Table of Contents

04  I. e-Government of Korea
12  II. e-Government Best Practices
34  III. Development Directions of e-Government
e-Government of Korea

1. Introduction
2. Achievements
3. Korean e-Government Recognized by the World
1. Introduction

- Korea has actively pursued e-Government as a crucial means to make its government more competitive, by leveraging the world’s best information and communications technology (IT) including broadband Internet.

- After laying the groundwork for e-Government, including the National Basic Information System (NBIS) computer networks in the 1980s and streamlining of applicable laws and institutions in the 1990s, the Korean government made the implementation of e-Government a major national agenda for the 2000s. It has concentrated on 11 major tasks for e-Government (2001–2002) and 31 major tasks for the e-Government roadmap (2003–2007). As a result, e-Government has become firmly established in all areas of the Korean government.

- The Korean e-Government has produced visible results: both efficiency and transparency of administrative work have been significantly improved; administrative civil services have been greatly enhanced; and opportunities for people to participate in the policy-making process have been expanded.

- Accordingly, the effectiveness of the e-Government of Korea is widely acknowledged by the international community and various e-Government systems are being exported to foreign countries. The 2010 UN Global E-Government Survey shows that Korea ranked first among all the member countries, given the highest possible scores in the categories of Online Service Index and the e-Participation Index.

- Korea is now promoting e-Government that is focusing on utilization and convergence by consolidating services to maximize the convenience of users and implementing a seamless digital cooperation system connecting government departments and agencies, in order to improve the overall quality.

2. Achievements

1) Improvement of efficiency and transparency of administrative work

- Use of electronic documents has become standard practice, and most administrative business such as personnel management, finance, and procurement are being handled electronically. This greatly and innovatively enhances the overall efficiency of government administration.

- All central administrative organizations have introduced a standardized business process system (On-nara) to record all decision-making procedures of the government, increasing transparency of administration significantly.
2) Provision of people and company-focused administrative services

- The age of civil service processing at home has been fully ushered in by implementing integrated online civil service processing channels and enabling notification, filing, and payment of taxes via the Internet.
- Various corporate activities are supported efficiently by means of a single window for corporate support and processing of logistics, customs clearance, and trading online.

3) Strengthening of communications with the people about government policies

- People can now participate in the government decision-making process more easily through a single window linked to all administrative organizations that provides comprehensive civil services and receives public suggestions.
- People can request and check a wide range of administrative information online easily. It is possible to check national records anytime, anywhere.

4) Increased efficiency of information resource management

- The government’s integrated computing center comprehensively manages all information systems of the government, improving its capability to respond to system errors and security threats.
- Introduction of Enterprise Architecture (EA), which acts as a comprehensive informatization blueprint enables systematic management of e-Government.

3. Korean e-Government Recognized by the World

1) Korean e-Government is evaluated as one of the world’s best by the international community.

Since 2003, the United Nations has provided comparative assessment reports on the e-Government development levels of its 192 member states, in order to facilitate and enhance global cooperation in and through e-Government and Korea ranked first in the 2010 UN Global E-Government Survey.

Republic of Korea Rankings: UN Global e-Government Survey

<table>
<thead>
<tr>
<th>Category</th>
<th>2005</th>
<th>2008</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>UN e-Government Development Index 2010</td>
<td>5th</td>
<td>6th</td>
<td>1st</td>
</tr>
<tr>
<td>Online Service</td>
<td>0.97 (4th)</td>
<td>0.82 (6th)</td>
<td>1.00 (1st)</td>
</tr>
<tr>
<td>Telecommunication Infrastructure</td>
<td>0.67 (8th)</td>
<td>0.69 (28th)</td>
<td>0.84 (13th)</td>
</tr>
<tr>
<td>Human capital</td>
<td>0.97 (12th)</td>
<td>0.98 (28th)</td>
<td>0.99 (7th)</td>
</tr>
<tr>
<td>E-Participation Index</td>
<td>0.87 (4th)</td>
<td>0.96 (2nd)</td>
<td>1.00 (1st)</td>
</tr>
</tbody>
</table>
2) The Korean e-Government was also evaluated as one of the world leaders in the third (transactional) or fourth (connected) stage of online services development by the UN.

The four stages of online service development

- **Stage 1 Emerging Information Services**
  Government websites provide information on public policy, governance, laws, regulations, relevant documentation and types of government services provided. They have links to ministries, department and other branches of government. Citizens are easily able to obtain information on what is new in the national government and ministries and can follow links to archived information.

- **Stage 2 Enhanced Information Services**
  Government websites deliver enhanced one-way or simple two-way e-communication between government and citizen, such as downloadable forms for government services and applications. The sites have audio and video capabilities and are multi-lingual. Some limited e-services enable citizens to submit requests for non-electronic forms or personal information, which will be mailed to their house.

- **Stage 3 Transactional Services**
  Government websites engage in two-way communication with their citizens, including requesting and receiving inputs on government policies, programmes, regulations, etc. Some form of electronic authentication of the citizen’s identity is required to successfully complete the exchange. Government websites process non-financial transactions, e.g. e-voting, downloading and uploading forms, filing taxes online or applying for certificates, licenses and permits. They also handle financial transactions, i.e. where money is transferred on a secure network to government.

- **Stage 4 Connected Services**
  Government websites have changed the way governments communicate with their citizens. They are proactive in requesting information and opinions from the citizens using Web 2.0 and other interactive tools. E-services and e-solutions cut across the department and ministries in a seamless manner. Information, data and knowledge is transferred from government agencies through integrated applications. Governments have moved from a government-centric to a citizen-centric approach, where e-services are targeted to citizens through life cycle events and segmented groups to provide tailor-made services. Governments create an environment that empowers citizens to be more involved with government activities to have a voice in decision-making.

3) Many Korean e-Government systems have received awards and citations for best practices from international organizations.

<table>
<thead>
<tr>
<th>Item</th>
<th>Services</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immigration Review</td>
<td>United Nation's 'Public Service Awards' (2007)</td>
<td></td>
</tr>
<tr>
<td>Korea Online</td>
<td>E-Procurement System</td>
<td>'e-Asia Award' by the Asia Pacific Council for Trade Facilitation and Electronic Business (AFACT) (2007)</td>
</tr>
<tr>
<td>Electronic Customs</td>
<td>Clearance</td>
<td>'WCO Trophy' by the World Customs Organization (WCO) (2006)</td>
</tr>
<tr>
<td>Urgent Disaster</td>
<td></td>
<td>'Good Practices' by the Asian Conference on Disaster Reduction (2006)</td>
</tr>
<tr>
<td>Korea Online E-Procurement System</td>
<td></td>
<td>'International Bidding Standard' of the 6th Forum of UN/CEFACT (2005)</td>
</tr>
<tr>
<td>Agricultural Food Safety</td>
<td></td>
<td>ISO 9001 Certificate (2005)</td>
</tr>
</tbody>
</table>
1. Electronic Procurement Service (www.g2b.go.kr)
2. Electronic Customs Clearance Service (portal.customs.go.kr)
3. Comprehensive Tax Services (www.hometax.go.kr)
4. Internet Civil Services (www.egov.go.kr)
5. Patent Service (www.kiporo.go.kr)
6. e-People : Online Petition & Discussion Portal (www.epeople.go.kr)
7. Single Window for Business Support Services (www.g4b.go.kr)
8. On-nara Business Process System (BPS)
9. Shared Use of Administrative Information (www.share.go.kr)
10. National Computing & Information Agency (NCIA)
II. e-Government Best Practices

1. Electronic Procurement Service (www.g2b.go.kr)

Overview
All procurement procedures are handled online, and a single window of procurement is open to improve efficiency and transparency of public procurement.

Contents of services
- All stages of procurement, such as bidding, awarding contracts, contracting, delivery, and payment, are handled online, and procurement progress can be monitored in real-time.
- All registered companies are enabled to participate in biddings of all public organizations, including national organizations, local government bodies, and public corporations, by a single registration in the G2B system.

Framework of Electronic Procurement Service

Major achievements
The amount of transaction for Electronic bidding is USD 34 billion per year and 92% of all bidding is done electronically.

Electronic Bidding

Future plans
All procedures from procurements request to payment requests will be monitored in real time, and a RFID-based inventory management will be established to provide a safe and convenient electronic procurement service.
2. Electronic Customs Clearance Service (portal.customs.go.kr)

Overview
Common use of information between logistics entities will be extended in order to improve and streamline export/import logistics business and processes as well as implementing a user-friendly batch logistics processing service.

Contents of services
- Export/import reports to the customs office and applications for inspection and quarantine to appropriate organizations are integrated to provide one-stop service.
- The conventional EDI system is upgraded to provide a more convenient, low-cost customs clearance service.

Framework of Electronic Customs Clearance Service

Major achievements

Time Saving

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Export</td>
<td>within 2 mins</td>
<td></td>
</tr>
<tr>
<td>Import</td>
<td>within 3 hrs</td>
<td></td>
</tr>
<tr>
<td>Drawback</td>
<td>within 5.2 hrs</td>
<td></td>
</tr>
<tr>
<td>Tax Payment</td>
<td>within 10 mins</td>
<td></td>
</tr>
</tbody>
</table>

Cost Saving

- Simplification
- Smooth Logistics

Future plans
Information sharing with logistics service and e-trade will be expanded and various new services will be launched to support the activities of entrepreneurs including integration with foreign networks.
3. Comprehensive Tax Services (www.hometax.go.kr)

Overview
Taxpayers can handle tax affairs online at home or work without visiting the tax office.

Contents of services
- All tax activities including filing, billing, and payment are processed online and information is retrieved anytime by taxpayer.
- Taxpayers or their tax agents can request and receive 18 civil affairs certificates.

Framework of Comprehensive Electronic Tax Services

Major achievements

Electronic Filings

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of e-filing</th>
<th>Rate of e-filing (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>6,170,883</td>
<td>51%</td>
</tr>
<tr>
<td>2007</td>
<td>16,125,537</td>
<td>81%</td>
</tr>
</tbody>
</table>

Civil Certificate Issuance by Home Tax

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of online issuance</th>
<th>Rate of online issuance (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>1,011,690</td>
<td>34%</td>
</tr>
<tr>
<td>2007</td>
<td>5,901,784</td>
<td>64%</td>
</tr>
</tbody>
</table>

Future plans
The separate tax websites, such as those for the National Tax Service, Home Tax, cash receipts, and year-end tax adjustments, will be linked and/or integrated to enable one-stop tax administration.
4. Internet Civil Services (www.egov.go.kr)

Overview
People can use administrative services anytime, anywhere on the Internet.

Contents of services
- People can find services they need by searching through 5,300 services available and get detailed information.
- People can request up to 720 civil services online without visiting administrative offices and receive the results by regular mail.
- People can issue 28 civil affairs services documents online by themselves.

Framework of Internet Civil Affairs Service (G4C)

Major achievements

Future plans
All kinds of civil affairs services will be processed online from application to issuance by various mediums such as IPTV and cellular phone in order to activate u-Government.
5. Patent Service (www.kiporo.go.kr)

Overview
All patent services, such as patent application and progress check, are provided online.

Contents of services
- Procedures for patent application, review, and judgment as well as procedures for objection filings, and technical evaluations are publicly available online to provide 24/7 patent administration services.
- People can check and manage their patent and rights information efficiently.
- Services such as application for certificate issuance, verification and commission payment are provided online.

Framework of Patent Service

Major achievements

Annual Electronic Patent Applications Rate

<table>
<thead>
<tr>
<th>Year</th>
<th>Applications Rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>88.1</td>
</tr>
<tr>
<td>2005</td>
<td>90.8</td>
</tr>
<tr>
<td>2006</td>
<td>92.7</td>
</tr>
<tr>
<td>2007</td>
<td>95.1</td>
</tr>
<tr>
<td>2008</td>
<td>94.2</td>
</tr>
</tbody>
</table>

Annual Time Spent on Evaluation

<table>
<thead>
<tr>
<th>Year</th>
<th>Time Spent (months)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>89.1</td>
</tr>
<tr>
<td>2005</td>
<td>12.0</td>
</tr>
<tr>
<td>2006</td>
<td>9.6</td>
</tr>
<tr>
<td>2007</td>
<td>9.1</td>
</tr>
<tr>
<td>2008</td>
<td>5.9</td>
</tr>
</tbody>
</table>

Future plans
A customized patent management portal will be built in order to upgrade user convenience and provide patent information to private users of the web service, facilitating the private patent market.
6. e-People: Online Petition & Discussion Portal (www.epeople.go.kr)

Overview
Facilitate people’s participation in policy-making by processing people’s complaints and suggestions via a single window.

Contents of services
- People can provide their opinions on unfair administrative handling, infringements of their rights and interests, improvement of institutions, and various policies through an integrated online window.
- All administrative organizations are linked to the e-people window that receives and processes people’s complaints and suggestions. In addition, at the same time people can check the results online.

Framework of e-People

<table>
<thead>
<tr>
<th>e-People</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatic classifying</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Second service request</td>
<td>Civil service request/suggestion</td>
<td></td>
</tr>
<tr>
<td>Policy discussions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>People’s participation skills</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Policy forum</td>
<td>Online hearing</td>
<td>Survey</td>
</tr>
</tbody>
</table>
7. Single Window for Business Support Services (www.g4b.go.kr)

Overview
Provide a wide range of information and services to support companies’ business activities such as civil service information, policy information, and additional services via a single online window.

Contents of services
• Detailed information on 1,887 corporate services and industrial information contents of 205 organizations are provided in an integrated manner.
• Various additional services essential for corporate activities are provided by linking to the national backbone networks including the procurement, tax, and four major social insurance networks.

Framework of a Single Window for Business Support Services

Major achievements
Number of detail information provision services for corporate civil applications

<table>
<thead>
<tr>
<th>Year</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of websites linked to provide industrial information</td>
<td>0</td>
<td>200</td>
<td>211</td>
<td>214</td>
</tr>
<tr>
<td>Number of monthly visitors</td>
<td>46,950</td>
<td>22,440</td>
<td>113,360</td>
<td>187,950</td>
</tr>
<tr>
<td>Customer satisfaction (%)</td>
<td>56.1</td>
<td>71.1</td>
<td>76.4</td>
<td>81.1</td>
</tr>
</tbody>
</table>
8. On-nara Business Process System (BPS)

Overview
The On-nara BPS is a new business process management system that has increased the efficiency and transparency of administration by handling, recording and managing in a standardized way all the business procedures of the government online.

Contents of services
- All businesses of government are classified according to functionalities and goals, and business progress and performance are systematically managed down to the most basic unit task.
- Document creation and business procedures are standardized and decision making processes are recorded to ensure accountability and transparency of public administration

Major achievements
- More than 16 thousand public officials of government entities including the ministries are using On-nara BPS
- Public officials’ average reduction of business processing time: 8 hours and 4 minutes → 5 hours 49 minutes (a reduction of 2 hours and 15 minutes)
9. Shared Use of Administrative Information (www.share.go.kr)

Overview
Civil service officers can process civil service requests by checking the administration network without requiring the applicant to submit required documents.

Contents of services
- Seventy one documents required for verification will be checked by the person in charge of civil affairs by administrative information sharing.
- Information inquiry is only conducted with the consent of the applicants, and applicants can check information inquiry history anytime.

Framework of Administrative Information Sharing System

Major achievements

<table>
<thead>
<tr>
<th>Shared Use of Administrative Information</th>
<th>Reduction of Needed Documents in Administrative Organizations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>One day use</strong></td>
<td><strong>Reduced documents</strong></td>
</tr>
<tr>
<td>120,000</td>
<td>32,000,000</td>
</tr>
<tr>
<td>90,000</td>
<td>24,000,000</td>
</tr>
<tr>
<td>60,000</td>
<td>16,000,000</td>
</tr>
<tr>
<td>30,000</td>
<td>8,000,000</td>
</tr>
<tr>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Year: 2004 to 2008
10. National Computing & Information Agency (NCIA)

Overview
Operate and manage all information systems of the government by integrating them into two data centers and provide non-interruptible administrative services by the best information technology and expertise.

Contents of services
- Back-up systems of the major infrastructure, state-of-the-art security facilities, and top-notch human resources ensure uninterrupted availability of e-Government services 24/7.
- Advanced information security and reliability are ensured by real-time monitoring of system errors and security, disaster recovery system, the real-time back-up system.

Framework of Integrated Government Information System

![Framework of Integrated Government Information System](image)

Major achievements

<table>
<thead>
<tr>
<th>System Security Equipment Installation Rate</th>
<th>Monthly Average Error Time</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="chart" alt="Chart showing System Security Equipment Installation Rate" /></td>
<td><img src="chart" alt="Chart showing Monthly Average Error Time" /></td>
</tr>
</tbody>
</table>

- **System Security Equipment Installation Rate**
  - Before integration: 65%
  - After integration: 100%

- **Monthly Average Error Time**
  - Monthly average error time in 2004: 67 minutes
  - Monthly average error time in 2008: 0.28 minutes
Development Directions of e-Government

1. Capable and smart e-Government for the people
2. Green e-Government utilizing green information and communications technology (IT)
3. Reliable and trustworthy e-Government
4. Global e-Government together with the international community
III. Development Directions of e-Government

1. Capable and smart e-Government for the people
   • A capable and intelligent government will be established by facilitating government-wide distribution and utilization of information and knowledge and creating new services via mobile devices and IPTV.
   • Convenient people-oriented services will be offered by completing online civil services without using paper documents as well as providing personalized services.

2. Green e-Government utilizing green information and communications technology (IT)
   • Environment-friendly e-Government services will be provided such as an environment monitoring system, green office, intelligent traffic system (ITS), and logistics management system using ubiquitous-IT.
   • A green integrated government computing center will be promoted by purchasing equipment certified as environment-friendly and developing virtual server technology to save electricity.

3. Reliable and trustworthy e-Government
   • A sound e-Government environment will be created by actively countering the negative effects of informatization such as hacking, personal information leakage, and illegal information distribution.
   • E-Government services will be provided that anyone can easily use, including handicapped and senior citizens, who may have fewer opportunities to use IT.

4. Global e-Government together with the international community
   • Korean government’s experience and know-how will be shared in e-Government with the international community by promoting joint projects with international organizations and exporting e-Government systems to foreign countries.
   • With the recognition as the world’s No 1 ranking from the UN, the Korean government, the e-Government leader, will be at the forefront of sustained efforts to make continuous contributions to the narrowing of the digital divide between countries by helping developing countries build information access centers and holding workshops for global informatization policy experts.
e-Government of Korea
Best Practices