

Exploration and Improvement of Modernization of Municipal Governance Driven by Digital Reform

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Abstract: Digital reform is an important part of the modernization of urban governance. We need to fully utilize modern information technology tools such as big data, the Internet, 5G, and artificial intelligence, innovate data-driven governance models, build a new platform for multi-party joint governance, and comprehensively enhance urban governance capabilities and modernization levels. This study analyzes the problems encountered in the process of modernization of urban governance in the context of digital reform: weak urban digital infrastructure, insufficient digital security guarantee, lack of data governance means, few applications of digital reform and lack of digital talents. To build a modern urban governance, we must strengthen the construction of digital infrastructure, data governance and application, data security guarantee mechanism, e-government construction. Cultivate and introduce digital talents, promote the process of digital reform, improve the level of industrial digitization, building digitization, and government digitization, and achieve digital management, personalized services, and precise operation of urban governance.

Keywords: Digital Reform; Modernization of Municipal Governance; Public Service Capability.

1. Introduction

In the "Proposal of the Central Committee of the Communist Party of China on Formulating the 14th Five Year Plan for National Economic and Social Development and the Long Range Goals for 2035", it is clearly stated that "strengthening the construction of digital society and digital government, improving the level of digital intelligence in public services, social governance, and other fields", digital means empowering public service innovation has become a key force in promoting the modernization of the national governance system and governance capacity during the "14th Five Year Plan" period. It also points out the direction for the high-quality development of public services. What explorations have been made in the modernization of urban governance in the context of digital reform? What are the current achievements? What are the issues? What are some good strategies? These issues are worthy of in-depth exploration and research.

2. The Importance of Digital Reform as a Driving Force for Modernization of Urban Governance

Municipal governance is the specific implementation of national governance within the municipal scope, which is an important cornerstone of national governance and plays a connecting role in the national governance system.

The modernization of urban governance refers to the collection, integration, comparison, and analysis of data resources by the government through digital reform, in order to meet the various data application needs of urban governance scenarios and achieve comprehensive application of data resources. Aiming to create a service-oriented, clean, and efficient government, we will use high-tech means to enhance the government's governance capabilities.

The modernization of urban governance is of great significance for the development of the economy and society. We need to fully utilize modern information technology tools

such as big data, the Internet, 5G, and artificial intelligence, innovate data-driven governance models, build a new platform for multi-party joint governance, and comprehensively enhance urban governance capabilities and modernization levels.

Digital reform is an important part of the modernization of urban governance. Under the background of digital reform, public services fully tap into the needs and potential of government departments, enterprises, and the general public. By adopting cloud computing, artificial intelligence, and software technology, government business processes are being transformed, innovated, and integrated to further enhance the government's public service capabilities. In this context, the innovation of government public services also faces some challenges, such as insufficient digital application effectiveness, supply-demand imbalance, new service processes still being very cumbersome, and insufficient data sources. With the increasing demands of the government for digital reform, the needs of enterprises and the people are becoming more diverse. A large number of non-governmental departments are gradually participating in the construction of digital applications, such as enterprises and the people willing to share their data information, and enterprises willing to participate in the construction of government led platforms, forming a digital scene application ecosystem with multiple entities participating in the construction.

The application of data technology has driven innovation in public services and changes in government. In the context of digital reform, more government departments are beginning to engage in cross departmental business collaboration and data sharing; More enterprises and individuals will provide their own strength for the government to improve public services in the way they can provide; The government has established a big data bureau to coordinate the centralized management, authentication, coordination, and sharing of internal data within the government; The government holds data innovation application competitions and data platforms, gradually disclosing non sensitive datasets to society, and sharing the

power of the government for digital applications of enterprises and individuals.

3. Exploring the Modernization of Urban Governance Driven by Digital Reform

Combing the digital needs of the modernization of municipal governance. This paper proposes to use digital reform and application as the main means to solve the current major problems encountered by Zhejiang society, and promote the transformation of major needs into major digital applications through the whole process of demand collection, demand sorting, problem analysis, task decomposition and information feedback.

Through digital reform to achieve institutional breakthroughs. Focusing on the list of reform projects, digital reform is used to promote institutional reform, so as to improve the ability of municipal governance modernization, establish a dynamic adjustment mechanism, and include projects with urgent needs, meet standards, and start conditions into the list of major reforms, so as to form a snowball effect.

Observe the reform effect through the application of digital reform. Digital reform and application, is the crystallization of many years of digital reform, is an important carrier for the masses to enjoy the reform results, is the most direct reform results. Digital reform and application is the only way to promote the modernization of municipal social governance. Through digital reform, we will try to solve the difficulties, pain points and obstacles in the modernization of municipal governance, such as the development of the private economy, grassroots governance, smart city governance, and public service facilitation. In the aspect of private economy, through innovative construction mode, innovative financing methods, promote digital construction and other means, solve the development problems of small and micro enterprises in Pingyang small and micro enterprise Park; In terms of grassroots governance, the application scenario of "industrial injury protection chain" is created, the index system of industrial injury prevention and safety production is established, and the comprehensive data is collected to build the data cockpit of industrial injury.

With the content of "one analysis", "one investigation", "one place, one benchmark" and "one area and one platform", the whole process of precise intelligent control of "prevention prevails and prevention combined" is realized. In terms of smart city governance, based on the unified planning framework of the provincial big data Department, the urban brain is built, from the "6+1" system brain, to N field brain, and then to 11 city brain, to realize the modernization of municipal governance, so that the people can enjoy better convenient services, better empower social and economic development, and help the government make more accurate decisions. Help build a model of municipal governance in the new era; In terms of public service facilitation, taking the human and social business module in the Zhejiang Office as an example, taking the Zhejiang Office as the starting point, integrating the service entrance of the city, providing a mature new model of government services, and rapidly promoting it in governments at all levels. The business that has been online includes retirement, transfer, insurance, work-related injury identification, and unemployment insurance subsidies. People can easily solve complicated affairs and problems by running

only once at most, and enjoy high-quality public services.

4. The Problems Existing in the Modernization of Municipal Governance Driven by Digital Reform

The construction of urban governance modernization, urban digital infrastructure is weak. It is mainly reflected in several aspects: First, the network infrastructure is not perfect. The construction of urban digital infrastructure requires a perfect network infrastructure, including broadband, optical fiber, 5G and other technical facilities. However, the lag of network infrastructure construction in some areas and the lack of network speed and bandwidth affect the provision and use of digital services. Second, insufficient data storage and computing power. At present, the data center of the city is mainly based on the operator, such as telecom construction of city-level data center, to provide government cloud services, when the city service concentration outbreak, will encounter bottlenecks, insufficient data processing capacity and data storage capacity.

The construction of urban governance modernization, digital security is insufficient. Mainly reflected in several aspects: First, network security protection ability is insufficient. The network security protection ability of the main organs, institutions and state-owned enterprises related to people's livelihood is insufficient, and there are security risks such as hacker attacks and virus infections. Second, the awareness of data security protection is weak. The data security protection measures are not perfect, and there are security risks such as data leakage and abuse. Third, equipment safety. The management of digital equipment is not standardized enough, and there are security risks such as equipment theft and equipment damage.

The construction of municipal governance modernization, the lack of data governance means, digital reform application is not much. Mainly reflected in several aspects: one is the lack of standards and norms. Local governments lack standards and norms for managing data resources. Under the premise of the same standard, it is difficult to clean and repair historical wrong data, incomplete data and contradictory data. Second, the data sharing mechanism is not sound. Between the city and the city, between the unit and the unit, the data sharing mechanism is not perfect, there are differences in the degree of data sharing, methods, permissions, technical means and other aspects, resulting in the normal circulation of data, and the application of digital reform is not much.

The construction of urban governance modernization, lack of digital talent. Mainly reflected in several aspects: one is the lack of digital technology talent. Digital MANAGEMENT NEEDS A large NUMBER of digital talent, Wenzhou area and even Zhejiang area, specially cultivate digital talent not much, cause insufficient supply, it is difficult to meet the demand of digital management. Second, the lack of digital management talent. How to transfer data, how to save data, and how to generate value is one of the problems that puzzles the modernization of municipal governance. Third, the lack of digital training mechanism. The training mechanism of digital talents is not perfect, and there are problems in the training, introduction and retention of digital talents.

5. Digital Reform as the Traction of the City Governance Modernization

5.1. Strengthen Digital Infrastructure

To modernize urban governance, we must strengthen the construction of digital infrastructure, promote the process of digital reform, improve the level of digitalization of industry, architecture, and government affairs, and realize digital urban management, personalized services, and precise operation.

We will strengthen the construction of network infrastructure. Accelerate the high-quality development of gigabit optical network in Zhejiang province, comprehensively promote the ecological construction of the whole network, improve the interconnection level of computing power hub nodes between Zhejiang and surrounding provinces, build an all-optical transportation capacity network in Zhejiang province with efficient cloud-edge interconnection, optimize the existing 5G network architecture, and continuously improve the user experience. Accelerate the all-optical network deployment of enterprise production and office places, schools, hospitals, industrial parks and other application scenarios, and lay a solid foundation for the modern governance of digital cities.

We will strengthen data center construction. The government should increase policy investment, capital investment and manpower investment in the construction of data centers, build multiple large-scale data centers, improve the data storage capacity, data computing capacity, data processing capacity and data security capacity of smart cities, and provide better information support for the development of large-scale urban digital reform applications through centralized procurement, management and operation of servers. Also for the city government digital talent, training a number of talents.

Strengthen cloud computing capacity building. Through the procurement of computing resources of cloud computing manufacturers such as telecom cloud, government cloud, Ali cloud and Tencent cloud, it provides another supplementary resource for digital reform and application, reduces construction costs and improves the efficiency of use. At the same time, through the Dachang cloud computing platform operation and maintenance experience, improve the government's own data management capabilities, such as through the purchase of Ali Cloud data middle platform software, the construction of municipal government data middle platform, urban brain construction, digital management, to better empower thousands of industries, is a strong guarantee for the modernization of municipal governance.

5.2. Strengthen Data Governance and Application

To construct the modernization of municipal governance, it is necessary to strengthen data governance and application, establish a perfect urban data management system, strengthen data sharing and opening, promote data analysis and data mining technology, and improve decision-making efficiency and service level.

Strengthen the unification of digital standards, introduce data management methods, collect and gather all kinds of data resources based on a relatively unified data interface standard and data platform, regularly carry out data processing work such as cleaning, sorting and conversion of massive data

resources, effectively monitor abnormal data through the data diagnosis system, and timely warn the business system with problems.

Improve the data sharing mechanism. At the national level, the relevant part of big data has been set up, and the relevant documents of data trading have been introduced. In the future, data trading, data sharing and data value re-evaluation can be carried out between cities and cities, between units and between individuals, which is the premise of data sharing. When people are willing to share data, sensitive data can be encrypted through technology, such as data sharing technology such as safety island, and data transactions can also be carried out through a third party to improve the number of data flows. The government can purchase a certain amount of valuable social data, used to build the government digital reform application, under the premise of serving the people, increase the digital reform application of modern municipal governance, work hard on urban transportation, urban economy, urban medical care, urban pension and other livelihood matters, so that more people can enjoy the results of digital reform.

5.3. Improve Data Security Mechanisms

To construct the modernization of municipal governance, it is necessary to improve the data security guarantee mechanism, strengthen the information security management, improve the information security regulations and standards, improve the information security technology level, and protect the urban information security.

We will strengthen our ability to protect network security. The network security protection ability of the main organs, institutions and state-owned enterprises related to people's livelihood is insufficient, and there are security risks such as hacker attacks and virus infections. It is necessary to regularly carry out network security protection competitions, network security protection knowledge lectures, network security red and black wars and other activities, and improve the network security protection ability of the city in various simulation wars.

We will issue safety-related documents and strengthen the supervision of government departments. The introduction of network security related documents requires major urban units to strictly follow the network security standards when purchasing hardware equipment, launching new systems and other information projects. For example, before launching new systems, it is necessary to carry out security evaluation, comprehensively inspect the network, data and business systems of the system, and regularly rectify weak points and risk points that do not meet the requirements. The storage, transmission and processing of system data should be encrypted to ensure that the data will not leak sensitive information in the case of loss. For the staff who are not in the management system, they should regularly clean up the data rights to view, modify and delete, to avoid the risk of data damage and theft.

5.4. Recommend the Construction of E-Government in Municipal Governance

To construct the modernization of municipal governance, we must promote the construction of E-GOVERNMENT, promote THE transfer of government services to the Internet, improve the openness and convenience of government affairs, and promote the innovation of government governance.

Unified government service platform, multi-channel to

provide government service applications. Solve the problem of information island, coordinate the data requirements between business segments, build a collaborative digital business application system, and gradually realize digital full business coverage and full process penetration. Through mobile phone app, wechat public account, Alipay, Zhejiang government affairs service network and other information means, online and government public services, urban management services and other livelihood matters, so that people do not leave home, can not run at most once, handle government affairs.

We will strengthen institutional development to provide convenience to the people. The main management unit in the city management is concentrated in an administrative center, so long as the people run a place, they can solve all kinds of business; At the same time, the lower level services to the grassroots, authorized street offices, banks and certified enterprises, the output of government services, not only to facilitate the people's business, but also to reduce the pressure on the government.

5.5. Strengthen the Training and Introduction of Digital Talents in Municipal Governance

To construct the modernization of municipal governance, we must strengthen the training and introduction of digital talents, and improve the level of urban digital governance and management. Strengthen the cooperation between government, government, school and enterprise, provide digital needs by government and government enterprises, formulate digital talent training programs, carry out digital talent training and training in schools, land a number of digital talents through order classes and short-term training, and feed the digital application development and scene landing of government and government enterprises. Through the cooperation of government, government, school and enterprise, a number of high-quality courses on digital subjects will be implemented to answer and train digital talents, focus on solving technical problems such as how to transfer data, how to save data and how to generate value, and enrich the technical means of modern municipal governance.

Through the organization department, the human resources and Social Security Bureau to formulate the talent introduction policy, focus on the introduction of digital talents and highly educated talents needed for municipal governance, update the talent ABCDEF rating policy every year, and provide policy subsidies for ABCDEF talents in terms of house purchase, children's reading, and public reserve funds, so as to attract more talents to provide intellectual support for the modernization of municipal governance.

6. Conclusion

Under the background of digital reform, promoting the modernization of municipal governance is an important decision in line with the conditions of our country. In the implementation process, according to the different levels of

digitization in each region, there are different differences in the use of information technology to improve the governance capacity of the city. Therefore, according to the data of the city and the level of digitalization, it is used to break through and innovate, develop some digital reform and application results to solve the needs of the people, condensate the municipal governance mode with local characteristics, accelerate the modernization and digitalization of municipal governance, improve the government's public service ability, and promote the vigorous development of the economy.

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