

Republic of Turkiye  
Prime Ministry  
State Planning Organisation – Information Society Department

e-Transformation Turkey Project  
**2005 Action Plan**

March 2005

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## Information Society Strategy

No	Action	Responsible Agency	Related Agencies	Tools	Objective/Explanation
1	Information Society Strategy	SPO	All public agencies, universities, related NGOs.	Project Study	In the process of transition to the information society an IS Strategy will be prepared consisting of ICT, social transformation, e-government, industrial and technology policies (R&D, innovations etc.) components, in order to realize e-Transformation Turkey Project by including of all strata of society so as to increase national benefit and value added. Within the scope of the Strategy, a study covering policy tools for making Turkey an attraction center for software development will be undertaken.

## Technical Infrastructure and Information Security

No	Action	Responsible Agency	Related Agencies	Tools	Objective/Explanation
2	Broadband Strategy	Ministry of Transport	Ministry of Health Ministry of National Education SPO STRC <sup>1</sup> (TÜBİTAK) Telecommunications Authority Other Related Public Agencies Universities TT NGOs	Report	A broadband strategy harmonized with the IS Strategy will be developed.
3	New generation mobile telecommunication services	Telecommunications Authority	Ministry of Transport UMTS National Coordination Council	Report	A strategy study will be undertaken as to constitute a basis for administrative, economic and technical works for the delivery of new generation mobile telecommunication services.
4	Alternative access technologies	Ministry of Transport	SPO STRC (TÜBİTAK) Telecommunications Authority Other related public agencies Universities NGOs	Report	Access models that are cost effective and conducive to Turkey's conditions will be identified through analysis of alternative access technologies.
5	Information security risk analysis for public agencies	STRC-NECI <sup>2</sup> (TÜBİTAK-UEKAE)	SPO Telecommunications Authority Other related public Agencies NGOs	Report, Guide, Legislation	Current systems at public institutions, particularly central institutions using critical information, will be analysed and information security policies and measures will be developed accordingly.

<sup>1</sup> The Scientific and Technological Research Council of Turkey

<sup>2</sup> National Electronic and Cryptology Research Institute.

No	Action	Responsible Agency	Related Agencies	Tools	Objective/Explanation
6	Preliminary work on using smart cards in public services	STRC (TÜBİTAK)	Ministry of Justice Ministry of Interior Ministry of Finance Ministry of Health Ministry of Labour and Social Security SPO GD of Census and Citizenship Affairs GD of Security TT Other related public agencies NGOs	Report Implementation Plan	World examples of smart card usage in the electronically provided services will be reviewed. A model and implementation plan will be developed to indicate in which services and how smart cards can be used.
7	The applicability of Open Source Software in public agencies	STRC-NECI TÜBİTAK - UEKAE	SPO Public Agencies NGOs	Report Pilot Project	The applicability of open source software in public agencies will be analyzed as to cover its legal, administrative and financial aspects. Following this research, a pilot application will be launched in a public agency for implementing open source software.

## Training and Human Resources

No	Action	Responsible Agency	Related Agencies	Tools	Objective/Explanation
8	HR Planning for IS Requirements	SPO	Ministry of National Education Higher Education Board Universities NGOs	Study project	Studies and necessary measures will be undertaken, for identification of skill requirements and demand of IS, as well as enumeration of qualified human resources potential in ICT, for the development of human resource requirement plans in the transition process to information society.
9	Increasing Computer Literacy of Teachers and Students	Ministry of National Education	Related Public Agencies NGOs	Pilot Project	An e-Learning platform will be established in order to get teachers and students acquire computer literacy using e-learning, and support the studies to harmonize schools' curriculum with ICT usage, increase workforce who can use ICTs effectively.
10	Basic Computer Training for Soldiers	General Staff	Ministry of Defence Ministry of National Education Universities NGOs	Pilot Project	Basic computer courses will be given to those who are doing their compulsory military service.
11	Enhancing computer skills of civil servants	State Personnel Administration	Prime Ministry Ministry of Finance Ministry of National Education SPO Student Selection and Placement Center (ÖSYM), NGOs	Report Legislation	A certification center will be established to certify computer competency of the civil servants by taking EU standards into account as well. For this purpose, an incentive model will be developed as in the example of foreign language incentives
12	Establishing IT classes in primary schools.	Ministry of National Education	SPO	Application Project	In order to allow teachers and students to access to internet and multimedia sources: Within the context of 1 <sup>st</sup> phase of Basic Education Project (TEP1), 2802 IT classes are established, and Computer Hardware are provided to 22854 schools and their internet connections are ensured. In addition, 5400 IT classes and necessary software packages will be provided within the scope of TEP 2.

<b>No</b>	<b>Action</b>	<b>Responsible Agency</b>	<b>Related Agencies</b>	<b>Tools</b>	<b>Objective/Explanation</b>
13	Opening IT classes in educational institutions to the public	Ministry of National Education	Ministry of Finance Ministry of Interior (Governorships) State Personnel Administration	Administrative Regulation Pilot Project	In order to increase the level of computer literacy of the public, a pilot project aimed at increasing IT literacy will be launched by opening IT classes in educational institutions to the public.
14	Increasing the quality of IT course and certification training to EU standards	Ministry of National Education	Ministry of Labour and Social Security Turkish Standardisation Institute NGOs	Administrative Regulation Legislation	Necessary regulations will be enacted in order to increase the productivity and diversity of IT courses, promote private courses and to ensure the international validity of these courses.
15	e-examination	Ministry of National Education	Higher Education Board (YÖK) Anadolu University (AÖF)	Pilot Project	Studies will be done in order to make examination system standardized and reliable, as well as to store the data in a shared and secured platform over a reliable and secure communication network
16	Training and employment of qualified personnel for e-trade	SMIDO (KOSGEB) <sup>3</sup>	Prime Ministry (GD of Social Solidarity and Assistance) Ministry of Labour and Social Security Turkish Employment Agency Turkey Exporters' Assembly Universities NGOs	Application Project	Qualified workforce will be trained in order to meet SMEs needs for e-trade.

<sup>3</sup> KOSGEB: **Small and Medium Industry Development Organization**

<b>No</b>	<b>Action</b>	<b>Responsible Agency</b>	<b>Related Agencies</b>	<b>Tools</b>	<b>Objective/Explanation</b>
17	Creating public awareness on usage of secure internet	Ministry of National Education	SPO STRC(TÜBİTAK) TRT Radio and Television Regulating Agency (RTÜK) Telecommunications Agency Turkish Telecom. Related Public Agencies Universities NGOs	Promotion films, Booklets	In order to increase secure internet usage actions will be carried out for public awareness. Within this context, a promotion campaign will be launched in order to make the society use internet avoiding its harmful effects by publicizing promotion films and educational materials (both in printed and electronic format).

## Legal Infrastructure

No	Action	Responsible Agency	Related Agencies	Tools	Objective/Explanation
18	The Law on Cyber Crime	Ministry of Justice	Prime Ministry Ministry of Interior Ministry of Transport Ministry of Culture and Tourism TRSC (NECRI) Telecommunications Agency Universities NGOs	Legislation	A draft law on cyber crime will be prepared by the commission established within the Ministry of Justice.
19	Struggle against unsolicited electronic communications	Ministry of Justice	Telecommunications Agency Related Public Agencies Universities NGOs	Report Legislation	A report will be prepared to identify measures against unsolicited communications (e-mail, SMS etc.) causing time and labour loss. Consequent actions will be taken in accordance with the report.
20	Digital Rights Management (DRM)	Ministry of Culture and Tourism	Ministry of Justice Universities NGOs	Report Promotion Campaigns	Actions will be taken to create business models, legal and technological framework of Digital Rights Management as well as campaigns will be launched for increasing awareness of end-users, companies, public agencies, producers, and profession unions.

## e-Government

No	Action	Responsible Agency	Related Agencies	Tools	Objective/Explanation
21	e-Government Portal <sup>4</sup>	TT	SPO Public Agencies	Application Project	In order to deliver public services from a single platform and allow citizens access to e-government services securely and rapidly, an e-Government portal will be launched.
22	Public e-procurement platform	Public Procurement Agency	Related Public Agencies NGOs	Application Project Legislation	As a first phase of the e-procurement system, a platform will be established by creating a database of procuring public agencies and vendors bidding for public tenders. The platform is expected to ensure secure document exchange among the bidding and procuring parties, and necessary legislative steps will be taken.
23	Turkey investment portal	Treasury	Ministry of Finance Ministry of Industry and Trade SPO The Undersecretariat of Foreign Trade (DTM) The Undersec. Of Customs Istanbul Stock Exchange (İMKB) Capital Markets Board Eximbank TCCU (TOBB) <sup>5</sup> TAE(TİM) <sup>6</sup> Related Public Agencies NGOs	Application Project	A portal, providing information on general economic conditions of the country, cooperation opportunities, direct and indirect investment opportunities, tax and other legislation and incentives will be launched in order to inform foreign and domestic investors.
24	Car Traffic and Registration documents	GD of Security	Ministry of Finance State Statistics Ins. (DİE) GD of Motorways	Application	Car traffic and registration documents, tax and traffic fine databases will be harmonized and integrated.

<sup>4</sup> Resolution of the Cabinet dated 25/01/2005 and number :2005/8409 .

<sup>5</sup> TOBB: Trade and Commerce Chambers Union

<sup>6</sup> TİM:Turkish Assembly of Exporters

No	Action	Responsible Agency	Related Agencies	Tools	Objective/Explanation
25	Job & Employment platform	Turkish Employment Agency	Ministry of Labour and Social Security Syndicates Private sector	Application Project	A platform will be established, in order to provide a meeting place for employers and job seekers.
26	Social Security Information Systems	Ministry of Labour and Social Security	Social Security Agency (SSK) Self-Employed Social Sec. Agency (BAGKUR) Employment Agency of Turkey Pension Funds Agency Social Services and Child Protection Agency (SHÇEK) Related Public Agencies Syndicates Private Sector	Application Project	Studies will be done in order to allow insured people under different social security institutions (SSK, Pensions fund for the self-employed (Bağ-Kur), and Pension Fund) to pay their premiums, and to access their retirement actions via internet. Further actions will be taken to prevent fraud, to avoid losses in time and resources, and to achieve an effective implementation.
27	Automation of Trade Records Gazette and Archive System	The Union of Trade and Commerce Chambers of Turkey (TOBB)	Ministry of Finance Ministry of Industry and Trade State Statistics Institute	Application Project	Automation and archive system will be established in trade register offices in order to receive, control and approve of electronic applications, and monitor the actions of companies on-line.

No	Action	Responsible Agency	Related Agencies	Tools	Objective/Explanation
28	Civil Servant Information System	State Personnel Administration	Ministry of Finance Ministry of Interior (GD of Local Adm.s) State Statistics Institute Pension Funds Social Security Organization STRC (NECRI TUBITAK) -UEKEA Related Public Agencies	Application Project	Key information about public officials will be stored in a single database, which will be linked to the MERNIS and the KPS.
29	Establishing Address Registration System	Ministry of Interior (GD of Census and Citizenship Affairs)	Higher Election Board SSI PTT Local Administrations Related Public Agencies	Legislation Application Project	Address information standard will be determined and addresses will be stored in a single database, so as to be able to share with other related agencies.
30	Database of Academic Thesis	Higher Education Board	-	Application Project	In 2005, 10 % of 120 thousand academic thesis will be transferred to electronic media.
31	e-Military Procedures	Ministry of National Defence	Higher Education Board Related Public Agencies Universities	Application Project	Applications will be developed to make procedures pertaining to military service accessible over the internet.
32	Establishment of Agricultural Information System <sup>7</sup>	Ministry of Agriculture and Rural Affairs	SPO SSI Related Public Agencies	Pilot Project	Management, usage and sharing of all scattered information and information systems related to agriculture will be ensured. The project will start in 3 provinces in 2005.

<sup>7</sup> Urgent Action Plan- EDP 78

No	Action	Responsible Agency	Related Agencies	Tools	Objective/Explanation
33	Public Information Systems Disaster Recovery Management	Turkey Scientific and Technical Research Agency – National Electronic and Cryptology Institute (TÜBİTAK-UEKAE)	SPO Related Public Agencies	Report	The needs of disaster management of public information system will be identified and recommendations will be developed.
34	Diffuse of computer ownership	SPO	Ministry of Finance Ministry of National Education Ministry of Health SMEDA (KOSGEB) Related Public Agencies Universities TT	Legislation Application	Studies will be done in order to encourage public and private sector employees' computer ownership via mass purchasing.
35	Data Sharing for Interoperability	SPO	Ministry of Justice Ministry of Interior Ministry of Finance Ministry of Labour and Social Security GD of Land Registration Related Public Agencies NGOs TT	Guide Web site Circular	A document, identifying e-government metadata standards on who and how can access to information kept in public agencies and where information will be kept will be prepared. Data elements and data structures used in providing public services and necessary mechanisms for sharing data will be formed. Interoperability Framework Guide will be updated.

No	Action	Responsible Agency	Related Agencies	Tools	Objective/Explanation
36	Preparation for Establishing Turkey Geographical Information System (TUCBS)	GD for the Title Deeds and Cadastre	SPO Commandership of Mapping SSI <sup>8</sup> (DİE) STRC (TÜBİTAK) Bank of Provinces Related Public Agencies NGOs	Report Policy Paper	A policy/strategy paper on identifying actions, data scope and standards (classification, metadata, principles of data collection-storage-sharing) as well as communication infrastructure and organisational structure of N-GIS (TUCBS) will be developed and necessary legislative regulations will be identified.
37	Public Electronic Record Management <sup>9</sup>	Prime Ministry GD of State Archives	SPO SIS Related Public Agencies	Report Legislation	Procedures and principles of recording, circulation, sharing, destruction and security of electronic information and documents, and minimum standards for compatibility and efficiency of each electronic register systems used in different agencies will be identified.
38	Preparation of public internet websites guide	STRC (TÜBİTAK)	Prime Ministry SPO The Head of Admin.of Disabled People TSI Public Agencies e-Government Working Group NGOs	Guide Circular	A guide describing standards regarding minimum contents and design principles of public web sites will be developed by taking WAI <sup>10</sup> into account.

<sup>8</sup> State Institute of Statistics

<sup>9</sup> 7th Decision of e-Transformation of Turkey Executive Board

<sup>10</sup> WAI : see <http://www.w3.org/WAI>

No	Action	Responsible Agency	Related Agencies	Tools	Objective/Explanation
39	Determining standards of electronic services provided by Local Administrations	Ministry of Interior (GD of Local Administration)	SPO Turkey Municipalities Union Metropolitan Municipalities The Union of Special Administration The Union of Village Headmen NGOs	Report Guide	Works to identify the principles of interoperability required for the electronic services provided by local administrations, communications between local administrations and central government as well as among local administrations will be undertaken.

## e-Health

No	Action	Responsible Agency	Related Agencies	Tools	Objective/Explanation
40	Data Exchange Between Health Service Provider Agencies and Payment Agencies	Ministry of Health	Ministry of Labour and Social Security SSO Pension Fund (Emekli Sandigi) Pension Fund for the Self-employed (BAĞ-KUR) TSI <sup>11</sup> Related Public and Private Sector Agencies	Pilot Project	Rules for electronic payment and invoicing will be identified and a pilot application will come into effect.
41	Family Physician Information System	Ministry of Health	Universities Related NGOs	Report Pilot Project	Medical terminology that will be used in electronic register of patients in the process of establishing family physician system will be identified. Developed information system will be applied in a chosen province as a pilot project. Required qualified staff will be trained using e-learning techniques.
42	Hospital (second step) Management Information System	Ministry of Health	Ministry of National Defence Universities Related NGOs Private Sector	Report Circular Pilot Project	Minimum modular requirements for management information systems used in hospitals will be determined.
43	Electronic Patience Registration System (EHK)	Ministry of Health	TSI SIS Academic Institutions teaching medical informatics modules Related NGOs	Report	A comparative report containing necessary models, content and architectural standards for developing EHK systems will be prepared.

<sup>11</sup> Turkish Standards Institution

No	Action	Responsible Agency	Related Agencies	Tools	Objective/Explanation
44	Ensuring Privacy of Health Records	Ministry of Health	The Commandership of General Staff Ministry of National Defence Universities STRC (NECRI) (TÜBİTAK-UEKAE) Related NGOs	Report	A report regarding technical requirements for ensuring the privacy and security of health records kept by hospitals will be prepared.

## e-Trade

No	Action	Responsible Agency	Related Agencies	Tools	Objective/Explanation
45	Establishing Central Legal Entity Information System	Ministry of Industry and Trade	Prime Ministry Ministry of Finance Ministry of Interior The Undersec.of Foreign Trade The Undersec. Of Customs SSI Union of Trade Chambers (TOBB) Public Agencies	Application Project Legislation	Delivery of required information from a single point for e-government applications and information about legal entities (company, association, foundation, tradesmen etc.) will be provided in a single database by unification under tax ID.
46	Promoting e-Trade for SMEs	SMEA (KOSGEB)	Undersec.of Foreign Trade (DTM) Union of Trade Chambers (TOBB) Export Promotion Center (IGEME) Turkish Export Assembly (TİM) Turkey Craftsmen and Artisans Confederation (TESK) NGOs	Application Seminar	SMEs will be provided with information on e-trade and encouraged to perform their transactions on the internet and new incentive instruments for SME's (SME Portal, interest subsidies, matching centres etc.) will be introduced.

<b>No</b>	<b>Action</b>	<b>Responsible Agency</b>	<b>Related Agencies</b>	<b>Tools</b>	<b>Objective/Explanation</b>
47	Sharing foreign trade documents and information in electronic media <sup>12</sup>	Undersecretariat of Customs	Ministry of Finance Ministry of Industry and Trade Undersecretariat of Foreign Trade SIS Union of Trade Chambers Turkish Export Assembly (TİM) The Association of International Transporters The Union of Banks Related Public Agencies Related NGOs	Study-Project Legislation	E-Document system (e-Belge) will be extended after a pilot initiative is launched in Bursa Free Trade Area.
48	Establishing Common e-Trade Information Pool	UFT <sup>13</sup> (DTM)	SMEDA (KOSGEB) Export Promotion Center (İGEME) Technology Promotion Foundation (TTGV) Foundation for SME's and Self Employed (TOSYÖV) Related NGOs	Study-Project Web site	In order to improve and diffuse e-trade, a portal containing practical information, statistics, guides, legislation for those who want to start up e-trade will be created.

<sup>12</sup> Resolution number:5 of the e-transformation Turkey Executive Committee

<sup>13</sup> Undersecretariat of the Prime Ministry for Foreign Trade

<b>No</b>	<b>Action</b>	<b>Responsible Agency</b>	<b>Related Agencies</b>	<b>Tools</b>	<b>Objective/Explanation</b>
49	Preparatory work on principles and standards for the usage of electronic invoice	Ministry of Finance	Ministry of Justice TSI Related Public Agencies Universities Turkish Union of Accountants' Chambers (TÜRMOB) Related NGOs	Report Legislation Pilot Project	Preparatory works for legislative framework, standards and other necessary measures that will ensure usage of e-invoice will be undertaken.
50	Recording of Commercial Books in electronic media	Ministry of Finance	Ministry of Justice SIS Turkish Union of Accountants' Chambers (TÜRMOB) The Union of Public Notaries Universities Related NGOs	Report Legislation Pilot Project	Preparation activities regarding recording, approving, saving, and monitoring of commercial books in electronic media will be undertaken. Furthermore, necessary regulations and measures will be determined.