Present & Future of E-Government in Korea

Hah Un-Ah, Deputy Director
Ministry of Public Administration and Security (MOPAS)
The Republic of Korea
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I. E-Government in Korea

1. Korea’s Journey to E-Government
2. Vision & Strategy of Korea
3. Current Status
4. International Assessment
1. Korea’s Journey to e-Government

- Digitalization of government business processes
- Establishment of E-Government infrastructure
- 11 Key Initiatives

**Full-fledged Implementation** (2003 ~ 2007)
- Expansion and improvement of services level
- Enhanced administrative efficiency and transparency
- Linkage among information providers

**Further Advancement** (2008 ~ 2012)
- Customer oriented services
- Interactive administrative services
- Real-time public safety information network
- Information privacy and security level up
2. Vision & Strategy

**National Vision**

Advanced Nation Standing Tall in the International Arena

**Vision for E-Government**

Advanced Knowledge Information Society of Creativity and Trust

**Objective**

- Efficient Government
- Citizen Life Enriched by Digital Technology
- Trustworthy Information Society
- Creative Soft Power
- Advanced Digital Convergence Infrastructure

**Strategy**

- Government-led informatization
- Disconnected & fragmented
- Focused on positive aspects
- Promotion-focused policies

- Public-Private collaborative governance
- Seamless and converged informatization
- Active response to adverse effects of informatization
- Utilization-focused services for users

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3. Current Status

**E-Government Evolution**

*Korea advancing from Stage 4 → Stage 5*

- **Stage 1 Emerging**
  - Limited web presence

- **Stage 2 Enhanced**
  - Easily accessible information on public policy
  - Interactive portal sites

- **Stage 3 Interactive**
  - Online services (downloadable form, etc)
  - Online transaction

- **Stage 4 Transactional**
  - Two-way interactions between "citizen and government"

- **Stage 5 Connected**
  - Seamless online service
  - Integrated back-office infrastructure

※ Stages of e-Government Evolution (UNDESA), 2007
4. International Assessment of Korea E-Government

Achieving the World’s Best E-Government

**International Awards**
- **KISS**: UN Public Service Award ('07)
- **Invil**: World e-Gov Forum Award ('06)
- **KONEPS**: WCIT Global Excellence Award ('06)

**Model Case Selection**
- **HTS**: OECD e-Tax Best Practice ('06)
- **OPPPP**: 'Online Politics Trophy Top10' ('06)
- **uTradeHub**: 'World Advanced' in APEC Report ('05)

**International Certifications**
- **KIPOnet**: WIPO IT Standard ('06)
- **UNIPASS**: ISO 9001, 20000 ('06)
- **KONEPS**: UN/CEFACT Int’l Standard ('05)
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<th>Category</th>
<th>2005</th>
<th>2008</th>
<th>2010</th>
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<tr>
<td>E-Government Development Index</td>
<td>5&lt;sup&gt;th&lt;/sup&gt;</td>
<td>6&lt;sup&gt;th&lt;/sup&gt;</td>
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<td>Online Service</td>
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<td>0.82 (6&lt;sup&gt;th&lt;/sup&gt;)</td>
<td>1.00 (1&lt;sup&gt;st&lt;/sup&gt;)</td>
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<td>0.69 (10&lt;sup&gt;th&lt;/sup&gt;)</td>
<td>0.64 (13&lt;sup&gt;th&lt;/sup&gt;)</td>
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<td>E-Participation</td>
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<td>0.98 (2&lt;sup&gt;nd&lt;/sup&gt;)</td>
<td>1.00 (1&lt;sup&gt;st&lt;/sup&gt;)</td>
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- **Ranked 1<sup>st</sup> in UN E-Gov Development Index among 192 countries**
  - Moved up from 6<sup>th</sup> place to 1<sup>st</sup>

- **Ranked 1<sup>st</sup> in UN e-Participation Index among 192 countries**
  - Moved up from 2<sup>nd</sup> place to 1<sup>st</sup>

- **Marked full scores for ‘Online Service’ and ‘e- Participation’**
II. Five Key Success Factors

- Strong Government Leadership
- IT Governance
- Customer-oriented E-Government Services
- Performance-Based Program Management
- Technology Support
Key Success Factors (1)

**Strong Government Leadership**
- Leadership from the President
- Strategic and sustainable plans for 20 years
- Nationwide change management program
- Aligned E-Government projects with Performance Evaluation

**ICT Governance**
- National level E-Government strategies and technical assistance
- Provided by associated professional agencies
- Revision of laws and regulations in line with government process reform
Key Success Factors (2)

Customer-oriented e-Government Services
- Service development based on user needs
- Civil service closely related to everyday life

Performance-based Program Management
- Clear goals, objectives, short and long-term plans, with expected expenditure, income streams and deadlines
- Qualitative, Quantitative Performance Index (KPI) for nationwide level and each project level
- Designation of officer or organizing body in charge of project performance

Technology Support
- Participation of experienced SI companies and specialized solution vendors
- Adoption of practical technology (GIS, LBS, Component Based Developing technology etc.)
III. Major Policy Initiatives

1. Services for Citizens and Businesses
2. Strengthening Information Security
3. Fostering Healthy Cyber Culture
4. ICT Global Cooperation
1. Services for Citizens and Businesses

- All government services provided through a Single Window
- Combined business applications & one-stop service systems for processing of business launchings, factory openings etc.

Increase in types of civil applications that can be submitted online
- Establishment of an e-Document Management Center for document sharing

Reduce documents by sharing administrative information between central and local agencies
- Improve efficiency through demand oriented customized administrative information sharing
2. Strengthening Information Security

- Initiate the enactment of “Personal Information Security law”
- Regulation by stages for protecting personal Information Life-Cycle (Collect-Use-Provide-Dispose)
- Minimizing the cases of collecting ID number in sites by introducing the substitution method of ID number (i-PIN)

**Expanding National Information Security Infrastructure**
- Gradual execution of “Information Security Master Plan (’08.7)” in phases
- Increasing the investment of Information Security

**Strengthening responsiveness to cyber attacks**
- Establishment of “Cyber Attacks Response Centers ”
- Separate network of workflow to Internet line for the prevention of confidential documents being leaked out
- Restriction on commercial mail usage in government to prevent hackings

**Strengthening Personal Information Security Management**
3. Fostering Healthy Cyber Culture

**Direction**
- Foster healthy and trustworthy cyber culture (Democratic, Peaceful, Trustworthy, Mature)
- Create the foundation for sustainable knowledge information society by setting ethical rules for cyberspace

**Promote Cyber Culture Movement**
- Foster national consensus on cyber culture
- Building up Cyber Culture Governance in harmony with private, public and academia

**Relieving Adverse Effects of Internet**
- Expanding counseling infrastructure for relieving adverse effects of internet usage
- Continuous work on bridging the digital gap for those denied information access
4. ICT Global Cooperation (1)

- Strengthen cooperation with international organizations
  - Joint research projects, exchange of human resources and/or technologies
- Expand cooperation between governments
  - Providing ICT consulting and signing MOU with countries focusing on ICT development
  - Support the ICT development of partner countries by International ICT cooperation center

- Provision of ICT training to developing countries
  - International: 2,415 volunteers dispatched to 66 countries (’01~’08)
  - ’09 Plan: Short term (1 month, 300 volunteers)
    Long term (1 year, 100 volunteers)
4. ICT Global Cooperation (2)

- Provide ICT training to invited experts from government, public & private sectors of developing countries (*KOIL: Korea IT Learning Program)
  - 2,550 trainees from 113 countries ('98~'08)
- Strengthen global HR networking by KOIL Participants Forum
  - ’09 : 220 trainees, KOIL Alumni Meeting (twice)

- Establish Information Access Center (IAC) in developing countries
  - Facilities including computer training rooms & internet lounges
  - Increase efficiency for Information Access Center (IAC) operation
  - Dispatch ICT volunteers to IACs, Train IAC operating staff
IV. Best Practices

1. Online Civil Service (G4C)

2. Korea Online E-Procurement System

3. Information Network Village
1. Online Civil Service (G4C)

**Number of paper documents and offline visits have decreased through online civil services**

**Electronic civil affairs systems**

- G4C, an integrated electronic civil affairs system
  - Online applications for 721 types

**Enhance citizens’ convenience, Reduce administrative costs**

www.korea.go.kr
2. Korea Online E-Procurement System (KONEPS) (1)

The Characteristics of KONEPS

Provides an "end-to-end" electronic procurement service where all procurement processes are conducted online:

- supplier registration, bid invitation, bidding, contracting through payment

Serves as a "Single Window" for public procurement

- Integrates and announces all public institutions' bid information
- Shares all suppliers' information

Provides a "One-Stop/Non-Stop" Service in linkage with 80 external systems
Performances and Achievements of KONEPS

Used by 35,000 institutions and 170,000 businesses

The world's largest cyber market with a transaction volume of US$ 44B in 2006
- e-biddings: US$ 27B
- KONEPS shopping mall: US$ 6B
- Other transactions: US$ 11B

Enhanced efficiency and transparency
- Saves US$ 4.5B worth of transaction costs annually
- Improves transparency in doing business with the government

International Recognition
- UN Public Service Award (2003)
- WITSA Global IT Excellence Award (2006)
- AFACT E-Asia Award (2007)
3. Information Network Village (INVIL)

IT infrastructure and education provided to rural regions
- 358 Information Network Villages established across nation, increasing access to IT services

IT infrastructure for rural community
- High-speed Internet subscription rate: 21.8%('02) → 31.8%('08)
- High-speed Internet user rate: 59.4%('02) → 77.1%('08)
- PC penetration rate: 49.4%('02) → 72%('08)

Promotion of e-commerce
- Online sales of local specialty products: $1.1M('03) → $8.7M('08) (USD 1 = KRW 1020)
- Information on local tour programs and specialty products via village websites induce visitors from urban regions

www.invil.org
Thank you!