M-Government Around The World

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www.digital-government.net

6. eTR Awards and Conference, 2 December 2008
Sheraton Convention Center
Ankara-Turkey
<table>
<thead>
<tr>
<th>Sıra</th>
<th>Ülke</th>
<th>Telefon-Mobil Telefon</th>
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**Virginia: “My Mobile Virginia”**

This is the first virtual state project and it provides wireless and mobile government services. This implementation includes downloadable data about severe weather information, information about legislation, election info and taxes.
Iowa:
Parking information are provided via text messages. This way, cases of wrong parking, blocking the traffic and parking tickets are reduced.

California: “My California on the Go”
This project provides citizens with information regarding many topics such as traffic and government announcements.
Seattle:

Contents are provided such as mobile traffic map, and entertainment during slow traffic.
The wireless portal of the Government of Canada, provides airport info, passport services etc. These are made available for cell phone menus.
Europe

- **Germany**: The German Police uses GPS and cell phones for tracing the criminals.

- **London Police** warns the citizens in security threats by text messages.

- **In Stockholm** the job openings are announced by text messages.

- **In Norway**, the citizens can do their taxes by text messages, using a special code.
In Belgrad, Stockholm and Vienna drivers can check in and out of the parking lots using their cell phones. By this service, provides convenience to the driver and the parking lots can be monitored from one point. Payment receipts are also sent by text messaging.

This system provides alerts before the end of the parking time and safe payment. Also the system solves problems like finding change and loosing tickets, as well as making parking lot employees unnecessary.
- **Estonia:** With the project started in 2002, passengers can purchase their train and bus tickets by text messaging. Also, the tourists can listen to the information about the place they want by entering the code to their cell phones on the map provided to them.

- **Estonia-Tartu:** People can park their cars by m-parking. This system has risen the parking revenues by 20%, due to the reduction of costs.
Finland: There is an on-going project for the electronic ID cards called SIM IDs that make possible for the citizens to make secure transactions and can be used as a passport.

Again in Finland, passengers can plan their routes and get arrival alerts by the real-time text messages about public transformation to their cell phones. With the same service, passengers can pay for their tickets and save the information for future use. Once the application is downloaded to the cellphone, it can be accessed through the phone’s menu.
Italy: “Torino Espresso” projects makes it possible to reach the data about the town by mobile devices. The data includes video and images as well.
Asia

- **Hong Kong:**

  In 2004, during the SARS epidemic, 6 million people were sent text messages to avoid panic situations.

- In Hong Kong, people not only receive information about dental health, they also can make dentist appointments using the government’s m-government services.
Singapur:

Citizens can get information from the police about the crimes committed.

Emergency text messages can be sent to the police.

Citizens receive alerts for passport renewal.
Library users can get circulation and deadline alerts by mobile applications.

People can also learn about urban development and housing information using mobile applications.
People’s Republic of China:

In Beijing, to avoid the bureaucratic problems of the population of 14 million, the city is divided into 12 regions. Each of these regions was assigned a supervisor to monitor and report the municipal services.

Information on the locations, movements and activities of these supervisors are monitored on the screens at each supervision center by the GPRS Network. These centers also have call centers to collect citizens' complaints by phone or text messaging.
**Japan:** In Japan VICS “Vehicle Information and Communication System” project collects data from the vehicles and sends information to them about roads, traffic, parking and weather conditions. Japan, as a leading country in the use of third generation cell phones, finds the concept of mobile government out-of-date and uses the term “ubiquitous- Japan (u-Japan)” instead.

**Korea:** By “m-polis” approach, the policemen use mobile devices for collection data on lost vehicles, driving licenses and photos of the suspects. They can also write tickets by using PDAs and small printers. Citizens can also get information about the roads by mobile devices.
Taiwan:

There are text messaging services working as call centers.

There is Online City Guide application.

Neighborhood watching system established using GPS, enhanced the effectivity of the patrols.
Benefits of Mobile Government

- Fast and easy access to information
- Increase in productivity
- Less paperwork
- Efficient communication
- Privacy
- Time Management
- Organization of daily life
Weaknesses of Mobile Government

- Security and Privacy
- Accessibility
- Legislation
- Costs
- User Awareness
- The small screens, short battery time and hardship of entering data
Conclusion

- The development of mobile government is not equally distributed around the world. This can be related to factors.
  
  - First of all, mobile government is the added value of electronic government. Therefore, it is more developed in places with a firm e-government background.
  
  - Secondly, the mobile technologies are advanced and are used mainly in developed countries. On the other hand, the use of wireless devices in developed counties are cheaper and therefore more common.
In order to increase the use of the m-governement, the means such as promotions and reduced user costs should be considered. The easiness of the applications is another point.
THANKS FOR LISTENING...