e-Government in Korea

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Hyeon-Kon Kim    khk@nca.or.kr

Director, Dept of IT Policy Development
National Computerization Agency, Korea
Contents

• Global Trend for e-Society and e-Government
• Essential Knowledge on e-Government
• e-Government in Korea and Lessons Learned
Part 1

Global Trend for e-Society and e-Government
Global Trend for e-Society

Better Society

- e-Work
- e-Leisure
- e-Shopping
- e-Education
- e-Business
- e-Government

Better Government
Global Trend for e-Society

National IT Master Plan
- Korea
- Japan
- United Kingdom
- Hong Kong

Common Strategies
- e-Business & e-Economy
  - e-Government
  - IT Education
  - Digital Inclusion
  - Broadband Infra

eKOREA Vision 2006
- e-Japan
- UK Online
- Digital 21
Global Trend for e-Government

- **Canada**: 100% of Government Services Online by 2005
- **United States**: Government Services & Documents Online by 2003
- **United Kingdom**: 100% of Government Services Online by 2005
  - More than 50% as of End of 2001
  - 74% Estimated by End of 2002
- **Australia**: 100% of Federal Government Services Online by 2001
  - 90% Have Met This Target
Typical Trends of e-Government

- e-Government Target: Online Government Services
- Customer-Oriented Government Services
- Integrated Services and One-stop Services
- Government Portal
- Self-Services, Personalization, Public e-CRM
- Integrated Infrastructure and Infrastructure
- Authentication, Smart Card
- Information Sharing and Re-use
- e-Democracy
Part 2

Essential Knowledge on e-Government
What is e-Government?

Use of IT for Better Government

- Promote more efficient and effective government
- Facilitate more accessible government services
- Allow greater public access to government information
- Make government more accountable to citizens

Common Vision and Goals of e-Government

- Improving services to citizens
- Improving productivity of government agencies
- Improving quality of life for the disadvantaged
- Strengthening good governance
- Broadening public participation
Development Model of e-Government

- G2C
- G2B
- G2E
- G2G

- Web Presence
- Two-way Interaction
- Online Transaction
- Integration & Transformation
Vision: Better Government Services

TRADITIONAL GOVERNMENT SERVICE DELIVERY

CUSTOMER ORIENTED SERVICE DELIVERY
## Strategic Framework of e-Government

<table>
<thead>
<tr>
<th>Demand (Consultation with Citizens and Businesses)</th>
<th>Supply (Electronic Government Services)</th>
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<tbody>
<tr>
<td>Front-office</td>
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<thead>
<tr>
<th>Change Management (Commitment and Drivers of Change)</th>
<th>Infrastructure (Enabling Government Infrastructure)</th>
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<tr>
<td>Route Maps</td>
<td>Back-office</td>
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<tr>
<td>Monitoring Progress</td>
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<td>Organization</td>
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<td>Targets</td>
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# Strategic Components of e-Government

<table>
<thead>
<tr>
<th>Demand</th>
<th>Supply</th>
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<tr>
<td>✓ Consultation</td>
<td>✓ Government Portal</td>
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<tr>
<td>✓ e-Democracy</td>
<td>✓ Personalization</td>
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<tr>
<td>✓ Satisfaction Survey</td>
<td>✓ Service Channels</td>
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<tr>
<th>Change Management</th>
<th>Infrastructure</th>
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</thead>
<tbody>
<tr>
<td>✓ e-Government Strategy</td>
<td>✓ Gateway System</td>
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<tr>
<td>✓ Leadership and Coordination</td>
<td>✓ Authentication</td>
</tr>
<tr>
<td>✓ Target Setting</td>
<td>✓ Interoperability</td>
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<tr>
<td>✓ Monitoring Progress and Evaluation</td>
<td>✓ IT Skills</td>
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<td>✓ Guidance and Standards</td>
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Changes in Strategic Issues

**Past**
- Gov Online
- Dept. Action Plan

**Now**
- Delivery Channels
- Portal Framework
- Interoperability
  - (& Service Integration)
- e-Procurement

**Future**
- Customer-focus
- Transform Gov Biz Processes
- Service Integration
- Investment Framework
Best Practices: e-Government Strategy

  - www.piu.gov.uk (Reports)

  - 24 high-payoff priority initiatives among 350 projects
  - www.cio.gov (Documents -> OMB Documents)

- Towards e-government – vision and strategy for the public sector in Denmark, Jan 2002
  - www.e.gov.dk (English)

  - www.e-envoy.gov.uk/publications/int_comparisons.htm
Best Practices: Government Portal

- US: Firstgov.go (www.firstgov.gov)
- UK: UK Online (www.ukonline.gov.uk)
- Singapore: e-Citizen Center (www.ecitizen.gov.sg)
- Korea: G4C (www.egov.go.kr)
- Canada: www.canada.gc.ca
- Hong Kong: www.esd.gov.uk
Best Practices: Target and Evaluation

- **Target and Direction Setting**
  - Government services online targets
  - Long-term direction Setting
    - Denmark, Sweden

- **Monitoring and Evaluation Strategy**
  - List of priority e-gov projects with target dates
  - UK for all e-government projects: Gateway Reviews
  - Korea for majority of e-gov projects (75 projects in 2002)
  - Netherlands for e-gov action program as a whole
10 Strategic Questions

- Why are we pursuing e-government?
- Do we have a clear vision & priorities for e-gov?
- What kind of e-government are we ready for?
- Is there enough political will to lead?
- Are we selecting e-gov projects in the best way?
- How should we plan & manage e-gov projects?
- How will we overcome resistance from within gov?
- How will we measure and communicate progress?
- What should our relationship with the private sector?
- How can e-gov improve citizen participation in public affairs?

Part 3

e-Government in Korea and Lessons Learned
Some Characteristics of e-Korea

- High-speed Information Infrastructure
- High Internet Usage
- Internet Education for 10 Million
- Internet Café PC Rooms: 30,000 nationwide
- Internet Stock Trading: 66-70%
- Internet Banking Users: 11.3 million
- Korean net surfers spend twice as much as time than their neighbors (> 16 hours/week)
Journey of e-Government & e-Korea

  ✓ National Basic Information Systems
1994: Ministry of Information and Communication
1995: KII Master Plan (High-Speed Information Infra Plan)
  Basic Act on Informatization Promotion
  Informatization Promotion Committee
1998: Informatization Strategy Meeting (President)
  Departmental CIOs and CIO Council
2001: Electronic Government Act
  Presidential e-Government Special Committee
Journey of e-Government & e-Korea

Stage 1: Digitization (1987-1996)
National Basic Information Systems

Informatization of Government Services

Stage 3: Consolidation (2001-)
Integration of Key Public Administration Functions
e-Government Best Practices

Stage 1: Digitization (1987-1996)
National Basic Information Systems

- Computerization of Residents Registration
  - Nationwide Residents Registration Database available online to all government agencies

- Computerization of Real Estate Management
  - Real estate database of over 32m lots of land across the nation

- Informatization of Vehicle Administration
  - Nationwide network for vehicle administration

- Financial Information System
  - Interbank financial information system (1987-1990)
e-Government Best Practices

Informatization of Government Services

- Computerization of Passport Issuance
- KIPOnet (Intellectual Property)
- Computerization of Customs Administration
- Computerization of Real Estate Registry Services
- One stop Service for Export & Import Cargos
- School LAN and Internet Access
Stage 3: Consolidation (2001-)
Integration of Key Public Administration Functions

- Government-wide efforts for successful e-Government implementation since last year
- Led by Presidential e-Government Special Committee
- Vision: a government
  - that better serves the citizen
  - that provides the best entrepreneurial climate for businesses
  - that secures transparency & efficiency of gov administration
- 11 strategic initiatives to be implemented by Oct this year
11 e-Gov Strategic Initiatives

• Enhancing services to citizens and businesses
  - Civil service renovation system (G4C: Gov for Citizen)
  - Integrated social insurance information system
  - Home tax service (HTS)
  - e-procurement system

• Enhancing government efficiency
  - Financial information system
  - Administrative information system for local governments
  - Education information system
  - Government personnel management information system
  - E-document system

• Building information infrastructure for e-gov
  - Digital signature
  - Co-location facility for government information system
G4C: Government for Citizen

• Co-initiated by Three Key Ministries
  ◆ M of Government Admin & Home Affairs (MOGAHA)
  ◆ M of Information & Communications (MIC)
  ◆ M of Planning & Budget (MPB)

• Covers Five Major Public Services
  ◆ Residence, Real Estate, Vehicles, Corporations, Taxation (90% of Gov-Citizen Transactions)

• G4C Portal through Gov Information Sharing System
  ◆ Service and information integration across agencies
  ◆ A single window: government e-service center
  ◆ One-stop, non-stop public services on the net
Integrated Social Insurance System

- Co-initiated by
  - National Pension Corporation
  - National Health Insurance Corporation
  - Korea Labor Welfare Corporation
  - Human Resources Development Service

- Integrated management of information
  - by developing an interlocking system of the four insurance information

- Real-time online services
  - in which one change of address is reported to multiple agencies through a single transaction

- Integration of the billing systems
  - will help unify the lines of businesses
Strategic IT Policy Framework

• Legal Framework
  - Basic Act on Informatization Promotion (BAIP)
  - Electronic Government Act

• Organizational Arrangement
  - Informatization Promotion Committee & Subcommittees

• Implementation Framework
  - Departmental IT Action Plan (annual)
  - Government-wide e-gov 11 Initiatives

• Funding Mechanism
  - Informatization Promotion Fund
Organizational Framework

- Informatization Strategy Meeting
- MIC
- NCA
- Informatization Promotion Committee
- Informatization Executive Committee
- Informatization Enforcement Sub-committee
- Presidential e-Government Special Committee
- Informatization Promotion Advisory Committee
- Branches of the Government
Lessons Learned and Implications

- Legal and Organizational Framework
  - The Framework Act on Informatization Promotion
  - Informatization Promotion Committee
  - Informatization Strategy Meeting
  - Presidential Special Committee on e-Government

- E-Government Strategic Plans
  - E-gov five-year plan in eKorea Vision 2006
    - New target: all government services online by 2006
  - E-government 11 priority initiatives

- Evaluation Program
  - Against majority of e-gov projects: 75 projects in 2002
Lessons Learned and Implications

- **Government Leadership & Institutional Arrangements**
  - Top leaders’ commitment
  - Overall planning / coordination of the government

- **Key Thrusts & Developments**
  - Focusing on key thrusts and developments
  - Ex: infra development, strategic IT projects

- **Effective Funding Mechanisms**
  - Informatization Promotion Fund

- **People’s e-Readiness**
  - Korean people’s high aspiration for learning harmonized with the National IT Literacy Program
Next Step: e-Korea Vision 2006

Vision: the Global Leader, e-Korea 2006

- Strengthening digital competency of the public
- Enhancing competitiveness of digital economy
- Implementing productive and transparent smart government
Challenging Targets of e-Gov in 2006

A Productive, Transparent & Smart Government

• All government services online and customized services

• Constructing a mobile government

• Improving the life quality of all citizens through digital public services
Current Status of e-Government in Korea

Thank You for Listening!