Digital Government
Republic of Korea
HISTORY
Digital Government of Korea
Korea In Brief

Population
- 1955: 21.5M

Telecommunication
- Mobile: 56.0M (2017)

GNI / 1 Person (Gross National Income)
- 1955: $65

Area: 100,210㎢
50 years of e-Government in Korea

**HISTORY**

**ACHIEVEMENT**

**DIGITAL GOVERNMENT INNOVATION PLAN**

**STEP 1**
1960s-70s
- Introduction of IBM 1401 for the completion of census statistics (1967)
- Establishment of the 1st 5-Year Masterplan for the Computerization of Administration (1978)

**STEP 2**
1980s
- Establishment of the Masterplan for the National Basic Information System Networks (1984)
- Development of Resident Registration System (1989)

**STEP 3**
1990s
- Launch of digitized government services

**STEP 4**
2000s
- Enactment of the e-Government Act (2001)

**STEP 5**
2010s
- Development of Cloud-based Government Data Center (2012)

**STEP 6**
- Intelligent Digital Government

**Computerization of Public Administration**
- National Information and Communication Networks

**Infomatization of National Administration**
- Integrated e-Government

**Integration of Government Services**
ACHIEVEMENT
Digital Government of Korea
Digital Government Services

- Service-oriented government
- Effective/efficient government
- Transparent/open government

**G2C**
- Gov24 (Public Service Portal)
- Data.go.kr (Open Data Portal)
- Bokjiro (Welfare)
- e-People (Participation)
- NEIS (Education)
- HomeTax (Tax)

**G2B**
- UNI-PASS (customs)
- KONEPS (procurement)
- Bizinfo (SMB support)
- KIPO net (intellectual properties)

**G2G**
- Shared Mobile Service Platform
- Digital Budget Accounting
- On-Nara (e-Document and BPS)
- Shared Services for Local Gov.
- Personnel Management
- Public Information Sharing Center

**National Information Resources Service**
- (Government Integrated Data Center)
On-Nara BPS: e-Document System
The standard e-Document application for government agencies

- 890,000 users
- 289 Agencies
- 125 million documents created in 2017
- Digital signature verification and forgery prevention
- XML-Based standard document format
Gov24 (GOV.KR) 
: Single channel to government services

- Tailored Information for Each Citizen
- One-stop Life Cycle Services
- Mobile-based Service Design
- Built on the G-Cloud

Public Service
More than 90,000 services

Application and Issuance
Apply & Issue: 1,500 forms
Guide: 5,000 forms

Policy Information
More than 87,000 News, Reports, & Publications
HomeTax: Online Tax Service

Most tax services are available online 24/7 (e.g., Tax e-filing, Tax e-payment, Issuance of documents)

19M registered (out of population of 50M), 1.9B visits in 2018
Public Engagement

→ e-People (epeople.go.kr)
  - Pan-government online communication channel
    (provides services in 14 Languages)
Public Engagement

Petition to the President (president.go.kr)

- People can submit a petition directly to the website of the President’s office.
2020 United Nations E-Government Survey

E-Participation Index (EPI)

1st 1st 1st 4th 1st

E-Government Development Index (EGDI)

1st 1st 1st 3rd 3rd 2nd
**Point of Success Factors**

- Macroscopic View
- Technical View
- Administrative View

**ICT Industry Growth**

- World Top Class Internet Speed
- Decisive & Sustained Investment
- Innovative & Early-Adapting Culture

**Visionary Mid/Long Term Plans**

- Strong & Systematic Leadership
- Integrated Infrastructure
- Unified Application

**Decisive & Sustained Investment**

- Review and Amendment of IT Projects from planning to inspection phase
- Dedicated Project Funding & Prioritized Essential Services
- Early Adoption of Civil Registration
- Standardized Data

**Innovative & Early-Adapting Culture**

**Strong & Systematic Leadership**

**Integrated Infrastructure**

**Unified Application**

**Standardized Data**

**Early Adoption of Civil Registration**
Digital, the door to a better world

1. Expanding non-contact government services
2. Innovating government service delivery
3. Creating collaborative digital ecosystem
4. Enhancing digital infrastructure
To better prepare for unexpected emergency situations and equip the society in the post-COVID-19 era
To use accumulated data to its fullest potential at the pan-government level
To better meet the citizens’ need for non-contact service
To create collaborative and inclusive digital ecosystem

WHY does the government need to change?
Reengineer the government administration process to better provide seamless and secure non-contact government services to the citizens

- **Mobile Digital ID** to conveniently verify oneself on- and off-line
- Strengthen data sovereignty of the citizens and create new services through **MyData**
- Expand digital document/certificate issuance and digital transaction
- Transform the education system into a **hybrid education**, on- and off-line learning
Integrate and personalize service delivery through human-friendly interfaces using natural language

- Pan-government platform for chatbots and AI training
- Provide customized services through the GOV.KR service portal
- Expand one-stop life-cycle services
- Provide single point of contact for the citizens for all civil complaints
Promote collaboration between the public and private sectors to strengthen digital economy

- Transform the process of public data disclosure and use to better meet user needs
- Facilitate data-driven government administration at the pan-government level
- Increase private-public cooperation on government service provision
- Converting the public sector to the cloud
- Establish the private-public partnership on emergency response
Build an inclusive, highly-efficient digital infrastructure to deliver government services

- Use emerging technologies such as IoT to enhance the disaster management system
- Create 5G-based smart work environment for government officials
- Strengthen cybersecurity using AI
- Create an inclusive digital ecosystem
- Raise digital skill level of the government officials
HOW will it be realized?

Pan-government Roadmap

Virtuous cycle of Data-Cloud-AI

Innovate the entire cycle of government services

Ecosystem for open digital government

Data-centric information security system

Refine the institutions, procedures, and organizations

Secure core talent

Build the capacity of public officials
Thank You