

## III-9-1 Informatization status of postal administrative work

### MPT is promoting a new “Five-Year Plan for Introducing IT in Postal Administration and Services.”

MPT has been promoting the development of info-communications infrastructure based upon the “Five-Year Plan for Introducing IT in Postal Administration and Services” and in April 1998 renewed this plan (Table). The new “Five-Year Plan for Introducing IT in Postal Administration and Services” sets the direction as well as goals of MPT’s initiatives for informatization of overall administrative work from fiscal 1998 through 2002. Not only MPT’s administrative and service units, but also those related organizations involved will comprehensively and systematically implement measures adopted in the plan.

One of these measures is aimed at simplifying procedures for filing documents with MPT. Ac-

cordingly, MPT has begun accepting applications and notifications through electronic means. By the end of fiscal 1997, of 319 procedures that fall under MPT’s jurisdiction, electronic filing was allowed for 134, or 42%. This was expanded to 219 procedures by the end of fiscal 1998 (68.7%) and MPT plans to increase this number to 225 procedures (70.5%) by the end of fiscal 1999.

However, it is too early to permit electronic filing for the remaining 94 procedures, because they require measures to be in place for authentication, identification, security and other complex issues. Upon implementation of these measures, MPT will allow electronic filing for the remaining 94 procedures.

**Table Goals of the fiscal 1998-2002 “Five-Year Plan for Introducing IT in Postal Administration and Services”**

<p><b>1. Leading measures toward administrative informatization</b> MPT will play a leading role in promoting administrative informatization in cooperation with local communities</p> <p>— Promotion of leading measures through coordinated efforts of MPT’s service and administrative units</p> <p>1) One-Stop Administrative Services at post offices ..... Tests of One-Stop Administrative Services will be expanded nationwide at the prefectural level</p> <p>2) Promotion of electronic commerce ..... Promoting use of postal savings IC cards as electronic cash</p> <p>3) Promotion of telework ..... Implementation of telework projects as well as construction of shared-use telework centers</p> <p>4) Promoting the use of IT in local communities through the coordinated efforts of local governments and post offices ..... Interconnection of local government offices and post offices</p> <p>5) Development of Geographic Information System (GIS) ..... Promotion of GIS experiments and use of GIS in postal administrative work</p>	<p>4) Ensuring elderly or disabled people have access to info-communications ..... Creation of a network environment that is friendly to the elderly and people with disabilities</p> <p><b>3. Reform of postal administrative procedures utilizing info-communications</b> Aimed at transforming post offices into the center of information, security and social exchanges</p> <p>— To realize improved postal services and efficient postal administrative procedures through use of info-communications</p> <p>i. Improving services through use of info-communications</p> <p>1) Promoting acceptance of applications and notifications electronically ..... In principle, this measure shall be promoted by the end of fiscal 1998</p> <p>2) Promotion of ‘open’ administrative services through use of info-communications ..... Disclosure of administrative services’ financial results, provision of administrative information and development of clearing systems</p> <p>3) Promotion of online use for and globalization of post office (postal savings) networks ..... Interconnection of ATMs and CDs at post offices and private financial institutions</p> <p>4) New services utilizing info-communications systems ..... Improved Electronic Content-Certified Mail Service and Internet Home Service</p>	<p>5) Introduction of business-support systems such as CALS ..... Comprehensive information systems for facilities and construction, telemedicine support systems, and so on</p> <p><b>4. Development of leading-edge info-communications infrastructure</b> Development of MPT WAN</p> <p>— Making postal administrative networks more accessible to the public</p> <p>i. Development of advanced networks</p> <p>1) Construction of a new-generation comprehensive MPT info-communications network (PNET) ..... Development of multimedia networks based on TCP/IP, linking post offices nationwide</p> <p>2) Utilization of post office satellite communications network (P-SAT) ..... For disaster prevention, staff training and postal services improvement</p> <p>3) Advancement of LAN ..... Introduction of LAN to post offices, training centers, business centers as well as Posts and Telecommunications Hospitals</p> <p>4) Construction of MPT WAN ..... Interconnection of networks at MPT’s service units and administrative units</p>
<p><b>2. Measures aimed at promoting informatization in administrative procedures pertaining to info-communications issues</b> Development of info-communications technologies aimed at further promoting administrative informatization</p> <p>— Development and diffusion of administrative systems and public-sector-use applications</p> <p>1) Joint development of telecommunications systems together with other relevant ministries and agencies ..... Development and promotion of specified public-sector telecommunications systems</p> <p>2) Development of info-communications technologies to be used for the next-generation Internet ..... Improved Internet speed, security and reliability</p> <p>3) Development and diffusion of public-sector-use applications ..... Development of advanced local government networks</p>	<p>ii. Administrative reform through use of info-communications</p> <p>1) Introduction and utilization of advanced info-communications systems ..... Internet, mobile computing and electronic account settlement</p> <p>2) Advanced postal savings and postal life insurance online systems ..... Prompt responses to the needs of customers for a wide variety of transactions and services</p> <p>3) Improvements in the postal code system along with the introduction of the new seven-digit postal code system ..... Introduction of IT for the entire mail-handling procedure</p> <p>4) Development of next-generation logistic systems ..... Optimal systems for procurement, distribution, storage and consumption</p>	<p>ii. Introduction of leading-edge info-communications systems</p> <p>1) Introduction of LAN terminals and shared-use terminals connected to the mainframe ..... Adoption of latest office appliances and applications</p> <p>2) Introduction of multimedia personal computers ..... Adoption as core devices for offering post office services and One-Stop Administrative Service</p> <p>iii. Improvement of network security and reliability as well as promotion of disaster prevention measures</p> <p>1) Preparing multiple routes, back-up functions and data protection methods for networks ..... Network systems to be developed in the future will have much improved and expanded functionalities beyond those listed above.</p> <p>2) Use of PNET, P-SAT and other MPT administrative networks at the time of disasters ..... Realizing speedy contacts and smooth handling of information in emergencies</p>

## III-9-2 Introduction of electronic filing system

**In April 1998, MPT became the first Japanese ministry or agency to begin accepting official applications via e-mail.**

In order to make procedures easier for applicants, in April 1998, ahead of any other ministry or agency, MPT started to accept applications via e-mail, such as tenders for MPT projects.

In the past, companies submitting tenders had to fill out application forms and send them either to MPT or to Regional Bureaus of Postal Services, depending upon the projects. MPT staff had then to manually input the application information into ministry databases.

Introduction of online applications has simplified procedures for both businesses and MPT. The former can simply access MPT's website, download application forms via e-mail, input the required data and send them to MPT. Also, the ministry no

longer needs to separately input the data received, since it is automatically registered into databases upon filing of an application.

The e-mail software used in this system uses a special encryption technology called the chaos cryptosystem. Application data are encoded upon transmission and then decoded upon reception by the MPT server. The chaos cryptosystem generates a succession of random numbers and is easy to use, yet very hard to break. There is very little chance that the application data will be intercepted in transmission by a third party. Nonetheless, application forms are still accepted by the conventional methods of mail or personal delivery to the ministry.

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**Fig. Outline of electronic filing system**

