

E-Invoice Integrated Service Platform Sustainable Operation and Resilience Enhancement Project

I. Project purpose

With the objectives of leveraging emerging technologies to enhance digital resilience, adopting cloud technologies to ensure sustainable operations, and strengthening information security defenses through defense-in-depth, this project promotes sustainable operation measures for the Electronic Invoice Integration Service Platform (hereinafter referred to as the “Platform”). By reinforcing infrastructure, improving system resilience, and optimizing e-invoice services, the initiative seeks to realize the vision of building a convenient, efficient, and intelligent government.

II. Implementation content

A. Leverage Emerging Technologies to Strengthen Digital Resilience

Gradually phase out outdated equipment and expand computing capacity, while establishing hybrid-cloud traffic distribution services and offsite backup mechanisms. Optimize the intelligent customer service system and Q&A knowledge base. Enhance the platform’s real-time monitoring mechanism to integrate hybrid-cloud operational information, enabling timely detection of performance bottlenecks and proactive prevention.

B. Apply Cloud Technologies to Advance Sustainable Operations

Refine e-invoice services in line with policy and operational requirements, while progressively expanding the hybrid-cloud framework and connecting with public cloud services to achieve load balancing. Continue integrating the government data transmission platform (T-Road) to provide external agencies with secure access to e-invoice data. Provide authorized application programming interface (API) for private-sector participation, enabling the development of diverse, value-added applications and services.

C. Strengthen Information Security Defense through Defense-in-Depth

Reinforce the web application firewall, content delivery network, and traffic scrubbing mechanisms. Conduct regular security testing as well as internal audits and controls of information security. Continuously implement identity authentication mechanisms under a zero-trust architecture to ensure that only verified and authorized administrators can access designated resources.

III. Expected benefits

A. Promote Platform Digital Resilience to Achieve the Vision of a Smart Nation

Strengthen the Platform’s information security protection and service resilience to ensure the high availability of critical equipment and essential services.

Enhance customer service friendliness and response accuracy to deliver a tangible user experience, thereby contributing to the realization of the vision of a resilient and intelligent nation.

B. Support Sustainable and Innovative Infrastructure to Realize a Green Taiwan

Utilize microservices and containerization technologies to build a highly flexible hybrid-cloud framework that facilitates dynamic resource allocation. At the same time, leverage green energy in public cloud data centers to indirectly reduce energy consumption and enhance carbon reduction benefits.

C. Facilitate Public-Private Data Exchange to Advance Digital Inclusion

Promote a trusted government data-sharing mechanism through the T-Road secure exchange standard and unified transmission channels to reduce operational costs. Continue to expand API access for private-sector integration, enabling collaborative development of personalized value-added services, while strengthening authorization and review mechanisms to safeguard the security of citizens' data.