Digital Government Policies and Best Practices

Chapter 14
Policy Implications and Recommendations for Successful Transformation Toward Digital Government
This chapter summarizes the lectures and provides a forum for discussion on digital government in each country. This chapter is meant to encourage all the participants to put the issues in perspective as a public manager of each country. This chapter provides an opportunity to review the lectures and to draw country-specific implications for digital transformation. The participants are expected to formulate a practical strategy and an implementable planning based on country reality.
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Objectives

- To summarize the lectures
- To review the issues for the digital government
- To put the issues in perspective of each country
- To draw country-specific implications
Course Structure

1. Summary
2. Lessons Learned
3. Country-specific Implications
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1. Summary: Key Elements of e-Government

- Legal Foundation
  - Law, Rule, Guideline

- e-Gov. Policy and Strategy
  - Project Development and Management

- Governance
  - Institutional Arrangement

- Infrastructures
1. Summary: A Road to e-Government

- **Making**: Internal administrative processes more efficient and effective
- **Enhancing**: The delivery of public services
- **Strengthening**: Democratic accountability, control and collective decision making
Government to

- Citizen (G4C)
- Business (G4B)
- Government (G2G)
- Intra-Government

ICT can improve the way government does its internal and external businesses
1. Summary: Practical Perspectives for e-Government

**We need our own perspective for our own purposes**

- Different perspectives need different stages
- Planning perspective
- Implementation perspective
- Legislation perspective
- Budget perspective
- Performance perspective (user, customer, project,...)
1. Summary: e-Government from Holistic and Contextual Perspective

- Leadership
- Change Management
- Law and Regulation
- Governance
- Policy Tools
- Feedback
- Performance
- ICT Capacity
- IT Infrastructure
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1. Summary: Virtuous Circle of e-Government

New Demand of Public services

Infrastructure (technology) Environment

Policy and Regulations

Policy Making Legal and Institutional Reform

Feedback and Incentive

New e-Government services provision
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1. Summary: Key Infrastructures of e-Government in Korea

Key Infrastructures for e-Gov.

- System Services
- Standard for Interoperability
- Key Systems: NBIS
- GIDC, IRM
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1. Summary: Key Services of e-Government in Korea

- Gov. for Citizen
- Gov. for Biz. / Gov. to Gov.
- Response to COVID-19 using ICT (K-Quarantine)
- Open Public Data, Data Sharing Service
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1. Summary: Actions to Take for Digital Transformation

- Inclusive processes
- Regulatory framework
- Digital rights
- Transparency for accountability
- Rethinking Public procurement
- Digital skills

Source: (OECD, 2018)
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1. Summary: Actions to Take - Revisit OECD

**Action 1** Make the digital economy visible in economic statistics

**Action 2** Understand the economic impacts of digital transformation

**Action 3** Encourage measurement of the digital transformation’s impacts on social goals and people’s well-being

**Action 4** Design new and interdisciplinary approaches to data collection

**Action 5** Monitor technologies underpinning the digital transformation, notably the Internet of Things, AI and Blockchain

**Action 6** Improve the measurement of data and data flows

**Action 7** Define and measure skills needs for the digital transformation

**Action 8** Measure trust in online environments

**Action 9** Establish an impact assessment framework for digital governments
WHY does the government need to change?

- **Service**: To better meet the citizens’ need for non-contact service
- **Data**: To use accumulated data to its fullest potential at the pan-government level
- **Infrastructure**: To better prepare for unexpected emergency situations and equip the society in the post-COVID-19 era
- **Private-Public Collaboration**: To create collaborative and inclusive digital ecosystem
1. Summary: Going Forward, Korean government is Trying...

**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**

**ROADMAP**

- Data-centric information security system
- Refine the institutions, procedures, and organizations
- Secure core talent
- Build the capacity of public officials
2. Lessons Learned: Why DX in Developing Countries?

This is a critical moment in history

Digital technologies are transforming the world

We must stay ahead of the curve!
They should collaborate to craft a shared national vision in a participatory way.
Technology will not guarantee success, no matter how innovative it is. Just as important as new technology is the social and economic environment in which technology is used.
e-Government is all about making connections, and digital inclusion is essential to inclusive economic growth
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2. Lessons Learned and Implications

The following lessons, among many, must be taken seriously

1. Strong, Consistent Leadership: Harmony of Visionaries and Functionaries

2. Legal Foundation, Rule, Guidelines, Sound Governance for Planning, Promotion, and Coordination

3. Priority areas, business functions, resources
2. Lessons Learned and Implications

The following lessons, among many, must be taken seriously

4. Development of National Strategy, Roadmap, Key projects to show people money (Success Cases)

5. Balanced Development: Infrastructures and Services

   →

   Technological/Legal/Governance/Competency (HRD) foundations

   →

   Digital-government should and could go in step with development of key elements and sectors of the society
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Based on maturity, key elements, and key perspectives, let's take a look at where our country is!

- We can identify the gaps to get our own future e-Government, and choose priority areas to focus on.
- We must find a way to mobilize political, legal, technical and financial resources.

- Make a quick hit to show the impact of the e-Government
- Make people feel the benefit from e-Government
At the end of this chapter,

What should you do first for your e-Government?