

## SUMMARY NOTE

# Summary Note Digital Government and Open Data Readiness Assessment

*Prepared for the Government of  
Socialist Republic of Vietnam*

Digital Development Global Practice  
The World Bank



## INTRODUCTION

1. The technological revolution is changing our world. Industries adopt new technologies that bring market disruptions, and societal and economic advances. While technologies inundate the world with huge amount of data, it seems that the world has envisioned and shared an understanding on future pathways, referred to as the new industrial wave of “Fourth Industrial Revolution,” (Industry 4.0). Governments must customize their digital strategies to fit their unique environment and needs.

2. This report is intended to help the Government of Vietnam assess their digital environments and frame their own strategies. The report contains two themes of Digital Government Readiness Assessment (DGRA) and Open Data Readiness Assessment (ODRA),

3. **Digital Government Readiness Assessment**, the first part of the report evaluates Vietnam’s current potential for digital government (d-Government) development across these key aspects:

- (1) Leadership and governance
- (2) User focus
- (3) Business process change
- (4) Capabilities, culture and skills
- (5) Shared infrastructure
- (6) Data driven
- (7) Cybersecurity, privacy and resilience

4. The DGRA chapter focuses on d-Government, since the public sector delivers to citizens information and services. According to the biennial United Nations E-Government Development Index (EGDI), governments providing services via digital platforms (such as: Australia, Singapore, South Korea, and the United Kingdom) have leveraged the economic advantages of d-Government.<sup>1</sup> One of the advantages is the lower price of digital transactions—50 times cheaper than face-to-face transactions.<sup>2</sup> The 2018 UN EGDI ranked Vietnam 88 out of 193 member states, with Vietnam advancing one spot from the 2016 rankings. While Vietnam has progressed in digital development during the past two years, the gain in the rankings between 2016 and 2018 signifies that countries are gaining in delivery of d-Government services. The DGRA measures the citizen’s demand for d-Government services, and integration and infrastructure policies to delve deeper into the opportunities and challenges the country faces in its digital development journey. The assessment includes a step-by-step analysis of specific

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<sup>1</sup> The UN EGDI is a useful tool to measure the supply of information and services provided to residents in the form of available services.

<sup>2</sup> <http://www.worldbank.org/en/publication/wdr2016>

components of d-Government and presents an action plan to identify and address areas needing improvement.

5. **Open Data Readiness Assessment**, the second part of the report focuses on Vietnam's open data policy. Open data is a policy under which certain government-held data are made publicly available, with very few restrictions on access, in formats that people and software can easily read and use for any purpose. The ODRA is an action-oriented assessment, based on a combination of desk research and stakeholder consultations, designed to assist governments to identify actions needed for an open data regime. The recommendations and actions proposed are based on global best practices and incorporate the experiences and needs of the Government of Vietnam.

6. The ODRA methodology explores the following dimensions:

- (1) *Senior leadership* that evaluates the open data vision, understanding and the champions at the highest level of the government.
- (2) *Policy/legal framework* that explores how the country's legal framework supports the development of an open data initiative.
- (3) *Institutional structures, responsibilities, and capacity within government* that look at how the government works horizontally, and agencies' capacity to implement an open data initiative.
- (4) *Government data management policies, procedures, and data availability* that map existing data assets, and the government's data procedures.
- (5) *Demand for open data* that evaluates the awareness of existing open data-related initiatives within nongovernmental/civil society organizations, private sector, academia, media and journalists, startups, and innovation actors.
- (6) *Civic engagement and capabilities for open data* that evaluate the state of interactions between government and nongovernmental actors, the state of the information society in Vietnam, and the general capacities in information communication technologies within the society.
- (7) *Funding a program for open data* to analyze the budget available and needed for an open data initiative.
- (8) *National technology and skills infrastructure* that evaluates the state of Vietnam's information technology (IT) infrastructure.

7. Vietnam has made efforts to link e-Government initiatives to the administrative reform process since the early 2000s, and has made some progress, but overall, the pace of implementation has been slow with limited impact on socioeconomic development. The Government of Vietnam's approach to d-Government and digital economy is proactive. The government recognizes the opportunities and challenges related to Industry 4.0, as emphasized in Prime Minister Nguyen Xuan Phuc's remarks at the June 2016 conference "Hanoi 2016 -

Cooperation in Investment and Development," and Directive No. 16/ CT-TTg , May 4, 2018. Both emphasize Vietnam's determination to use open data and digital development to accelerate development. Translating this determination into results will require regulatory changes and actions across the government and society. The ODRA and DGRA provide advice on these matters.

### Digital Government Readiness Assessment Results

8. The key findings of the DGRA are

- The government has made a strong commitment to Industry 4.0; it has numerous regulations in place to assign roles and responsibilities, and to provide guidance for d-Government development. Office of the Government (OoG) through Administrative Procedure Control Agency (APCA) is designated as the lead agency to monitor implementation across government agencies. The Ministry of Information and Communication (MIC) is tasked with setting technical standards while several other ministries provide support in specific areas. Although there is a control tower, the lack of a clear national overarching roadmap and an implementation strategy (with adequate resources) hinders the government from moving forward with the d-Government agenda.
- There is progress on technical improvements for d-Government's foundation. MIC has issued standards for e-Government architecture and identified the need to develop national databases (six) for future data-sharing. Further, several agencies are using technologies (such as big data and analytics, and cloud computing). However, these efforts are siloed, and there are no clear standards or policies in the government digital platform that offer economies of scale (such as: government cloud, government data management, government IT procurement, or government information systems interoperability).
- The main challenge the government faces on digital development is the lack of systemic coordination and collaboration between agencies and initiatives. Though there is a Chief Information Officer Council of IT directors at both national and local levels, there is no government-wide Chief Information Officer. The lack thereof impedes good and consistent communications between IT directors and the top government leadership. Compounding the challenge to development is the lack of financing and skills within the government. Highly qualified technical specialists in Vietnam tend to move to the private sector where salaries are higher, which makes it difficult for government agencies to attract the most talented specialists.
- The results of the Digital Government Readiness Assessment are summarized below. The evaluation of each aspect is color-coded:
  - **Green (G)** means there is clear evidence of readiness
  - **Yellow/Green** (represented as light green in the table below) means that very minor efforts are required to meet the readiness criteria

- **Yellow (Y)** means that evidence of readiness is less clear
- **Yellow/Red** (represented as pink in the table below) means that some readiness evidences exist but are weak
- **Red (R)** means there is an absence of evidence for readiness

Table 1. Results of the Digital Government Readiness Assessment

Theme	Digital Government Readiness				
	Low		Yellow	Green	High
<b>Leadership and governance:</b> Digital government transformation comes with the need for adjustments including legal, institutional, technological, and cultural changes. Therefore, high-level political commitment is critical to helping the government make necessary reforms in a timely and effective manner. Leading countries in d-Government have proven themselves to have strong political leadership, clear vision and strategy, effective governance and organizational structure, and secured funding resources.		*			
<b>User focus:</b> This section examines the consultation and participation of users in the design of services. Stakeholders involve both supply-side agencies (public administration and modernization) and the demand-side (population and businesses). The Human-centered design methodology is an example of such a participatory approach for public service re-design. To ensure inclusive representation of all users, present and potential interviewees in this section include NGOs and social intermediaries.		*			
<b>Business process change:</b> Business process change is often the most neglected aspect of digital transformation and can make or break the success of d-Government transformation. Key stakeholders are agencies in charge of reform and civil service modernization.	*				
<b>Capabilities, culture and skills:</b> There is a need to distinguish between two different types of profiles and skills for civil servants - the ICT organizations and their contractors, and the business line managers. Key indicators include certification/accreditation. Type of training required ranges from project management, database management, data entry, customer support, etc.	*				
<b>Shared infrastructure:</b> Shared infrastructure in the form of digital platforms and services, standards and interoperability, and management information systems provides fundamental building blocks towards greater d-Government efficiencies in terms of cost reductions and improvements in information-sharing.	*				

Theme	Digital Government Readiness				
	Low		Yellow	Green	High
<b>Data driven:</b> Digital government transformation relies on data driven activities. The ability to collect, store, analyze, and share data using emerging technologies is critical to improve service delivery. Available data can be used to improve decision-making and lead to enhanced efficiency and generate external benefits. Leading countries in this area have established national “basic data registers” that enable government organizations to use and share a set of standardized data for greater effectiveness.		*			
<b>Cybersecurity, privacy and resilience:</b> Digital government progress must be matched by strong cybersecurity, privacy and resilience efforts in order for users to maintain trust in public sector online information and services. Cybersecurity is particularly important to safeguard personal data and requires cross- agency and international collaboration to meet growing threats.		*			

### Open Data Readiness Assessment Results

9. The key findings of the ODRA are:

- Vietnam provides a solid foundation to develop an open data initiative, and the current political climate is conducive to launching such an initiative soon. The government understands that the development of open data is an international trend that Vietnam cannot avoid and should embrace as soon as possible. Several elements demonstrate the importance of this vision such as:
  - The efficient organization of the ODRA mission,<sup>3</sup>
  - The recent adoption of the Access to Information Law, an essential element for open data and demonstrates the importance of transparency for the government;
  - The 2018 launch of the first National open data portal (Itrithuc), and the open data portals launched in recent years by cities (including Danang) are the first steps toward publishing and making available to the public a large number of datasets.
- Significant amounts of data are available for publication in many ministries (Ministry of Finance, Ministry of Public Security, MPI, MoT, Public Procurement Agency, some data formatted to internationally-adopted sector-specific standards (e.g. Open Contracting

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<sup>3</sup> The setup of a dedicated task force led by APCA, and that included major ministries such as MIC, MoST, Ministry of Finance, Ministry of Public Security, or MPI and its agency General Statistics Office, and the contribution of all ministries and agencies met during the mission shows the ability of the government to mobilize all its forces on the topic.

Data Standard in the Public Procurement Agency). The current investment in national databases is also an opportunity and a future important source of datasets. The General Statistics Office has designed, released, and maintained a series of reference data for all government agencies. These reference data are essential for data interoperability across different ministries.

- In terms of funding, while a specific budget for an open data initiative has not yet been identified or reserved. The Government of Vietnam has made considerable investments in the development of IT systems and infrastructure from its budget, notably in the finance and banking sectors. Moreover, the Government is open to innovative funding models such as public-private partnership or CSR funding. A good example is the Itrithuc portal that is financed in full by various actors of the private sector.
- All these elements are evidence that the government could (relatively easily) put in place a robust national initiative and publish a massive number of datasets. However, the social and economic impact of open data depends not only on the release of data, it requires nongovernmental actors to exploit these data to develop new services.
- There is a strong demand for open data, particularly for transparency, for innovation and ICT services (geographic information system data), for market research and development, and at the sectorial level (environment, health, agriculture, tourism, etc.). There is also a nascent data journalism community, interested in accessing more datasets.
- The innovation ecosystem is active in Vietnam, with lots of active innovation hubs and incubators, and a strong support from MoST, from national to city level. The ICT sector also has players of various sizes, from big international companies (FPT), to big national companies (VNPT, Viettel) to small- and medium-enterprises (e.g. DTT).
- The high penetration rate and the affordability of mobile and mobile broadband are good for the development of ICT services. In terms of skills training, there are a series of public (e.g. VNU) and private (e.g. FPT university) institutions developing courses related to the latest technologies such as data science.

10. Despite the government's vision for open data in Vietnam, and the key elements in place at the governmental and nongovernmental levels, there are key challenges to resolve to create the conditions for the development of an open data ecosystem, and for Vietnam to maximize its benefits.

- The biggest challenge is on the legal framework. While publication of some datasets is underway (e.g. the new Itrithuc portal), there is no current legislation (or guidelines) to support the publication of these datasets. All ministries and agencies embrace the concept of "closed by default" whereby all government data must be protected and remain undisclosed, except where a specific regulation allows publication. At the same time, there is no policy/regulation on data sharing, publication and reuse of

government data. While some regulations require disclosure of some information, the regulations do not share details of format, licenses (terms of use), or process. The concept of license (terms of use), and its importance is not well understood by most ministries and agencies, and this lack of understanding impedes informed decision making. For example, the selection of a specific license for the Itrithuc portal that does not seem to be the result of an analysis and selection based on a specific rationale. Legal and technical choices are important for data re-users and therefore require careful evaluation before their adoption. Finally, there is no regulation on personal data protection. Some regulations, such as the statistical law (and few others), note the need to protect personal privacy, but this is vaguely defined. Most ministries and agencies have a weak understanding on which information must be protected and how to protect privacy.

- The second main challenge is the technical capacity at the agency level. The lack of technical expertise on open data, and on protection of personal privacy issues affect the quality of the data published in terms of completeness, timeliness, disaggregation level, and format. One of the reasons is that in Vietnam there is limited supply of skilled IT staff, particularly those skilled in the latest technologies (such as data science). Staff with strong technical skills seek higher-paying jobs in the private sector. The public sector is unable to offer competitive salaries to retain these staff.
- The third main challenge is the leadership. During consultations, most people were unaware of the specifics related to open data, the difference between open data, and e-Government framework and services, or the specific activities required and the specific opportunities. It is essential to raise awareness and resolve these issues, so the government is positioned to adopt and fund an open data-specific roadmap.
- The fourth main challenge is related to the cooperation between agencies at the national and subnational levels. Despite the need, there is little systematic sharing of data internally between agencies, and vertically from national level to province, district, and city level.
- From the nongovernmental actors' perspective, a series of challenges were also highlighted. Concerning data publication, while much information is published by various agencies and ministries, most nongovernmental actors have difficulty searching/finding this information, as it's located across multiple web sites and in various formats. The dialog between governmental and nongovernmental actors seems weak and inefficient. This weak interaction and communication does not create the condition for mutual understanding and does not provide a framework for government agencies to identify high value datasets for the different re-users. This eventually results in the publication of low quality, low value datasets, that are not useful and of no interest to re-users.
- The results of the Open Data Readiness Assessment are summarized below. The evaluation of each dimension is color-coded:

- **Green (G)** means there is clear evidence of readiness
- **Yellow/Green** (represented as light green in the table below) means that very minor efforts are required to meet the readiness criteria
- **Yellow (Y)** means that evidence of readiness is less clear
- **Yellow/Red** (represented as pink in the table below) means that some readiness evidences exist but are weak
- **Red (R)** means there is an absence of evidence for readiness

Table 2. Results of the Open Data Readiness Assessment

Theme	Importance	Open Data Readiness			
		Low		High	
<b>Senior Leadership:</b> Existence of active, engaged, high-level support for Open Data	***		*		
<b>Policy/Legal Framework:</b> Impact of existing laws and policies on data dissemination, protection of personal information, and existing terms of use	**	*			
<b>Government Capabilities:</b> agency capacity to manage and disseminate data, coordinate standards and processes, and address procedural roadblocks	**		*		
<b>Data Management &amp; Availability:</b> Whether existing policies facilitate data access, and whether key datasets are either already available or could be made available	**		*		
<b>Data Demand:</b> Which datasets are already being requested or used, and which communities could benefit from Open Data	***		*		
<b>Civic Engagement:</b> Capacity of civil society and general public to engage with public sector as partners and innovators	**			*	
<b>Funding:</b> Direct and indirect availability of resources to support Open Data	*			*	
<b>Technology and Infrastructure:</b> Capacity and ICT skills among officials, infomediaries and the public	**				*

## INTEGRATED ACTION PLAN

11. Based on the assessment results and international best practices, it is recommended that the government adopts a joint action plan to overcome current weaknesses and build on the positive attributes already in place to develop d-Government and implement the national Open Data Initiative. In addition, relevant action plans proposed by the e-Government reform project can be incorporated into the integrated plan to provide the government with more practical and complete view on the agenda, detailed below:

**Table 3. Integrated Action Plan**

Action	Timing (Months)
1. Create a Digital-Government and Open Data Task Force under the direction of the E-Gov Committee of the government. It needs to stipulate clearly the missions, functions and operation regulations, structures as well as budget of the Task Force  The Government of the Socialist Republic of Vietnam (Prime Minister) to announce the launch of the Vietnam d-Government and Open Data Initiative	1-2
2. Develop a d-Government Action Plan 2019-2020, vision 2025 that includes a detailed roadmap for the Vietnam Open Data Initiative and d-Government	1-3
3. The Task Force develop full budget estimate for both the Open Data Action plan and the d-Government Action Plan including details on the policy on IT spending control	1-3
4. The d-Government and Open Data Task Force (with MIC and OoG as champions) to develop an Open Data legal framework for agencies to share and publish government data, for example, a Decree on Government Data Sharing and Publication. This legislation should include (at least) criteria for release, licensing, charging, format, digital by default, data anonymization, data privacy, cloud computing including the establishment of a government cloud, agencies duties, designation of open data contact points in agencies, and an M&E plan.	3-24
5. The Open Data Task Force is to prepare and launch a data inventory and select a first set of agencies to be involved in the Open Data Initiative. This includes the selection of a specific structure for the technical open data team and its setup.	4-6
6. The d-Government and Open Data Task Force to collaborate with the Ministry of Finance to review fee regulation for data provision in which considering the removal of fee for raw granular data provision while allowing service charge for advanced data analytics services to cover open data costs	3-9
7. The d-Government and Open Data Task Force to collaborate with the Ministry of Public Security to update the Ordinance of Protection of State Secrets to define precisely (to prevent conflicting interpretations) the exact set of data that have to be protected and should not be covered by the Open Data Initiative	3-12

Action	Timing (Months)
8. The d-Government and Open Data Task Force to collaborate with the Ministry of Home Affairs, MIC)to organize and launch a change management training, technical training for high-level civil servants, access-to-information officers, data managers and IT personal on data anonymization, data publication standard format, licensing etc. 9. The General Statistics Office needs to build capacities within other agencies on data anonymization through appropriate training and skills development.	5-24 3-9
10. The d-Government and Open Data Task Force to collaborate with the Government’s Office to lead the setup of an E-Service portal and an Open Government Data portal	3-24
11. The d-Government and Open Data Task Force to collaborate with the Government’s Office to lead the setup of an E-consultation portal	24-36
12. The d-Government and Open Data Task Force to collaborate with the Ministry of Home Affairs to formulate human resource policy including creating the position and appoint a Chief Information Officer/Chief Data Officer to support data analytics and publication and attracting IT talent to work in the public sector	3-9
13. The d-Government and Open Data Task Force to collaborate with the Ministry of Education to develop and expand Master of Science programs in data science in Vietnam national universities’ curricula	24-36
14. The d-Government and Open Data Task Force to collaborate with the National Academy for Public Administration to develop a set of Open Data modules to raise awareness and prepare future public administration managers	24-36
15. The d-Government and Open Data Task Force to collaborate with the Office of Government to enhance the national reporting and monitoring system and create a performance monitoring platform as it relates to data collection, sharing and data driven decision making	3-12
16. The d-Government and Open Data Task Force to collaborate with the General Statistics Office to develop and document reference data (geonames, addresses, etc.) to ease data mashup from various sectors and ministries	5-9
17. d-Government and Open Data Task Force to collaborate with the Ministry of Communication to develop a communication campaign targeting media, innovation sector and civil society organizations about the d-Government and Open Data Initiatives (e-cabinet, e-consultation, e-service, open data portals, etc.)	5-9
18. d-Government and Open Data Task Force to engage all agencies in the National Open Data Initiative and put in place automatic publication mechanism.	7-24
19. d-Government and Open Data Task Force to collaborate with line ministries and local governments to work on a program for an OpenDatathon, competitions and other activities to promote innovations using open data.	7-24

Action	Timing (Months)
20. d-Government and Open Data Task Force to work with the Ministry of Science and Technology to channel some of the existing investment funds and competitions to support the creation of specific services or start-ups exploiting open government data	Months 12-24
21. The Government to setup a data innovation lab to support both governmental and nongovernmental actors to develop data skills, and exploit data for social and economic impact	Months 24-48
22. MIC and MoPS to conduct a rapid cybersecurity maturity assessment and create an annual cybersecurity awareness campaign	Months 6-12
23. The d-Government and Open Data Task Force to develop a legislation on personal data protection	Months 12-24
24. The Government to setup an institutional home for both d-Government and open data	Months 24-36

## DETAILED IMPLEMENTATION PLAN FOR HIGHER PRIORITY ACTION ITEMS

12. Table 3 shows high-priority action items organized with descriptions and rough timescales. To implement the items in the agenda, the Government of Vietnam would benefit from more detailed implementation plans for higher-priority items that require immediate actions. In that regard, the team has identified four key action items based on consultations with the client.

### A. *Cloud Computing*

- Strengths: The Government of Vietnam recognizes the importance of technical improvements as a foundation for d-Government. MIC has issued e-Government architecture standards and identified cloud computing as an emerging technology in need of guidance. Furthermore, some agencies are adopting and using cloud computing for their daily operations.
- Challenges: This process is siloed and there are no clear standards or policies on adopting government cloud computing. With this siloed process, the main benefits of cloud computing will not be realized (such as greater flexibility, faster innovation, significant cost savings, and enhanced interoperability), and costly modifications at later stages is inevitable.
- Implementation sequence: The government should move quickly and systematically to implement cloud computing. The World Bank team has developed a Government Cloud Readiness Assessment Toolkit that helps to provide governments with recommendations on deployment models to take advantage of cloud computing. The Toolkit is equipped with a methodology to determine fitness, effort, and recommended deployment type of applications to be considered for a migration to the cloud. With this

rapid assessment (of three to six months, depending on how many applications are assessed), the government will have an agile and systematic plan on what and how to migrate its (prioritized) government services to cloud computing.

In parallel with the rapid assessment, the government needs to designate (or establish) an implementing agency within the government to handle this inter-governmental issue. The World Bank team will work with the agency to deploy the government cloud in an integrated manner.

## B. **Cybersecurity**

- Strengths: The Government of Vietnam recognizes the importance of cybersecurity as a foundation for d-Government. For example, in recent years the government has issued numerous decisions and resolutions regarding cybersecurity; most recently the Law on Cybersecurity was passed, and officially adopted at the 5th Session of the XIV National Assembly. The law will come into effect on 1 January 2019. In addition, the government has established a computer emergency response team (VNCERT), which coordinates computer incident response nationwide, and is the focal point for collaboration with international CERTs.
- Challenges: Cybersecurity is a complicated process needing significant collaboration, especially as d-Government progresses in new areas, such as cloud computing. This necessitates greater information-sharing, guidelines, and collaboration, potentially across new areas and with new stakeholders. Vietnam's regulations on data protection, data privacy, and national critical infrastructure regulations are patchy compared to international standards and can hamper coordination of cybersecurity between public- and private sector entities, and affect users.
- Implementation sequence: DGRA is designed to provide a high-level assessment. The World Bank team has more detailed toolkits to evaluate additional dimensions such as cybersecurity. d-Government progress must be matched by strong cybersecurity, privacy and resilience efforts; and it must maintain the public's trust in public sector online information and services—so a specific cybersecurity assessment may be helpful to understand the specific challenges. Awareness of cybersecurity is important to safeguard personal data and requires cross-agency and international collaboration to meet growing threats. Hence, it is recommended that MIC and MoPS conduct a rapid cybersecurity maturity assessment and create an annual cybersecurity awareness campaign targeting both internal (government) and external (private entities and end-users). Finally, new regulations regarding data protection and national critical infrastructure can create greater clarity and sustainability of cybersecurity efforts going forward.

### ***Capacity Building***

- Strengths: In Vietnam there is some knowledge of and demand for open data by the business community and civil society organizations. Universities, particularly private ones, have adjusted their training to meet the rising demand on data analytics and digital skills. There is also a vibrant IT community in Vietnam that could form a critical mass for the required open data and digital skills.
- Challenges: There is limited knowledge in government on the benefits of both open data and d-Government. Within the government there is insufficient capacity to maximize opportunities brought by open data and d-Government. In addition, local universities have neither fully updated nor linked their training programs with the digital industry so there is a mismatch between the skill sets provided by universities with the rapidly changing demands of the industry. These include the skills for data mining and analytics, and the capacity to deploy the latest technologies such as cloud or machine learning to reap the benefits of digital dividends.
- Implementation sequence: Enhancing capabilities for open data and d-Government requires continuous building of capacity building for government agencies, and constant improvements in the training programs on digital skills delivered by local training institutions. General digital literacy courses could be organized for government officials at all levels of the government. In-depth training courses for those responsible for delivering digital services to citizens and firms would be conducted. A strong human resource base for the digital age is required. In this respect, public-private partnership and linkage between training programs and the digital industry is key for Vietnam to reap the benefits of digital dividends in the years to come.

### ***C. Open Data Policy Development***

- Strengths: The Government of Vietnam recognizes the importance of legislation to develop an open data policy, and the commitment needed to follow government decrees, laws, legislation, etc.; and by agencies and ministries (such as APCA and MIC) to implement intergovernmental mandates.
- Challenges: However, related to the scope of the national databases, there is no legislation that provides a legal framework to support the sharing and publication of data. In the absence of such legal framework, it is unlikely that agencies will proceed with publication of data (this was confirmed during the World Bank team's visit). Therefore, an authoritative and detailed open data policy is a prerequisite for most of the downstream activities and results identified in the Action Plan.
- Implementation sequence: To support a wider sharing of data within the government, and wider data publication on open data portals (such as Itrithuc or at the local level on city data portal like the one in Danang), the World Bank team recommends that the government focus on the first step in the development of a dedicated Open Data

Decree<sup>4</sup> led by OoG. One way to develop such legislation (as has been done internationally) is to set up a dedicated open data policy committee led by the OoG and implemented by APCA, supported by international experts, who will identify the different building blocks that could be part of the policy, the options for these elements, and the final content of the policy. A data sharing/publication policy usually covers areas such as:

- The setup of the institutional/governance framework, and the responsibilities of the various committees (steering committee, open data working group, etc.)
- The agencies and public companies that are under the scope of the policy and are involved in the publication/sharing of datasets
- The scope of the data that are covered by the publication as open datasets
- Technical requirements and standards including elements such as data formats or minimum metadata
- The licenses and (no) fees attached to public raw datasets
- The publication obligations for agencies and public companies
  - The process to manage nongovernmental actor's requests for data and the response process
- The monitoring and evaluation framework

After the legislation is adopted it is essential to promote and raise awareness on the legislation and how to implement it. This should include a series of training events related to legal framework, change management, and technical matters (data publication, data management, etc.).

13. Table 4 illustrates quick wins that require a collaborative effort to bring together relevant global practices and key counterparts. It's important to keep in mind that information on potential sources of funding, and the noted implementing agency is subject to change work progresses.

Table 4. Implementation Plan for Quick Wins from Higher Priority Action Items

Action	Proposed activities by the World Bank Team	Timeline	Potential Source of Funds	Government Implementing
Cloud computing	Government Cloud Readiness Assessment to build out a cloud computing roadmap both at the country and ministry level	January-May 2019	TF (DDP)	MIC

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<sup>4</sup> Based on the choice of legal text in similar domains, such as the recent announcement of the Data Sharing Decree (<https://vietnamnews.vn/politics-laws/466229/mic-proposes-decree-on-data-sharing.html#i9fIKIWI0WW5PGw.97>), it seems that a Decree from the OoG or APCA is the right format, but this should be confirmed by the Government of Vietnam.

Action	Proposed activities by the World Bank Team	Timeline	Potential Source of Funds	Government Implementing
Cyber-security	Cybersecurity maturity assessment to provide a detailed cybersecurity enhancement plan at the country and ministry level	March-September 2019	TF (KWPF)	MIC/MoPS
Open Data	Develop a data sharing/ publication policy to provide a legal framework for data sharing within the public administration and data publication towards non-governmental actors	January-September 2019	[TBD]	OoG/APCA