I. Overview of Korea e-Government
II. e-Participation
III. e-Inclusion
IV. Future Path for Korea e-Government
Overview of Korea e-Government
Korea's Journey to E-Government

'87 ~ '92 Computerization of Major Tasks
- Establishment of administrative DB on residence, real-estate, vehicle, etc.

'93 ~ '00 Expansion of Digitalization
- Digitalization of procurement, patent, tax, customs, passport issuance, etc.

'01 ~ '02 Establishment of E-Gov Infrastructure
- 11 Key Initiatives: G4C, e-Procurement, National Financial Information System, etc.

'03 ~ Present Advancement of E-Government
- Promotion of 31 E-Government Projects
Vision and Objectives

World's Best, Open e-Government

- Innovating Service Delivery
- Enhancing Efficiency & Transparency
- Increasing Citizen’s Participation
### 31 e-Government Projects

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<td>Reforming the Legal System</td>
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Continuous increase in scale of IT investment: USD 1.5 bn (1998) → 3.3 bn (2006)

- E-Government budget (2006): USD 1.8 billion (54% of total IT investment)
  - MOGAHA manages multi agency projects (USD 296 million, 2006)


< Scale of IT Investment >

< Share of IT Investment >
Organizational Structure

President

PCGID

MOGAHA

Dept. 1 (CIO)
Dept. 2 (CIO)
Dept. 3 (CIO)
Dept. 4 (CIO)

NIA

✦ MOGAHA: Ministry of Government Administration & Home Affairs
✦ PCGID: Presidential Committee on Gov’t Innovation & Decentralization
✦ NIA: National Information Society Agency
Role of Organizations

**Presidential Committee on Government Innovation & Decentralization (PCGID)**

- Establishes vision for e-Government
- Evaluation of e-Government performance

**Ministry of Government Administration and Home Affairs (MOGAHA)**

- Overall responsibility for e-Government projects
- Establishes e-Government strategy
- Formulates other policies necessary for implementing e-Government

**Other ministries and agencies**

- Formulate and implement action plans for e-Government projects

**National Information Society Agency (NIA)**

- Provides technical support for carrying out e-Government projects
e-Participation
Overview of e-Participation

- Online Citizen Participation Portal
- Administrative Information Disclosure System
- e-Voting System
- Online Citizen Services

※ All front office e-government services provided by the Korean Government provide channels for e-participation
Enables citizens to make policy proposals and engage in discussions online

- Provides services where citizens can submit civil complaints, policy proposals, engage in policy discussions, and form online communities.
- Integrated service linked to all ministries and agencies (to be established by 2006)

※ 8,248 citizen suggestions : 614 accepted
208 online communities : 30,000 members (as of May 2006)
Government documents are made public
- automatically notifies results of
  information request by e-mail
  or SMS message

Integrated list of documents provided by
56 administrative agencies on database
(available from October 2006)

To date, 805 public agencies involved
- 26 million cases of government
  documents provided
Citizens are provided with convenient and easy access to voting with increased opportunities for citizens’ participation in the political process.

- Touch screen-based voting machine developed in 2006
- Use of the e-voting system on pilot basis since November 2005 for election of party leaders at primaries
- Phase-in of the e-voting system to promote nationwide e-voting - To be used on a full-scale basis at the General Elections in 2008
Single Window for Online Citizen Services (G4C)

www.egov.go.kr

Single integrated window for citizen services available for even Koreans living abroad and foreigners living in Korea

- Single window for citizens for online application and issuance of necessary certificates (residence, car etc) regardless of location

- Citizen Service Information (5,000 types)
  Online applications (650 types)
  Online issuance of certificates (28 types)

- Services are linked with private portals such as Naver and Yahoo

※ Usage per day
  - Online applications: 1,350(’03) → 46,900(’06)
  - Online issuance of certificates: 780(’03) → 12,500(’06)
e-Inclusion
Local E-Government Information Network

Provides standard-level services by informatizing common administrative works among 246 local governments, all linked to the central government

- Standardized system of common administrative works (welfare, environment, transportation etc) for local governments

- Enable real-time information sharing through:
  - horizontal linking among local governments
  - vertical linking to central governments

- Seek balanced regional development by narrowing the digital gap among central and local governments

Citizens

Local governments

16 cities and provinces

230 counties & districts

Civil Applications

Providing Services and Basic Statistics

Policy-planning Statistics Analysis

LGIN
A new form of IT infrastructure-based local community aimed to reduce the digital divide between the urban and rural communities

- 280 Information Network Villages have been established since 2001
  - Number of INVILs to grow to 305 by 2006

- Provision of PCs, IT training and Internet networks
  - enable e-commerce of local products and offer online information on tourism programs
- Help revitalize local economy through e-commerce

※ Major Achievements
- PC penetration: 21% → 67%
  - Higher than % in other rural areas (44%)
- Online & Offline sales: USD 16.5 million
  (Jan.-Sept. 2006)
Bridging the Digital Divide

Reduction of the digital gap between urban and rural areas

- Provide broadband internet network to isolated and remote areas: 97% of rural communities (as of 2005)
- Provide PCs and IT training to village residents in isolated and remote areas

Engaging the digitally marginalized people

- **Provide IT Training**: about 1.3 million persons (as of 2005)
  - Increase in the rate of Internet use: 11.5%(2001) → 29.4%(2005)
- **Provide PCs to the disabled and low-income households**
  - PC penetration rate (as of 2005): the disabled(66.2%), low-income households(53.4%)
- **Provide IT support equipment and software programs for increasing web accessibility for the elderly and the disabled**
Future Path For Korea e-Government
Next-Generation e-Government Strategy

**Leverage Advanced ICT**
(Using Ubiquitous Technology)

**Build Trust**
between Government and Citizens

**Realize Citizen Values**

**Strengthen International Cooperation**

*Provide better services through the use of advanced ICT*
*Contribute to trust-building between the government and citizens with more efficient and transparent administration*
Reduced labor force and increased number of marginalized classes due to ageing and low fertility rates.

Promote utilization of the under-privileged labor force, including women and the elderly.
Enhanced welfare services, including child care and elderly care services.

Devise new e-government services that address ageing and low fertility problems.
Reduce the digital divide among social classes.
Overview of the Next e-Government Agenda

**Current**

- **Fragmented Services**
  - Agent Centric
  - Partial Automation

- **Electric Service**
  - Single Channel
  - Push Service
  - Mass Service

- **Functional Service**
  - Supply-oriented Service
  - Government-oriented Service
  - Central Government-oriented Service

**Future**

- **Shared Service**
  - Citizen Centric
  - Collaboration
  - Synchronization & Integration

- **Ubiquitous Service**
  - Multiple Channel
  - Pull Service
  - Personalization & Intelligence

- **Socially Integrated Service**
  - User value-focused Service
  - Nation-wide Service
  - Services linked with Local Government
Thank you!

e-government