

E-Government Roadmap

Republic of Korea

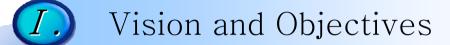
2004. 2. 12.

Chang-hak Choi rainmaker@cwd.go.kr

Presidential Committee on Government Innovation and Decentralization



Table of Contents



M. Strategic Direction

M.) Agenda and Roadmap

Priority Tasks

Future Shape of Government

I. Vision and Objectives

- 1. Participatory e-Government
- 2. E-Government Vision
- 3. E-Government Objectives



"In the future, work methods of the public offices need to be improved and operation process reformed...

Also, government functions and organizations should be lead to change naturally...

Furthermore, we must actively try to achieve clean and transparent administration through e-government."

< Presidential address during National Task Meeting, April 17, 2003 </p>



1. Participatory E-Government

Participatory Democracy

Balanced Social Growth Period of Northeast Asia

GNP Per Capita of US\$ 20,000

Advanced Administration

Transparency

Efficiency

Participation

Work method Reform

Government Service Reform

Information Resource Management Reform

Building E-Government



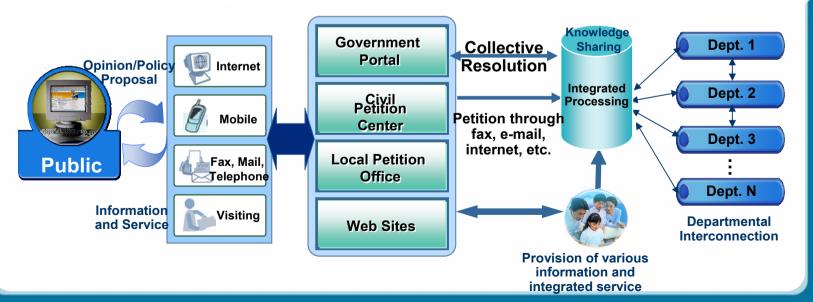
2. E-Government Vision

"World's Best Open E-Government

- Service Delivery Innovation
- Enhancement of AdministrationEfficiency and Transparency
- True Popular Sovereignty



- Network Based Government
- Knowledge Based Government
- Participatory Government



3. e-Government Objectives

Civil Services
Goals

Drastically enhancing efficiency in administrative processes in civil and business services without visiting the relevant offices and raising the rank of business support competitiveness to 10th place.

		2008
	2003	85%
Online Work Processes	15%	
Flocesses		10th
Business Support Competitiveness	24th	
		Under 3/year
Number of visits to District Offices	10/year	
		60%
e-Government Usage Rate 23%		

3. E-Government Objectives

Administrative Efficiency Goals Expand electronization of work processes and sharing of documents. Enhance efficiency through integrated management of information resources enabling real time administration.

2003

Cross Agency Work
Processes

Partial electronization, not yet integrated Personnel, finance, inspection etc.

Electronization of Documents

Coexistence of paper and e-documents

Sharing of Information

Limited cross agency sharing

Management of Information Resources

Diffused, independent

2008

Overall electronization, integration

Unify into e-documents

Complete cross agency sharing

Unified, integrated

3. E-Government Objectives

Administrativ e Democracy Goals

Activate political participation by providing administrative information and strengthening the citizens' controlling power of personal information

2003

Electronic Participation

Public opinion polls

Openness of Administrative Info Passive and limited

Privacy protection

Risk of Privacy Invasion 2008

Policy participation and consultation

Active and open

Reinforce control over personal information

II. Strategic Direction

- 1. Direction
- 2. Strategy
- 3. Organization

1. E-Government Direction

Work Method Reform
Paper document Electronic document
Department oriented procedures Service flow oriented procedures
Civil Service Reform
Many contact points, Single contact point, No visit, Onlin Visits, Face-to-Face
Limited participation (polls)

Information Resource Management Reform

Departmental standards and convergence	Separate resource management	Government-	vide management
	Departmental standards		

2. Strategies

Associate with Administration Reforms

Phase 1 [Foundation)

- Consolidation of administrative internal process
- Selective public service reform

Phase 2 [Service Advancement]

- Advancement of administrative internal process through information
- Expansion of integrated public service

Phase 2 (2007) Level 5 Integrated Administration Phase 1 [2005] Level 4 ❖ Interdepartment **E-Commerce** al and crossagency Online ❖ Online Level 3 service processing of Interoperation Level 2 civil service ❖ E-mail **Development** Level 1 Converged ❖ Electronic Initiation public/civil **❖** E-payment of Periodic update ❖ Provision of forms service taxes and fees of information limited information

2. Strategies

Closed Cycle of Process Reform and Informatization

Government Process Analysis

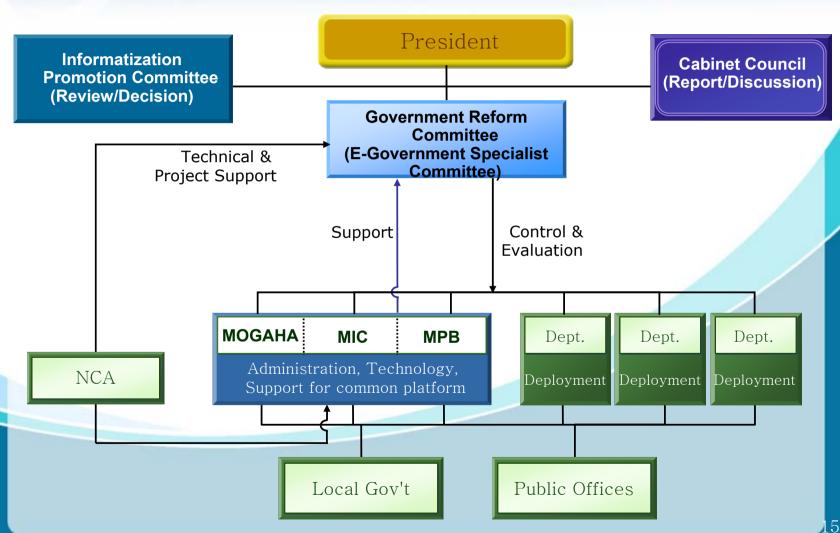
Process Reengineering Removal of Overlapping Procedures

Process Simplification

Informatization

- Classification of the Task Types
 - ❖ Committee key deployment task, Committee main management task, Departmental deployment task
- Introduction of Performance Management System
 - * Real name based projects and performance index in advance
 - ❖ Link project performance with promotion and budgeting to prevent overlapping
- Use of E-Government for Nurturing IT Industry
 - ❖ Development and application of state-of-art IT technology for e-government projects
 - ❖ Active global promotion of the e-government solution

3. Organization



M. Agenda and Roadmap

- 1. Detailed Agenda
- 2. Roadmap for Each Agenda
- 3. Expected Benefits



1. Detailed Agenda

Area

Agenda

Government Internal Process Reform (G2G)

- 1 Establishing electronic procedures
- 2 Expanding common use of public info.
- 3 Service oriented BPR

Public Service Reform (G2C, G2B)

- 4 Enhancement of the civil service
- 5 Enhancement of business service
- 6 Expanding electronic civil participation

Information Resource Management Reform (Common Platform)

- 7 Integration/standardization of info. resource
- Strengthening of information protection system
- 9 Specialization of the IT manpower and organization

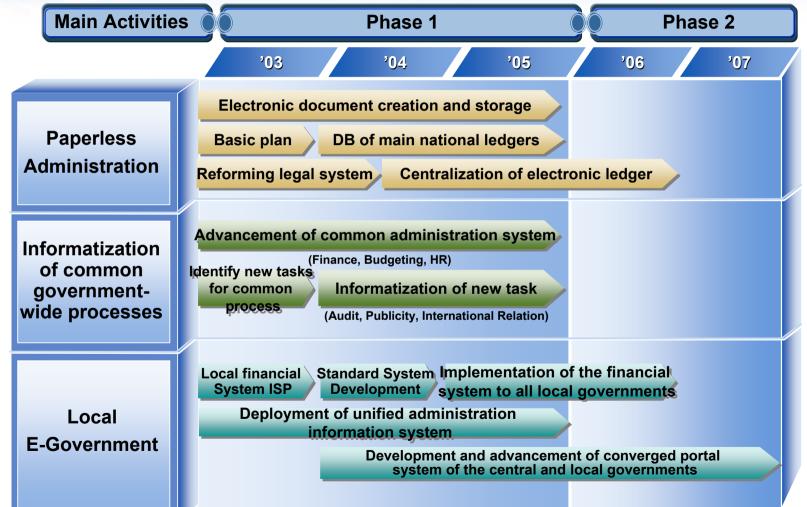
Legal System Reform

Consolidation of e-government related legal system

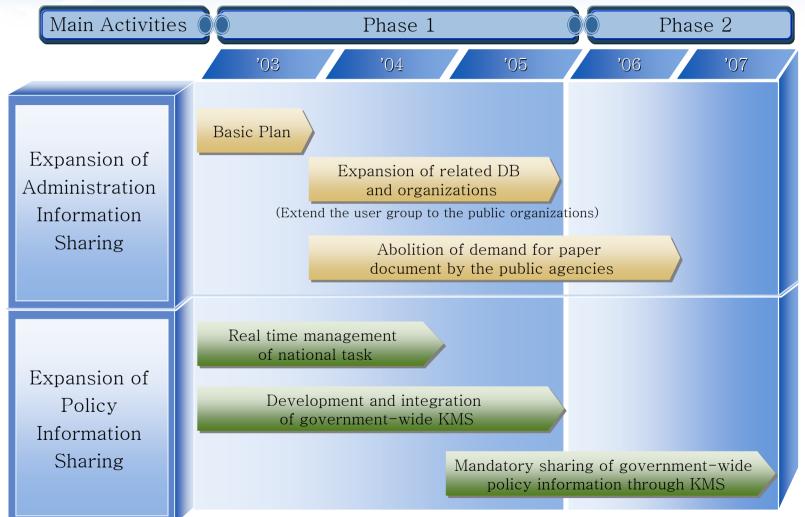




1. Establishing Electronic Procedures

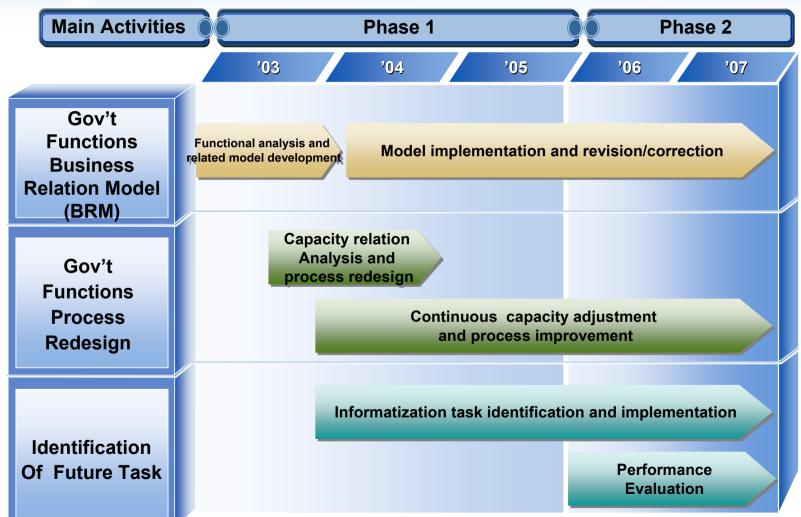


2. Expanding Common Use of Public Information



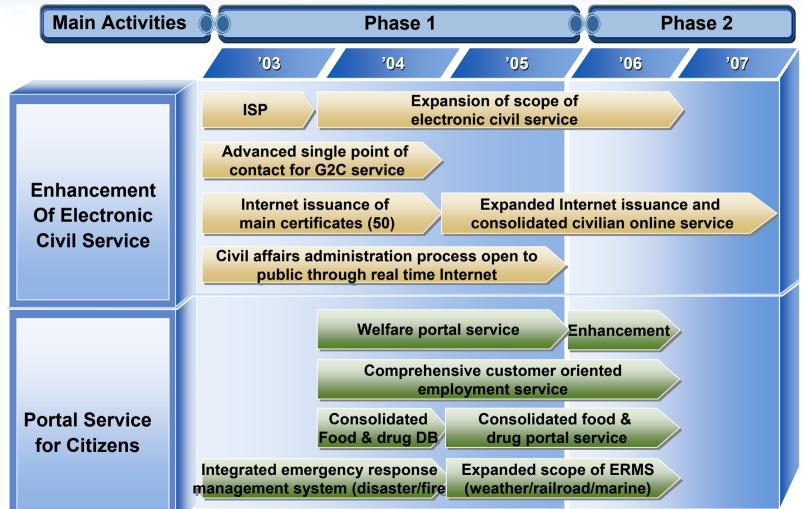


3. Service Oriented BPR



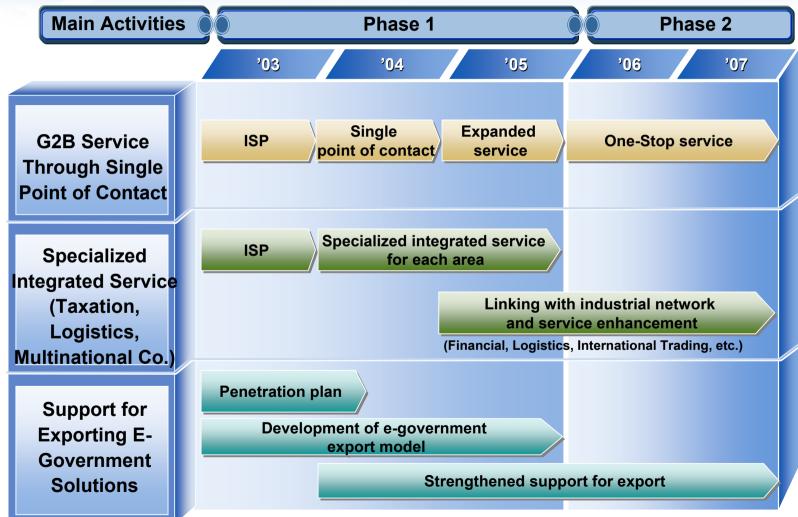


4. Enhancement of Civil Service



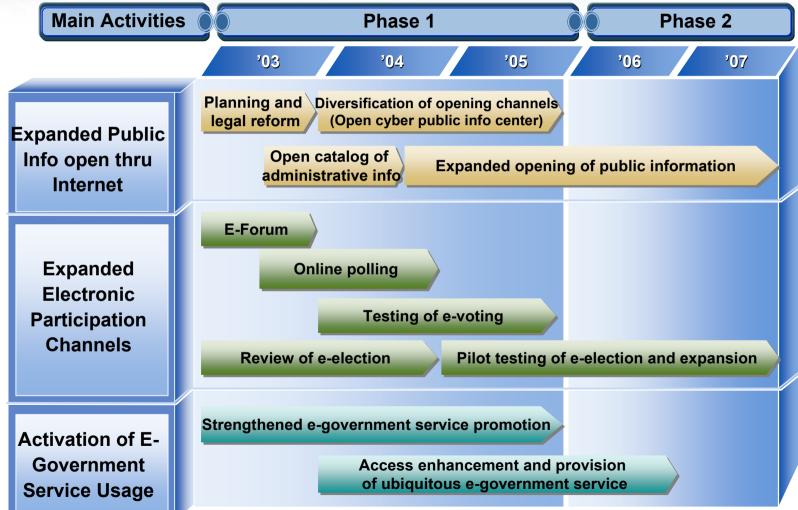


5. Enhancement of Business Services

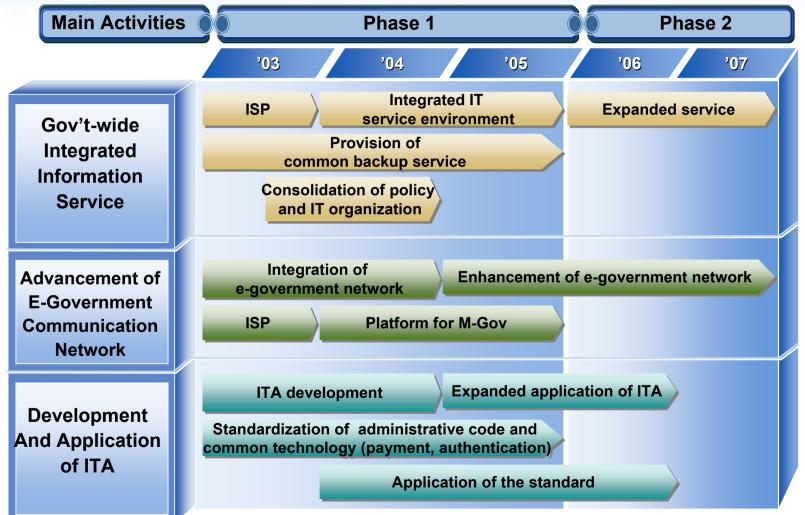




6. Expanding Electronic Civil Participation

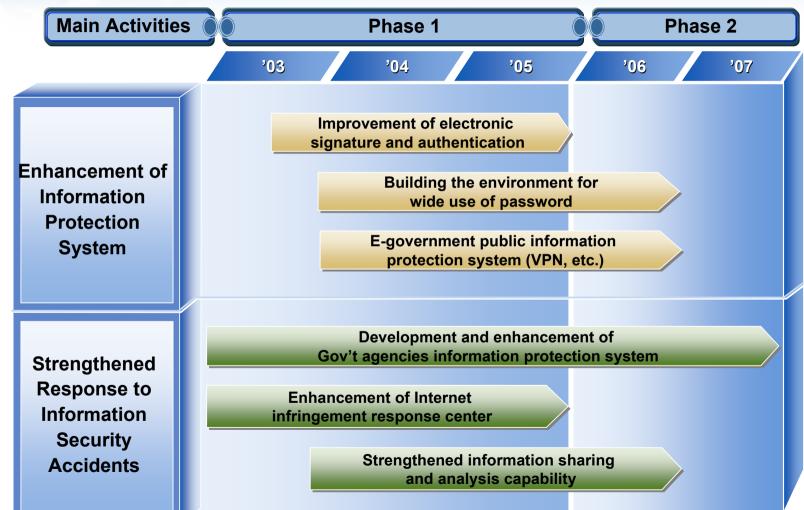


7. Integration and Standardization of Information Resources



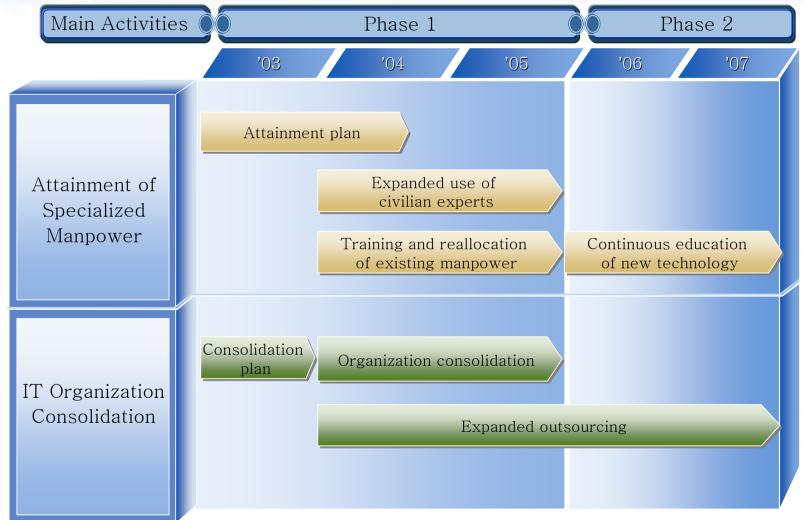


8. Strengthening of Information Protection System





9. Specialization of IT Manpower and Organization



10. Consolidation of E-Government Related Legal System

Main Activities Phase 1 Phase 2 '03 04 ²05 ³06 ³07 Consolidation of administrative and general laws Consolidation of (civil affairs, administrative procedures, fees, etc.) Offline Oriented Consolidation of detailed administrative legal system **Enactment** (national registration, civil defense, intellectual rights, etc.) Reform of Reform of information protection system and policy Information Reform of private information **Protection** protection legal system System and **Policy** Consolidation of e-government related legal system Consolidation of E-Government Introduction of e-government performance evaluation system/ **Related Laws**



3. Expected Benefits

Phase 1 (2005)

For Work Processes

- Gov't-wide electronic administration of audit, financial, HR, approval and procurement
- Real time sharing of residents, real estate, taxation and buildings DB
- Continuous Service oriented process reform and systematic informatization

For Public Service

- Drastic reduction of paper and office visits due to expanded online service
- Online processing of international trading, logistics and enterprise undertaking/operating service
- Expanded electronic participation through e-forum and e-voting

For Information Resource management and Legal Reform

- More effective use of IT resources through integrated management of departmental IT systems and networks
- Consolidation of offline oriented laws such as national registration to electronic platform basis



3. Expected Benefits

Phase 2 (2007)

For Work Processes

- Online processing of administrative procedures through single departmental points of contact
- Knowledge based government through gov't-wide KMS

For Public Service

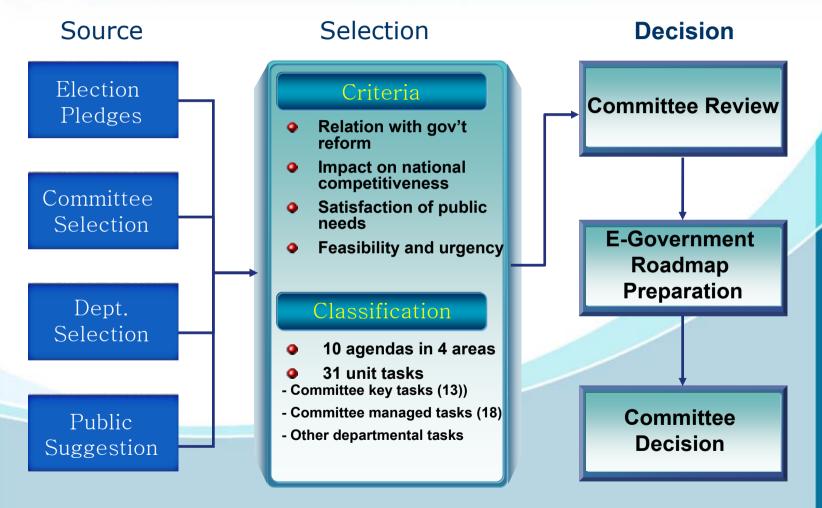
- Real time, no-visit administration of services directly related to civil life such as welfare, hiring, employment and safety management, etc.
- One-stop service through convergence of investment, finance, international trading, taxation, etc.
- Realization of participatory democracy through public online opening of administrative information as well as e-forum and e-voting



- 1. Task Selection Process and Classification
- 2. Task Types and Committee Role
- 3. Priority Tasks



1. Task Selection Process and Classification





2. Task Types and Committee Role

Classification

Committee Key Tasks

Types

 Government wide common tasks that need to be the key focus of the committee

Committee Role

- √Task selection and steering
- ✓ Discussion and arbitration among the related agencies
- ✓ Inspection and performance evaluation

Committee

Managed Tasks

 Departmental tasks that need to be managed by the committee

- √Task selection
- ✓Arbitration if needed
- ✓Inspection and performance evaluation

Departmental Tasks

- Departmental tasks that will be managed by each department
- ✓ Setting of minimum standard
- ✓Inspection and performance evaluation if needed



3. Priority Tasks

Key Managed

Agenda

'03-'04 Priority Tasks

Internal Process Reform Electronic Administration

Expanded common use of public info

Service oriented BPR

- 1. Electronic document processing
- 2. Consolidated financial information system for the central and local governments
- 3. Local e-government
- 4. Electronic auditing and inspection system
- 5. E-Assembly
- 6. Integrated criminal legal system
- 7. Personnel administration policy information system
- 8. Foreign affairs and trading info system
- 9. Real time management of national tasks
- 10. Expanded sharing of administrative info
- 11. Gov't functions BRM development



3. Priority Tasks

Agenda

<u>'03-'04 Priority Tasks</u>

Public Service Reform Enhancement of Civil Service

Enhancement of Business Service

Expanded
Electronic
Participation

12. Enhanced Internet civil affairs service

13. Consolidated national security management service

14. Enhancement of buildings, land and Registration convergence

15. Consolidated national taxation service

16. Consolidated national welfare information service

17. Consolidated food and drug information service

18. Consolidated hiring and employment information service

19. Internet service of administrative appeal

20. One-stop business service

21. Consolidated national logistics information service

22. Electronic international trading service

23. Consolidated foreigner assistance service

24. Support for exporting e-government

25. Expanded online civil participation



3. Priority Tasks

Agenda '03-'04 Priority Tasks 26. Integrated gov't-wide information system Integration and 27. Enhancement of e-government Standardization network of Information Resource Information 28. Application of gov't-wide ITA Resource Management Strengthened Information 29. Construction of information Reform Protection protection system **System** Specialization of **IT Manpower** 30. Enhancement of IT manpower and and organization Organization Reform of E-Legal 31. Reform of e-government and Government security related laws Reform related laws

ture Shape of Government

- 1. E-Government Level
- 2. Shape of Public Service



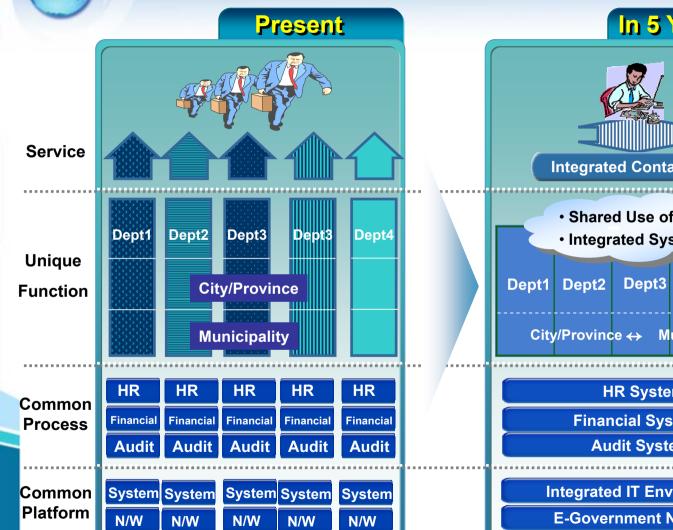
1. E-Government Level

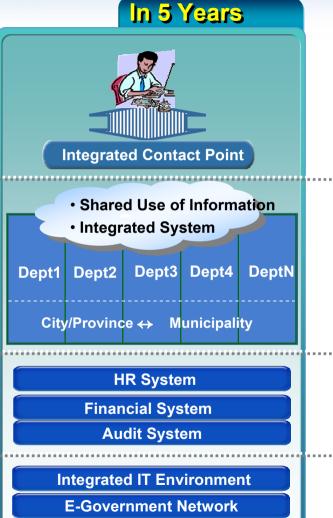
By advancing e-government to integrated administration level, be on a par with the world's best

			2003	
	2003		Integrated administration	
E-Government	Info. Provision ~ E-Commerce			
Completeness			In The E	
E-Government	4-44		In Top 5	
Index (UN)	15th			
Information Index	16th		In Top 5	
(IDC)				
Gov't			In Top 20	
Transparency (TI)	40th			



2. Shape of Public Service







The Government can execute the procedure cost effectively, transparently and promptly,

the citizens can be served anywhere and anytime,

and the business is provided with the world's best level on-stop service, be it domestic or foreign.

