



## POLICY IN ACTION

# Japan Eyes Whole-of-Government Approach to Accelerate Digitalisation

### Market context

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Japan is one of Asia Pacific's leaders in mobile network deployment, with 5G deployment well on its way. However, digital transformation has been slowed by a government approach that continues to rely on paper documents and a siloed approach to policymaking, with each ministry and

municipality having its own systems. These issues were exacerbated by the shift to remote working and digital documents necessitated by the public health response to Covid-19.

### Policy or regulatory action

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Established in September 2021, Japan's Digital Agency is tasked with spreading the benefits of digitalisation across Japan, leaving no one behind. The agency will draw on private-sector expertise to develop a governmental cloud

platform that will allow local governments and ministries to potentially develop a unified system. The Digital Agency will also work to create a digital ID system and establish regulations that enable digital documents for transactions.

### Why this is good practice

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Japan has made good progress in technological advancement. However, the resulting benefits will be limited if digitalisation efforts are slowed. A whole-of-government approach, led by the Digital Agency, has the potential to set a clear direction, bring public and private

stakeholders together, enable work across governmental boundaries, and provide clarity on the status of projects. Doing so can help Japan achieve its goal of becoming a fully digital society with the benefits flowing to all.

[Digital Agency](#)

[GSMA Digital Societies Report: Asia Pacific 2020](#)

Read more at:  
[gsma.com/publicpolicy/policy-good-practice](https://gsma.com/publicpolicy/policy-good-practice)

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