

Tokyo Metropolitan Government Data Management Basic Policy

April 2026

Bureau of Digital Services, Tokyo Metropolitan Government

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1. Objectives of This Policy

Transforming Tokyo's Administration to "Deliver Administrative Services Seamlessly"

People use a wide range of administrative services in their daily lives. In many cases, they must search for information on application procedures and other matters on their own and complete the required procedures with the relevant departments within specified timeframes. In other words, this is a situation in which "people are required to navigate administrative procedures on their own."

To increase the "available time" that people can devote to their families and personal fulfillment, it is important to minimize the time required to receive administrative services. Tokyo Metropolitan Government (TMG) must therefore transform its administration into one in which "optimal services are delivered seamlessly at the optimal time," without requiring people to take action.

【Current Situation】

People take action
for procedures



【Desired State】

Data moves to complete procedures, and optimal services are delivered seamlessly



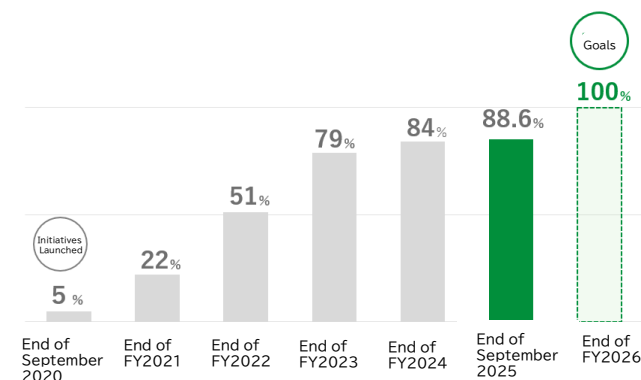
The Current State of Administrative Services in Tokyo

Digitalization of Tokyo’s administrative procedures and services has advanced to a certain extent, and there is growing recognition that they have become more convenient.

At the same time, some users have reported difficulties in completing procedures, such as “having to complete procedures separately for each department or organization” and “having to submit the same information multiple times.” Further efforts are therefore needed to ensure that Tokyo residents can more fully experience greater convenience.

Digitalization of Administrative Procedures and Services Incorporating Feedback from Tokyo Residents

The digitalization rate increased from 5% to 88% over five years.

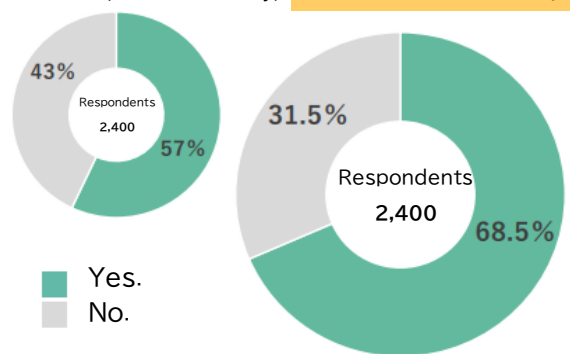


※Source: Survey of Tokyo Residents on Administrative Procedures and Services (FY2025)

The percentage of respondents who feel that “services have become more convenient” has increased year by year. (approx. 70%)

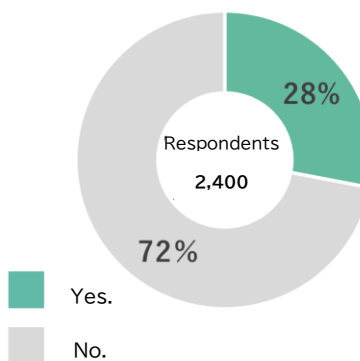
Do you feel that digitalization has made administrative procedures and services more convenient?

FY2024 (Previous survey) FY2025 (Current survey)



Approx. 30% of Tokyo residents experienced “difficulties” with multiple points of contact.

Q. Have you experienced “difficulties” because procedures involved multiple departments or organizations?



※Slightly less than 30% of respondents had experienced difficulties.

Q. What difficulties did you experience because procedures involved multiple departments or organizations?

※Multiple responses accepted.

Procedures had to be completed separately for each department or organization.

51%

It was unclear whether all necessary procedures had been completed.

42%

The same documents or information had to be submitted multiple times.

40%

There was no single point of contact for consultation.

28%

Others

1%

From Departmental Data to Data as Public Infrastructure

Difficulties such as “having to complete procedures separately for each department or organization” arise in part because data used for administrative services is managed by individual departments. Frameworks for enabling the secure use of such data by other departments have also not yet been sufficiently developed.

Data is a critical element in reducing the burden on Tokyo residents, and a substantial amount of data should be shared beyond departmental boundaries.

To transform Tokyo’s administration into one in which services are delivered seamlessly and without undue effort on the part of residents, it is essential to develop and utilize government-held data as a valuable asset of Tokyo residents and as public infrastructure that supports administrative services, in the same way as roads and bridges.

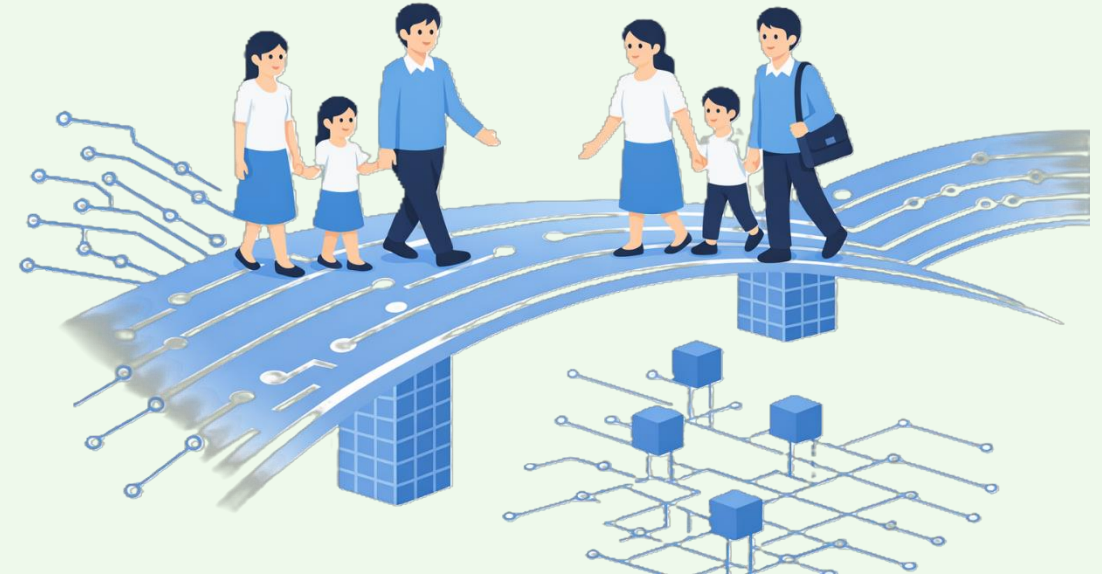
【Current State of Data Utilization】

Data is held by individual departments and used separately.



【Desired State of Data Utilization】

Maximize the shared use of data as public infrastructure!



Learning from Overseas Examples of Data Utilization in Public Services

In other countries, data is increasingly seen as public infrastructure that supports citizens' daily lives. With appropriate management in place, data is shared and used across multiple organizations to provide better services in areas such as childcare, healthcare, and transportation.

Learning from these overseas examples, it is important for TMG to implement data management that utilizes data as public infrastructure to improve services.



Helsinki (Finland)

Case #1 Automated Assignment of Nursery Schools

- By leveraging data such as a child's age and family composition, the city proposes suitable nursery schools to each household via SMS, without requiring parents to complete an application form. The procedure is completed once parents provide their approval online.

Case #2 Preventive Healthcare

- Using anonymized and aggregated health-related data, citizens at higher health risk are identified, and notifications providing information on medical consultations and preventive programs are proactively sent before the onset of illness. As a result of these notifications, approximately 30–40% of the targeted individuals have taken concrete actions, such as undergoing health checkups.



London (United Kingdom)

Case #1 One London:

Sharing Healthcare and Long-Term Care Information

- Hospitals, clinics, and care facilities across London are connected through a secure network, integrating citizens' health-related data held by government and medical institutions into a single "Shared Care Record." This enables citizens to receive appropriate and high-quality healthcare services wherever they are.

Case #2 TfL Open Data:

Optimizing Mobility and Proactive Information Delivery

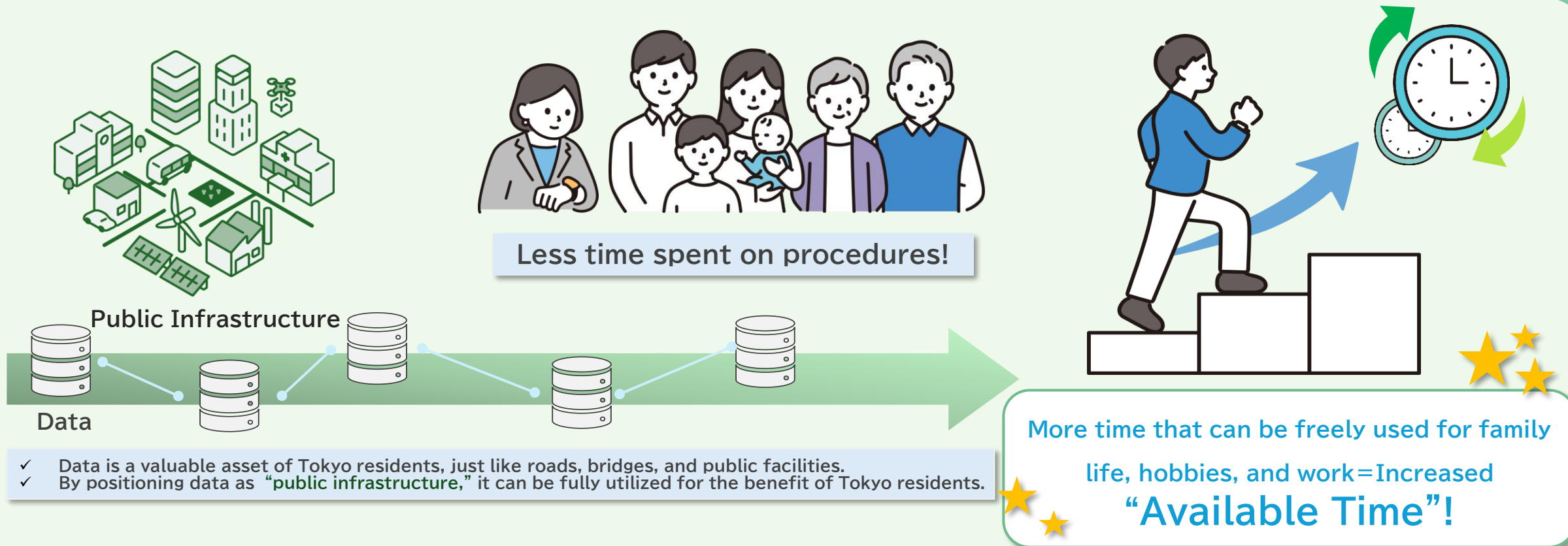
- Transport for London (TfL) provides free access to real-time data on bus and tube operations, congestion levels, and air quality. This data is utilized by more than 600 private-sector applications.
- Through these applications, citizens can receive real-time information, such as service disruption alerts and guidance on avoiding heavily polluted routes. The resulting economic impact is estimated at approximately £130 million per year.

1. Objectives of This Policy

Data Management for Increasing the Time Available to Tokyo Residents and Businesses

Drawing on overseas examples, TMG aims to transform its administration so that administrative services are delivered seamlessly, transforming “time spent on procedures” into “time for daily life and work,” and thereby increasing the amount of time available to Tokyo residents and businesses.

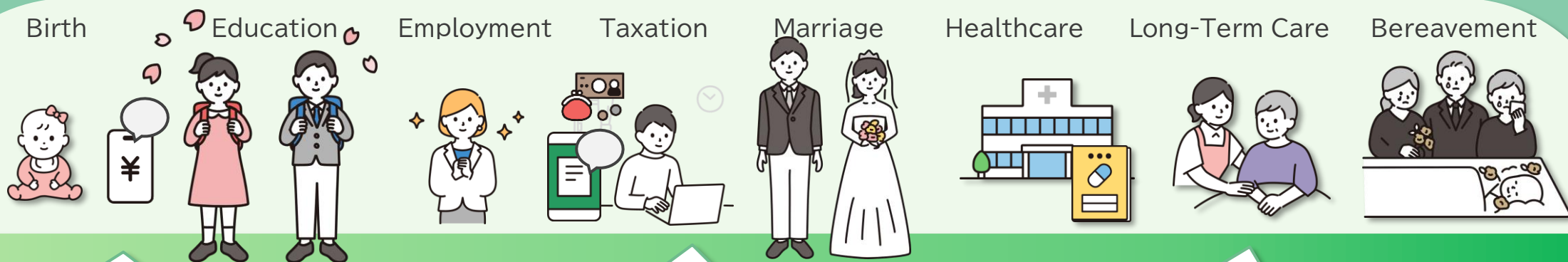
To achieve this, TMG will advance data management by positioning data used in administrative services not merely as resources owned by the government, but as valuable assets of Tokyo residents and as “public infrastructure,” and by safely developing, managing, and utilizing such data across organizational boundaries.



1. Objectives of This Policy

How Services for Tokyo Residents will Change!

By leveraging data as public infrastructure, TMG can reduce the time and effort required for administrative procedures associated with various life events, such as birth, education, and employment, thereby increasing the time available to individuals. At the same time, administrative services will be delivered at the most appropriate times, in a manner that is responsive to each individual's life circumstances.



Birth and Education

All procedures completed with a single birth registration
Benefits delivered proactively

Taxation

From application and filing to notification and payment, all procedures are completed online and cashless

Healthcare and Long-Term Care

With consent, healthcare and long-term care information is securely shared with relevant facilities

[Technology Infrastructure Supporting Life-Centered Services]



Core data available for use across organizations
(Tokyo Metropolitan Government Basic Information Database)



Mechanisms for linking data required for service delivery



A common personal ID used across all procedures (My Number)

How Services for Businesses will Change!

Businesses will be able to minimize the time spent interacting with the government, while receiving comprehensive and well-timed services that support business development from startup through business expansion, leading to increased time devoted to business growth and development.

Startup and Establishment



Consultation



Subsidies and Grants



Business Expansion



Startup and Registration

Complete multiple administrative procedures in a single step without submitting the same information to multiple government agencies.

Subsidies and Grants

Relevant subsidy information is provided according to business sector, preventing missed opportunities for use.

New Business Planning

High-quality data is widely available and can be easily used to support business planning.

[Technology Infrastructure Supporting Services Tailored to Business Development]



Core data available for use across organizations
(Tokyo Metropolitan Government Basic Information Database)



Mechanisms for linking data
required for service delivery

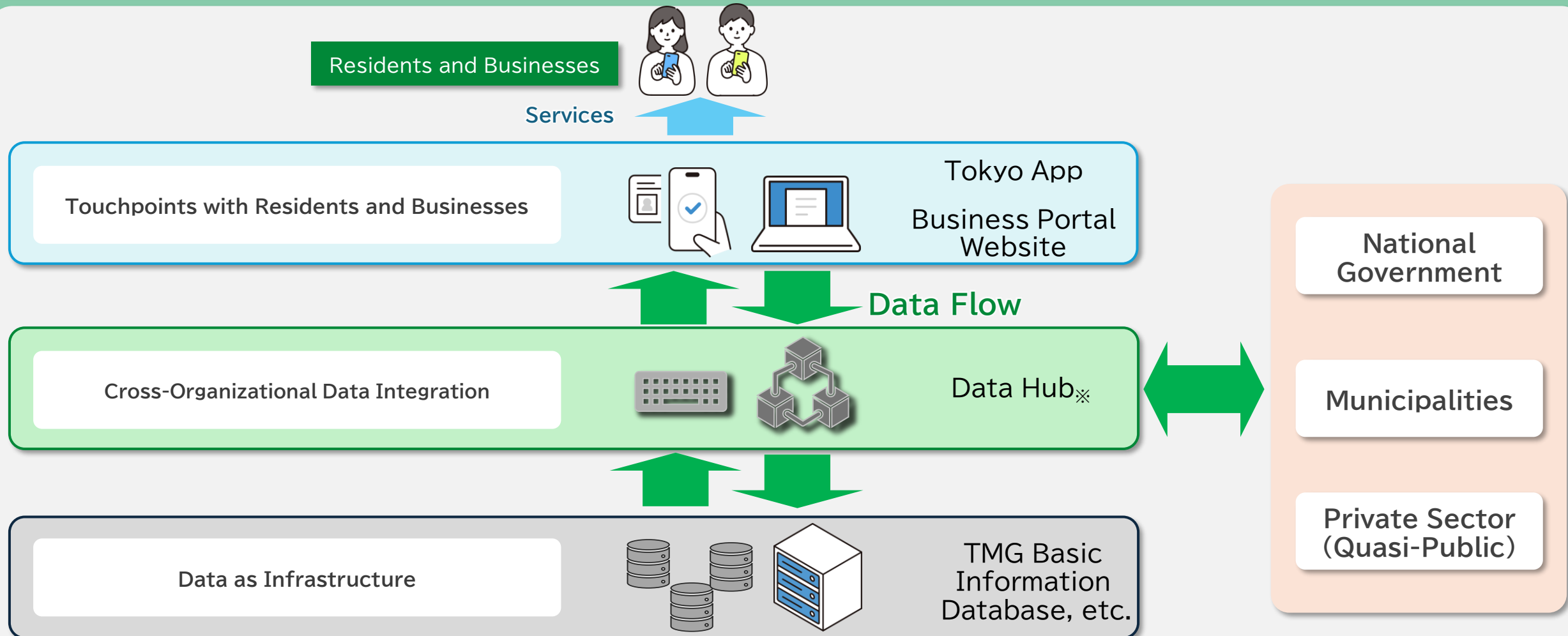


A common business ID used across all
procedures (gBizID)

2. Policy Directions

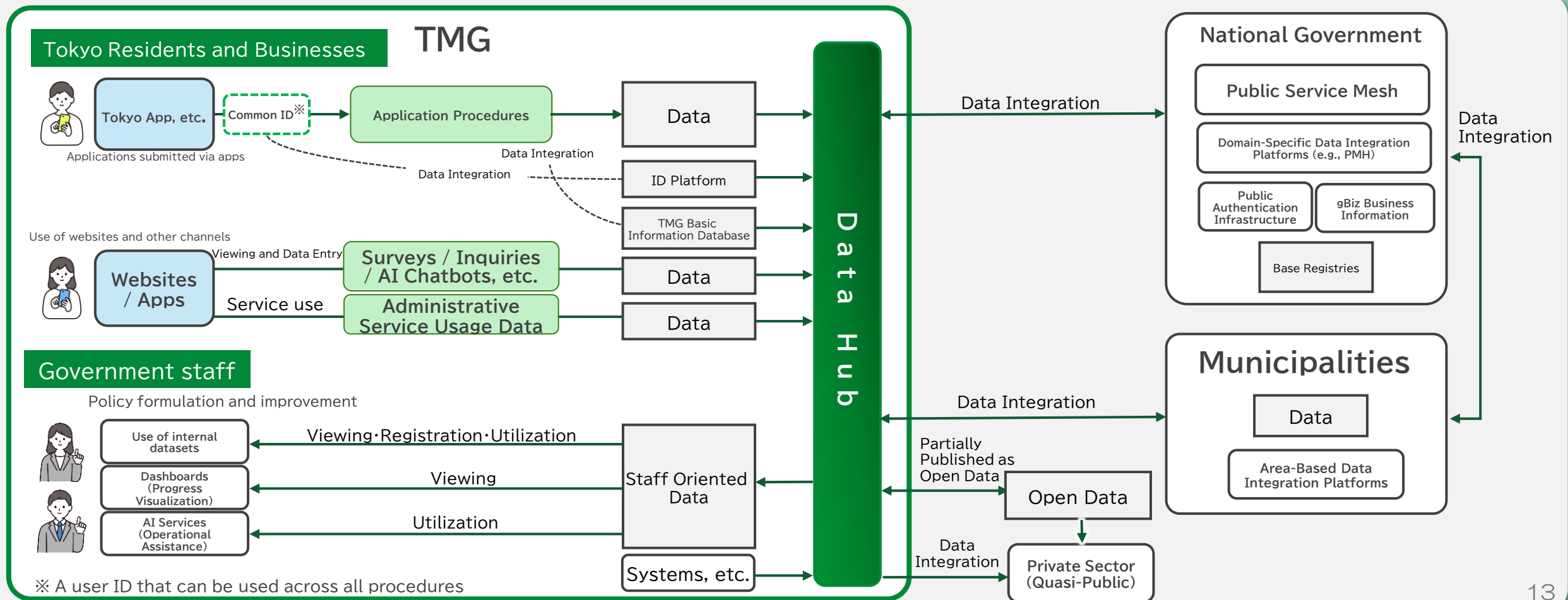
Data Architecture for Enabling Service Transformation (Overview)

With the aim of transforming Tokyo's administration so that "data flows and optimal services become readily available," TMG will transform its data architecture. Through this transformation, data used in services for residents and businesses will be utilized across organizational boundaries as public infrastructure.



Data Architecture for Enabling Service Transformation (Details)

The detailed structure for leveraging data as public infrastructure to enable service transformation is outlined below. To further facilitate data sharing within the organization, environments such as data hubs for data exchange will be developed. The data accumulated through these efforts will be used not only to improve services for users, but also to support policy development by staff.



Data Management Initiatives - Three Key Directions

To operate mechanisms that maximize the use of data as public infrastructure, it is necessary to advance data management initiatives guided by the following three key directions.

Furthermore, as AI will be utilized across all areas of Tokyo's administration to improve convenience for residents and businesses, it is essential to implement data management based on the premise of AI utilization.

Policy Direction ① Data **Development** with a Focus on Quality

- Data is collected and created in **standardized formats with clear definitions** suitable for AI utilization.
- Data quality is ensured so that data remains **accurate and up-to-date** at all times.

Policy Direction ② Data **Utilization** Across Society

- To efficiently improve service quality, **existing datasets that have already been developed** such as "Tokyo Metropolitan Government Basic Information Database" **are utilized**.
- To promote data utilization beyond organizational boundaries, including TMG and municipalities, mechanisms for data integration **across organizations** are leveraged.

Policy Direction ③ Ensuring **Security and Transparency**

- As a prerequisite for data utilization, data is protected and the privacy of Tokyo residents is reliably safeguarded.
- Develop environments that **defend against cyber threats** such as unauthorized access and that enable TMG to **proactively manage and operate** data.

Integrated Management of Data Development, Utilization, and the Assurance of Security and Transparency Based on AI

① Data Development with a Focus on Quality

To utilize data as public infrastructure, it is essential to develop data in accordance with common standards and ensure its quality. In addition, data will be structured in AI-readable formats, and AI will be used to keep data up to date, thereby improving efficiency.

Development of Data for Shared Access and Use Across Organizations

- Create a shared “Tokyo Metropolitan Government Basic Information Database” to enable common access to data frequently referenced and used across organizations, such as support-related information.
- Develop and publish as open data datasets with high public value, as well as those in high demand among residents and businesses.

Enhancing Data Interoperability

- Adopt AI-friendly data formats and standardize data definitions accordingly to enable effective use of data by AI.
- Standardize the formats of commonly used data elements, including dates and times.

Data Quality Management (Accuracy, Completeness, and Timeliness)

- Define quality standards to ensure data accuracy, completeness, and timeliness, as well as standards for correcting errors and missing values and for standardizing update frequencies.
- Continue to maintain data quality through regular updates after data development.

Data Lifecycle Management (Processes from Collection to Disposal)

- Establish procedures to ensure the proper management of data at each stage of its lifecycle, including collection, processing, storage, publication, and disposal.

Streamlining Data Development with AI

- Introduce mechanisms to leverage AI technologies, including web crawling, to streamline data correction and update processes, ensuring data accuracy and timeliness.

② Data Utilization Throughout Society

TMG will establish mechanisms and environments that enable data utilization across organizational boundaries. Furthermore, TMG will develop an environment that facilitates the proactive use of data from other organizations, including base registries.

Promoting the Use of Common IDs

- Promote the use of My Number Card for individual authentication and the gBizID for business authentication.

Developing Mechanisms for Data Integration

- Establish data hubs that connect the operational systems of each department, enabling the use of data from other departments in business operations.
- Strengthen connectivity between data hubs and private-sector services in quasi-public domains.
- Advance the integration of each bureau's operational systems with base registries.

Establishing Rules for Cross-Organizational Data Utilization

- Develop rules governing the use of the “Tokyo Metropolitan Government Basic Information Database” to promote its effective utilization.

Enhancing the Environment for Data Utilization

- Visualize the progress and performance of projects and initiatives through dashboards and similar tools.
- Create an environment for accumulating data in forms accessible to AI, thereby enabling its use in AI services.

③ Ensuring Security and Transparency

As a fundamental prerequisite for data utilization, TMG will ensure the rigorous implementation of measures to maintain data security and transparency.

Protecting Data from Leakage and Tampering

- Classify data based on factors such as confidentiality, grant access on a need-to-know basis and delete unnecessary data appropriately that is no longer required.
- Ensure the implementation of appropriate and robust backup measures based on the criticality of data and systems, so that operations can continue in the event of unforeseen incidents.

Promoting Measures to Protect Information from Increasingly Diverse Risks

- Utilize cloud services that comply with domestic laws. Ensure that, even when data is handled by contractors, contracts and agreements clearly require security measures equivalent to those of TMG.
- To ensure the safe and reliable protection of TMG's critical data, consider developing a new data management environment that TMG can proactively manage and operate.

Using AI Safely

- When enabling AI systems to access data, ensure that only AI systems approved by the organization are used to prevent the inadvertent leakage of information assets.
- Clearly define the scope of data handled by AI and ensure that appropriate safeguards are implemented to prevent information leakage during AI use.

Establishing an Environment in Which Tokyo Residents, Businesses, and Other Stakeholders Can Confidently Make Decisions About Providing Data

- Establish and implement mechanisms that allow data providers and other stakeholders to determine whether to share their data.
- Clarify operational rules for handling personal and confidential information when sharing and integrating data across organizations.
- Ensure that access to personal and confidential information is appropriately controlled, and that access logs are reliably recorded.

Governance Structure for Data Management

To ensure that each bureau and related entities can fully leverage data as public infrastructure and reliably deliver high-quality services to Tokyo residents and businesses, the Bureau of Digital Services and GovTechTokyo will work together to support the initiatives of each bureau.

Each Bureau

- **Deliver Services that Effectively Leverage Data**
 - Maximize the use of data in services for Tokyo residents and businesses
 - Develop data to enable seamless data integration across organizations
 - Connect departmental systems with data hubs through APIs and other technologies

Support the Initiatives of Each Bureau

Bureau of Digital Services

- **Overseeing Data Governance**
 - Establish and manage rules for data handling
 - Drive organization-wide data utilization
- **Formulation of the Guidelines**
 - Formulate organization-wide guidelines covering standard data formats, APIs, and terms of use
- **Development and Utilization of Common Platforms**
 - Develop and leverage common platforms, including TMG Basic Information Database and data hubs

GovTechTokyo

- **Supporting Data Governance**
 - Provide technical advice and validation to support TMG in the development of rules, regulations, and other governance-related frameworks
- **Development of Common Platforms**
 - Support the development and utilization of common platforms, including TMG Basic Information Database and data hubs
- **Technical Support**
 - Provide technical support for data development and utilization initiatives undertaken by each bureau, etc.

2. Policy Directions

Collaboration with the National Government, Municipalities, and Other Entities to Advance Service Transformation ①

To achieve service transformation, it is essential for TMG to collaborate with the national government, municipalities, private companies, and other stakeholders.

In particular, TMG will further strengthen collaboration with the national government and municipalities to promote the implementation of these initiatives.

Expanding Shared Data Utilization

- Expand the scope of **base registries** for further development
- Expand data utilization between the national government and municipalities through **data integration platforms**

Expanding the Use of Nationwide IDs

- **Expand the scope of application** of nationwide IDs (My Number Card and gBizID)
- Further promote and support the **acquisition of gBizID accounts by businesses**

Establishing Rules for Data Integration and Sharing

- Establish systems and regulatory frameworks governing the **use and provision of personal information** across government organizations
- **Standardize data formats** to enable seamless data integration between TMG and municipalities

To realize highly convenient public services in which services reach users across organizational boundaries, the effective use of data integration platforms is essential. TMG will work collaboratively to promote the use of data integration platforms that are developed and operated primarily by the national government, municipalities, and other entities.

Approach to Sector-Specific Data Integration Platforms

- “Sector-specific data integration platforms,” such as those for healthcare and disaster preparedness, are intended for nationwide use. The national government’s leadership in developing these platforms in a unified manner enables more efficient service delivery. TMG will leverage its practical, on-the-ground expertise to propose improvements and request enhancements to platforms developed by the national government.

Approach to the Shared Use of Area Data Integration Platforms

Basic Direction

- “Area-based data integration platforms” utilized to address regional challenges achieve their full potential when a wide range of services and data are interconnected. Accordingly, avoiding duplication of investments in similar functions is essential, and when municipalities require such platforms, it is important to promote the shared use of existing platforms.

TMG Initiatives

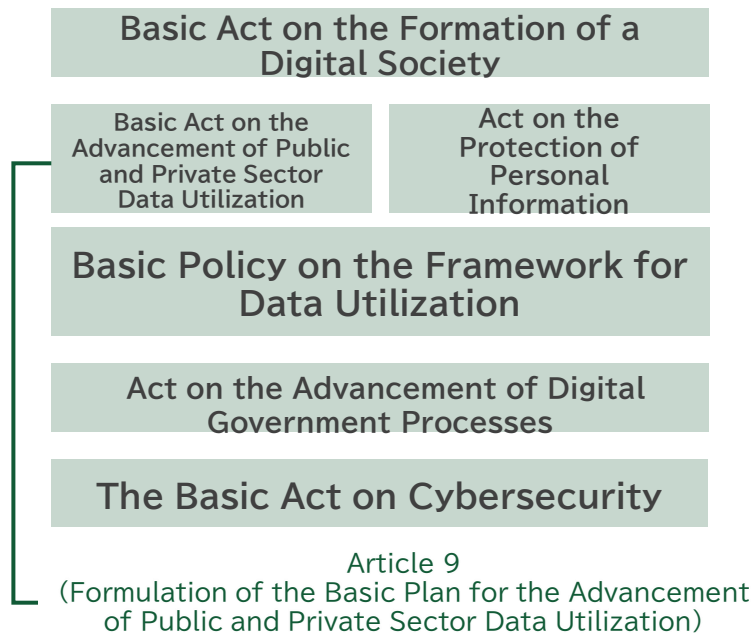
- The establishment of a communication framework with municipalities will be considered to enable efficient efforts to address regional issues.
- Coordination between municipalities that own platforms and those considering the shared use of such platforms will be supported.
- Insights and operational know-how gained through smart city initiatives promoted by TMG to date will be shared with municipalities.

Position of This Policy

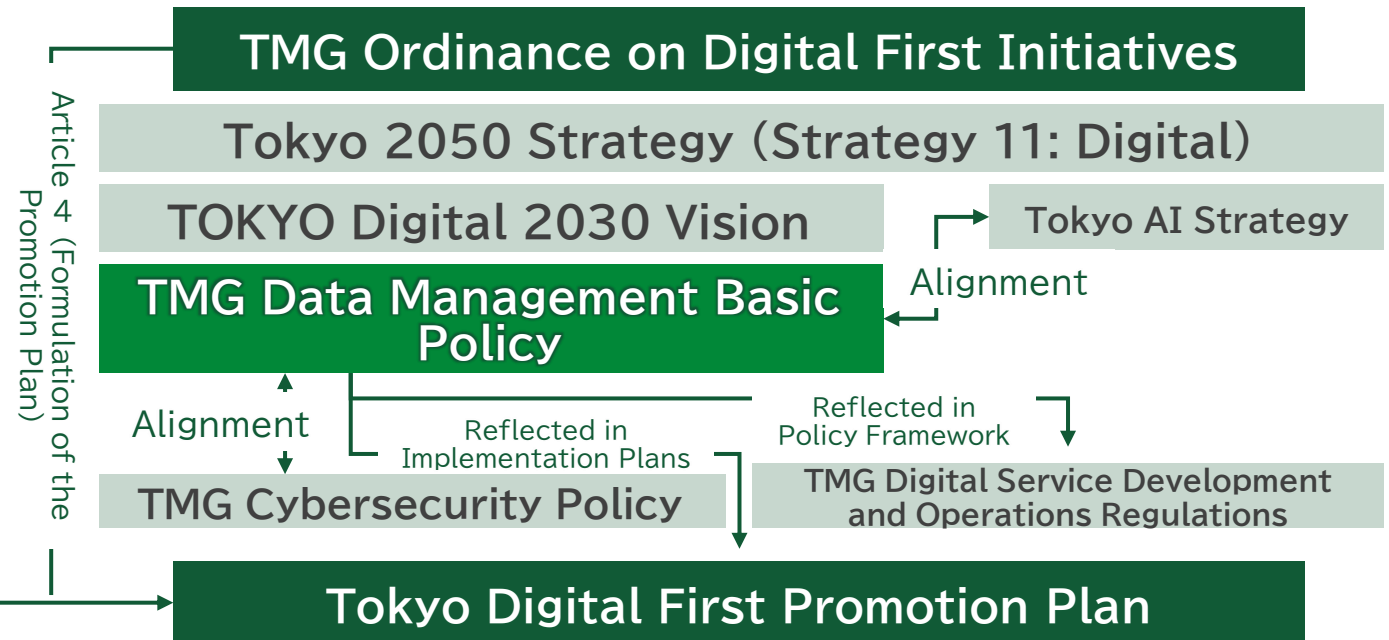
This policy will be reflected in the data initiatives of the next Tokyo Digital First Promotion Plan and incorporated into its action plan to enhance effectiveness through concrete implementation. It will also be reflected in the Tokyo Metropolitan Government (TMG) Digital Service Development and Operations Regulations and put into practice through system development and operations.

In addition, with due consideration given to developments in national data-related legislation, TMG will promote effective data utilization and, while ensuring alignment with the Tokyo AI Strategy, pursue the integrated and coordinated implementation of related initiatives.

National Government



TMG

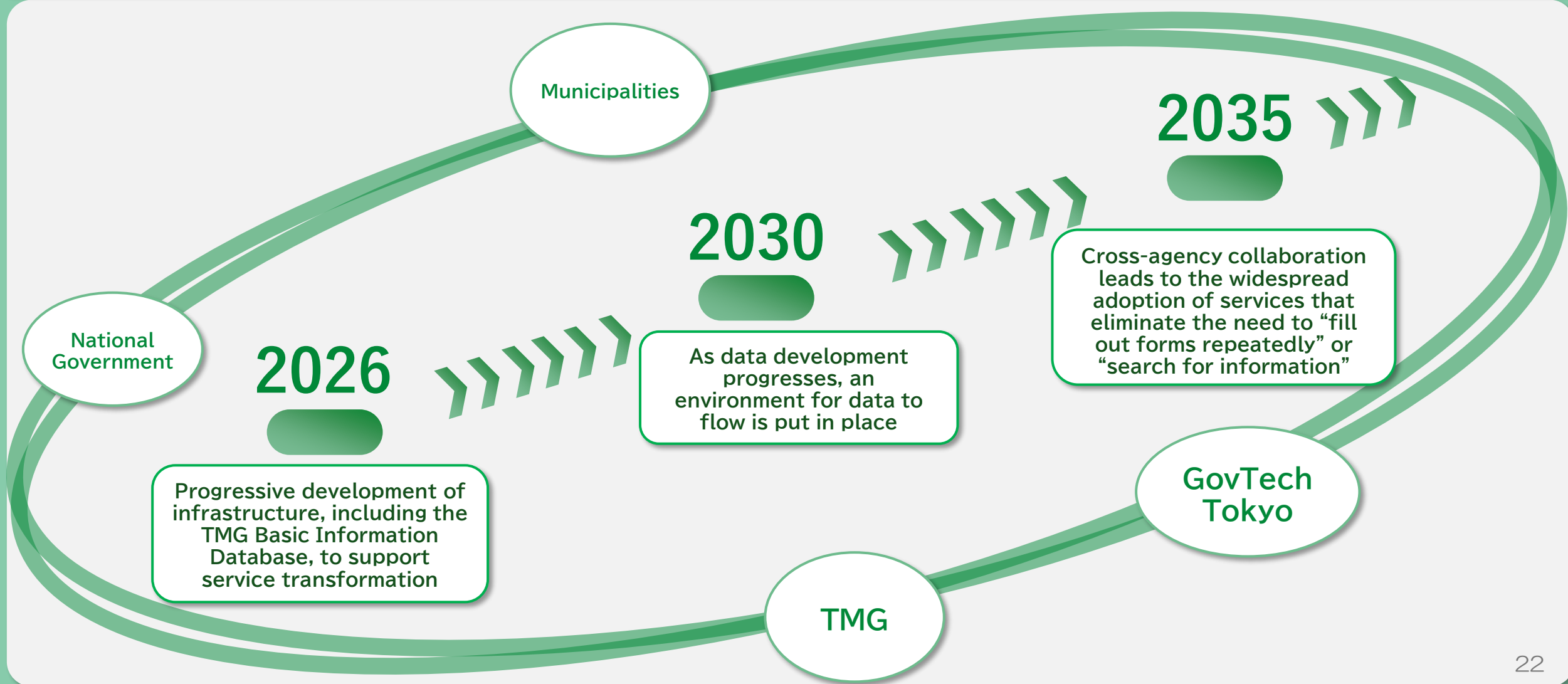


This policy is positioned as the “Overall Policy on the Shared Use of the Area Data Integration Platform (Shared Use Vision)” to be formulated by prefectures, as set out in the “Guidebook for the Shared Use of the Area Data Integration Platform, Version 2.0” (Digital Agency, published September 1, 2025).

2. Policy Directions

Toward the Realization of an Administration That Delivers Services Closely Aligned with the Needs of Each Tokyo Resident

TMG will collaborate with the national government, municipalities, and GovTechTokyo to promote data management initiatives as digital public goods, including private-sector participation. In FY2026, TMG will position support information and related data as part of the Basic Information Database and will progressively develop shared databases that can be commonly used.



Definition of Terms

The terms used in this policy are defined as follows. (Listed in Japanese alphabetical order)

Term	Description	Source & Reference
API	A technology that enables the sharing of data between systems	Reference: Digital Agency, “API Technical Guidebook”
gBizID	A business identification ID issued by the Digital Agency	Source: Digital Agency website, “gBizID”
ID	An identifier (number or symbol) used to verify an individual’s identity and securely link multiple pieces of information as belonging to the “same individual.”	—
ID Platform	A system for managing IDs used in services for Tokyo residents, including authentication, log management, and other related functions.	—
PMH	A data integration mechanism that enables the secure exchange of necessary information among municipalities, medical institutions, and other entities.	Reference: Digital Agency website, “Information Sharing System Connecting Local Governments, Medical Institutions, and Other Entities”
Crawling	A process in which a program automatically browses websites to collect information.	—

Definition of Terms

(Listed in Japanese alphabetical order)

Term	Description	Source & Reference
Public Service Mesh	A data integration platform designed to accelerate the utilization and linkage of government-held data.	Source: Digital Agency website, “Public Service Mesh”
Dashboard	A tool that aggregates data and provides a clear, visual representation of the current status and progress.	—
Data Hub	A mechanism for integrating and linking data across multiple systems via APIs or other interfaces, based on defined rules.	—
Tokyo Metropolitan Government Basic Information Database (TMG Base Registries)	A compilation of information such as support information databases organized for common use across TMG’s administrative services.	—
Push-Based Services	Services in which administrative bodies proactively provide information tailored to each individual.	—
Base Registries	A database referenced across numerous cross-institutional procedures, the development of which contributes to improving public convenience and enhancing the efficiency of administrative operations.	Source: Digital Agency “Plan for the Development and Improvement of Public Basic Information Databases (June 13, 2025)”

Other Materials

【Illustrations】

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