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**Guideline for intelligent construction of administrative service
hall**

政务服务大厅智能化建设指南

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting.

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

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Introduction

The government service hall is set up by the people's governments at all levels to centrally handle government service matters within the scope of government authority and other convenient services.

In recent years, the construction of government service halls has developed from comprehensive to intelligent, using artificial intelligence, big data, New technologies such as blockchain and virtual reality have comprehensively upgraded traditional service models and comprehensively integrated and optimized online and offline service channels.

We will closely focus on the "one network, one door, one time" service system to achieve data interoperability and sharing and business collaboration, and create a deep online and offline Integration, focusing on reducing time, links, materials, and running around, providing enterprises and the public with fewer links, shorter cycles, better processes, and lower costs services.

The intelligent construction of government service halls includes intelligent upgrades in business handling, intelligent construction of venues, intelligent improvement of personnel management, and security.

Management intelligent guarantee and digital operation intelligent promotion and other contents. In terms of business handling, through intelligent consultation guidance, appointment, declaration, The acceptance, approval, delivery, filing and evaluation of documents can simplify, optimize and automate business processes, improve work efficiency and public satisfaction.

In terms of intelligent construction of venues, we focus on functional zoning and the configuration of intelligent facilities to create a convenient and comfortable service environment; in terms of personnel management In terms of security management, we can use intelligent means to effectively supervise service personnel, improve their performance and enhance their quality, and ensure service quality.

Ensure the data security, network security and physical security of the government service hall through technical means; in terms of digital operation, use artificial intelligence, big data Based on information technology, we can realize refined and intelligent management of government services and improve operational efficiency and decision-making support capabilities.

The goal of the intelligent construction of government service halls is to implement the relevant requirements of the state to promote "efficient completion of one thing" and improve the efficiency of government services.

The government service hall uses intelligent means to provide enterprises and the public with efficient, convenient, fair and inclusive service experience.

process optimization, service resource integration and service model innovation, and promote the transformation of government services from passive response to active service and from single service to comprehensive service.

Service upgrade, from extensive construction to intelligent operation. The intelligent hall will become an important platform for interaction and communication between the government and the public, showing The efficient, convenient and transparent image of government services lays a solid foundation for building a service-oriented government that satisfies the people.

Guide to the Intelligent Construction of Government Service Hall

1 Scope

This document provides the intelligent business handling, intelligent venue construction, intelligent personnel management, and intelligent security management of the government service hall.

Provide suggestions on management, intelligent operation, intelligent expansion and other related matters.

This document is applicable to activities related to the intelligent construction of government service halls.

2 Normative references

GB/T 18894

GB/T 21061

GB/T 32169.1

GB/T 36112

GB/T 39734