

E-Government in Korea: Present and Future



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An Understanding of Korea e-Government

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Best Practices

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Future Path for Korea e-Government



An Understanding of Korea e-Government

1. Korea's Journey to e-Government

'87 ~ '92

Computerization of major tasks

- Establishment of administrative DB on residence, real-estate, vehicle, etc.

'93 ~ '00

Expansion of Information Systems

- Digitalization of procurement, patent, tax, customs, etc.
- Establishment of passport issuance system, real-estate speculation prevention system, etc.

'01 ~ '02

Establishment of e-Gov infrastructure

- 11 key initiatives - G4C, e-Procurement, National Financial Information System, etc.

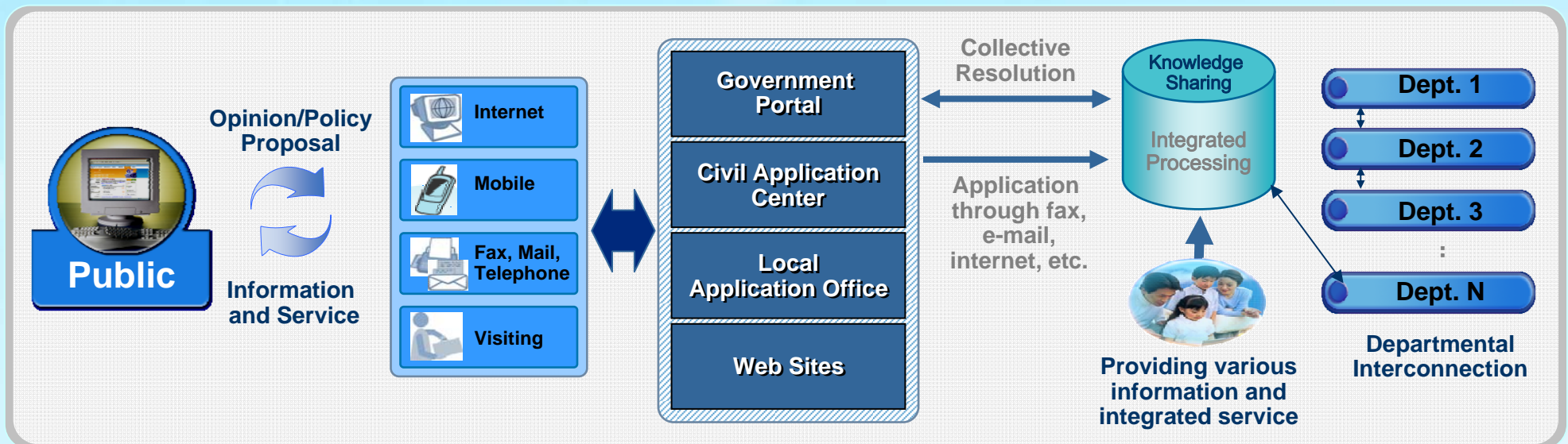
'03 ~ Present

Advancement of e-Government

- Promotion of 31 E-Government Projects

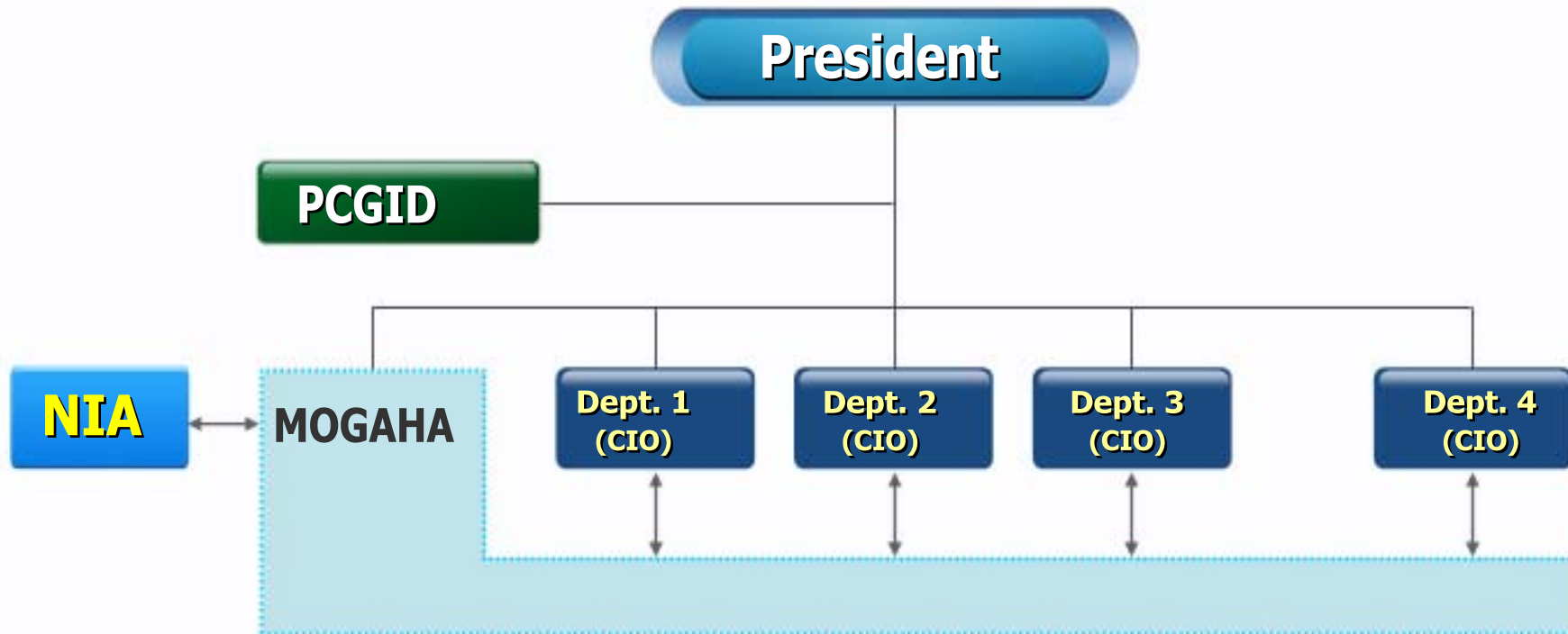
2. Vision and Objectives

World's Best, Open e-Government



3. Enablers for Implementation

Organizational Structure



※ **MOGAHA** : Ministry of Government Administration & Home Affairs

※ **PCGID** : Presidential Committee on Gov't Innovation & Decentralization

※ **NIA** : National Information Society Agency

Organizational Structure(cont'd)

Presidential Committee on Government Innovation & Decentralization (PCGID)

- Establish of vision for e-government and select 31 e-government projects
- Evaluate e-government initiatives

Ministry of Government Administration and Home Affairs (MOGAHA)

- Lead agency of government-wide e-government projects
- Monitor progress of e-government projects in respective ministries

Respective Ministries

- Formulate and implement action plans for e-government projects
- In charge of ministry-level e-government projects

National Information Society Agency (NIA)

- Provide technical support for carrying out e-government projects

4 Areas of Innovation and 31 Roadmap Projects

Innovating Service Delivery

→ 14 Projects (Enhanced Online Civil Services, Integrated Tax Services, etc.)

Innovating the Way Government Works

→ 11 Projects (Digitalizing Document Processing Procedures, e-Auditing System, etc.)

Innovating Information Resource Management

→ 5 Projects (Information Security System, etc.)

Reforming the legal system

→ 1 Project (Restructuring E-Government Legislation)

Progress of e-Government Projects

Areas	Planning Stage(All Completed)	System Establishment Stage(26 Projects)
Innovating the way Government Works	-	1. Digitalizing Document Processing Procedures 2. Advanced Informatization of National and Local Public Finance 3. Local e-Government 4. e-Auditing System 5. e-National Assembly 6. Integrated Criminal Justice Service System 7. Comprehensive Informatization of HR Management 8. e-Diplomacy 9. Real-time Management of National Agenda 10. Expanding Administrative Information Sharing
Innovating Civil Services	-	12. Enhanced Online Civil Services 13. Integrated National Disaster Management Services 14. Advanced Architectural Administration Information System 15. Integrated Tax Service 16. Integrated National Welfare Service 17. Comprehensive Food and Drug Information service 18. Comprehensive Employment Information Service 19. Online Administrative Judgement Service 20. Single-Window for Business Support Service(G4B) 21. Integrated National Logistics Information Service 22. e-Government Service 23. Comprehensive Foreigner Support Service 24. Support for Exporting e-Government Solutions 25. Increasing Online Citizen Participation
Innovating Information Resource Management	Infrastructure Establishment(4 Projects)	26. Government-wide NCIA 27. Advanced e-government Communications Network (e-GOV NET)
	28. Government-wide ITA (ITA : Information Technology Architecture) 29. Information Security System 30. IT Personnel and Organization Restructuring 31. Reform of e-Government Laws and Regulations	

Annual e-Government Roadmap Implementation Plan

System Development by 2005, System Integration by 2006

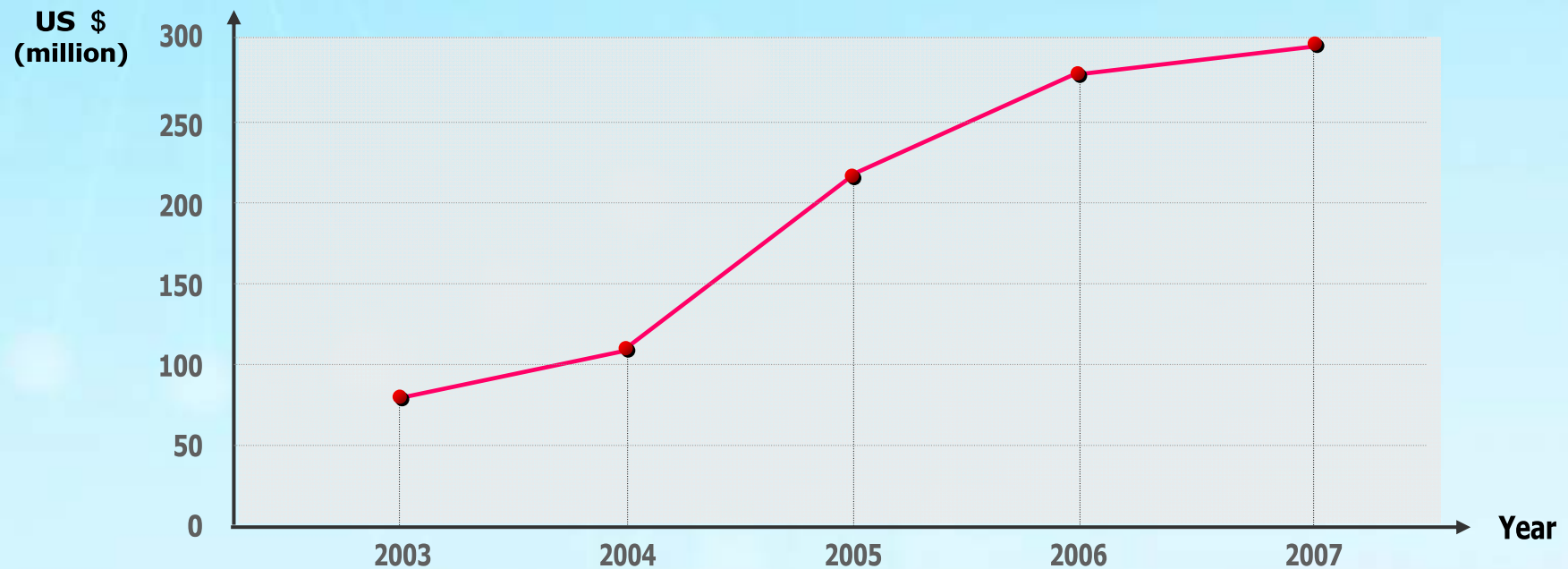


By 2005 : Process innovation efforts, including BPR/PS, and establishment of shared infrastructure and systems

After 2005 : Actual results of e-government that benefits the public through system integration and process innovation

Budget for e-Government Projects

Year	2003	2004	2005	2006	2007
Budget	₩ 85 billion (\$ 89 million)	₩ 111 billion (\$ 116 million)	₩ 220 billion (\$ 230 million)	₩ 276 billion (\$ 288 million)	₩ 288 billion (\$ 308 million)



4. Key Achievements

Sustainable Government Innovation Infrastructure

- ❖ Extended 'On-nara BPS' to all government ministries and local municipalities [Jan.'07]
- ❖ Launched integrated real-time finance management (digital budget accounting) system [Jan.'07]

Customer-oriented e-Government Services

- ❖ Expanded the scope of government information sharing program to reduce number of documents to be submitted required for administrative services
 - ※ 70 different types of government information to be available for sharing by 2007
- ❖ Launched online public participation portal [April '05] to enable public access to government services & information more conveniently
- ❖ Strengthened administrative assistance system to cover the entire spectrum of corporate business activities
 - ※ Established the world's first 100% online export/import reporting system and a single channel of gov't support for businesses (G4B), etc.

Improved Technical & institutional Framework

- ❖ Launched the first and second National Computing and Information Resources Administration (NCIRA) centers
 - ※ Migration of IT resources of 48 government entities to the centers by 2007
- ❖ Amended the E-Government Act [Jan. '07] and the Act on Personal Information Protection by Public Organizations [May '07]
 - ※ Amended 143 laws and regulations to overhaul relevant legal/regulatory frameworks

4. Key Achievements(cont'd)

Advancement as Global Leader in e-Government

E-Government Readiness Index [UN]

13th [2003]



5th [2005]

1 Stage

2 Stage

3 Stage

4 Stage

5 Stage

Emerging Presence

Enhanced Presence

Interactive Presence

Transactional Presence

Networked Presence

UN rated Korea as achieving 80% of Stage 5, the most mature stage in terms of e-government readiness [2005]

Information Society Index [IDC/World Bank]

12th [2002]



1st [2005]

Digital Opportunity Index [ITU]

4th [2002]



1st [2005]

World Competitiveness Index [Technology Infrastructure][IMD]

27th [2002]



5th [2005]



Best Practices

1. e-Procurement (KONEPS)

- All bidding procedures are now processed online through a one-stop process
 - Online bidding: 93% of total public biddings
 - Users: 35,000 organizations and 170,000 businesses

Paper-based, manually-handled procurement raised need for improved efficiency and transparency



Enhanced Efficiency

- Information on all public biddings
- One-time registration for bidding for all agencies and bidding documents submitted online
- Yearly saving of USD 4.5 billion, bidding time reduced from 0.5 days to 1 minute

Enhanced Transparency

- Bidding and contract information open to public
- Real-time checking of procurement processing
- Reduced face-to-face meeting through automated work procedures

Korea received UN Public Service Award (PSA) in 2003 and was introduced as a best practice model for transparency enhancement by OECD

2. Government Information Sharing System

 www.share.go.kr

➡ Alleviates public inconvenience in obtaining certification documents by sharing administrative information

- 42 types of administrative information shared among government agencies
(resident, real estate, automobile, corporate and tax, etc.)



➡ Promotes real-time availability of necessary information through information sharing between central and local governments

- Facilitating links with 21 types of information in city/district government and 18 areas in provincial government of information

3. Information Network Village



www.invil.org

Project designed to establish a new form of IT-based local community

- ➡ To close the digital divide and promote balanced development by building an Internet network in regions deprived of IT benefits, such as agricultural or fishing villages, and by supplying PCs, providing training to residents and selling local specialties online.

※ Project accomplishments ('01 ~ '07) : 306 villages, 67% PC penetration, 65% subscription of high-speed Internet, 62% of rural residents engaged in online communities, 24 fold increase in e-commerce sales

Global model for narrowing the digital divide between regions

- ➡ Recognized by UNDP, OECD & ADB as benchmarking program for developing countries
- ➡ Many countries, including Finland, China and Vietnam, have visited for benchmarking



Future Path For Korea e-Government

Changes & Challenges

Society

- ❖ [Internal] Rapid aggravation of socio-structural challenges resulting from widening gap between different income brackets & aging of population structure
- ❖ [External] Acceleration of globalization in the wake of FTA, emergence of BRICs, & industries going global

Government

- ❖ Rising demands for stronger partnership between government-private sector, central government-local government as well as improvement of social security
- ❖ Promotion of decentralization & relocation of public organizations to provincial area in line with balanced national development policy

IT

- ❖ Digital convergence gaining ascendancy extensively
- ❖ Proliferation of Web 2.0 & revitalization of value-creating services [mesh up]-participation, sharing & collective intelligence shaping the new IT landscape

Vision & Goals

VISION for
Government

Korea Advancing Together with Hope

Vision for
e-Government

The World's Best Digital Government inside the People

Four
Goals

By integrating services
with focus on citizens
& businesses

**Offer
customer-centric
customized
citizen services**

By building intelligent
administration
service system

**Accelerate
system-based
government
innovation**

By delivering real-time
public security
information network

**Enhance
preventative
system for
a safer society**

By enhancing
infrastructure
for e-Government

**Lay ground for
sustainable
advancement of
e-government**

Five
Strategies

**Establish
governance
structure**

**Innovate
processes &
realign
systems**

**Strengthen
performance
management
system**

**Enhance
e-government
human
resources**

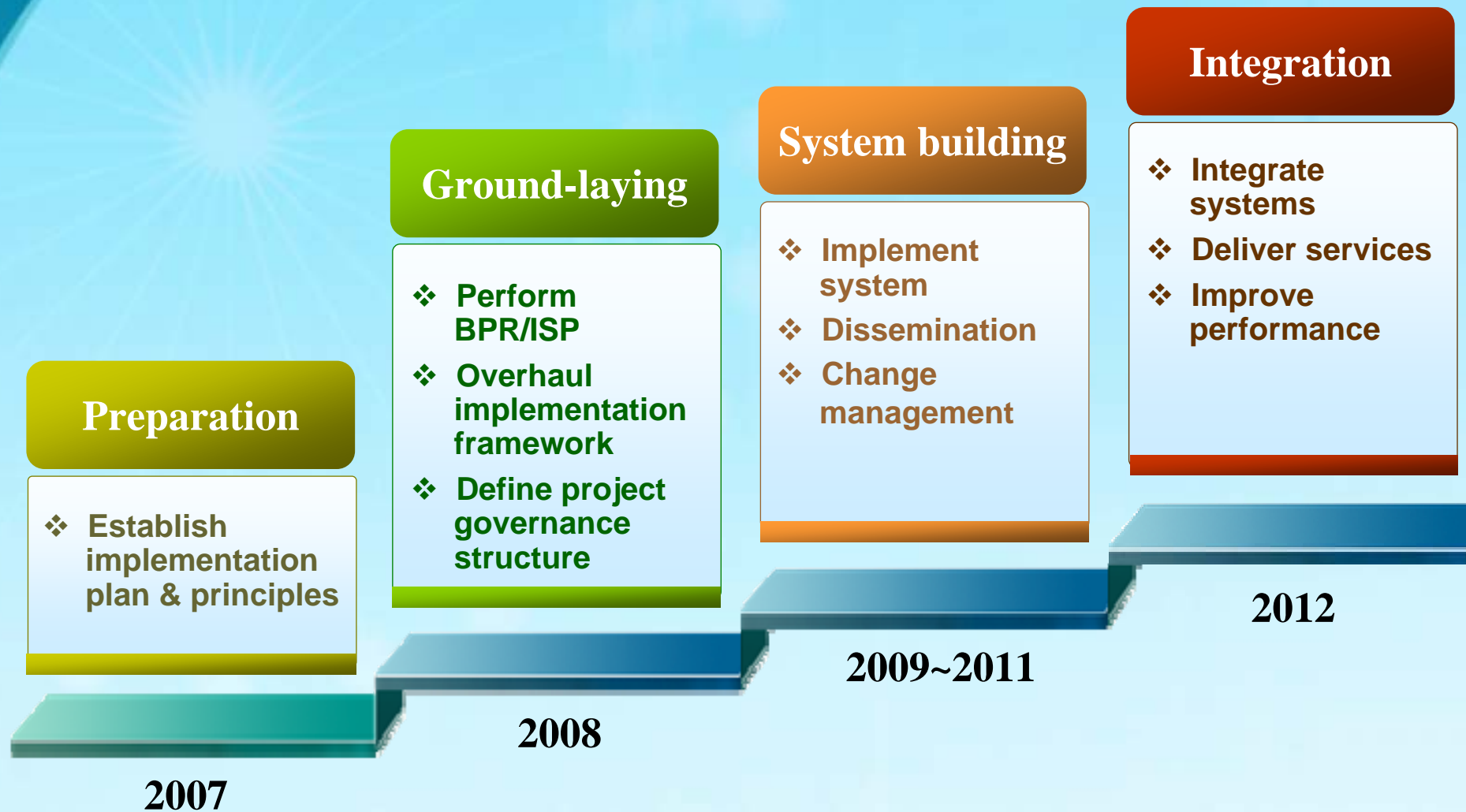
**Improve
global
leadership**

※ e-Government service utilization rate : 47% (2006) → 90% (2012), e-Gov't readiness index ranking : 5th (2005)→ 3rd (2012)

Implementation Strategy



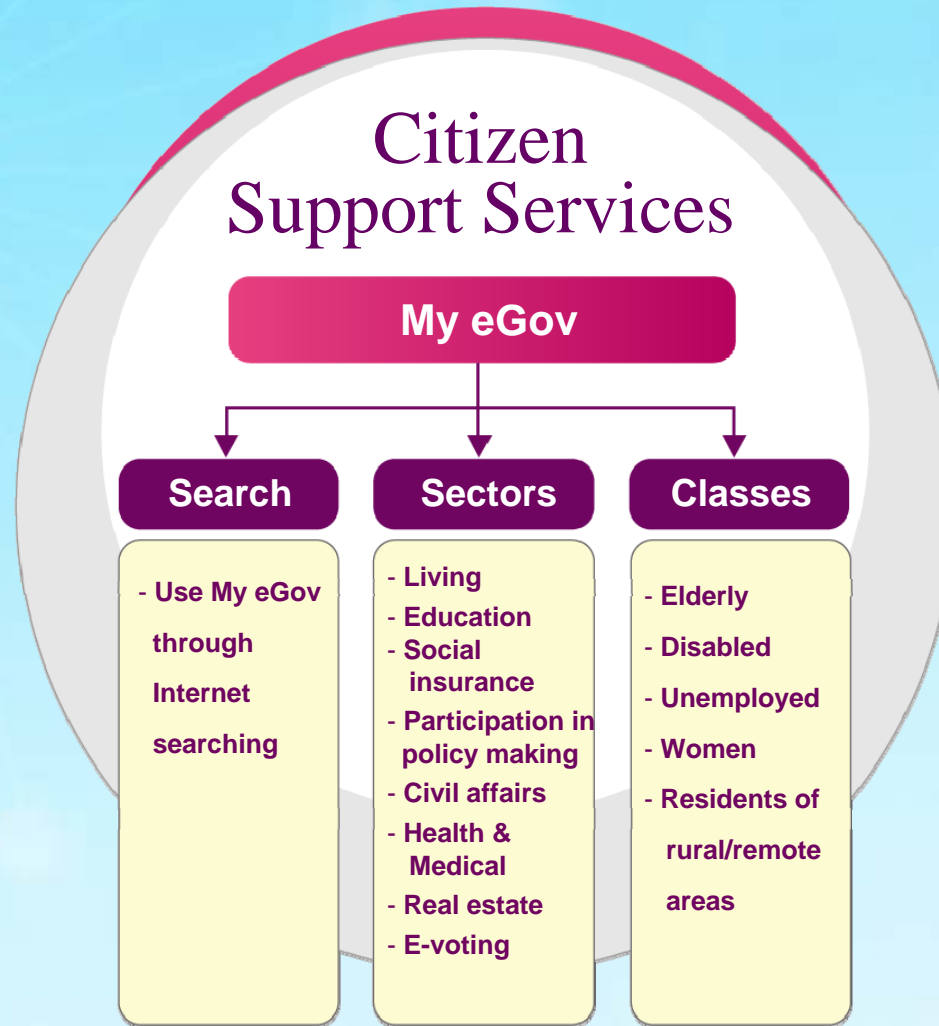
Implementation Schedule



Major Tasks

TASK 1 : Service Integration for Citizens and Businesses

Present

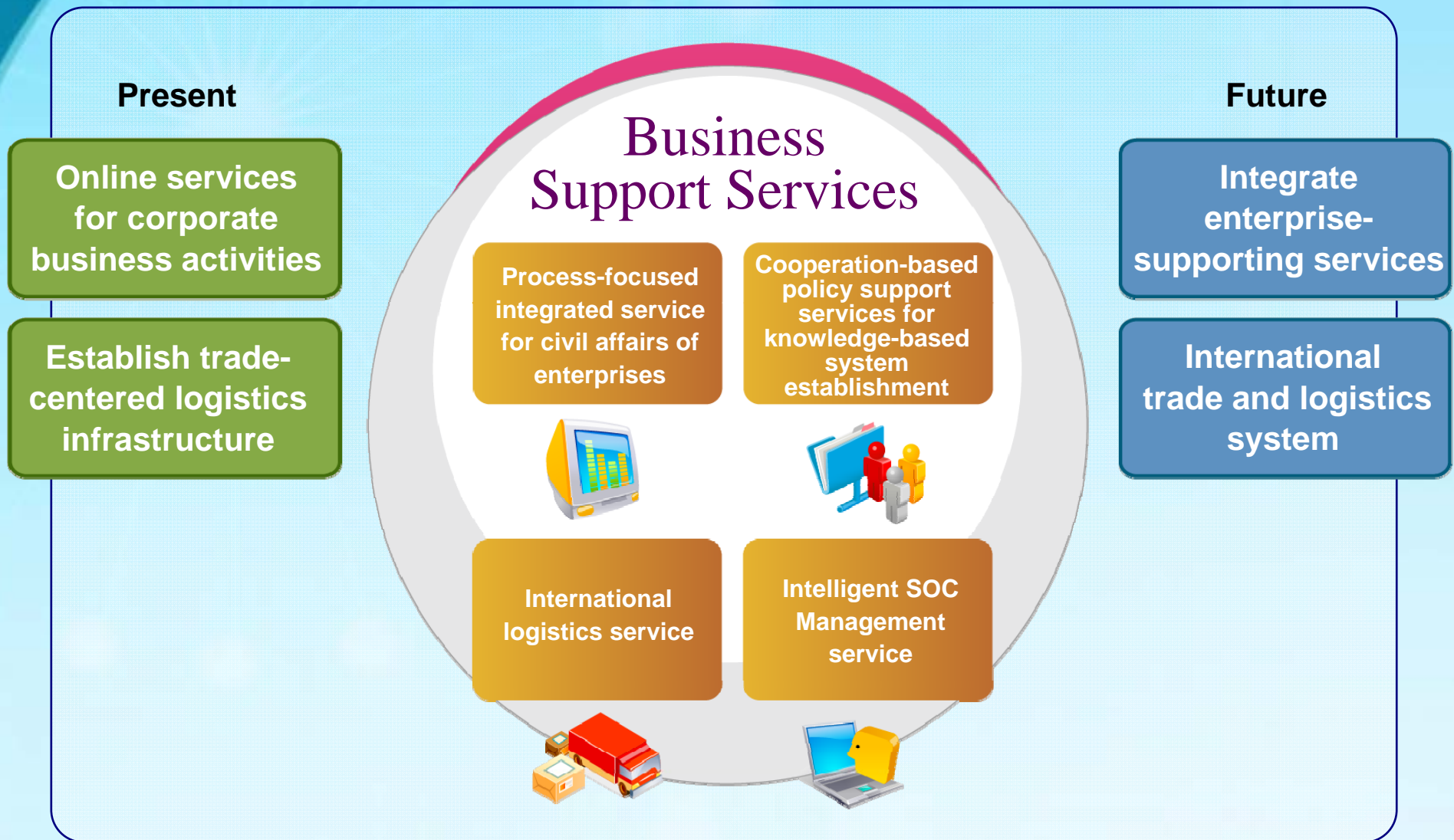


Future



Major Tasks(cont'd)

TASK 1 : Service Integration for Citizens and Businesses (cont'd)



Major Tasks(cont'd)

TASK 2 : Intelligent Administration Service System

Present

Partial automation of gov't administration services

Provider-oriented services

Central government-oriented services

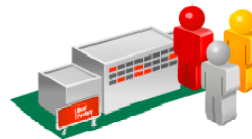
Sharing of limited administrative information

Intelligent Administrative Processing

Automated task management using On-nara BPS

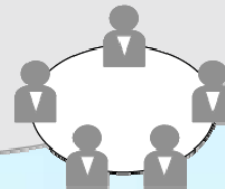
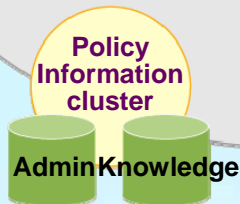


Field-oriented dynamic government service



Integration of National Databases

Support for Scientific Decision-Making



Future

Automation of administration services based on On-nara system

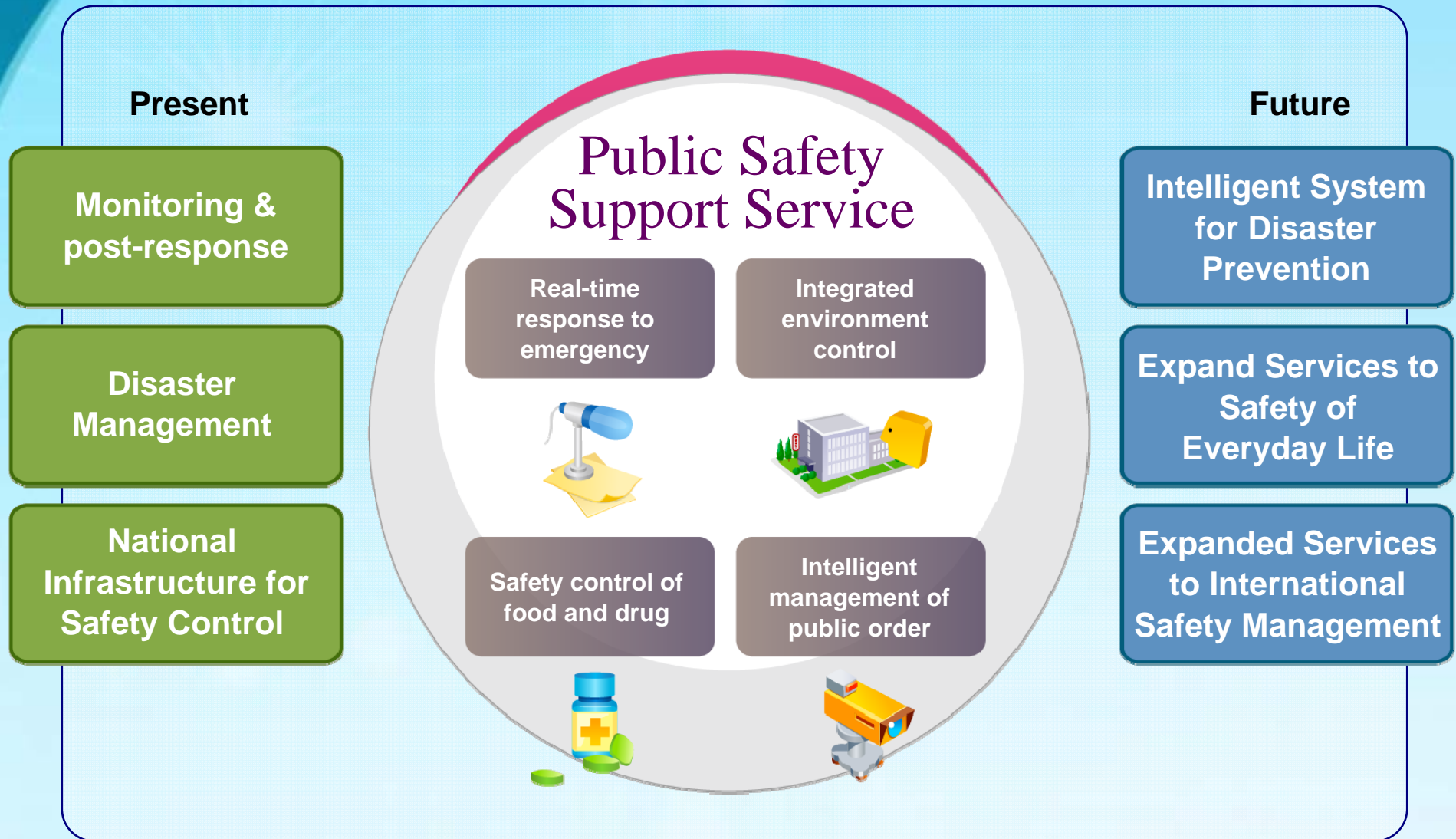
Cooperative services of ministries without barriers

Integrated services in cooperation with local municipalities

Sharing of overall administrative information

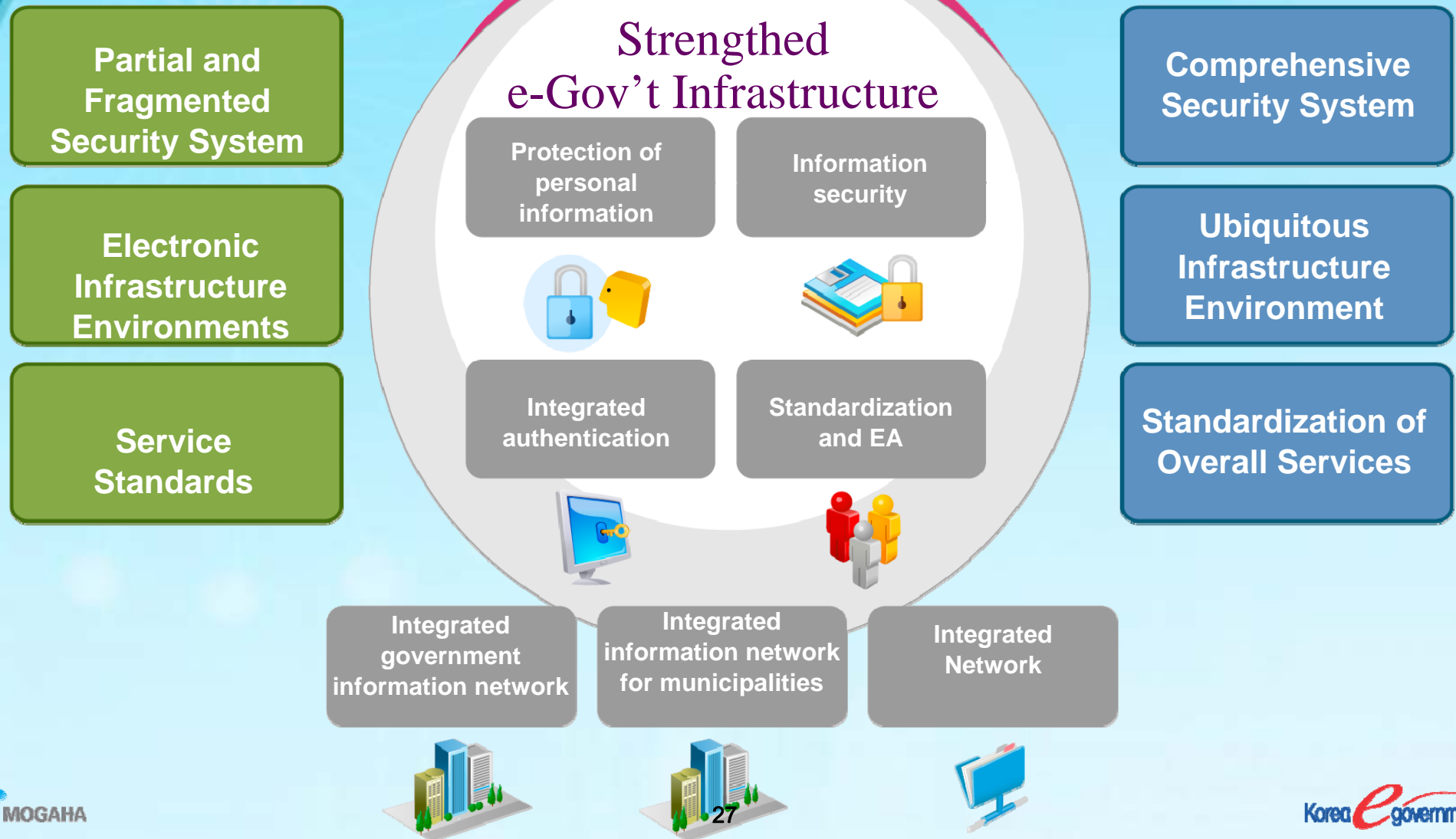
Major Tasks(cont'd)

TASK 3 : Real-Time Information Network for Public Safety



Major Tasks(cont'd)

TASK 4: Strengthened e-Government Infrastructure



Future Image

**Korea's e-Government Aims to Provide
Responsive, Efficient, and Customer-Friendly Services**

Individual

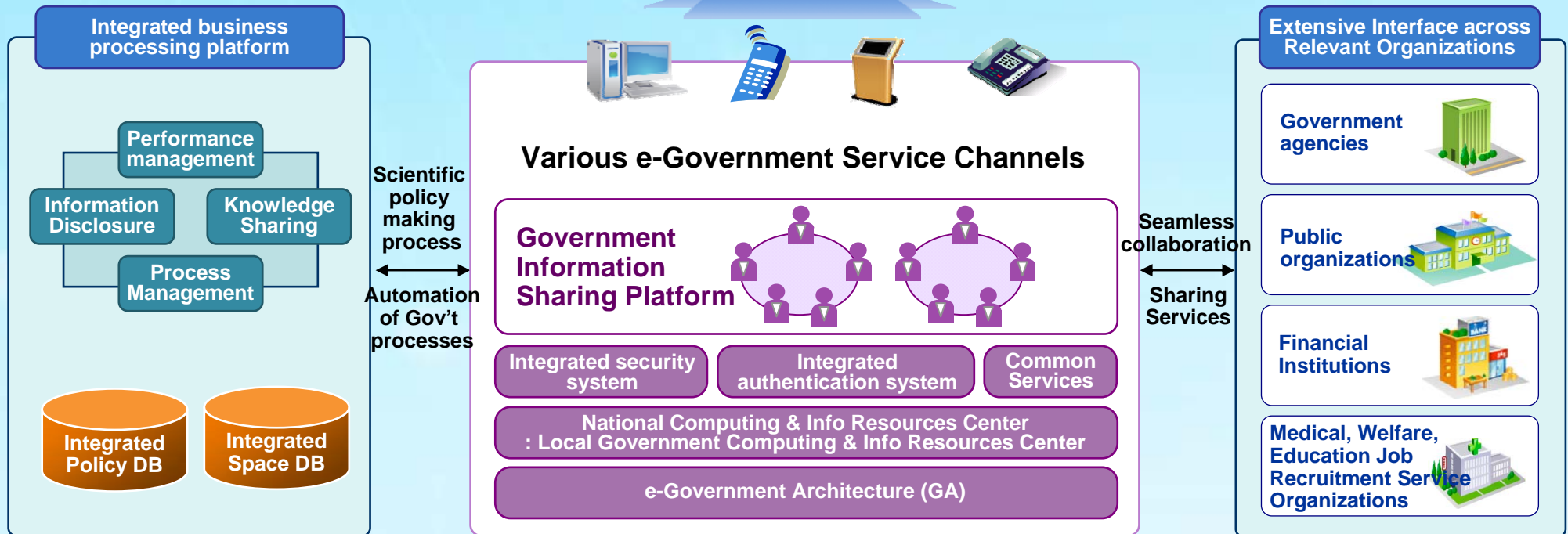
Services available anytime,
anywhere
High-quality social services
accessible without barriers

Business

Enhance corporate
competitiveness to the level
of global excellence

Society

Provision of
secure & pleasant
living environment



Future Image(cont'd)

As-Is

Fragmented Services

- ▶ Provider-oriented services
- ▶ Partial automation of administrative work tasks

Electronic Services

- ▶ Internet-centered, fragmented service channels
- ▶ Standardized simple services for the public

Functional Services

- ▶ Function-oriented agency services
- ▶ Services centered around the central government

To-Be

Shared Services

- ▶ Coordination among government agencies
- ▶ Automation of government services

Ubiquitous Services

- ▶ Service channels using portable electronic devices
- ▶ Individually-customized intelligent services

Social Services

- ▶ User - oriented services
- ▶ Integrated services linked with local governments



Thank you!

e-government