

Government 3.0

& E-Government in Korea

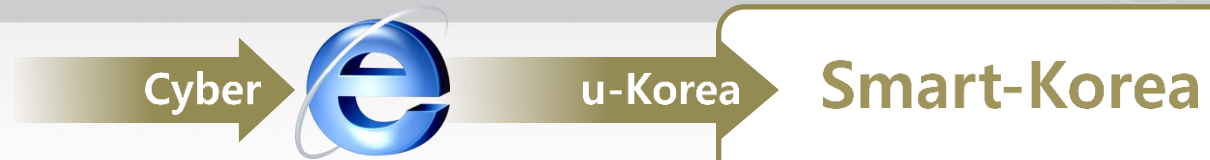


MINISTRY OF
SECURITY AND
PUBLIC ADMINISTRATION

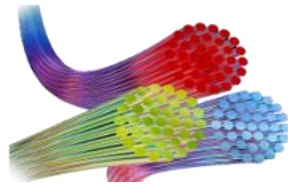


e-Government in Korea

Development of e-Government



Paper Doc.



Building the foundation for nationwide broadband network

'94~



Mobile service in wide use



Mobile Big Bang

1980

1990

2000

2005

2010

'87 ~'96

Building Administrative Network

- **National Backbone Network Project**
(Admin. finance, education research, national defense, public security)
- **Digitization Project**
(Resident registration, real estate, automobile, employment, customs, economic statistics)

'96~'10 (1st~3rd)

Basic Plan for Promoting Informatization

- **11 Major tasks for e-Gov. services**
(E-Civil Service, e-Procurement, etc.)
- **31 Major tasks for e-Gov. services**
(HR, criminal justice, GIDC, etc.)

'08 ~'12

Framework Plan on National Informatization

'11 ~'15

Smart e-Gov. Strategy

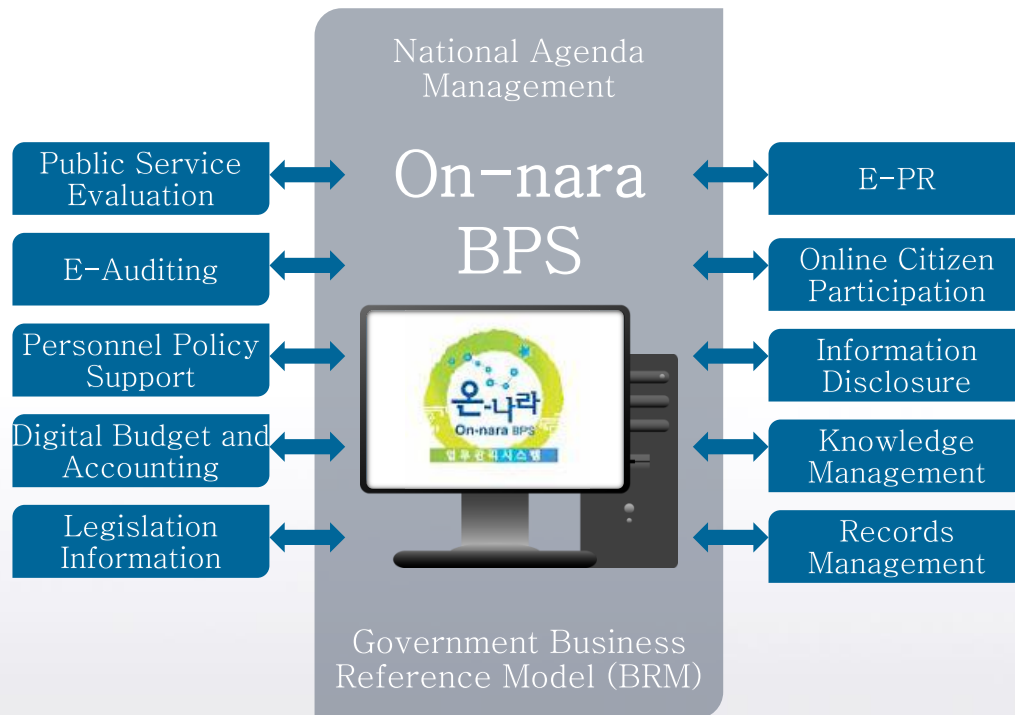
Establish smart gov. open for participation and communication

BP : Business Process System



Business Process System(On-Nara BPS) processes, records, and manages public administrative works online; it also records, accumulates and shares all the processes as well as results

E-Document, memo-reporting, directive mng., schedule mng., & e-mail services



Present status

- Approximately 362,000 government officers in 154 central and local governments are using the system (2013)

Enhanced Efficiency & Accountability

- Avg. time for a Gov. worker to handle work: 6 hrs. 32 min. → 3 hrs. 27 min.
- Increase in administrative transparency by recording policy-making process

BP : E-People



Comprehensive portal facilitating Communication and Conflict Resolution between the Government and the People

Central Administrative Institutions

 MINISTRY OF HEALTH & WELFARE  MCST
Ministry of Culture, Sports and Tourism

47 Institutions

Overseas Diplomatic Missions

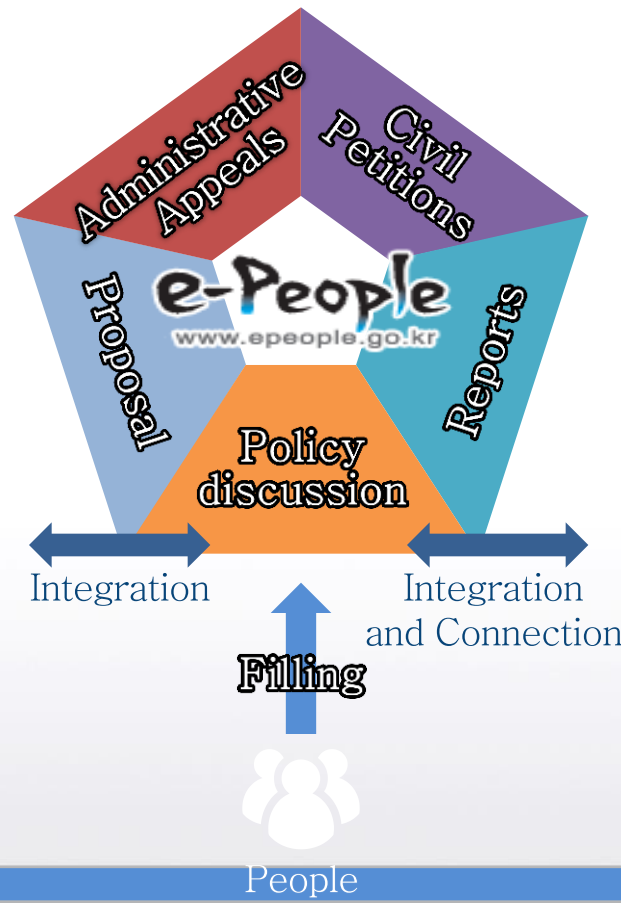
The U.S., Japan, etc

144 Institutions

Education Offices

17 Education Offices and supporting Offices

195 Institutions



Local Governments

Cities, Provinces,
Counties, Boroughs

244 Institutions

Major Public Institutions

Financial Supervisory Service
Korea Consumer Agency
Korea Legal Aid Corporation
Korea Land Housing Corporation
National Health Insurance Corporation

66 Institutions

Judiciary
(Office of Court Administration)

BP : On-line Civil Service Portal



Without visiting administrative agencies, citizen can apply for civil services and print official documents/certificates anytime at home/office via internet

Civil information inquiry, petition & application, document inquiry & issuance, etc.



Present status

Number of Services by Service Type (2013)

- Information provision : 5,012
- Application of civil services : 3,020
- Online print after application : 1,200

Minwon 24 service use # of application (thousands)

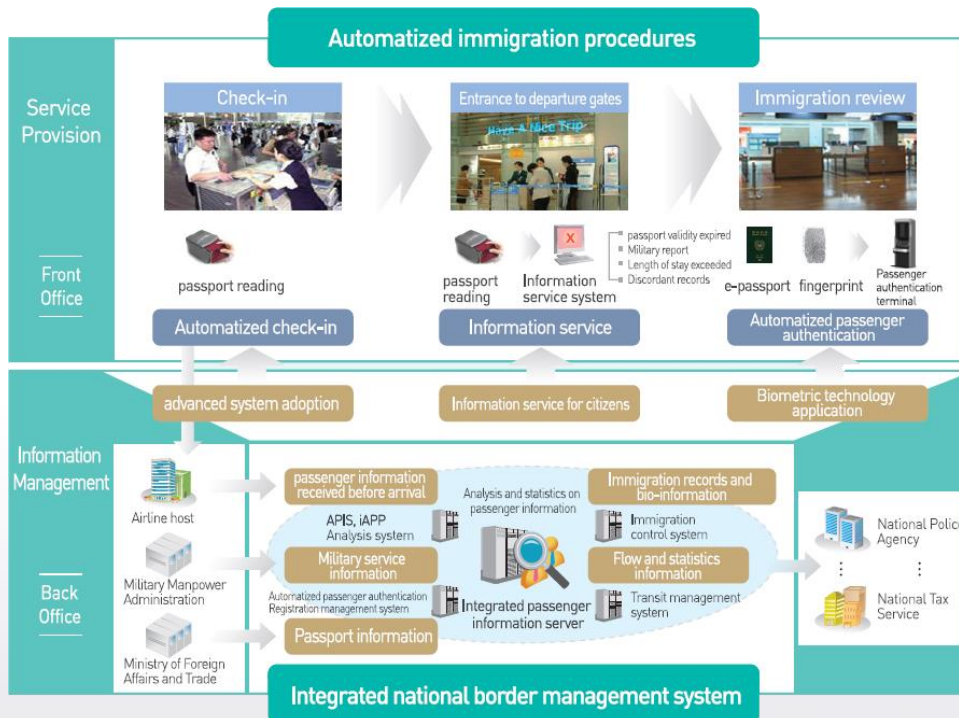
2007	2008	2009	2010	2011	2012
30,124	53,503	63,131	62,347	68,261	68,736

※ Resident registration, online business registration, tax payment and its certificates, factory registration, services for foreigners etc.

BP : Immigration Control System



- Information on arriving/departing passengers is analyzed beforehand
- Entire process of immigration such as forged passport checking is handled electronically



Achievements

- Automatic immigration gates provide fast and accurate screening
- Waiting time reduced and privacy protected by omitting face-to-face review
- Automatic immigration control system reduced screening of local passengers to approximately 10~15 seconds
 - Daily number of users reaching average 16,000 (in 2012)

BP : Gov't Integrated Data Center



Information systems, operated individually by each governmental departments, are integrated and managed professionally by GIDC

More than 1,200 systems (20,000 equipments) of 43 governmental departments



Seamless & Flawless Operation

- Non-stop (24/7), stable & integrated IT management
- Average system error time per device per month : 67 min (2004) to 3.7 sec (2012)



IT Management

- 67% of employees licensed for ITIL (IT Infra. Lib.)
- Number of systems managed per person: 1.8 → 13



Fortified Security

- 8-layer protection / 4-step analysis against intrusion
- Equipment against cyber attack / Intrusion detection system
- Dual system for natural disaster relief



What is Government 3.0?

Korea at a Glance



● **Changed status of Korea : From one of the poorest countries to the world leader in ICT**

- GDP per capita (1962 : \$104 → **2013 : \$24,000**)
- Export (1962 : \$60mil. → **2013 : \$560bil.**)
- 82% of home has PCs and broadband Internet (2012)
- 3 out of 4 mobile phone users use smart phones (2013)

● **Koreans feel unhappy regardless of the wealth they earned**

- **Material abundance** (18.9 million cars registered for the total population of 40 million)

vs. **Low level of happiness** (Better Life Index 24th , Suicide rate 1st, Working Hours 1st,

Birth Rate 34th among 34 OECD member nations)

ICT as a Growth Engine of Korea

● ICT as a growth engine of Korea

- Transformation of major enterprises such as Samsung and LG from home appliance company to the ICT company
- Naver, the leading internet company of Korea has stock market value of 6th (higher than those of KIA and LG)
- Rapid growth of e-commerce and mobile market
 - ※ Online shopping: 2.5 billion per year(8.3% growth rate)
 - Mobile transaction: \$3 million(2009) → 0.6 billion(2012)

● Rapid emergence of e-government service through ICT

- Minwon24 (E-service portal) and Home Tax Service



- Issuance: 125 million documents(2013)
- Online issue covers 50% of all the documents issued for citizens(2013)



- 91 million visits per year
- Electronic issuance: 75%
- Cost savings: 863 billion KRW annually

In spite of the success...



● **Advance beyond E-Government**

- Despite advanced E-Government services and infrastructure, E-Government has not changed the way government works much
- Innovative programs through ICT should contribute to the change of the government culture and the way officials work

● **More customized services for meeting citizens' needs**

- Failing to integrate online services of each agency due to the lack of information sharing in government
- Providing one-stop, customized service for each person for promoting the well-being of Korean



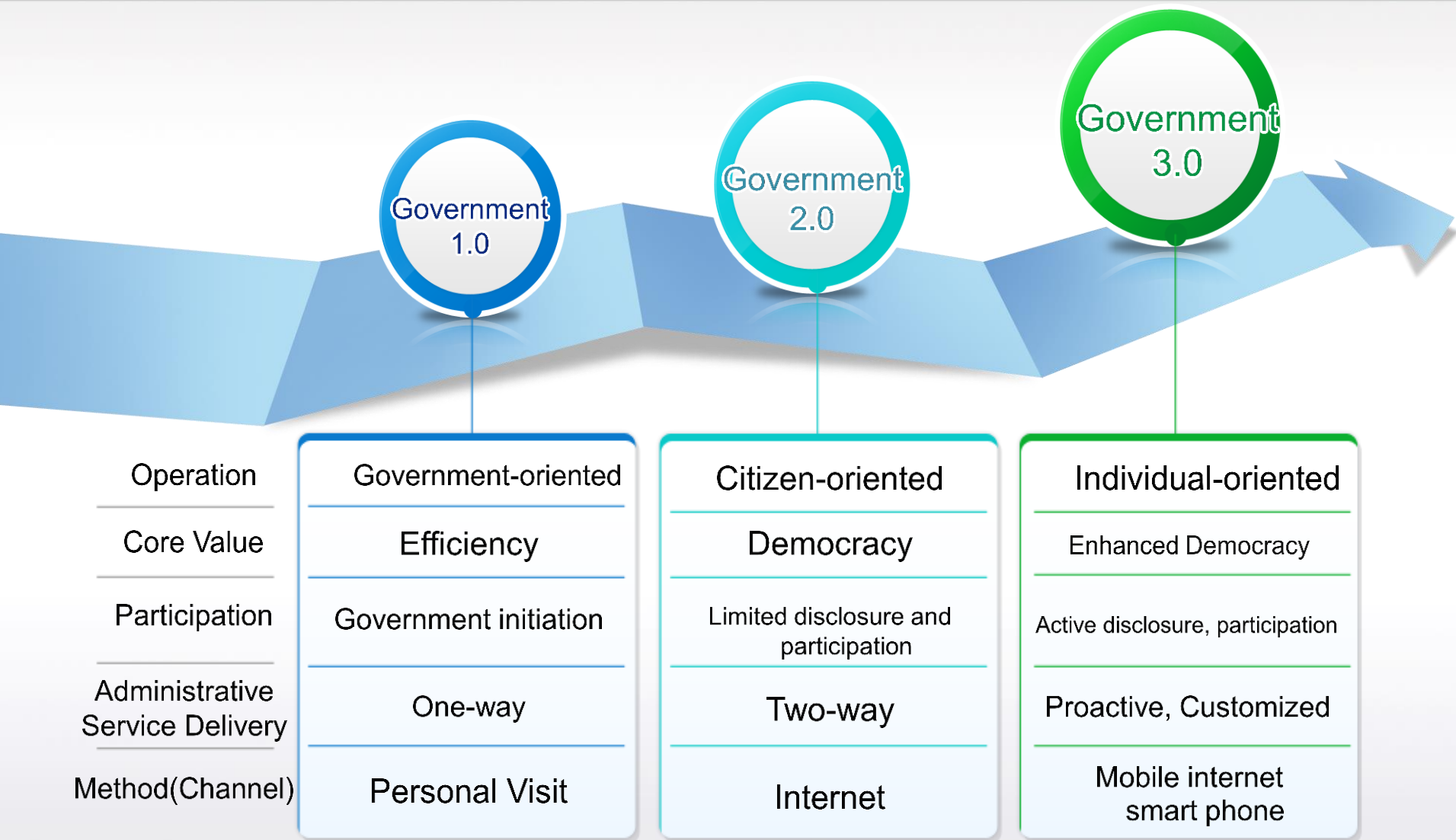
Rationale for Government 3.0 Initiative

What is Gov. 3.0 ?



- **Citizen-centered** government innovation
- Apply & diffuse core values to all areas of governing
(openness, sharing, communication, collaboration)
- Provide **customized services** to individual citizens
- Create **jobs** and support **creative economy**

The evolution of Government



Korea vs. Other Governments



● **Worldwide movement for Open Government**

- US : Open Government Initiative (2009)
- Australia : Government 2.0 (2010)

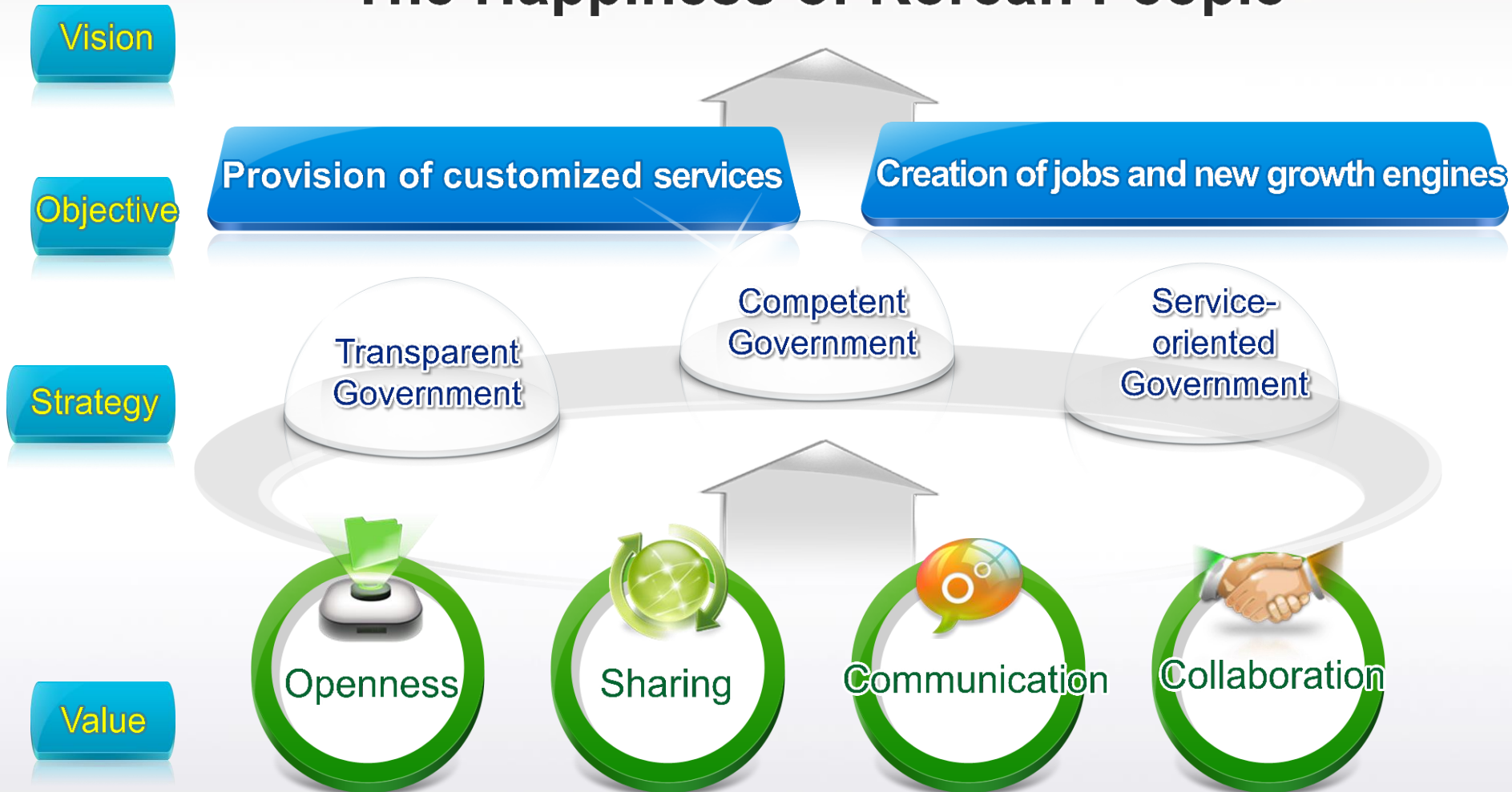
● **Comparison with other open government initiatives**

- All the initiatives are based on the open & transparent government
- Some differences of Government 3.0
 - Government 3.0 of South Korea puts more emphasis on
 - ① customized services for the people
 - ② the collaboration and communication between government agencies

Gov. 3.0 Vision and Strategy



The Happiness of Korean People





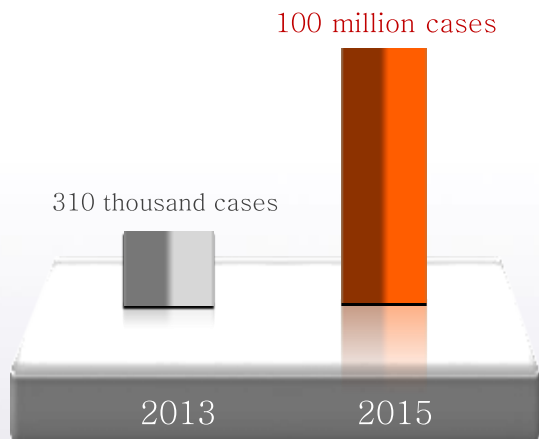
Strategies and Achievements of Government 3.0



1 Advanced disclosure of public information

- Disclosure upon request → Pre-emptive disclosure to meet citizen's right to know
- Partial disclosure → The original text disclosure (March 28, 2014)
- Integrated disclosure at OPEN.GO.KR

Proactive Disclosure of Original Text



대한민국 정보공개 포털

통합검색

검색상위어: 민원 | 안행부 | 예산 | 수당 | 서비스 정보

국민참여와 국정운영의 투명성
정보공개에서 시작합니다.

장관/시도지사
장관/시도지사가 결재한 문서를
국민 여러분께 공개합니다.

정보공개제도 | 청구방법 | 접수처안내 | 서식 다운로드 | 개인정보 신고 | 정부 3.0

정보목록건수: 130,525,130건 | 원문공개 건수: 6,748건

공지사항 | 더보기

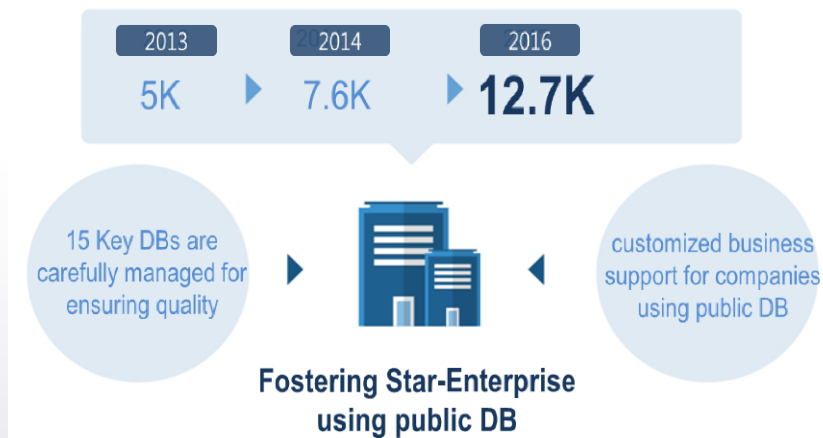
검색상위 원문정보 | 검색상위 사전공표정보 | 더보기

가장 흥미로운 자료로 사전공표 정보 7건 중 1건 [2014-08-27]
시스템 이용 중 장애발생 알림 시 즉시 알림 [2014-08-27]



2 Business support and job creation by opening public database

- Built a Roadmap for government-wide opening public data
 - ✓ Currently, central-local governments, and public agencies open 5,007 DBs (2013)
 - ✓ By 2016, 12,654 DBs of total 21,087 DBs (60%) are expected to be open to public
- Nurturing star-enterprises utilizing public DB as their business model
- Citizens can access and download DBs at data open portal(DATA.GO.KR)
- Number of open public DBs





● Bus arrival information service via opening Transportation public data

[Smartphone App]



[Bus Stop LED Displays]





● HwaHae : 'Interpret the cosmetics' Application using cosmetic ingredients data

Smart Consumer

- (Before) No guide to buying cosmetics
 - (After) Using smart-phone app showing cosmetic brand, its ingredients and safety level
 - Using cosmetic ingredients data opening by the Korea Food & Drug Administration
- ⇒ Popular app for women(2013)
1/2 million downloads in 6 months

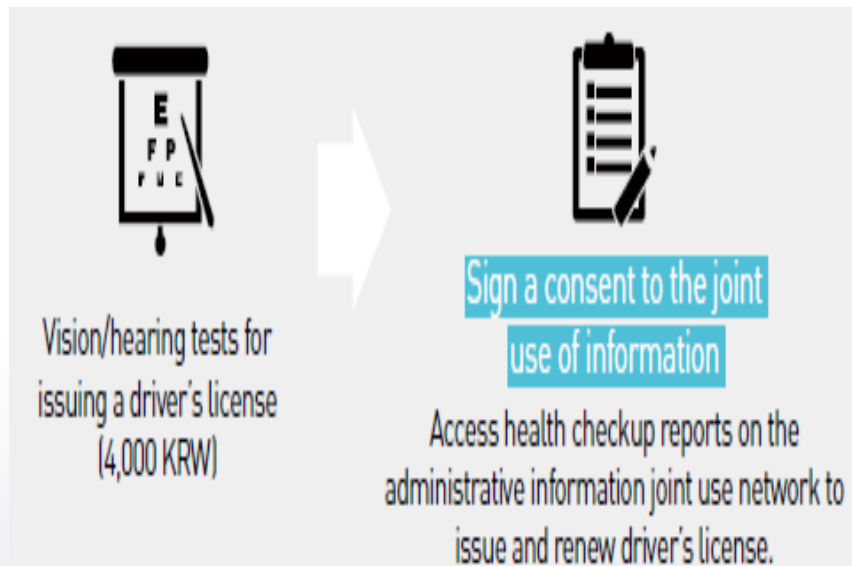




1 Removing barriers by sharing information among organizations

Sharing biennial health checkup data

Removed “eye-hearing test” of driver’s license issue/ renewal



My Car Information App

Providing integrated information of vehicle records
(Insurance, Maintenance, and Accident)





2 Developing inter-ministry collaborative model

[Chemical Control Centers* in industrial areas]

- Branch of Ministry of Environment, M of Labor, M of Industry, and National Emergency Management Agency(NEMA) are combined in one office





3 Knowledge Management based on Cloud System

- Save work-data directly in server instead of PC and activate programs on Web.
- Switch On-nara and government-wide task system into Cloud
- Integrate and combine knowledge and information of government

4 Expand the use of Digital Collaboration System

- Providing PC videoconferencing for separated offices
- Managing the collaboration works and vitalizing communication within agencies via memo-report, teleconference



5 Use and vitalize BIG DATA in public sector

- Establish policies, based on BIG DATA, to solve social issues
- Link related systems and share BIG DATA between agencies





1 Gov3.0 Brand project designed by the citizens

- Participate in not only designing policies, but also monitoring the processes
- Selecting a task with citizens' high satisfaction level and promoting collaboration among citizens, companies, experts, and relevant ministries

Government 1.0

Government
-initiated

Government 2.0

Limited participation
in the policy process

Government 3.0

Design the policy
by the citizens

[Service Design Process]

Steps	Activities
1. Discover	➤ Analyzing a pain point in the process (observation, interview, etc)
2. Define	➤ Defining problems and identifying the main idea
3. Develop	➤ Specifying and developing ideas
4. Deliver	➤ Managing the services, Visualizing and naming the intangible service



2 One-stop, customized service

- Establishment of one-stop service model such as Employment –Welfare Complex in local areas

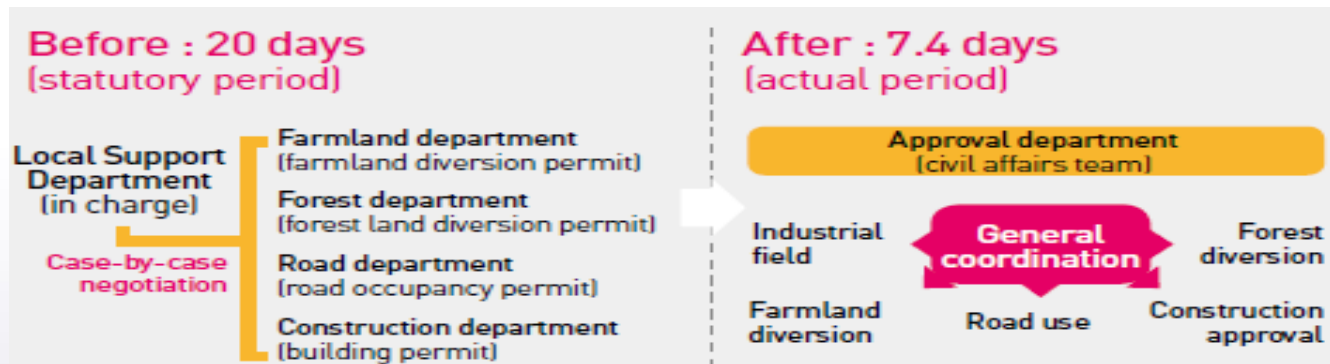
- Packaged information service by 'Minwon 24'



※ Providing total 48 Information and actions for moving to other home as a package

3 One-stop support for business start-up and operation

- Establishment of 'One-Stop Permit/license Service for Firms' in local authorities



- Construction of Integrated Support System for Small Business



[Smart, safe home-returning Service]

- Smartphone app service that helps to prevent children's accidents from occurring by informing guardians of protected one's route information



Future of Korea with Gov. 3.0



	AS-IS	TO-BE
Government Information Disclosure	<ul style="list-style-type: none">• Partial disclosure of the text upon request	<ul style="list-style-type: none">• Proactive disclosure of the whole original text without a request
Public Database	<ul style="list-style-type: none">• Open by agency as un-editable data	<ul style="list-style-type: none">• Open in Data.go.kr as editable API
Offline Service	<ul style="list-style-type: none">• Only by visiting the authority in charge	<ul style="list-style-type: none">• By visiting any nearby gov. service-complex
Online Service	<ul style="list-style-type: none">• Only by request to the related website	<ul style="list-style-type: none">• One-stop service will be provided without request
Government Collaboration	<ul style="list-style-type: none">• By meetings, calls and letters	<ul style="list-style-type: none">• Online collaboration with videoconferencing
Information Sharing among Ministries	<ul style="list-style-type: none">• By e-mail and official documents	<ul style="list-style-type: none">• Through 'Public Information Sharing System' for ease of sharing with security
Private Sector Business	<ul style="list-style-type: none">• Red tapes for businesses• Hard to find business models for start-ups	<ul style="list-style-type: none">• Remove red-tape by removing barriers• Nurturing start-ups by providing public databases

Con : Success Factor of Gov. 3.0



1 Vision and leadership of the President

2 World's best E-Government infrastructure

3 Solid legal and institutional basis

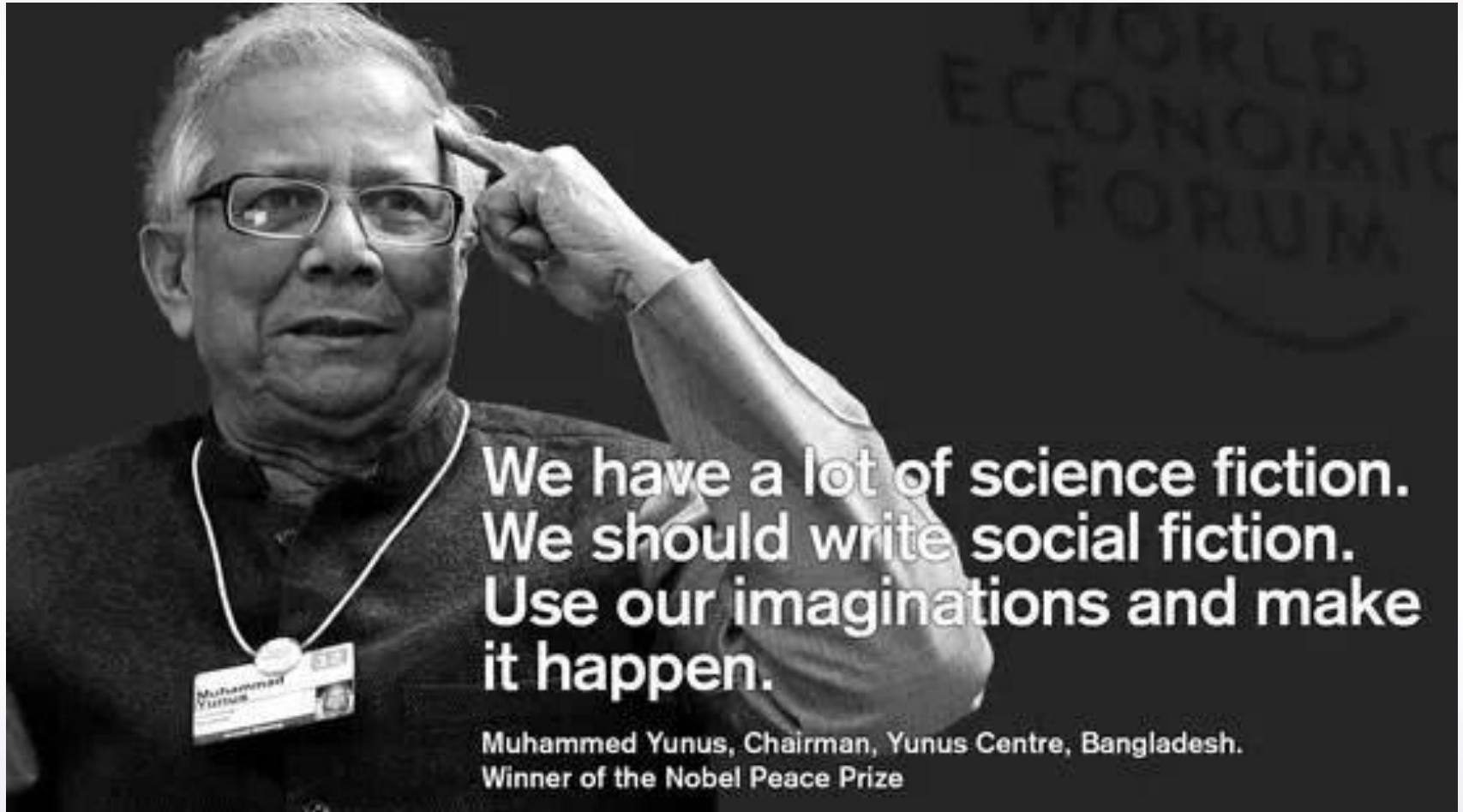
- (Law) Open Data Act, Information Disclosure Act, E-Government Act
- (Institutions) National Computing and Information Agency,
National Information Society Agency

4 Governance framework based on Public-Private-Academia cooperation

- Data Strategy Board, Gov. 3.0 Advisory Group, Gov. 3.0 officers in each ministry

5 Broad consensus from government officials on Gov. 3.0

Administration Fiction?



**We have a lot of science fiction.
We should write social fiction.
Use our imaginations and make
it happen.**

Muhammed Yunus, Chairman, Yunus Centre, Bangladesh.
Winner of the Nobel Peace Prize

Government 3.0

**Creating a New Era of
Prosperous Korea**

Thank You

