Vision and Strategies of E-Government in Korea

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Korea's Journey to e-Government

**e-Government Infrastructure Development**
*1987 ~ 2002*
- Digitalization of government business processes
- Establishment of e-government infrastructure
- 11 Key Initiatives

**E-Government Projects Implementation**
*2003 ~ 2007*
- Expansion and improvement of service level
- Enhanced administrative efficiency and transparency
- Linkage among information providers

**Further Advancement**
*2008 ~ 2012*
- Customer-oriented services
- Interactive administrative services
- Real-time public safety information network
- Information privacy and security level up
Current Status of Korean E-Government

e-Government Evolution: Korea advancing from Stage 4 → Stage 5

Stage 1 Emerging
- Limited web presence

Stage 2 Enhanced
- Easily accessible information on public policy

Stage 3 Interactive
- Online services (downloadable form, etc)
- Interactive portal sites
- Online transaction

Stage 4 Transactional
- Two-way interactions between "citizen and government"

Stage 5 Connected
- Seamless online service
- Integrated back-office infrastructure

※ Stages of e-Government Evolution(UN), 2007
Vision & Goals

The World's Best Digital Government for the People

Four Goals
- Customer-oriented customized services
- System-driven government innovation
- Preventive system for safer society
- Sustainable advancement of e-government

Five Strategies
- Governance structure
- Process innovation
- Performance management
- Human resources
- Global leadership
1) Ministry of Public Administration and Security
   (Informatization Strategy Office)
   – in charge of execution e-Government projects

2) “e-Government Act” (enacted since 2001)
   – Legal Foundation

3) National Information Society Agency
   – Technical Support

4) Informatization Promotion Committee (chaired by Prime Minister)
   – Policy Support and Coordination
Key Success Factors

- Strong Government Leadership
- IT Governance
- Customer-oriented e-Government Services
- Technology Support
- Performance Based Program Management
Key Success Factors

Strong Government Leadership

- Leadership from the President
- Strategic and sustainable plans for 20 years
- Nationwide change management program
- Aligned e-Government projects with Performance Evaluation

IT Governance

- Informatization Promotion Committee chaired by the Prime Minister mediates and guides the administrative branches
- National level e-Government strategies and technical assistance provided by associated professional agencies
- Revision of laws and regulations in line with government process reform
Key Success Factors

Customer-oriented e-Government Services
- Service development based on user needs
- Civil service closely related to everyday life

Performance-based Program Management
- Clear goals, objectives, short and long-term plans, with expected expenditure, income streams and deadlines
- Qualitative, Quantitative Performance Index (KPI) for nationwide level and each project level
- Designation of officer or organizing body in charge of project performance

Technology Support
- Participation of experienced SI companies and specialized solution vendors
- Adoption of practical technology (GIS, LBS, Component Based Developing technology etc.)
Changes & Challenges

Paradigm change
- e-Korea > u-Korea
- Various service channels

New Demands for ICT services
- Convergence in public services
- Convenient service delivery
- Information safety and privacy

Balanced Development
- Bridging the digital divide
- u-City
Direction

Responsive, Efficient, and Customer-Friendly Services

Individual
• Services available anytime, anywhere

Business
• Corporate competitiveness

Society
• Secure & pleasant living environment

Integrated business processing platform

Performance management
Information Disclosure
Knowledge Sharing
Process management
Integrated Policy DB
Integrated Space DB

Scientific policy making process
Automation of Gov’t processes

Various Service Channels
Government
Information Sharing
Integrated Security system
Integrated authentication system
Common Services

National Computing & Info Resources Center
: Local Government Computing & Info Resources Center

e-Government Architecture (EA)

Extensive Interface across Relevant Organizations

Seamless collaboration
Sharing Services

Government
Public organizations
Financial Institutions
Medical, Welfare, Education Job etc.
Objectives

**As-Is**
- Fragmented Services
  - Provider-oriented services
  - Partial automation of administrative work tasks
- Electronic Services
  - Internet-centered, fragmented service channels
  - Standardized simple services for the public
- Functional Services
  - Function-oriented agency services
  - Services centered around the central government

**To - Be**
- Shared Services
  - Coordination among government agencies
  - Automation of government services
- Ubiquitous Services
  - Service channels using portable electronic devices
  - Individually-customized intelligent services
- Social Services
  - User-oriented services
  - Integrated services linked with local governments
Future of Korean e-Government

Government Services Accessible, Anytime and Anywhere

Individual
- Services available anytime, anywhere
- High-quality social services accessible without barriers

Business
- Enhance corporate competitiveness to the level of global excellence

Society
- Provision of secure & pleasant living environment

Integrated business processing platform
- Performance management
- Information Disclosure
- Knowledge Sharing
- Process Management
- Integrated Policy DB
- Integrated Space DB

Scientific policy making process
Automation of Gov’t processes

Various e-Government Service Channels
- Government Information Sharing Platform
- Integrated Security system
- Integrated authentication system
- Common Services
- National Computing & Info Resources Center
  - Local Government Computing & Info Resources Center
- e-Government Architecture (GA)

Extensive Interface across Relevant Organizations
- Government agencies
- Public organizations
- Financial Institutions
- Medical, Welfare, Education Job Recruitment Service Organizations
- Seamless collaboration
- Sharing Services
Implementation Schedule

2007
Preparation
- Establish implementation plan & regulations

2008
Ground-laying
- Perform BPR/ISP
- Overhaul implementation framework
- Define project governance structure

2009 ~ 2011
System building
- Dissemination
- Change management

2012
Integration
- Seamless service delivery
Thank you!

e-government