2	Hong Kong	118
3	Japan	116
4	Iceland	115
5	Luxembourg	111

(Univ. of Oxford, Oct. 2010)

Bağlantı Hızı

Rank	Country	Speed (Mb/s)
1	South Korea	14.7
2	Japan	10.5
3	Hong Kong	9.0
4	Switzerland	8.7
5	Latvia	8.7

(Akamai, Jan., 2013)

Kore

Kore'de IT Alt Yapı Başarısı



Kore

Kore'de CLOUD «Bulut Bilişim»

Vizyon

Dünyanın en iyi Bulut servisini sağlamak

Hedefler

WEB servis -> BULUT

50%

Açık kaynak OS/SW

40%

Maliyet

30%

Strateji

Servis Amaçlı

Paylaşımçı

Herkesine açık

Standart

Ajanda

A1

Hızlı ve esnek altyapı

A2

Kullanıcı merkezli bulut servis dağıtımı

A3

Bulut sistemi üzerine bir yönetim

A4

Bulut sistemi Canlılığında emin olma

Kore

Kore'de Açık Veri

Government Data Portal

방문자수(누계) : 46,279 | 활동신청건수(누계) : 7,075 | 활동건수(누계) : 1,065,218,296

DATA 국가공유자원포털 .GO.KR

DATA OPEN API 개방현황 활용지원센터 개발자

DATA 16,459,937

공공정책, 과학, 교육 등 다양한 분야의 자료를 텍스트, 이미지, 동영상, 데이터셋 등 여러 형태로 활용하세요

- 데이터 링크 16,382,767건
- 데이터 다운로드 77,170 건

검색

OPEN API 242

업계발 등에 바로 활용할 수 있는 OpenAPI를 이용하여 새로운 서비스에 도전하세요

- REST 서비스 153 개
- SOAP 서비스 89 개

검색

공공정책 (252)

통계 (67)

법률 (67,173)

정치 (26)

국토관리 (2,593)

환경 (98,376)

기상 (20)

지식백서 테마지식 더보기 + **활용사례** 추천 API 더보기 +

지식백서

- 2012 지역정보화백서
- 2012 경찰백서
- 2012 전문예술법인단체
- 2011 체육백서

추천 API

- 지하철내비게이션
- 대한민국국구석
- USA.gov_미국정부 공식...
- ANC Explorer_국립...

OPUPZONE 공지사항 더보기 +

시범 서비스 **국가 DB 피디아** 서비스바로가기

- [공지] [2월12일] 제공기관 ... 2013-02-13
- [공지] [2월6일오픈현황]공유자... 2013-02-06
- [공지] [서비스 일부 제한]기관... 2013-02-01
- [공지] [안내] 오류문의 전화번... 2013-02-01

Oasis of Millions of Creative Idea' Seoul City

- Suggest and share ideas for city policy
- Review ideas and discussion
- How to realize Ideas
- Idea contest
- Evaluate city policies
- Can participate using Mobile, Web and SNS

Kore

Devlet Kurumsal Mimari Portali



Government Enterprise Architecture portal (GEAP)

Kore

eGovFrame

m-fatura



m-vergi



m-işletme



m-turizm



Note on Page IDs is an issue: In jQuery page elements utilize the location from which

Akıllı Rwanda



Beraber yönetme, beraber çalışma ve kapsayıcı fikir alışverişleri



Akıllı Rwanda



Crowdsourcing



Akıllı Rwanda

← → ↻ www.google.com/moderator/#16/e=20cae3

+You Search Images Maps Play YouTube News Gmail More ▾

Google moderator

Make a Difference in the Lives of Rwandans!

Home

You've contributed:

[0 votes](#)

[0 ideas](#)

Pick a topic:

- [Smart Business Projects](#)
- [Smart Environment Proje](#)
- [Smart Farmer Projects](#)
- [Smart Government Proje](#)
- [Smart Girls Projects](#)
- [Smart HealthCare Project](#)
- [Smart Infrastructure Proj](#)
- [Smart Job Creation Proje](#)
- [Smart Kigali Projects](#)
- [Smart Schools Projects](#)

[Export Series as CSV](#)

Powered by **Google** Moderator

Make a Difference in the Lives of Rwandans!

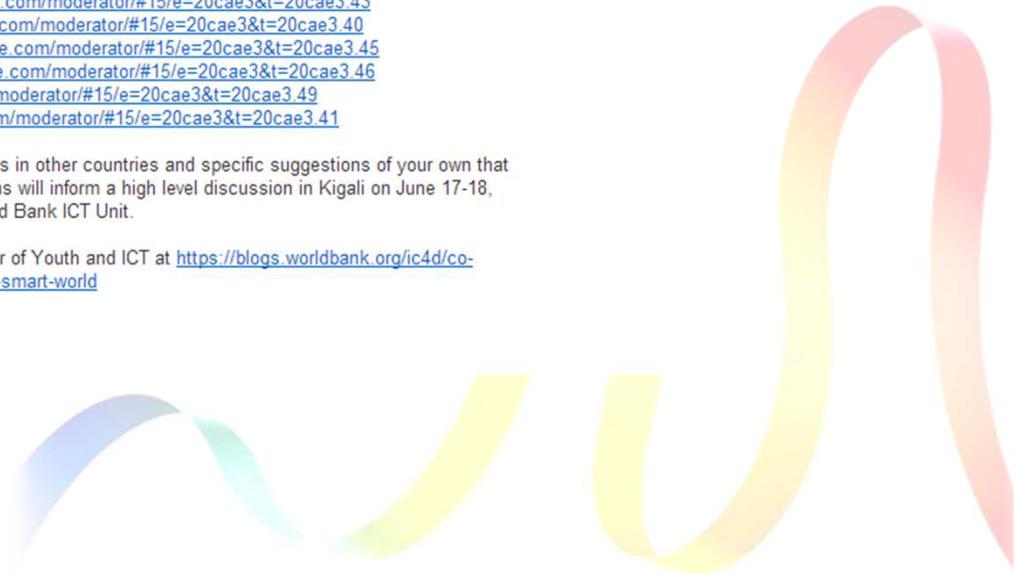
The Rwandan Ministry of Youth and ICT wants your suggestions and ideas. They have a vision for a Smart Rwanda where the relevant information and services that Rwandans need are always at their fingertips. This could be transformative - choose one of the 10 target areas to share your ideas:

- * Smart Business: <http://www.google.com/moderator/#15/e=20cae3&t=20cae3.44>
- * Smart Environment: <http://www.google.com/moderator/#15/e=20cae3&t=20cae3.47>
- * Smart Farmer: <http://www.google.com/moderator/#15/e=20cae3&t=20cae3.42>
- * Smart Girls: <http://www.google.com/moderator/#15/e=20cae3&t=20cae3.48>
- * Smart Government: <http://www.google.com/moderator/#15/e=20cae3&t=20cae3.43>
- * Smart HealthCare: <http://www.google.com/moderator/#15/e=20cae3&t=20cae3.40>
- * Smart Infrastructure: <http://www.google.com/moderator/#15/e=20cae3&t=20cae3.45>
- * Smart Job Creation: <http://www.google.com/moderator/#15/e=20cae3&t=20cae3.46>
- * Smart Kigali: <http://www.google.com/moderator/#15/e=20cae3&t=20cae3.49>
- * Smart Schools: <http://www.google.com/moderator/#15/e=20cae3&t=20cae3.41>

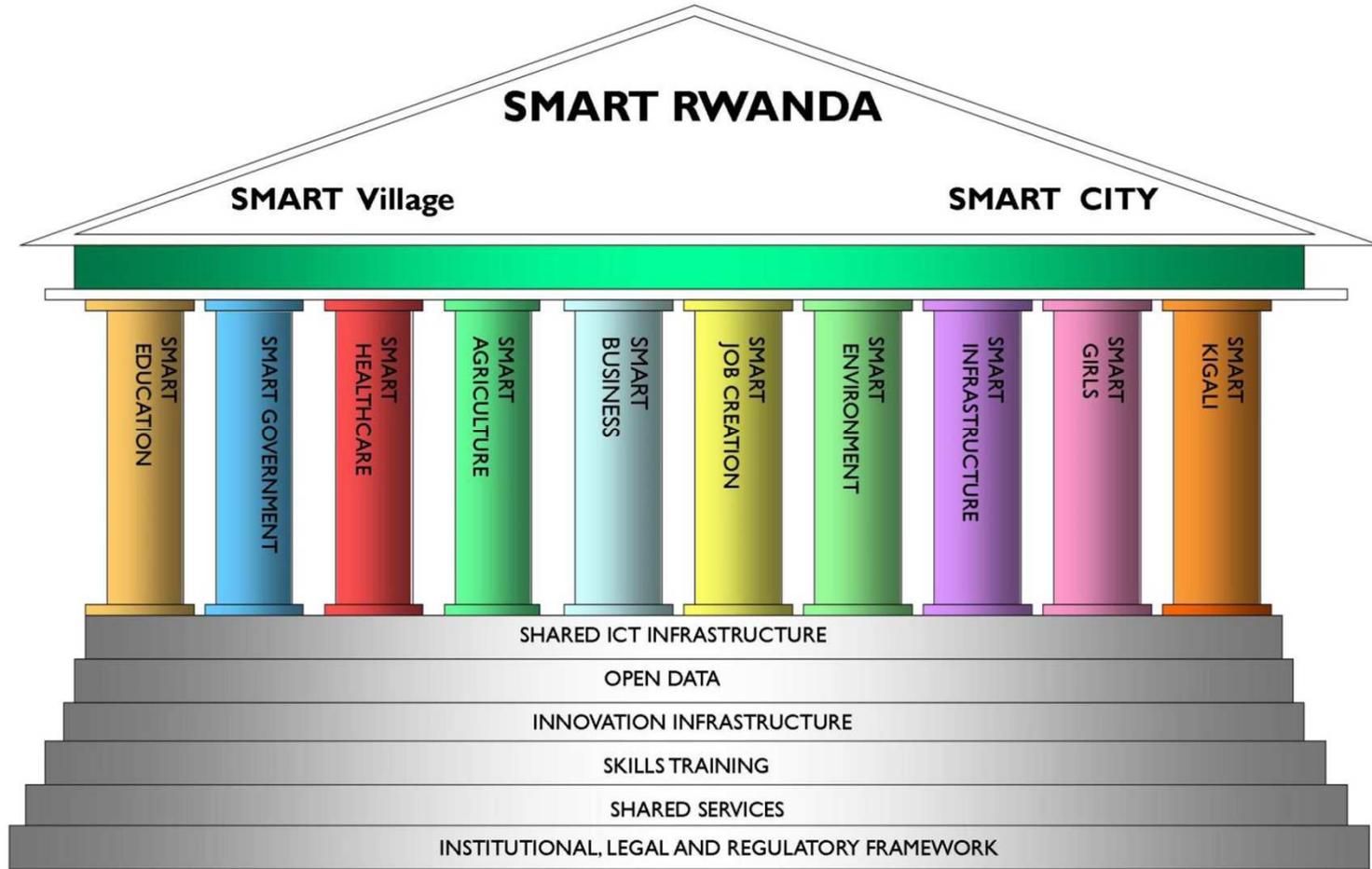
Good ideas include successful programs in other countries and specific suggestions of your own that are likely to benefit Rwanda. These ideas will inform a high level discussion in Kigali on June 17-18, organized in collaboration with the World Bank ICT Unit.

Read more from Rwanda's Hon. Minister of Youth and ICT at <https://blogs.worldbank.org/ic4d/co-creating-smart-rwanda-smart-africa-and-smart-world>

Thank you!

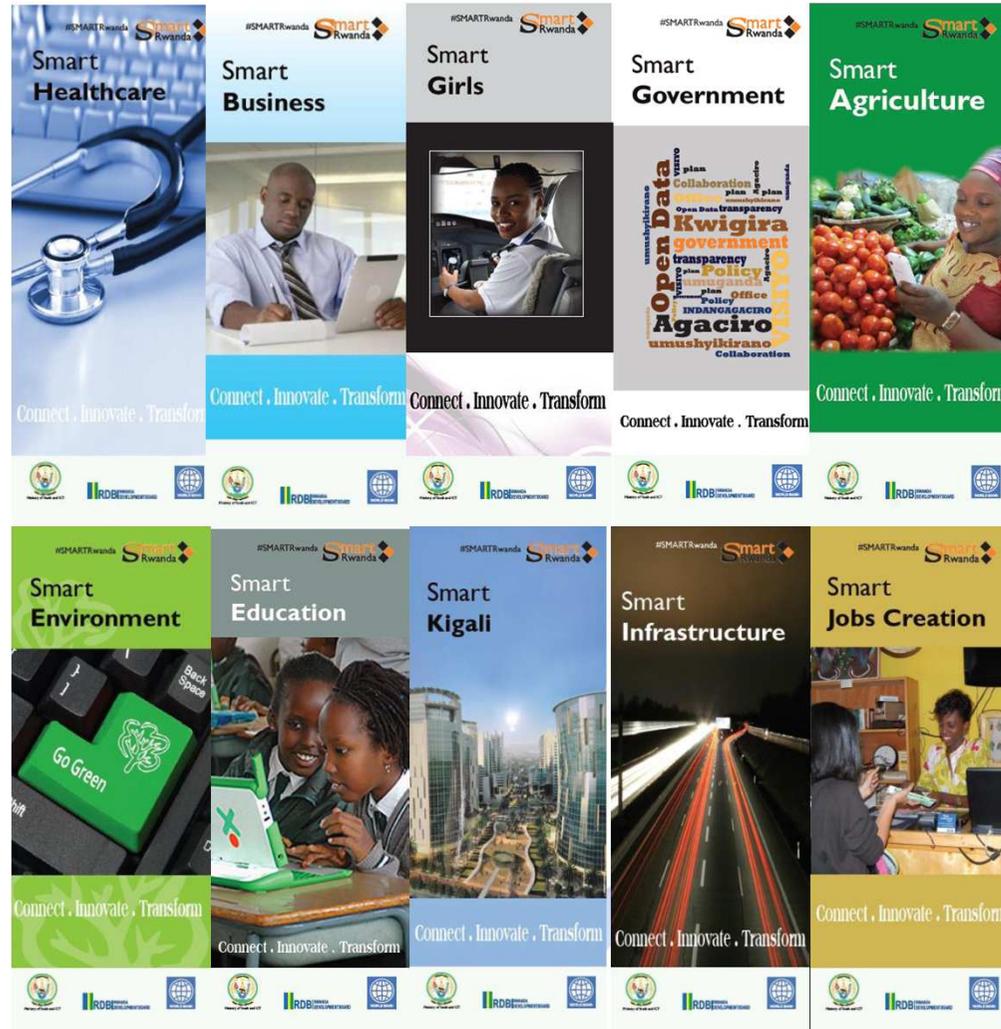


Akıllı Rwanda



Sonuç: ICT sağlayıcıları ve sağlanan çözümler

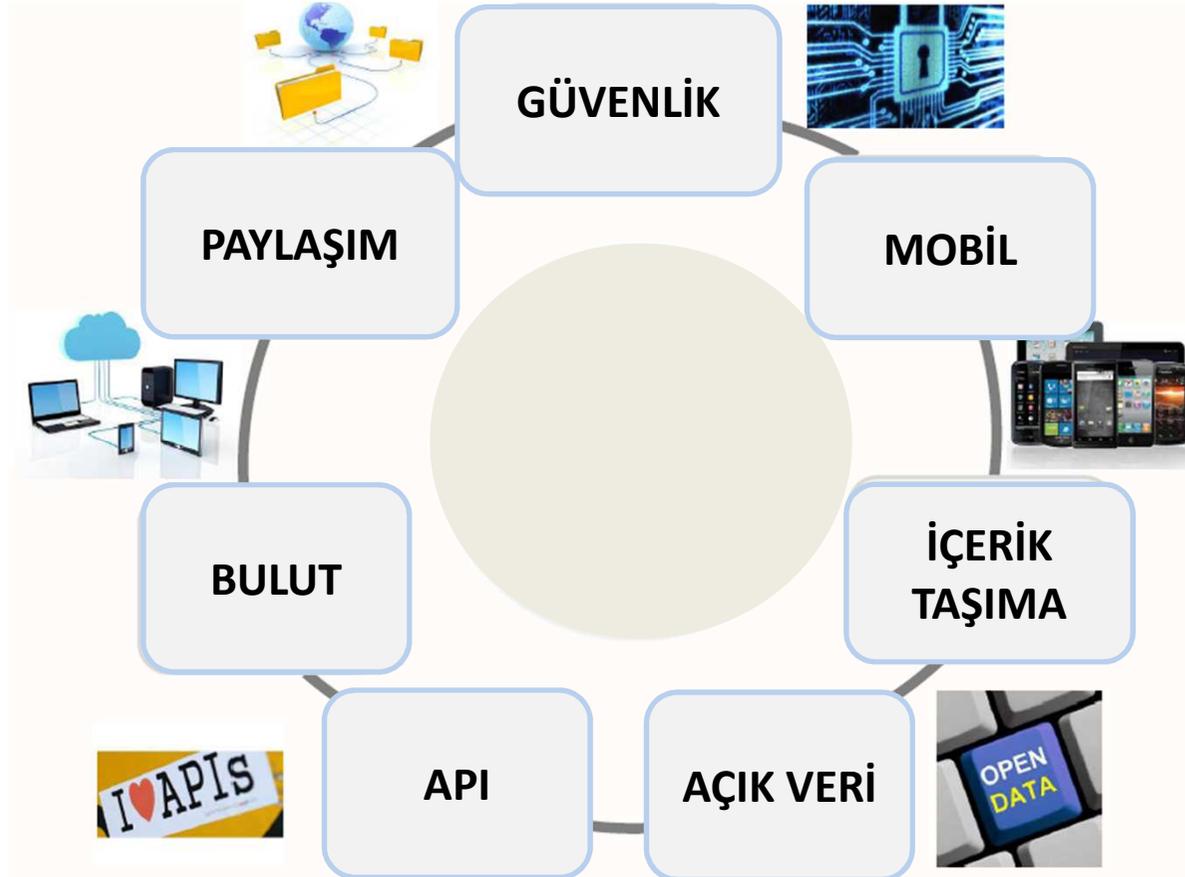
Akıllı Rwanda



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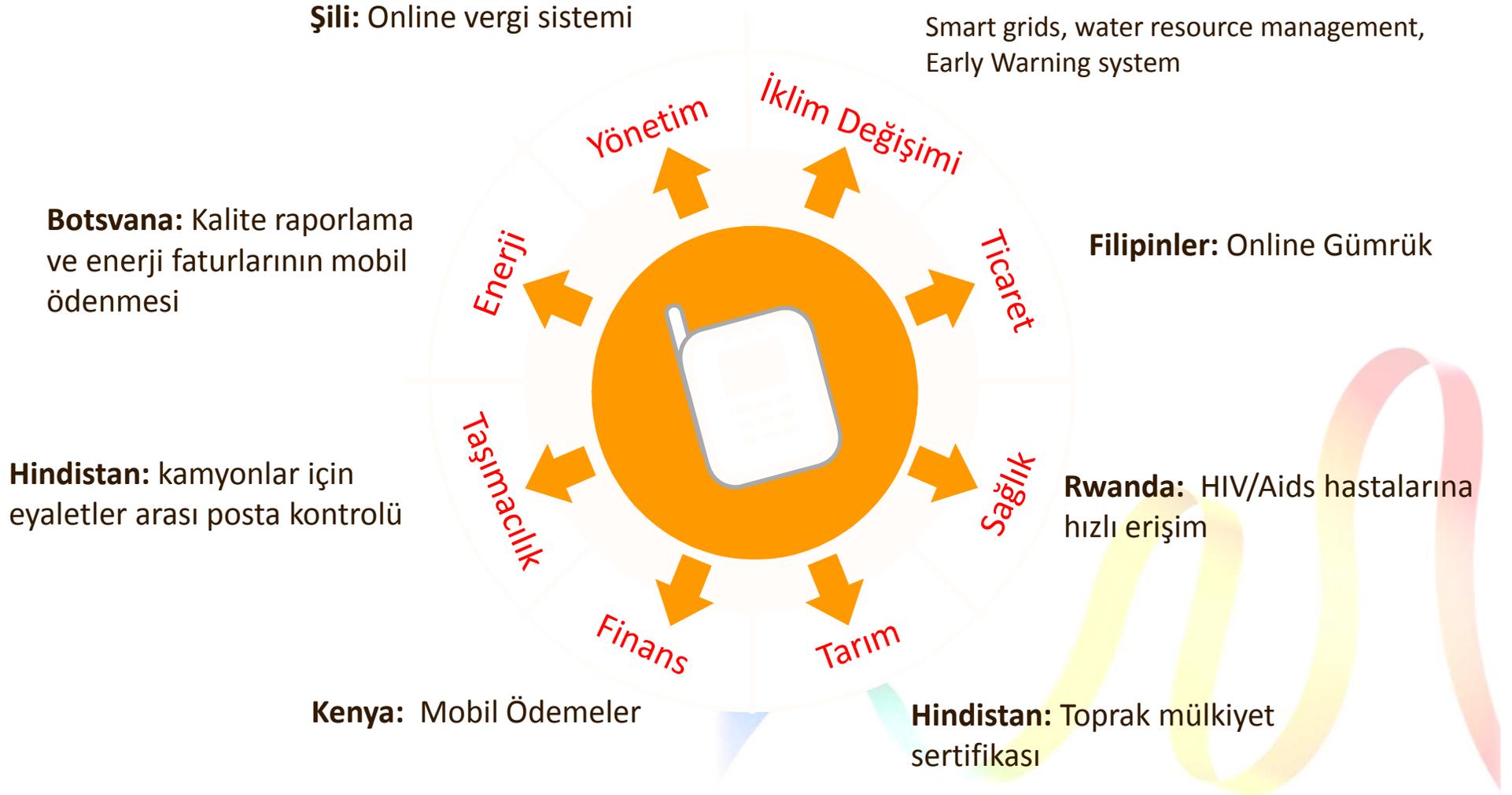
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Küresel Anlamda Akıllılık



S.M.A.R.T GOVERNMENT

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