



POINTS !

1. Reorganize the Ministry portal site with desknet's NEO to further promote information sharing
2. Bidding is conducted with "improving usability" as an essential requirement for bidding
3. The Ministry portal site was moved to desknet's NEO, and a huge amount of information was arranged in an easy-to-see manner

Japan Ministry of Internal Affairs and Communications

- Background: The Japan Ministry of Internal Affairs and Communications is working toward the realization of an environment where employees can work flexibly both inside and outside the Ministry, such as promoting work-life balance through "work style reform" within the Ministry.

We interviewed two people from the Cyber Security and Computerization Promotion Office, who are involved in the planning, maintenance, and operation of the Ministry's internal information network, which is used by all staff of the Ministry.

Q1: It seems that the information network system within the Ministry of Internal Affairs and Communications has been revamped, you used it from the old desknet's NEO?

A1: The Ministry of Internal Affairs and Communications was established at the time of reorganization of the central ministries, and this time will be the fourth replacement of the information network within the Ministry.

Desknet's has been used as an "electronic bulletin board" function for many years. The most used of these are the information and schedule functions, as well as equipment reservations, electronic meeting rooms, and questionnaire functions.

When upgrading to desknet's NEO this time, what we wanted to solve was to unify the ever-increasing amount of information. Even if you have a lot of information, you cannot work efficiently unless you know where it is, so we wanted to solve it somehow.

Q2: By the way, what kind of information did you want to unify?

A2: There is a wide variety of information that we want to inform all staff and that we need to know, such as ministry information, department information, business system information, various system usage guides, common application forms, and procedures for personnel changes.

There was a strong desire to organize them so that they would be easy to see and that they would be easy to use. We also wanted to further promote centralization and sharing of information by making it possible to easily create department portals and theme portals using desknet's NEO in each department.

Q3: How did you select the groupware this time?

A3: Before bidding, the Ministry of Internal Affairs and Communications will define the system requirements so that each company can make a proposal.

Desknet's is well known in the Ministry, and many staff members have given their opinions and requests to improve usability. For this reason, "usability" is what we emphasize in groupware. It was desknet's NEO who proposed a system that cleared those requirements and decided on a bid.

For example, until now, when I tried to create a portal site using old desknet's, I could not operate intuitively. I knew that by upgrading to desknet's NEO, it could be done easily by drag and drop operation, and the operability would be greatly improved, and I had great expectations even before the introduction.

“a huge amount of information was arranged in an easy-to-see manner”

Government
sector

Japan Ministry of Internal
Affairs and Communications

Q4: Please tell us the points that were devised when you recreated the Ministry of Portal site at desknet's NEO?

A4: In the old system, the portal site within the Ministry was created in another way without using desknet's. So, we installed and operated a link to desknet's on that site.

In the new system, we decided to integrate the old portal site in the province with desknet's NEO, and remade from scratch. We were particular about creating a portal that we could switch without feeling discomfort, that we could use a new intra-Ministry portal site, and that we naturally wanted to use a new ICT tool.

In order to accelerate work style reform of the Ministry of Internal Affairs and Communications, we utilize telework environment, communication tools, Web conferencing, paperless meetings, wireless LAN in government buildings, portal site within the Ministry, etc. We are building and supporting a system environment to realize a working environment.



Q5: How do you switch to desknet's NEO and provide training/education to staff assigned to all over the country?

A5: At each base organization of the Ministry throughout the country, there is an operation staff member who plays a missionary role in using the system. We conducted training several times in the form of web conferences and many employees attended the web conference.

In addition, in order to promote the sharing of information and the unification of information among all departments, we have created a new “Guide for Using Department Portal Sites Using desknet's NEO” and conducted training.

Utilized Functions



Portal - using desknet's NEO, we redesigned the old Ministry portal site with a focus on design details. We were able to efficiently arrange the structure of the portal site. Creating personal portals and department portal sites has become easier



Schedule - it is now possible to share the schedule that was managed for each individual with the organization, such as within a department. Various methods are used by each department, such as to confirm the supervisor's schedule and to secure time for meetings



Equipment Reservation - functions that have been used frequently. It is used for projectors and conference room reservations, and can be operated intuitively



Information - we have been categorizing each category for a long time



Document Management - used as a reference for documents posted on the Ministry portal site



Other - use by individuals or themes such as tasks, alarms, electronic conference rooms, surveys, etc

Q6: Please tell us about the effects after introducing desknet's NEO?

A6: The information I want to make known to all staff is made known using the information on desknet's NEO. Since you can operate intuitively, you can easily send information.

Regarding the schedule, it became convenient to notify desknet's NEO by email when the schedule was registered.

From now on, as the “work style reform” progresses further, there will be more opportunities to browse and use the system on devices with screen sizes different from those of PCs, tablets and smartphones. We are looking forward to further evolution of desknet's NEO so that we can create a portal site that is easier to use, while being aware of the “responsive web design” that our staff will want to use.

Cyber Security and Computerization Promotion Office



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