

Korea's e-Government

Completion of e-Government Framework



e-government white paper

e-government

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Special Committee for e-Government
Republic of Korea

Preface

An e-Government initiative is recognized as a key strategic requirement for a knowledge-based society in the 21st century. Many governments including Korea are allocating resources to establish an e-Government. An Internet-based government service can deliver government services to citizens and private businesses more efficiently with broader access and cost savings across government agencies. As an information network, an e-Government can increase citizen participation in government to achieve an 'open government'. The establishment of an e-Government will enhance national competitiveness. I believe that many governments will increasingly compete with each other in this area to become a top nation among developed countries.

Korea began to channel efforts into laying the foundation for an e-Government since the late 1970s. Through the Five National Computer Network project of the early 1980s, the Comprehensive Plan for Korea Information Infrastructure Establishment project, and the National Basic Information System project of the late 1980s, the Korean government established a high-speed communications network and stored vital government records- resident registration, real estate, and vehicle records - in a digital format to create the foundation for an e-Government.

Through projects such as the Master Plan for Informatization Promotion and the Cyber Korea 21 project in the 1990s, information technology has been applied to enhance key government functions such as levying custom duties and approving patents while also fostering interagency collaboration. In January, 2001, President Kim Dae-jung announced a national vision for building a knowledge-based information society and gave a presidential order to the presidential secretary of the Cheong Wa Dae Policy Planning Bureau to organize the Special Committee for e-Government. The Committee selected 11 major e-Government initiatives and reported the successful completion of the project (October 2002) to President Kim Dae-jung.

I am very happy to report that the Committee successfully implemented the e-Government projects. The Korean government now offers an integrated government-wide service to all citizens.

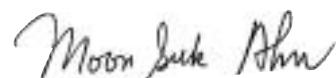
Based upon these achievements in offering Internet-based government services, Korea's e-Government will focus more on upgrading the quality of government services. Going beyond the original goal of offering convenient and accessible government services for citizens, Korea will create more value for citizens and private businesses based on a solid trust between the government and the people.

I sincerely wish that the information regarding the e-Government project in this brochure will be shared with as many people as possible and help build an understanding between our country and other nations for better international cooperation.

January 2003

Ahn Moon Suk

Chairman Special Committee for e-Government



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. A New Paradigm for Government Administration : e -Government



1. The Creation of e-Government : Essential Infrastructure for the Information Age

The creation of an e-Government platform is necessary to keep ahead with the emergence of a new paradigm that will change government practices and services in the 21st century. e-Government will play a key role in expanding national competitiveness. An e-Government initiative is the most effective citizen-centered system available to meet the needs of citizens and private businesses and will provide quality and faster government services. The government will become more transparent, effective, and accountable through an e-Government service and will expand the use of information technology among citizens and private businesses.

Many developed nations have recognized the need to change their government services and thus the U.S. president has signed the ' E-Government Act', England has created ' UK Online ' and Singapore has implemented an ' e-Citizen ' initiative. These government initiatives around the world go beyond creating a computer system within agencies to support government services. Rather, governments are setting strategic goals to overhaul government processes and change the mindset of government employees.

Korea is also striving to complete an e-Government initiative based upon the current information network which is the most advanced in the world.

Many of the e-Government initiatives pursued by other governments aim to provide online government services to citizens. To achieve a citizen-centered government, governments are making their services available to citizens in the most convenient and accessible way. Through the use of information technology, governments are making outstanding progress in making government services more efficient and effective. New technology has streamlined processes and changed the way government employees work.

In the knowledge-based society of the 21st century, the establishment of an e-Government is directly connected to improving national competitiveness. An e-Government plan is no longer an option for governments, rather, it is a necessary step that governments must take.

2. Blueprint for e-Government

The Korean government proposes a blueprint that focuses on three main goals for establishing an e-Government to make the transition to a world-class nation.

First, create a leading government-wide service

To raise the standard of government-wide services to the highest satisfaction levels in terms of service quality, government services must be made available to any citizen, anywhere with one mouse-click. In order to achieve this strategic goal, the government must offer a citizen-centered government service by creating a ' Single Window e-Government ' that will allow citizens to file online applications of government services and access other information services through a simple and accessible format. And citizens must also be able to have the option to receive government-issued papers via electronic means. Under the Single Window e-Government, government and public offices will share information across their networks and will eliminate redundant processes such as the requirement to submit numerous documents for a single government service

Second, create a market-based government that supports private businesses

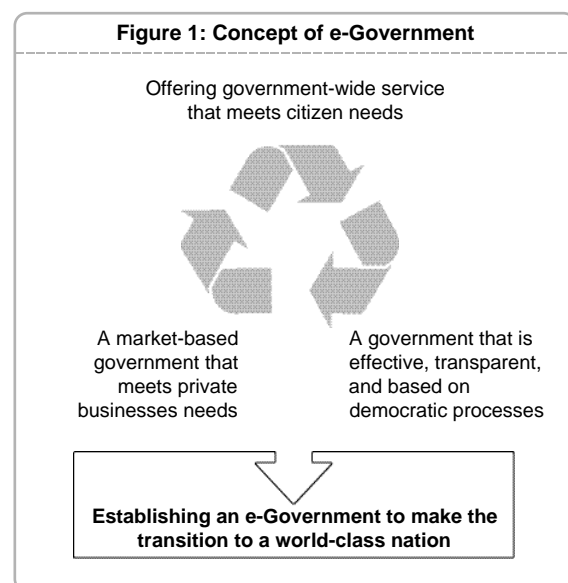
In order for the government to create a market-based government with Internet-based services that fully supports private businesses, e-Commerce between the public and private sector must be fostered and expanded. In tandem with this, Internet

security must be upgraded. To achieve these strategic goals, government procurement and any other Internet-based government service must be integrated into an online Single Window. These initiatives will also make government practices more transparent and accessible to contractors and businesses.

Third, create an effective, transparent, and more democratic government

Administrative duties among government agencies must be processed more efficiently to make the government more effective. When government processes in delivering a government service are available to the public in real-time, and interactive communication is enabled between government employees and citizens over the Internet, the government will become more transparent and

Figure 1: Concept of e-Government



democratic. To achieve this strategic goal, the finances of government agencies, employee training, personnel management and other major internal processes must be migrated to an integrated network. Support must also be given to establish a paperless

office by implementing e-Approval and e-Document distribution and expanding the use of electronic-based processes. These initiatives will make government administration duties more transparent and democratic.

3. The History of Korea's e-Government:

Storing Government Records into a Digital format: mid-1980s ~ mid-1990s

The Korean government took steps to create the foundation for an e-Government in the mid-1980s through the National Basic Information System project. The first and second stages of the National Basic Information System (1987~1996) involved the compilation of databases that stored information about finances, vehicle registration, and other critical data for governing the nation. When the government-wide computer network was completed, citizens could request government-issued resident registration, real estate, vehicle registration papers as well as other certified documents from any district or local office in the country. Consequently, required documents for submission have been substantially reduced and the time to process a government service has been shortened.

In the mid-1990s, the rapid adoption of information technology around the world spurred the efforts of the Korean government to build a nationwide high-speed communications network. The ' Framework Act on Informatization Promotion ' was enacted and the government channeled resources into upgrading the telecommunications infrastructure. The results from these efforts have made Korea the nation with the highest rate of broadband penetration among member nations of the Organization for Economic Cooperation and Development (OECD). Korea is widely recognized around the world for having the most advanced telecommunications infrastructure.

< Table 1 : Internet Statistics in Korea >

	Statistics	World Rank	Source
Rate of Internet Use	58.0%	5th	KRNIC, June 2002
Average hours spent on the Internet a week	11 hrs 54 secs	1st	KRNIC, June 2002
Number of Broadband Subscribers	10 million	1st	MIC, Oct. 2002
Number of .kr Domains	486,695	5th	KRNIC, Sept. 2002

The Use of Information Technology Across Government Bureaus: Late 1990s~2000

In the mid-1990s, the Framework Act on Informatization Promotion (1995) was enacted, the Master Plan for Informatization Promotion (1996), and Cyber Korea 21 (1999) were formulated. From this point onwards, the e-Government initiative triggered the expanded use of information technology in government departments and bureaus.

Real estate registration processes, patent filing, military service operations and other government areas increasingly offered online government services.

During this period, the central and local government adopted information technology to make administration processes more efficient and productive. A chief information officer (CIO) was appointed in the government (1998) and information technology use was expanded across departments and bureaus.

Integrating Major Government Processes into a Single Service: 2001 and beyond

In the years 2000 and 2001, the use of information technology in the government was expanded. Extensive administrative processes that impeded government services have been refocused to provide citizen-centered government services via the Internet. This was achieved through the expansion of information sharing across government agencies.

To accelerate the process of establishing an e-Government during the year 2001, the ‘ Electronic Promotion Act on Administration Processes for the

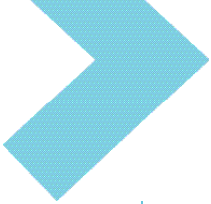
Establishment of an e-Government ’ was enacted into law and progress of the major e-Government initiatives has been closely monitored.

In order to promote interagency collaboration in negotiating issues concerning the e-Government initiative, the Special Committee for e-Government was created in January 2001. The Special Committee for e-Government (Committee chairman: Ahn Moon Suk, Professor of Korea University) is a joint civilian-government committee that lies within the supervision of the Presidential Commission on Government Innovation, which is an executive branch of the president. Civilians with expertise in the information technology field and vice ministers from the ministries involved in the e-Government initiative were appointed as members of the special committee.

The Special Committee for e-Government selected 11 major e-Government initiatives in 2001 and ensured that interagency collaboration and coordination of the different e-Government initiative would proceed as planned. Previous e-Government initiatives that have been implemented are proceeding successfully, and new online government services are being introduced.

< Table 2 : Stages of Major e-Government Initiatives >

Government records and information were stored in a digital format: Late 1980s ~ Mid-1990s
<ul style="list-style-type: none"> - Government-issued resident registration papers, real estate statements, vehicle registration and other government services were based on a digital database (administrative data was stored in a database and accessible across networks). Basic infrastructure for offering government services to citizens and private businesses was installed
The Use of Information Technology across Government Agencies: Late 1990s - 2000
<ul style="list-style-type: none"> - Comprehensive and Systematic Framework for establishing an e-Government <ul style="list-style-type: none"> · Established 「Cyber Korea 21」 and 「Comprehensive e-Government Working Plan」 - Built a high-speed information network and created an infrastructure for the e-Government initiatives <ul style="list-style-type: none"> · Built a high-speed information network and upgraded networks for broadband subscribers 144 districts nationwide have been successfully interconnected. Upgraded the ADSL networks and CATV quality for subscribers · Built websites for administration agencies Made administration information available to the public, promoted government policies to citizens. Government services were already available online · Introduced and implemented an e-Approval System across administration departments within government agencies · Working Committee for Expanding the use of Information Technology. Established a Chief Information Officer (CIO) within the government - Continuous expansion of Information Technology in Government-wide applications and local government duties <ul style="list-style-type: none"> · Creation of local government information network system, tax administration information network system, customs and duties information network system, government procurement network system, local government integrated financial management system (Gwangmyeong City Hall), knowledge-based information network system (compiled databases for 6 major scientific fields) - Built legislative and judicial framework for expanding the use of information technology <ul style="list-style-type: none"> · Framework Act on Informatization Promotion, e-Commerce Act, e-Signature Act, Electronic Promotion Act on Administration Processes for the Establishment of an e-Government and other laws were enacted
Integrating Major Government Processes into a Single Service: 2001 and beyond
<ul style="list-style-type: none"> - Creation of the Special Committee for e-Government and 11 major e-Government initiatives - Direction of e-Government refocused extensive administrative processes into citizen-centered government services via the Internet through the expansion of information sharing across government agencies - Revision of Information Sharing legislation (legislation for government processes, Management Act of National Treasury and other legislations)



. Information Sharing across Government Agencies and Establishment of a Government-wide e-Government Service



1. The Establishment of the Special Committee for e-Government and the 11 Major e-Government Initiatives

The Special Committee for e-Government was formed in January 30, 2001 to coordinate inter agency collaboration in information sharing across agencies and to complete the infrastructure for e-Government within a reasonable time frame.

different e-Government projects must be set as early as possible and implemented across agencies.

Third, the judicial and legislative framework supporting the e-Government initiatives must be set in place before Internet-based government services begin.

The Function and Task of the Special Committee for e-Government

The Special Committee for e-Government must complete the 11 major e-Government initiatives that will meet the needs of citizens and private businesses by 2002. The committee must formulate a comprehensive framework for building an effective e-Government. To ensure that the special committee successfully carries out these tasks, the following measures have been established.

First, a meeting for monitoring the progress of each e-Government initiative must be held weekly and issues where agencies are divided upon must be negotiated upon and coordinated.

Second, a standard method of interconnecting the

Main Organization Structure of the Special Committee for e-Government

The Special Committee for e-Government was established as a special committee under the Presidential Commission on Government Innovation, which is an executive branch of the president. Therefore, the Special Committee for e-Government reports to the president as an independent body. The main structure of the Special Committee for e-Government is based upon the committee's working-level group which consists of civilians and directors of agencies. And to support the working-level group, two working-level co-heads were appointed. One civilian and one high-level government employee were appointed as co-heads. Suh Sam Young (president of

the National Computerization Agency) was appointed as the civilian co-head and the presidential secretary of the Cheong Wa Dae Policy Planning Bureau was appointed as the co-head representing the government.

Various task force teams were formed within the Special Committee for e-Government to coordinate the many issues that surfaced among the government agencies. A team for system integration was appointed to set a compatible standard for the links between the systems developed for the 11 e-Government initiatives. In addition, the legislative team recommended the necessary supporting legislations, the Project Management Council (PM Council) coordinated interagency collaboration, and a system testing team checked the online government services of each e-Government project.

The Special Committee for e-Government set the following principles and direction for the e-Government initiatives

- Initiatives pertaining to national interest
- Integrate interagency-related initiatives into a single government-wide initiative

- Maximize the sharing of information across agencies and eliminate overlap of duties
- Promote the use of information technology based on Business Process Reengineering (BPR). Under the principles and direction formulated by the special committee, extensive administrative processes that impeded government services have been refocused to provide citizen-centered government services via the Internet through the expansion of information sharing across government agencies.

The Government for Citizens (G4C) system has been established to interconnect the database networks residing in the Ministry of Government Administration and Home Affairs (MOGAHA), Supreme Court of Korea, Ministry of Construction

and Transportation (MOCT) and other government agencies that store independent government records of resident registration, real estate, vehicle registration and other areas to streamline government processes in the delivery of services to citizens. The Home Tax Service (HTS) through the Internet allows taxpayers to file tax returns, receive e-Bills, and process e-Payments from their homes via the Internet. With the establishment of the Government e-Procurement Service (GePS), procurement processes involving bidding, contract agreements, and payment for services or supplies take place online in real-time. And the National Finance Information System (NAFIS) offers real-time financial information to high-level government employees by interconnecting the independent financial systems residing in each public agency. The database networks for health insurance, pension insurance, industrial accident compensation insurance, and unemployment insurance policies which are the 4 major social insurance systems in Korea have been interconnected into a seamless network.

As a result of these efforts, President Kim Dae-jung held a meeting for the ‘ Report on the Completion of e-Government Infrastructure ’ on November 13, 2002 with all ministers from each participating ministries in attendance. President Kim announced that the 11 major e-Government initiatives were successfully executed and declared the opening of full-scale e-Government services.

< Table 3 : 11 Major e-Government Initiatives >

Objective	Main Features
Upgrade Government-wide services for citizens and private businesses	<p>Information sharing in 5 major government services - resident registration, real estate, vehicle records, etc. Creation of Government for Citizen (G4C) system to establish government-wide service processing system.</p> <p>Establishment of a Social Insurance Information Sharing System (SIIS) for health insurance, pension insurance, unemployment insurance, and industrial accident compensation insurance.</p> <p>Built a Home Tax Service System that would enable online filing of tax returns, e-Bill, e-Payment tax consultation and issuance service for tax-related certificates.</p> <p>Establishment of a Government e-Procurement System to achieve transparent procurement processes.</p>
Improve the effectiveness of administration	<p>Built a National Finance Information System (NAFIS) for budget planning and allocation, accounting, settlement of accounts and made financial-related information available via an interagency network</p> <p>Built a National Education Information System for the electronic distribution and management of records across schools, offices of education and the Ministry of Education & Human Resources Development</p> <p>Proceeded with the Local Government Information Network System Project for 21 service areas</p> <p>Built a Personnel Policy Support System (PPSS) to manage the hiring, promotion, and compensation of civil servants in a fair and systematic way</p>
Establish an infrastructure for e-Government	<p>Expanded the use and distribution of e-Approval and e-Document between agencies.</p> <p>Expanded the use of e-Signature and the e-Seal System to establish a reliable e-Administration</p> <p>Constructed a Government-wide integrated computer network in project-specific stages (Since November 2002 the redesign plan for work processes and the strategic plan on information technology has been formulated)</p>

2. 11 Major e-Government Initiatives

Government for Citizens (G4C) System (www.egov.go.kr)

Summary of Service

Government records of resident registration, real estate, vehicle registration, private businesses, and personal tax are very crucial to individual citizens. The Government for Citizens (G4C) System integrates these government records into an information sharing system and combines various Internet-based government services offered by different government agencies into a Single Window e-Government. The results attained from the G4C system are substantial reductions in document submission through making government services available via the Internet, and provision of government administration information. Citizen participation in government is also increased.

Scope of Service

(1) Establishment of a Single Window e-Government

The creation of a Single Window allows citizens to access government services via the Internet and obtain administration information from their homes. This service provides a systematic and convenient government service to citizens.

(2) Establishment of Information Sharing System

The establishment of a government-wide information sharing system for government records - resident registration, real estate, vehicle registration, private businesses, personal tax, and other areas -

have reduced the number of required documents that citizens had to submit together with their application form for requesting a government service. Needs of citizens have been addressed by eliminating redundant processes.

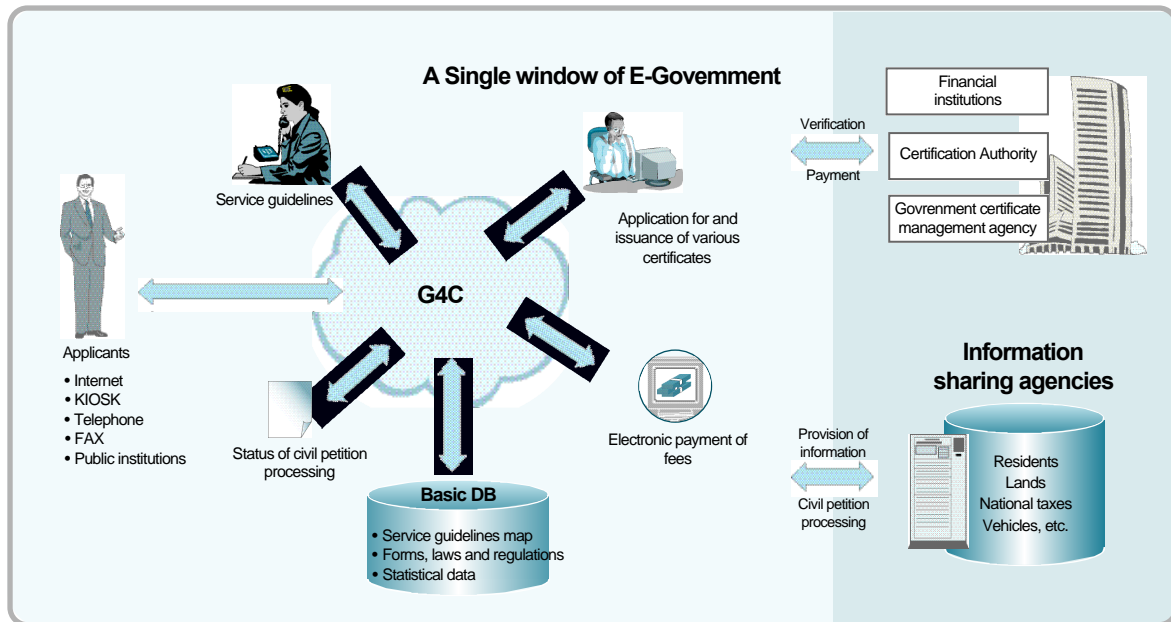
(3) Establishment of Operating Infrastructure

Expanded use of information technology provides new Internet-based applications such as e-Document Systems, Internet security, e-authentication systems, and electronic payment of service fees. Benefits include a reliable Internet-based government service.

Service Procedure

G4C provides services and information about government processes to citizens via the Internet. Citizens can apply for a government service online by browsing through the online guide of government services. The service fee for an online application is calculated and processed through the information sharing system which is also where the authentication procedure is processed. The processing status of the government service can be monitored by the citizen online and the requested government-issued paper can be sent to the citizen via e-mail.

Concept of System



Government e-Procurement System (GePS) - G2B (www.g2b.go.kr)

Summary of Service

Through the establishment of a Single Window government procurement system the entire process - register as contractor bid on public project sign contract agreement receive payment for services - takes place via the Internet. The procurement process is open to the public and simplifies government procurement through an Internet-based solution. The GePS solution makes government processes transparent and expands the e-Commerce platform.

Scope of Service

(1) Public announcement of all government-wide projects for bidding

A private contractor can make an online bid for any government project from various government agencies after registering itself on the Single Window government procurement website as a contractor only once.

(2) Online Process

Government agencies and private contractors can use the G2B system to complete the entire procurement process involving the posting of a public project for bidding, submission of bids, selection of winning bidder, signing of government

contract agreement, fulfillment of service or supply contract, and payment for services via the Internet with the capability of monitoring the process in real-time.

agencies and will comply with e-Commerce standards with which citizens are familiar.

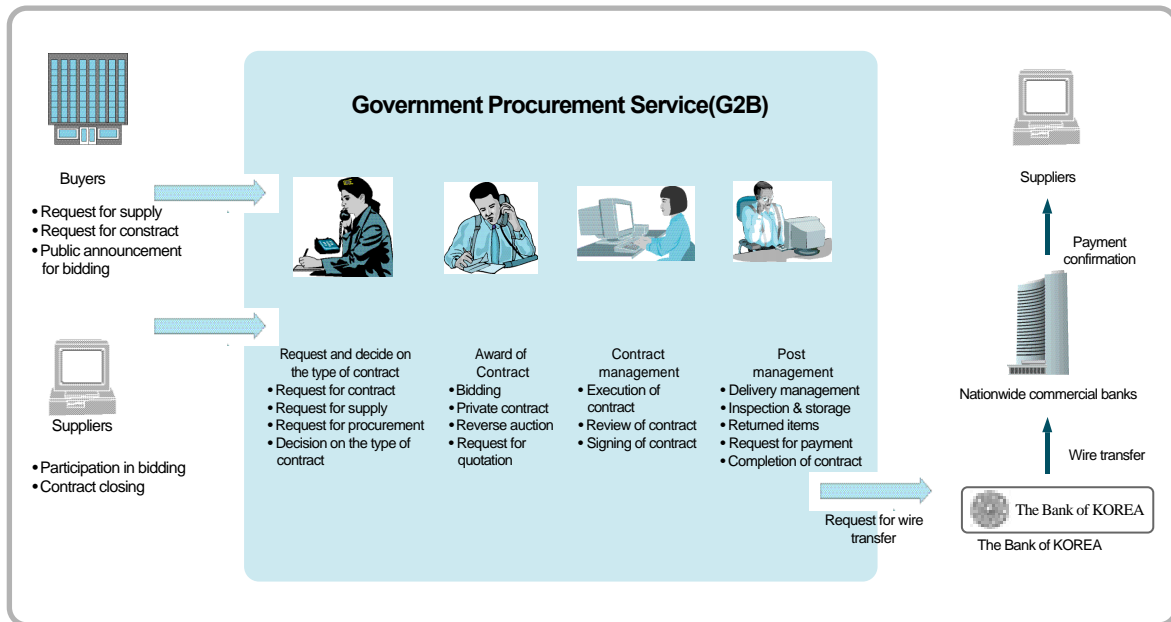
(3) Establishment of a Standardized Category System for Procurement Supplies

The sorting and identification of procurement supplies that have been managed by each government agency independently will be changed to comply with a set of government-wide standards for public procurement. These changes will allow government procurement to be compatible across

Service Procedure

User manuals and multimedia resources will be distributed to contractors and government employees alike to increase their understanding of the GePS.

Concept of System



Home Tax Service(HTS) (www.hometax.go.kr)

Summary of Service

The Home Tax Service (HTS) allows taxpayers to process their tax affairs from their home or office in real-time without visiting the tax office to file tax return forms, receive tax notices, request tax-related certificates or receive tax consultation with a government employee. This project will substantially enhance the transparency and effectiveness of tax administration.

Scope of Service

(1) Online Filing of Tax Returns

Citizens can file their tax returns which include tax categories such as value added tax, income tax, special excise tax, liquor tax, securities transaction

tax, stamp tax, and transportation tax via the Internet.

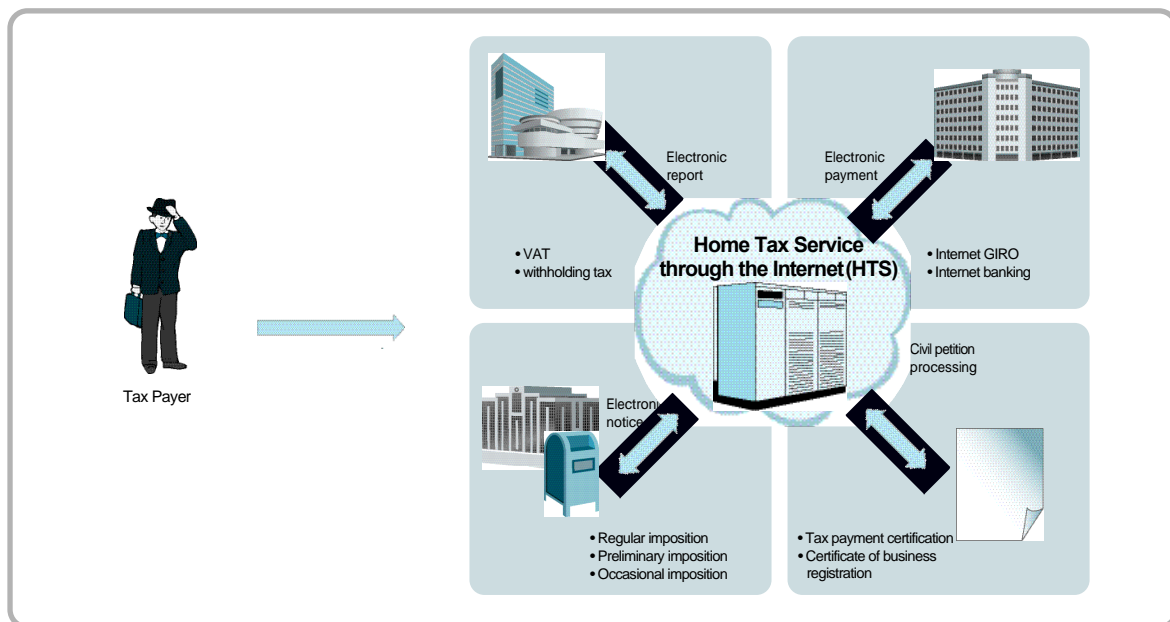
(2) e-Bill and e-Payment

Taxpayers can receive an e-Bill instead of a tax notice for the payment of value added taxes, global income taxes and other types of taxes. Payment can be processed through a wire transfer by using the e-Payment service.

(3) Online application for Internet-based government services and process monitoring

Citizens can request six types of tax-related certificate via the Internet such as business registration certificate and tax payment certificate. Taxpayer's petition requiring government service can be filed online through the HTS website. Tax-related services which take more than four days to process can be monitored via the Internet.

Concept of System



(4) Online Notification

Information regarding the filing of tax returns, tax notices, and tax refunds can be sent to taxpayers via e-mail or Short Message Service(SMS) through mobile phones.

Service Procedure

To take advantage of the Internet-based Home Tax

Service which offers online filing of tax returns, e-Bill, and e-Payment options, taxpayers have to visit the district tax office and fill in and submit the application for an Internet Home Tax Service. Then, a user ID and password will be issued to the taxpayer. If the taxpayer already has an authentication certificate, he or she can register immediately at the Home Tax Service without visiting the tax office.

Social Insurance Information Sharing System (SIIS) (www.4insure.or.kr)

Summary of Service

The Social Insurance Information Sharing System (SIIS) is a project for interconnecting the 4 major social insurances information systems (health insurance, pension insurance, unemployment insurance, and industrial accident compensation insurance) of each public corporation and agency. The system will enhance the quality of government-wide services and improve managerial effectiveness of the current management of the 4 major social insurances.

Scope of Service

(1) Social Insurance Information Web Portal Service (www.4insure.or.kr)

Insurance policyholders with company-sponsored coverage or region-based coverage can acquire an insurance policy, make changes to their insurance policy, notify an insurance corporation of loss of

insurance coverage, update information of a new employer (company insurance coverage), or cancel a policy via the Internet. Online guides for social insurance and government services can be found on the web portals of the four major social insurances while access to insurance bill information, online insurance bill payment and other various extra services are made available to citizens in a personalized format.

(2) Establish and Manage an Integrated Database

Insurance records of policyholders (including dependents), private businesses, government services, and the disabled are shared in an integrated database. Information can be augmented to enhance the integrity and reusability of data.

(3) Establishment of an Information Sharing System for Related Agencies

The information networks of the 4 major social insurances and related organizations, like the National Tax Service, are interconnected. Insurance

records can be efficiently and effectively managed through this system.

Service Procedure

(1) Report changes of policyholder's status to public insurance corporations through online government services

Log on to www.4insure.or.kr report changes view results

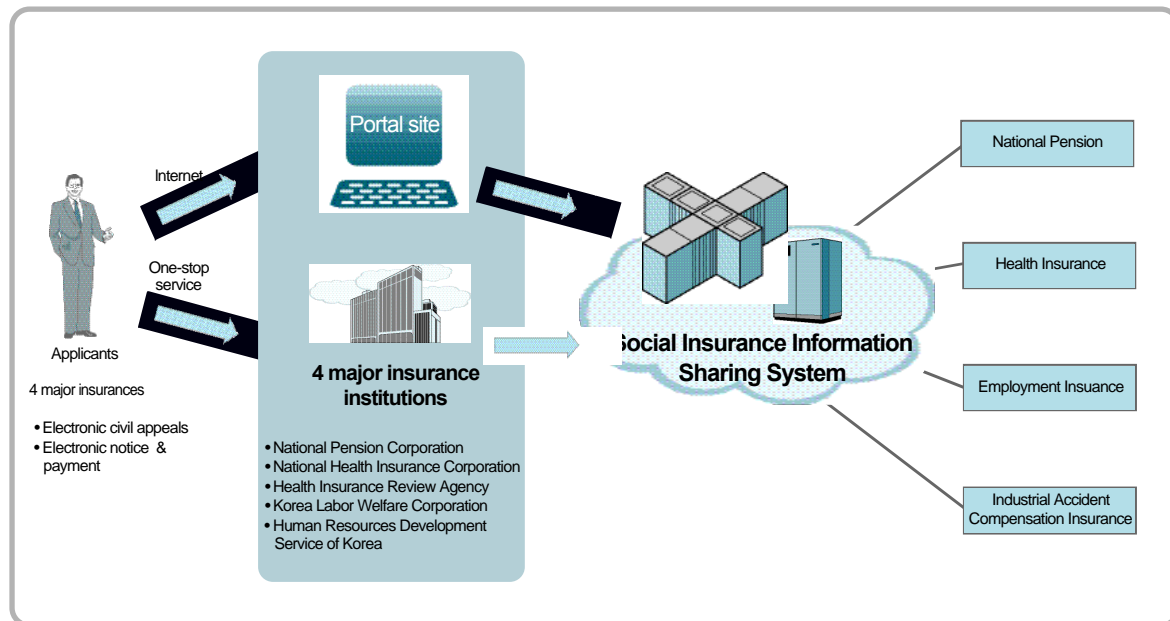
(2) Access insurance bill information and process payment via the Internet

Log on to www.4insure.or.kr access insurance information e-Payment

(3) Access insurance information that is personalized for each user

Log on to www.4insure.or.kr access individual and company insurance coverage information instantly

Concept of System



Local Government Information Network System Project (www.ebang.go.kr)

Summary of Service

The Local Government Information Network System Project is a comprehensive government administration information system that allows the sharing of government records of resident registration, vehicle registration, and family register among 232 local governments that issue these certified papers to citizens. This project will enhance the transparency and effectiveness of government services and will greatly improve government process since it will be a government-wide project.

Scope of Service

(1) Service for Providing Government-issued Papers to Citizens

38 kinds of certified papers such as real estate registration, transcripts and abstracts of resident registration, transcripts and abstracts of vehicle registration can be issued anywhere and anytime from all government service windows located in 232 local government offices and from automated document-issuing machines as well.

(2) Various Government Services are Offered from a Single Window

Government records stored in the database systems of local governments are shared across agencies which enable a one-stop service for requesting resident registration papers and land/real estate papers from a single window.

(3) Automation of Data Entry for Change of Address

The change of address of a citizen will be updated in the citizen's vehicle registration records, social welfare records, and other personal records stored in government databases after a single notification is submitted. Redundant processes of submitting multiple notifications of any change of address to different agencies have been eliminated.

(4) Apply for Government Services Via the Internet

Citizens can request certification papers and permits issued by local governments via the Internet from their home or office by filling out online application forms. The status of the requested papers can be monitored in real-time.

Service Procedure

(1) Access Administration System

Enter ID select from 21 types of operational tasks complete task and view information

(2) View Personal Certification Papers Issued by the Government

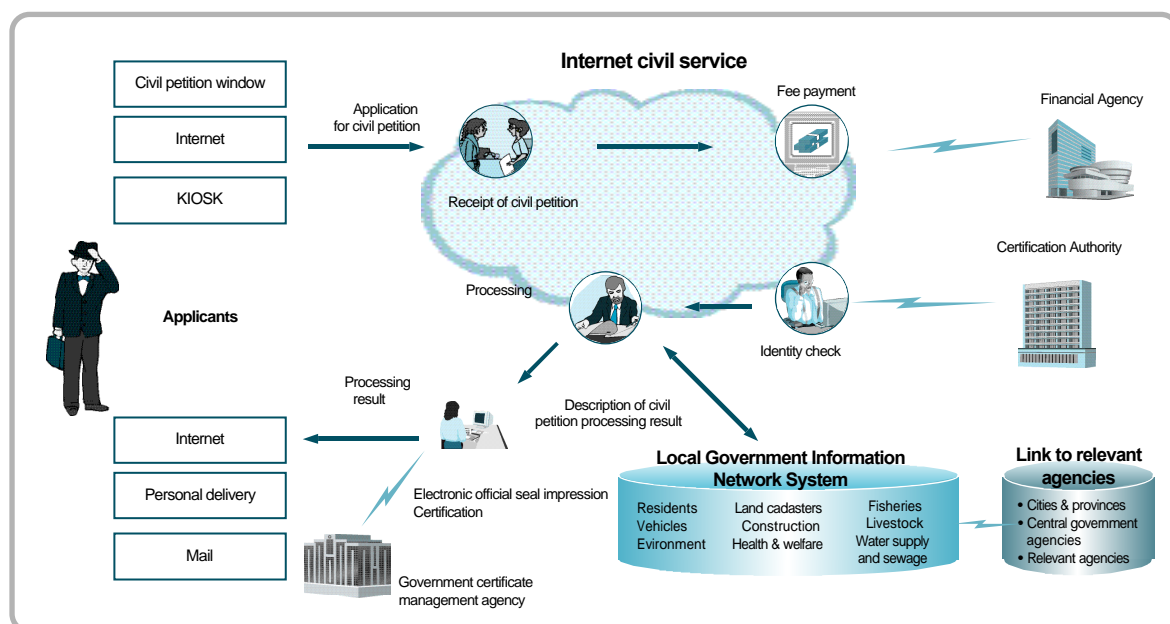
Click on the e-Government service window that appears in every local government website click on the online government service menu select a government service fill in the online application form for the selected government service access government-issued certification confirm the results

(3) Receive Certification Papers Issued by the Government

Select the type of certification paper from the automated document-issuing machine use

resident registration card to verify ID pay service fee print certification paper certification paper is issued

Concept of System



National Education Information System (www.neis.go.kr)

Summary of Service

The National Education Information System (NEIS) is a government-wide initiative to interconnect more than 10,000 elementary and secondary schools, 16 provincial offices of education and their subagencies, and the Ministry of Education & Human Resources Development into one network. Students, parents, and school administrators will have access to education-related information that will be shared across the nation.

Education administrative processes will become more efficient and school administrators will be burdened with less paperwork while serving citizens with better administrative services.

Scope of Service

(1) Government Service (<http://www.neis.go.kr>)

The government services available on NEIS include the issuing of certification papers, filing

petitions, presenting proposals, making inquiries and sharing information with citizens. NEIS also makes student academic and school records available to parents.

(2) National Education Information System (NEIS)
(<http://neis.enter> domain of office of education here.go.kr)

The NEIS offers a service where 27 education administration duties such as school affairs that school administrators and civil servants must coordinate and process, social welfare for students, human resource management, budget allocations, and real estate holdings can be processed.

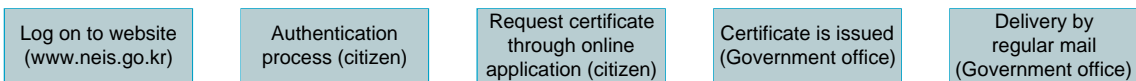
< Domain names of offices of education websites >

Seoul	Busan	Daegu	Incheon	Gwangju	Daejeon	Ulsan	Gyeonggi	Gangwon	Chungbuk	Chungnam	Jeonbuk	Jeonnam	Gyeongbuk	Gyeongnam	Jeju
sen	pen	dge	ice	ketis	dje	use	ken	kwe	cde	cne	jbe	jne	kbe	gne	jje

Service Procedure

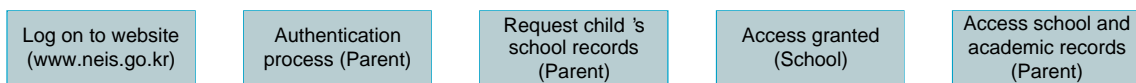
(1) Government Service (regular citizens, parents of school children)

The process of issuing a government-certified document such as a transcript of a college diploma or certification papers requested by a citizen is shown below.



(2) Service for Parents (regular citizen, parents of school children)

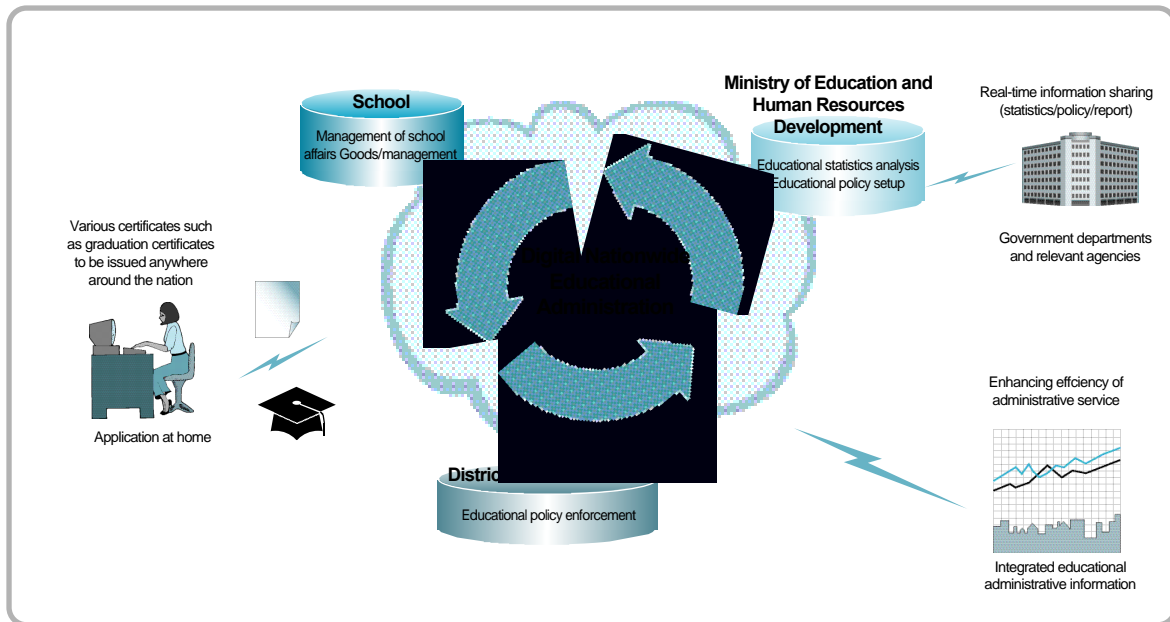
The process of accessing academic and school records of children is shown below.



(3) National Education Information System (school administrator, civil servant)



Concept of System



Personnel Policy Support System (PPSS) (www.csc.go.kr)

Summary of Service

A standardized personnel management system has been developed for the processes of hiring, promoting, compensating, training, and providing social welfare benefits to civil servants. The Personnel Policy Support System (PPSS) will be expanded as a government-wide project and make personnel management transparent, fair, and effective.

Scope of Service

(1) Regular Citizen

Employment opportunities at government agencies will be posted on their respective websites - citizens can browse through the job information and submit an online job application. Various government statistical facts will also be made available on government websites.

(2) Director of Government Agencies and Bureau Chiefs

Numerous personnel management-related statistical data will be analyzed and made available to high-level government officials. Statistical data

analysis of personnel-related data and a searchable personnel database for matching a specific task with the most qualified civil servant are effective tools for managing personnel efficiently.

(3) Personnel and Salary Management Officer

Personnel officers will use a system that follows a standardized set of personnel management methods for managing the entire career of civil servants starting from the point of their hiring until their retirement. This system will enhance efficiency in personnel management.

(4) Civil Servants

Civil servants can use the PPSS to access a wide range of services such as browsing through their personal records, applying for a vacation or business trip, and submitting a request for a consultation session regarding work issues.

Service Procedure

(1) Personnel and Salary Management Officer

(Client/server access)

Responsible for personnel management, public service performance, salary compensation, year-end settlement of accounts, health insurance benefits, and bonuses for outstanding contributions.

(2) Head of Government Agency, Bureau Chief and

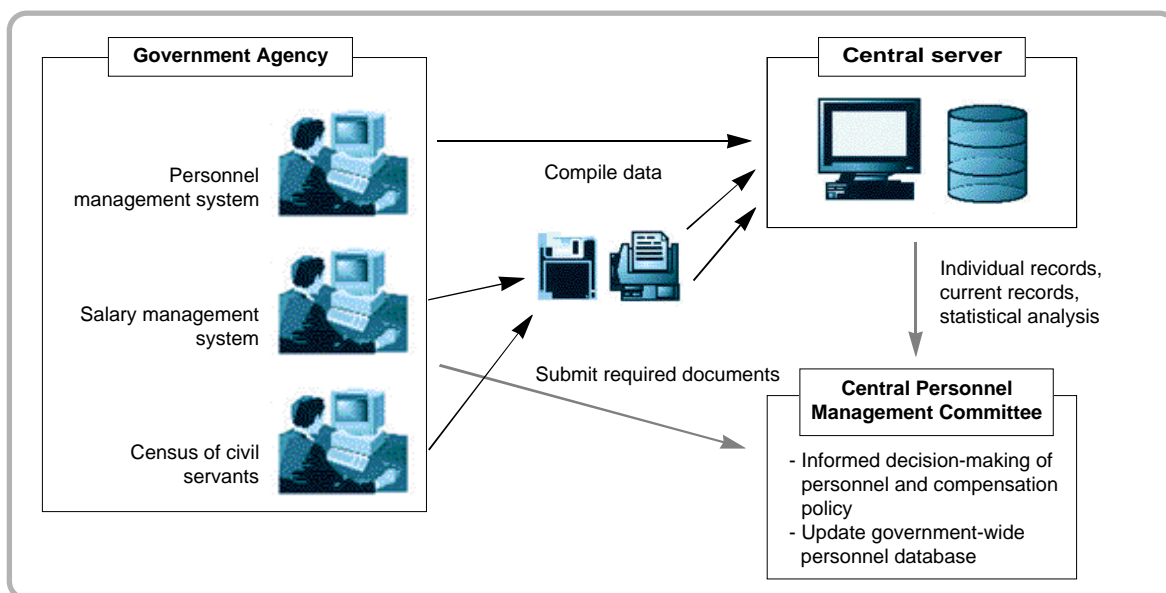
Regular civil servants (Intranet access)

Search through personnel list, update and manage personal records, manage tasks, apply for consultation session regarding work issues.

(3) Regular Citizens (Internet service)

Post employment opportunities available to regular citizens on government websites and provide various online services

Concept of System



National Finance Information System (NAFIS) (www.nafis.go.kr)

Summary of Service

The National Finance Information System (NAFIS) provides real-time financial information and integrates the finances of government agencies into a network that is managed by the system. This project will make the management processes of government finances transparent, more effective and efficient while making the government more accountable.

Scope of Service

(1) Information Sharing of Government Finances

The 23 finance-related systems that are operating independently in various government agencies will

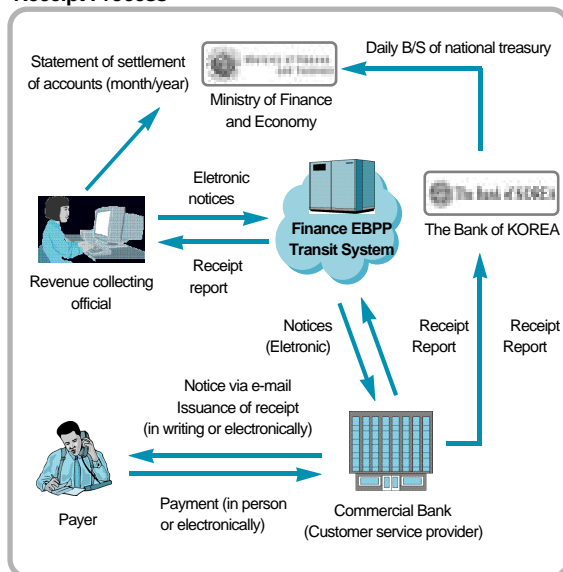
be interconnected and enable integrated budget planning and allocation, and settlement of accounts. Government finances will be constantly monitored and managed in real-time.

(2) e-Bill and e-Payment Service

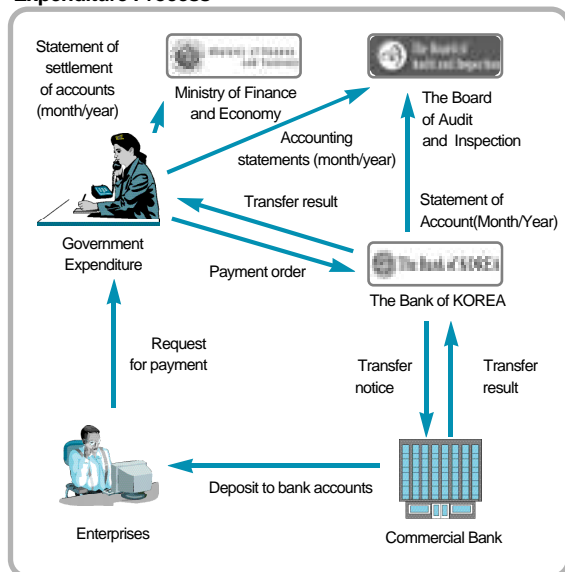
The use of technology such as e-Window and Electronic Bill Presentment & Payment (EBPP) will allow the government to collect government service fees and fines from citizens through an e-Bill, e-Payment, or e-Receipt. When citizens apply for e-Bill service at financial institutions, an e-Bill will automatically be sent to citizens when they use government services. After the citizen checks the amount of the government service fee stated in the e-Bill, he or she can pay the e-Bill through Internet banking services (online invoice).

Concept of System

Receipt Process



Expenditure Process



Service Procedure

(1) Process

An authentication certificate is issued to the civil servant responsible for accounting in the central government bureau. The civil servant uses the authentication certificate to log on to the National Finance Information System and access specific menus that are only authorized to that civil servant

(e.g. government revenue and expenditures menus).
accomplish duties

(2) Apply for e-Bill Service and e-Payment

Apply for e-Bill service at a financial institution. An e-Bill is sent to the applicant. Check the amount of the e-Bill and then select e-Payment. Applicant is directed to preferred Internet banking system. Enter the payment amount.

e-Approval and e-Document Exchange

Summary of Service

For the improvement of government administration processes and the creation of a government-wide knowledge management database, the e-Approval and e-Document Exchange system has been created.

Approval method can be sent to various agencies that can be selected from a government agency list. One mouse-click will automatically send the approved e-Document to all the agencies selected from the list.

Scope of Service

(1) An e-Document system, which includes sender and recipient data of each e-Document and a route tracing option

The verification of the delivery of government documents across agencies and route tracing of each e-document is built into the e-Document system. Through the use of e-Signatures, the sender of each e-Document can be verified.

(2) After a document is approved, the signed document can be sent to various agencies via the Internet

A document that is approved through the e-

(3) Network links between the e-Document System and Government Administration Information System

While using the government administration information system, civil servants can access the e-Document System which is interconnected to other information systems and use the e-Approval feature to get a document approved quickly.

Service Procedure

After completing a document to be delivered to another government agency by using the government-issued e-Document System (www.mogaha.go.kr), select the recipient of the document among the list of government agencies appearing in the government directory system. After the selection is made, the document can be sent.

e-Signature and e-Seal System

Summary of Service

This system protects personal information through use of secure methods for government-wide sharing of information and will build trust in the e-Administration system. The establishment and expansion of the e-Authentication System will be the key factor for expanding e-Government services, e-Procurement, e-Commerce and e-Document exchange.

services will be enabled through e-Signatures.

(2) Expand the use of e-Signatures among Civil

Servants for Administration Processes

Issue authenticated e-Signatures to over 1 million civil servants across the nations while ensuring that documents exchanged over the e-Document System for e-Approval are sent in a secure method that allows the recipient to verify the sender's e-Signature.

Scope of Service

(1) Expanded the Use of Certified e-Signatures among Citizens

Issue authenticated e-Signatures to 10 million citizens which will in turn allow wider access of online government services to the private sector. The expanded use of electronic bidding on public bids, online filing of tax returns and other e-Government

Service Procedure

Visit Certificate Authority submit application
for authentication service complete registration
receive reference code and confirmation code
authentication certificate is issued

Banks and post offices will issue an authentication certificate for free to customers who sign up for Internet banking services

Government-wide Integrated Computer network

The Government-wide Integrated Computer System project, which is one of the e-Government initiatives, is a system that will interconnect all the computer systems in each government agency and allow information to be shared across agencies for the purpose of managing government databases more efficiently and this will be achieved by building an integrated administration system through

long-term investments in human resources and equipment. The formulation of the Business Process Reengineering (BPR) plan began in June 2002 to promote the efficient operation of all government computer environments and its result were reported in October 2002.



e-Government: Necessary Changes

The successful completion of the e-Government initiatives will bring many changes to how the government operates and will have a positive impact on citizens and private business. The inefficient use of the budget and human resources that were allocated to outdated procedures and functions have been reduced substantially. Efficient government

services will boost productivity of private businesses and will lessen the burden on civil servants who will no longer have to process redundant procedures. The level of national competitiveness will increase in the long-term due to these e-Government initiatives. How will government services change for the better?



1. Citizen-centered Government Service: Addressing inconvenient processes and enhancing satisfaction levels

To meet the document requirements for a certain government service, citizens must make multiple visits to a range of government offices in order to submit identical registration papers to these agencies. This overlap of work has been eliminated. The interagency collaboration through information sharing will substantially reduce the number of papers that must be submitted to agencies as well as the number of visits to each agency. The use of information technology to create an e-Government has enabled the government to deliver simplified and convenient government services.

In order to expand the e-Government initiative, a Single Window e-Government service must be established to provide government services

regarding citizen needs, real estate transactions, vehicle registration, personal taxes, and business matters, which altogether comprise 70 percent of all government services that citizens frequently apply for. To deliver a government service that is citizen-centered, interagency collaboration among the Ministry of Government Administration and Home Affairs (MOGAHA), Ministry of Construction and Transportation (MOCT), the National Tax Service, and Supreme Court of Korea has been activated through an information sharing system that integrates the database networks of these agencies.

Citizens who access the Single Window e-Government (www.egov.go.kr) to use a certain government service will have access to information

regarding various government services at their fingertips. Certain major government services can be used by filling out an online application. And the small fee that the government charges for the government service can be paid through Internet banking or other electronic means. The government-issued documents that citizens request online can be delivered to the citizen via regular mail or e-mail.

In addition, filing tax return forms, paying monthly bills for social insurance (pension insurance, health insurance), and access to school records of your children can be taken care of through online government services.

Government offices accessible from your home: Fill out applications for government services with one mouse-click

Here is a brief overview of the Single Window e-Government that is available online. In the Single Window service, information regarding more than 4000 different kinds of government services are available online and the procedures to apply for these services are explained as well. Online applications for 393 major government services are now available to citizens such as requesting transcripts and abstracts of resident registration and tax payment certification papers.

Here is a brief overview of the application procedures in the Single Window e-Government

Access the Single Window e-Government (www.egov.go.kr) website	Go to the government service application menu
Fill out the online application form	Use your e-Signature to confirm your identity
Pay the service fee using a credit card, e-Money or through	

online banking	Press the OK button to complete the application
The requested government-issued documents will be sent to you according to the method that you chose - via regular mail or e-mail. There is also a convenient option that allows you to forward the government-issued documents electronically to a private agency. When this optional ' forwarding ' service is made available across all online government services, citizens will have the option to take out a loan from a bank by forwarding all the necessary government-issued documents to the bank directly.	

Delivery of transcripts and abstracts of resident registration, family register, land-book(rent), land registration map, public notice of land value, transcripts and abstracts of building-book, transcripts and abstracts of removal of register, transcripts and abstracts of vehicle registration(original register), local tax payment certification papers, tax payment certification papers, proof of vehicle registration, business registration certification papers, proof of welfare recipient identification papers, factory registration certification. report missing resident registration card

Citizen Records that the Government retains will be Share across the Government: 20 kinds of government-issued papers do not have to be submitted to other agencies anymore

The Ministry of Government Administration and Home Affairs (MOGAHA), Ministry of Construction and Transportation (MOCT), Supreme Court of Korea, National Tax Service and agencies that

provide major government services have built a system for sharing information across agencies. Resident registration records, family register records, and administration records related to taxes are just a few documents that are shared across agencies. Therefore, 20 kinds of government-issued papers such as the transcripts and abstracts of resident registration, family register, and land-book, in all that were required for submission to government agencies are no longer required. Instead, government employees will access the citizen's records online and process the government service that citizen applied for.

A transcript of a citizen's resident registration for example, is required for submission to a government agency when registering an institute entity, obtaining a realtor license, enrolling a child in middle school, obtaining health insurance, changing a health insurance policy, or establishing a housing cooperative. 75 kinds of government services required the submission of transcripts of resident registration as a mandatory procedure. Since the administration departments of government agencies can check the citizen's resident registration record online, there is no longer any need to submit these transcripts.

< Table 4: List of Documents That Do Not Need to be Submitted >

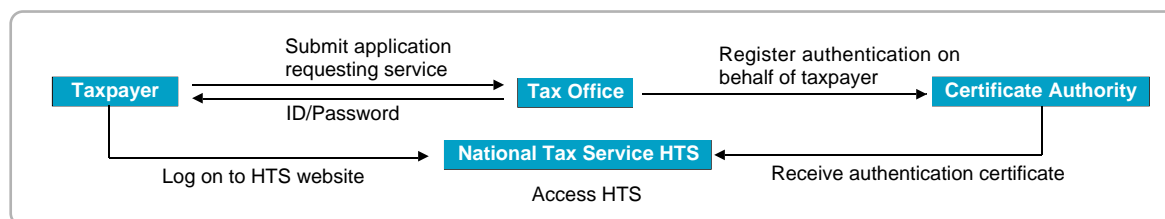
Information shared across agencies	Remark (Documents no longer required for submission)
Resident registration information	Abstract of resident registration ledger, Transcript of resident registration
Family register on computer database	Abstract of family register Transcript of family register
Confirmation document for public notice of land value	Confirmation document for public notice of land value
Land-book (rent)	Land-book (rent)
Authorization letter	(Temporary) Authorization letter
Building-book (single/complex)	Building-book (single/complex)
Transcript of land register	Transcript of land register
Transcript of building register	Transcript of building register
Original register of vehicle registration (former/latter)	Original register of vehicle registration (former/latter)
Declaration certificate for motorcycle permit	Declaration certificate for motorcycle permit
Original register of construction equipment (former/latter)	Original register of construction equipment (former/latter)
Business registration certificate	Business registration certificate
Certificate for business suspension	Certificate for business suspension
Certificate for business discontinuance	Certificate for business discontinuance
Transcript of corporation register	Transcript of corporation register
Tax clearance certificate	Tax clearance certificate
Local tax payment certification	Local tax payment certification
Vehicle tax payment certification	Vehicle tax payment certification
Certificate of income	Certificate of income
Certificate of tax payment	Certificate of tax payment

Citizens can file tax returns without visiting the Tax Office, Government-issued papers can be accessed from banks electronically

Small business owners were required to file their income tax returns and value added tax at either a tax office or financial institution. But now e-Bills, e-Payment of taxes and online filing of tax returns are available on the Internet. Small business owners can access the Home Tax Service (www.hometax.go.kr) to apply for a numerous government-issued papers such as business registration certification, tax payment certification, certification of suspension or closure of business, and other government-issued papers. More than 105 kinds of tax-related government service can be processed online. Citizens can receive information regarding various tax return processes, tax forms, and tax benefits via e-mail or SMS on their mobile phones. Six kinds of government-issued papers including business

registration certification and tax payment certification that are commonly required for financial transactions can now be accessed at financial institutions over the Internet, which eliminates the need to submit these documents. To take advantage of these government services, first visit the Home Tax Service website and apply for the government-issued documentation service. After your online application is completed, a special password for accessing online documents will automatically appear. This special password will enable citizens to access their statements and certification online at financial institution. To start using the convenient Internet-based tax service a person need only visit the local tax office and apply for online tax-related services. After the application is processed, either an authentication certificate will be issued to the citizen or a previous authentication certificate used by the citizen for Internet banking will be updated to allow access to online tax services as well.

< Figure 2 : Home Tax Service process >



Apply for Transcripts of Diploma and Academic Records from anywhere

Not too long ago, citizens would have to visit their alma mater or the provincial office of education overseeing the school district to obtain transcripts of high school diplomas and academic records. If a

citizen moved far away from his or her alma mater, then it would be very inconvenient to take a long trip to obtain academic transcripts. But citizens can now request academic transcripts online by using the National Education Information System (www.neis.go.kr) and receive the transcripts via regular mail. Since the National Education

Information System is connected to all provincial offices of education, citizens can go to any office of education to apply for and receive academic transcripts regardless of where their alma mater is located.

From March 2003, students as well as parents will be able to access their academic, attendance, and student health records through the Internet from their homes. Parents will be able to monitor their children's performance at school as well as their children's school attendance via the Internet. This will allow parents to spot problems that their children are having at school without physically visiting the schools. Under this framework, parents, school administrators and teachers can work together to solve problems at schools.

4 Major Social Insurances: A single notification will update information in all four insurance policies

Workers have been required to submit papers to update their pension insurance, health insurance, industrial accident compensation insurance, and unemployment insurance policy when they changed jobs. This has been a constant burden to citizens when they move to a different company. Citizens needed to visit each public corporation that oversaw the insurance policy to update their employer information and many papers were required for submission in this process. Now the public corporations overseeing the 4 major social insurance policies have linked their networks together to share information. Citizens are no longer burdened by complicated processes.

Citizens can notify just one insurance public

< Table 5: Reduction of Required Documents for Policyholders who have New Employment Status>

	Previous Procedure	Current Procedure
Forms of Notification	<ol style="list-style-type: none"> 1. Notify insurance corporation of acquirement and loss of regional coverage policy (citizen) 2. Submit notification form to report changes in policyholder's monthly income bracket and policyholder's status (citizen) 3. Submit notification forms to report acquirement and changes in regional coverage policy (health insurance) 4. Submit notification form to report loss of insurance coverage 	<ol style="list-style-type: none"> 1. Update changes to policyholder's status who has regional coverage
Required Government-issued Documents for submission	<ol style="list-style-type: none"> 1. Obtain copy of Business registration papers (citizens) 2. Submit certified document stating changes in monthly income (citizen) 3. Health Insurance Card (Health) 4. Transcript of resident registration stating the death of the citizen, transcript of family register, and either a death certificate or postmortem examination certificate (health insurance) 5. Certification of enrollment (health insurance) 6. Card for the Disabled (health insurance) 7. Certificate of incarceration (health insurance) 	<ol style="list-style-type: none"> 1. Transcript of resident registration stating the death of the citizen, transcript of family register, and either a death certificate or postmortem examination certificate (health insurance) 2. Certification of enrollment (health insurance)

corporation regarding their new employment status. Government-issued papers such as marital status, birth certificates, change of employer that were previously required are now unnecessary. The number of government forms and documents required for submission have been reduced.

The notification papers have been reduced from

four documents to one and only two documents are required for submission in comparison to a total of seven in the past.

In addition to these improvements, notification procedures and the payment of insurance bills can be completed via the Internet (www.4insure.or.kr).

2. Market-based e-Government for the Private Sector

Procurement between the Government and Private Contractors will increasingly take place online

Public procurement by government and public agencies amounted to 66.7 trillion won in the year 2001. Until recently, contractors would have to submit numerous documents, fill out lengthy forms, and visit many different government agencies to conform to the requirements for participating in public bids. The amount of time and costs invested in this bidding process turned out to be very inefficient and complicated for contractors.

However, the Government e-Procurement System (www.g2b.go.kr), which is a Government-to-Business (G2B) process, has begun service and made public procurement transparent and less complicated.

Contractors can visit the G2B website and gain access to all information regarding public bids across the nation and at government agencies. The government procurement brochure that carries listings of future public bids is no longer published.

* The National Contract Act stipulates that all

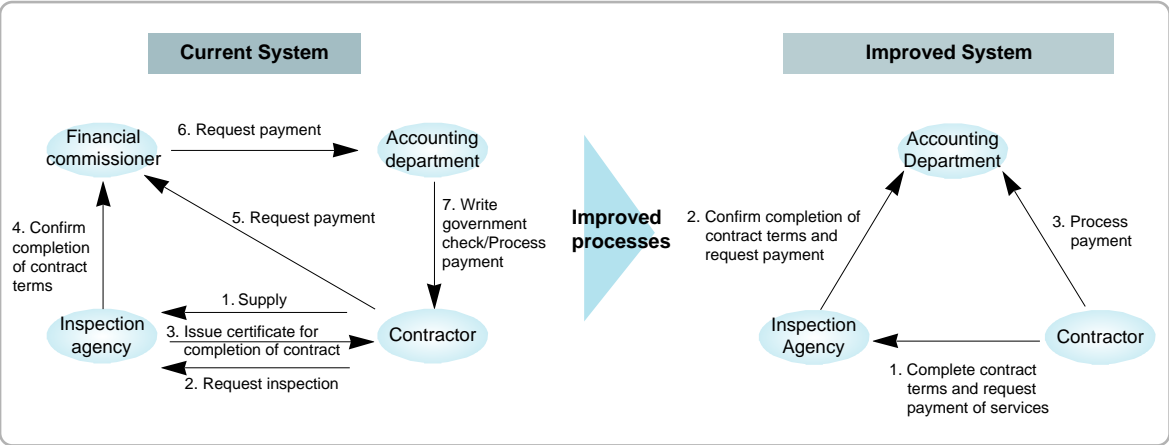
government agencies must post their public bids on the G2B website.

In the past, contractors were required to register their companies as a contractor to each government agency separately in order to be allowed to bid on an agency-specific project. The creation of the G2B System has eliminated these redundant processes. Once a contractor is registered on the G2B system, it can bid for any project from government agencies. The entire bidding process is now available on the G2B system electronically, which allows contractors to bid for projects online. The entire procurement process - announcement of public bid, evaluation of contractors, application to participate in bid, consultation, selection of contractor, contract agreement, letter of guarantee submission - is now processed online. The contractor and civil servant in charge of the procurement do not need to meet face-to-face throughout the online bidding process.

After the contractor completes the work specified in the contract, the government agency will wire the payment to the contractor's bank account immediately instead of paying the contractor with a check from the National Treasury which previously

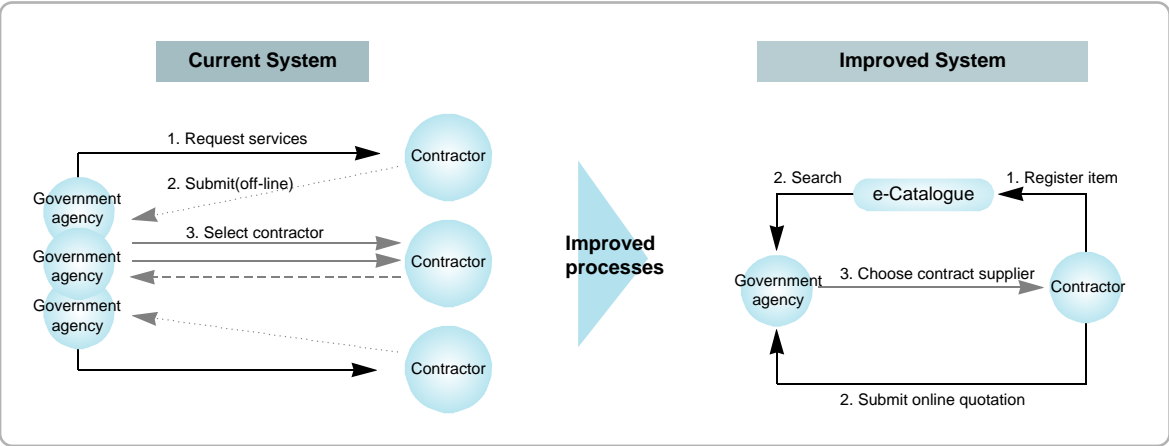
took two weeks to process.

< Figure 3: e-Procurement System (Payment process) >



After the G2B System was introduced, government items for procurement have been categorized more efficiently into a standard format. The use of e-Catalogues for procurement have enabled government agencies to conveniently select and procure supplies.

< Figure 4: e-Procurement System (Procurement process) >



3. Achieving a Transparent and Efficient Government

It is an undeniable fact that citizens as well as civil servants underwent an inefficient and complicated process when applying for a government service. These inefficiencies can be attributed to the work process for delivering government service. Most paperwork is processed by hand and time-consuming tasks create bottlenecks in government services. In addition, the administrative work itself is usually a very complicated and multi-layered process. Thus, citizens often receive substandard service from civil servants.

With the creation of an e-Government, government services will be streamlined to be result-oriented and reorganized to allow easier interagency collaboration through an Internet-based information sharing system. Legislations have been enacted to allow closer interagency collaboration to fulfill government services. Since these policies have taken effect, the amount of time-consuming and tedious procedures that civil servants had to carry out have been substantially reduced. This has improved the efficiency and effectiveness of the processes. Civil servants now have more time to channel their energy into addressing the quality of the government services they offer. By offering a citizen-centered government service, the government can earn greater trust among citizens while becoming more transparent and accountable to the people.

A Single Notification of a change of address will instantly update the information in 10 different government records

When a citizen moves to another neighborhood, his or her change of address notification, transfer of vehicle registration, and other mandatory government filing papers are handled by different government departments.

Not only does this process burden citizens, but it also burdens the civil servants who have to process each of these papers. Under these circumstances, service quality is less important than delivering the service within a reasonable length of time.

To address these burdensome processes, the work procedures for 21 government services such as filing resident registration, vehicle registration, and family register papers to the offices of local governments will be simplified and regulations have already been changed to lessen the obligations of citizens. By integrating the information databases among agencies, once a citizen files a moving-in notification, that citizen's transfer of vehicle registration papers, social welfare and resident registration information will be automatically updated. A total of 10 personal records will be updated in the new system. Citizens and civil servants alike will benefit from this efficient system.

Reduction of Workload among School Administrators and Teachers

When students enroll in middle school or high school from elementary or middle school respectively, they must fill out a personal information form. But through the use of information technology in the national educational system, once a student fills in a personal information form in elementary school, that information will be stored in the national education database servers so students will no longer have to perform redundant processes. Each student's personal information will be sent electronically to the student's new school. School administrators and civil servants will have less redundant duties while gaining more time to focus on the education of students.

Educational System: Introducing an Integrated Information Database for Internet-based Processing of Personal Data regarding Incoming First Grade Students

When first-time students enter the first grade of elementary school, the town, county, or dong office previously sent a list of children that have reached the age to enroll in elementary school with personal data included to the school. Then, school administrators would store the information from the list onto their school database. However, a great amount of time was wasted in this tedious process of entering personal data into the database and many errors occurred.

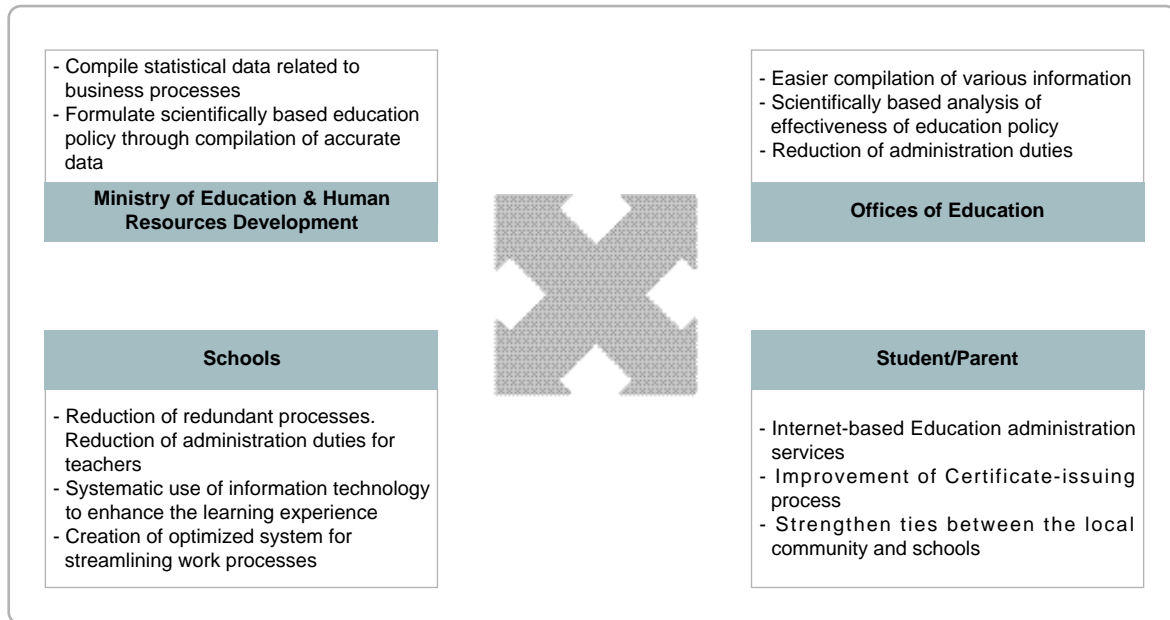
This redundant procedure has been eliminated. The National Education Information System will integrate all the information stored in town, county,

and dong offices so that the process of notifying elementary schools of incoming first grade students will take place online. The redundant process of entering data in school databases has been eliminated and will save costs and time immediately. Human-made errors during data entry will be reduced and school administration duties will be simplified.

Internet-based Solutions for the Education System, College Diploma Certification, School Affairs, and Human Resource Management

In the education administration area, issuing of diplomas, management of school affairs, human resource management, and school finances were managed by the school and provincial offices of education separately. But now these inefficient process have been eliminated. Schools, provincial offices of education, and the Ministry of Education & Human Resources Development are interconnected via the Internet which allows school administration duties to be processed electronically. The management of teachers, inventory management of school property, balancing budgets, and accounting are now processed online with vast improvements in simplifying tedious administrative work. From March 2003, school courses, school affairs, the management of student records and students, will be supported by a computer system that will improve school administration.

< Figure 5: National Education Information Service >



A Paperless Process for Efficient

Personnel Management: Supporting a fair and efficient personnel management system

In the personnel management of civil servants, an enormous amount of personnel records and other related documents in each government agency are filed and stored in large rooms with a team of people who manage the files. The personnel and salary system of each agency are not interconnected. Thus, due to a lack of the necessary information that is scattered across agencies, it is difficult for high-level government officials to formulate an appropriate policy for civil servants. These inefficiencies and bottlenecks will be eliminated by overhauling the system. The hiring, promotion, training and social welfare of civil servants will be integrated into a standardized personnel system that will be implemented across all government agencies.

Among the new changes, personnel records will be replaced by an e-Document while paperwork related to performance evaluation, business trips, and training will be completed electronically. A paperless personnel management system will become a viable system implemented across agencies in the near future. Previously, personnel records were marked and organized by personnel managers manually but now all personnel records will be available and managed online. Comprehensive personnel data including personal information of civil servants, current status of civil servants by rank, and statistical data of civil servants will be made available to high-level government officials to make internal policy decisions. The entire process of personnel management will become transparent and more efficient.

Real-time Financial Information:

A comprehensive report on the state of the national finances

In order to effectively manage the national finances, which derives funds from taxpayer's money, a detailed and accurate assessment of the nation's current financial status must be made. However, there have been severe limitations in managing and accurately assessing the vast and complicated government finances through manual financial and accounting methods. A new solution has been proposed to overcome this problem.

The entire internal government process of budget planning, allocation of funds, and settlement of accounts will be interconnected in an interagency network allowing high-level government employees to analyze and manage the national finances in real-time with accurate information. This integrated financial information system has been completed. Each individual financial information system residing in government agencies and bureaus have been interconnected to collect daily financial information on tax revenue and other government revenue which is updated automatically. When funds are deployed for government purposes, the financial information system records the transaction and automatically updates the status of the national finances. Previously, one to two months were needed to assess the national finances, but now government financial information is updated in real time. High-level government employees can now know in advance whether there is a budget surplus through the availability of real-time financial data which will allow them to reallocate funds accordingly. This new financial information system is expected to generate annual savings of 100 billion won.

The Entire Process of Generating and Delivering Documents will be Carried out through Electronic Means

The infrastructure to support the exchange of e-Documents and use of e-Approval across government agencies has been completed. With one mouse-click, an e-Document can be sent to many different government agencies instantly. Verification that the designated recipient has received an e-Document and the development of a route tracing system that can identify the sender and recipient will greatly enhance the security and reliability of the distribution of e-Documents. Meanwhile, the amount of time it takes to deliver documents to other government agencies is substantially reduced.

Through interconnecting the e-Approval Systems from each government agency to the administration information system, an e-Document form pulled out from the administration information system can be transferred into the e-Approval system seamlessly without retyping the document.

Transparent Government Practices: The procedures of government services will be open to the public

Many citizens wish to know the progress and procedures of the government service that they have applied for. There have been many cases where citizens have contacted civil servants directly to inquire on the progress of their applications, which at some point can be perceived as an illicit deal between a civilian and civil servant. From now on, the entire process of a government service will be open to the public.

The procedures and progress of a government service is shown to citizens through the government service processing online public system in real-time for those who want to monitor their government applications. Currently, government bureaus as well as local governments have made information about the citizen's application, processing status, and the

name of the supervising civil servant available on the Internet in real-time.


These new transparent practices will address the citizen's right to government information and prevent illegal dealings between civilians and government employees which will make the Government more accountable.

4. The Cost Savings from an e-Government System

How much direct and indirect cost to taxpayers can be reduced through the e-Government initiatives?

The monetary savings to citizens who apply for an e-Government service can be linked to the lower service fees for online applications and unnecessary trips to government agencies which will save transportation costs. And there are indirect benefits to the citizens such as faster processing of government services which will decrease waiting time for government-issued papers. The government will also realize gains from simplifying the work processes for civil servants who carry out government services.

The cost reductions and benefits from major Internet-based government services are outlined in the following paragraphs.

 **Government for Citizens: Government service revolution (G4C):** Annual cost savings of 1.8 trillion won to citizens are expected to be generated

citizens can browse through information regarding government services and fill in an online application form to request a certain government service from their homes. The number of visits to government and public offices by citizens will be reduced and indirect costs such as transportation costs and the time spent at government offices will be reduced. Through information shared across agencies, the number of required documents that citizens must submit to government and public offices will be reduced as well. These efficient processes will also benefit civil servants who will be able to be more productive due to the reduction of redundant work processes. If all direct and indirect cost savings are tallied, the estimated annual cost savings amount to 1.8 trillion won. If the cost savings from reducing redundant processes in local government services and benefits from information sharing across government agencies are added together to the cost savings from the e-Government system, it will amount to almost 3.4 trillion won in saved costs over five years.

By using the Single Window e-Government,

Government e-Procurement System - G2B: Annual cost savings of 3.2 trillion won would be generated if all government and public agencies use the GePS for procurement

If the government and private contractors take advantage of the Government e-Procurement System (GePS), contractors will be able to bid for projects from any government agency after registering its company online as a private contractor only once. The number of times that private contractor must visit government and public offices will be reduced, the bidding process, selection of a contractor and government contract agreement will be processed electronically in a standardized format which will simplify the entire procurement process. A survey of 656 government agencies and offices which had a combined procurement budget of 132 trillion won showed that 1.28 trillion won in cost savings were achieved. If all government agencies, which have a combined procurement budget of 333 trillion won were to use the GePS, approximately 3.23 trillion won in cost savings would be achieved.

Home Tax Service: Estimated Annual Cost Savings: 170 billion won

If taxpayers use the Home Tax Service for filing tax returns, they will be able to file their tax returns and pay their taxes via the Internet without visiting the district tax office or a financial institution. Through the online process of filing tax returns and paying for taxes, taxpayers, financial institutions, and the National Tax Service can expect annual cost savings of approximately 140 billion won.

The total amount of cost savings will amount to trillions of won a year considering the reduction of direct or indirect expenses previously occurred to taxpayers and the curtailment of the budget due to the efficiency of public administration. When it comes to the non-monetary benefits such as more transparency throughout society and the establishment of appropriate policies through the e-government service, the actual benefits from an efficient and flexible government using information technology will be enormous. The benefits derived from an e-Government will enhance Korea's national competitiveness in the Digital Age. Furthermore, these Internet-based government services will play an important role in improving the quality of life in Korea.



. Convenient Government Services through e - Government



1. Primary Factors for the Success of the 11 Major e-Government Initiatives

The common feature of each major e-Government initiative was the need for an information network that would link the systems and databases of each agency into a seamless network. The e-Government project required the cooperation of each government agency. Therefore, the most crucial task of the Special Committee for e-Government was to ensure that interagency collaboration would proceed smoothly. The key factors that contributed to the success of the 11 major e-Government initiatives are outlined in the following paragraphs.

The Active Support from the President of Korea

Without the President 's full support for the e-Government project, the 11 major e-Government initiatives would have been unable to fulfill their goals. President Kim Dae-jung stressed the importance of creating an e-Government in his speeches and remarks to cabinet members, ministers, and the people. Every week, the president was briefed on the progress of the e-Government project.

The strong support and interest shown by the president helped smooth the bureaucratic processes across agencies during committee meetings.

Support from the National Assembly of the Republic of Korea

Political support in the form of legislation and sufficient government funding were the preconditions for making the 11 major e-Government initiatives a success.

The Millenium Democratic Party formed a special committee to develop and promote e-Government services and processes with a promise to extend strong support to the goals set by the committee. Assembly members from the Grand National Party have also supported the e-Government initiative individually.

Collaboration between Government-invested Agencies and the Private Sector

Another important factor that helped to successfully build the infrastructure for the e-Government initiative was the existence of a highly developed private sector in the area of information systems and information technology.

From the initial stages of selecting ISPs to the incorporation of business process reengineering (BPR) processes, all of these projects were completed by contractors from the private sector. In addition, government-invested agencies which included the National Computerization Agency (NCA), Korea Information Society Development Institute (KISDI), and Korea Education & Research Information Service (KERIS) offered their technical advice and expertise in a range of information technology fields related to the e-Government initiatives. The NCA played an important role in completing the 11 e-Government initiatives since it was given the special responsibility to oversee the entire project. Beginning from the initial stages, the NCA set the direction of the 11 e-Government initiatives and advised the special committee in formulating a comprehensive plan. The guidelines for interconnecting each of the 11 main initiatives into an integrated system was developed by the NCA.

extremely helpful in making this project a success. Near the middle stages of the e-Government project, many ministers from different government agencies gave their full support to the committee and showed sincere interest in the project. The civilian members of the committee sacrificed their time to achieve the goals of the e-Government initiative. Each civilian committee member was responsible for two major tasks and rigorously carried out their duties. Within 2 years, more than 50 working-level committee meetings that included the participation of directors from many government agencies were held while vice ministers were present in seven committee meetings. Besides these high-level meetings, numerous project-based meetings were held. Without the active participation and contributions of each civilian committee member, the 11 major e-Government initiatives would have failed to meet their goals.

One of the key factors that made the e-Government initiative a success was the vision of refocusing extensive administrative processes into citizen-centered government services via the Internet through the expansion of information sharing across government agencies. Even after the Special Committee for e-Government is dismantled after it fulfills its purpose, all government agencies must cooperate and share information to make the e-Government initiative a success.

The Dedicated Effort of the Committee Members and Participants

The contributions and efforts of the vice ministers, directors, and middle-level government employees with regard to the e-Government initiatives were

2. Remaining Tasks

Although the e-Government service is nearing completion as a full-fledged service, the adoption of these Internet-based government services by citizens and businesses still remains to be seen.

These new online government services must gain the trust of citizens by delivering reliable and convenient services. The goal of the e-Government initiative is not merely focused on building a system that will deliver online government service. Rather, the primary goal is to make an online service that will be widely used by citizens.

Expand the use of e-Government Services to Establish an e-Government According to Citizen Needs

In the future, the e-Government services that have been established through the e-Government initiatives must be upgraded into a comprehensive service with practical benefits to citizens. Government services must be improved in terms of quality and scope in order to offer a public service for all citizens. First and foremost, the current e-Government service must offer a comprehensive service that is reliable. In regard to the quality improvements of the e-Government service, new information technology such as mobile technology could be used to enhance the accessibility and convenience of online government services. In addition, upgraded telecommunications networks can be leveraged to develop a new online

government service. To enhance customer relation management (CRM), a government service that is tailored to the needs of each citizen should be developed, and the government must also address the unique needs of disabled people, the elderly, and foreigners by delivering government services that can accommodate these minority groups. The suggested enhancements to e-Government services that have been mentioned here should be reviewed for consideration as target goals under the principle of increasing citizen participation in the government to maximize the benefits from an online government service.

Sharing Information and Expanding Online Services

The e-Government service needs to be expanded. For many years, citizens were required to submit papers for notification of a change of address, transfer of vehicle registration, birth and death notifications without any option to submit these same papers online. Thus, citizens needed to visit government and public offices at least one or more times to file their papers for the record.

Applying for a government service without visiting government and public offices requires the availability of government-issued documents over the Internet to all government agencies through an information sharing network. To promote interagency collaboration, the government has

created a system that allows administration information and records that are kept in government administration departments to be shared among other agencies. In addition, the government is streamlining many processes by eliminating the number of certified papers that citizens must submit to agencies. However, there are still many records retained in agencies that are not accessible online.

Therefore, the government must take measures to make administrative process more efficient and citizen-centered by expanding the current information sharing network that interconnects agencies and bureaus. The information retained at each government agency as well as the available hardware, software, human resources, and computer resources in agencies must be integrated under an integrated administration system to efficiently make use of government-wide data resources.

services are secure must be enacted. To expand the use of authenticated e-Signatures, a set of judicial and legislative regulations must be installed while preventive measures based on Internet technology should be put in place.

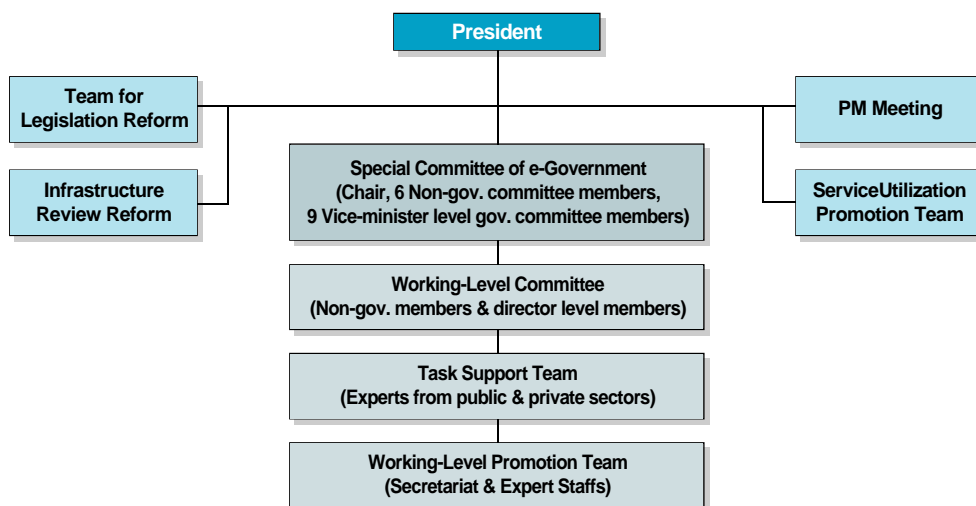
The Infrastructure of the e-Government Initiative must be Expanded in Order to Offer Reliable Government Services

In order to minimize any problems that may arise in the e-Government service and improve the reliability and security of the Internet-based government service, a judicial and legislative framework as well as preventive measures using Internet technology must be put into place. To establish an e-Government as a viable service to all citizens, new e-Government services must be continuously developed and expanded with special security measures and legal frameworks that will allow citizens to safely and conveniently access online government services. Laws that will protect personal privacy and ensure that online government

Appendix

1. Organization Chart & Members of the Committee

Organization Chart



Members of the Committee

Chair	Ahn, Moon Suk(Korea Univ. Public Admin., Head of the Regulatory Reform Committee)
Government Committee Members(9)	Vice-Minister of Finance and Economy, Vice-Minister of Education and Human Resources, Vice-Minister of Government Administration and Home Affairs, Vice-Minister of Information & Communication, Vice-Minister of Health & Welfare, Vice-Minister of Labor, Vice-Minister of Planning and Budget, Vice Major I for Administrative Affairs of the Seoul Metropolitan Government Assistant Minister for Public Policy Coordination of the Presidential Secretariat
Non-government Committee Members(6)	Kim, Sung Tae (Sung Kyun Kwan Univ., Public Admin., President of KARIS) Suh, Sam Young(President of National Computerization Agency) Song, Hee Joon(Ewha Univ. Politics & Economics, Member of the Working-level Committee) Yoon, Young Min(Han Yang Univ. Information Sociology, Member of the Working-level Committee) Yoon, Chang Bun(President of Korea Information Society Development Institute) Hwang, Sung Don(Secretary-general of Citizens' Coalition for Better Government, Hankuk Univ. of Foreign Studies)
Chief of Task Support Team	Assistant Minister for Public Policy Coordination of the Blue House Suh, Sam Young (Special Committee Member)
Government Members	Government Informatization Planning Officer of MOGHA, Information Consultant of MIC, Head of Admin. Reform Bureau of MPB
Non-government Members	Oh, Kwang Sok(Head of Information Technology Services Division of NCA), Sohn, Yun Gi (President of Information Culture Center of Korea), Yoo, Pyung Joon (Professor, Yonsei Univ. Public Admin. Dept.)

The Task Force Team will be composed of experts from private sector if necessary.

2. e-Government Service Major Cases

【 Case 1 】For receiving a transcript of family register issued by the government...

- o A citizen must visit a government administration department and show their resident registration card which must be confirmed before the government issues a certified transcript. Then the citizen can receive the transcript of family register after paying a service fee.
- If the office of the department that issues the transcripts is located far away or the citizen has little time to visit the offices, then a family member or acquaintance can receive the transcripts on behalf of the citizen if they have a power of attorney letter.



- Citizens can access the Single Window e-Government via the Internet
- Confirm citizen's ID through an authentication certification via the Internet.
- After requesting a transcript of family register, the transcript can be received through regular mail.
- The service fee can be paid via the Internet.

【 Case 2 】When transcript of resident registration and other certified documents must be submitted to a government office

- o When a citizen applies for numerous government services, transcript and abstract of resident registration, transcript of building registration and many other certified documents are required for submission.
- o The citizen visits each agency that retains the citizen's records and requests certified copies of the original record and then submits them for the application process of a government service.



20 documents including the transcript of resident registration that were required for submission to government agencies to process various government services no longer need to be submitted. Transcript and abstract of resident registration, family register, and register book, tax payment certification, land-book (rent), building register, original register of vehicle registration, business registration certification, suspension or closure of business document

【 Case 3 】 When receiving certified documents from an automated document-issuing machine...

o Citizen had to visit the offices of the local government and request government-certified documents from the issuing department which they received at a later date.



Now citizens can visit a local subway station or public meeting area where automated document-issuing machines are installed to receive certification papers seven days a week (a resident registration card is required to access service)

Certified documents that can be issued by automated document-issuing machine: transcript and abstract of resident registration, land-book (rent). A total of 20 kinds of certified documents can be issued.

【 Case 4 】 When parents want to access their children 's school records

o Parents can receive their children 's report card or school attendance record by regular mail.
- To access their children 's school attendance record and health record, parents must submit an application to the school separately requesting these records.



Parents can now access the National Education Information System (NEIS) over the internet and using an authentication certification, proceed to access their children 's academic record, school attendance records, and school health check-ups.

【 Case 5 】When requesting certificate of enrollment or transcript of diploma

o For current students, students can visit the school administration office and request official transcripts. Alumni can visit the provincial offices of education or alma mater to request academic transcripts and diplomas.



Current students or alumni can request academic transcripts over the Internet without visiting the provincial offices of education or alma mater.

【 Case 6 】When citizens need business registration certificates, tax clearance certificates, certificates of income statement and other certified document

o Citizen visited the tax office to receive government-certified documents such as business registration certificate, tax payment certificate, or income statement after filling out an application form. After showing ID such as a resident registration card, driver's license or passport, the government-certified transcripts or document would be issued to the citizen.



Citizen can log on to the HTS website and after access is granted through an authentication process, proceed to request tax-related certificates from government agencies.

【 Case 7 】 4 major social insurances: When reporting changes in policyholder 's status, cancellation of policy, and acquirement of insurance policy

o The company employees in charge of company-sponsored insurance coverage must visit the public insurance corporations (pension insurance, health insurance, industrial accident compensation insurance, unemployment insurance) and fill in each form required by each corporation and also submit the required documents to report changes in the policyholder 's status, cancellation of policy, or acquirement of an insurance policy

Visit the branch offices of the National Pension Corporation (pension insurance), National Health Insurance Corporation (health insurance), Korea Labor Welfare Corporation (KLWC: industrial accident compensation insurance and unemployment insurance)

o Regular policyholders must visit the public insurance corporations (pension insurance, health insurance, industrial accident compensation insurance, unemployment insurance) and fill in each form required by each corporation and also submit the required documents to report changes in the policyholder 's status, cancellation of policy, or acquirement of an insurance policy



Policyholders can log on to the 4 major social insurances web portals and report changes to their status via the Internet.

- The required documents for submission are stored in databases that are interconnected through the G4C System which substantially reduces paperwork and documents can be submitted through regular mail or by visiting a branch office.

Policyholders only need to visit one corporation among the 4 major social insurance corporations to submit documents stating changes in the policyholder 's status.

【 Case 8 】 Accessing insurance information... (pension insurance policy information, hospital service details)

- o The insurance policy details can be accessed by visiting the public corporation or by submitting an application requesting access to the EDI.



Citizens can log on to the 4 major social insurance web portals and acquire a company-sponsored or individual pension insurance policy, access insurance payment details, and view an estimate of a policyholder's monthly pension check.

Policyholders can access hospital service details by logging on the insurance corporation's web portal.

【 Case 9 】 When searching for a nearby pharmacy or hospital

- o Citizens had limited access to information about pharmacies and medical hospitals.



Citizens can log on to the 4 major social insurances web portals and search through hospitals and pharmacies in local counties. Specialized medical treatments, profile of physicians, location of hospitals and other detailed information concerning hospitals and pharmacies can be accessed at the web portals.

【 Case 10 】 When paying insurance bills and accessing billing information

- o The company employee in charge of company-sponsored insurance coverage and individual policyholders received insurance bills by regular mail in the past. Then, payment for the insurance bill was processed at financial institutions (bank, post office banking service) through physical transactions.



Log on to the 4 major social insurance web portals and access insurance fee information via the Internet. Wire transfers and credit card can be used to take advantage of the e-Payment option.

【 Case 11 】 The entire process beginning from participating in public bids for government projects to signing the contract

- o When a contractor wants to bid for a government project
 - contractors can search for announcements of public bids among government agencies
 - Business registration certification, certificate of full payment of taxes (tax offices) and certificate of seal were required. These documents are issued by different government agencies. Then the contractor visits the government agency that announced a public bid and registers the company as a contractor.
- o Submit application forms for bidding on government project as well as required documents to the government agency. To find out the results of the winner of the government contract, contractors must visit the government agency and observe the opening of the bids.
- o When a certain contractor is chosen as the winner of the government contract, then the contractor must proceed to receive a warranty certificate from a warranty firm before a any contract is signed between the contractor and the government. Upon the receipt of a warranty certificate, the contractor must stamp a seal on the contract with the government agency that placed the order.



Search through public bid information at the integrated bid announcement website (G2B)

Visit the government agency and register the company as a contractor only once. After the registering process is cleared, the contractor can participate on any government project from any agency without registering itself as a contractor again. (There are no documents required for submission when registering a company as a contractor)

The contractor can log on to the Internet and bid on a government project immediately without submitting an application form.

- The results of the public bid are posted on the Internet

When a contractor is chosen as the winner of the government contract, the contractor can request an electronic warranty from a warranty firm. The electronic warranty as required papers for submission can be sent to the civil servant in charge of the government contract electronically.

Business registration certification and certificate of full payment of taxes are no longer required for submission to bid for a government project. And the number of times that contractors must visit government agencies has been reduced substantially.

【 Case 12 】 Request by a contractor for Examination of Services Provided to the Government and Payment of services

- o The contractor must visit the government agency that placed the order and request an examination of the services provided to the government. After the examination is completed, the contractor must visit the procurement examination agency and receive the certified results of the examination
- o Payment certification of local taxes, warranty for zero defects, and certified results of examination must be submitted to the government. Then the contractor must fill in a payment request form and submit it to the agency.
- When payment for the rendered services is completed, the contractor must visit a bank to deposit the government check from the national treasury



The contractor can access the G2B website and request examination of the services provided to the government as well as payment for rendered services at the same time. After the government employees complete the examination process, the payment owed to the contractor will be sent to the contractor's bank account through Internet banking services.

Contractors no longer have to visit government agencies to request examination of rendered services and request payment.

【 Case 13 】 When Small Business Owners File Tax Returns and Pay Tax Bills

- o If a small business owner does not pay any value added tax by the due date, a government employee from the tax office will call the owner by telephone and advise him of filing and paying value added tax.
 - The taxpayer must file a value added tax return to the tax office
- o The government employee at the tax office will issue a tax bill based on the tax return statement. Then, the government employee will deliver the tax bill to the small business owner in person or send it by registered mail.
 - The taxpayer must keep the bank receipt after paying for taxes at the bank



- The tax office will automatically send an e-mail notification or Short Message Service(SMS) via wireless service to taxpayers who have not filed their value added tax returns
- Taxpayers can file their tax returns via the Internet
 - The tax office will notify the taxpayer via e-mail or SMS regarding the receipt of the notice for payment of tax
- Then the taxpayer can check the amount of the tax bill via the Internet
- Taxpayers can use wire transfer to pay for taxes
 - Taxpayers can file tax returns and pay for taxes without visiting the tax office

【 Case 14 】 Paying Fines and Collecting Government Revenue

- o Fines for traffic violations and other government revenue sources are handled by a government collection agency that sends the violator a bill.
- o The citizen must visit a financial institution (bank, post office) to pay the fine.
- o After paying the fine at the bank, the bank clerk will enter the bill number and amount paid into a computer by hand. Many human-made errors occur in this process.
Entering data by hand takes time and when bank clerks work overtime to perform data entry tasks, real-time information cannot be provided.



An e-Bill is sent to a violator via e-mail for payment of a fine (Government revenue)
The citizen must open or have a bank account at any financial institution before applying for the e-Bill service option
Citizens can click on the e-Payment option when they access the e-Bill service. The service will access the citizen's Internet banking service and process the e-Payment. (Payment of a fine can also be processed through an Internet GIRO)
A bank teller only needs to enter the citizen's resident registration number and bill number to access the amount of the bill and check whether the fine has been paid or not.
The number of human-made errors during the data entry process can be reduced and real-time information can be provided to the citizen.

【 Case 15 】 When hiring a civil servant...

- o For the recruitment of civil servants by government agencies, each agency will post a public notice of recruitment in the major Korean dailies. Job applicants will have to hand in their resumes and job applications directly to the human resources department of the agency before the deadline.
- Thousands of job application forms and resumes must be screened and then approved by superiors and then categorized according to the government department that the applicant selected.
- Necessary documents for the interview of applicants who have passed the screening process are organized



- The public notice of recruitment is posted on the Internet and job applicants can apply by filling in an online application.
- After the deadline for submission of resumes and job applications is met, the applications can be organized and printed out efficiently through several simplified processes.
- The record of the each job application is stored in the database and personal information can be accessed even after the hiring process.

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