CONTENTS

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
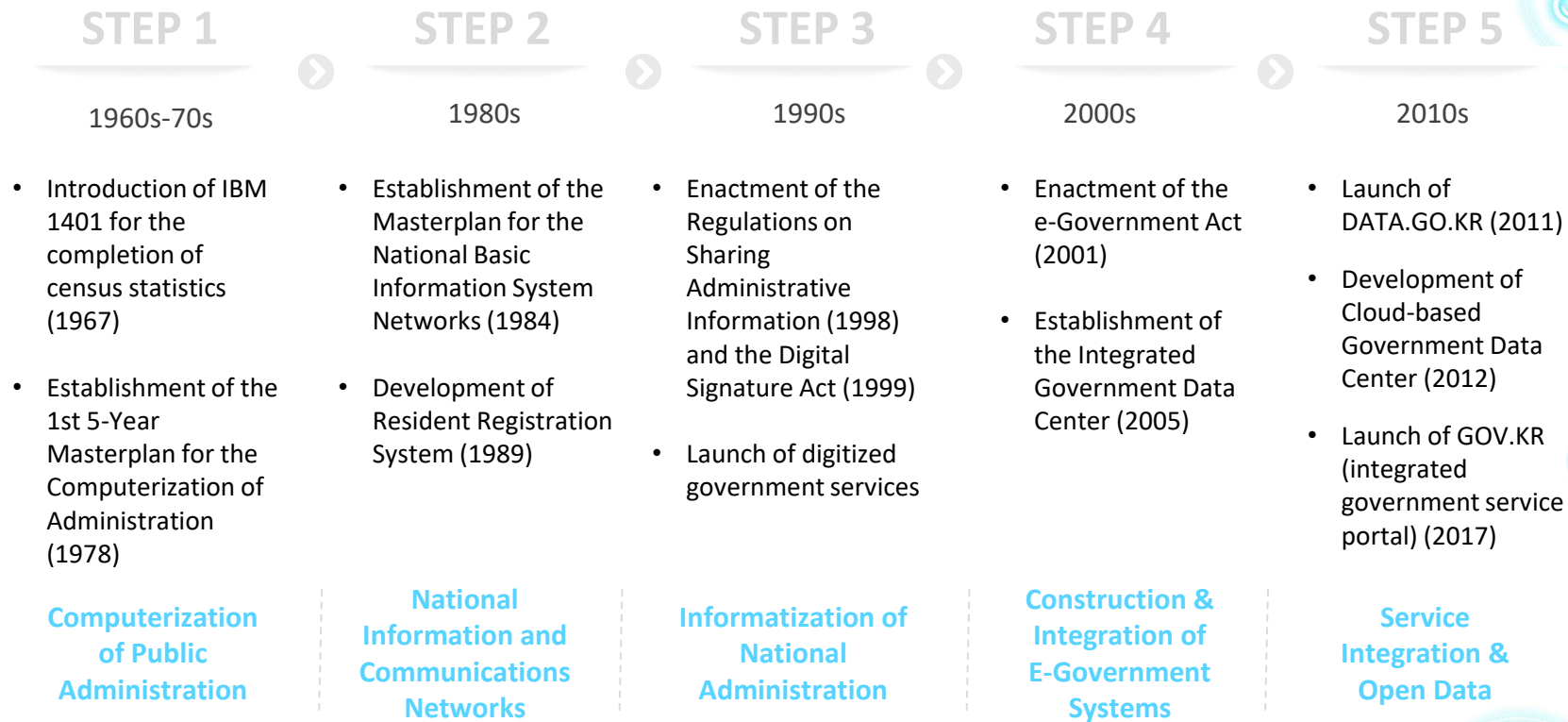
#1 OECD **Digital Government** Index 2019

#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	STEP 2	STEP 3	STEP 4	STEP 5
1960s-70s	1980s	1990s	2000s	2010s

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
- Enactment of the Regulations on Sharing Administrative Information (1998) and the Digital Signature Act (1999)
- Launch of digitized government services

STEP 4 — 2000s
- Enactment of the e-Government Act (2001)
- Establishment of the Integrated Government Data Center (2005)

STEP 5 — 2010s
- Launch of DATA.GO.KR (2011)
- Development of Cloud-based Government Data Center (2012)
- Launch of GOV.KR (integrated government service portal) (2017)

STEP 6
Intelligent Digital Government

Computerization of Public Administration	National Information and Communications Networks	Informatization of National Administration	Construction & Integration of E-Government Systems	Service Integration & Open Data

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 G2E	Shared Mobile Service Platform	Digital Budget Accounting	Digital document & BPMS	Shared Services for Local Gov.	Personnel Management	Public Information Sharing Center

National Information Resources Service (Government Integrated Data Center)

DgovKorea.go.kr

- **29 best practices of Korean digital government**

- **VR tour of the Digital Government Exhibition Hall**

- **Links and materials for further information**

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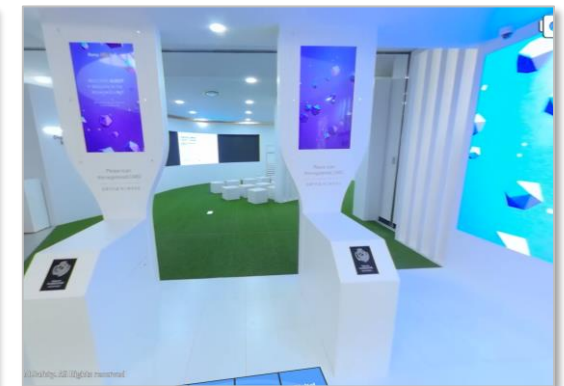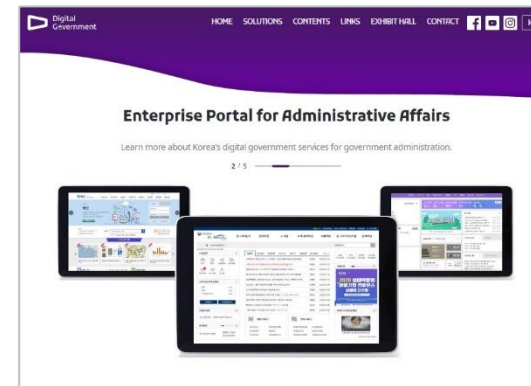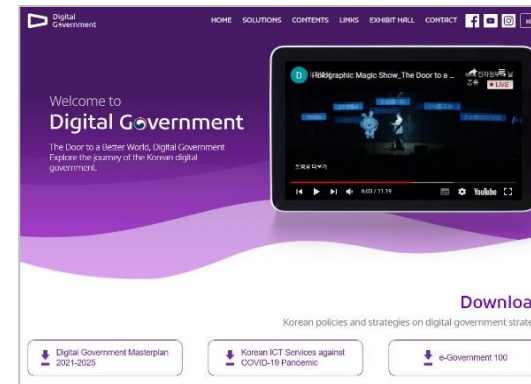
2. Digital Government Masterplan 2021-2025

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 censors 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

Personalized One-Stop Service

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
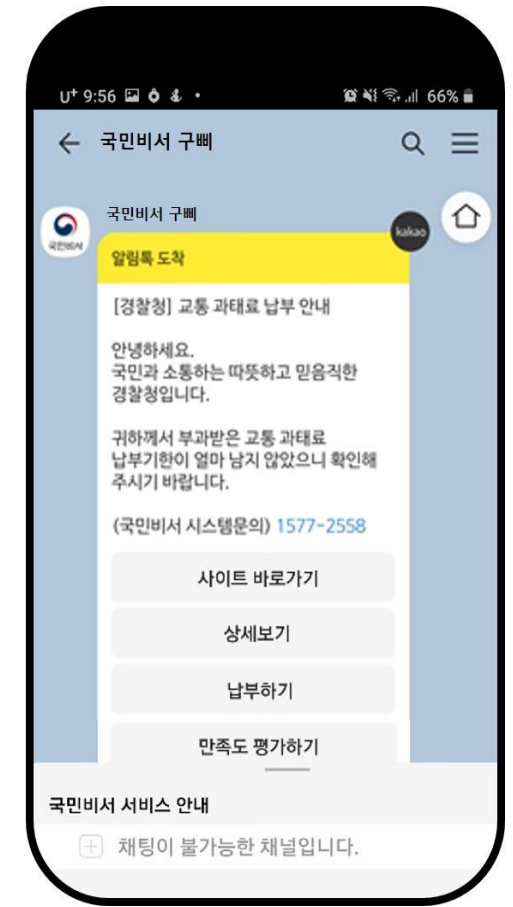
Real-Time & On-Site Interaction

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 withoug 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

$$Safety = \beta_0 + \beta_1 X_1 + \cdots + \beta_k X_k + \epsilon$$
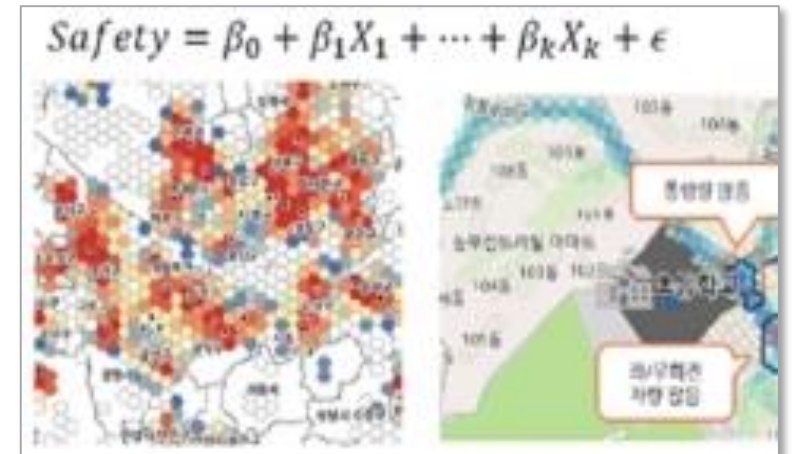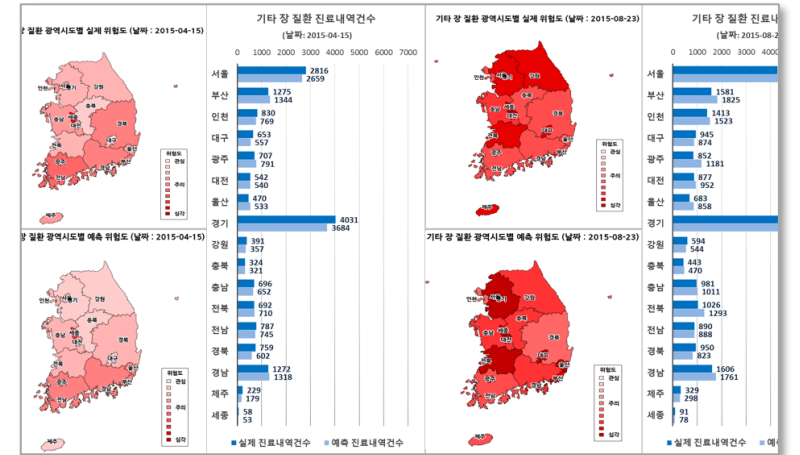
Thank You

Ministry of
the Interior and Safety