



STATE PLANNING ORGANIZATION

July 2006



INFORMATION
SOCIETY
STRATEGY

ACTION PLAN
(2006-2010)





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“It is necessary to get the maximum benefit from science, technology and all discoveries of civilization, in line with the requirements of the time.”

Mustafa Kemal ATATÜRK

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1. Introduction

The Action Plan covers the activities and the projects that will be put into practice during the implementation period of the Information Society Strategy to achieve the strategic targets and objectives identified within the scope of the Information Society Strategy. The chapters and sub-headings of the Action Plan have been arranged in compliance with the strategic priorities and targets included in the Information Society Strategy. The Action Plan will be a source of reference for the activities of relevant and responsible agencies and organizations during the implementation process of the Information Society Strategy.

This document describes the actions that will be carried out in the 2006-2010 period, provides information on the responsible and relevant agencies for these actions, and their relationship with others, the start dates and durations, as well as the prioritization methodology that constitutes the basis for the time table of the actions.

Detailed information on the actions included in the Action Plan is provided in the Program Definition Document.

2. The Necessity and Main Targets of the Strategy

The transformation of Turkey into an information society offers great opportunities with her growing economy, young dynamic demographic structure and experienced entrepreneurs who are able to take advantage of the globalization in the world economy in an increasingly effective way. The Information Society Strategy that defines the strategic areas for effective use of these opportunities, outlines an integrated transformation until 2010 for enhancing social welfare and ensuring sustainable economic and social development based on global competitive power.

This transformation promises important opportunities for Turkey both in the national and the international arena. By increasing productivity, economic growth will be accelerated in the middle and long term. Availability of a qualified human resource and facilitation of ease of doing business with the government are perceived as the most critical factors for investors. Achievement of the targets of the Information Society Strategy will also provide significant opportunities for Turkey in terms of investment climate and opportunities.

Effective implementation of the Information Society Strategy will further facilitate integration process during Turkey's accession to the EU and will provide advantages for Turkey in terms of reaching the targets set forth in the Lisbon Strategy foreseeing that EU will become the most competitive, dynamic and knowledge-based economy of the world by 2010.

The main objectives of the Information Society Strategy are as follows:

- Re-engineering of business processes in the public sector, and ensuring modernization in public administration organization and functioning,
- Effective, fast, easy-to-access and efficient service delivery to citizens and businesses by the public sector
- Ensuring that citizens can benefit at the highest level from the opportunities of information society; reducing the digital divide; increasing employment and productivity,
- Ensuring effective and widespread use of information and communication technologies (ICT) by enterprises to create a higher value added,
- Ensuring growth and positioning of the ICT sector as a globally competitive one through the establishment of a competitive environment for the provision of widespread, high quality and affordable services.

3. Priorities of the Strategy, and its Relation to Actions

The Information Society Strategy covering 2006-2010 period will be carried out around 7 fundamental strategic priorities, and will be put into practice with the actions included under the main themes specified below. The actions included in the Action Plan have been identified by focusing on the strategic priorities and objectives.

1. Social Transformation; “ICT Opportunity for all”

Through effective usage of ICT by citizens in their day-to-day and professional activities, economic and social benefits will be increased.

Main themes of Action:

- Widespread Access
- Focused Competency
- High Motivation and Rich Content

2. ICT Adoption by Businesses; “Competitive advantage to businesses through ICT”

SME’s will be encouraged to engage in e-commerce through increasing computer ownership and internet access in one hand, and ICT needs of sectors and regions that have strategic importance will be determined and sector specific productivity programs will be launched meeting these needs, on the other.

Main Themes of Action:

- Facilitating Business Transactions with the Government:
- Providing Easier Access to Information
- Developing the ICT Competency of Enterprises and Employees
- Developing e-Commerce

3. Citizen-focused Service Transformation; “Delivery of public services at high standards”

With the help of ICT, public services will be moved to electronic channels, prioritizing services of high usage and high return. Business processes will be reengineered in line with user needs, and hence effectiveness in service delivery will be ensured.

Main Themes of Action:

- Citizen-focused Approach
- Service Transformation
- Communication Management
- Health Services
- Educational and Cultural Services
- Justice and Security/Police Services
- Social Security and Welfare Services
- Citizenship, Records and Permits
- Agriculture
- Business
- Transportation
- Public Finance
- Local Governments

4. Modernization in Public Administration; “Public administration reform supported by ICT”

An effective e-government model having organizational and process structures in conformity with country’s conditions and prioritizing efficiency and citizen satisfaction will be developed via ICT.

Main Themes of Action:

- Information Society Organizational Structure and Governance
- Common/Shared Technology Services and Infrastructure
- Effective Procurement Management
- Data and Information Management
- Electronic Communication
- Human Resources and Competency Development
- Security and Privacy of Personal Information

5. A Globally Competitive IT Sector; “IT sector active as an international player”

The focus will be on expanding into foreign markets by developing sector competencies via public-private partnerships and with project-based services in the field of IT services, and on vertical solutions with highest competitive advantages in software.

Main Themes of Action:

- Development of Human Resources
- Sector Organization
- Developing Sector Competencies
- Increasing Exports
- Developing the Demand

6. Competitive, Widespread and Affordable Telecommunications Infrastructure and Services; “The opportunity of high quality and affordable broadband access to all segments of the society”

To ensure the development and widespread usage of telecommunications infrastructure and services, an effective competitive environment will be established in services and infrastructures in the telecommunications sector; and hence, a conducive environment will be created for the establishment of telecommunications infrastructures based on new technologies and for the provision of fast, secure, continuous and quality services at affordable prices.

Main Themes of Action:

- Creating a Competitive Environment in the Telecommunication Sector
- Tax Arrangements in Communication Services
- Developing and Expanding Communication Infrastructure

7. Improvement of R&D and Innovation; “New products and services in conformity with the demands of global markets”

As an innovative sector with a high value added

and with an increasing demand in global markets, priority will be given to R&D activities in the ICT sector; development of new technologies in this field and transformation of these technologies into products will be supported. On the other hand, ICT will be used to the maximum extent in the development and improving effectiveness of R&D and innovation activities.

4. Action Plan Phases and Distribution of Costs

The actions determined on the axes of the seven strategic priorities for transformation into an information society have been designed to ensure the achievement of the target level by Turkey in 2010. Taking the right steps at the right time is critical for realizing these targets. Moreover, a more intensive preparation and implementation period is necessary during the initial years of implementation.

In order to maximize the social and economic benefits of the strategy, complementary to this implementation, a communication strategy dedicated to the promotion of an “Information Society” brand will be developed to reach the target audiences.

Most of the actions will be initiated in 2006. Project completion deadlines have been distributed within the 2008 -2010 period so as to rapidly increase demand within a few years and realize the targeted socioeconomic benefits. However, achievement of targets in some strategic priority areas will take a longer period of time than others.

The distribution of actions within the time table is solely based on the strategic prioritization principle. The “expected benefit from the action” and “ease of implementation” have been identified as the main factors for the prioritization of the actions.

In determining the “expected benefit” of each action, qualitative criteria such as conformity to EU

acquis, period of time required for realizing the benefits from the implementation of actions and the size of the audience that is expected to be affected by the outcome of a particular action have been considered.

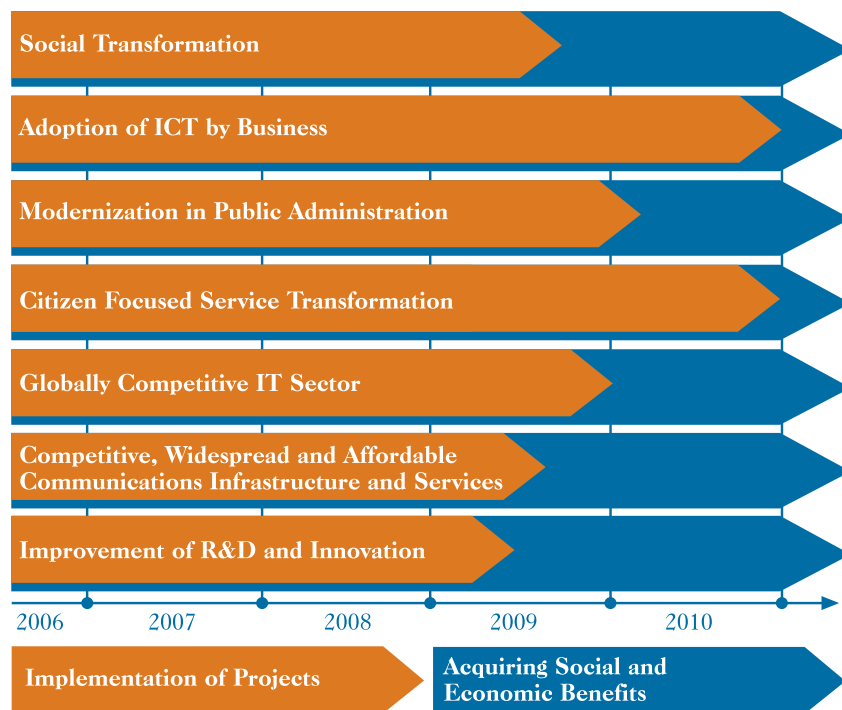
The “ease of implementation” criteria includes quantitative and qualitative characteristics such as the size of investment cost, project duration, complexity of action implementation (e.g., number of agencies involved in the implementation, requirement to extend the implementation to local level, different technological infrastructures used in implementation and level of integration etc).

In the implementation of the IS Strategy :

The initial years (2006-2007) can be defined as

“the period for founding infrastructure and quick win projects”. Infrastructural preparation covers the comprehensive foundation of technological infrastructure, the establishment of the legal infrastructure and enactment of regulations, publication of standards and establishment of organizational structures required for the subsequent phases. Quick wins imply primarily addressing the actions that have already been initiated and from which high benefits can be obtained in the short term by accelerating them with relatively minor interventions. Projects with easier implementation levels and with greater impacts in the short term are also regarded as quick wins.

Figure 1 – Implementation Process of the Information Society Strategy Axes



In the second phase (2007-2008), essential and comprehensive actions for the transformation into information society will be implemented. The preparatory actions in the first phase are the initial and obligatory steps for the launch of the “transformation actions” in this phase. These transformation actions are prioritized according to “expected benefit” and “ease of implementation” criteria. The start dates of these actions concentrate on the 2007-2008 period. Since most of these actions are long-term and complex due to the involvement of numerous agencies; their implementation will continue during the 2009-2010 period.

During the final phase (2009-2010) some visible outcomes are expected from completed and/or progressing actions, and benefits created on demand side can be identified. In this phase, the households and the enterprises whose awareness level and demand have been enhanced by an extensive communication strategy and the establishment of necessary infrastructures and regulations, will be able to demonstrate a rapid leap in their ICT competency levels. Furthermore, in this phase, new services will be driven by demand rather than supply; eventually leading to the formation of new methods of services

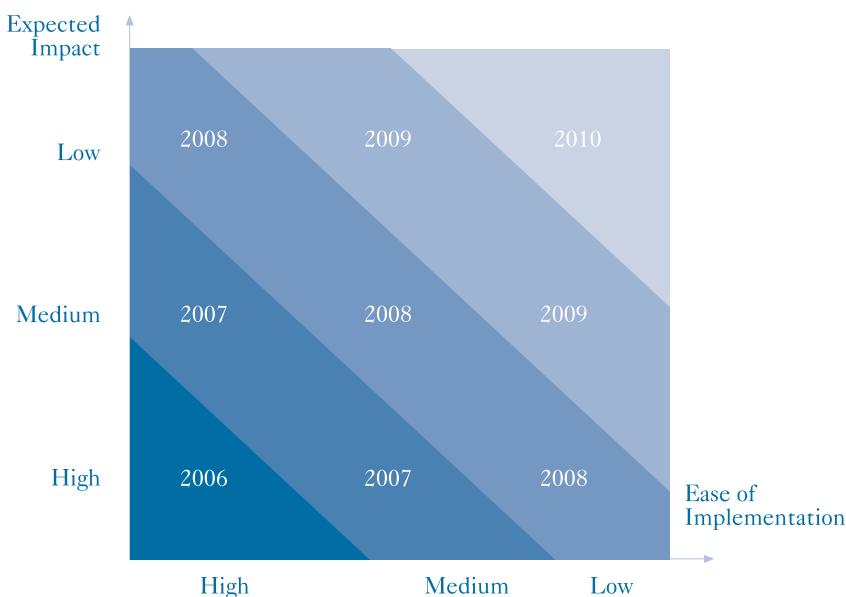
provision. This phase will be the years where the ICT sector will complete its advancement in the domestic market and will start penetrating into the foreign markets. Achievement of the targeted success by the Information Society Strategy in 2010 should be perceived as a great opportunity for Turkey in determining its international competition strategy with a holistic approach.

Nevertheless, it should be noted that the cost estimates in the Action Plan are only indicative but not fully comprehensive as some actions refer to pilot or feasibility studies, that do not cover the future expenses which will arise at the later stages according to the results of these preliminary studies.

It is estimated that investment expenditures and returns will come at par in the 2009-2010 period and this period will correspond to Turkey’s “Leap Period”.

It is further estimated that the citizens and the businesses will bear an annual financial burden of 2.4 billion YTL to achieve the targets and realize this leap.

Figure 2 – Action Prioritization Matrix



According to the results of this prioritization, the actions have been placed at the “high-middle-low” levels on the two axes of the prioritization matrix. Actions with “high” values in both axes have been evaluated with priority, whereas actions with “low” values in both axes have been included in the later years of the time table. The values in between, have been scattered among the years 2007-2009 as in Figure 2. Hence, it can be observed that most of the implementation will be completed in the first three years and number of actions will decrease relatively in the following two years.

Figure 3 – Implementation Phases

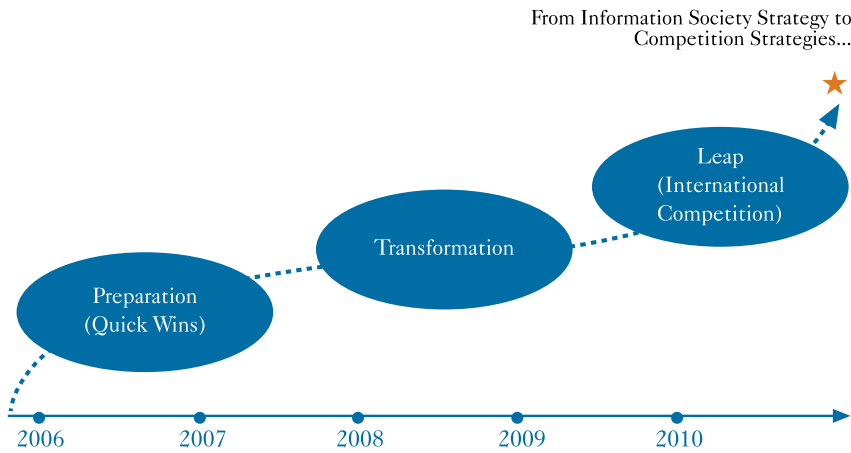
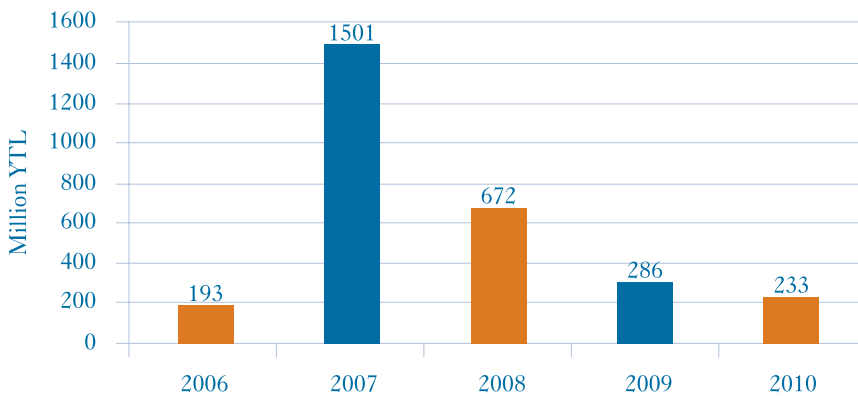
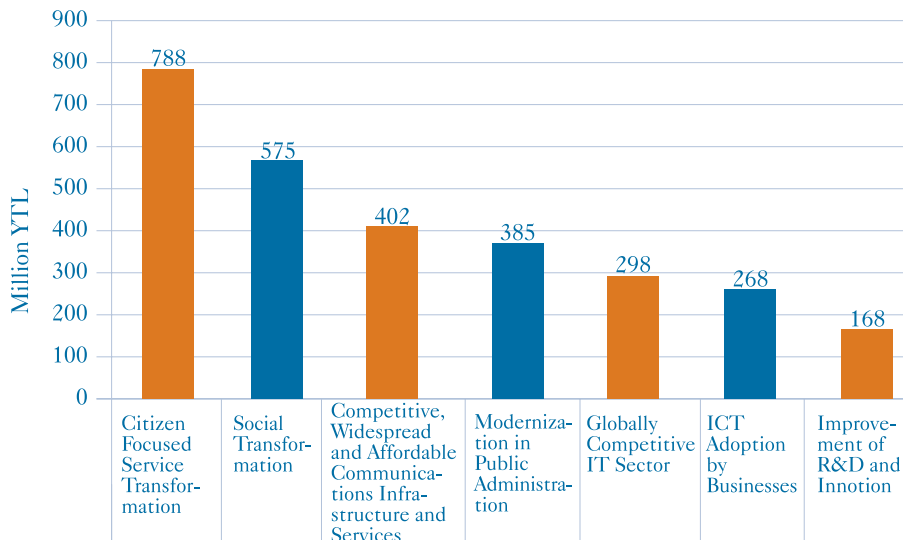


Figure 4 – Annual Breakdown of Costs



Since the preparation and transformation programs are generally concentrated in the first 3 years, the share of the investment expenditures amounting to 2.9 billion YTL in total, are expected to be higher in these years. but these expenditures will gradually diminish in the following years. The expected benefits of the investments during the first three years, and the targets will be realized to a great extent in the 2009-2010 period.

Figure 5 – Breakdown of Costs By Strategic Priorities



When cost breakdown by strategic priorities is analyzed, it is observed that Citizen-focused Service Transformation and Social Transformation occupy the first two places.

5. Obtaining Required Resources

Projects in the Action Plan of the Information Society Strategy will have priority and importance in getting appropriations within the investment programs. Financing some of the projects from EU resources will also be considered. Nevertheless, as mentioned earlier, the implementation steps and cost analysis of the actions defined in the Program Identification Document are only indicative and will not constitute the basis for the resource allocation in public investment programs. Feasibility studies for the actions will be conducted by responsible agencies as per the investment program preparation guidelines, and the reports will be submitted to the SPO.

6. Other Projects

The actions proposed for 2006-2010 within the scope of Information Society Strategy do not necessarily include all ICT projects and works which will be carried out during this period in Turkey. Public projects conforming with the strategy and born out of necessities will continue to be implemented in accordance with the investment program guidelines even if they were not included in the action plan.

On the other hand, currently there are some successfully implemented, partially completed but ongoing critical e-government projects in Turkey. One of the basic building blocks of e-Government transformation, the MERNIS project in which the ID information of real persons are collected under a unique number in a single database ; the Land Registry and Cadastre System (TAKBIS) project which is considerably significant for property rights; the second phase of VEDOP Project aimed at the automation of tax offices owned by the Revenue Administration; the e-Ministry project of the Ministry of Interior with its components for e-transformation of institutional applications; and the National Judicial Network Project (UYAP) of the Ministry of Justice are a few of the significant examples.

Taking into consideration the prospective plans for ongoing projects, and the annual projects covering hardware purchases for available systems due to reasons of renewal etc, it is estimated that in the coming years an additional investment of 250-300 million YTL annually will be required. Therefore, it should be noted that the overall public ICT budget required for the period of 2006-2010 will be higher than the total amount of public investment requirements for the proposed projects in the action plan.

7. Monitoring and Measuring Implementation

Measurement criteria, developed to monitor the implementation of the strategy and the realization of the targets, will be utilized as the main tools for the implementers and the decision-makers for evaluating the progress during the transformation process. The indicators that will be measured for monitoring the success of the Action Plan and hence the Strategy are included in the Measurement Document, which also includes the annual targets related to these indicators.

Monitoring of the process covers the measurement of progress based on previously specified indicators and the routine comparison of the results with the targets. It is critical for the success of the strategy to measure the indicators, detect any delays or deviations from targets, if any, understand the reasons behind and take the necessary actions.

The Turkish Statistical Institute (TURKSTAT) will consolidate and report to SPO the data compiled directly by itself or received from public institutions. SPO will submit the evaluation report to the e-Transformation Turkey Executive Board by comparing these data to the targets. The e-Transformation Turkey Executive Board will then identify the necessary measures to be taken in the light of these assessments.

8. Action Plan

I. Social Transformation

WIDESPREAD ACCESS						
No	Action	Description	Responsible (Res) and Related (Rel) Organization	Relevant Actions	Starting Date	Duration
1	Information Technologies (IT) Infrastructure in Schools	<ul style="list-style-type: none"> - Installation of IT labs with multimedia libraries in all designated schools will be completed, and they will be kept updated. - IT labs will be opened to public use at specific hours when they are redundant from students' use. 	Ministry of National Education (Res) Ministry of Transport (Rel) State Planning Organization (Rel) Governorates (Rel)	107	2006	15 Months
2	Public Internet Access Points (PIAP)	<ul style="list-style-type: none"> - Centres that will provide access opportunities to those without access at home will be established. - These centres will have IT equipment that will allow simultaneous use by 20 individuals. - ICT courses will be given twice a day, in the mornings (for the unemployed, the retired, and housewives) and in the evenings (for the employed) at these centres when they are not opened for internet access. - An advisor will monitor these centres so as to help individuals who do not know how to use computers or the internet. - It is targeted to establish 4,500 full-time PIAPs. In addition, IT labs that are opened to public access at schools will also be utilized as part-time PIAPs. 	Ministry of National Education (Res) Ministry of Interior (D. G. Local Administrations) (Rel) Ministry of Transport (Rel) Ministry of Culture and Tourism (Rel) Local Administrations (Rel) Relevant Agencies and Organizations (Rel)	1, 7, 107	2007	9 Months
3	Computer and Internet Campaigns	<ul style="list-style-type: none"> - Individuals will be provided with computer and broadband internet connection packages at affordable payment and instalment conditions. 	Ministry of National Education (Res) Ministry of Finance (Revenue Administration) (Rel) Ministry of Industry and Trade (Rel) Ministry of Labor and Social Security (Rel) State Planning Organization (Rel) Undersecretariat of Foreign Trade (Rel) State Personnel Department (Rel) The Council of Higher Education (Rel) Telecommunications Authority (Rel) Anadolu Uni. – Open Education Faculty (Rel)	5, 11, 12, 105	2006	9 Months

8. Action Plan

I. Social Transformation (Cont.)

FOCUSED COMPETENCY						
No	Action	Description	Responsible (Res) and Related (Rel) Organization	Relevant Actions	Starting Date	Duration
4	Basic ICT Education in Schools	<ul style="list-style-type: none"> - The scope of ICT courses in the secondary education curriculum will be improved and rolled out. - Computer literacy, word processor, datasheet and presentation software will be taught within dedicated certificate programs. - Students will be informed on benefits of using ICT in daily life, and will be guided for the effective usage of ICT. 	Ministry of National Education (Res)	1, 11	2006	12 Months
5	Basic Level ICT Courses for Adults	<ul style="list-style-type: none"> - ICT training programs will be organized for adults at PIAPs. - Individuals will be trained on computer literacy, word processor, datasheet and presentation software, and e-government services will be introduced. - Individuals will be informed on benefits of using ICT in daily life. - The unemployed and employed individuals will be prioritized. 	Ministry of National Education (Res) Relevant Public Institutions and Organizations (Rel)	1, 2	2006	12 Months
6	ICT Training Certification	- A certification program acceptable by both the public and the private sector will be designed so as to achieve standards in ICT training.	Ministry of National Education (Res) Turkish Standards Institution (Rel) Ministry of Labor and Social Security (Rel) Relevant Non-Governmental Organizations (Rel)	4, 5	2007	6 Ay
7	Development of Human Resources for PIAPs	<ul style="list-style-type: none"> - Trainers and operational staff who will be employed at PIAPS (contract-based and part-time) will be trained. - Through joint efforts with Non Governmental Organizations, voluntary individuals will be utilized at these centres to help other individuals with low ICT competency. 	Ministry of National Education (Res) Ministry of Interior (D. G. Local Administrations) (Rel) Ministry of Transport (Rel) Ministry of Culture and Tourism (Rel) Local Administrations (Rel) Relevant Agencies and Organizations (Rel)	2, 4	2007	6 Months

FOCUSED COMPETENCY (Cont.)

No	Action	Description	Responsible (Res) and Related (Rel) Organization	Relevant Actions	Starting Date	Duration
8	Basic Level ICT Courses in Military Service	<ul style="list-style-type: none"> - Privates will be equipped with ICT skills during their military service. - Privates will be trained at four different modules, considering their previous educational attainments and existing competencies. - To this end, the infrastructure in PIAPs will primarily be used. 	Turkish General Staff (Res) Ministry of National Defense(Rel) Ministry of National Education (Rel)	2, 5	2007	6 Months
9	Basic Level ICT Courses for Public Employees	<ul style="list-style-type: none"> - Public employees will be equipped with ICT skills. - Training will be delivered at four different modules, depending on their positions and existing competencies. - To this end, the infrastructure in PIAPs will be utilized. 	Ministry of National Education (Res) State Personnel Department (Rel) Relevant Public Institutions and Organizations (Rel)	2, 5	2008	18 Months

8. Action Plan

I. Social Transformation (Cont.)

HIGH MOTIVATION AND RICH CONTENT						
No	Action	Description	Responsible (Res) and Related (Rel) Organization	Relevant Actions	Starting Date	Duration
10	Internet Security	<ul style="list-style-type: none"> - In order to increase the motivation of individuals towards ICT usage, necessary regulations for a safe internet environment will be enacted. -Under certain necessity and proportionality conditions, supervision and limitation of certain content will be introduced to sustain mental and physical healthcare of children, personal rights, family values and public order. 	Ministry of Justice (Res) Ministry of Transport (Rel) Telecommunications Authority (Rel) Radio and Television Supreme Council (Rel) TÜBİTAK (UEKAE) (Rel) Relevant Non-Governmental Organizations (Rel)	87	2006	12 Months
11	ICT-supported Formal Education	<ul style="list-style-type: none"> - Secondary education ICT curriculum will be updated to sustain and complement the ICT education provided to students in primary education. - It will be ensured that basic and auxiliary courses in the education system are supported with ICT at the highest level possible, and that the classes are transformed to enable this system. - Secondary education curricula will be available on the internet and will be enriched. - Education level will be improved to same standards nationwide. 	Ministry of National Education (Res)	1, 4	2007	21 Months
12	ICT-supported Informal Education	<ul style="list-style-type: none"> - e-Learning courses will be designed to contribute to the personal and vocational development of the citizens. - A special focus will be attached on training programs for the employed and the unemployed individuals to help them adapt to the changing labour market conditions. 	Ministry of National Education (Res) Relevant Public Institutions and Organizations (Rel) Relevant Non-Governmental Organizations (Rel)	2, 3, 5, 11	2007	9 Months

HIGH MOTIVATION AND RICH CONTENT (Cont.)

No	Action	Description	Responsible (Res) and Related (Rel) Organization	Relevant Actions	Starting Date	Duration
13	Culture Portal of Turkey	<p>- A Culture Portal of Turkey allowing interaction with users and providing information on culture, history, art, tourism etc will be set up through compiling the Turkish content available on the web sites of public institutions as well as utilizing the TRT database. The portal will also be supported by visual materials.</p> <p>- The content offered in this portal will be promoted via TRT broadcastings.</p>	<p>Ministry of Culture and Tourism (Res) TGNA (Department of National Palaces) (Rel) Prime Ministry (General Directorate of State Archives) (Rel) Ministry of Interior (Rel) Ministry of National Education (Rel) Radio and Television Supreme Council (Rel) General Directorate of Land Registry and Cadastre(Rel) General Directorate of Foundations (Rel) Turkish Radio Television Corporation (Rel)</p>	80	2007	12 Months
14	Turkish Translation Interface	<p>- In order to take advantage of the prevalent English content on the Internet, an internet-based translation interface in conformity with Turkish grammar, spelling and punctuation rules will be launched.</p>	<p>Turkish Language Institution (Res) Ministry of National Education (Rel) Ministry of Culture and Tourism (Rel) Turkish Radio Television Corporation (Rel) TUBİTAK (BTE) (Rel) Universities (Rel)</p>	1, 2, 3, 5	2008	9 Months

8. Action Plan

II. ICT Adoption by Businesses

FACILITATING BUSINESS TRANSACTIONS WITH THE GOVERNMENT						
No	Action	Description	Responsible (Res) and Related (Rel) Organization	Relevant Actions	Starting Date	Duration
15	Online Environmental Licences	- Businesses will be able to conduct their work related to environmental permits and transactions online from a single portal.	Ministry of Justice (Res) Ministry of Environment and Forestry (Res) Ministry of Interior (D. G. Local Administrations) (Rel) Ministry of Industry and Trade (Rel) Local Administrations (Rel)	71, 72, 83	2006	12 Months
16	Online Company Transactions	- It will be possible to conduct, confirm and archive transactions such as starting up a new business, applications for various licenses, applications for financial support and incentive, employee social security records, customs procedures, tax declarations and payments, bankruptcy applications, title changes and general assembly announcements etc. online over a dedicated portal.	Ministry of Industry and Trade (Res) Ministry of Finance (Revenue Administration) (Rel) Undersecretariat of Foreign Trade (Rel) Undersecretariat of Customs (Rel) Social Security Authority (Rel) KOSGEB (Rel) TÜRSAT (Rel) Union of Chambers and Commodity Exchanges of Turkey (Rel)	18, 56, 71, 72, 83	2007	18 Months
17	Usage of e-Documents for Foreign Trade	- Information and documents used in foreign trade transactions will be exchanged online between agencies that are party to business processes, and all transactions will be processed electronically using standard foreign trade documents.	Undersecretariat of Customs (Res) Ministry of Finance (Revenue Administration) (Rel) Ministry of Health (Rel) Ministry of Transport (Rel) Ministry of Agriculture and Rural Affairs (Rel) Ministry of Industry and Trade (Rel) Ministry of Environment and Forestry (Rel) Undersecretariat of Foreign Trade (Rel) Turkish Statistical Institute (Rel) Turkish Atomic Energy Authority (Rel) Turkish Standards Institution (Rel) Union of Chambers and Commodity Exchanges of Turkey (Rel) Turkish Exporters Assembly (Rel)	78, 71, 72, 83	2006	18 Months

PROVIDING EASIER ACCESS TO INFORMATION

No	Action	Description	Responsible (Res) and Related (Rel) Organization	Relevant Actions	Starting Date	Duration
18	Single Point Information Portal	- The Portal will provide SMEs and entrepreneurs with all kinds of information including the sectoral information in which they operate, ICT usage, conducting business and starting up new businesses.	Ministry of Industry and Trade (Res) Ministry of Transport (Rel) Undersecretariat of Foreign Trade (Rel) Turkish Labor Organization (Rel) KOSGEB (Rel) Union of Chambers and Commodity Exchanges of Turkey (Rel) The Confederation of Turkish Tradesmen and Handicrafts (Rel) Relevant Public Institutions and Organizations (Rel)	71, 72	2006	9 Months
19	Foreign Investor Focused Promotion Portal	- Foreign investors will be informed about the legislation, the sectors, the offered investment incentives and basic inputs about Turkey. Also, different investment alternatives will be offered to foreign investors.	Undersecretariat for Treasury (Res) Ministry of Interior (D. G. Local Administrations) (Rel) Ministry of Finance (D.G. Public Real Estates) (Rel) Ministry of Finance (Revenue Administration) (Rel) Ministry of Industry and Trade (Rel) D.G. of Land Registry and Cadastre (Rel) Local Administrations (Rel) International Investors Association of Turkey (Rel)	56, 57, 75	2006	15 Months

8. Action Plan

II. ICT Adoption by Businesses (Cont.)

DEVELOPING THE ICT COMPETENCY OF ENTERPRISES AND EMPLOYEES						
No	Action	Description	Responsible (Res) and Related (Rel) Organization	Relevant Actions	Starting Date	Duration
20	Development of an agency delivering support services to the non manufacturing sectors	- KOSGEB's mandate will be expanded to cover enterprises in all sectors so that they can benefit from ICT support in an accurate and planned way.	Ministry of Industry and Trade (Res) KOSGEB (Rel) Union of Chambers and Commodity Exchanges of Turkey (Rel)	16	2006	12 Months
21	Sectoral Vocational Training	- Through e-learning, the occupational knowledge and skill levels of employees will be increased. The quality of human resources will be enhanced by eliminating the obstacles that hinder access to vocational training materials by the disabled and those working in disadvantaged regions.	Ministry of National Education (Res) Ministry of Industry and Trade (Rel) Turkish Labor Organization (Rel) KOSGEB (Rel) Union of Chambers and Commodity Exchanges of Turkey (Rel) Labour and Employer Unions (Rel) The Confederation of Turkish Tradesmen and Handicrafts (Rel) Professional Organizations (Rel)	40, 47	2007	36 Months
22	Tourism Portal of Turkey	- A tourism portal will be set up to provide an environment conducive to information exchange between related actors in the sector. It will contribute to the promotion and marketing of the sector and touristic facilities and provides on-line booking.	Ministry of Culture and Tourism (Res) Ministry of Industry and Trade (Rel) TURSAB (Rel) Relevant Non-Governmental Organizations (Rel)	18	2006	9 Months
23	ICT Infrastructure and Competency Development Supports	- In order to disseminate internet and computer usage and to increase the number of computer literate employees in the enterprises, support to compensate a portion of the basic infrastructure costs will be provided by the government.	Ministry of Industry and Trade (Res) Ministry of National Education (Rel) Ministry of Finance (Rel) Ministry of Transport (Rel) KOSGEB (Rel) Union of Chambers and Commodity Exchanges of Turkey (Rel) Relevant Non-Governmental Organizations (Rel)	6, 18, 57, 83, 105	2008	36 Months

DEVELOPING THE ICT COMPETENCY OF ENTERPRISES AND EMPLOYEES (Cont.)

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
24	Integration of Business Processes to Electronic Environment	- Support will be provided for the enterprises in all sectors aiming to redefi- netheir business processes and integrate into the electronic environment to increase productivity.	Ministry of Industry and Trade (Res) Ministry of Finance (Revenue Administration) (Rel) KOSGEB (Rel) Union of Chambers and Commodity Exchanges of Turkey (Rel) Non Governmental Organizations (Rel)	20, 57	2008	36 Months
25	Usage of ICT in Rural Development	- Employees in rural areas who are considerably lagging behind in terms of ICT usage will be introduced to ICT, and it will be ensured that producers make maximum use of ICT in their in- tegration with technology, market and industry.	Ministry of Agriculture and Rural Affairs (Res) Ministry of National Education (Rel) Ministry of Environment and Forestry (Rel) State Planning Organization (Rel) Relevant Public Institutions and Organizations (Rel)	18, 55, 71, 75	2008	12 Months

DEVELOPING e-COMMERCE

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
26	e-Commerce Security Infrastructure	- Standards for secure e-commerce ap- plications will be determined, and a cer- tification mechanism to be utilized by authorized bodies to audit the conform- ity of companies that use e-commerce to these standards will be established to create an appropriate environment for secure and reliable online shopping.	Turkish Standards Institution (Res) Undersecretariat of Foreign Trade (Rel) TÜBİTAK (UEKAE) (Rel) Banking Regulation and Supervision Agency (Rel) Turkish Accreditation Agency (Rel) Interbank Card Center (Rel) Relevant Non-Governmental Organizations (Rel)	10	2007	12 Months

8. Action Plan

III. Citizen-Focused Service Transformation

CITIZEN-FOCUSED APPROACH						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
27	Public Internet Sites Standardization and Hosting Service	<ul style="list-style-type: none"> - Visual service quality, content, security, authentication and usability standardization will be assured for public agency web sites. - Developments will be made to ensure that public web sites can be used by disabled people. - Internet sites of requesting public institutions will be hosted centrally . 	TÜRKSAT (Res) State Planning Organization (Rel) TÜBİTAK (Rel) Relevant Public Institutions and Organizations (Rel)	71, 78, 88	2006	18 Months
28	Citizen-Focused Service Provision Applications	<ul style="list-style-type: none"> - Citizen expectations and needs will be identified at agencies, and integrated service provision will be guaranteed in line with these needs during the development, provision and improvement processes of electronic services in the public; e-consulting functions by which public institutions will be able to gather citizen views on electronic media will be activated. - A “user satisfaction index” for e-services will be defined and measured regularly. 	TÜRKSAT (Res) Prime Ministry (Department of Administrative Development) (Rel) Ministry of Interior (D. G. Local Administrations) (Rel) State Planning Organization (Rel) Turkish Statistical Institute (Rel) Local Administrations (Rel) Relevant Public Institutions and Organizations (Rel)	30, 71	2007	18 Months

SERVICE TRANSFORMATION

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
29	Public Services Inventory	<ul style="list-style-type: none"> - An inventory covering all services provided by central and local public institutions will be established, and the “electronically offered services ratio indicator” will be calculated based on the information included in this inventory. - Information included in this inventory will be taken as a basis in service prioritization. 	Prime Ministry (Administration Development Department) (Res) Ministry of Interior (D.G. Local Administrations) (Rel) State Planning Organization (Rel) Local Administrations (Rel) TODAİE (Rel) Relevant Public Institutions and Organizations (Rel)	30, 71, 86	2006	9 Months
30	Service Transformation Feasibility Study	<ul style="list-style-type: none"> - Studies will be conducted for integrated and effective provision of public services. Within the scope of these studies, business processes with a written format for current services will be analyzed, and process re-engineering opportunities with a citizen-focused approach and service consolidations that will bring the highest benefit potential will be identified. - Public services will be matched with the life cycles of the citizens and the enterprises. Hence it will be easier to identify closely related services and services with consolidation potential. 	State Planning Organization (Res) Prime Ministry (Administration Development Department) (Rel) TÜRKSTAT (Rel) Relevant Public Institutions and Organizations (Rel)	29	2007	48 Months

COMMUNICATION MANAGEMENT

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
31	Communication and Channel Management Competency	<ul style="list-style-type: none"> - A communication strategy will be developed by all public agencies and organizations to promote on-line services provided. - Basic principles which public institutions have to adopt when interacting with citizens, enterprises and other users will be determined, and necessary arrangements will be made. - Channel costs and channel usage will be measured with regard to most frequently used services of agencies and particularly the e-Government Gatewayservices; and channel migration strategies will be developed for the services to be transferred to the electronic environment. 	State Planning Organization (Res) TÜRKSTAT (Rel) Turkish Statistical Institute (Rel) Relevant Public Institutions and Organizations (Rel)	28	2006	15 Months

8. Action Plan

III. Citizen-Focused Service Transformation (Cont.)

HEALTH SERVICES						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
32	Establishment of Health Information System	- With the contribution of all actors serving in the public health sector, a national health information system and database will be established. For more effective management of health risks, early warning systems will be developed on this information system.	Ministry of Health (Res) Ministry of Labor and Social Security (Rel) Turkish Statistical Institute (Rel) Turkish Standards Institution (Rel) TÜBİTAK (UEKAE) (Rel) Relevant Agencies and Organizations (Rel) Relevant Non-Governmental Organizations (Rel)		2006	12 Months
33	Blood Banks Data Sharing	- A one-stop inquiry point for blood search will be set up and supported via electronic channels such as SMS, e-mail etc. Data exchange between Blood Banks will be facilitated.	Ministry of Health (Res) Red Crescent Blood Center (Rel) Blood Banks (Rel)	32, 71	2007	12 Months
34	Online Health Services	- Online provision of basic health services such as appointments, access to personal information, health reports, health service payments etc. for the citizens will be ensured.	Ministry of Health (Res) Social Security Authority (Rel) Relevant Agencies and Organizations (Rel)	32, 71, 72	2007	18 Months
35	Tele-Medical Systems	- Via tele-medical applications, not only the citizens will be provided with advice and guidance; but health institutions will also be provided with advanced technologies to support diagnosis and treatment.	Ministry of Health (Res) TÜRKSAT (Rel)	32, 71, 72	2007	36 Months

EDUCATIONAL AND CULTURAL SERVICES

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
36	Electronic Enrolment at Higher Education	- Electronic student enrolment and course selection will be enabled in higher education institutions.	The Council of Higher Education(Res) Ministry of National Education (Rel) Universities (Rel)	39, 71	2006	18 Months
37	Electronic Applications for Scholarship, Student Loan and Dormitory	- Higher education students will be able to make scholarship, student loan and dormitory applications online from a single point.	General Directorate of Higher Education Credit and Hostels Institution (Res) The Council of Higher Education(Rel) Universities (Rel) Scholarship-Awarding Foundations and Associations (Rel)	36	2006	18 Months
38	Integrated e-Library System	- A system will be established to enable single point enquiry of references available in all libraries along with transactions such as online book reservation, demand, extension, penalty payment and sending miscellaneous informative messages to users via electronic channels. - Online access to selected library materials (books, theses, slides etc.) and to frequently used documents from the government archives will be made available. - e-Library projects carried out by different agencies will be integrated.	Ministry of Culture and Tourism (Res) Prime Ministry (General Directorate of State Archives) (Rel) Ministry of National Education (Rel) The Council of Higher Education (Rel) TÜBİTAK (ULAKBİM) (Rel) Universities (Rel)	71	2006	24 Months
39	Education Portal and Information System	- An integral education database including school, student and teacher information will be established and the infrastructure to inform parents and students via alternative channels will be installed. - A decision support system will be developed to be utilized in determining education policies. - Through the development of a standard module for services such as school enrolment, re-enrolment, fee payment, course selection, student certificate, score inventory, diploma etc, online transactions from the main portal will be enabled.	Ministry of National Education (Res) Relevant Agencies and Organizations (Rel)	36, 71	2007	24 Months

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III. Citizen-Focused Service Transformation (Cont.)

EDUCATIONAL AND CULTURAL SERVICES (Cont.)						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
40	e-Test Applications	<ul style="list-style-type: none"> - The registry, exam applications, evaluation and school preference processes of central examinations will be transferred onto electronic media and candidates will be notified of test and exam results via multiple channels. Furthermore, data communication will be rendered fast and secure via shared usage of data related to tests. - Decision support systems employing detailed scientific analysis of test/exam results will be established in an integrated manner with the education portal and the information system to enable exchange of data. 	Ministry of National Education (Res) The Council of Higher Education (Rel) General Directorate for Security (Rel) ÖSYM (Rel)		2007	24 Months
JUSTICE AND SECURITY/POLICE SERVICES						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
41	Electronic Vehicle Traffic Registration and Driving Licence Transactions	<ul style="list-style-type: none"> - Information on vehicle licence acquisition and modification will be provided from a single point; transactions related to vehicle registration documents will be made available online. Records such as vehicle taxes and traffic fines, stolen vehicle records, vehicle inspection records and registry records will be integrated. - Transactions related to driver's licence will be made available online nationwide. 	General Directorate for Security (Res) Ministry of Finance (Revenue Administration) (Rel) Ministry of National Education (Rel) Ministry of Transport (Rel) General Directorate of Highways (Rel) Turkish Statistical Institute (Rel) Union of Turkish Public Notaries (Rel) Motor Vehicle Inspection and Control Stations (Rel) Relevant Public Institutions and Organizations (Rel) Relevant Non-Governmental Organizations (Rel)	71	2006	24 Months

JUSTICE AND SECURITY/POLICE SERVICES (Cont.)

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
42	Improving Effectiveness of Customs Controls	- Within the scope of combat against smuggling, electronic data exchange and coordination with other agencies will be accelerated through the exchange of information among the databases used by the Undersecretariat of Customs and General Directorate for Security and other agencies.	Undersecretariat of Customs (Res) Ministry of Justice (Rel) Ministry of Finance (Revenue Administration) (Rel) General Directorate for Security (Rel) Turkish Coast Guard Command (Rel)		2006	24 Months
43	Development of National Judicial Network and Access to Judicial Services	- Decision support systems will be established on the UYAP (National Judicial Network) database; and data analyses and protective measures will be developed. - Electronic data exchange between relevant agencies regarding all information that may be required by the Justice System will be developed. - A feasibility study will be conducted on the usage of hi-tech in the Justice System. - The citizen side of UYAP will be developed, and basic services such as judicial records will be provided on the electronic environment. - Online handling of citizen queries regarding judicial processes and rights will be achieved.	Ministry of Justice (Res) Ministry of Finance (Rel) Ministry of Interior (D.G. of Census and Citizenship Affairs) (Rel) Turkish Gendarmerie General Command (Rel) Undersecretariat of Customs (Rel) General Directorate for Security (Rel) D.G. of Land Registry and Cadastre (Rel) Turkish Bar Association (Rel) Union of Turkish Public Notaries (Rel) Relevant Public Institutions and Organizations (Rel)	44	2006	24 Months
44	Online Security/ Police Reports and Query Transactions	- Systems will be developed to enable obtaining miscellaneous police reports (accident reports etc.) online, and exchange of these reports electronically with relevant agencies. - Citizens will be able to query and follow-up the status of their transactions and complaints that have already been referred to the police online.	General Directorate for Security (Res) Ministry of Justice (Rel) Ministry of Interior (Rel) Turkish Gendarmerie General Command (Rel) Relevant Public Institutions and Organizations (Rel)	71, 72	2008	18 Months

8. Action Plan

III. Citizen-Focused Service Transformation (Cont.)

SOCIAL SECURITY AND WELFARE SERVICES						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
45	Integration of Social Security Systems	- Information systems specific to social security will be integrated; best practices in areas such as e-declaration, premium payment, retirement procedures, health expenditure supervision and etc. will be deployed in the whole social security system.	Social Security Authority (Res) Ministry of Finance (Revenue Administration) (Rel) Ministry of Health (Rel) Ministry of Labor and Social Security (Rel) Social Insurance Institute (Rel) General Directorate of Retirement Fund (Rel) General Directorate of Bağ-Kur (Rel)	70, 71	2006	24 Months
46	Citizenship Card Pilot Implementation and Deployment	- Electronic citizenship cards including biometric elements will be used for identification verification, and all identification verification functions will be integrated on a single electronic card. - Pilot implementation will be started in the social security system and deployment efforts will be carried out according to the results of this pilot implementation.	Ministry of Interior (D.G. of Census and Citizenship Affairs) (Res) Ministry of Justice (Rel) Ministry of Finance (Revenue Administration) (Rel) Ministry of Health (Rel) State Planning Organization (Rel) Social Security Authority (Rel) Social Insurance Institute (Rel) General Directorate for Security (Rel) TÜBİTAK (UEKAE) (Rel)	45, 52	2006	48 Months
47	Integrated Business Platform	- A single portal to bring together the employers and job seekers in the public and private sector will be created. The "employment platform" project currently carried out by the Turkish Labor Organization will be expanded to include civil servant recruitments in the public and various additional functions.	Turkish Labor Organization (Res) Ministry of Interior (D.G. of Census and Citizenship Affairs) (Rel) State Personnel Department (Rel) KOSGEB (Rel) Relevant Agencies and Organizations (Rel)	71, 72	2007	12 Months

SOCIAL SECURITY AND WELFARE SERVICES (Cont.)

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
48	Integrated Social Assistance Services	<ul style="list-style-type: none"> - All social aids delivered by the government will be gathered under one roof, data bases on social aid will be integrated and a household approach will be developed. Effective supervision and information exchange will be conducted between databases, including the database for the disabled. - Citizens will be provided with information on all social aid programmes from a single point, and effective guidance on social aids will be offered. - A decision support system will be set up, to support the social security policies. 	<ul style="list-style-type: none"> Prime Ministry (General Directorate of Social Assistance and Solidarity) (Res) Ministry of Interior (Rel) Ministry of Finance(Rel) Ministry of Health (Rel) Ministry of Labor and Social Security (Rel) Turkish Statistical Institute (Rel) General Directorate of Foundations (Rel) Social Security Authority (Rel) SHÇEK (Rel) Governorates (Rel) Local Administrations (Rel) Relevant Public Institutions and Organizations (Rel) Relevant Non-Governmental Organizations (Rel) 	45, 71	2007	18 Months

CITIZENSHIP, RECORDS AND PERMITS

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
49	Address Record System	<ul style="list-style-type: none"> -Citizen, enterprise and other address information will be stored at a central database in accordance with EU standards. - Address information will be exchanged between relevant agencies based on identified principles, and address collection efforts of different agencies will be consolidated. - Domicile registry documents will be exchanged online between agencies. 	<ul style="list-style-type: none"> Ministry of Interior (D.G. of Census and Citizenship Affairs) (Res) Ministry of Interior (D. G. Local Administrations) (Rel) Ministry of Industry and Trade (Rel) Higher Election Board (Rel) Turkish Statistical Institute (Rel) Union of Chambers and Commodity Exchanges of Turkey (Rel) Local Administrations (Rel) 	71	2006	18 Months

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III. Citizen-Focused Service Transformation (Cont.)

CITIZENSHIP, RECORDS AND PERMITS (Cont.)						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
50	Online Real Estate and Construction Permits	- Building licence application process will be transferred onto electronic media, building inhabitancy and modification permits, type change applications will be made available on-line. Necessary data and document exchange between Local Governments and D.G. of Land Registry and Cadastre (TKGM) will be made available electronically.	Ministry of Interior (D. G. Local Administrations) (Res) Ministry of Finance (Revenue Administration) (Rel) Ministry of Public Works and Housing (Rel) D.G. of Land Registry and Cadastre (Rel) Provincial Private Administrations (Rel) Municipalities (Rel)	53, 66, 71	2006	18 Months
51	e-Military and e-Mobilization Services	- Within the scope of ASAL automation process, information exchange between military departments and the headquarters will be entirely transferred onto electronic media on a real-time basis; electronic information exchange will be enabled between Military Recruitment Department (ASAL) and other related public institutions (NVI, EGM, Universities). - Citizens will be able to make queries on electronic channels about their military service statuses and missing documents; reminders via different channels (SMS, e-mail etc.) will be offered, military recruitment applications, deferment documents and similar services will be made available online. - Within the scope of Mobilization Automation Project, information exchange between relevant agencies will be ensured and mobilization activities will be coordinated on the electronic environment. Citizens will be able to carry out their reserve call, deferment transactions etc. online, starting as of their discharge until they reach the upper age limit.	Ministry of National Defense(Res) Turkish General Staff (Rel) Ministry of Foreign Affairs(Rel) Ministry of Justice (Rel) Ministry of Interior (D.G. of Census and Citizenship Affairs) (Rel) Ministry of National Education (Rel) The Council of Higher Education (Rel) Turkish Statistical Institute (Rel) General Directorate for Security (Rel) General Directorate of Youth and Sports (Rel) Universities (Rel) Union of Chambers and Commodity Exchanges of Turkey (Rel) Relevant Ministries, Public institutions and Organizations (Rel)	52, 71	2006	24 Months

CITIZENSHIP, RECORDS AND PERMITS (Cont.)

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
52	e-Citizenship Services	<ul style="list-style-type: none"> - Citizenship transactions and miscellaneous document applications (birth, marriage, divorce etc.) will be made available online. Citizenship documents and evidential documents will be transferred onto electronic media and matched with the records in the MERNİS system. - Citizenship transactions currently carried out at consulates will also be made available online. - Standards will be established for evidential documents prepared by authorized bodies; and processes and legislative regulations will be put into practice in order to enable the documents to be exchanged electronically between agencies. 	Ministry of Interior (D.G. of Census and Citizenship Affairs) (Res) Ministry of Foreign Affairs(Rel) Relevant Public Institutions and Organizations (Rel)	51, 71	2006	54 Months
53	Land Registry and Cadastre Information System	<ul style="list-style-type: none"> - TAKBİS will be rolled out to 225 land registry and 40 cadastre offices until 2008, and to all of the land registry and at least 50% of cadastre offices in Turkey until 2010; the database to be created will be shared between the institutions and the organizations who require such information such as Ministry of Justice, Ministry of Finance, Municipalities, notary-publics. - Land registry and cadastre database will be integrated with MERNİS database. - Citizens will be able to make several queries about their properties online. 	D.G.of Land Registry and Cadastre (Res) Ministry of Justice (Rel) Ministry of Interior (D.G. of Census and Citizenship Affairs) (Rel) Ministry of Interior (D. G. Local Administrations) (Rel) Ministry of Finance (Revenue Administration) (Rel) Municipalities (Rel) Relevant Agencies and Organizations (Rel)	71, 75	2006	57 Months

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III. Citizen-Focused Service Transformation (Cont.)

CITIZENSHIP, RECORDS AND PERMITS (Cont.)						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
54	e-Notary Services	<ul style="list-style-type: none"> - Within the framework of the e-Notary feasibility study, the most suitable model for Turkey will be identified. - A data exchange structure will be established for the attainment of required information from relevant agencies on a real-time basis through electronic media during notary transactions. - An online information portal expanding to all notary-publics will be established. - Various periodical reports sent by notary-publics to the Union of Turkish Public Notaries will be automated. 	Union of Turkish Public Notaries (Res) Ministry of Justice (Rel) Ministry of Interior (D.G. of Census and Citizenship Affairs) (Rel) Ministry of Interior (D. G. Local Administrations) (Rel) Ministry of Finance (Revenue Administration) (Rel) Undersecretariat of Customs (Rel) General Directorate for Security (Rel) D.G.of Land Registry and Cadastre (Rel) TÜRKSAT (Rel) Local Administrations (Rel)	71	2008	18 Months
AGRICULTURE						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
55	Development of Agriculture Information System	<ul style="list-style-type: none"> - All information related to agriculture will be managed, used and exchanged within an integrated structure. - Effective usage of ICT will be ensured in all processes from production to marketing; and accordingly, the databases which are currently under construction will be completed. - The agricultural information system will be developed to help determine agricultural policies and priorities, and will be enhanced to foster the supervision and the monitoring of agricultural subsidies to direct them to deserving farmers. 	Ministry of Agriculture and Rural Affairs (Res) Ministry of Environment and Forestry (Rel) Turkish Statistical Institute (Rel) D.G.of Land Registry and Cadastre (Rel) The Turkish State Meteorological Service (Rel) General Directorate of State Hydraulic Works(Rel) General Command of Mapping (Rel)	53, 75	2007	24 Months

BUSINESS

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
56	Central Legal Entity Information System	- Provision of information needed by public institutions regarding legal entities from a single access point, and integration of information about the entities in the system under tax numbers as well as ensuring the conformity of company information stored in the system to international standards will be achieved. The data will be shared with various private sector organizations according to the rules to be determined within the framework of the EU acquis and the privacy of personal information.	Ministry of Industry and Trade (Res) Ministry of Finance (Revenue Administration) (Rel) Ministry of Interior (Rel) Undersecretariat of Foreign Trade (Rel) Undersecretariat of Customs (Rel) Turkish Statistical Institute (Rel) Union of Chambers and Commodity Exchanges of Turkey (Rel)	49, 78	2006	6 Months
57	Companies Information System	- An information system including an industry and trade inventory will be established to be utilized during the process of determining Turkey's industry and trade strategies and policies. The decision support mechanism that will be built upon the Companies Information System will be used in determining the industry and trade policies. - Electronic exchange of information that will be maintained in the Companies Information System, including Industry Information System and trading services, will be achieved among relevant agencies.	Turkish Statistical Institute (Res) Ministry of Finance (Revenue Administration) (Rel) Ministry of Industry and Trade (Rel) Ministry of Labor and Social Security (Rel) Ministry of Energy and Natural Resources (Rel) State Planning Organization (Rel) KOSGEB (Rel) Union of Chambers and Commodity Exchanges of Turkey (Rel) Relevant Public Institutions and Organizations (Rel)	49, 56, 71, 75, 79	2006	15 Months
58	Consumer Information Network	- A one-stop shop portal for the provision of information on various consumer-related subjects will be set up and technical support will be provided to consumers for the delivery of consumer complaints via various channels. - A central database will be established storing all consumer complaints to increase the effectiveness of procedures carried out by Consumer Arbitration Boards.	Ministry of Industry and Trade (Res) Association of Consumer Rights (Rel) Relevant Non-Governmental Organizations (Rel)	56, 71	2007	12 Months

8. Action Plan

III. Citizen-Focused Service Transformation (Cont.)

TRANSPORTATION						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
59	National Transportation Portal	<p>-A one-stop access point will be established to enable people to access to all transportation information. This Portal will ensure the following:</p> <ul style="list-style-type: none"> - Information on travelling costs and estimated arrival times of alternative routes, - Online access to the map of designated location, - Electronic broadcasting of emergencies and important alerts (road construction works, road accidents etc.) related to nationwide transportation, - Provision of online train, boat, airline, bus ticket sales services via connections to relevant business partners. 	Ministry of Transport (Res) Ministry of Interior (D. G. Local Administrations) (Rel) General Directorate for Security (Rel) General Directorate of Highways (Rel) TCDD (Rel) General Directorate of State Airports Authority (Rel) Turkish Maritime Organization (Rel) Local Administrations (Rel)	71, 75	2007	15 Months
60	Single Window Application for Citizens at Border Gates	<p>- Work will be carried out to ensure passenger transactions are handled at border gates from a single access point; border gates will be reorganized in line with this purpose, and electronic intra and interagency data exchange schemes will be developed for the implementation of the single-window application.</p>	Undersecretariat of Customs (Res) Ministry of Culture and Tourism (Rel) General Directorate for Security (Rel) Relevant Public Institutions and Organizations (Rel)	42	2007	24 Months
61	Transportation Demand Management System	<p>- In order to prevent congestion in transportation and ensure effective use of available infrastructure, applications for managing transport demand via new technologies will be undertaken.</p> <ul style="list-style-type: none"> - Dedicated decision support systems will be set up to determine needs, habits, tendencies and environmental factors with regard to different intercity and intra-city transport modes and to develop policies related to them. - Passenger and driver information systems will be set up using different channels (Internet, mobile, electronic panels) for transportation demand management. - Within the cooperative framework with the private sector, data and information sharing on transport requirements will be attained. 	Ministry of Transport (Res) Ministry of Interior (D. G. Local Administrations) (Rel) Local Administrations (Rel)	59, 71	2008	18 Months

TRANSPORTATION (Cont.)

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
62	e-Payment Standards for Transportation Systems	<p>- A nationwide feasibility report will be prepared on standardization deployment and integration of public transportation applications such as electronic payment systems, smart cards, mobile and e-ticket applications.</p> <p>- This report will include recommendations regarding the most appropriate public transport payment system model for Turkey through dealing with issues such as the installation of a common electronic payment system infrastructure in public transport services, possible cooperation opportunities with the private sector transport companies, interoperability of systems, distribution of the income, and best practices in the world.</p>	Ministry of Transport (Res) Ministry of Interior (D. G. Local Administrations) (Rel) TÜBİTAK (UEKAE) (Rel) Municipalities (Rel)	66	2009	12 Months

PUBLIC FINANCE

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
63	Data Based Income Management Systems	- The effects of tax regulations will be measured via data based analyses; automated control systems will be established for controlling tax evasions; applications such as identification of tax-payers with high evasion risks and the guidance of the auditing teams will be carried out.	Ministry of Finance (Revenue Administration) (Res) Undersecretariat of Customs (Rel) Turkish Statistical Institute (Rel) D.G.of Land Registry and Cadastre (Rel) Relevant Agencies and Organizations (Rel)		2006	24 Months
64	Electronic Invoice and Commercial Books Application	- Invoices and commercial books that are frequently used by enterprises and citizens for commercial transactions will be kept electronically and applications will be launched to enable the online submission of these documents to government authorities.	Ministry of Finance (Revenue Administration) (Res) Union of Turkish Public Notaries (Rel) Universities (Rel) TÜRMOB (Rel) Relevant Agencies and Organizations (Rel)		2008	24 Months

8. Action Plan

III. Citizen-Focused Service Transformation (Cont.)

LOCAL GOVERNMENTS						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
65	Performance Measurement for Local Governments	<ul style="list-style-type: none"> - İLEMOD, Yerel Bilgi and YerelNet projects will be integrated; the BEPER project aiming at performance measurement of Municipalities will be extended as to cover all Municipalities. An infrastructure for data exchange with other projects collecting local information will be established. - BEPER performance measurement system will be developed and will constitute the basis for legally obligatory performance measurement at Municipalities. 	Ministry of Interior (D. G. Local Administrations) (Res) Ministry of Finance (Rel) Bank of Provinces (Rel) TODAİE (Rel) Provincial Private Administrations (Rel) Municipalities (Rel) Relevant Agencies and Organizations (Rel)	71, 80	2006	36 Months
66	e-Transformation in Local Services	<ul style="list-style-type: none"> - Tools and processes that will allow the citizens to carry out and follow up the status of their transactions online will be identified, and successful applications of this will be deployed. - Standards to ensure that tax payers are able to follow-up all obligations in an integrated manner will be developed and made widely available by Local Governments. - Regarding the e-services provided by local governments, principles for electronic data exchange between local governments themselves and with central agencies will be determined. 	Ministry of Interior (D. G. Local Administrations) (Res) State Planning Organization (Rel) Provincial Private Administrations (Rel) Municipalities (Rel) Relevant Non-Governmental Organizations (Rel)	71, 75	2006	18 Months
67	Local e-Democracy Program	<ul style="list-style-type: none"> - Local e-democracy applications at Municipalities will be made widely available; these applications will be standardized, all Municipalities implementing these applications will be responsible for fulfilling the minimum standards. - Multimedia resources will be published on municipality web sites for better communication of local policy priorities to the citizens. - A feasibility study will be conducted regarding electronic polls/surveys, and pilot implementation will be done in a selected provincial municipality. 	Ministry of Interior (D. G. Local Administrations) (Res) Municipalities (Rel) Town Councils (Rel) Relevant Non-Governmental Organizations (Rel)	66	2008	24 Months

8. Action Plan

IV. Modernization of Public Administration

INFORMATION SOCIETY ORGANIZATIONAL STRUCTURE AND GOVERNANCE						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
68	Strengthening of Organizational Structure: - e-Transformation Turkey Executive Board - General Directorate for Information Society - Transformation Leaders Council - Prime Ministry-Administration Development Department - Ministry of Interior-General Directorate for Local Administrations - Advisory Council - Intra Agency Organization	<ul style="list-style-type: none"> - e-DTr Executive Board will be strengthened via ensuring the inclusion of relevant ministries and the consultation process for Non-Governmental Organizations will be defined. - Regulations will be enacted to increase the enforcement power of e-DTr Executive Board. - An SPO Directorate General for Information Society will be established to strengthen interagency coordination. - The structuring of a Directorate General for Development of Public Administration under the Prime Ministry will be finalized. - A “Council of Transformation Leaders” will be established to ensure ownership and implementation of the strategy by the related agencies. - A new unit will be set up under the Ministry of Interior, Directorate General of Local Administrations for the coordination of the strategy at the local level. -Regarding the interagency governance process, ascertaining the coordination between the strategy and its implementation will be the responsibility of the Council of Transformation Leaders. - Intra-agency IT departments will be gathered under a single coordination unit to avoid redundant procedures and increase the effectiveness of the e-transformation process. 	State Planning Organization (Res) Prime Ministry (Rel) Ministry of Interior (Rel) Relevant Public Institutions and Organizations (Rel)		2006	6 Months
69	Organizational Scoreboard Application	- A measurement mechanism to support supra-agency and interagency coordination of the strategy and to facilitate the monitoring of the applications will be put into practice.	State Planning Organization (Res) Turkish Statistical Institute (Rel) Relevant Public Institutions and Organizations (Rel)	28, 68	2006	18 Months

8. Action Plan

IV. Modernization of Public Administration (Cont.)

SHARED TECHNOLOGY SERVICES AND INFRASTRUCTURE						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
70	Public Secure Network	- Rather than investing on institutional wide area network infrastructures, a common secure communication infrastructure will be installed to meet the needs of the public institutions that will also constitute the backbone of the e-government architecture.	TÜRKSAT (Res) Ministry of Transport (Rel) State Planning Organization (Rel) TÜBİTAK (UEKAE) (Rel)	71, 107	2006	27 Months
71	Dissemination of e-Government Gateway Services	- The number of services provided at the e-Government Gateway will be increased. - A common e-payment and mobile services platform will be developed for to be utilized by all public institutions when providing electronic services. - Customization functions of the e-Government Gateway will be developed; customer relations management systems will be established to predetermine the needs of the users based on user statistics.	TÜRKSAT (Res) Ministry of Transport (Rel) State Planning Organization (Rel) Relevant Public Institutions and Organizations (Rel)	70, 72	2007	18 Months
72	Shared Call Centre	- A common call centre will be established in order to create an alternative channel for services delivered through the e-Government Gateway. This call centre will be able to provide services such as information provision, warning, carrying out transactions upon request and approval of the user, process inquiry, notification of transaction results and user support etc. - Independent call centres of public institutions regarding electronic services whether planned or already operationalized will be gathered under a single unit.	TÜRKSAT (Res) Ministry of Transport (Rel) State Planning Organization (Rel) Relevant Public Institutions and Organizations (Rel)	71, 101	2007	18 Months
73	Establishment of Joint Services	- Work will be carried out and the necessary coordination will be provided for the central provision of jointly performed functions either by the e-Government Gateway and/or related agencies in accordance with the nature of these functions. - When necessary, studies will be carried out to determine the joint usability or sharing of software to be used by public institutions and the identified software will be developed by the related agency for deployment to other agencies.	State Planning Organization (Res) Ministry of Finance (Rel) Ministry of Interior (D. G. Local Administrations) (Rel) State Personnel Department (Rel) Relevant Public Institutions and Organizations (Rel)		2007	48 Months

SHARED TECHNOLOGY SERVICES AND INFRASTRUCTURE (Cont.)

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
74	Usage of Open Source Software in Public	- Pilot implementation will be undertaken at an agency to set an example for the use of open source software in the public, and the applicability analysis of the open source coded software will be developed according to the results of the pilot implementation.	TÜBİTAK (UEKAE) (Res) State Planning Organization (Rel) Public Organization to be Selected for Pilot Implementation (Rel)	78	2006	18 Months
75	Establishment of GIS Infrastructure	- A portal will be set up to enable public institutions and organizations to offer the geographical information within their responsibility over a common infrastructure. - Content and exchange standards for the geographical data will be established.	General Directorate of Land Registry and Cadastre (Res) Ministry of Interior (D. G. Local Administrations) (Rel) Ministry of Public Works and Housing (Rel) Ministry of Agriculture and Rural Affairs (Rel) Ministry of Environment and Forestry (Rel) State Planning Organization (Rel) Turkish Statistical Institute (Rel) General Command of Mapping (Rel) Municipalities (Rel) Relevant Agencies and Organizations (Rel)	49, 53, 55, 66, 71, 78	2006	18 Months
76	Information Systems Disaster Recovery Management Centre	- According to the common needs of public institutions, an information systems disaster recovery management centre will be set up and systems and information back ups will be established for agencies to continue performing their critical functions during emergency times. - Technical support will be provided for the establishment of disaster recovery management systems efforts of public institutions that are excluded and held outside the central system.	TÜRKSAT (Res) Prime Ministry (GD, Emergency Management .) (Rel) State Planning Organization (Rel) TÜBİTAK (UEKAE) (Rel) Relevant Public Institutions and Organizations (Rel)	78	2007	18 Months

8. Action Plan

IV. Modernization of Public Administration (Cont.)

EFFECTIVE PROCUREMENT MANAGEMENT						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
77	Electronic Public Procurement System	- The e-procurement system and electronic catalogue purchase system for electronic processing of public procurement will be completed and the use of them will be made widely available.	Public Procurement Authority (Res) Ministry of Justice (Rel) Ministry of Interior (D. G. Local Administrations) (Rel) State Supply Office (Rel) Relevant Agencies and Organizations (Rel)	71, 101	2006	21 Months
DATA AND INFORMATION MANAGEMENT						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
78	Interoperability Standards and Data Exchange Infrastructure	- Common standards determined in the Interoperability Principles Guideline will be developed in conformity with e-Government Gateway integration standards, Turkish Statistical Institute data submission standards and electronic document management standards. - A mechanism will be developed to access data dictionaries prepared by public institutions from a single point. - Data ownership rules for public institutions will be identified, and collection, updating and sharing of data by public institutions will be ensured under authorization rules.	State Planning Organization (Res) Prime Ministry (General Directorate of State Archives) (Rel) Turkish Statistical Institute (Rel) TÜRKSTAT (Rel) Relevant Agencies and Organizations (Rel)	71, 79	2006	24 Months
79	Standards for Notification to TURKSTAT and Electronic Exchange	- Notification standards for statistical and inventory information that will be sent to TURKSTAT will be established and platforms for electronic submission of the information obtained from enterprises via regular surveys will be developed. - Data exchange between public institutions and TURKSTAT in electronic environment will be ensured.	Turkish Statistical Institute (Res) State Planning Organization (Rel) Relevant Public Institutions and Organizations (Rel)	75, 78, 80	2006	18 Months

DATA AND INFORMATION MANAGEMENT (Cont.)

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
80	Development of Provincial Inventory System and Decision Support System	<ul style="list-style-type: none"> - Data collected under İLEMOD will be dynamically expanded to include the latest developments in provinces; more effective planning and investment decisions will be ensured in provinces through the establishment of a decision support and reporting system based on this database. - Transfer of data included in the ILEMOD system to the electronic environment at the point of production and electronic exchange of this data with the other data collection systems of local administrations will be achieved. - Inventories of natural, historical and cultural assets will be prepared in provinces to provide for the Culture Portal of Turkey. 	Ministry of Interior (Res) Ministry of Culture and Tourism (Rel) Turkish Statistical Institute (Rel) Governorates (Rel) Relevant Public Institutions and Organizations (Rel)	13, 71, 78	2007	12 Months
81	Determination of Principles for the Exchange and Reuse of Digital Information in the Public Sector	<ul style="list-style-type: none"> - Policies will be determined on reuse of the information generated by public resources for commercial or non-commercial but value creating purposes by the government, enterprises and individuals, and regulations will be made in line with the EU Legislation. 	Ministry of Finance (Res) Ministry of Justice (Rel) Ministry of Culture and Tourism (Rel) State Planning Organization (Rel) Relevant Public Institutions and Organizations (Rel)	75, 78, 79, 87	2007	6 Months
82	Legal Arrangement on Digital Rights Management	<ul style="list-style-type: none"> - Legal regulations will be made with regard to the protection, supervision or restriction of intellectual property rights on products offered on digital media or on the Internet. 	Ministry of Culture and Tourism (Res) Ministry of Justice (Rel) Relevant Professional Unions (Rel)		2007	6 Months

ELECTRONIC COMMUNICATION

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
83	Promoting usage of e-Signature	<ul style="list-style-type: none"> - For ensuring the prevalence of e-Signature usage to support the automation of processes in public institutions, work will be carried out with regard to implementation of signatures not only by individuals but also by software. 	Ministry of Justice (Res) Prime Ministry (Rel) State Planning Organization (Rel) Telecommunications Authority (Rel) TÜBİTAK (UEKAE) (Rel) Relevant Agencies and Organizations (Rel)		2006	18 Months

8. Action Plan

IV. Modernization of Public Administration (Cont.)

HUMAN RESOURCES AND COMPETENCY DEVELOPMENT						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
84	Revision of Public Personnel Regulations in Line with the Targets of Information Society Strategy	- A bill will be drafted which will include the provision of recruitment of public personnel in order to increase the human resources competencies of public institutions and encourage performance, performance evaluation and application of related rewards and punishments, salaries for these personnel, extra payment for ICT certificate-holders to motivate the users of information technologies and responsables of the e-Transformation process, determination of the status of technical personnel within the public cadre system, and provisions of flexible appointment of these personnel.	State Personnel Department (Res) Ministry of Justice (Rel) Ministry of National Defense(Rel) Ministry of Finance (Rel) State Planning Organization (Rel) The Council of Higher Education (Rel)		2006	6 Months
85	Project and Competency Inventory	- A database will be established in order to form an inventory of e-government projects whether completed or in progress at public institutions. The inventory will compile the project contents, objectives, target audiences, applied technologies, developed software, the persons and steps by which the project will be put into practice as well as the project costs, in accordance with identified standards; these will be used as inputs in the planning process of e-government projects.	State Planning Organization (Res) Ministry of Interior (D. G. Local Administrations) (Rel) TÜRKSAT (Rel)	29, 71	2006	9 Months
86	ICT Projects Implementation and Development Competency in the Public	- Training programs will be launched and coordinated for effective management of ICT and e-government projects in public institutions and organizations; applications to deploy standard project management processes will be put into practice.	State Planning Organization (Res) Ministry of Interior (D. G. Local Administrations) (Rel) State Personnel Department (Rel) TODAİE (Rel) Universities (Rel)	85	2006	15 Months

SECURITY AND PRIVACY OF PERSONAL INFORMATION

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
87	Legal Regulations Regarding Information Security	<ul style="list-style-type: none"> - Regulations will be enacted and implemented with regard to the legal infrastructure in line with the purpose of ensuring the protection of information concerning national security on the electronic environment, and development of the country's information security systems. - The Bill on Protection of Personal Data Privacy will be enacted. 	Ministry of Justice (Res) Ministry of National Defense(Rel) Ministry of Interior (Rel) State Planning Organization (Rel) TÜBİTAK (UEKAE) (Rel) Relevant Public Institutions and Organizations (Rel)		2006	9 Months
88	National Information Systems Security Program	<ul style="list-style-type: none"> - A "computer emergency response team" (CERT) will be established, to constantly track security threats in cyberspace, publish warnings, provide information on precautions that can be taken against these risks, and coordinate counter-measures in case of realized risks. - Minimum security levels required for public institutions will be defined based on agencies and transactions; the security levels of the systems, the software and the networks used by agencies will be identified, and recommendations will be proposed to fix any shortcomings. 	TÜBİTAK (UEKAE) (Res) Universities (Rel) Relevant Public Institutions and Organizations (Rel)	87	2007	24 Months

8. Action Plan

V. Globally Competitive IT Sector

DEVELOPMENT OF HUMAN RESOURCES						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
89	Training Qualified Workforce	- Following the definition of sector professions, a human resources inventory of the sector will be prepared and a long-term HR planning will be carried out. Qualified workforce needs of the sector will be met through graduate and postgraduate programs.	The Council of Higher Education (Res) Ministry of National Education (Rel) State Planning Organization (Rel) TÜBİTAK (Rel) Universities (Rel) Relevant Non-Governmental Organizations (Rel) Relevant Agencies and Organizations (Rel)	90, 91, 93	2006	30 Months
90	Training Instructors	- In order to train the qualified workforce, the instructors/academicians and researchers in IT will be developed by sending them abroad for postgraduate education and by enhancing the effectiveness of postgraduate programs in Turkey.	The Council of Higher Education (Res) Ministry of National Education (Rel) TÜBİTAK (Rel) Universities (Rel) Turkish Education Foundation (Rel)	89	2006	9 Months
91	Development of Information Technologies Curriculum	- The curricula of the graduate programs of related fields will be improved in line with the strategic targets and requirements of the sector based on international modules; curricula oriented for the development of business competencies such as standardisation, project and process management will be applied.	The Council of Higher Education (Res) Ministry of National Education (Rel) TÜBİTAK (Rel) Universities (Rel) Relevant Non-Governmental Organizations (Rel)	92, 93	2006	12 Months

DEVELOPMENT OF HUMAN RESOURCES (Cont.)

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
92	Training of Intermediate Workforce	- In order to alleviate the intermediate staff shortages of the sector, modular occupational certificate programs will be developed; participation into these programs will be encouraged, and technical high schools with IT modules will be improved.	Ministry of National Education (Res) Ministry of National Defense(Rel) Turkish Labor Organization (Rel) Universities (Rel) Relevant Non-Governmental Organizations (Rel)	91	2006	24 Months
93	Entrepreneurship Training	- Entrepreneurship courses oriented to the ICT sector will be increased at Universities; incentives will be provided via entrepreneurship contests; and education programs will be enriched with the best case applications.	Ministry of Industry and Trade (Res) The Council of Higher Education (Rel) KOSGEB (Rel) TÜBİTAK (TEYDEB) (Rel) Universities (Rel) Relevant Non-Governmental Organizations (Rel) Technopark Administrations (Rel)	91	2006	12 Months

8. Action Plan

V. Globally Competitive IT Sector (Cont.)

SECTOR ORGANIZATION						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
94	Definition of Sector Professions	- Job definitions will be made for the newly emerged professions as a result of the developments in the ICT sector; the Turkish Professions Glossary will be updated and the relevant legislation will be made.	Ministry of Labor and Social Security (Res) Turkish Statistical Institute (Rel) Turkish Labor Organization (Rel) Turkish Standards Institution (Rel) KOSGEB (Rel)		2006	9 Months
95	Establishment of ICT Sector Union	- An umbrella organization, whose function and structure will be developed in the near future, will be established to ensure the guidance of the sector, to support the development of sector-specific policies as well as to foster its competencies and its representation through participating in international activities.	Undersecretariat of Foreign Trade (Res) Ministry of Industry and Trade (Rel) Ministry of Transport (Rel) State Planning Organization (Rel) Turkish Union of Trade&Industry Chambers (Rel) Relevant Non-Governmental Organizations (Rel)	94, 98, 99, 100	2006	12 Months
96	Specialization in Technology Development Zones	- Regulations will be made to enhance university-sector cooperation in Techno-parks. To this end, techno-parks will be specialized to support the regional and the prioritized industries.	Ministry of Industry and Trade (Res) State Planning Organization (Rel) KOSGEB (Rel) TÜBİTAK (Rel) TOBB (Rel) TTGV (Rel) Universities and Technopark Administrations (Rel) Relevant Agencies and Organizations (Rel)		2006	6 Months

SECTOR ORGANIZATION (Cont.)

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
97	Informatics Valley	- An Informatics Valley will be set up to ensure development of Turkey among the regional countries as a centre of production and operation for international IT corporations as well as support the expansion of small-scaled companies of the sector to foreign markets using the regional networks of international corporations, the attraction of foreign direct investment to the domestic IT sector; and the development of business competencies of domestic firms in the sector.	Ministry of Industry and Trade (Res) Ministry of Public Works and Housing (Rel) State Planning Organization (Rel) The Council of Higher Education (Rel) TÜBİTAK (Rel) TOBB (Rel) TTGV (Rel)	96	2006	36 Months

DEVELOPING SECTOR COMPETENCIES

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
98	Development of Sector Business Competency	- In order to develop the sector's business competencies, training and support activities such as marketing and sales courses, business plan drafting supports and legal consulting services will be carried out.	Ministry of Industry and Trade (Res) Undersecretariat of Foreign Trade (Rel) KOSGEB (Rel) İGEME (Rel) ICT Sector Union (Rel) Relevant Non-Governmental Organizations (Rel)	95	2006	36 Months
99	Promotion of Software Quality Certifications	- Quality standardization and certification will be encouraged in IT services and software; rapid establishment and extension of the implementation of quality awareness in the sector will be assured. Moreover, this process will be encouraged via public procurement.	Undersecretariat of Foreign Trade (Res) State Planning Organization (Rel) Public Procurement Authority (Rel) Relevant Public Institutions and Organizations (Rel)	95	2007	12 Months

8. Action Plan

V. Globally Competitive IT Sector (Cont.)

INCREASING EXPORTS						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
100	Support of Expansion to Foreign Markets	<ul style="list-style-type: none"> - In order to support the expansion of IT companies into external markets, potential market research surveys will be conducted with priority given to regional markets. - Offices will be established abroad for common use to facilitate penetration into these markets. - Planned participation in activities in Turkey and abroad will be assured, and the domestic IT sector will continue to be promoted under a single brand. 	<ul style="list-style-type: none"> Undersecretariat of Foreign Trade (Res) Ministry of Foreign Affairs(Rel) State Planning Organization (Rel) TİKA (Rel) Trade Attaches (Rel) ICT Sector Union (Rel) Relevant Agencies and Organizations (Rel) 	95	2007	18 Months

DEVELOPING THE DEMAND						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
101	Regulations for Effectiveness in Public ICT Procurement	<ul style="list-style-type: none"> -For the development of IT services in the domestic market, work will be undertaken to: <ul style="list-style-type: none"> - meet the IT needs of the public via public-private partnerships (outsourced service procurement), - enable framework agreements for IT goods and services procurements between the public and suppliers, - enact regulations in the public procurement legislation with regard to the aggregated procurement of IT goods and services (broadband services, enterprise resource planning software etc.) by a relevant unit. 	<ul style="list-style-type: none"> Public Procurement Authority (Res) Ministry of Finance (Rel) State Planning Organization (Rel) State Supply Office (Rel) 	72, 107	2007	6 Months

8. Action Plan

VI. Competitive, Widespread and Affordable Communication Infrastructure and Services

CREATING A COMPETITIVE ENVIRONMENT IN THE TELECOMMUNICATION SECTOR						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
102	Establishment of Competition in Services	- Prioritized authorization and regulations will be put into practice by the Telecommunications Authority to establish an effective competitive environment in communication services and provide low-cost and high-quality communication services to end users.	Telecommunications Authority (Res) Ministry of Transport (Rel) Competition Authority (Rel)		2006	6 Months
103	Establishment of Competition in Infrastructure	- Authorization and regulation studies will be put into practice with regard to the establishment and the operation of technologies and infrastructure that may provide alternatives to available networks in order to ensure competition in infrastructure.	Telecommunications Authority (Res) Ministry of Transport (Rel) Competition Authority (Rel)		2006	6 Months
104	Feasibility Study for the Separation of Wholesale and Retail Services of Incumbent Operator	- In order to support and increase the applicability of regulations to create competition in services, separation of the wholesale and retail services of the incumbent operator based on the principles of separation of accounts and cost accounting or including structural separation options will be analyzed, comparatively assessed and a cost-benefit analysis will be carried out.	Telecommunications Authority (Res) Ministry of Transport (Rel) Competition Authority (Rel)	104, 105	2007	6 Months

TAX ARRANGEMENTS IN COMMUNICATION SERVICES						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
105	Tax Reduction for Data and Internet Services	- In order to support the transformation process into an information society, users and new usage habits will be encouraged for data and internet services through the removal of the Special Communication Tax on these services.	Ministry of Finance (Revenue Administration) (Res) Ministry of Transport (Rel) State Planning Organization (Rel) Telecommunications Authority (Rel)	3, 23	2006	18 Months

8. Action Plan

VI. Competitive, Widespread and Affordable Communication Infrastructure and Services (Cont.)

DEVELOPING AND EXPANDING COMMUNICATION INFRASTRUCTURE						
No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
106	Promotion of Shared Next Generation Telecommunication Infrastructures	- In order to guarantee the effective utilization of scarce resources and reduce the infrastructure investment expenditures; authorizations for next generation telecommunication services will be regulated in a way that will encourage sharing of infrastructure.	Telecommunications Authority (Res) Ministry of Transport (Rel) Competition Authority (Rel)		2006	6 Months
107	Aggregated Public Broadband Procurement	- In order to optimize the communication needs of public institutions, reduce costs and ensure the deployment of broadband infrastructure so as to deliver access opportunities to local organizations, the broadband access needs of the public will be aggregated and procured collectively.	Ministry of Transport (Res) State Planning Organization (Rel) Public Procurement Authority (Rel) TÜRKSAT (Rel)	1, 2, 70	2007	9 Months
108	Frequency Allotment	- In line with the frequency band usage approach recommended by the EU, the transition process will be designed for using the frequency bands for digital broadcasting that are currently used for analogue broadcasting.	Radio and Television Supreme Council (Res) Ministry of National Defense(Rel) Ministry of Transport (Rel) Telecommunications Authority (Rel) Turkish Radio and Television Corporation (Rel)		2006	5 Months

8. Action Plan

VII. Improvement of R&D and Innovation

No	Action	Description	Responsible (Res) and Related(Rel) Organization	Relevant Actions	Starting Date	Duration
109	University-Public-Industry Research Cooperation	- To ensure deployment of technical knowledge built up at Universities and institutes under the coordination of TÜBİTAK to the private sector, new mechanisms will be developed for joint project development.	TÜBİTAK (Res) State Planning Organization (Rel) Universities (Rel)		2006	12 Months
110	Support of Innovation in ICT Area	- In the field of ICT, new mechanisms will be developed to provide special funding facilities and technical consultancy for R&D-intensive and innovative firms. Within this scope, technology development centres (incubation centres) and bases that provide special support services will be established, and start-up capital applications will be developed. Cooperation and clustering between companies will be supported.	Ministry of Industry and Trade (Res) State Planning Organization (Rel) Undersecretariat of Foreign Trade (Rel) TÜBİTAK (Rel) KOSGEB (Rel) TTGV (Rel)		2006	24 Months
111	Academic Career Criteria, and R&D	-In order to enhance the relation between the academic sector and the businesses, R&D studies completed with the real sector will be regarded among academic promotion criteria.	The Council of Higher Education (Res) State Planning Organization (Rel) TÜBİTAK (Rel) Universities (Rel)		2006	12 Months

9. Actions and Distribution of Actions by Costs

Table 1 - Number and Cost of Actions Broken Down by Strategic Priorities

Strategic Priority	Number of Actions	Cost (YTL)	Percentage Rate
Citizen Focused Service Transformation	41	787.889.641	27
Social Transformation	14	575.240.010	20
Competitive, Widespread and Affordable Communication Infrastructure and Services	7	401.680.000	14
Modernization in Public Administration	21	385.003.086	13
Globally Competitive Information Technologies Sector	13	297.982.431	10
Penetration of Information and Communication Technologies into Business World	12	268.102.707	9
Improvement of R&D and Innovation	3	168.486.221	6
Total	111	2.884.384.096	100

Table 2 - Actions Broken Down by Starting Year and Annual Costs

Year	Number of Actions	Cost (YTL)
2006	60	192.908.002
2007	39	1.500.675.192
2008	11	672.208.548
2009	1	285.833.368
2010	0	232.758.985
Total	111	2.884.384.096

Table 3 – Distribution by Cost Items

Cost Item	Cost (YTL)	Percentage Rate
Consultancy	91.712.105	3
Training	196.236.327	7
Feasibility	27.639.907	1
Software	455.709.047	16
Hardware	578.551.158	20
Network Infrastructur	131.733.319	5
Other	1.402.802.233	49
Total	2.884.384.096	100

Table 4 - Distribution by Funding Resources

Funding Resources	Cost (YTL)	Percentage Rate
Budget Resource	2.310.380.317	80
Public-Private Sector Cooperation	200.048.976	7
International Resources	353.775.391	12
Other	20.179.412	1
Total	2.884.384.096	100

Table 5 – Number and Cost of Actions Broken Down by Government Body and Annual Costs (YTL)

Responsible Government Body	Number of Actions	2006 Cost	2007 Cost	2008 Cost	2009 Cost	2010 Cost	Total Cost
Ministry of Justice	4	5.797.529	20.733.054	7.220.059	-	-	33.750.642
Prime Ministry (D.G. of Social Solidarity and Cooperation)	1	-	6.131.274	4.390.352	-	-	10.521.626
Prime Ministry Administrative Development Department	1	480.800	304.800	-	-	-	785.600
Ministry of Labor and Social Security	1	-	-	-	-	-	-
Ministry of Environment and Forestry	1	889.250	2.077.687	-	-	-	2.966.938
State Personnel Department	1	-	-	-	-	-	-
State Planning Organization	8	4.836.251	22.459.017	10.885.241	3.118.441	300.554	41.599.504
Undersecretariat of Foreign Trade	3	2.567.200	3.013.900	4.150.100	5.593.100	7.394.900	22.719.200
General Directorate of Security	2	601.614	3.244.855	2.237.563	1.978.407	-	8.062.439
Turkish General Staff	1	-	-	-	-	-	-
Undersecretariat of Customs	3	4.703.452	16.394.654	15.985.146	21.880.000	-	58.963.252
Undersecretariat of Treasury	1	400.000	8.500.000	-	-	-	8.900.000
Ministry of Interior	1	2.960.542	3.900.813	-	-	-	6.861.355
Ministry of Interior (D. G. of Local Administrations)	4	7.979.314	17.398.841	4.114.286	5.245.714	-	34.738.155
Ministry of Interior (D.G. of Census and Citizenship Affairs)	3	10.466.269	37.319.103	19.756.460	30.167.379	13.045.228	110.754.439
Public Procurement Authority	2	2.409.173	8.480.427	-	-	-	10.889.600
Ministry of Culture and Tourism	4	8.852.626	38.008.458	-	-	-	46.861.084
Ministry of Finance	1	-	-	-	-	-	-
Ministry of Finance (Revenue Administration Department)	3	1.436.294	403.839.726	67.600	67.600	-	405.411.220
Ministry of National Education	14	17.113.676	420.452.090	241.172.988	26.418.555	23.412.825	728.570.135
Ministry of National Defense	1	1.880.821	11.649.381	7.451.695	-	-	20.981.897
Radio and Television Supreme Council	1	-	-	-	-	-	-

Table 5 – Number and Cost of Actions Broken Down by Government Body and Annual Costs (YTL) (Cont.)

Responsible Government Body	Number of Actions	2006 Cost	2007 Cost	2008 Cost	2009 Cost	2010 Cost	Total Cost
Ministry of Health	4	2.986.667	18.044.388	35.398.148	11.461.126	3.638.615	71.528.943
Ministry of Industry and Trade	12	61.312.635	74.601.667	144.046.806	110.919.503	118.251.525	509.132.135
Social Security Authority	1	8.577.388	33.854.699	-	-	-	42.432.087
D.G. of Land Registry and Cadastre	2	17.442.222	179.746.341	122.717.182	35.361.778	35.293.778	390.561.301
Ministry of Agriculture and Rural Affairs	2	7.140.256	40.233.031	15.355.334	-	-	62.728.621
Telecommunications Authority	4	1.320.000	144.000	-	-	-	1.464.000
The Scientific and Technological Research Council of Turkey	1	-	-	-	-	-	-
The Scientific and Technological Research Council of Turkey (NRIEC)	2	740.960	4.032.297	2.473.143	-	-	7.246.400
Turkish Language Association	1	-	-	800.000	-	-	800.000
Turkish Standards Institution	1	-	-	-	-	-	-
Turkish Statistical Institute	2	1.523.494	12.697.037	879.523	-	-	15.100.054
Turkish Labor Organization	1	-	25.008.130	-	-	-	25.008.130
Union of Turkish Public Notaries	1	-	-	2.175.230	4.276.802	-	6.452.033
TURKSAT	6	12.611.462	68.435.833	12.411.174	-	-	93.458.469
Ministry of Transport	4	-	7.427.447	3.355.556	6.327.543	290.000	17.400.546
D.G. of Higher Education Credit and Hostels Institution	1	464.378	1.582.560	-	-	-	2.046.938
Council of Higher Education	5	5.413.731	10.959.680	15.164.960	23.017.421	31.131.561	85.687.354
Total	111	192.908.002	1.500.675.192	672.208.548	285.833.368	232.758.985	2.884.384.096



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