Administrative Information Sharing
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Administrative Information Sharing

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1. Project Introduction

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1. Project Introduction

1.1 Background Information and Necessity

A. Background Information

Administrative informatization of the Republic of Korea started from the national administrative computerized network project in 1987 and proceeded to build databases on main national information encompassing residence, real estate and automobiles. Starting from 1993, informatization was expanded by government agencies, including procurement, patent, national taxes and customs, thereby establishing information systems according to business units.

Based on the foundation, Regulations on the Common Use of Administrative Information were in place in 1998 and the concept of an e-government was introduced in 2001. Against this backdrop, government-wide informatization on core infrastructure was implemented, including the G4C (Government for Citizen) Civil Service Innovation System, Korea Online E-Procurement System (KOLEPS) and National Finance Information System (NAFIS). Through informatization which was based on business units by functions and agencies, the level of informatization came to reach an advanced stage. With the inauguration of the Participatory Government in 2003, the "e-Government Roadmap" was proposed, which included 31 key projects covering four implementation directions, including "innovating the way the government works," "innovating citizen services," "innovating information resource management" and "reforming the legal system." In particular, it was pointed out that integration and connectivity of administrative database (DB), which was the foundation for innovating citizens’ service and the way the government works, were insufficient. Under the circumstances, "Expansion of Administrative Information Sharing" was selected as one of the 31 projects for the e-Government Roadmap with the purpose of upgrading e-Government infrastructure and service through the innovation of information sharing among government administrative agencies and public agencies.

In a national administration tasks meeting presided over by the President in July 2005, problems of administrative information sharing were perceived and administrative
information sharing was adopted as one of the major government policies. Accordingly, the Administrative Information Sharing Implementation Committee and Administrative Information Sharing Taskforce were set up in November 2005, which launched the project in full swing.

B. Necessity

(1) Improvement of civil service by reducing required documents

Over the past decades, citizens took it for granted that they were obliged to carry numerous required documents, ID cards and seals, when they visited government offices to submit civil applications. Government employees responsible for serving the public were also accustomed to processing civil applications only after reviewing submitted documents. However, unlike the procedures followed in Europe and the United States, which placed importance on honesty, the nation’s culture relying on required documents originated from the unique and deeply-rooted certificate culture which had become a practice in Korea. Under this culture, Korean citizens had become accustomed to rushing between different government offices to get issued with the required documents over the past decades.

Of course, civil service has been improving through many informatization projects. However, to date, public service merely remains at a level where stored information is computerized and citizens can apply for and get issued with desired documents online or on the Internet, which shows that the level of service still needs some improvement. In addition, although most of the required documents submitted by citizens were managed electronically by administrative agencies, there were no ways to check the documents in respective civil service windows. Institutionally it was also stipulated that required documents should be submitted, thus it was inevitable for citizens to still have to submit the required documents.

As a result, the number of documents citizens submitted to administrative agencies, public agencies and financial institutions amounted to 440 million annually. Citizens had to prepare documents as long as 10 days maximum and had to make more than 10 visits to government offices for document preparation annually. This generated social costs of as high as KRW2.7 trillion a year, wasting expenses equivalent to 0.5% of GDP. This necessitated fundamental improvement measures utilizing administrative information sharing to reduce required documents that caused inconvenience to citizens and waste in the form of social costs.
(2) Administrative business innovation through administrative information sharing
In the past, despite diverse efforts for administrative information sharing among administrative agencies, the result of utilization of administrative DB computerized by government agencies was inadequate. More specifically, information utilization for handling civil applications and general administrative works among government agencies was not going smoothly and government-wide response to various demands for administrative information sharing was insufficient.

Although administrative information sharing was partially taking place among government agencies thanks to the efforts of some government agencies, only 16 kinds of information (44%) out of 36 diverse types of documentation, including resident registration, which is a key to processing civil applications and administrative business, were shared in real time. Among them, DB that can be shared 24 hours a day came to just 12 kinds (33%) in total. Furthermore, institutional frameworks and systems were limited to information sharing only for civil service, so the basis for utilizing information sharing was inadequate in the case of general administrative work and policy establishment.

Although administrative DBs were computerized and managed by respective government agencies, systematic management of information sharing, ongoing evaluations and enactment of criteria and standards for sharing administrative DBs were still inadequate. This necessitated a government-wide implementation system to oversee these areas. There was also a necessity for a center that can offer integrated management of major information required for administrative information sharing and provide necessary information to agencies demanding it in a timely manner, urgently requiring improvement of government-wide information sharing implementation system.

Meanwhile, the result of a survey on the demand for administrative information sharing conducted by the Ministry of Government Administration and Home Affairs among administrative agencies and public agencies in 2004 showed that there were 260 million demands for administrative information sharing from 660 government agencies, indicating that there was still much room for improvement of administrative information sharing.

(3) Expansion to the private sector through legal and institutional improvement
From the perspective of institutional system, the scope of use of administrative
information sharing was limited to administrative agencies, showing that there was insufficient legal ground for information sharing with public agencies and private entities. Moreover, it was stipulated that authority to provide administrative information and review it mostly belonged to the information-owning agencies, revealing limitations in government-wide information sharing. This called for the need for reform of institutional limitations.

As construction and management of administrative DBs were conducted by respective government agencies, resistance from different government agencies served as an obstacle to integrating and networking administrative information of different government agencies. According to a survey on government-wide computerized working environment conducted among information-owning government agencies in 2004, information sharing was limited due to such reasons as the lack of cooperation among government agencies, DB standardization, legal and institutional limitations, technological connectivity, insufficient procedures and guidelines. Common opinions in the survey showed that there were concerns about misuse and abuse of information and infringement of private information, if information is concentrated in related government agencies and civic groups. In addition, most information-owning agencies managed administrative information as their possession and information sharing was subject to characteristics of information-owning agencies and those in charge, indicating high barriers to administrative information among government agencies.

Meanwhile, the necessity for administrative information sharing arose in various areas. Although the private sector, including banks, enterprises and individuals, needed some administrative information due to needs of citizens, relevant measures were non-existent, and thus they still had to resort to the issuance of paper certificates for circulation of the information. In addition, it was difficult to accumulate information due to the unavailability of a legal basis for a classification system and storage of policy information and unavailability of relevant DBs for reference, as well as reluctance to provide good quality information. Moreover, identical document registers were doubly managed in the form of computerized DBs and paper, causing the problem of conformity of data and waste of human and financial resources.

1.2 Significance of the Project

The first significance of implementing administrative information sharing lies in enhancing convenience of service for citizens. The majority of required documents
citizens submit for processing of licenses/permits and loans to various institutions are those issued by other administrative agencies. Citizens have been required to submit excessive certificate documents in favor of administrative convenience and accordingly had to visit administrative agencies several times to process a single case. Therefore, the utilization of administrative information sharing, which is designed to reduce the number of visits to administrative agencies by citizens and make civil application processing more convenient, is of great value. Moreover, if required documents currently circulated in the hands of citizens are eliminated by connecting administrative DBs owned by the state via the Administrative Information Sharing Center and thus allowing administrative, public agencies and financial institutions to share administrative information, it is expected that there will be a reduction of about 290 million documents, which are approximately 67% of annual paper certificates total of 440 million.

The second significance lies in the fact that business process innovation can be achieved through administrative information sharing. In the case where administrative and public agencies and financial institutions need to inquire about and make reference for information of several agencies, there were limitations in requesting collaboration to information-owning agencies by sending official documents or requiring citizens to get issued with documents, thus necessitating separate measures to boost work efficiency. If a government-wide administrative information sharing system is established to realize a seamless business process based on collaboration among government agencies and the public and private sector, innovative improvement in work process can be achieved. In addition, when information sharing is facilitated, the issuance of certificates in on-site windows is diminished which will lead to a shift of work functions from a past certificate issuance-centered one to an on-site support one, thus realizing substantive civil service.

Thirdly, the Administrative Information Sharing Center can operate an efficient government-wide information sharing system. In the past, government agencies had operated individual information systems with respective connection systems and such information systems were able to be utilized only for limited purposes or scopes. However, once a government-wide information sharing system led by the Administrative Information Sharing Center is established, waste and inefficiency arising from multiple management and operation of identical information by several government agencies will be eliminated. In addition, opportunities will be provided where various kinds of valuable information, including a range of policy information
possessed by different government agencies can be jointly utilized, while paving the way for generating basic data necessary for policy implementation by utilizing major administrative information, including information on residents, land and buildings.

Furthermore, the e-Government of the Republic of Korea is considered to have entered the "transactional information management" stage, the fourth stage of the UN’s e-Government readiness index model. The transactional stage is one where "online handling of various civil applications," "electronic payment of taxation and fees" are possible. The Administrative Information Sharing System will serve as a cornerstone to enter the 5th stage of "connected and integrated information applications" in which seamless online service among government agencies and "government/private sector-connected service" are possible. Moreover, the Administrative Information Sharing System will evolve and develop into a new government innovation model unprecedented in other countries and one that can change the culture of administrative service through innovative ideas and action.

1.3 Direction and Main Content

A. Implementation direction of Administrative Information Sharing

Administrative information sharing was implemented in a direction toward the overall improvement of National Administrative Information System by integrating and connecting major administrative DBs under the Participatory Government and reforming relevant institutional systems. Such effort will not only significantly innovate the way the government operates, but also lay the groundwork for the innovation of public service and information resource management. In this sense, administrative information sharing is one of the key projects of the e-Government Project.

B. Administrative information sharing implementation strategies

In order to ensure smooth implementation of administrative information sharing, strategies have been established by main implementation areas, including establishment and utilization of the Administrative Information Sharing System, integration and connection of major administrative DBs, reduction of civil documents for submission, unification of document registries, establishment of the foundation for providing policy information and institutional improvement for settlement of information sharing.
(1) Establishment of Administrative Information Sharing System

What needs to be preceded in building Administrative Information Sharing System and ensuring its smooth implementation is to form a central organization responsible for the overall operation and implementation of administrative information sharing and to define the roles of the organization. In other words, what is necessary is to set up the Administrative Information Sharing Center, a strong government-wide organization that will oversee administrative information sharing on a pan-government level by identifying the information possessed by respective agencies and the information needed by organizations.

The Administrative Information Sharing Center will be tasked with formulating strategies for administrative information sharing and innovating relevant institutional systems. The organization will also provide technology and the foundation necessary for administrative information sharing, while seeking standardization. In addition, it carries out actual responsibilities, including the establishment of a system for connecting and providing administrative information by selecting major administrative information requiring sharing and formulating measures to connect the information.

(2) Integration and connection of major administrative DBs

Connection of administrative DBs possessed by different government agencies should be implemented in the following phases: In the first phase, online sharing system on major administrative information will be built. In the second phase, major administrative DBs will be integrated in a phased manner. The online sharing system on key information, which should be shared government-wide to handle general administrative works and civil applications, should first be established. After that, the infrastructure environment should be built such as abstract DBs, in which categories with much demand for administrative information sharing are extracted according to the information type, allowing information sharing in real time. Once the government-wide online information sharing system is established by connecting abstract DBs on major information, the basic information required for handling administrative works and civil applications and policy will be connected after reforming institutional systems to allow information sharing via abstract DBs. As for DBs whose information owner is identical, although characteristics of the information is different, institutional and business innovation should be carried out to connect and integrate it into a single DB from a long-term perspective.

(3) Omission of requirement for document submission for civil applications
In terms of required documents for civil services, measures to reduce documents will be established, centering on certificates with high demand from administrative and public agencies. The scope of reduced documents will be gradually expanded to other certificates. Currently, the number of civil service categories requiring submission of more than one type of document amounts to 4,600. Among them, resident registration information, which is expected to have the biggest effect of document reduction, will be given priority in omitting the requirement for submission. In the case of administrative agencies, elimination of the requirement for submitting resident registration certificates will be conducted in a way, so that authority to view resident registration information will be endowed to government employees at central and local administrative agencies. Moreover, resident registration information will be provided to large public organizations, including public corporations, which are directly linked to citizens' lives, thereby abolishing a system to require submission of residents’ registration certificates. The kinds of documents subject to omission of the required submission will be gradually expanded.

(4) Provision of policy information sharing using administrative information

The Government-wide Administrative Information Sharing System serves as a basis for a policy information sharing system that stores and manages major policy information of all government agencies and allows public servants to view information by subject. Utilizing information provided by different agencies, policy information is analyzed, generated and processed in the form of statistics, numerical information and other form of data, depending on needs of agencies using the information. The policy information sharing system will be connected with the document and task management card function under the Government Business Management System in which those who generated policy information directly register information, while those who are in charge of policy information management designate and manage those who are permitted to view policy information and their scope. Therefore, high-ranking policymakers can view refined premium quality policy information, while it is possible to view general policy information by subjects, depending on access authority. Policy information necessary to enterprises and the general public will be provided, depending on the disclosure-level of the information.

(5) Legal and institutional improvement for administrative information sharing

After restructuring various organizations and functions constituting the Administrative Information Sharing System, the relevant laws have to be amended. Basically, information that is subject to sharing should be stipulated in detail in the e-Government
Act and individual laws related to administrative information and obligations of administrative information-owning agencies and using agencies on administrative information sharing should be stipulated in related institutional systems.

As for information subject to sharing, currently it is stipulated in the e-Government Act as information necessary for handling civil applications and administrative work. It should be amended to concretely specify information for sharing. Respective individual laws should also include provisions related to information for sharing. The scope of administrative information sharing is limited to administrative agencies in the e-Government Act and individual laws. However, it should be revised to include public agencies and financial institutions. Only the e-Government Act has a general provision saying that “information shall be shared,” yet provisions on obligations of sharing information for handling civil services and executing administrative activities should be described in more detail and provisions on information sharing obligation should be newly added. In addition, regulations on the establishment of a deliberation body should be in place in the e-Government Act and provisions on obligation of information protection by information-using agencies should be newly added. Furthermore, enactment of the Administrative Information Sharing Act should be carried out at an early date to clarify sharing procedures and punishment provisions, thereby coming up with an institutional basis for a stable and systematic information sharing system.

1.4 Organization

Despite its importance in the realization of e-Government, administrative information sharing has generated social concerns in terms of information protection and technical problems. According to instructions by the President to review fundamental alternatives in January 2005, a taskforce (T/F) team was set up and operated, comprising of experts from the Special Committee for e-Government of the Presidential Committee on Government Innovation and Decentralization, the then Ministry of Government Administration and Home Affairs (MOGAHA) and National Information Society Agency (NIA). After going through joint workshops in which relevant experts participated and joint conferences between administrative information-owning agencies and administrative information-using agencies, administrative information sharing was officially adopted as a government policy in the 63rd National Administration Task Meeting on July 20, 2005.

Under the government policy, it was decided to form an organization responsible
for administrative information sharing, develop a government-wide Administrative Information Sharing System and improve laws and regulations related to administrative information sharing. Therefore, the basic direction of the project was in fact shifted from the expansion of G4C (government for citizens)-based administrative information-sharing to the "establishment of the Government-wide Administrative Information-Sharing System."

As follow-up measures to take action on improvement measures for administrative information sharing were finalized at the 63rd National Administration Task Meeting, MOGAHA, NIA and specialized bodies jointly established and implemented the "Comprehensive Implementation Plan on Administrative Information Sharing." This led to the enactment and promulgation of the Regulations related to the Promotional Committee for Sharing Administrative Information (Presidential Decree No.160, October 18, 2005), forming the Administrative Information Sharing Promotion Committee and the Administrative Information Sharing Promotion Unit, ad hoc organizations in charge of expansion of administrative information sharing (until December 31, 2007) on October 18, 2005.

The Administrative Information Sharing Promotion Committee is co-chaired by the Prime Minister (an automatic position) and a member from the private sector (an appointed position). The committee is comprised of 20 members including chairpersons (13 automatic position members (Prime Minister, eight Ministers, four Minister-level officials) and seven appointed members) and is tasked with deliberating and coordinating matters relating to establishment and implementation of policy for the expansion of administrative information sharing.

The Administrative Information Sharing Promotion Unit was comprised of 30 members from MOGAHA and other government ministries and local governments. It provides assistance to the committee and comprehensively implements activities related to expansion of administrative information sharing. The organization related to administrative information sharing is as shown in Figure 1.
A. Administrative Information Sharing Promotion Committee

The Administrative Information Sharing Promotion Committee was established under the Prime Minister to strongly pursue the "Administrative Information Sharing Expansion Project" on a government-wide level, which is one of the 10 tasks of the e-Government Roadmap initiated by the Participatory Government.

Amid special interest of the President, the Administrative Information Sharing Promotion Committee was set up as a consensus deliberation body, co-chaired by the Prime Minister and a private sector appointed member, consisting of 20 members, including ministers of central administrative agencies and minister-level automatic position members and private entrusted members. Its sub-structure includes a sub-committee and the Advisory Group and its execution and administrative support wings include the Administrative Information Sharing Promotion Unit.

With the inauguration of the Committee on November 18, 2005, the first Committee meeting was held to decide on the Committee's detailed rules of operation. Thereafter, the Committee was mainly led by the Sub-Committee and the Advisory Group meetings.
The Sub-Committee of the Administrative Information Sharing Promotion Committee was formed simultaneously with the inauguration of the Committee with a goal of promoting its efficient operation, such as an advance review of the submitted agenda. However, the Sub-Committee was mandated with roles of the Committee and thus actually made deliberations and decision-making on agenda submitted to the Committee. It has been replacing the roles of the Committee, coordinating different positions of government agencies and deliberating the opinions of the Advisory Group. Therefore, it can be considered that the Sub-Committee has in practice been fulfilling the role of the Administrative Information Sharing Promotion Committee.

**B. Administrative Information Sharing Promotion Unit**

The Administrative Information Sharing Promotion Unit was established in accordance with Article 6 of the Regulations related to Administrative Information-Sharing in November 2005. Its aim is to establish and implement policies to expand sharing of administrative information and provide administrative support for the Administrative Information Sharing Promotion Committee. The Administrative Information Sharing Promotion Unit is headed by the head of the Informatization Strategy Office of the Ministry of Public Administration and Security. Its vice chief is a grade 3-level government official dispatched by the Minister of Public Administration and Security who is the secretary of the Committee. The unit is comprised of a chief, a vice-chief, four team leaders and 23 team members.

As of November 2005, the Unit had four working teams, namely the Planning Team, Coordination & Evaluation Team, Document Reduction Team and Sharing System Construction Team. The teams were headed by grade 4-level government officials dispatched from related administrative agencies and local governments and the National Information Society Agency (NIA).

As the Administrative Information Sharing Promotion Unit belongs to the Administrative Information Sharing Promotion Committee under the Prime Minister in terms of its organizational structure, it can be considered an entity independent from the Ministry of Public Administration and Security (MOPAS). However, in terms of work implementation, it is in fact impossible to regard the Unit as one that exists independently from that of MOPAS, due to its organic relationship with the Informatization Strategy Office under MOPAS and the Unit's head is the chief of the Informatization Strategy Office.
In terms of functions, the Unit is tasked with the formulation and implementation of plans on implementation and expansion of administrative information sharing; policy research and development; legal and institutional improvement; research and surveys of status of administrative information sharing; formulation and implementation of plans on building the basis for administrative information sharing; matters related to the development of the sharing system and technical support; and formulation and implementation of operating plans for the Committee.

1.5 Implementation Process

The Administrative Information Sharing Expansion Project has been undergoing advancement on an ongoing basis starting from the previous Participatory Government to the current Lee Myung-bak administration. The progress is described as follows:


The origin of administrative information sharing can be found in the implementation of “Expansion of Administrative Information Sharing,” one of the 31 projects in four areas of the Participatory Government’s e-Government Roadmap announced back in August 2003. Then President Roh instructed, “What is important among objectives of the e-Government is integration and linkage of databases and it is necessary to conduct a fundamental review of the issue of sharing data held by different government agencies due to the issues of information protection and technical resistance.” The directive served as an opportunity for a fundamental review on ways to improve administrative information sharing.

Since then, the status of administrative DB sharing among central administrative agencies and local governments was surveyed (February to March 2005). Based on the survey results, improvement measures for administrative information sharing were formulated in March 2005. The improvement measures were summarized while going through a joint workshop participated by the Special Committee on e-Government and experts concerned (April 9, 2005) and a joint meeting between administrative DB holding agencies and information-demanding agencies (April 15, 2005). Based on this, the current status of administrative information sharing and improvement measures were reported to the President (June 23, 2005). This offered an opportunity for the government’s top decision-making body to perceive fundamental
problems of administrative information sharing and improvement measures. Finally, administrative information sharing was adopted as a government policy at the 63rd National Administration Task Meeting (July 20, 2005), giving it powerful momentum for implementation.

In addition, detailed action plans on administrative information sharing were drawn up and in order to implement them, the Administrative Information Sharing Promotion Committee was formed (October 18, 2005) chaired by the Prime Minister and consisting of government ministers and experts in various fields (October 18, 2005) and the Administrative Information Sharing Promotion Unit, which is a working body for the Committee, was also formed, jointly participated by various government agencies. The Unit established a comprehensive plan on administrative information sharing, which went through a comprehensive verification process in various fields via expert discussions, joint meetings among agencies concerned, collection of opinions from the Special Committee on the e-Government. The Comprehensive Plan on Administrative Information Sharing was finally reported to the President in December 2005.

When the concept of an administrative information sharing service was first introduced while implementing the Comprehensive Plan, citizens and working-level government officials in charge of civil application windows were doubtful about why they had to change practices which had continued for many years. They were preoccupied with the stereotyped notion that handling of work is complete only when they check paper documents and handle civil applications.

Strong resistance ensued, stemming from skepticism on whether the handling of civil applications would be possible only through perusal, causing difficulties at the time of institutional improvement, system construction and education. However, as persuasion and education progressed, informing citizens that civil application documents can be viewed at any of the civil service windows in real time and there is no concern about forgery and falsification of paper certificates, perceptions of citizens and working-level officials at civil application windows gradually started to change. As the service progressed in full swing, people’s attitudes have been changing from the former trend where people were reluctant to bring in paper documents.

In order to implement the Comprehensive Implementation Plan on Administrative Information Sharing, the Administrative Information Sharing Promotion Unit launched the "Infrastructure Construction Project for Expansion of Administrative Information Sharing" in partnership with specialized IT companies, starting from December 2005. The project was comprised of the advancement of the administrative information system and the establishment of the informatization strategy plan. The advancement of the administrative information relay system involved separation of administrative information sharing operated in the form of government officials windows of e-civil service called G4C, from integrated e-Civil Service System (G4C); construction of an infrastructure system exclusive for administrative information sharing; expansion of administrative information subject to sharing from 24 types to 34 types. The informatization strategy plan involved the expansion of the scope of agencies using the service to all the administrative agencies and five pilot public agencies to relay information systems among different agencies.

In order to expand smooth and efficient administrative information sharing and accurately ascertain demand for information by information-using agencies, taskforce (T/F) teams were set up for areas of administrative and public agencies and financial institutions in collaboration with information-using agencies. Furthermore, in an effort to boost the mutual understanding between information-holding agencies and information-using agencies, workshops were held on two occasions, while public hearings aimed at surveying citizens' awareness on expansion of administrative information sharing and provision of relevant institutional systems were held.

In September 2006, infrastructure construction for administrative information sharing was completed and administrative information sharing service was launched among the entire administrative agencies and five public agencies. Since then, 350 information-using agencies were allowed to use the information-viewing service of administrative information sharing for 34 types of administrative information through further enhanced access authority.

C. Implementation of "Government-wide Administrative Information Sharing System Construction Project" (Sept. 2006~Mar. 2007)

The "Government-wide Administrative Information Sharing System Construction Project"
was launched from September 2006, based on the "Informatization Strategy Plan for the Expansion of Administrative Information Sharing" established in May 2006. The Project comprised the expansion and improvement of the Administrative Information Sharing System and Service; the establishment of an integrated connectivity networking system through the Administrative Information Sharing Center, which applies the standard connectivity system, which used to be built in different formats by information suppliers and information-using agencies, respectively; the encryption of the entire process of circulated information; the construction of an information security system of the Administrative Information Sharing Center including trail management; the establishment of the administrative information-sharing authentication system; and the construction of infrastructure in preparation for expansion of the scope of use of the administrative information sharing system.

Although expansion of administrative information sharing to public agencies and financial institutions was perceived as desirable in a survey conducted on public perceptions, its expansion did face hardships due to opposition from information suppliers. The opposition was due to concerns about possible loss of hegemony of information, concerns about misuse and abuse of provided information and uncertainty about who was responsible.

Faced with strong resistance, opposing matters even decided in the National Administration Task Meeting presided over by the President, questions about whether to successfully implement the project were raised even within the Administrative Information Sharing Promotion Unit. However, a ministerial-level committee was formed with the participation of information suppliers to allow it to coordinate major policy directions and working-level officials were dispatched from information-owning agencies to the Unit that had been jointly formed by information-owning agencies to directly review problems and concerns about information sharing. Moreover, workshops were held with the participation of agencies concerned and seminars among information suppliers, presenting institutionally and technically perfect solutions to problems, thereby persuading information suppliers and giving them a better understanding.

Finally, in April 2007, the expanded Administrative Information Sharing System equipped with an integrated networking system for administrative information sharing, and a sharing center information security system was opened. From this time, in addition to administrative agencies, 43 public agencies and two banks on a pilot basis
were able to use the Administrative Information Sharing Service, laying the groundwork for expansion of the phased Administrative Information Sharing System to financial institutions. Moreover, the integrated networking system and security/authentication system were applied, not only further perfecting the Administrative Information Sharing Center, but also expanding infrastructure in preparation for the expanded scope of administrative information sharing.


The third phase project launched in December 2007 maximized the impact of information sharing through the ongoing expansion of services. It was implemented until October 2008 to secure a stable operation foundation to guarantee reliability of services. In the project, in an effort to expand administrative information subject to sharing, 24 types of new information were added, amounting to 66 types of information subject to sharing; and the types of agencies subject to information sharing were expanded to include public agencies and financial institutions. As for institutions subject to information sharing, the number of public agencies, including public corporations, was increased from 43 to 50 and financial institutions were also expanded to include major commercial banks and credit unions, from the initial two banks, in a phased manner. In addition, an office management portal for sharing, such as work application and approval, was established to build an integrated management system for administrative information sharing and operation management system linking change management and civil service consultation was also set up. Along with them, in order to expand the administrative information sharing service, alerts to an official in the charge function and change of registration number and name service were offered and such services as submission of required documents on common business (contracts, personnel matters, etc.) of agencies was provided. Finally, in a bid to guarantee reliability of the administrative information sharing service, the security system of the Administrative Information Sharing Center was upgraded and activities to reinforce personal information protection system were carried out.

1.6 Achievements and Expected Benefits

A. Expected benefits

If the Government-wide Administrative Information Sharing System is set up and entities subject to information sharing are expanded to include all of the administrative
agencies, public agencies and financial institutions, it not only carries significance in the computerization of circulated documents, but also has anticipated benefits in terms of citizens who directly get issued with the required documents and circulate them, agencies that require submission of documents and handle applications, and local administrative agencies that issue certificates.

(1) Qualitative benefits
First of all, there is the advantage of reducing time and opportunity costs to citizens. It was anticipated that in the case of civil applications, citizens only filled in civil application forms and did not need to visit government offices to submit the required documents, thereby simplifying the application for licenses/permits and loans. Before the launch of the Administrative Information Sharing Service, about five days were required to prepare the average five or more required documents in the case of loan applications. However, now they can be immediately processed at civil application windows at financial institutions. In addition, it took up to 10 days to prepare two to seven types of documents required for licenses/permits, but now they can be immediately processed at the civil application window, which is expected to contribute to improving the convenience to citizens.

Until now, copies of certificates and abstracts in a certain format had to be submitted as required documents, raising the possibility of excessive exposure of personal information in handling civil applications. However, when administrative information sharing is realized, information with essential information in various formats is provided, having the anticipated advantage of personal information protection. There are not only advantages from the perspective of citizens, but there are also anticipated benefits in terms of administrative and public agencies and financial institutions that handle work. Even though citizens submit incorrect documents, they can check information in real time without any inconvenience of having to reprocess the work, so the processing of business can be completed in a prompt and accurate manner. In addition, the problem of forgery and falsification of documents, which can be caused by circulation of certificates by a third party, can be fundamentally blocked, moving a step closer to building trust in society. Furthermore, it can prevent the waste of administrative and financial resources following the storage of various paper certificates which are stored along with application forms. Nine types of documents had to be attached and stored in the case of applications for food business license, five types for credit loans by financial institutions and 10 types for secured loans; yet they are all now computerized, thus reducing burdens on citizens.
In the past, the main work carried out at local administrative agencies was the issuance of certificates. However, when administrative information sharing is in place and expanded all of the nation's administrative and public agencies and financial institutions, it will reduce issued certificates by 67%, shifting the function of municipal, county and district offices, as well as small administrative offices of eup, myeon, and dong from certificate issuance to on-site support. This can lead to a groundbreaking improvement in the quality of government service for citizens.

(2) Quantitative benefits
A certain ratio of billions of required documents annually submitted by citizens to administrative and public agencies and financial institutions after getting issued them from government offices was reduced, leading to anticipated advantages of reduction in economic and social opportunity costs. When transportation costs and costs for the time required when citizens make round trips to government offices for document issuance are calculated with the number of annual certificate issuance, the amount of reduced economic and social opportunity costs can be calculated through the reduced number via administrative information sharing.

More specifically, a total of KRW 349.3 billion was reduced for the four year period from 2005 to 2008 via administrative information sharing.

<table>
<thead>
<tr>
<th>By Year</th>
<th>No. of cases of Administrative Information Sharing</th>
<th>Total Amount of Cost Reduction (KRW)</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>86,973,400</td>
<td>349.3 bil.</td>
<td></td>
</tr>
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<td>2007</td>
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<td>34.8 bil.</td>
<td></td>
</tr>
</tbody>
</table>

※ Cost calculation standard: civil application work (KRW 5,082 per case), general administrative work (KRW 3,041 per case)
※ Reduced cost calculation methods (per one required document)
- Civil application work (KRW)

<table>
<thead>
<tr>
<th>Time Cost</th>
<th>Transportation Cost</th>
<th>Fees</th>
<th>Print Cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>4,168</td>
<td>383</td>
<td>486</td>
<td>46</td>
<td>5,082</td>
</tr>
</tbody>
</table>

※ Required time for issuance of documents, issuance ratio, average transportation costs, average charges: Calculated based on a survey among 111 civil applicants who visited Seocho-gu District Office and Banpo 3-Dong Office.

- General administrative work

<table>
<thead>
<tr>
<th>Average Time</th>
<th>Average Time Cost</th>
<th>Average Print Cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.26 hr.</td>
<td>KRW 2,995</td>
<td>KRW 46</td>
<td>KRW 3,041</td>
</tr>
</tbody>
</table>

※ Average time: Calculated through a survey and telephone interviews conducted among 49 government employees in charge of general administrative work from six central administrative agencies and local governments.

※ Average print cost: Calculated through a survey and telephone interview conducted among government employees at Seocho-gu District Office

In addition, it is expected that social opportunity costs of KRW 2.0159 trillion will be reduced from 2008 to 2012 through administrative information sharing.

- Based on targeted number of administrative information sharing cases of 240 million (information viewing: 190 million cases, relay processing: 50 million cases)

- Citizens’ document preparation costs (transportation cost, time) and document issuance costs by administrative agencies, etc.

<table>
<thead>
<tr>
<th>No. of Use (Viewing, Relay)</th>
<th>Total</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>560 million</td>
<td>34 million</td>
<td>51 million</td>
<td>87 million</td>
<td>5148 million</td>
<td>240 million</td>
<td></td>
</tr>
</tbody>
</table>

| Reduced Cost (KRW) | 2.0159 billion | 122.8 billion | 184.3 billion | 313.3 billion | 532.6 billion | 862.9 billion |

※ Reduced cost per case: When KRW 5,082 for civil application work and KRW 3,041 for general administrative work are applied.
Administrative Information Sharing

1. Project Introduction
2. System Construction
3. Invigorating the System
4. Conclusion
# 2. System Construction

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<td>2.6 Development Direction</td>
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2. System Construction

Administrative Information Sharing Expansion Project was conducted in three phases: 1st Phase of Administrative Information Sharing Infrastructure Construction Project (Dec. 2005~Aug. 2006), 2nd Phase of Government-wide Administrative Information Sharing System Construction Project (Sept. 2006~March 2007), and the 3rd Phase of the Expanded Construction of the Administrative Information Sharing Project (Dec. 2007~Oct. 2008). Review of these administrative information sharing projects is as follows, by phases:

2.1 Overview and Goals

Under the 1st Phase Administrative Information Sharing Infrastructure Construction Project (Dec. 2005~Aug. 2006), the infrastructure of the Administrative Information Sharing Center was constructed to expand the numbers of eligible agencies and types of information, thereby securing stability of service. Information Strategy Planning (ISP) was also formulated to prepare for administrative information connectivity among financial institutions, conduct pre-analysis and come up with comprehensive measures on security-related problems.

The initial project was aimed at constructing an administrative information sharing infrastructure and deepening and improving service based on “Information Strategy Planning for the Expansion of Administrative Information Sharing,” which was formulated in 2005. It was implemented to boost the outcomes of administrative information sharing projects on an ongoing basis.

At that time, there was a growing need to expand the government-wide administrative information sharing system to allow administrative agencies, public agencies and financial institutions to utilize the Administrative Information Sharing Service for citizens. There was also a need for strengthen user convenience by shifting the service connectivity method from the existing portal method to the business process system connectivity method. At the same time, there was a necessity for the construction of a new information security system to enhance personal information protection.
Responding to this demand for expansion of administrative information sharing service and prevention of misuse/abuse of personal information, the 2nd Phase project was intended to expand the scope of agencies (administrative and public agencies, financial institutions) and types of information (eight types added) and to provide a range of services utilizing the information sharing system, based on the already constructed infrastructure for expansion of the service. Moreover, it was aimed at reinforcing security and personal information protection systems to build a government-wide, seamless administrative information sharing system.

In particular, the objectives of the 2nd Phase project were to construct a government-wide administrative information sharing system to expand administrative information sharing service not only to include administrative agencies, but also to include public agencies and financial institutions, thereby boosting citizens’ service satisfaction and enhancing efficiency and productivity of administrative work. The other objective was to reinforce the personal information protection system led by the Administrative Information Sharing Center, thereby offering safe, efficient service.

It was intended to construct a safe administrative information sharing system trusted by citizens by expanding the scope of entities subject to administrative information sharing and strengthening systematic personal information protection, thereby shifting from an administrative-centered service to a government-wide utilization system which is applied to public agencies and financial institutions. Other objectives include constructing a standardized government-wide information system connectivity system to secure convenience in ongoing expansion of entities subject to the service, thereby providing standard connectivity method and operation systems and coming up with an institutional basis to build a more stable and reliable utilization system.

In the subsequent 3rd Phase Project was designed to expand and improve upon service, based on the "Administrative Information Sharing Infrastructure Construction Project" and the “Information Strategy Planning for Expansion of Administrative Information Sharing (ISP)" implemented in 2006 and the "Government-wide Administrative Information Sharing Construction Project" implemented in 2007. It was implemented with a goal of enhancing outcomes of administrative information sharing projects on a continuous basis.

In particular, the objectives of the 3rd Phase Project were to provide ongoing expansion of the Administrative Information Sharing Service to maximize the benefits
of information sharing; to secure stable operation foundation to guarantee service reliability; and strengthen customer-oriented service to boost user convenience.

More specifically, it was intended to expand the range of entities eligible for the service to include public agencies and financial institutions on an ongoing basis to maximize the achievements of information sharing and to sharply increase information for sharing from 42 types to 71 types to provide them with the benefits of the service. Furthermore, it was aimed to build stable infrastructure to provide non-stop service as a central hub of administrative information; to strengthen back-up and fault recovery system; and to build integrated monitoring system on major systems to secure service stability. Furthermore, the 3rd Phase project had objectives of improving system functions, including information perusal method, to enhance service convenience, of advancing utilization status management system, and of strengthening the user support system.

The "User-Customized Administrative Information Sharing Expansion and Advancement Project," which is currently under progress, plans to expand and explore information on documents in high demand issued by administrative agencies, thus increasing the information from 71 types to 100 types, and to expand sharing to include documents issued by public agencies. In addition, it plans to expand financial institutions subject to information sharing to include the overall financial industry, which accounts for 37% of the total amount of documents required for submission, thereby expanding financial institutions to include not only banks, but also non-banking financial institutions, including securities firms, insurance companies and credit card companies.

Moreover, in order to support online civil service advancement, it is planned to establish "e-Civil Service Document Management System" by 2010 where citizens can make online civil applications and get issued online without needing to visit administrative agencies for major civil services. Once this "e-Civil Service Document Management System" is built, required documents submitted by civil applicants and e-documents issued by government officials as a result of civil application handling can be stored and perused.

2.2 Background Information and Strategies

A. Background for system construction

According to the ISP for Expanding Administrative Information Sharing, there was a need for building an infrastructure system for the administrative information system
and improving infrastructure, as well as making advance preparations for utilization environment in preparation for expansion of information subject to sharing and expansion of entities subject to sharing to include public and private entities.

Moreover, there was a necessity for prepare for a possible rapid increase in the rate of service use, if government officials are prohibited from receiving unnecessary documents from civil applicants in accordance with the "citizen-friendly civil document reduction plan" and 24 types of documents, such as certified copies and abstracts of resident registration, are converted to administrative information sharing. System construction was essential to provide stable service to citizens in preparation for a rapid increase in service use, once information subject to sharing is expanded to include 34 types of information and the scope of entities are expanded to include public agencies and financial institutions.

B. Implementation strategies

In constructing the Administrative Information Sharing System, the first basic direction is to set up the Administrative Information Sharing Center that will act as a springboard for a government-wide information sharing among administrative, public, and financial entities. The second direction is to build information sharing DBs to enable real-time use. The DBs will be located in the system of the information-owning agencies, yet its index DB will be built at the Administrative Information Sharing Center. The third direction is to connect the information-owning agency with information suppliers led by the Administrative Information Sharing Center. In the case of circulation of information, responsibilities of respective agencies on information circulation are clarified only through the Administrative Information Sharing Center which is in charge of the entire networking.

The roles of the Administrative Information Sharing Center are defined as follows: First, the Administrative Information Sharing Center provides the information sharing service and constructs a system for this purpose. The Center supports handling of civil applications and general administrative works by administrative, public, and financial entities by providing such services as document perusal, provision of bulk documents and authentication of information. It connects information systems by agencies and subjects and constructs such related systems as infrastructure for such support. In addition, the Administrative Information Sharing Center collects, processes, and analyzes national policy information via the information sharing infrastructure which has
been established to provide support for handling civil applications and administrative works.

Secondly, the Administrative Information Sharing Center operates, maintains and manages administrative information sharing system to provide systematic service. The Center not only offers screening/authentication management on information-providing agencies and information-using agencies and management of registration, authentication, access permission, but also offers management of the history of shared information. It also manages meta information, including agency/code information to maintain connectivity of information, while providing real-time monitoring to maintain conformity of information sharing and managing sharing status.

Thirdly, the Center connects shared DBs and establishes index DB. Concerning information subject to sharing, it connects DBs to allow the information-providing agency to share information in real-time. When real-time information sharing of the operation DB possessed by the supplier is difficult, the Center constructs abstract DB for connectivity. Besides perusal of basic items, the Center builds index DB to enable its utilization in processing policy information, while keeping the data updated by linking with respective information-owning agencies.

Fourthly, the information-providing agency and information-using agency will be linked. Information systems by agencies that own information subject to sharing and Administrative Information Sharing System will be connected via the integrated e-Government network, enabling information-sharing. In this case, connection will be made in consideration of DBs on information subject to sharing. Administrative agencies are connected with the Administrative Information-Sharing Center via the existing integrated e-Government network, whereas connectivity with public agencies and financial institutions will be implemented in a phased manner, in parallel with the establishment of the Administrative Information Sharing Center.

2.3 System Advancement Process

The Administrative Information Sharing Expansion Project, implemented along with the G4C System in late 2002, underwent an upgrading process to reach its current status as follows:

The 1st Phase Administrative Information Sharing Infrastructure Construction Project was aimed to establish infrastructure for information sharing between information suppliers and information recipients; to secure capacity of the Administrative Information Sharing System and improve its functions in preparation of increase in usage rate following expansion of information and entities subject to sharing, thereby securing stability of the Administrative Information Sharing Service; and to build infrastructure for government-wide administrative information sharing. To this end, 10 types of information were added to the 24 types of information subject to sharing, thereby providing sharing information for a total of 34 types of administrative information. On the other hand, a pilot service was launched among public agencies to expand entities subject to the service to include public agencies. In addition, access permission management was reinforced to protect personal information protection and prevent use of administrative information for private purposes other than handling administrative works.

Moreover, relay system for administrative sharing was upgraded, including introduction of new servers to the existing relay system to boost service functions; application of Web service-based international standard technology, departing from socket-method of the past in terms of service method; and introduction of a more open system. By doing so, convenience in maintenance was achieved, while stable infrastructure and service environment for stable information sharing was provided.

Meanwhile, ISP was aimed at providing citizen-oriented integrated service and realize seamless information sharing among entities by building a system to resolve various pending issues related to administrative information sharing, such as the information security system, and expand the service; establishing future directions; formulating mid-to-long term plans. Detailed system project content is as follows:

(1) Service separation from G4C Service and service expansion
The existing G4C (Government for Citizens) system, an e-civil service, simultaneously provided both civil service and information sharing service. However, in consideration of operation efficiency and future expandability of administrative information sharing, the information sharing area was separated from the G4C service, being converted to the Administrative Information Sharing System.
(2) Expansion of entities subject to information sharing and pilot service for five public agencies
After separation from the G4C system, the agencies subject to administrative information sharing were expanded to include all of the administrative agencies. In order to expand the scope to include public agencies, a pilot service for five public agencies was launched.

(3) Expansion of information subject to administrative information sharing
The Administrative Information Sharing System was providing sharing service for 24 types of administrative information in eight areas (residence, real estate, vehicles, taxation, enterprises, veterans' affairs, military service, and legal affairs). The Project examined the status of information held by information-providing agencies and conducted an advance survey for demand for information. Based on the results, 10 additional types of administrative information were selected among 70 types of information in high demand in consideration of the commitment and level of informatization of information-providing agencies, numbers of civil applications and status of recycling of the existing system, thereby expanding the types of information subject to sharing to 34 types.

(4) Strengthening user permission authority management system for administrative information sharing
Information-recipient agencies were divided into unit agencies and those who endow user permission were classified in detail, allowing for the granting of user permission in a swift and accurate fashion.

(5) Improvement of functions of administrative information-sharing service
Based on the investigation of the user environment, the administrative information-sharing portal was constructed, which focused on convenience of users and administrators and promptness. Integrated search function, bulletin board service, customized service and information service were provided in consideration of users' demand, seeking improvement of efficiency of administrative service works and qualitative improvement of service for citizens.

(6) Upgrading of administrative information sharing relay system
In order to upgrade the administrative information sharing relay system, Web service-based international standard technology was applied, thereby boosting national competitiveness, enhancing convenience in maintenance, building and providing
infrastructure and service environment for stable information-sharing.

In particular, in addition to the existing socket-style communication, SOAP (Simple Object Access Protocol)-style communication was newly introduced. In order to introduce other standard connectivity styles, communication and management areas were separated, thereby securing flexibility for expansion of the system such as change and addition of communication style.

(7) ISP (Information Strategy Planning) for expansion of administrative information-sharing
After separation from the G4C service, the need for expanding entities subject to information-sharing to include administrative and public agencies and for strengthening information security was raised and mid-to-long term plans were established accordingly. In response, ISP (Information Strategy Planning) was conducted; its key features include informatization analysis, construction of improvement models, formulation of operation measures of the Administrative Information Sharing Center, formulation of change management measures and formulation of tasks for integrated implementation.

During the 2nd Phase Government-wide Administrative Information Sharing System Construction Project, the Administrative Information Sharing System was expanded and constructed to allow government-wide utilization of e-Hanaro Civil Service. More specifically, the scope of types of information and entities (to include public agencies and financial institutions) subject to administrative information sharing was expanded, while attempts were made to shift service to a standardized integrated connectivity system to upgrade service and come up with measures for stable and efficient connectivity.

(1) Expansion of the scope of information for perusal
The scope of information for perusal for administrative information sharing was expanded from the existing 34 types to 42 types, thereby seeking expanded reduction of documents required for handling civil applications and general administrative works. The scope of entities was also expanded from five public agencies, which were in pilot service, to 43 public agencies and two financial institutions were included as for pilot service. Accordingly, efficient and stable service was offered to entities which were
newly included in the scope by offering additional measures for connectivity for public agencies and financial institutions, measures on organization and user management and constructing perusal system for information-using agencies.

(2) Expansion of new services
User information, which was currently in use, and common DB updating were improved, while new services, including multilateral perusal function, address change alert service, personal information protection service, and awards and decorations management and identity management system, were expanded and became available, thereby pursuing qualitative improvement of the existing administrative information-sharing service.

(3) Establishment of standardized connectivity system
Stable service infrastructure with further strengthened security was established through direct connectivity with the business system of the information-recipient agency. To this end, User-API (Application Programming Interface) with strengthened security features was separately developed and distributed to connectivity interface of the information-recipient agency, while EAI (Enterprise Application Integration) adapters were provided to transmitting and receiving servers of the information-providing agency. This guarantees data delivery among business system of the information-recipient agency, connectivity system of the Administrative Information-Sharing Center, and transmitting/receiving server of the information-providing agency, verifies data conformity, and realizes integrated monitoring, thereby constituting standardized connectivity system.

(4) Establishment of trail management system
As information subject to administrative information-sharing was expanded and entities subject to information sharing were expanded government-wide, the need for safe storage and management of shared administrative information was raised, which led to the establishment of the trail management system. The trail management system is the nation’s first service with application of latest technology such as long-term verification designed to provide history management on the details of the use of the administrative information and prevent denial.

(5) Establishment of security system
In an effort to provide a safe administrative information sharing service, expansion and improvement of the security/authentication system was carried out, including construction of the information security system, reinforcement of personal information
protection system and pilot construction of a separate authentication system for public agencies and financial institutions. Its major implementation tasks include obtaining security of administrative information circulated among the Administrative Information-Sharing Center, user agency and information-providing agency, securing authenticity of circulated information through sharing trail management system, and the prevention of leakage and infringement of internal information through integrated security control monitoring system.

(6) Setting-up the authentication system
As the Administrative Information Sharing Service was being expanded on an ongoing basis, it was necessary to accommodate user authentication for the Administrative Information Sharing Service of user agencies and their user permission management. To this end, performance of the existing authentication systems of administrative agencies was improved and additional authentication system for public agencies and financial institutions were constructed on a pilot basis. Moreover, various authentication technology standards were complied with and secret algorithm for state agencies provided by the National Intelligence Service was applied, thereby securing further reinforced security and establishing a stable authentication system.


The 3\textsuperscript{rd}-Phase Expanded Construction of Administrative Information Sharing Project was implemented with the goals of maximizing information sharing effect through sustained expansion of e-Hanaro Civil Service, offering a stable operation infrastructure to guarantee service reliability, and strengthening customer-oriented service to boost user convenience. The details are as follows:

(1) Expansion of types of information and upgrading of identity record management system
With copies of the family register system shifted to five types of information, including family relation certificates, the amended content was applied to information. Meanwhile, land registration information had been disseminated and managed by city and county governments to effectively connect land registration maps and forest cadastral maps. Assistance was provided in building integrated DBs on land registration information to offer integrated management of land registration information and ensure the connectivity of information sharing. Sharing of information
on certificates of seal registration was launched as a pilot service by supporting the construction of integrated DB on information on personal seal registration and was expanded in a phased manner. Government officials in charge at the city, district, eup, and myeon office located in one’s place of residence viewed identity records and upgraded the identity record management system to provide assistance in producing voters’ lists.

(2) Expansion of entities subject to information sharing
Public agencies subject to information sharing were expanded from the existing 43 to 50 agencies on a continuous basis and financial institutions were also expanded from the current two institutions for pilot service to major commercial banks and credit unions. Initial data on organization of new user agencies and user information was established. Besides, user and organization code management system of public agencies and financial institutions was established, while standard guidelines for management of user and organization information were presented and measures for system application following change in users and organization of information-using agencies were formulated.

(3) Establishment of integrated management system
In order to establish integrated management system for the Administrative Information Sharing Service, business process on selection of information-using entities and use procedures (application, screening, agreement, etc.) were analyzed and systemized. In addition, process on roles of information-providing agencies, information-using agencies and the Center on sharing business management was analyzed and reestablished, while management index and procedures were also established to review status of information-using entities (utilization status, security, etc.).

(4) Establishment of sharing business management portal system
A portal system on sharing business management was established, enabling inquiry into the processing and progress of utilization procedures for general administrative works and civil application works. Information sharing commission settlement management function between the information-recipient entity and the information-providing agency, as well as comprehensive statistics and visualization of analysis information by fields were also offered.

(5) Establishment of integrated operation management system
In order to set up an efficient operation management system, an integrated
management system was established, connecting operation systems, including business management, information-using entity management, change request management, operation record management, incident history management, and user inquiries management. In addition, the change request management system, incident history management system and civil counseling management system were also developed, while a virtual operating environment was created which can verify and complement system functions from an information-providing entity to an information-recipient entity in the case of new development.

(6) Establishment of alert service system
As for inspection rights and role management, the alert function in which progress on processing procedures from application, approval, cancellation, return, and power of attorney is alerted to the government official in charge in real time. A service system was also constructed to inform changed content including change of resident registration number and name via electronic civil application window to the agency concerned applied by the civil applicant.

(7) Establishment of user convenience system
In order to expand agencies using exclusive browsers, technical assistance was provided when agencies using standard connectivity API shifted to exclusive browsers. In accordance with the expansion of financial institutions, batch perusal of documents was introduced, enhancing convenience. Meanwhile, online education materials, such as systems exclusively for practice were developed, while educational contents customized by agencies and users were developed and implemented. Mailing service of newsletters on information sharing was offered to citizens and users.

(8) Establishment of integrated security management system
The security system was upgraded to further reinforce the security of the Administrative Information Sharing Center. Information misuse/abuse patterns by recipient entities (administrative/public/financial), by information and by types of usage were additionally developed and applied, while coming up with an automated response system to combat hacking. Personal information leakage was prevented and security of the related information systems was bolstered through regular diagnosis of information-using entities and information-providing entities. Moreover, integrated log records on operators’ use behaviors for main equipment of administrative information sharing and audit tracking system were also constructed.
(9) Establishment of personal information protection system

Civil applicants are obliged to submit advance consent permitting viewing of their information to reinforce the personal information protection system. In this case, a function was established where the civil applicant can submit online agreement for the use of his or her information through G4C without visiting the agency concerned.

(10) Expansion of infrastructure

With the expansion of the information sharing service, infrastructure was also further expanded. More specifically, obsolete transmitting/receiving servers of information-proving entity were replaced and their rechecking system were established (transmitting/receiving servers for seven information, including local tax, automobiles, and registration information), thereby enhancing stability of service. Centrally connected servers were also introduced to ensure stability information provided by city, county and district offices.

Moreover, with the increase in information subject to service and expansion of entities subject to the service, expansion of major storages, configuration modification and equipment improvement were also conducted. By separating the DB server for administrative information sharing from relay/distribution consolidation DB servers, an attempt was made to boost performance of the system and minimize areas subject to mutual impact in case of irregular occurrences. In order to improve system performance, the AP server and DB server of the access trail management system were separated and data backup/restoration equipment for major servers was also reinforced.

2.4 System Structure and Functions

The Administrative Information Sharing System is largely composed of the Administrative Information Sharing Center and the Call Center as in Figure 2. The system configuration of the Administrative Information Sharing Center largely consists of a connectivity area, internal/external area, public/financial area, relay system area, trail management area and the Call Center area.
[Figure 2] The Administrative Information Sharing System Structure

External Area

- E-Government Integrated Network (External Network)
- Citizens Homepage Web Server
- Mailing Server
- Alert Server

Internal Area

- Info Providing Agency (Or Zone)
- Gwangju Center
- E-Government Integrated Network (Internal Network)

Public/Financial Area

- Public Use-Connected Server
- Public Financial Proxy Server

Internal Server Area

- Integrated DB Server
- Portal Server
- Administrative Use Connection Server
- Info Supply Connection Server
- Info Use-related Work DB Server
- Info Use-related Work AP Server
- Misuse/Abuse Monitoring Server

Call Center Area

- Call Center Operation Server
- CTI Server
- IVR Server
- Display Board Server
- Voice Recording Server
- Switchboard

Relay System Area

- Statistics Server
- Distribution/Consolidation Server
- Relay/Distribution Storage

Trail Management Area

- Trail Management DB Server
- Trail Management AP Server
- Document Storage
- vDocument Backup Storage
A. Establishment of connection system

The Administrative Information Sharing System necessitated configuration of the connection/processing server architecture to expand entities subject to information sharing. Server/network management and data backup infrastructure comprises its most important system. Through this, standardization and integrated monitoring function, as well as fault response is conducted. Therefore, it is extremely important to configure with a stable and high-performance system and upgrade the connection system. In particular, the connection system was designed to minimize the impact of connected entities, taking into account future technological trends.

B. Establishment of authentication system

With the expansion of entities utilizing information sharing to include public agencies and financial institutions, network resources with confirmed stability had to be utilized. Thus, it was designed that connection networks for information-using entities and information-providing entities were separately constructed. What is the most important is to ensure quality such as service speed and at the same time reinforce security. A user permission authority and authentication system was established to heighten authentication levels of those in charge from public agencies and financial institutions and the authentication system supporting this aspect was set up.

As information sharing-using entities were expanded, a separate authentication system for public agencies and financial institutions was established. The existing authentication system for administrative agencies was based on the Government Public Key Infrastructure (GPKI) authentication system. The authentication system for public agencies and financial institutions was also based on this GPKI authentication system. However, such information as organizational responsibilities was incorporated in the authority management system to allow the information to be managed separately.

C. Establishment of access trail management system

Information circulated via administrative information sharing was prohibited from being stored in the information-using entity and the sharing access trail management system was constructed within the Administrative Information Sharing Center to store encrypted information provided to prove authenticity of information in the future.
D. Establishment of Call Center System

There was a need for establishment of a call center to enhance satisfaction of administrative information sharing users through systematic response to inquiries and complaints of users which are expected to increase following the establishment and expansion of the Administrative Information Sharing Center.

The CTI (Computer Technology Integration) System is comprised of various components, including switchboard, which is the call control part, CTI server which can control calls and data, and IVR (Interactive Voice Response), supporting systematic operation of the Call Center.

2.5 System Utilization Status

The Administrative Information Sharing System was launched, along with G4C Service, in November 2002, providing service of sharing 17 types of administrative information, including resident registration and property registration. Since then, the System was constructed over three phases. As of late 2009, a total of 71 types of administrative information are being shared not only by administrative agencies and public agencies, but also commercial banks as in Figure 3.

[Figure 3] Diagram of Administrative Information Sharing System Configuration
Currently, the status of utilization of the Administrative Information Sharing System can be summarized as follows:

A. Status of handling civil applications and general administrative works

As of late 2008, there were a total of 5,037 civil application-related works handled by administrative agencies and the annual number of civil applications handled reached as many as 490 million. Out of all the civil application-related works, the number of simple certificate-related civil applications, such as issuance and perusal of resident registration certificates/abstracts amounted to 260 million, accounting for 52.5%.

In addition, concerning the 5,037 civil application-related categories, the types of documents civil applicants are obliged to submit are a total of 6,315. Among them, the number of documents issued by government offices amounts to 501 types (8%) and the number of documents filled in by civil applicants amounts to 5,814 types (92%), and thus the types of required documents are excessively large and excessive requirements by administrative agencies to submit documents causes inconvenience to civil applicants. For example, in the case of building construction permits, 2 to 40 types of documents are required and in the case of development activity permits, four to 50 types of documents are required and in the case of development activity permits, four to 50 types of documents are required for submission.

Among 501 types of documents necessary for handling civil applications, major documents (administrative information), which can boost efficiency of handling general administrative works and civil applications, are estimated at approximately 70 types in consideration of economicality, based on annually generated amount and whether a DB was constructed. Currently, the number of cases requiring submission of documents annually is estimated at approximately 440 million.

B. Status of administrative information (required documents) sharing

Through phased upgrading of information system for information sharing, the number of types of administrative information subject to sharing has been steadily expanded. Starting from land registers and certificates for business registration compiled and owned by 17 administrative agencies including the Ministry of Land, Transport and Maritime Affairs and the National Tax Service, a total of 71 types of documents are currently shared via the Administrative Information Sharing System.

※ ('02) 17 types → ('05) 24 types → ('06) 34 types → ('07) 42 types → ('08) 71 types
Entities subject to information sharing have steadily increased and currently 378 entities, including all administrative agencies (central government agencies and local governments, etc.), 50 public agencies (National Pension Corporation and National Health Insurance Corporation, etc.) and 16 banks (Kookmin Bank, Woori Bank, etc.), are utilizing the Administrative Information Sharing System.

### 2.6 Development Direction

The Lee Myung-bak administration is pushing ahead with plans to advance the online civil service system by expanding the existing G4C System. The key to advancement of the online civil service is to allow citizens to make online civil applications and get issued with documents for core civil services, such as moving-in notification without visiting administrative agencies. Such online civil service advancement can be achieved only through advancement of administrative information sharing. Therefore, future plans on administrative information sharing will be implemented as follows:

1. **Expansion of documents and entities subject to information sharing**
   First of all, it is planned to expand document information subject to sharing by late 2010. More specifically, document information issued by administrative agencies in high demand will be explored and expanded, increasing the types of information from the current 71 types to 100 types in the future. The types of information will be finalized in consideration of economicality such as the volume of use and whether relevant DBs have been constructed. In addition, the scope of sharing will be expanded to include documents issued by public agencies.

2. **Expansion of entities subject to information sharing**
   Entities subject to information sharing will be expanded to include entities that have satisfied certain requirements among private entities that are transferred or commissioned administrative works, such as education and welfare, by late 2010. It is also planned that entities subject to information sharing will be expanded to the overall financial sector, which accounts for 37% of the total amount of required documents. More specifically, the scope of entities will be expanded in a phased manner from the current banking sector (commercial banks) to the non-banking sector, including securities firms, insurance companies and credit card companies.

3. **Establishment of the e-Civil Document Management System**
   The e-Civil Document Management System is scheduled to be set up by late 2010,
with the goal of disseminating the online civil service. By 2010, the electronic civil service system will be constructed, where citizen applicants can make applications and receive issuance online for major civil services without visiting administrative agencies. This underscored the necessity for the setting up of the e-Civil Document Management System, which stores and allows perusal of required documents submitted by citizen applicants and electronic documents issued by public servants through the handling of citizens’ applications.

The establishment of the e-Civil Document Management System is planned at the Administrative Information Sharing Center. It will offer functions which allow not only public servants but also civil applicants or a third party can peruse and utilize required documents and issued documents online. In addition, e-Civil Document Management System in which documents submitted by civil applications are managed, citizen application processing system (G4C System) and a system to confirm authenticity of submitted documents will be connected, while online trail management system will become available which can track and manage whether civil application handling was appropriate at the time of handling by perusing and utilizing required documents at the time of handling civil applications. The proposed flow chart for the Administrative Information Sharing Center is as follows as in Figure 4:

(4) Construction of customized sharing system to reinforce personal information protection
A customized sharing system to reinforce personal information protection will be constructed by 2012. This system will be provided via the “One-Screen Service” that shows essential information categories at the time of administrative information sharing. More specifically, information categories whose perusal is essential will be classified by required documents at the time of handling work and the essential information categories for a number of documents will be shown on a single screen to allow users to view them conveniently. This service will be first applied to 63 major administrative works with high demand for administrative information sharing and will be expanded in a phased way.

(5) Authenticity verification (Y/N) service for information categories of required documents (2010)
Starting from 2010, a system will be set up where administrative work will be handled only by verifying the authenticity of the relevant information category via the Administrative Information Sharing System without perusing information categories on the required documents. This system will be applied to administrative works that require simply checking authenticity of information, including identity verification such as verification of taxes in arrears in handling license/permit applications by local government, qualification verification and information agreement verification.
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3. Invigorating the System

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3.1 Establishment of Legal Framework

The period when the legal and institutional issue on administrative information sharing began to draw full attention was since July 2005, when the sharing of administrative information was adopted as one of the nation's most important national policies. Like legislation on personal information protection, concerning regulations on administrative information sharing, there is no general law on sharing encompassing both the public and the private sectors and they are scattered across various fields.

The history of the development of the nation's administrative information sharing and related legislations is reviewed as follows: The Act on the Expansion and Promotion of the Use of a Computerized Network (Act No.3848) was enacted on May 12, 1986, enabling construction of infrastructure for sharing of administrative information, including development and distribution of administrative computerized networks. On August 4, 1995, the Act on Informatization Promotion was enacted, expanding the foundation for provision and distribution of administrative information. On March 28, 1998, the Regulations related to Sharing of Administrative Information (Presidential Decree No.15745) were enacted, stipulating procedures and methods necessary for sharing of administrative information among government agencies. As the Enforcement Decree of the Act on Promotion of the Digitalization of Administrative Affairs, for the Creation of Electronic Government (e-Government Act) was enacted and enforced on June 30, 2001, the Regulations were abolished from the by-law.

Current law directly related to sharing of administrative information is the "e-Government Act," which is considered a basic act on administrative information sharing. In a bid to press ahead with administrative information sharing in full swing, the government amended the "e-Government Act" in early 2007 to expand the scope of entities subject to information sharing to include public agencies and financial institutions.
3. Invigorating the System

A. Amendment of the e-Government Act

In terms of history, the “Act on Promotion of the Digitalization of Administrative Affairs, etc. for Creation of Electronic Government” enacted on March 28, 2001 had two articles on basis and procedures on sharing of administrative information among administrative agencies for the first time. The e-Government Act included basic matters on sharing among administrative agencies, mainly stipulated in the previous “Regulations Related to Sharing of Administrative Information,” in its enforcement decree, enforcing the sharing policy. However, in terms of the content, the e-Government Act had inherent problems, including the following: (1) The subject who determines the sharing of administrative information is the agency owning the administrative information and its provision and sharing procedures mainly follow procedures stipulated in individual laws that serve as ground for owning the pertaining administrative information. Thus, the information-owning agency has no choice but to become passive in sharing administrative information with other agencies; (2) It is stipulated (Decree Article 29-1), that the e-Government Headquarters, which is a line agency of a department in charge of formulation of e-Government policy under the Ministry of Government Administration and Home Affairs, replaces the functions of the Administrative Information Sharing Center, which is a body implementing administrative information sharing by law. The Administrative Information Sharing Center was tasked with mainly passive and technical matters, including installation and operation of information communication networks and relay systems; (3) Sharing of administrative information was limited to those among administrative agencies, making it difficult to produce tangible outcomes.

In particular, concerning the problems listed in (3), among documents issued by various levels of administrative agencies, documents submitted to administrative agencies as required documents accounted for less than a mere 20 percent, while required documents submitted to public organizations and financial institutions accounted for more than 47 percent. Thus, unless sharing of administrative information would be expanded to include public agencies and financial institutions, reduction of required documents and relieving inconvenience of civil applicants through sharing of administrative information, as well as its effect of reducing social and economic costs, were inevitably negligible.

The government adopted the expansion of administrative information sharing as a government policy in July 2005 and decided to expand the scope of entities subject to sharing of administrative information to include public agencies and financial
institutions. The government pressed for amendment of the "e-Government Act" to allow these entities to share information via the Administrative Information Sharing Center (Article 22-2). The Act passed the National Assembly on December 8, 2006 and was announced officially on January 3, 2007. Matters relating to sharing of administrative information went into effect from March 1, 2007. The article on administrative information sharing by public agencies, etc., which is the main amended content, is as follows:

Article 22-2 (Administrative information sharing by public agencies, etc.) ① The administrative agency shall allow public agencies, institutions licensed under the provisions of Article 8-1 of the Banking Act, corporations, organizations and groups set by National Assembly Regulations, Supreme Court Regulations, constitutional Court Regulations, Central Election Management Commission Regulations or Presidential Decree (hereafter referred to as "public agencies, etc.") to share administrative information through the Administrative Information Sharing Center in accordance with Article 22-4.

Besides, the Act newly created regulations on obligation of prohibition of misuse/abuse of sharing (Article 22-3) and regulations on penalty (Article 53), preparing penalty measures against possible misuse/abuse. It also sought technical measures to prevent misuse/abuse of sharing, laying the minimum institutional and technical devices over expansion of administrative information sharing.

The government also submitted the "Act on Administrative Information Sharing (bill)" to the National Assembly in November 2006. It was deliberated by the Assembly, yet was not passed due to expiration of the 17th National Assembly and was thus dropped. After the 18th National Assembly began, the government submitted to the National Assembly the "e-Government Act full-text amendments bill," which revised and improved the previous "Act on Administrative Information Sharing (bill)" and integrated the ITA Act and the "Act on Bridging Digital Divide." The bill sought legislation of prior agreement on administrative information sharing and post-inspection right by sharply strengthening self-determination on personal information by the civil applicant (information agent), as well as procedural stability by defining major points on administrative information sharing in law. In addition, with respect to some of the regulations applicable to administrative information electronically managed in other laws, agenda regulations on efficient implementation of sharing were put in place, defining ways to address procedural redundancy. In November 2008, the government
submitted the "e-Government Act full-text amendment bill," which included the major content of the previous "Act on Administrative Information Sharing" and resolved problems which surfaced during implementation of the systems, to the National Assembly and currently the bill is under deliberation by related standing committees at the National Assembly.

B. Improvement of individual regulations

Concrete objectives of administrative information sharing are to promote convenience for citizens and boost administrative efficiency by reducing required documents, which had to be submitted in the form of paper documents, through sharing of administrative information. The aforementioned amended "e-Government Act" can be considered to provide a practical or procedural framework on sharing of administrative information.

In an effort to cut down required documents submitted by civil applicants, the Administrative Information Sharing Promotion Committee improved individual regulations on submission of documents, while defining handling procedures of various civil services, including licenses/permits. Improvement of individual regulations on the first, second, and third rounds are briefly summarized as follows:

(1) 1st amendment

Starting from January 31, 2006, the Administrative Information Sharing Promotion Committee amended the civil affairs administration processing standard list, prior to the amendment of related laws, thereby launching the sharing of 25 types of administrative information with the highest number of document issuances as required documents, including resident registration certificates/abstracts, among administrative agencies. Subsequently, administrative agencies were obliged not to receive documents pertaining to these categories. Since then, from April to October 2006, the Administrative Information Sharing Promotion Committee amended a total of 377 laws that stipulated submission of 25 types of administrative information as required documents in its first round of amendment.

Among the 377 amended laws, amendments of 84 presidential decrees were drafted by the Committee and presented to a cabinet meeting on May 30, 2006 by the then Ministry of Government Administration and Home Affairs under the title of "Some Amended Decrees, including Enforcement Decree on State Credit Management Act for Sharing of Administrative Information and Document Reduction." After deliberation,
it was officially proclaimed and enforced as Presidential Decree No.19507 on June 12, 2006. The amendments of the remaining 293 regulations were drafted by the Committee as ordinances of the Prime Minister and ordinances of government ministries and provided to the government ministries concerned. Their legislation procedures were implemented by the relevant government ministries, and they were scheduled to complete the amendments by October 2006.

The amendments stipulated that submission of the required documents on 25 types of administrative information, including resident registration certificates and building registration certificates which used to be submitted when citizens filed civil applications for various license/permit services, would be omitted. Instead, the official in charge would be obliged to check the administrative information via the administrative computerized network. There was an exception to this when the civil applicant does not agree to the government official's (those who in charge in case of public agencies) electronic confirmation of administrative information, and right to choice was given to the civil applicant who may choose to submit relevant documents.

(2) 2nd amendment
Following the 1st amendment in 2006, the 2nd amendment was implemented starting from 2007. The 2nd amendment dealt with the sharing of 17 types of administrative information, including national technical qualifications information, which were added to information subject to sharing by late April 2004, in addition to the 25 types of administrative information during the 1st amendment, among administrative agencies. It also pressed ahead with amendments of 159 laws related to the sharing of administrative information among 43 public agencies. Similarly to the amendment method of the 1st round, during the 2nd amendment, amendments of 29 presidential decrees were drafted by the Promotional Committee on the Sharing of Administrative Information and presented to a cabinet meeting under the title of “Some Amended Decrees, including the Enforcement Decree on Indirect Investment Asset Management Business Act for Sharing of Administrative Information and Document Reduction” on May 30. After deliberation, they were scheduled for enforcement starting from July 4, 2007.

The amendments of the remaining 130 regulations were drafted by the Promotional Committee on Sharing of Administrative Information as ordinances of the Prime Minister and ordinances of government ministries and provided to government ministries concerned. Their legislation procedures were implemented by the government
ministries concerned.

(3) 3rd amendment
Following the 1st and 2nd amendments, a project to develop a sharing system was completed, which expanded the types of administrative information subject to sharing among administrative agencies to 71 types and also expanded entities subject to sharing. This led to the 3rd amendment in 2008. The 1st amendment was mainly related to civil affairs administration handled by administrative agencies, while amended laws during the 2nd and 3rd amendments were mainly related to some civil affairs administration, among civil administration affairs administration of administrative agencies and administration works by public agencies. Institutional improvement was made on administrative information which does not include personal information such as real estate registration certificates, land registration maps and forestry registration maps, or which anyone can get issuance of, regardless of information owner (the civil applicant) upon payment of prescribed fees (information subject to public notice). Concerning such administrative information, the public servant or employee in charge is allowed to personally inspect the administrative information concerned without prior agreement of the information owner (the civil applicant).

As a result of the 3rd amendment in 2008, 39 out of 41 presidential decrees were officially announced and enforced on December 31, 2008 in the name of “Some Amended Decrees, including the Enforcement Decree of Individual Consumption Tax Act for Sharing of Administrative Information and Document Reduction.” Two Presidential Decrees, including the “Enforcement Decree on the Special Act on Disaster Danger Improvement and Relocation Measures” and the “Patent Registration Decree” and 16 Ordinances of the Prime Minister and ordinances of government ministries were amended by government ministries concerned, scheduled for enforcement from January 2009.

(4) Implementation of the 4th amendment, etc.
Although individual laws on sharing were amended from the 1st amendment to the 3rd amendment, there was still room for improvement. For instance, some regulations still required the civil applicant to submit administrative information whose sharing was possible. There was also a need for improvement in matters related to exceptions to prior agreement of the civil applicant on sharing of the so-called “information with characteristics of public notice.” As a result, a survey for the 4th amendment was carried out from 2009.
During the 4th amendment, regulations related to the sharing of five types of administrative information whose sharing was made possible additionally, were amended. Meanwhile, following the 3rd amendment, amendment was made to the effect where prior agreement in the case of sharing of "information with characteristics of public notices" would be exempted. Improvements were mainly carried out on the abstracts of family registers, which had been abolished following the decision of the Constitutional Court. Besides, according to the full amendment of the e-Government Act which had been pursued since 2008, amendment to the Regulations Related to Sharing of Administrative Information which quoted Article 21 and Article 22-2 of the e-Government Act, was also sought in a direction to quote Article 36-1 and Article 36-2. As the 4th amendment had to be made along with review on transfer of articles that had been amended so far, it was anticipated that there would be amendment demands for more than 600 laws and ordinances, including 200 Presidential Decrees and 400 Ordinances of the Prime Minister and government ministries. The 4th amendment, which requires amendments of the entire laws and ordinances related to administrative information sharing, is scheduled to be carried out after finalization of articles concerned following the amendment of the e-Government Act.

3.2 Distribution and Expansion

The Administrative Information Sharing Promotion Committee pushed ahead with a wide range of policies to facilitate dissemination and use of administrative information sharing. More specifically, the Committee carried out education for those in charge of the sharing of administrative information. It also performed guidance and inspection on agencies that share administrative information, while pursuing promotional activities among citizens. The activities are briefly summarized as follows:

A. Education for those in charge of administrative information sharing

Systematic education was provided to explain matters users should know to use the Administrative Information Sharing System, including issuance and how to use administrative electronic signatures, overview of civil affairs administration and generation administration, authority request and procedures of authority authorization, and methods of inspecting administrative information, as well as to facilitate use of the system.

Educational venues were selected by taking maximum consideration of the
convenience of education recipients by dividing the nation into 15 districts. Moreover, public servants from the Administrative Information Sharing Promotion Unit and expert lecturers were mobilized to provide on-the-spot solutions to problems education recipients wonder about.

The first education conducted on January 11-23, 2006 was offered in 16 cities and provinces, featuring the participation of 11,000 officials from 4,300 agencies. On July 7, 2006 a briefing on the pilot operation of the Administrative Information Sharing System was held at the central government complex for 246 officials from central administrative agencies and local governments to ensure smooth pilot operation. On July 18-21, 2006, prior to the opening of the System, a nationwide tour education was conducted for officials in charge of electronic civil service and information sharing from central administrative agencies and affiliated organizations and local governments.

During the Government-wide Administrative Information Sharing System Construction Project, education for users was conducted on two occasions. The 1st education was offered nationwide for government officials in charge of electronic civil service and information sharing from central administrative agencies and their affiliated organizations and local governments on November 20-30, 2006 in 10 sessions, featuring the participation of 4,000 officials.

The second education sessions proceeded from February 23 to March 12, 2007 and were held on 19 occasions featuring the participation of 6,600 officials. Those in charge of identity records and those from financial institutions were added to education recipients from the 1st education. The 2nd round of education mainly centered on progress status of improvement of the Administrative Information Sharing System and improved aspects, how to use the improved administrative information sharing service and its procedures, progress status of identity management system and improved aspects and how to use the identity management system and its procedures. In 2008, the mode of education was changed toward a direction where education was first offered to 609 representatives from agencies and entities, who in turn provided education to their staffs by respective agencies and entities.

Education offered to those in charge of administrative information sharing so far was provided offline in a way where a single lecturer provided lectures to a multiple number of education recipients in limited spaces. Thus, lectures merely delivering information were provided, rather than practice-based education and on-site education in which
one can accumulate direct experience was still insufficient. To improve the situation, it is planned to offer an environment where those in charge can receive on-the-job education where they execute works by actively utilizing the online environment.

In other words, by providing an online education system, those in charge can learn how to use the system in the same environment as their actual working environment in terms of use methods and procedures at their desired time using their own computers without any physical and time restraints.

Accordingly, users are able to execute their actual work after sufficient practice education in a virtual system, thus minimizing inconvenience caused from poor use of the system and reducing trials and errors. It will boost the efficiency when they execute their business in actual situations in the future.

B. Guidance and inspection of entities sharing administrative information

Inspection on entities sharing administrative information is intended to carry out inspection on overall aspects of administrative information sharing, including whether the entity sharing administrative information is operating the Administrative Information Sharing System properly, publicity activities for citizens are well carried out, and whether there are any inconveniences in operating the system. By doing so, it is aimed at seeking future development measures, boosting convenience of civil service for citizens and enhancing efficiency of handling administrative works, which are fundamental purposes of administrative information sharing.

From 2006 to 2008, inspections on entities sharing administrative information were carried out on 22 occasions among 219 agencies and entities (53 central administrative agencies, 108 local governments, 44 public agencies and 14 financial institutions), including affiliated organizations, out of a total of 360 agencies and entities (67 central administrative agencies, 248 local governments, 43 public agencies and two pilot financial institutions).

Based on log-in data possessed by the Administrative Information Sharing Promotion Unit, the performances of all user organizations and entities were analyzed to select organizations and entities subject to inspection. The selected organizations and entities were first allowed to have an opportunity to check and reflect on their operation status concerning categories for inspection on administrative information sharing.
through their own technology and self-review. During the inspection, system experts who were in charge of technology for the Administrative Information Sharing Project, were accompanied to have interviews with those in overall charge of the organizations, those in charge of endowing authority and those in charge of handling administrative works. The experts offered clear, immediate explanations on inquiries generated in the course of executing works on the spot and provided local education for working-level staffs if necessary. This resolved difficulties faced by user organizations and entities and built trust between the information-owning agencies and information-using agencies. As such, efforts were made to provide on-site and substantial inspections.

Major matters requiring improvement and suggestions raised through inspection of user organizations and entities of administrative information sharing from 2006 and 2007 involved a total of 51 cases, including general matters, improvement of functions of users and those in charge of overall administrative matters, business execution methods on use of information, misuse/abuse and authority management and system operation. Improvements of 28 cases were completed by 2007 and 18 cases are currently under improvement and five cases are scheduled to be transferred for the next project. In order to prevent inspection on user organizations and entities sharing administrative information from being merely nominal inspections, matters raised during the inspection process are intensively managed and efforts are being made to smoothly implement the administrative information sharing project through feedback.

Starting from 2009, efforts were made to depart from direct inspection method of the past and instead allowed all user organizations and entities to conduct self-inspections. The Administrative Information Sharing Promotion Unit analyzed the results of self-inspections and conducted additional inspection for checking, if necessary, thereby expanding independence of user organizations and entities.

C. Promotional activities among citizens

Firstly, the Administrative Information Sharing Service (e-Hanaro Civil Service) is aimed at providing convenience to civil applications and improving internal business processes in administrative agencies and public agencies by omitting submission of required documents through sharing of information on documents required for handling civil affairs administration not only in administrative agencies, but also in public agencies and even financial institutions. Secondly, the Service is a government-innovative system that can boost efficiency of administration by using information
necessary for processing general administrative works in administrative agencies in a limited manner.

Despite the fact that the Service is such a good system, results of inspection of user organizations and entities sharing administrative information showed that its use rate was low due to lack of interest on the part of public servants in charge and that perceptions by the general public of the Administrative Information Sharing Service (e-Hanaro Civil Service) were starkly low. This raised a need for actively strengthening education for public servants concerned and promotions for citizens on the Administrative Information Sharing Promotion Committee level.

In response, in order to ensure maximum PR impact with minimum costs, focus was placed on diverse PR media and new PR techniques, pressing ahead with active PR activities.

Most of those who provide service by directly using the Administrative Information Sharing System are public servants manning local civil application counters. Therefore, systematic education was offered to public servants at local counters to explain matters users should know to utilize the Administrative Information Sharing System, including administrative electronic signatures and ways to use them, overview of civil affairs administration and general administrative duties, authority request and procedures of authority authorization and how to inspect administrative information, to facilitate the use of the Service.

Those who directly use the Administrative Information Sharing System are public servants in charge of civil affairs among government officials and the general public receives indirect service benefits.

Generally, the promotion of administrative services is targeted at citizens. However, only when public servants in charge have specialized knowledge of the Service and are aware of its necessity, can they properly publicize the service to citizens and realize a citizen-friendly administration. Thus, education of public servants was conducted on a promotional level.

PR activities targeting citizens were carried out by intensively highlighting that the Administrative Information Sharing Service is a citizen-friendly system in which public servants in charge of civil affairs administration check information on required
documents based on the consent of citizens and civil service is processed only with a single civil application form, which is the goal of the Service.

Administrative information sharing is an administrative service offered to citizens via the Internet, so PR activities via the medium of the Internet are absolutely necessary. Along with posters and leaflets, PR activities through various means, including production of UCCs, banner advertising on homepages of user organizations and entities and private portal sites, newsletter service and automatic service information system, will contribute to enhancing citizens' understanding of the e-Hanaro Civil Service.

Although it is important to promote the e-Hanaro Civil Service through various means, the content of PR activities should be solid. In order for citizens to understand the e-Hanaro Civil Service easily, convenience, safety and economicality of the service have been intensively promoted.

(1) Convenience of the e-Hanaro Civil Service
When the e-Hanaro Service was unavailable, citizens had to prepare two to seven documents on average for three to 10 days to get the required permissions when they were making civil applications. When citizens use e-Hanaro Service, they do not need to visit different government offices but merely carry their ID cards (resident registration cards, drivers’ license, passports, etc) and submit a single application form at respective civil service counters. Then, the official in charge can check the information on the required documents online with the consent of the civil applicant. Thus, during PR campaigns, it was emphasized that the e-Hanaro Civil Service makes citizens’ lives more convenient.

(2) Security of the e-Hanaro Civil Service
Checking of personal information for handling applications is only authorized for those who are in charge under the consent of civil applicants. Moreover, citizens can check when and for what purposes their information has been perused at the G4C Service at any time. Thus, during PR campaigns, it was emphasized that the e-Hanaro Service is safe, perfectly ensuring personal information protection.

(3) Economicality of e-Hanaro Civil Service
Checking of personal information for handling applications is only authorized for those who are in charge under the consent of civil applicants. Moreover, citizens can check when and for what purposes their information has been perused at the G4C Service at
any time. Thus, during PR campaigns, it was emphasized that the e-Hanaro Service is safe, perfectly ensuring personal information protection.

D. Future PR plans

There will be a new function available which automatically informs citizens that, when they intend to get issued with certificates, including resident registration certificates (abstracts), "the certificates are ones subject to the e-Hanaro Civil Service," thereby eliminating unnecessary issuance of certificates. Moreover, complaints about the service, including unjust demands for documents by civil service departments, which are not in accordance with administrative information sharing, will be received and resolved, while specialized consultation agents on the service will be deployed. In addition, newsletters on the service, including latest information on the change of the e-Hanaro Civil Service, will be produced monthly to be distributed to those in charge of civil affairs administration.

3.3 Domestic and International Evaluations

The Administrative Information Sharing Project was selected as a good MOGAHA (Ministry of Government Administrative and Home Affairs) project during the evaluation of government affairs evaluation by the Office for Government Policy Coordination in the latter half of 2006. In addition, the project ranked in 3rd place in a competition to introduce good government innovation case studies held on November 16, 2006. It was also awarded Grand Prize of the Korea Opinion Leader Award hosted by the Herald Business, a daily economics newspaper, on April 4, 2007, indicating that the project has been evaluated as a good government innovation task.

Moreover, the Administrative Information Sharing Project was nominated for the UN Special Public Service Awards (PSA) in the category of improvement of public administration and passed the second round of screening. As a result, the project was introduced in the 7th Government Innovation World Forum held in Vienna, Austria on June 26-29, 2007. This indicates that the Administrative Information Sharing Project is being evaluated as a good project and as a global government innovation project, attracting domestic and international attention.
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4.1 Evaluation

In an effort to enhance efficiency and transparency of public administration, the Korean government has been significantly expanding disclosure, sharing and joint utilization of administrative information possessed by the government. Expansion of administrative information sharing was adopted as a government policy at the 63rd National Administration Task Meeting on July 20, 2005. Accordingly, the work system of administrative information sharing was established, including the inauguration of the Administrative Information Sharing Committee, thereby pressing ahead fully with the project. As a result, the administrative sharing information project has been highlighted as a good government innovation project and has been improving civil service and boosting work efficiency.

The Administrative Information Sharing Service has been greatly upgraded by expanding organizations and entities subject to sharing of administrative information, not only to include administrative agencies, but also public agencies and financial institutions and expanding information subject to sharing. In addition, with the expansion of administrative information sharing, trail management system has been established, preventing misuse/abuse of personal information and establishing a trail management system that fundamentally eliminates the unnecessary retaining of paper documents. Thus, not only administrative agencies, but also public agencies and financial institutions were allowed to utilize the Administrative Information Sharing System, achieving innovative improvement of business process in handling civil applications and general administrative works through sharing of administrative information among the agencies and entities. The outcomes of the Administrative Information Sharing System are summarized as follows:

A. Business process innovation via sharing of administrative information

The types of information and organizations and entities subject to administrative information sharing have been significantly expanded to include not only administrative agencies, but also public agencies and financial institutions, thus building a system
where not only administrative agencies, but also public agencies and financial institutions can utilize administrative information owned by other organizations which is necessary to handling their work. This significantly innovated the business process, enabling efficient handling of civil affairs administration and general administrative work.

B. Improvement of civil service through document reduction

The establishment of the Administrative Information Sharing System allowed other administrative agencies, public agencies and financial institutions to utilize database materials independently managed by administrative agencies. In the past, in the process of handling civil affairs administration, the civil applicant had to visit administrative agencies to get issued with certificates and submit them along with civil application forms, causing inconvenience. However, with sharing of administrative information, those in charge of civil service in administrative agencies can inspect necessary information through online system and process civil applications, thus omitting submission of required documents and simplifying handling procedures, thus improving civil service.

C. Reduction of social costs through innovation of administrative works

Handling general administrative works and civil applications via the Administrative Information Sharing System reduced transportation expenses and administrative costs. More specifically, in 2008, the service relieved the burden of submitting 27.26 million documents, which is estimated to have reduced costs corresponding to KRW 101.9 billion.

D. Boosting the standing of government innovation

The Administrative Information Sharing Project is aimed at innovating the business process of handling general administrative works and civil applications and fundamentally resolving the problem of required documents following possible forgery/falsification of e-documents. It is assessed as an epochal project that boosts the efficiency of public administration via information sharing among administrative, public agencies and financial institutions and improves citizens’ convenience by reducing the volume of required documents.
4.2 Future Tasks

In the future, it is planned to further expand the number of agencies and entities subject to administrative information sharing to include administrative and public agencies and financial institutions, thus providing one-stop service to civil applicants without requiring documents and with no distinctions between public/private sectors. Based on this, it is planned to provide non-stop service in the long term where civil applications are processed with citizens not needing to visit government office counters. In particular, the sharing of information will provide a foundation for connecting business processes among agencies and entities, thereby innovatively improving process of services for citizens on the government-wide level.

To this end, a grouping system for policy information will be established in handling administrative affairs, thereby readily providing valuable information not only on civil affairs administration but also on government-wide establishment of national policy and important general administrative affairs. In addition, a digital administrative information integration standard system will be established to facilitate sharing of information and provide classification and management systems to secure conformity of information. Furthermore, the information infrastructure will be upgraded to offer a customized information inspection service toward a direction where methods of service will be provided in a more convenient manner from the perspective of users and unnecessary information will be minimized.

Information sharing of the future will not merely mean changes in the ways of service or the way people work, but will act as a cornerstone to induce a paradigm shift on administrative service for citizens and boost national competitiveness significantly. The Administrative Information Sharing Project will continue to expand the scope of online civil service and heighten the quality of service. Future tasks of the Administrative Information Sharing Expansion Project are laid out as follows:

A. Expansion of information and entities subject to administrative information sharing

Currently, information sharing is provided for the upper 71 types of administrative information through the "Government-wide Administrative Information Sharing Construction Project." However, there is still demand for expansion of types of administrative information. To this end, information owned by not only administrative agencies, but also public agencies and private entities should be expanded for
administrative sharing to maximize service effects.

In addition, it is necessary to expand entities subject to information sharing to include public agencies and financial institutions with high demand for administrative information, thereby boosting effects of utilizing information sharing. Furthermore, it is necessary to expand and apply service by connecting administrative DBs owned by government agencies via the Administrative Information Sharing Center. It will not only improve convenience for civil applicants and boost business efficiency in the public sector, but also significantly improve inconveniences experienced by civil applicants in the private sector.

B. Improvement of service functions to boost business efficiency

Amid sharing of administrative information becoming more vigorous, improvement in methods of information use is being called for. In particular, there is a growing demand for user-oriented customized service. However, the current service is only designed for handling civil affairs administration and places importance on the issue of personal information protection. Thus, inconvenience existed in considerable parts when those in charge of processing administrative works actually use the administrative information sharing service. As the service was an optimized model for current work styles and restraints of the service to ensure personal information protection existed, it inevitably caused inconveniences in use.

Therefore, in order to process work more conveniently using the Administrative Information Sharing Service, it is necessary to provide a business-oriented service that overcomes such limitations. To this end, further in-depth study will be necessary not only in terms of technical improvement, but also in terms of improvement of work methods.

C. Provision of stable service infrastructure

At present, the Administrative Information Sharing Service is rapidly expanding every year and it is expected that dependence on the service by agencies and entities will be further deepened in the future. The Administrative Information Sharing Center acts as a hub of all agencies and entities, leading to concerns that, if a system failure occurs in the Administrative Information System, business operations of all administrative and public agencies nationwide might be simultaneously interrupted. In order to dispel such concerns and provide uninterruptible service, reinforcement and
complementation of system infrastructure is called for.

The current infrastructure environment may not guarantee stable service. In order to provide secure and uninterruptible service, it is necessary to fundamentally reinforce infrastructure at the Administrative Information Sharing Center and boost performances of major equipment and secure capacity.

Moreover, a stricter and more integrated infrastructure management system should be in place to operate infrastructure on a stable and sustained basis. To this end, monitoring of the overall system and analysis tools is necessary and it is required to classify use and operation procedures in more detail and strengthen management system.

D. Reinforcement of personal information protection and service management

The scope of information has been expanded and the service has become more convenient to use. However, concerns have been raised about abuse of unnecessary information and leakage of personal information. Thus, there is an increasing necessity for a service management system that can thoroughly analyze and manage authority and use status over the entire process involving application for information, its authorization and its utilization.

First of all, in terms of personal information protection, although several security devices are currently applied, thorough response mechanisms should be in place, based on the notion that there is no perfect information protection to satisfy the ever-growing awareness of the need for protecting personal information.

E. Provision of customized information to provide separate policy information

With the expansion of the scope of users and types of business subject to sharing, there are increasing opinions to demand service which is more convenient and suitable for people's own work environment. Document-based administrative information inspection, as in the current work style is inefficient in the case of handling a multiple number of tasks and is difficult to promptly ascertain the information needed for handling relevant work. Moreover, there is a possibility that those in charge of handling the work may inspect unnecessary information in terms of personal information of civil applicants. In order to address these problems, it is necessary to provide customized information in various formats.
In addition, there was a growing demand for value-added service by utilizing information and regenerating it as more premium information, not merely being confined only to the inspection of administrative information among agencies and entities. This is attributable to the fact that there is increasing demand for further disseminating the benefits of information sharing by utilizing information sharing in more diverse areas, not only for civil affairs administration, but also policy formulation in general. Thus, it is necessary to generate and provide various kinds of new value by utilizing hard administrative information data. It is also necessary to come up with measures to support various works required for business execution among agencies and entities, including policy information service, statistics information service and customized service.