Outline of Basic Policy and Action Plan
for Building IT Disaster-Management Lifeline

◎ At the time of the Great East Japan Earthquake, while conventional communication systems, such as fixed-line phones and mobile phones, did not function, various online services utilizing the Internet, such as social network services (SNS), functioned effectively.

◎ A specific action plan has been established so that information technology can be utilized more effectively as a framework for disaster-management lifelines both in normal times and when a disaster strikes.

◎ Our target is to put the action plan into practice by the summer of 2013 in principle, beginning with items that can be realized quickly.

Classification	Basic Policy	Samples of Action Plan
1. Disclosure and secondary use of disaster- related administrative information	○Gather, manage, and transmit disaster-related information and utilize SNS. ○In providing information, give due consideration to the convenience of users, such as by enabling secondary use.	○Diversify the routes by which the public obtains information by supplying and transmitting information using various media, such as SNS and other Internet services ○Disclose disaster-related information provided by the government in a format enabling secondary use and in a portal enabling uniform access, etc.
2. Gathering of grass-roots information	○At times of disaster management and emergency relief, specify information of high public value, promote the disclosure of safety information, etc. ○Enable requests for assistance to ambulance and fire services to be made by means other than voice communication, such as via the Internet.	○Regarding the handling of personal information possessed by private businesses, review the personal information protection guidelines, etc. ○Study the transmission of emergency calls (119) via the Internet, e-mail, SNS, etc., beginning with the implementation of feasible measures.

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3. Development of emergency transmission and liaison network	○Adopt measures, such as the establishment of authorization schemes, in order to prevent impersonation when public organizations utilize SNS, etc.	○Study and disseminate how to ensure information security relating to the use of SNS, etc.
4. Thorough IT disaster- management drills	○Incorporate the utilization, verification, etc. of IT in comprehensive disaster-management drill plans and implement IT disaster- management drills.	○Study the inclusion of content relating to the utilization, verification, etc. of IT in comprehensive disaster-management drill plans and the implementation of IT disaster-management drills.
5. Internationalization of disaster-management information protocol	○Enhance broadcasts and other forms of information transmission for foreigners living in Japan and overseas.	○Establish countermeasures so that non-native speakers of Japanese can understand disaster-related information transmitted by the government, etc.
6. Ensuring the operation of information infrastructure at times of emergency	○Promote measures relating to power supplies for mobile phone base stations, such as the establishment of large-zone base stations, 24-hour batteries, etc. ○Study the sharing of public and private infrastructure, etc. in order to ensure communication lines in disaster-hit areas.	○Promote power-supply countermeasures so that the facilities of telecom operators can supply communication functions as much as possible at times of disaster. ○In order to ensure communication lines in disaster-hit areas, study measures to enable mutual public/public and public/private use of infrastructure, etc.