Introduction of the Korean e-Government

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E-Government History & Key Achievements
Korea’s Journey to e-Government

'87 ~ '94  Construction of National DB
- Establishment of administrative DB on residence, real-estate, vehicle, etc.

'96 ~ '00  Digitalization of Unit Work Processes
- Digitalization of procurement, patent, national tax, and customs, etc.

'01 ~ '02  Construction of e-Gov Infrastructure
- Propulsion of 11 key initiatives including G4C and NEIS
- Legislation of e-Government Acts

'03 ~ '07  Initiation of Administrative Simplification
- Execution of 31 e-Government Projects including consolidated logistics and the sharing of administrative information

'08 ~  Expansion of Administrative Simplification
Key Achievements

Transparent and Efficient Government (G2G)
- Enhanced transparency in policy decision-making process by On-Nara BPS
- Standardized common business forms used by central-local governments

Quality Public Service (G4C)
- Home document issuance possible through G4C for 32 types of information
- E-Tax administration through HTS (Home Tax Service)
- Customized welfare service through NWP (National Welfare Portal)

Advanced Infrastructure
- Establishment of National Computing Information Resource Administration Center
- Development of e-government legislative framework
Key Achievements

Increased Efficiency and Transparency of Administration

- **On-nara BPS**: Paperless electronic administration through online services
  - On-nara BPS Usage Rate: 96% (2007), Available agencies: 71 central administrative agencies and local gov’t
- **E-People**: Encouragement of participation in citizen suggestion and policy discussion as well as improvement of G2C services

Advanced administrative services & enhanced online environment

- Beginning of “at-home citizen services” such as online civil appeals and tax services
- Change in citizens’ purchasing and financial patterns, such as e-banking transactions and e-trade

Initiate Korea’s Economic Growth

- Continued investment in national Informatization as a driving force for economic growth
  - IT’s contribution to national GDP growth: 23.4% (2008)
  - IT investment plan: KRW 109.7 trillion in facility investment in 2009~2013, KRW 65.5 trillion on R&D investment
Enhanced Transparency in policy decision-making process by On-Nara BPS
Standardized Common Business Forms used by Central-Local Governments
Integrated Business Processing among related agencies

**On-Nara BPS Util. Rate**
- '07.1: 56%
- '07: 96.6%

**# of Standardized forms**
- '03: 0
- '07: 665 forms

**Import Notification Fee**
- '03: $3~4
- '07: $0

*Reference* G2G: Gov’t Working Methods Innovation
Information Sharing among administrative, public, financial organizations

- 66 types of government information shared by 2007
- 67% reduction effect in off-line document issuance

**Sharing Utilization**

- '03: 3M cases
- '07: 30M cases

**Passport Issuance**

- '03: 7 types
- '07: 0 types

**Civil Document Issuance**

- '03: 440M
- '07: 150M

*Reference* G2G: Gov’t Information Sharing Promotion
Home document issuance possible through G4C for 32 types of information
E-tax administration through HTS (Home Tax Service)
Customized welfare service through NWP (National Welfare Portal)
<Reference> Infra.: E-Government Infra. Improvement

Established National Computing Information Resources Administration (NCIRA) Centers
- 1st Center: systems integrated from 24 ministries (‘06)
- 2nd Center: systems integrated from other 24 ministries (‘07)

E-Government Legislative Framework
- Act on Effective Establishment & Implementation of Information Systems (‘05)
- Reform of e-Government Act on Private Information Protection in Public Organizations (‘07)

System Failure Time (monthly)
- 67 min in ‘04
- 2 min in ‘07

Server Management (per person)
- 13 servers in ‘07
- 1.8 servers in ‘04
<Reference> G4B: Business Related Service Improvement

- Business support services through G4B system
- Integrated processing of overseas logistics through e-customs system
- One-stop service for F/X, overseas payment & marketing through e-trade system

G4B Utilization

- 199 cases in '03
- 1,469 cases in '07

Export/Import Cargo Processing

- 199 cases in '03
- 3.6 days in '07

- 5M cases in '07

- 1,469 cases in '07

- 0.3M cases in '06

- 5M cases in '07
Current Status of Korea’s e-Government

Phase 1 [Foundation]
- Consolidation of internal administrative procedure and establishment of common basis
- Selective public service reform

Phase 2 [Service Advancement]
- Advancement of internal administrative procedure
- Expansion of integrated civil service

Level 1 Enhanced
- Regularly updated contents and information

Level 2 Transactional
- Visa, passport, birth records obtained online
- Taxes & fees paid online

Level 4 Seamless
- Seamless online service provided by agencies
- Converged public/civil services

We are Here!
2010 UN e-Government Survey

**Web index**

- '05: 4th (0.97)
- '08: 6th (0.92)
- '10: 1st (1.00)

**Infrastructure Index**

- '05: 9th (0.67)
- '08: 10th (0.69)
- '10: 13th (0.64)

**Online Participation Index**

- '05: 5th (0.97)
- '08: 2nd (0.98)
- '10: 1st

**E-Gov Index**

- '05: 5th
- '08: 6th
- '10: 1st

1st out of 192 nations
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)
- **OPPP**: '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)
Leadership from the President
Strategic and sustainable plans for 20 years
Nationwide change management program
Aligned e-Government projects with Performance Evaluation

Informatization Promotion Committee chaired by the Prime Minister mediates and guides the administrative branches
Revision of the legislative system for government process reform
Critical Success Factors

Customer-oriented e-Government Services
- Service development based on the needs of citizens, company and other organizations
- 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 an officer or organizing body in charge of project performance

Technology Support
- Participation of experienced system Integration companies and specialized solution vendors
- Adoption of practical technology; GIS (Geographical Information System), LBS (Location-Based Service), Component Based Developing technology, etc…

II Vision & Goals (’08 – ’12)
Paradigm Changes

Change in Technological Environment
- Single Unit System
  → Convergence of system technologies
  → Convergence

Change in Policy Environment
- Government led policy
  → Public-Private Cooperative Governance
  → Communication

Change in Information Environment
- Creation-accumulation of information
  → Knowledge utilization & value creation
  → Creativity

Change in Social Environment
- Focusing on growth and individuals
  → Community-centric
  → Trust
Vision & Goals

Advanced Knowledge Information Society of Creativity and Trust

**Goals**
- Citizen Life Enrichment
- Economic Vitalization
- Government Efficiency Improvement
- Social Security Enhancement
- Information Infra. Improvement

**Strategy**
- Government-led informatization
- Disconnected Informatization
- Focused on positive aspects
- Expansion-focused policies

- Public-Private collaborative governance
- Seamless informatization
- Active response to adverse effects
- Utilization-focused services
Agenda & Key Initiatives
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**Citizen Life Enrichment**
- Electronic Document Process
- Citizen tailored Gov’t Info. Sharing
- National Portal Service Enhancement
- One-Stop Online Civil Service
- Resident & Welfare Service Delivery Method Reform

**Economic Vitalization**
- Business Competitiveness Enhancement
- Logistics / Trade Network Integration

**Gov’t Efficiency Improvement**
- Integrated & Converged GIS Service
- National Statistics System Enhancement
- Digitally Supported Collaborative Admin. System Development

**Social Security Enhancement**
- National Security Information Integration
- Precaution-based Veterinary Health Management
- e-Government Standards & Accessibility Improvement for the Disabled

**Info. Infrastructure Improvement**
- EA-based Integration & Utilization
- e-Government Common Infrastructure Development

**Info. Security Consolidation**
- Internet & Intranet Network Separation
- e-Government Security Infrastructure Consolidation
Organization

President

Presidential Committee On Gov’t Information Strategy

Mediation/Review/Consultation

MOPAS
Administration, Technology, Support for common platform

NIA

Technical & Project Support

※MOPAS: Ministry of Public Administration & Security
※NIA: National Information Society Agency
### Role of Organizations

#### Presidential Committee on Government Information Strategy (PCGIS)
- Establish visions for e-government
- Coordinate & evaluate e-government initiatives

#### Ministry of Public Administration & Security (MOPAS)
- Establish e-government policies
- Construct government-wide infra.

#### Respective Ministries
- Formulate and implement action plans for e-government projects

#### National Information Society Agency (NIA)
- Provide technical support for carrying out e-government projects
VI Appendix: Detailed Initiatives
To provide a single point of access for all gov’t online services by connecting all the scattered gov’t agencies’ portals

- provide ‘Easy to Access & Easy to Use’ e-Gov services to all citizens including minors

Single Point of Access

- Developing 7 major areas of citizen services
  - service map, power search, personalization, policies promoting, national marketing, general admin.national info.

E-Gov One-Stop Portal Service

- Expanding integrated authentication and site connection by developing the interconnection standard (11 more sites connected)
- Providing more citizen services (158 services)
One-Stop Online Civil Service

- Number of documents and visits have decreased through online civil service
  - Civil information inquiry, petition & application, document inquiry and issuance, etc.

Civil information inquiry and application
  - business registration, tax payment & certificates, factory registration, etc.

Online document inquiry and issuance

System interconnectivity
- Expanding authentic identification system, DRM system, and SSO
To minimize required documents and office visits by expanding Gov’t information sharing to the entire public sector and financial institutions

- change from Register & provider-centered to customer-tailored Gov’t info. sharing
- prevent misuse of critical information and promote Gov’t info. sharing among agencies

Expansion of Gov’t Info. Sharing

- Expanding shared info.: 81 types → 100 types
- Expanding # of agencies:
  - public: 60 agencies → 100 agencies
  - private: 16 agencies → 30 agencies

Consolidation of private info.

- Developing ‘One Screen Service’ to show only needed info. of citizens to public officials
- Developing Gov’t info. relay system to improve the management of Gov’t info. relay service
Thank You!