Next Stage in Korea's e-Government

1. Changes & Challenges

<table>
<thead>
<tr>
<th>Society</th>
<th>Government</th>
<th>IT</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Internal</td>
<td>- Rising demands for stronger partnership between government-private sector, central government-local government as well as improvement of social security - Promotion of decentralization relocation of public organizations to provincial area in line with balanced national development policy</td>
<td>- Digital convergence gaining ascendancy extensively - Proliferation of Web 2.0 revitalization of value-creating services (mashup) - participation, sharing collective intelligence shaping the new IT landscape</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Individual</th>
<th>Business</th>
<th>Society</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services available anytime, anywhere</td>
<td>Enhance corporate competitiveness to the level of global excellence</td>
<td>Provision of secure &amp; pleasant living environment</td>
</tr>
<tr>
<td>High-quality social services accessible without barriers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

: based on Integrated business processing platform, e-Government Architecture, and Extensive Interface across Relevant Organizations

> 1) Integrated business processing platform

Performance management, Knowledge Sharing, Information Disclosure, and Process Management are interconnected.

> 2) e-Government Architecture (GA)


> 3) Extensive Interface across Relevant Organizations

: Government agencies, Public organizations, Financial Institutions, Medical/Welfare/Education Job Recruitment Service Organizations are relevant

<table>
<thead>
<tr>
<th>Fragmented Services</th>
<th>Electronic Services</th>
<th>Functional Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider-oriented services</td>
<td>Internet-centered fragmented service channels</td>
<td>Function-oriented agency services</td>
</tr>
<tr>
<td>Partial automation of administrative work tasks</td>
<td>Standardized simple services for the public</td>
<td>Services centered around the central government</td>
</tr>
</tbody>
</table>
| Shared Services | Coordination among government agencies  
Automation of government services |
|-----------------|----------------------------------------------------------------------------------|
| Ubiquitous Services | Services channels using portable electronic devices  
Individually-customized intelligent services |
| Social Services | User-oriented services  
Integrated services linked with local governments |

| Establish Governance Structure | Strengthen partnership between central-local, public-private sectors  
Engage customers in policy processes  
Enhance government-wide coordination system |
|-----------------------------|--------------------------------------------------------------------------------------------------|
| Improve Global Leadership | Enhance e-Gov’t partnership programs across borders  
Promote publicize Korea’s e-Government achievements to the global society |
| Enhance e-Government Human Resources | Enable non-IT resources to develop IT proficiency  
Develop IT experts in each subject matter support career development management |
| Innovate Processes Realign System | Build sustainable systems to identify advance for multiple ministries  
Strengthen institutional platform for personal information security |
| Strengthen Performance Management System | Introduce performance management system leveraging contracts linking performance to reward  
Implement e-Gov’t service quality management system |

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish implementation plan principles</td>
<td>Perform BPR/ISP Overhaul implementation framework Define project governance structure</td>
<td>Implement system Dissemination Change management</td>
<td>Integrate systems Deliver services Improve performance</td>
</tr>
</tbody>
</table>

1. Service Integration for Citizens and Businesses
   - Integration of Government Service Channels for Enhanced public Convenience
   - Integration of Information Service Channels to Support Corporate Business Activities

2. Intelligent Administration Service System
   - Digital Information Network for Administration Service
   - Support for Transparent Policy-Making and Expanded Administrative Information Sharing

3. Real-Time Information Network for Public Safety
   - Advanced Services for National Security Safety Control
   - Intelligent System for Public Order Management

4. Strengthened e-Government Infrastructure
   - Protection of Personal Information and Strengthened Information Security
   - Ubiquitous e-Government Services
   - Advanced Information Resources Sharing System

Present
Generalized citizen services, Services limited to gov’t sectors, Fragmented social welfare services, Online channels for policy
<table>
<thead>
<tr>
<th>Service</th>
<th>Citizen Support Services: My e-Gov ⇒ 'Search, Sectors, Classes'</th>
</tr>
</thead>
<tbody>
<tr>
<td>Future</td>
<td>Customized citizen services, Cooperative services based on government-private partnership, Integrated social welfare services, Expanded participation in policy-making process</td>
</tr>
</tbody>
</table>

| Integrated Service Channels | - Integrated information system for civil life support (health, welfare, etc)  
- Provision of customized services (My e-Gov) for citizens over lifecycle  
- Systematic linking between government online services through e-government portal |
| Customized Social Welfare Services | - Integrated system for the 4 major social insurance services  
- Eligibility-verification system for social services  
- Intelligent system for delivery of medical information to the public |
| Expanded Citizen Participation Channels | - Various channels for policy participation through real-time, mobile devices  
- Online conflict management system for building integrated society  
- E-voting and e-election using ubiquitous technology |
| Enhanced Service Delivery for Foreigners | - Open management of national borders and Integrated information system for foreigners-Immigration services, ID card for foreigners, etc  
- System for supporting exchange and cooperation between South and North Korea |

| Present | Online services for corporate business activities, Establish trade-centered logistics infrastructure |
| Business Support Services | - Process-focused integrated service for civil affairs of enterprises  
- Cooperation based policy support services for knowledge-based system establishment  
- International logistics services  
- Intelligent SOC Management service |
| Future | Integrate enterprise supporting services, International trade and logistics system |

| Integrated Information Service for Business Support | - Advanced single window for supporting business activities for entire business cycle  
- Customized information for exporting strategic industry items to overseas markets  
- Advanced industrial information network for logistics and e-trade |
| Intelligent SOC Management System | - Integrated land information system based on multi-agency coordination  
- Enhanced traffic information management system per local governments  
- Government-wide energy consumption management system |

<p>| Present | Partial automation of government administration services, Provider-oriented services, Central government-oriented services, Sharing of |</p>
<table>
<thead>
<tr>
<th>Intelligent Administrative Processing</th>
<th>limited administrative information</th>
</tr>
</thead>
</table>
| - Automated task management using On-nara BPS  
- Field-oriented dynamic government service  
- Integration of national databases  
- Supporting for scientific decision-making | Future  
Automation of administration services based on On-nara System, 
Cooperative services of ministries without barries, Integrated services in cooperation with local municipalities, Sharing of overall administrative information |
| Digital Information Network for Administration Services | - Integration of various administrative information systems with On-nara BPS  
- Effective coordination among central and local government functions  
- Mobile working environment supported by sharing of task process results  
- Integrated network systems for local agency groups  
- Support system for administration tasks through administrative information sharing |
| support for Objective Policy Making/Expanded Administrative Information Sharing | Integrated policy information service based on administration information sharing  
- Administrative information clusters classified by tasks and services  
- Customized services based on expanded administrative information sharing center  
Future national strategy management system for monitoring tasks for Vision 2030 |
| Present | Monitoring post response, Disaster management, National infrastructure for safety control |
| Public Safety Support Service | - Real-time response to emergency  
- Integrated environment control  
- Safety control of food and drug  
- Intelligent management of public order |
| Future | Intelligent system for disaster prevention, Expand services for safety of everyday life, Expanded services for international safety management |
| Present | Partial and fragmented security system, Electronic infrastructure environment, Service standards |
| Strengthened e-Gov't Infrastructure | - Protection of personal information  
- Information security  
- Integrated government information network  
- Integrated information network for municipalities  
- Integrated authentication  
- Standardization and EA  
- Integrated Network |
| Future | Comprehensive security system, Ubiquitous infrastructure environment, Standardization of overall services |
| Protection of Personal Information & Strengthened Information Security | - Strengthened personal information protection system of public organizations and institutions  
- Advanced evaluation on personal information protection, around the clock monitoring  
- Strengthened security infrastructure for e-government systems (separate administration network)  
- Development and application of integrated authentication system (next-generation ID cards etc) |
| --- | --- |
| Ubiquitous e-Government Services | - Improved e-government compliance with web standardization and promotion of software application for disclosure of information on e-government projects  
- Promotion of use e-government services |
| Advanced Information Resources Sharing System | - Advanced information resources management based on e-government architecture (EA)  
- Development and supply of shared services for e-government and establishment of standardized management systems  
- Operation of basic infrastructure system for e-government, including integrated systems center |