1. Overview of Korea's Digital Government

2. Digital Government Masterplan 2021-2025

3. More in the Future
1. Overview of Korea's Digital Government
Korea’s Digital Government in Numbers

16K information systems, 4.7B USD annual government ICT budget

37M Koreans, 89% of population are Using Digital Government

98% of users are Satisfied with Digital Government Services

#1 OECD Digital Government Index 2019

#1 OECD OUR (Open-Useful-Reusable) data Index 2019

#2 UN e-Government Survey 2020
Journey of Korea’s Digital Government

50 years of Digital Government in Korea

**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)

**Computerization of Public Administration**

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

**National Information and Communications Networks**

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

**Informatization of National Administration**

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

**Construction & Integration of E-Government Systems**

**STEP 5**
2010s
- Launch of DATA.GO.KR (2011)
- Development of Cloud-based Government Data Center (2012)

**Service Integration & Open Data**

**STEP 6**
Intelligent Digital Government
Digital Government Services

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

G2C
- Gov24
- Open Data Portal
- National Health Insurance
- e-People (Participation)
- Hometax (e-Tax)
- Edunet (e-Education)

G2B
- UNI-PASS (Customs)
- KONEPS (Procurement)
- Bizinfo (SMB support)
- KIPO net (Intellectual properties)

G2G
- Shared Mobile Service Platform
- Digital Budget Accounting
- Digital document & BPMS
- Shared Services for Local Gov.

G2E
- Personnel Management
- Public Information Sharing Center

National Information Resources Service
(Government Integrated Data Center)
29 best practices of Korean digital government

VR tour of the Digital Government Exhibition Hall

Links and materials for further information

Blog and updates
2. Digital Government Masterplan 2021-2025
Digital Government Masterplan 2021-2025

Digital, the door to a better world

THE DIGITAL GOVERNMENT
- Creates digital by design public services
- Provides personalized service delivery channels
- Asks a citizen for information once only
- Opens its data and services to the public by default

by implementing intelligent public services
by facilitating data-based government
by strengthening foundation of digital transformation
Mission #1: Implementing intelligent public services

**Virtual assistant for the public**
- Natural language based platform that can be merged with chatbot solutions and AI assistant services to deliver public services and relevant information to citizens.

**MyData and digital certificates for non-contact services**
- Implements fully-digitized information exchange for public services
- Helps citizens to authorize and control sharing of their own data
- Helps the government to collect information with higher efficiency
- Protects people's privacy by minimizing redundant information transaction

**Mobile digital ID & user-friendly authentication**
- Implements secure and convenient authentication with new technologies like blockchain, biometrics, and IOT

**Proactive service notification & one-stop application**
- Provides personalized notification of service eligibility, due dates, events, and etc.
- Renovation of service processes and systems to break silos and barriers between government entities for one-stop application
Mission #2: Facilitating data-based government

**Government data analysis centers**
- Pan-government level integrated data analysis center
- Sectoral data analysis centers of ministries and regional centers of local governments

**Data analysis projects for national & local issues**
- Data-based policy making, decision, and evaluation

**Data-based disaster prevention & response**
- Using various data including real-time datastreams from IoT sensors for rapid disaster prevention and response

**Public data & service governance for collaboration**
- Open both public data and service APIs to collaborate with the private sector

**Cloud-based shared platforms and applications**
- Increase cost-effectiveness, availability, and robustness of information systems with cloud computing technology
- Increase productivity of government officials with cloud-based applications
Mission #3: Strengthening foundation of digital transformation

**Service design for digital inclusion**
- Online services designed for vulnerable groups
- Offline support programs for vulnerable groups

**Private & public partnership**
- Develop cultures and legal grounds to encourage cross-sector collaboration
- Facilitate citizens’ active participation such as civic hacking

**Legal framework renovation**
- Legislations considering digital rights and ethics
  - ex) Privacy protection, Algorithmic transparency

**International cooperation**
- Experience sharing with other countries
- Supporting digital government implementation of developing countries
- Cooperation with international organizations and communities
3. More in the Future
Customizable service channels

- Citizens can select and customize their own service channel
- Open data, Open APIs, and microservice architecture for universal collaboration between the public and private sector
- To increase agility, availability, and convenience of government-citizen interaction

Seamless & silo-free government workflow

- Digital services of all government entities will be integrated, connected, and standardized by design
- The government as a single entity for interaction with citizens
- Better & faster response to citizens' request
Real-Time & On-Site Interaction

**Paperless, non-contact, anytime, and mobile**
- All public information and data will be digital by default
- All public services will be available online
- People can access all the resources for interaction without visiting government offices

**Interaction through portable devices**
- Using on-site images, videos, and sounds for interaction
- Automatic recording of time and location of events and problems
- Rapid interaction through high-speed mobile network

**Immersive Citizen-Government Digital Interaction**
- Interaction through new types of IoT devices: Smart car, Smart appliance, Smart house, Smart building, etc.
- Digital interaction will be the new normal
Human-Friendly User Experience

**Services designed for the people, and by the people**
- Websites and mobile apps should be designed user-friendly to help citizens interact with government easily
- Government online services should consider accessibility of vulnerable social groups such as the disabled
- Participatory design process to create better user experience

**Artificial Intelligence that can listen and watch**
- Natural language processing, voice recognition, and vision AI will create completely new user experience
- As machines understand humans as they are, the barrier to digital literacy will be lowered
- More alternatives for the disabled
Analytics for Data-Based Administration

Planned analytics on key policy areas
- Data analysis for national agenda, pending issues, mid to long-term strategies
  - e.g.) identifying main causes for industrial disasters, effects of air pollution in the urban areas, etc.

On-demand analytics on specific issues
- Demand-based data analysis for individual government agency
  - e.g.) identifying the right time and location for effective pest prevention

Reference models for analytics
- Developing and sharing reusable reference models among government entities
  - e.g.) flood risk analysis model shared by all local governments
Thank You