

A Journey to **e-Government** in Korea



Only One Beyond No. 1



MINISTRY OF
SECURITY AND
PUBLIC ADMINISTRATION

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e-Government of the Republic of Korea

KOREA'S PAST & PRESENT



1. From War-torn to E-government Leader

60 years from the Korean War

Korea is exporting ICT-based administrative systems.

1st place winner
in 3 UN E-government Surveys in a row
(2010, 2012, and 2014)

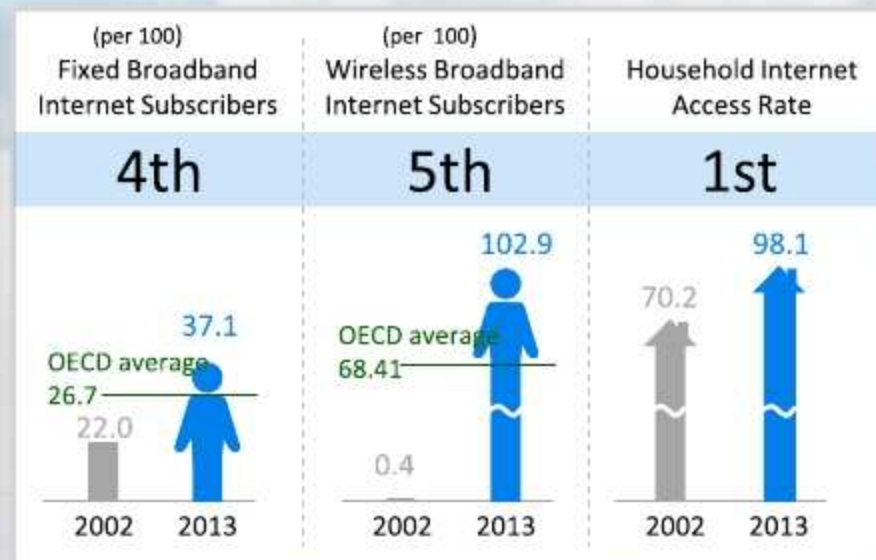
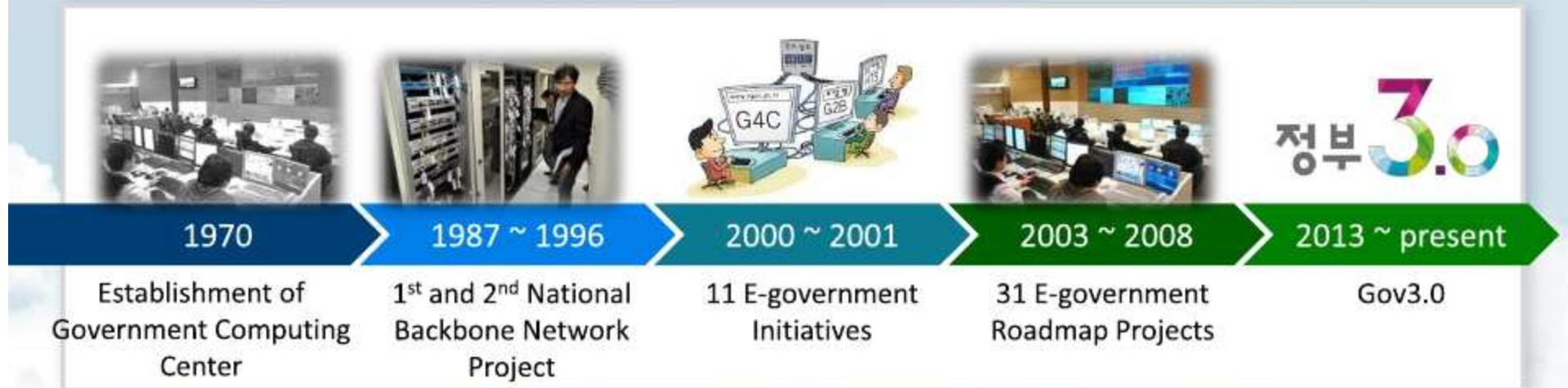


1950



2014

2. E-government That Made Korea Today



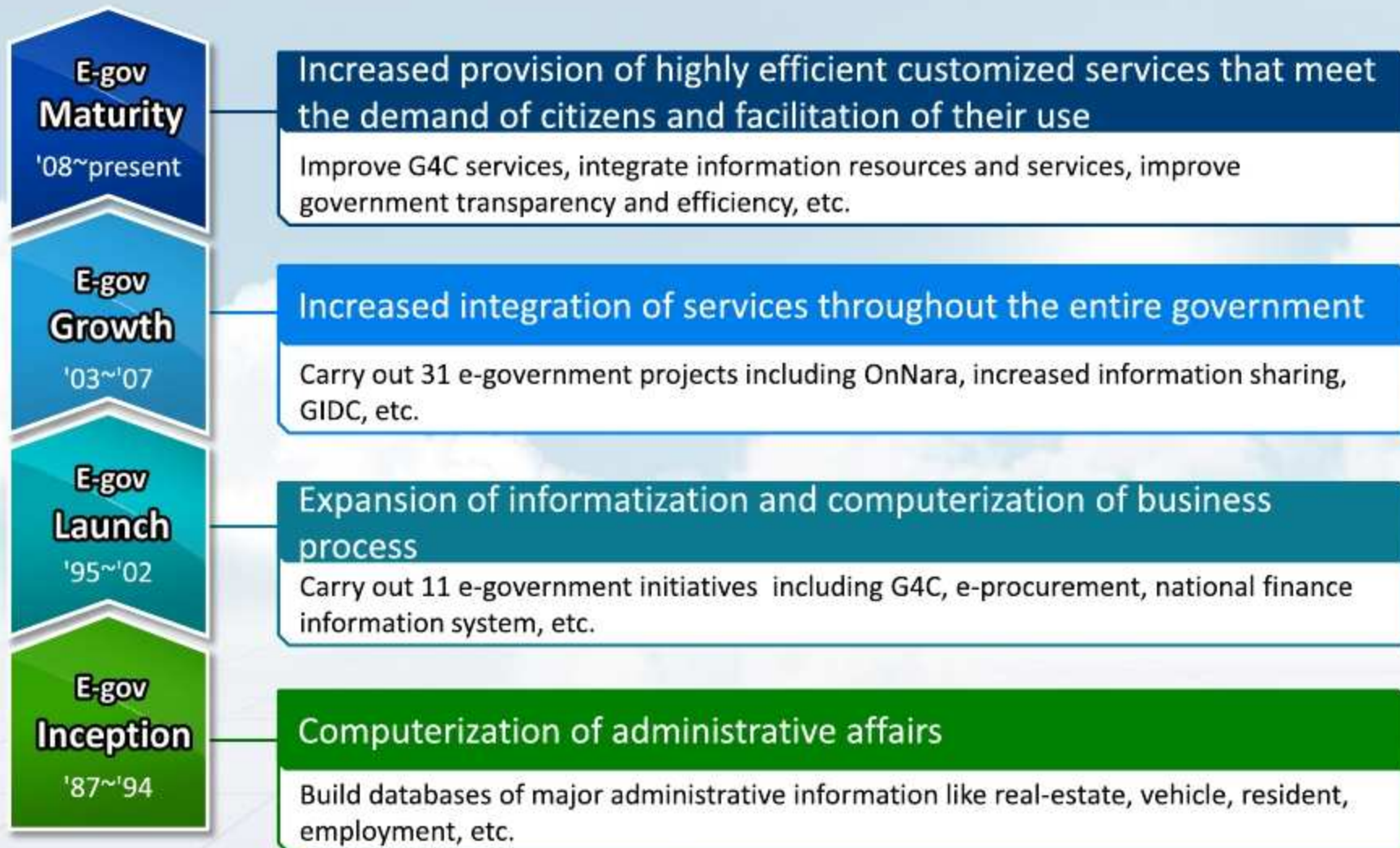
Source : MezzoMedia, 2013 Mobile Trend Analysis and 2014 Forecast; OECD; ITU website

e-Government of the Republic of Korea

SUCCESS STORIES



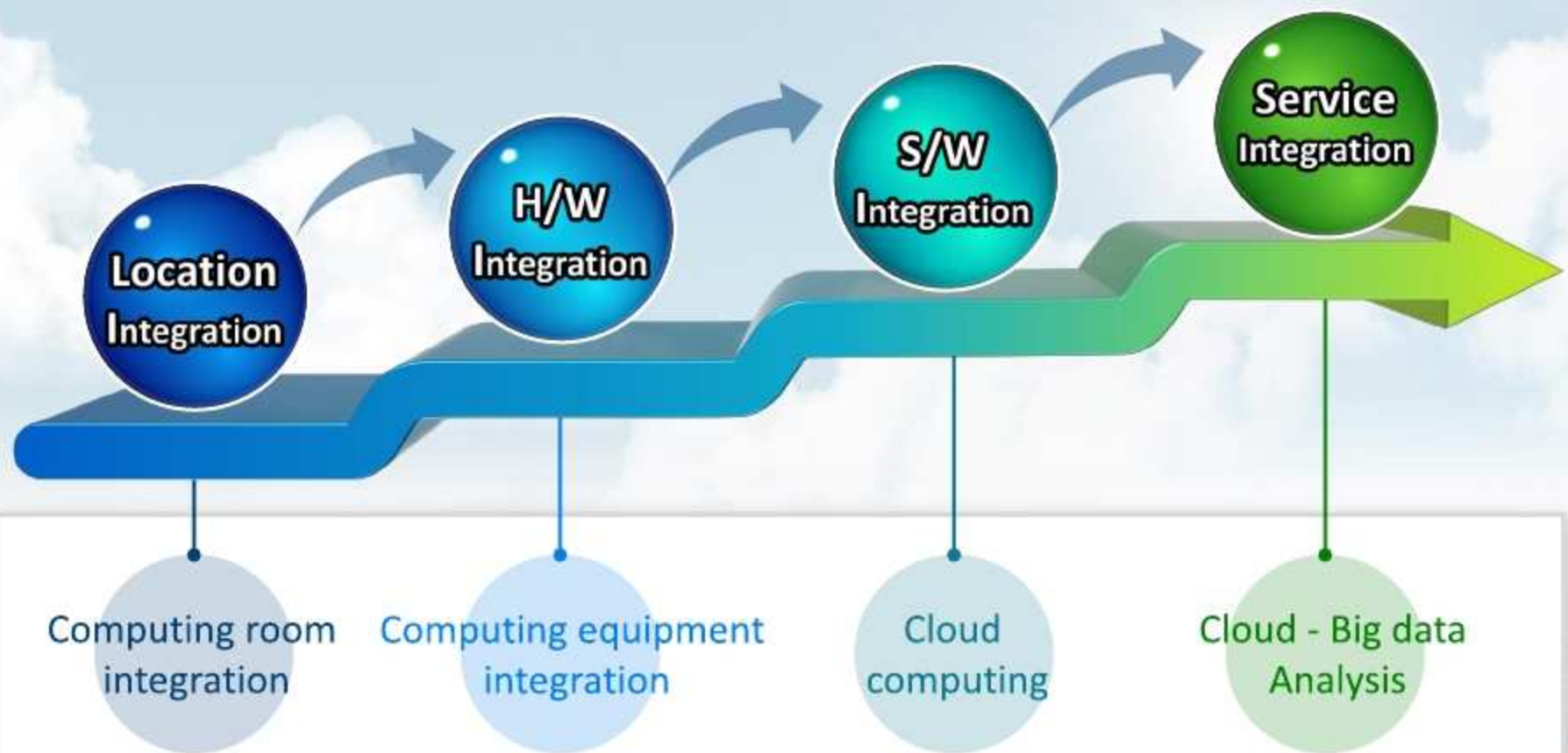
1. E-government Development



2. E-government Best Practice (1)

Government Integrated Computing Center (GIDC)

Improve efficiency and security of information resource management through integrated management of government-wide information systems



* 22,600 pieces of computing equipment for some 1,300 business systems of 44 ministries are being operated (2014)

2. E-government Best Practice (2)

Administrative Information Sharing

Establish user-oriented, one-stop service provision framework by building a government-wide administrative information distribution hub

※ Submitted document reduction (x1,000) : 11,563 ('05) → 66,833 ('10) → 205,072 ('13)



Submit printed documents
required for civil service application



Process service without document printing
by viewing, inquiring, and distributing online data through
the information sharing system between institutions
requiring documents and institutions having the data

2013

No. of user institutions

All administrative institutions
Public institutions (118)
Financial institutions (17)
Educational institutions (171)

Documents exempted from submission

141 types

Cost reduction

711.8 billion won

No. of shared information use

205,072,114

Carbon reduction

409,000 tons

2. E-government Best Practice (3)

Minwon24 (Online Civil Service)

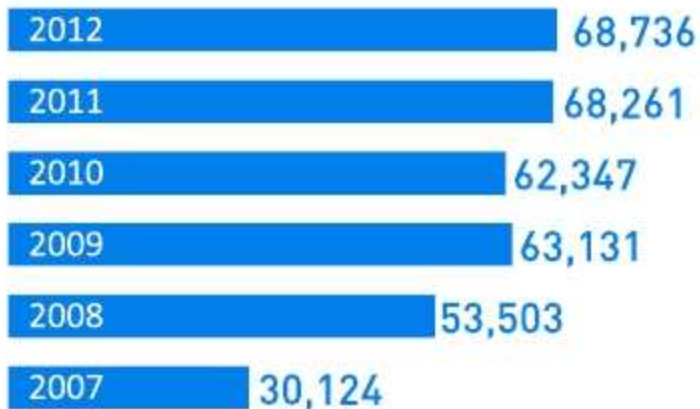
G4C services made available at anytime or anywhere on the Internet through integration of civil services provided nation-wide

Number of Services by Service Type (2013)

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

Service use

of application (thousands)



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

Civil Service Center



Web site

2. E-government Best Practice (4)

E-government systems acknowledge by the world

Awards



Immigration inspection
(MOJ)
UN Public Service
Award ('07)



Information Village
(MOSPA)
UN Public Service
Award ('11)



E-procurement
(PPS)
WCIT Global
Excellence Award('06)

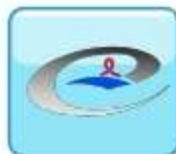
Best Practice



HomeTax (NTS)
OECD e-Tax Best
Practice ('06)



E-people (ACRC)
Online Politics
Trophy Top10 ('06)



E-trade (MOTIE)
'World Advanced'
in APEC Report ('05)

International Standards



E-patent (KIPO)
WIPO IT Standard
('06)

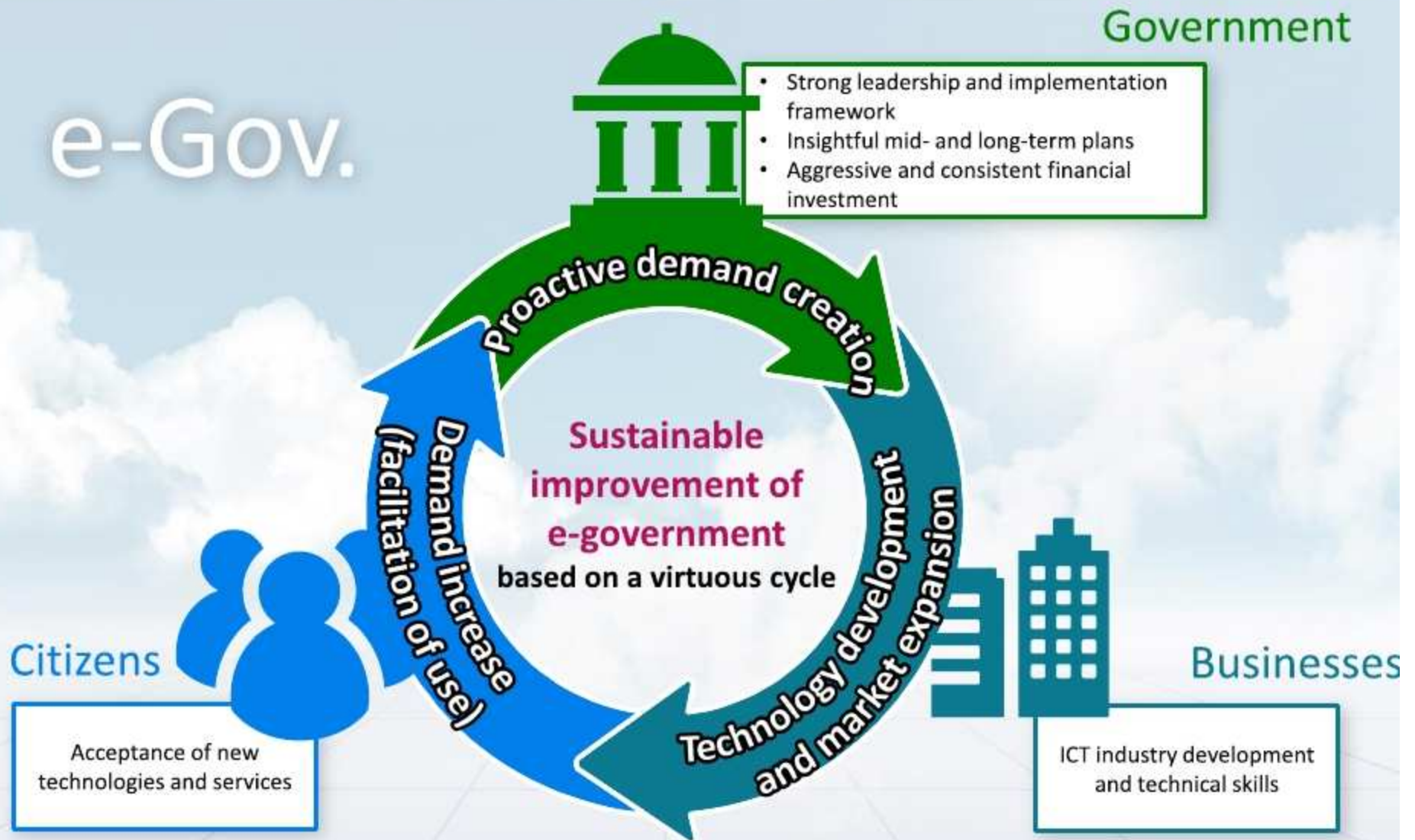


E-customs (KCS)
ISO 9001, 20000
('06)



E-procurement (PPS)
UN/CEFACT Int'l
Standard ('05)

3. Success Factor: Virtuous Cycle Among Citizens, Businesses, and Government



3. Success Factor: Government's Commitment (1)

Strong leadership and implementation framework

Improve performance with close collaboration between ministries for informatization or e-government and professional institutions



3. Success Factor: Government's Commitment (2)

Insightful mid- and long-term plans

Achieve early construction of information and communication network and expand e-government projects throughout the entire ministries by developing proactive strategies that cope with the rapidly changing technological society

1995~05

3-phase Korea Information Infrastructure project

1998

Launch of the government portal (www.egov.go.kr)

2001

11 e-government initiatives including G4C, e-procurement, HomeTax, etc.

2003

31 e-government roadmap projects in areas of finance, personnel, criminal justice, etc.

2007

Information systems of central administrative institutions integrated into GIDC

2011

Development of Smart Government Plan and enactment of Personal Information Protection Act

3. Success Factor: Government's Commitment (3)

Aggressive and consistent financial investment

Clear goal-setting in major areas and aggressive investment with the 'selection and concentration' strategy for achieving high performance out of limited amount of resources

- Select areas, like construction of high-speed communications network, that will lead economic growth

- Make aggressive investment into e-government projects that are selected as the Presidential agenda

President Kim
Administration

232.2 billion won

President Roh
Administration

924.5 billion won

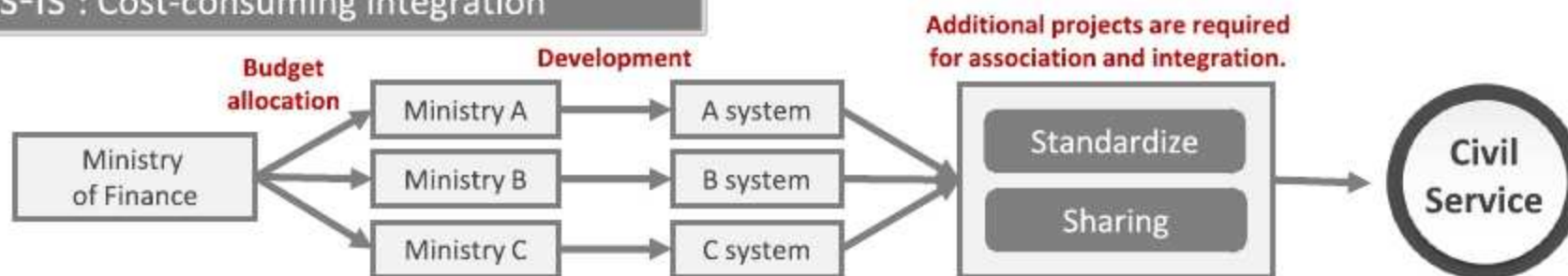
President Lee
Administration

566.1 billion won

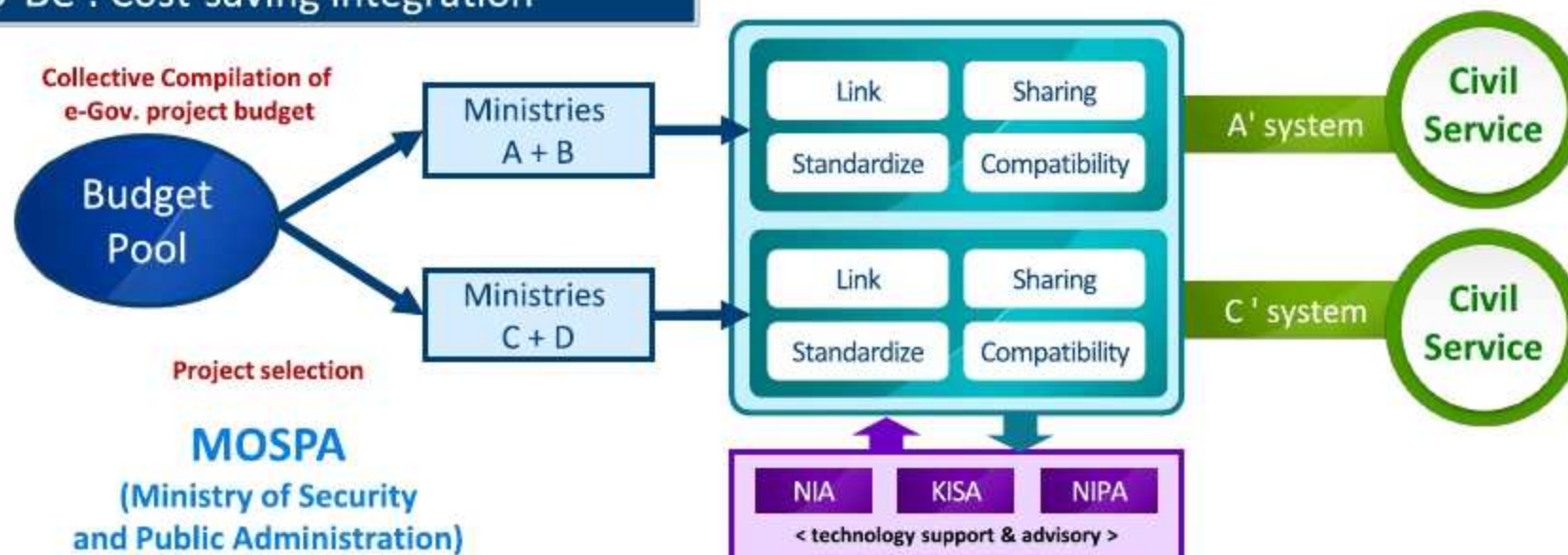
- Invest more than 1% of the total budget into national informatization
- Promote various projects for guiding informatization, such as projects for closing digital divide, facilitating electronic transactions, etc.

[REF] E-Government Support Cost Program

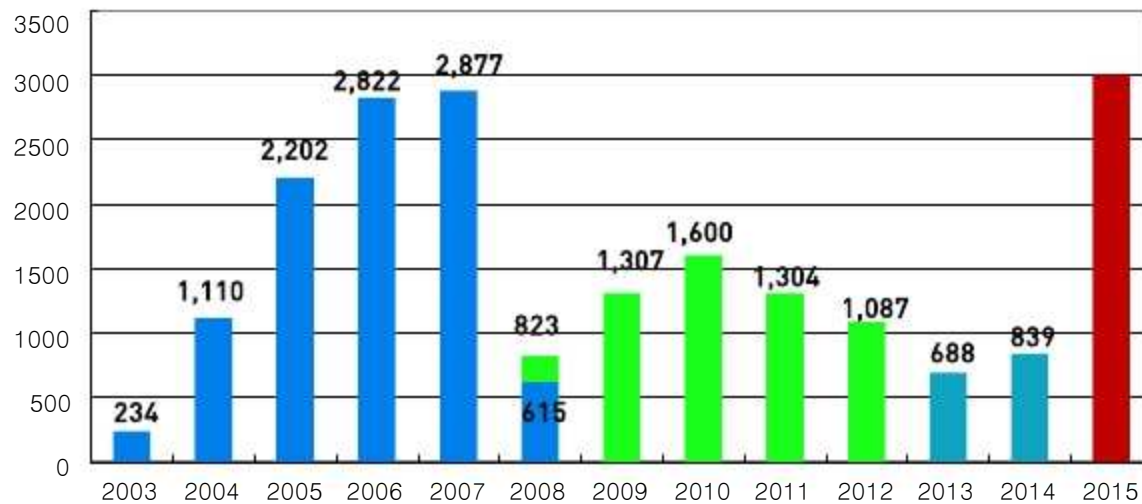
As-Is : Cost-consuming integration



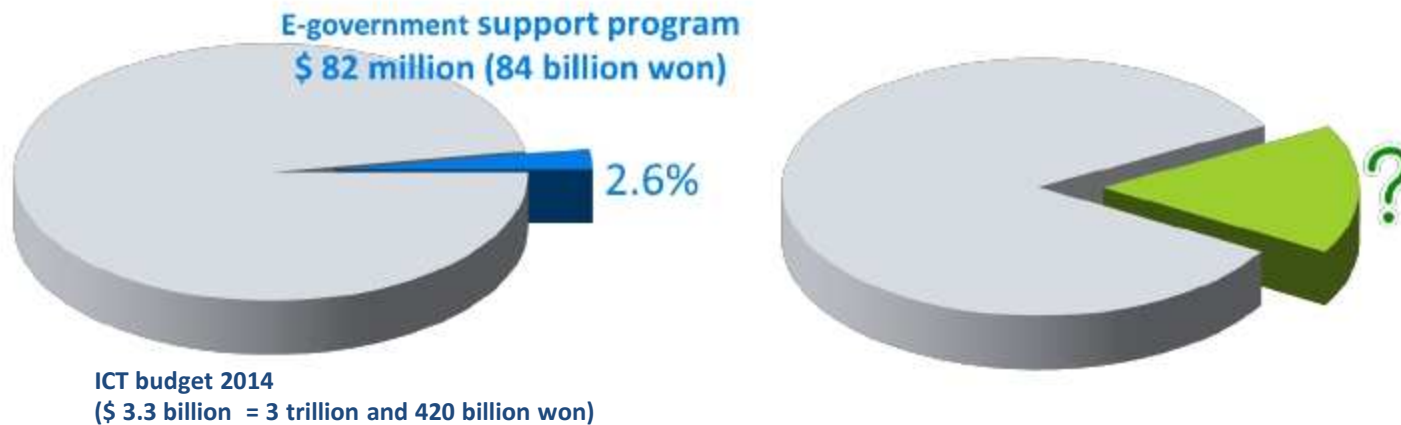
To-Be : Cost-saving integration



[REF] E-government Budget of Korea



Share of budget for e-Government support program in the entire ICT budget



3. Success Factor: Role and Performance of Businesses

ICT industry development and technical skills

Develop the world's best technical skills for mainstream ICT products and secure competitiveness in the overseas market through business informatization based on fearless entrepreneurship

1980s

Increased production of ICT products like memory semi-conductors, exchanges, PCs, etc.

1990s

Ensuring competitiveness of mainstream services and products like high-speed Internet, mobile phones, displays, etc.

2000s

Growth of Internet-based new industry growth and expansion of e-government export

- Social commerce market volume: KRW 50 billion ('10) → KRW 1 trillion ('11) → KRW 2 trillion ('12)
- E-government export volume: USD 10.82 million ('07) → USD 419.28 million ('13)

Businesses' experiences and know-how, acquired from business informatization, serve as the driving force of e-government project implementation.

3. Success Factor: Capacity and Culture of Citizens

Acceptance of new technologies and services

Widespread economic or social activities of citizens based on mobile or other new technologies

- Increased mobile communication methods such as real-time information sharing or political engagement from increased number of communication channels like SNS and MIM
※ Mobile message usage rate: 75.5% ('12) → 90.2% ('13), SNS usage rate: 60.2% ('12) → 63% ('13)
- Smart work, facilitated by spread of mobile devices like smart phone and tablet PC, changes the way of working to one that is not affected by time or space constraints.
※ Mobile business usage rate: 5.8% ('07) → 14.4% ('10) → 20.8% ('12)



Excellent creativity and preference of the citizens toward something new or fast

- Increasing early adopters who pursue using new products and services
- Capacity to make new things by converging digital (IT) and analogue (emotion/ culture)

e-Government of the Republic of Korea

THE FUTURE WE ARE PREPARING FOR



1. Informatization Paradigm Shift

Age	Age of PC	Age of the Internet	Age of the Mobile
Economic Paradigm	Industrial Economy	Digital Economy	
ICT Paradigm	Digitalization, Computerization	Online connection, Informatization	Social and mobile connection
ICT Issues	PC, PC communication, Database	High-speed Internet, www, web servers	Mobile Internet, smart phone
Key Area (Service)	PC, OS	Portal, search engine, Web 2.0	Smart phone, App service, SNS
Key Resources	Physical assets, labor, capital	Knowledge, information	
ICT Vision	1PC per 1 person	Click e-Korea	Handheld PC, communication

What's next



2. Coming of the Hyper-connected Society and ICBM

Hyper-Connected Society is Coming



5. Future E-government Tasks Based on Convergence of New ICT



IoT

Finding out demand for creative public services that are based on IoT



Cloud

Establishing a government-wide intelligent collaborative environment based on cloud computing



Big Data

Provision of immersive services for citizens based on scientific big data analysis



Mobile

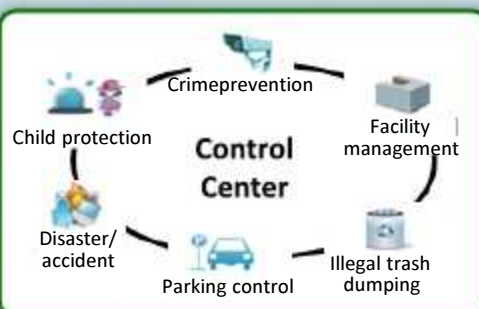
Connection with new services that are integrated and customized using mobile technology

6.1 : Finding out demand for creative public services that are based on IoT



Creating proactive markets for disaster safety, environment, energy, and other areas of the public sector

Public Safety as a Service



Provide IoT data through CCTV, GPS for the elderly, etc.

**Prevent disasters
and accidents**

Environment as a Service



Provide IoT data on air quality, waste amount, etc.

**Minimize environmental
pollution**

Energy as a Service



Provide IoT data on energy
**Increase efficiency
of energy management**

6. C : Establishing a government-wide intelligent collaborative environment based on cloud computing



Problem-solving through collaboration and foundation-building for converged administrative service provision



Citizens

Convenience

Connectivity

Collaboration

Front Office



Back Office

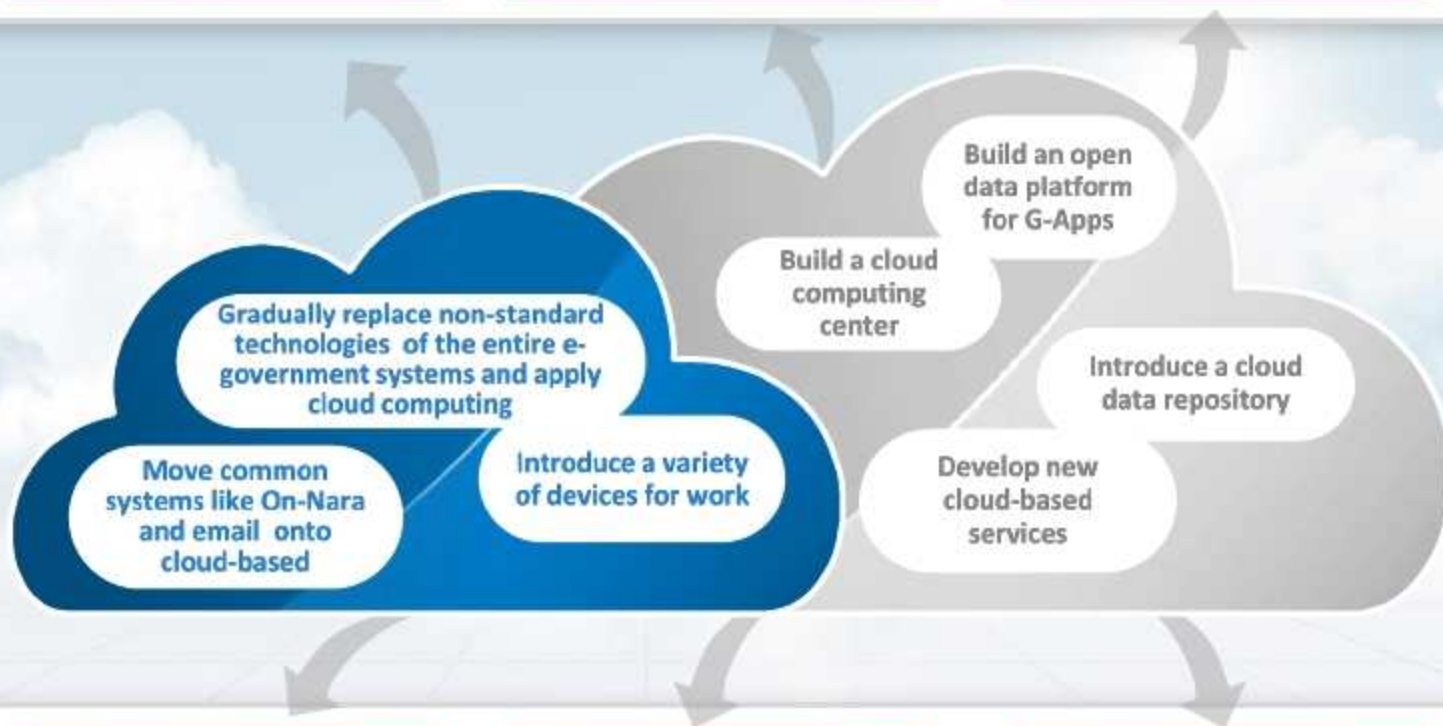


Public Officials

Convergence

Mobility

Efficiency



6. B : Provision of immersive services for citizens based on scientific big data analysis



Developing big data services in highly demanded areas

(Public transportation, health and medical service, price management, etc.)

The most optimized bus route

Seoul (local government) + KT



Infectious disease forecast service

National Health Insurance Service (MOHW)
+ Daum Soft



Arrhythmia warning service

Asan Medical Center Seoul + ETRI, IBM



Services for small startups

Korea Appraisal Board (MOLIT) + Openmate

Credit card data



Customized smart news

Advanced Institutes of
Convergence Technology



Daily price index online

Statistics Korea + MOSPA



6. M : Connection with new services that are integrated and customized using mobile technology



All-time service integration on mobile – from administrative work to civil service handling

Mobile
Work Portal

Mobile
e-saram

Mobile Service on Vehicle Detention

Best Public Mobile Service



MOSPA
HAMONI

E-HRM system



Main
Page

Inquiry
Result

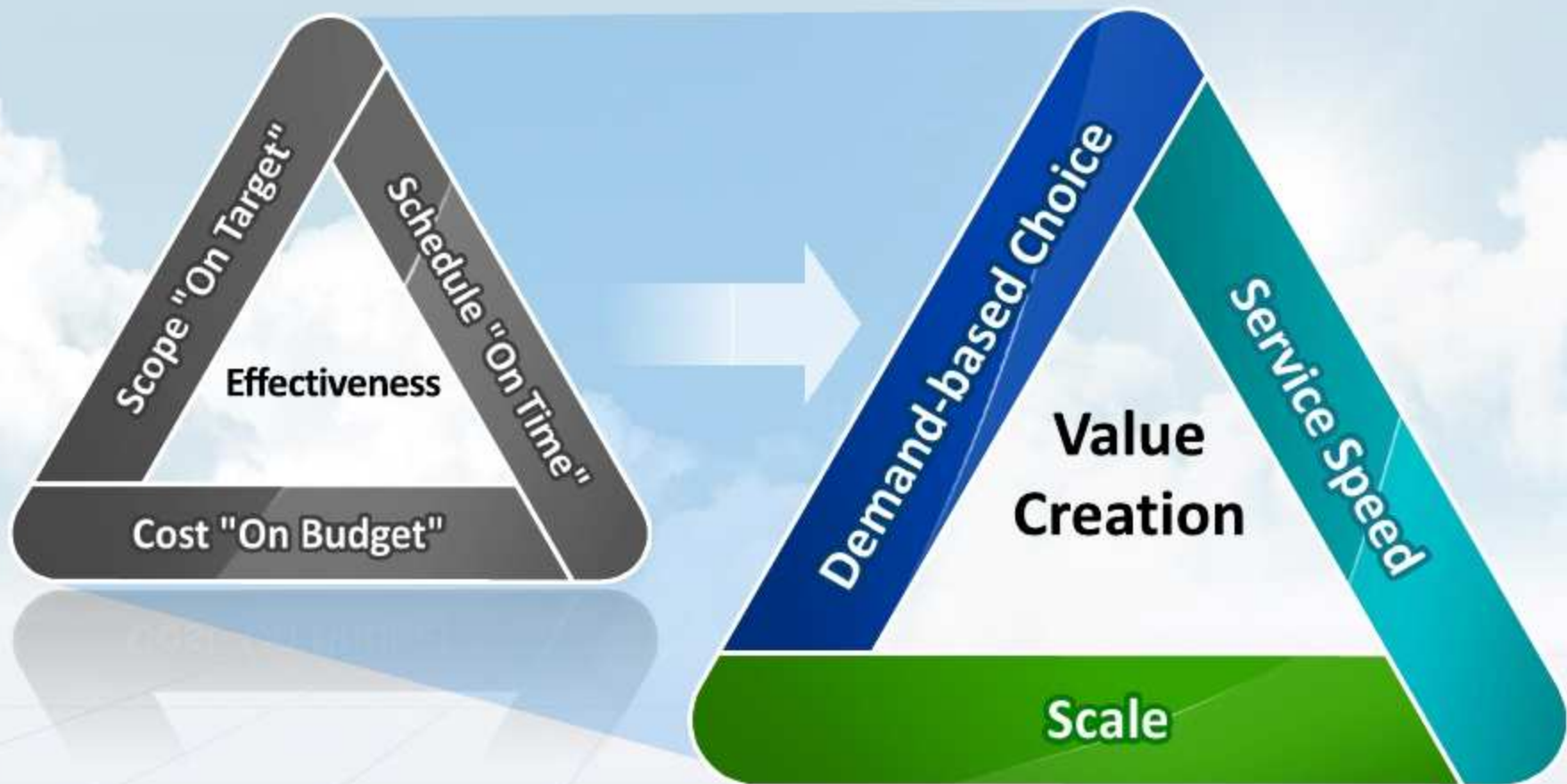


Visit Korea

WorkNet

7. Future E-government We Expect

New human-oriented value creation beyond highly-efficient service provision!!



Thank You!

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