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
Information Sharing among administrative, public, financial organizations

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

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**System Failure Time (monthly)**
- 2004: 67 min
- 2007: 2 min

**Server Management (per person)**
- 2004: 1.8 servers
- 2007: 13 servers
Government Budget Savings

**Personnel Reduction**: 8,984 persons reduced in 9 cases
- e-Customs: 4,279 persons ($181 million)
- Online Certificate issuance: 2,131 persons ($92 million)
- e-Portal: 1,080 persons ($16 million)

**Budget Saving**: $1 billion saved in 6 cases
- Local e-Government: $543 million saved
- G4B: $223 million saved
- NCIRA: $157 million saved

**Socio-economic effect**: $16 billion of cost savings in 9 cases
- e-Procurement: $4.8 billion saved
- e-Trade: $2.7 billion saved
- e-Construction: $1.6 billion saved
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 Emerging
- Limited web presence

Level 2 Enhanced
- Regularly updated contents and information

Level 3 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 (0.87)
- '08: 6th (0.82)
- '10: 1st (1.00)

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

**Human capital index**
- '05: 14th (0.97)
- '08: 10th (0.98)
- '10: 7th (0.99)

**E-Gov index**
- '05: 5th
- '08: 6th
- '10: 1st

1st out of 192 nations

**Online participation index**
- '05: 5th (0.87)
- '08: 2nd (0.98)
- '10: 1st

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World’s Recognitions

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

Convergence of system technologies → Convergence

Government led policy → Communication

Public-Private Cooperative Governance

Knowledge utilization & value creation → Creativity

Focus on growth and individuals → Trust

Community-centric

Change in Technological Environment

Change in Policy Environment

Change in Information Environment

Change in Social Environment
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
III

Agenda & Key Initiatives
Agenda & Key Initiatives

**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
  - Technical & Project Support
  - Mediation/Review/Consultation

- MOPAS: Ministry of Public Administration & Security
  - Administration, Technology, Support for common platform
  - Dept. Deployment

- NIA: National Information Society Agency

※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
Appendix: Detailed Initiatives
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
National Portal Service Enhancement

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)
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 improve business environment in order to help businesses overcome global economic crisis and enhance national competitiveness
- establish a single gateway for business support by using world’s best IT infra.

Business Friendly Environment
- Developing one-stop business support system
  - developing one-stop factory establishment support system
  - integrating scattered business related services

Collaboration b/w Agencies
- Providing online processing of cross-agency business affairs and integration w/ info. sharing
- Reducing admin. Burdens by developing a single window for issuance of certificates
To provide integrated logistics information service to the industry by establishing comprehensive logistics information network
- deliver fast and accurate logistics and trade information to relative stakeholders

Comprehensive Logistics Network
- Developing ‘National Comprehensive Logistics Center’
  - public and private logistics networks are inter-connected sharing ground/marine/aerial logistics info. in real-time

Harbor & Logistics Mng’t
- Inter-connecting public and private logistics networks
- Improving accessibility and utilization of logistics info. to businesses
To develop the foundation of nation-wide Mng’t and sharing of GIS information
- link and integrate agency-based GIS systems developed and operated by each gov’t agencies
- boost GIS related industries such as mobile and augmented reality creating new jobs

Nation-wide GIS Info. Mng’t
- Developing Nation-wide GIS info. Mng’t system
  - develop data Mng’t sys, service framework, operation Mng’t sys, info. application sys, etc.
- Developing integrated national GIS DB Mng’t system
  - basic info., terrain feature info., data mart, meta-data, etc.

Nation-wide GIS Infra.
- Establishing nation-wide GIS infrastructure to improve Mng’t and cost efficiency
To strengthen collaboration and coordination among gov’t agencies
- develop a real-time comprehensive Gov’t business monitoring & sharing among agencies
- take preemptive actions on the national agenda such as economic vitalization and job creation

Gov’t-wide Policy Collaboration
- Developing a gov’t-wide policy collaboration system
  - decision makers (president, prime minister, ministers, etc.) monitor status of collaboration

Central-Local Gov’t Collaboration
- Developing a real-time info. sharing and monitoring system between central-central, central-local on national agenda and issues
To improve national disaster Mng’t system through the completion of disaster info. sharing system and the provision of integrated visual service

- deploy right resources in right places and right time to make quick and accurate decisions in case of emergencies

**Real-time Disaster Monitoring System**

- Integrating nationwide CCTV and observation information managed by local Gov’t
- Establishing a GIS-based integrated visual information system

**Integrated Resource Mng’t System**

- Managing the whole process of national mobilization reserve materials
- develop integrated mobile resource Mng’t system in case of emergency
- develop a real-time integrated stockpile Mng’t system
To standardize meteorological observation data and build info. sharing system
- standardize meteorological observation information from 27 public organizations and develop information sharing system

Expansion of Standardization & Sharing
- Standardizing observation data for 3,642 observatories from 26 organizations by 2011

Integrated Weather Monitoring System
- Developing integrated weather monitoring and analysis system
  - fog, draught, unusually cold weather, etc.
  - weather statistics analysis system
- Developing the weather statistics analysis system
E-Gov’t Common Service & Development Framework

To develop e-Gov’t common services that have been repeatedly developed
- developing e-Gov’t common services and standardized development framework to reduce redundancy and inefficiency

E-Gov’t Common Service
- Developing 142 kinds of e-Gov’t common services such as login and bulletin board
  - 142 kinds (’08), 30 kinds (’09), 47 kinds (’10)

E-Gov’t Development Framework
- Developing standardized development framework
  - infra. (’08), development framework (’09), Mng’t & operation framework (’10)
Dedicated Internet & Intranet Network Building

To prevent classified national info. leakage from cyber attacks
- establishing the dedicated Internet network and the dedicated Intranet network for the entire government

Internet & Intranet Network Separation
- Providing 2 PCs per government official, and separating the Internet & Intranet networks physically

Security Environment Enhancement
- Installing PC protection & PMS (Patch Mng’t System), network Mng’t system, secondary memory Mng’t system, etc.
Thank You!