Korea’s e-Government
- Institutional Aspect of eGovernment

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I. History & Organization

History of e-Gov Implementation

- **'94 ~'00**: Initial Phase - Nurture and Growth
  - Led by the Informatization Promotion Committee (IPC) and the Ministry of Information and Communication (MIC)
  - Fiscal and Technical support provided by the NCA

- **'01 ~'03**: Establishment of e-Gov Infrastructure
  - Led by the Special Committee on e-Government (SCEG)
  - Carrying out of 11 key initiatives - G4C, e-Procurement, National Financial Information System, etc.

- **'03 ~ Present**: Advancement of e-Gov
  - Led by the Presidential Committee on e-Government (PCGID)
  - The Ministry of Government and Home Affairs given charge of e-Gov implementation
  - NCA designated as the technical support agency
Organizational Structure

Informatization Promotion Committee (Review/Decision)

Presidential Committee on Government Innovation and Decentralization (PCGID)

Technical & Project Support

Implementation & Support

Presidential Committee on Government Innovation and Decentralization (PCGID)

Planning & Evaluation

Local Gov't

Public Offices

MOGAHA: Ministry of Government Administration and Home Affairs

MIC: Ministry of Information and Communication

PCGID

Presidential Committee on Government Innovation and Decentralization (PCGID)

Working Committees Council

Special Committee

Advisory Board

Subcommittees incl. e-Gov Subcommittee

Innovation & Decentralization Evaluation Subcommittee

Innovation & Decentralization Planning Office

Public Promotion Office

Planning & Management Team

Administrative Reform Team

Decentralization Team

e-Gov Team

Innovation Management Team

Fiscal & Tax Team

Innovation & Decentralization Evaluation Team

T/F Council

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T/F Council

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Ⅱ. Vision and Strategy

Efficiency & Transparency Enhancement
Knowledge-Based Government
Service Delivery Innovation

Vision and Objectives

World’s Best, Open e-Government

Network-Based Government
Knowledge-Based Government
Participatory Government

Departmental Interconnection
Providing various information and integrated service

Collective Resolution
Application through fax, e-mail, internet, etc.

Integrating
Knowledge Sharing

Government Portal
Civil Application Center
Local Application Office
Web Sites

Dept. 1
Dept. 2
Dept. 3
Dept. N

Public
Information and Service

Opinion/Policy Proposal
Internet
Mobile
Fax, e-mail, telephone
Visiting

5/13
Direction

**Administrative Procedure Reform**
- Paper document → Electronic document
- Departmental procedure → Service flow-based procedure

**Civil Services Reform**
- Departmental visit
  - Face-to-face process
  - Limited participation
- Single Window
- No visit but online handling
- Expanded online participation

**Information Resource Management Reform**
- Departmental, functional management
- Departmental standard
- Government-wide integrated management
- Common standard and interoperability

Strategy

**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

Phase 1 (2005)
- Level 1: Emerging
  - Limited web presence
- Level 2: Enhanced
  - Regularly updated contents and information

Phase 2 (2007)
- Level 3: Interactive
  - Communication via email
  - Application forms provided online
- Level 4: Transactional
  - Visas, passports, birth and death records obtained online
  - Taxes and fees paid online
- Level 5: Seamless or fully integrated
  - Seamless online service provided by ministries and agencies
  - Converged public/civil service

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Out of 74 kinds of administrative information such as residence and census registration, 65 kinds have already been shared in form of database.

- 24 kinds of information are currently shared through G4C system. -> will increase up to 39 kinds by 2006.

The Administrative Information Sharing System is planned to be expanded to all public agencies by 2006 and to some financial and private organizations by 2007.

High Priority Project 2
Government-wide Integrated Information Environment

Separately managed information environments are consolidated by establishing 2 Government Information Technology Centers and an integrated backup system.

- Seamless & flawless operation
- Enhanced capability of infringement management
- Dual system for natural disaster relief
- HR with expertise

Center 1 will accommodate 24 agencies by 2005
Center 2 will accommodate 23 agencies by 2006.
Inquiry service is provided with 4,400 kinds of civil information. Business registration, tax payment, and its certificates, factory registration are processed online and will be gradually expanded from 410 kinds in 2005 to 1,000 kinds in 2007.

Civil documents are provided online for reading as well as issued online and will also be expanded gradually:

- Inquiry: 16 kinds in '05 → 50 kinds in '07
- Issuance: 8 kinds in '05 → 50 kinds in '07

Online citizen participation can be expanded by adopting electronic forum, electronic voting, etc. Administrative information and processes open online via Internet (since Aug. 2005). Online citizen participatory portal established (by July 2005) and channels for citizen petition and proposals unified. Electronic voting and election system established (since Sept. 2005), to be applied in 2008 general election.
Kamsahamnida!