



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



I. Vision and Objectives

II. Strategic Direction

III. Agenda and Roadmap

IV. Priority Tasks

V. Future Shape of Government



I. Vision and Objectives

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



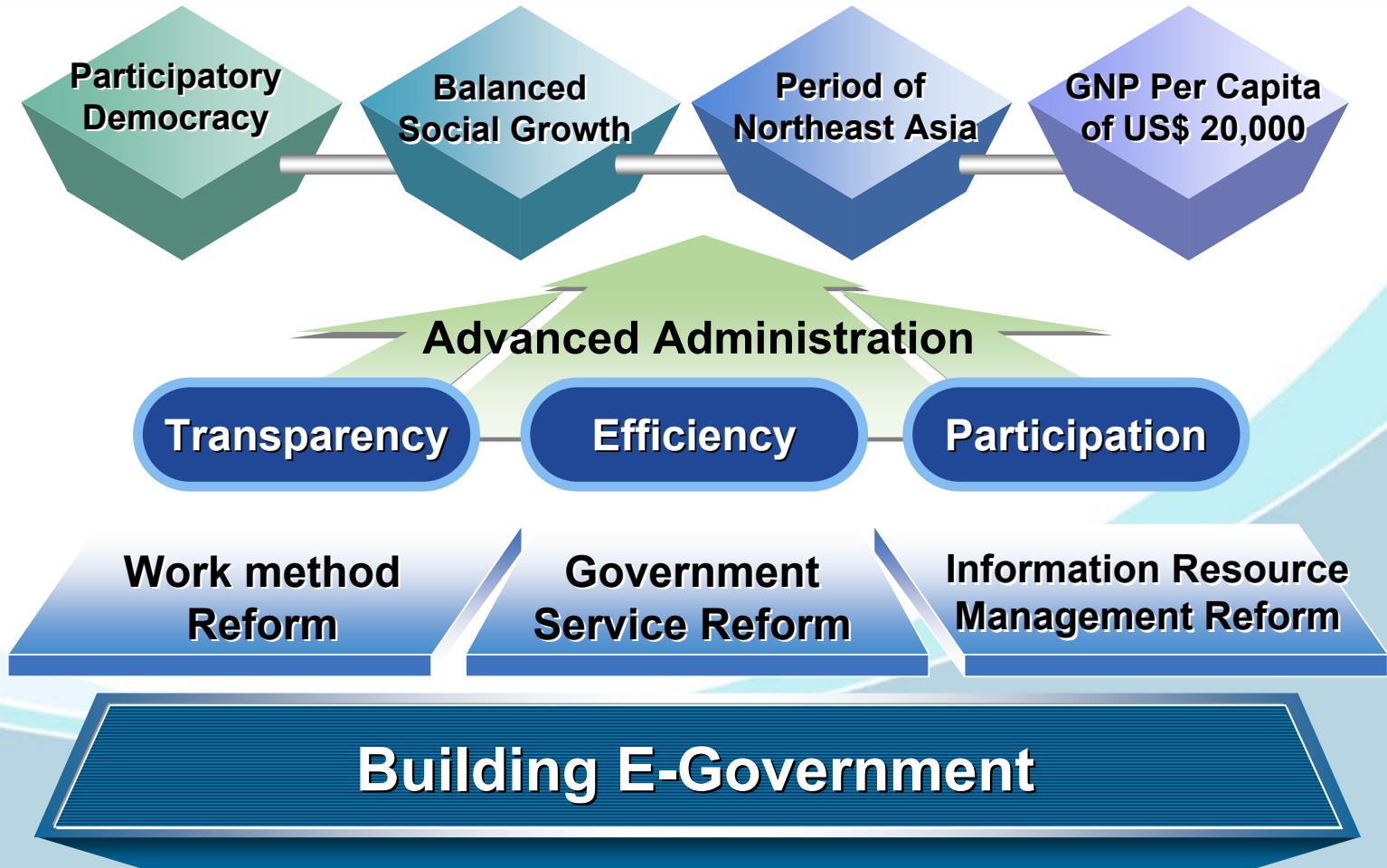
“In the future, **work methods of the public offices need to be improved and **operation process** reformed...**

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 >

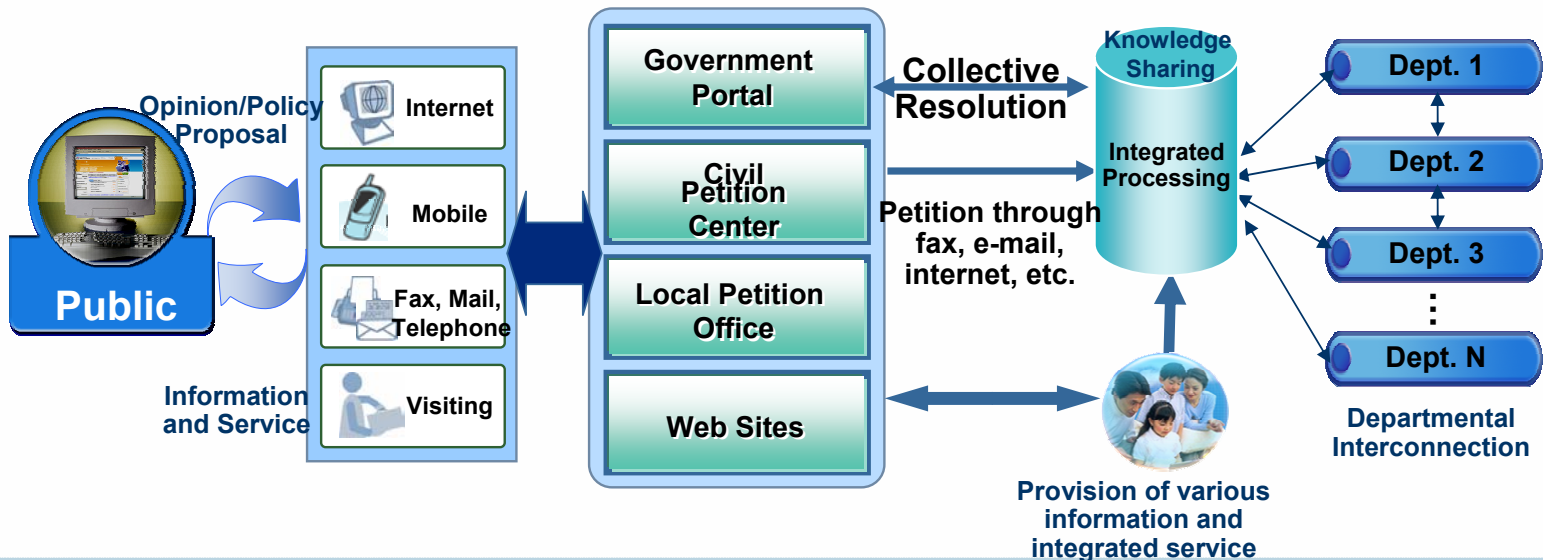
1. Participatory E-Government



2. E-Government Vision

『World's Best Open E-Government』

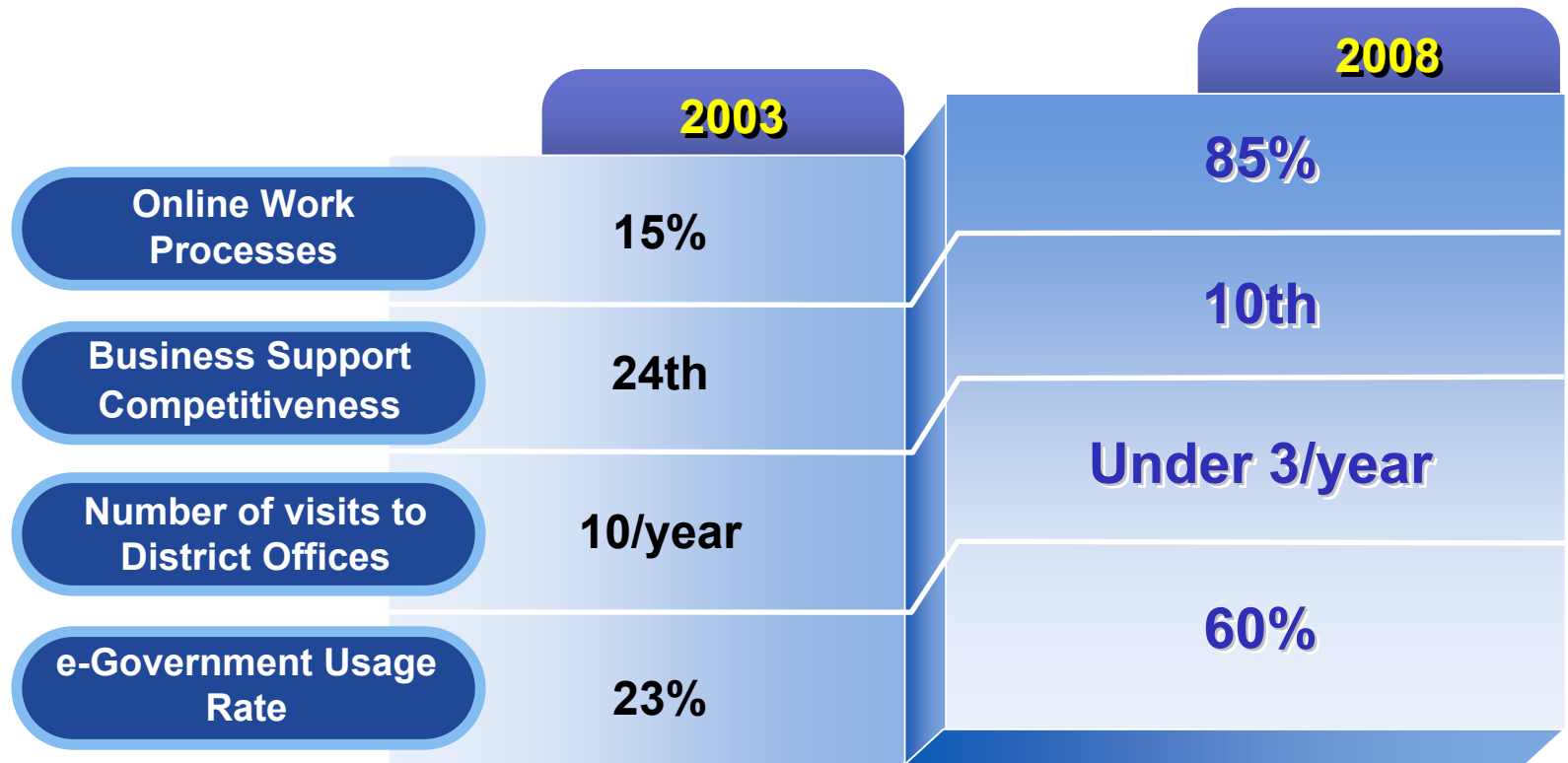
- ❖ Service Delivery Innovation
 - ❖ Enhancement of Administration Efficiency and Transparency
 - ❖ True Popular Sovereignty
- ⇒
- ❖ Network Based Government
 - ❖ Knowledge Based Government
 - ❖ Participatory Government



3. e-Government Objectives

Civil Services Goals

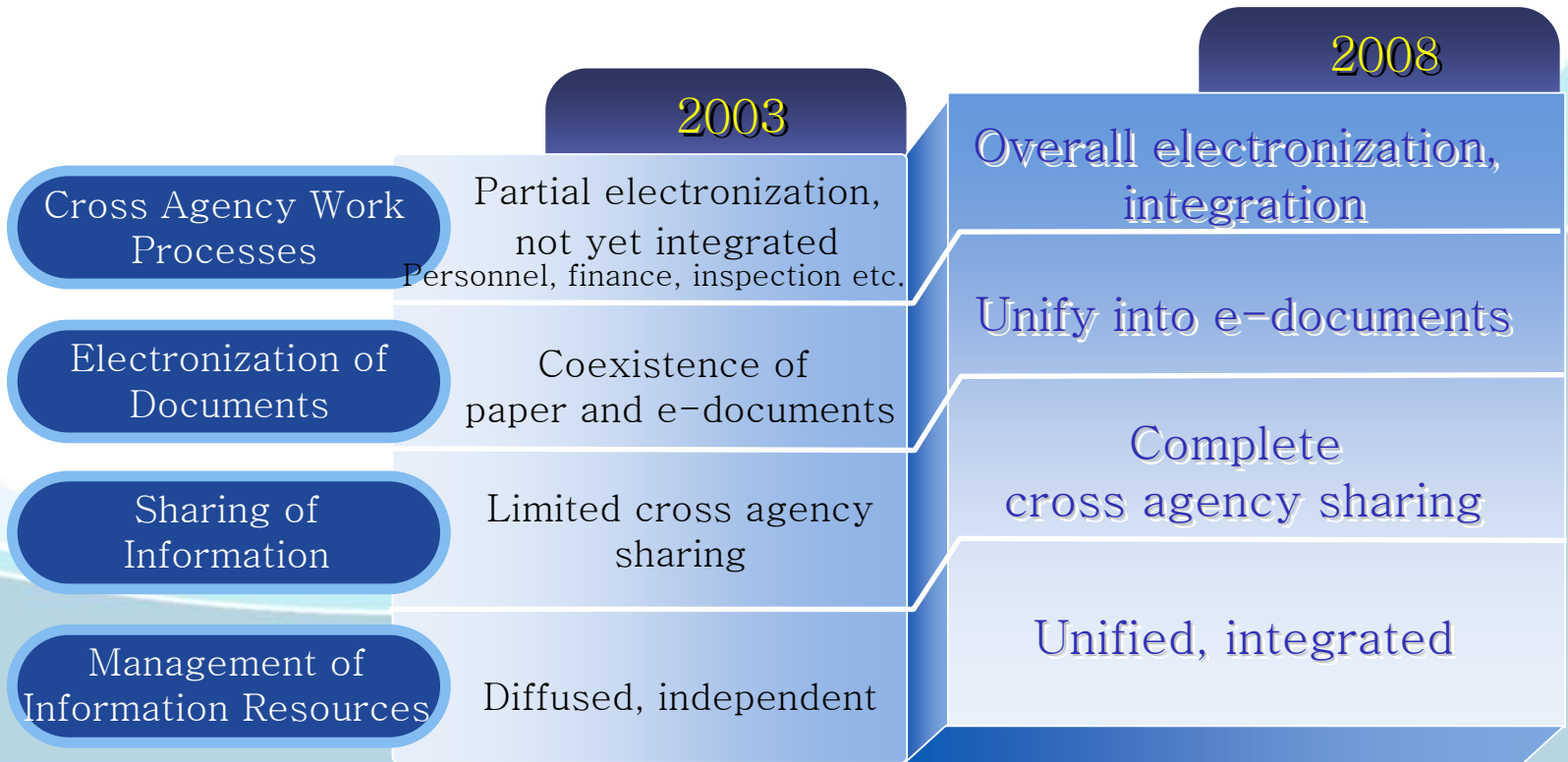
Drastically enhancing efficiency in administrative processes in civil and business services without visiting the relevant offices and raising the rank of business support competitiveness to 10th place.



3. E-Government Objectives

Administrative Efficiency Goals

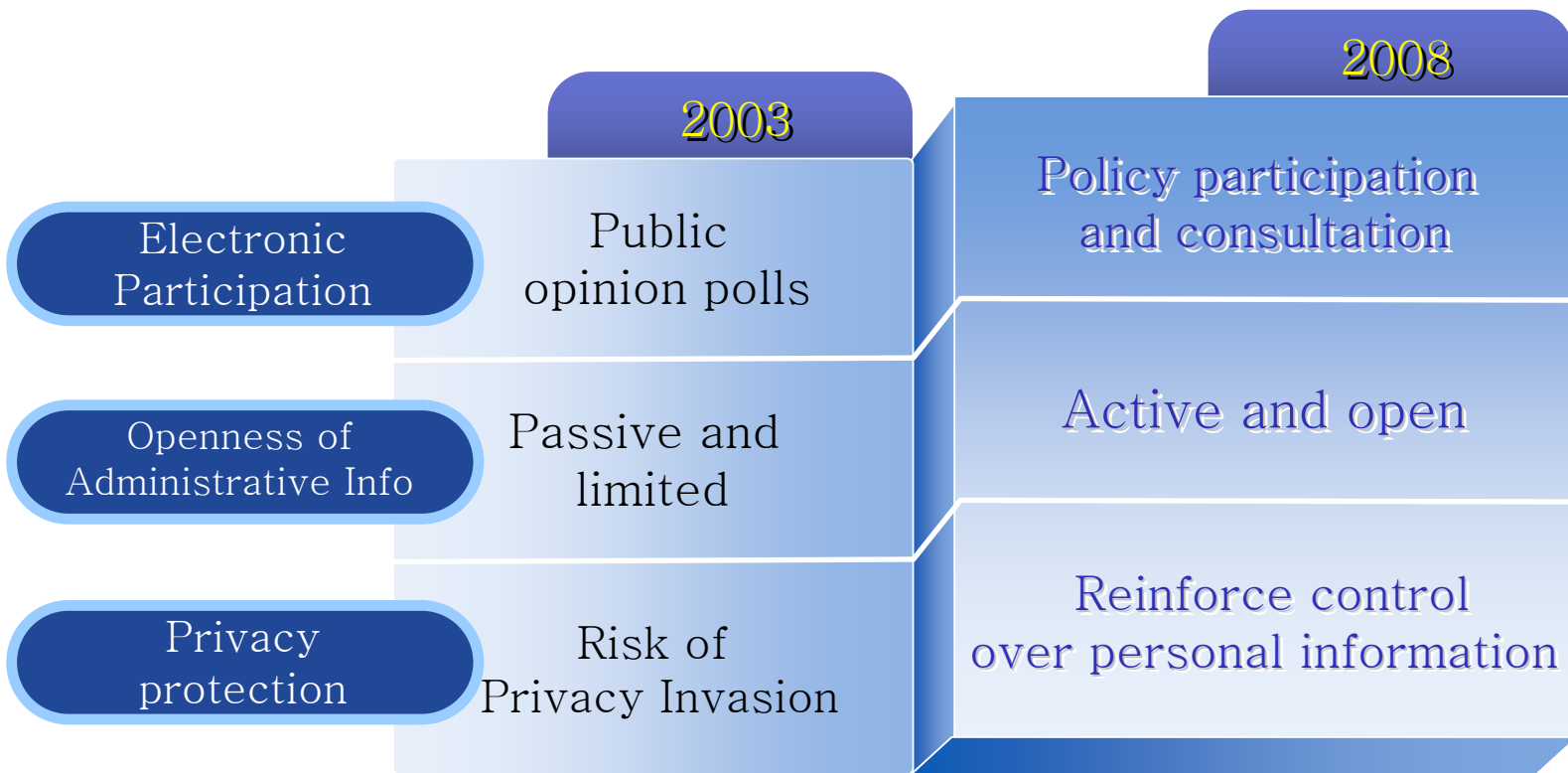
Expand electronization of work processes and sharing of documents. Enhance efficiency through integrated management of information resources enabling real time administration.



3. E-Government Objectives

Administrative Democracy Goals

Activate political participation by providing administrative information and strengthening the citizens' controlling power of 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, Visits, Face-to-Face → Single contact point, No visit, Online

Limited participation (polls) → Electronic participation (e-election)

● Information Resource Management Reform

Separate resource management → Government-wide management

Departmental standards → Common standards and convergence

2. Strategies

1 Associate with Administration Reforms

Phase 1 [Foundation]

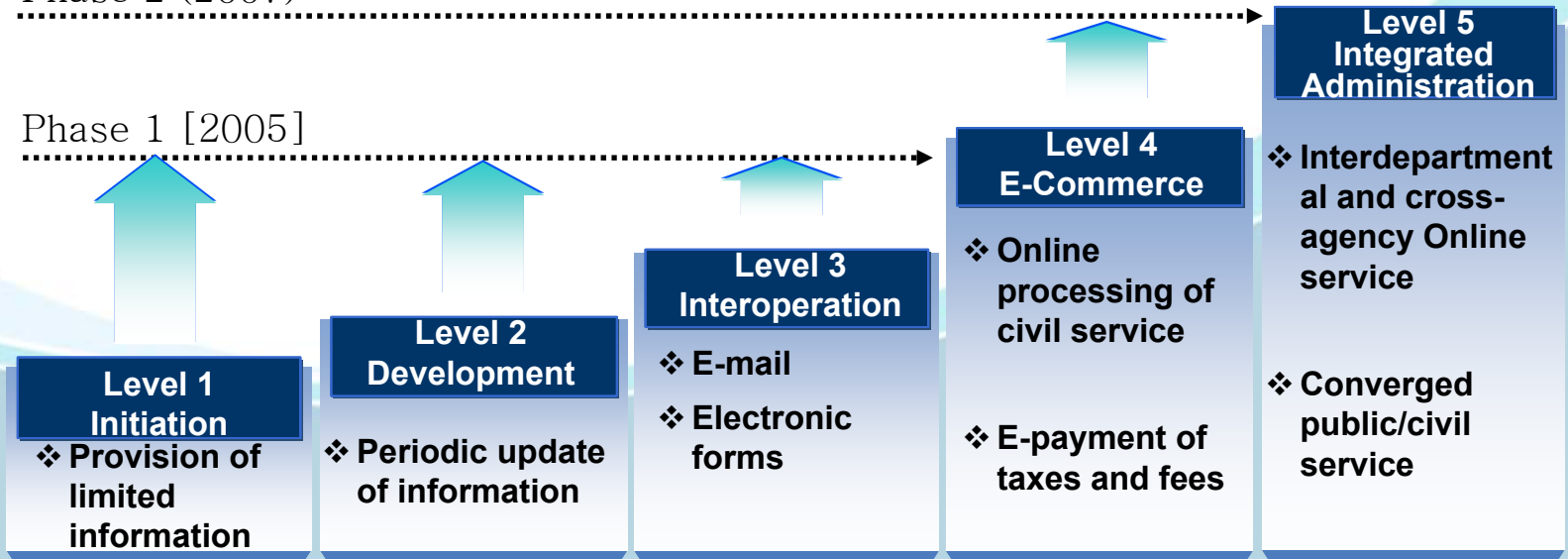
- ❖ Consolidation of administrative internal process
- ❖ Selective public service reform

Phase 2 [Service Advancement]

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

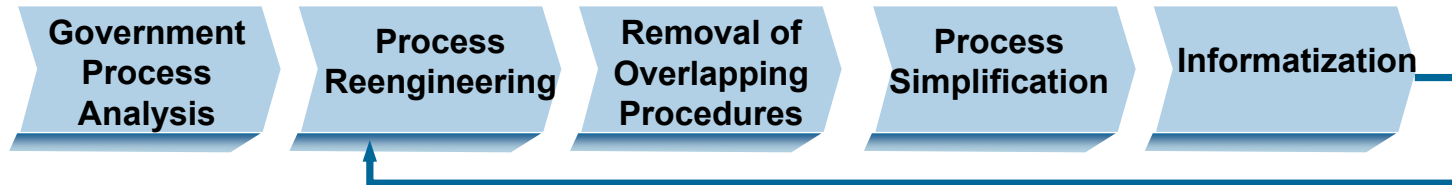
Phase 2 (2007)

Phase 1 [2005]



2. Strategies

2 Closed Cycle of Process Reform and Informatization



3 Classification of the Task Types

- ❖ Committee key deployment task, Committee main management task, Departmental deployment task

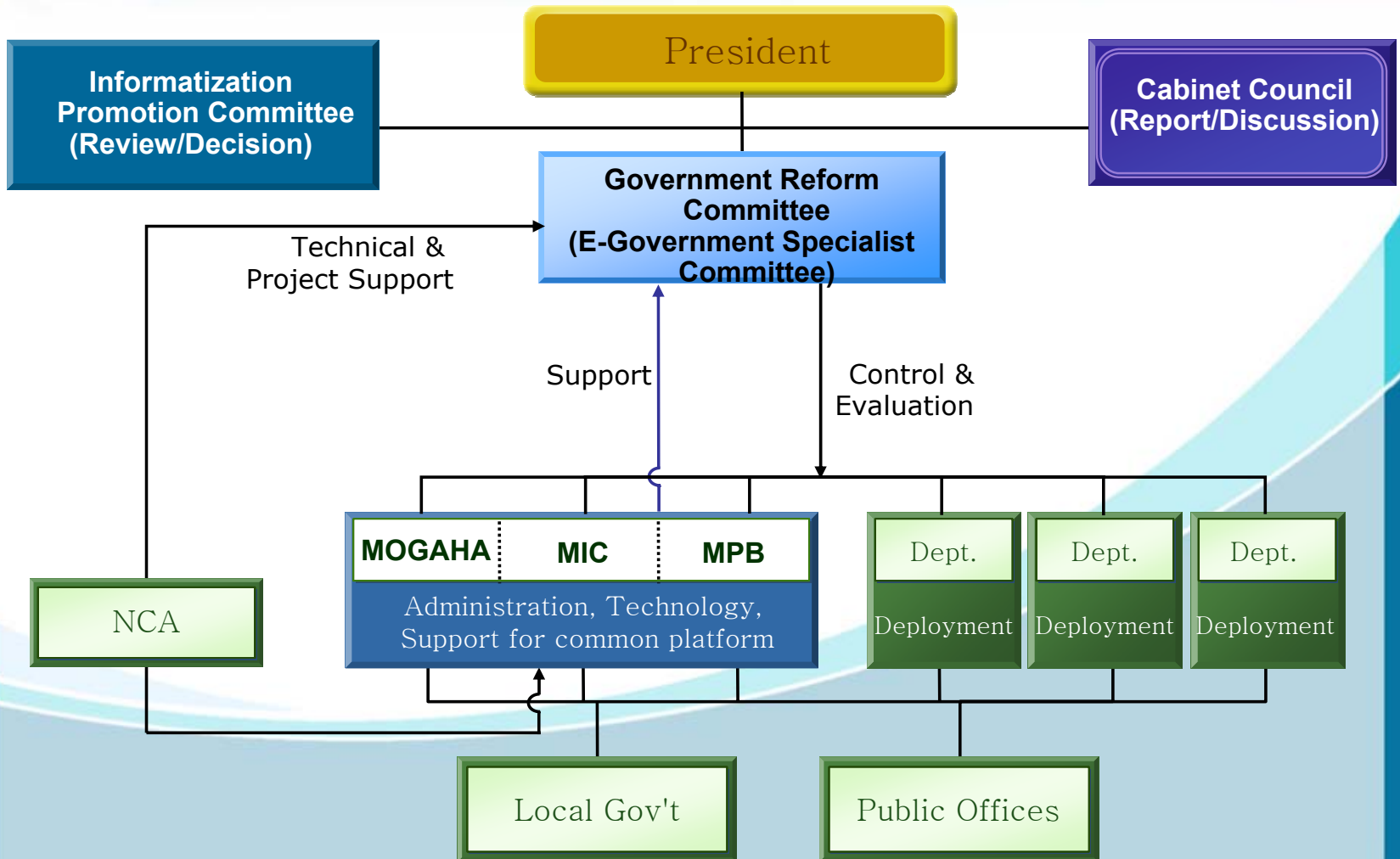
4 Introduction of Performance Management System

- ❖ Real name based projects and performance index in advance
- ❖ Link project performance with promotion and budgeting to prevent overlapping

5 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





III. 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
- 8 Strengthening of information protection system
- 9 Specialization of the IT manpower and organization

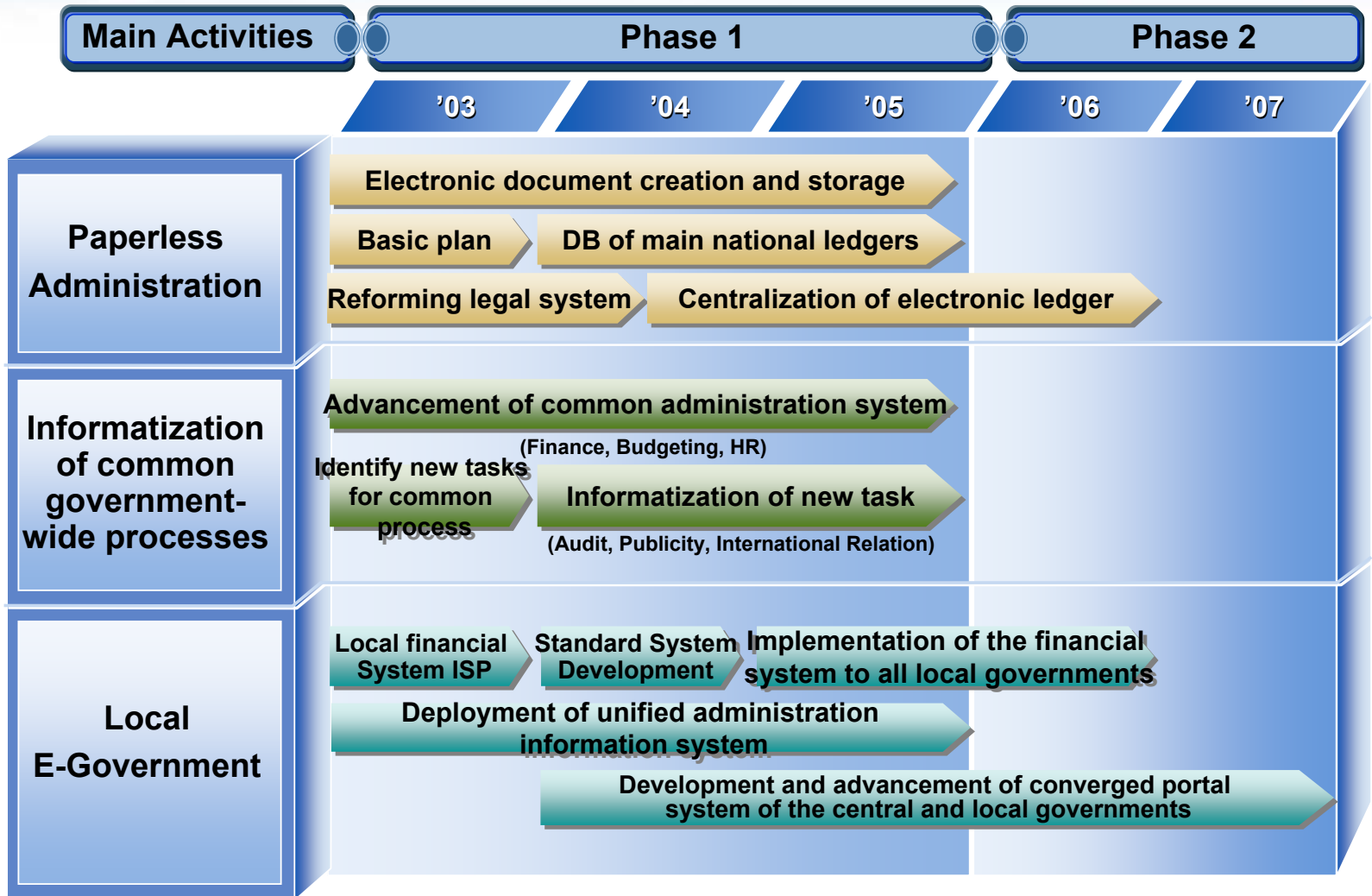
Legal System Reform

- 10 Consolidation of e-government related legal system

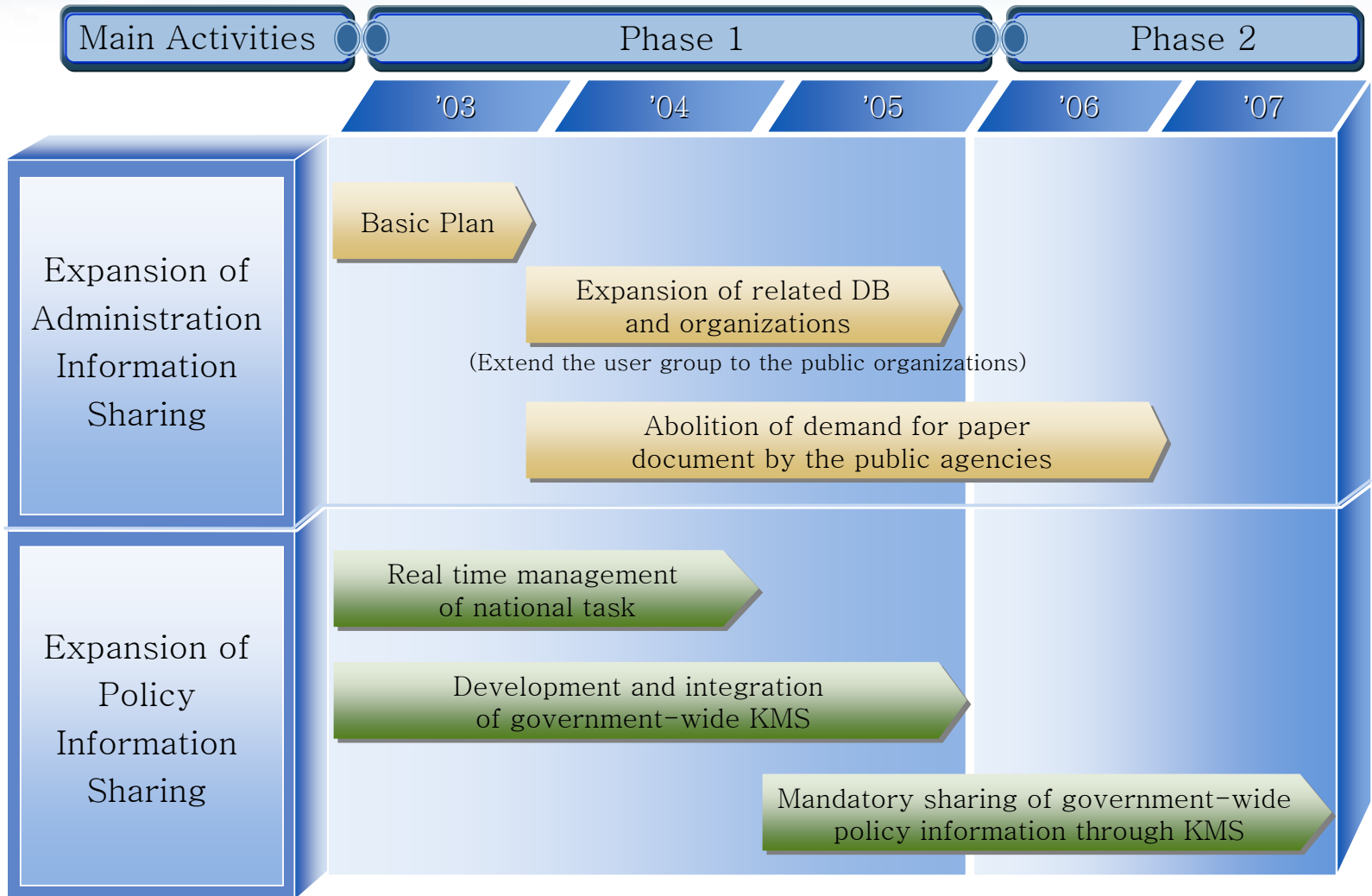


2. Roadmap for Each Agenda

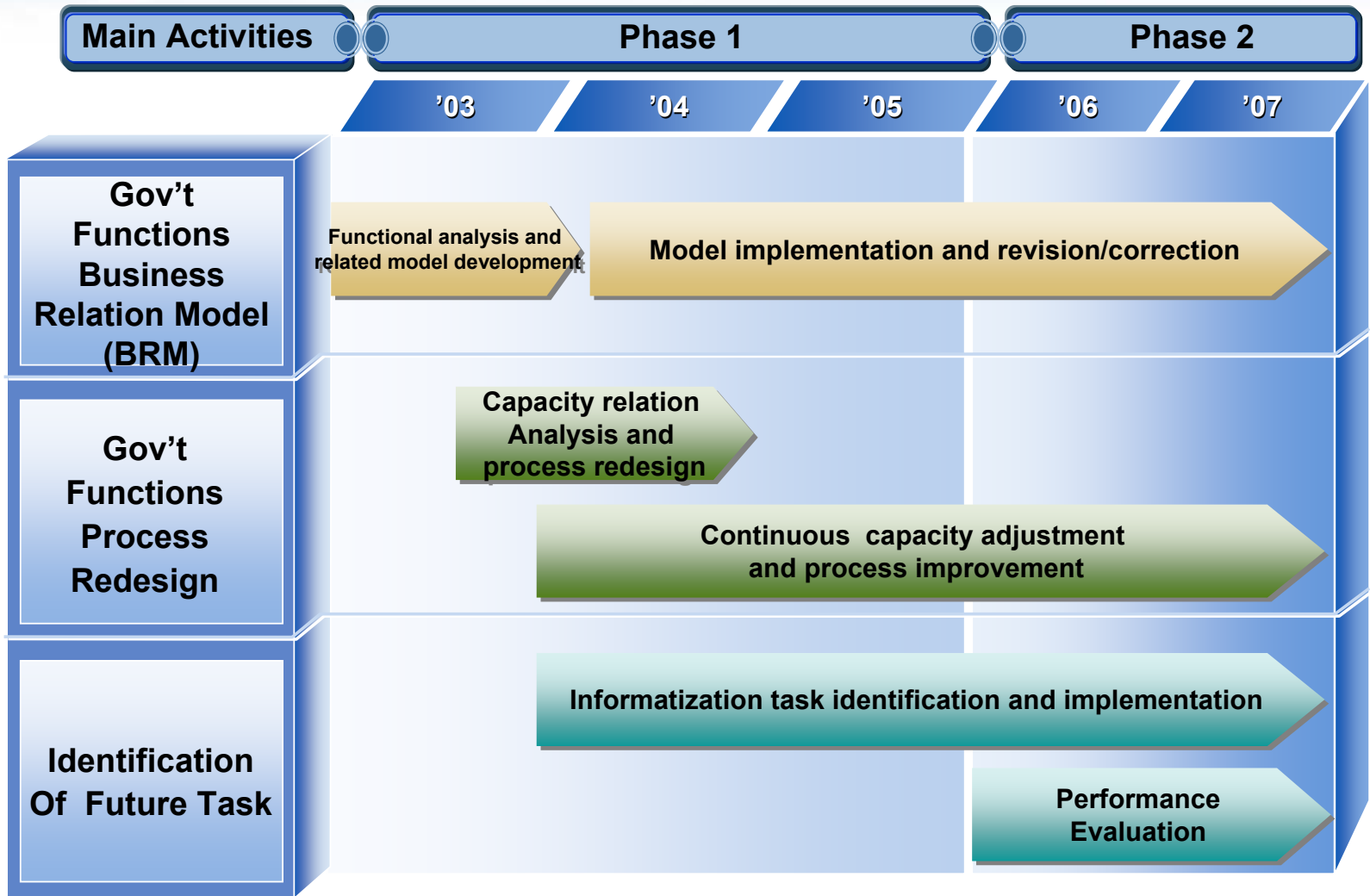
1. Establishing Electronic Procedures



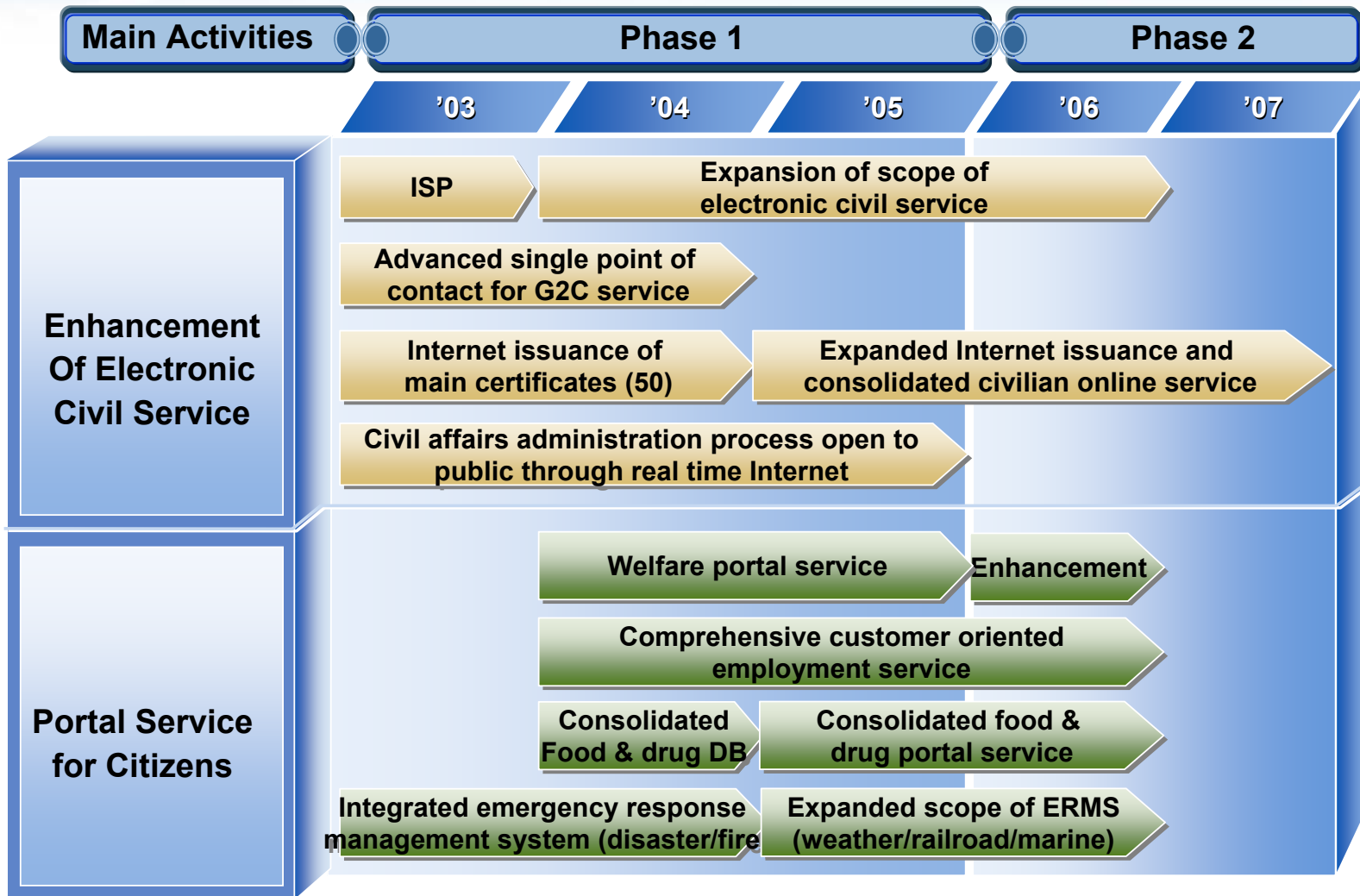
2. Expanding Common Use of Public Information



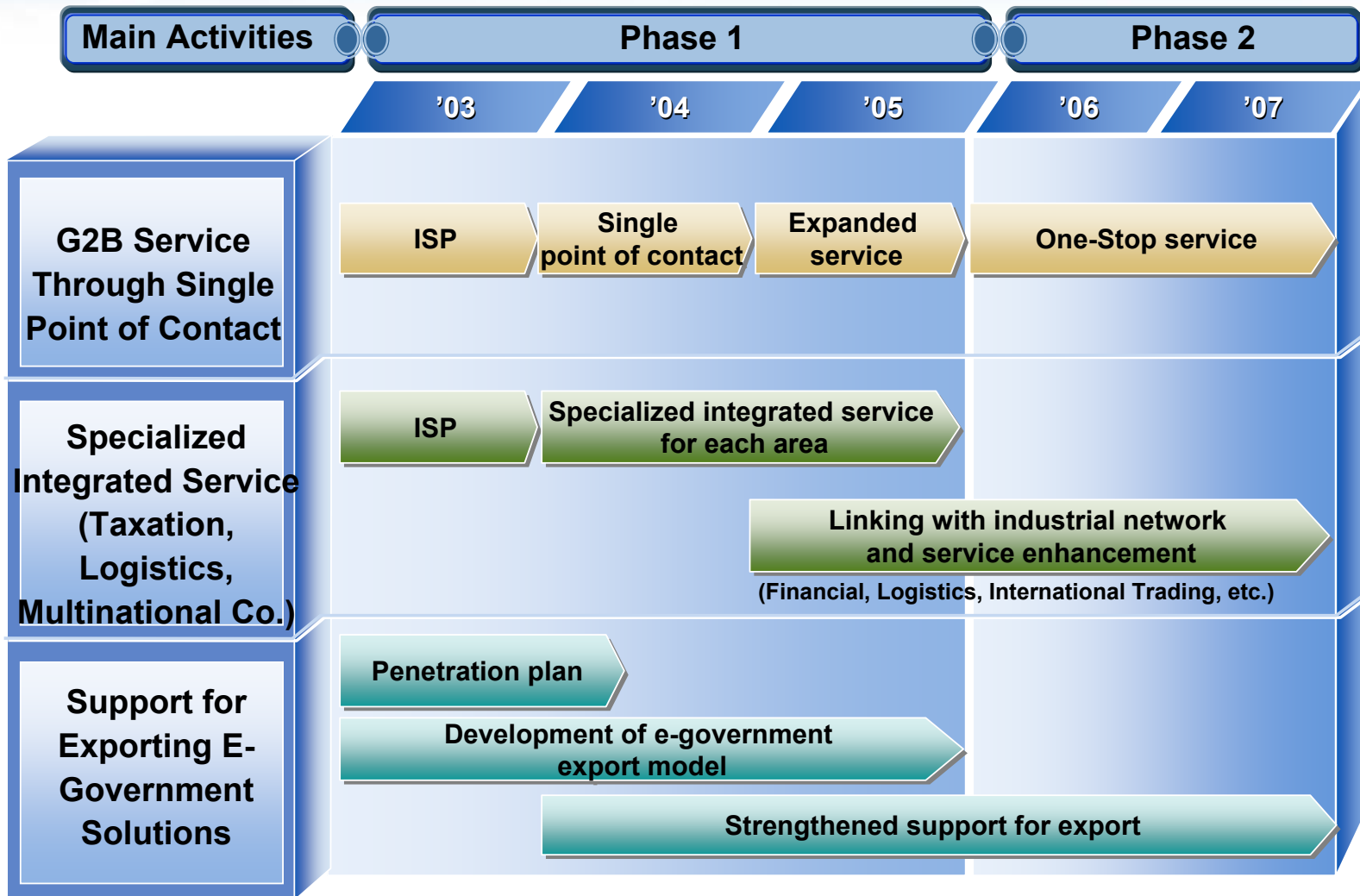
3. Service Oriented BPR



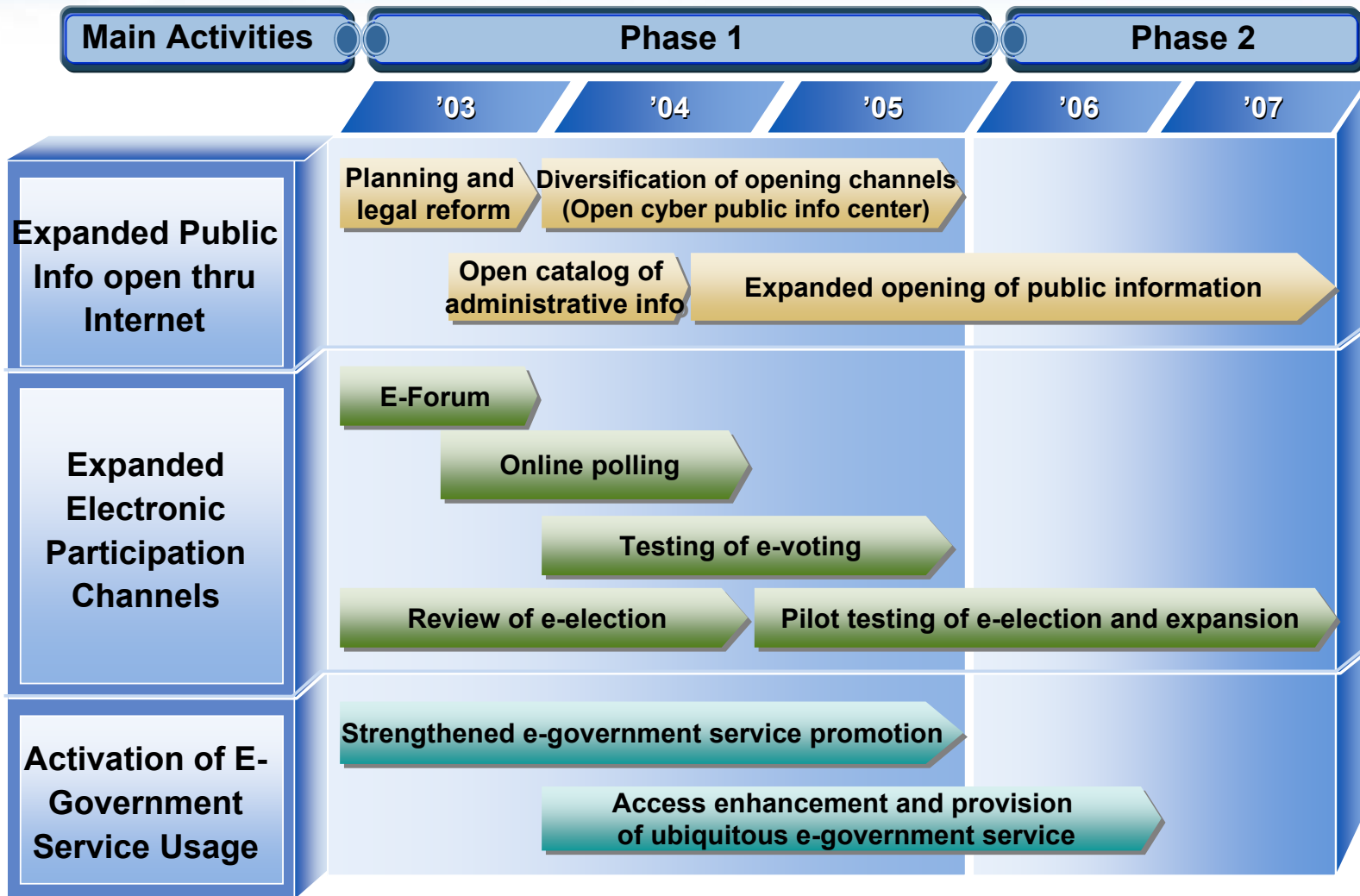
4. Enhancement of Civil Service



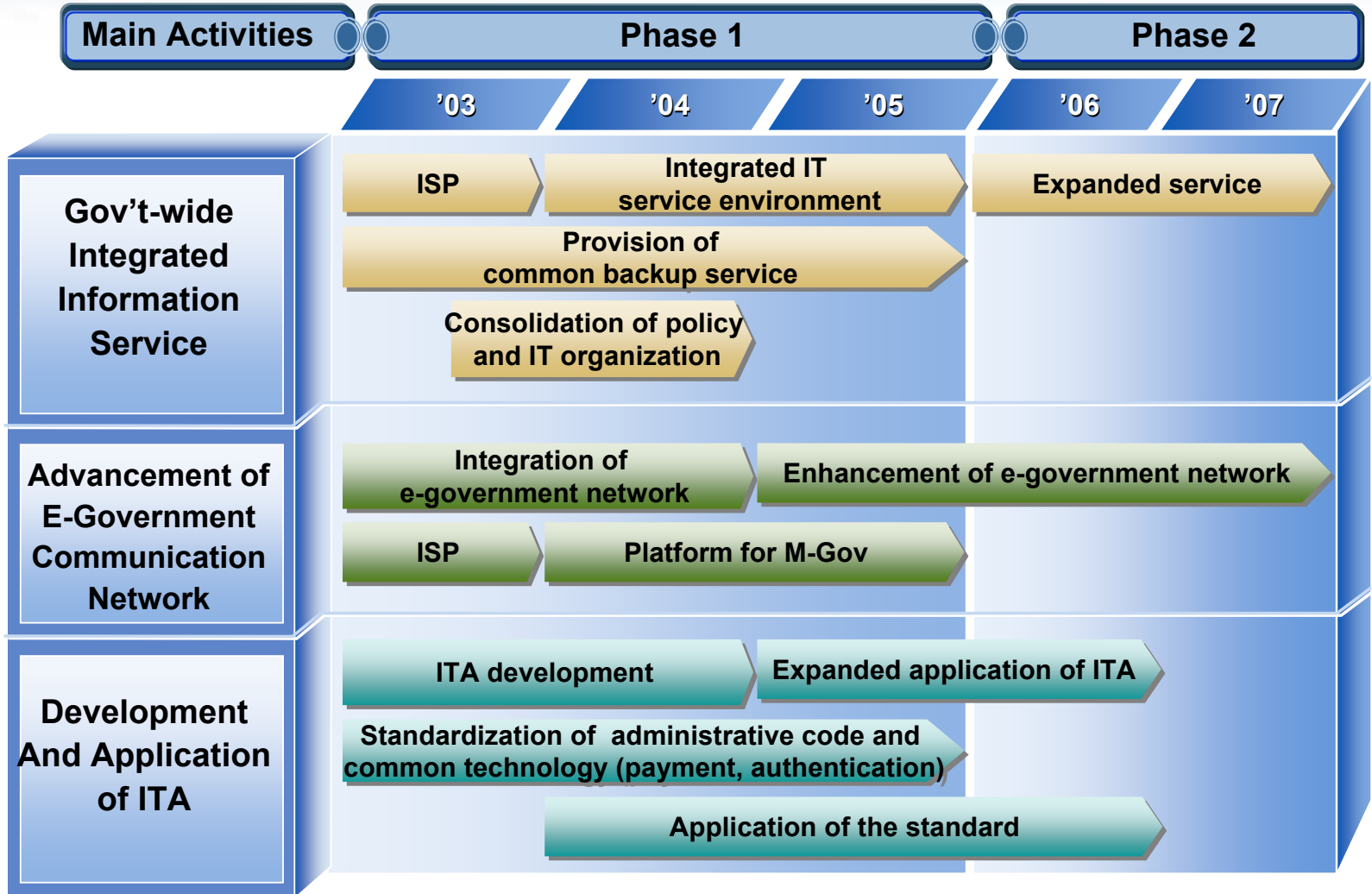
5. Enhancement of Business Services



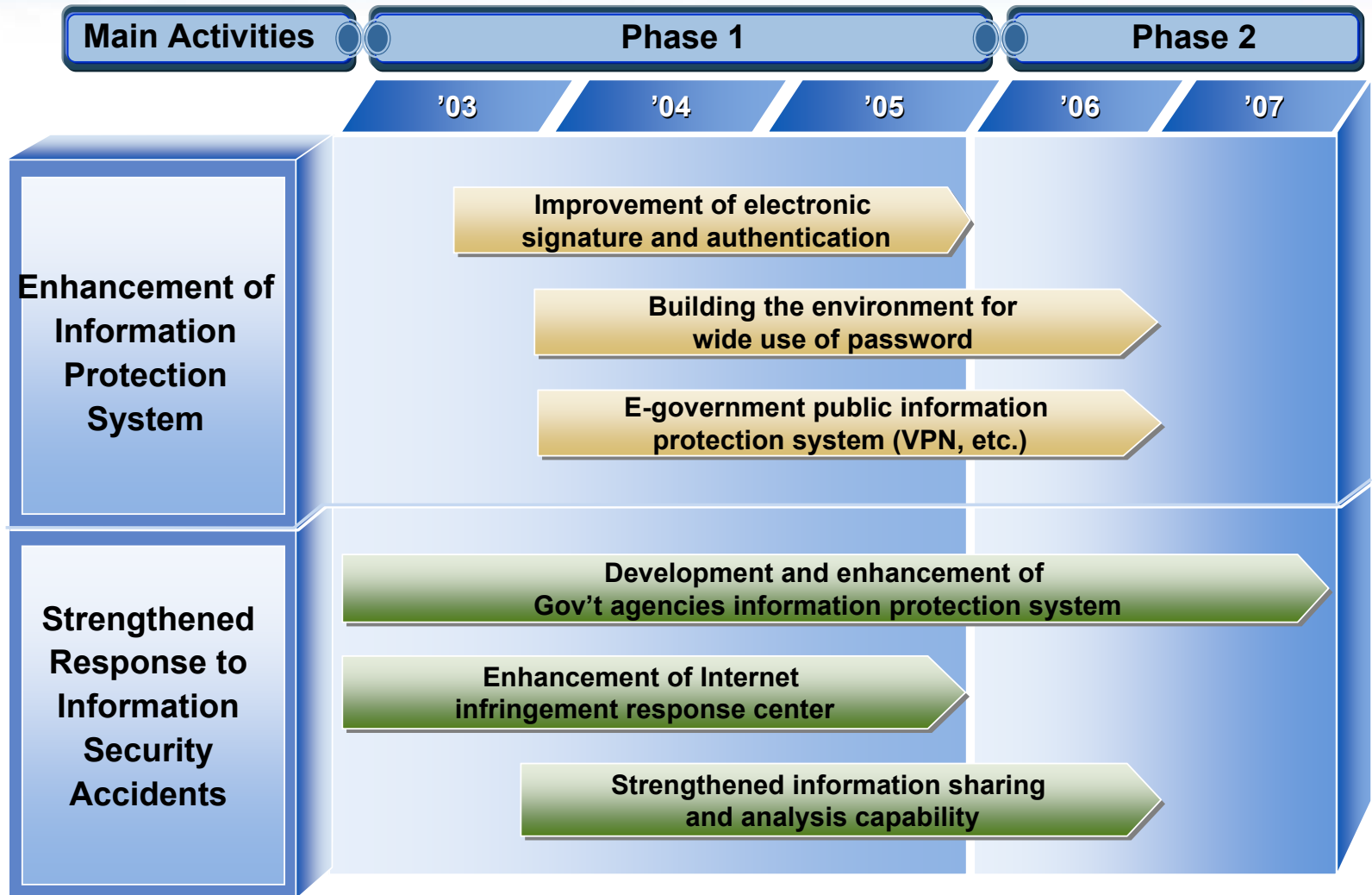
6. Expanding Electronic Civil Participation



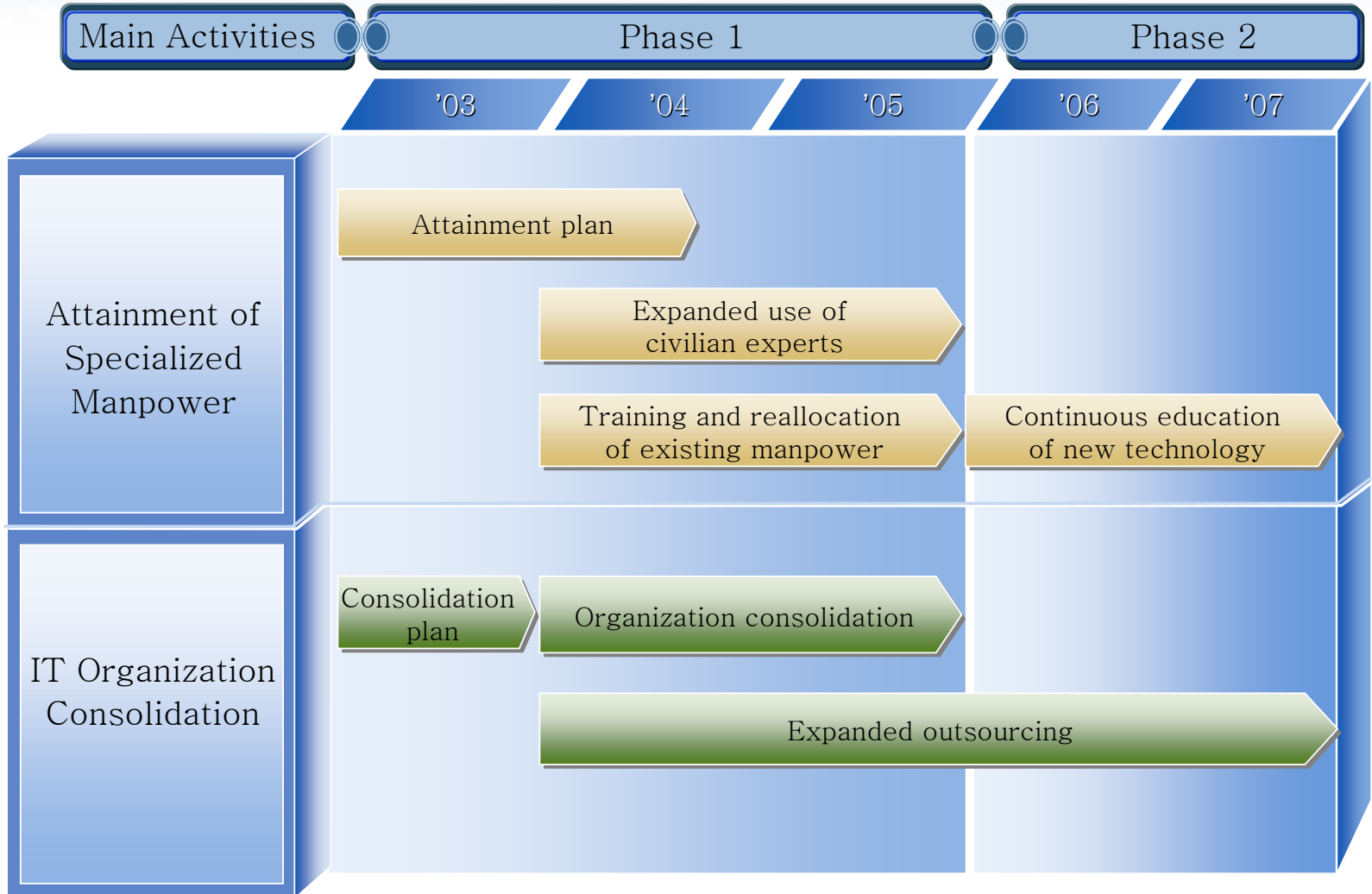
7. Integration and Standardization of Information Resources



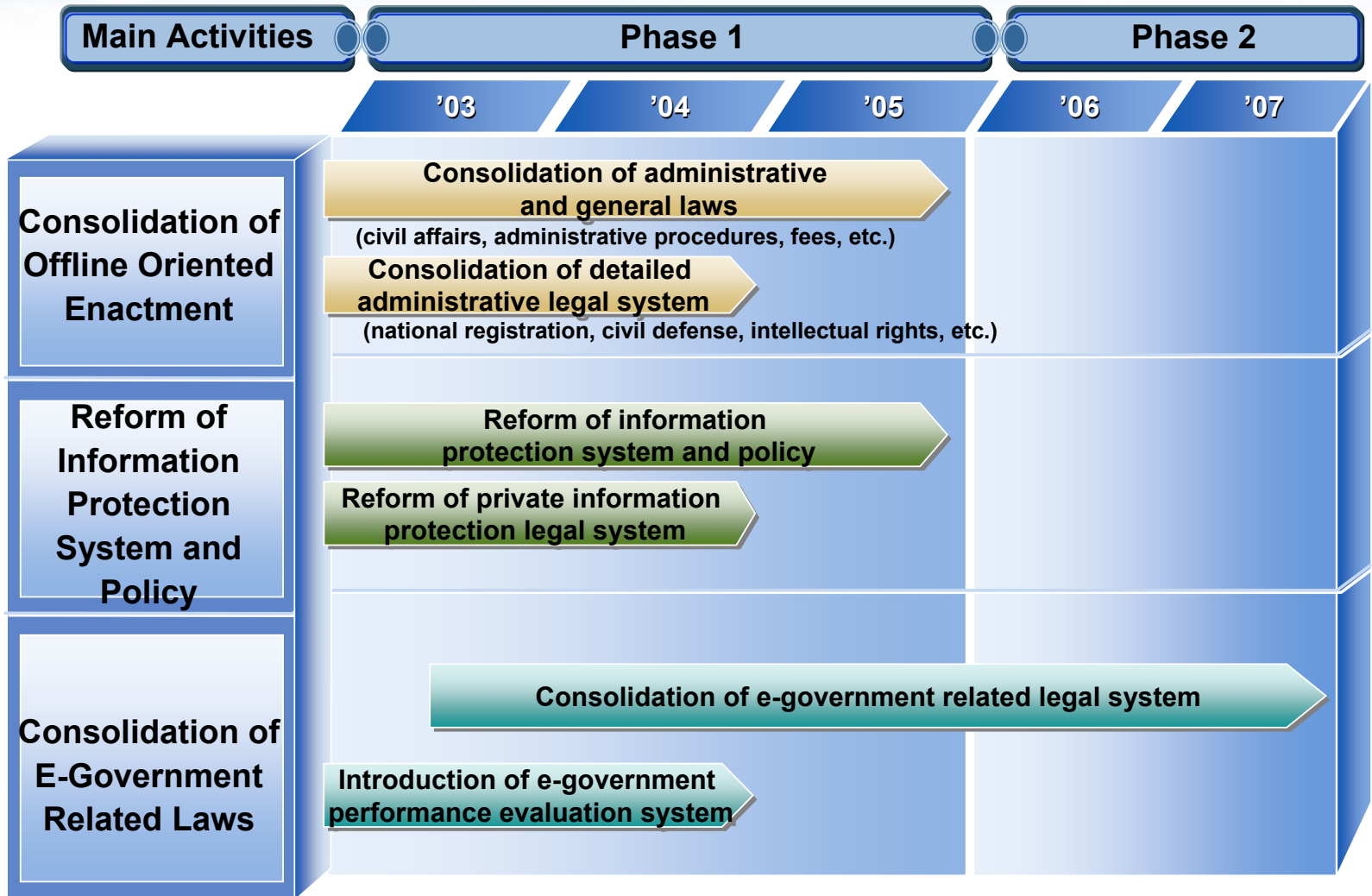
8. Strengthening of Information Protection System



9. Specialization of IT Manpower and Organization



10. Consolidation of E-Government Related Legal System





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

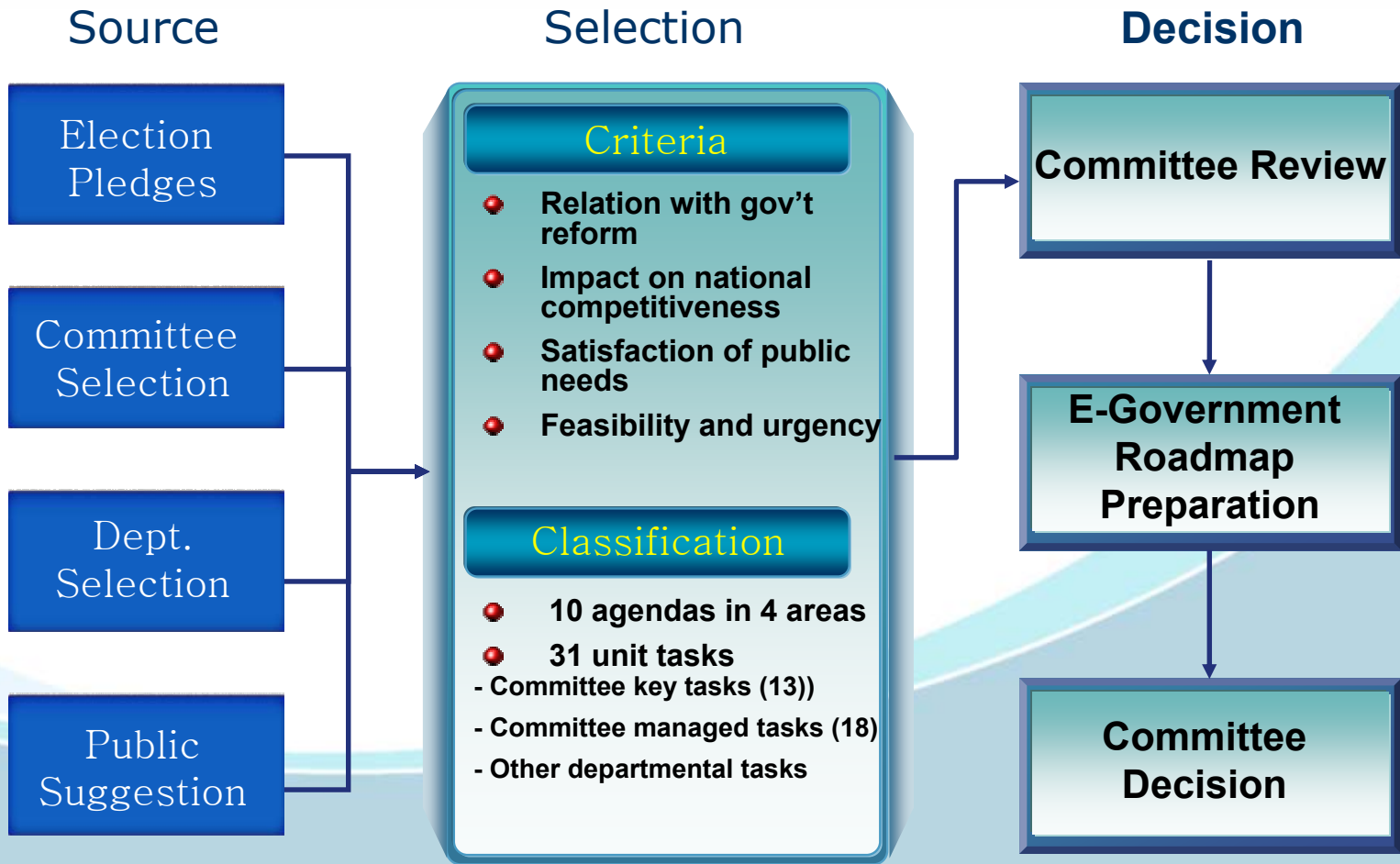
- Real time, no-visit administration of services directly related to civil life such as **welfare, hiring, employment and safety management, etc.**
- One-stop service through convergence of **investment, finance, international trading, taxation, etc.**
- Realization of participatory democracy through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



IV. Priority Tasks

- 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

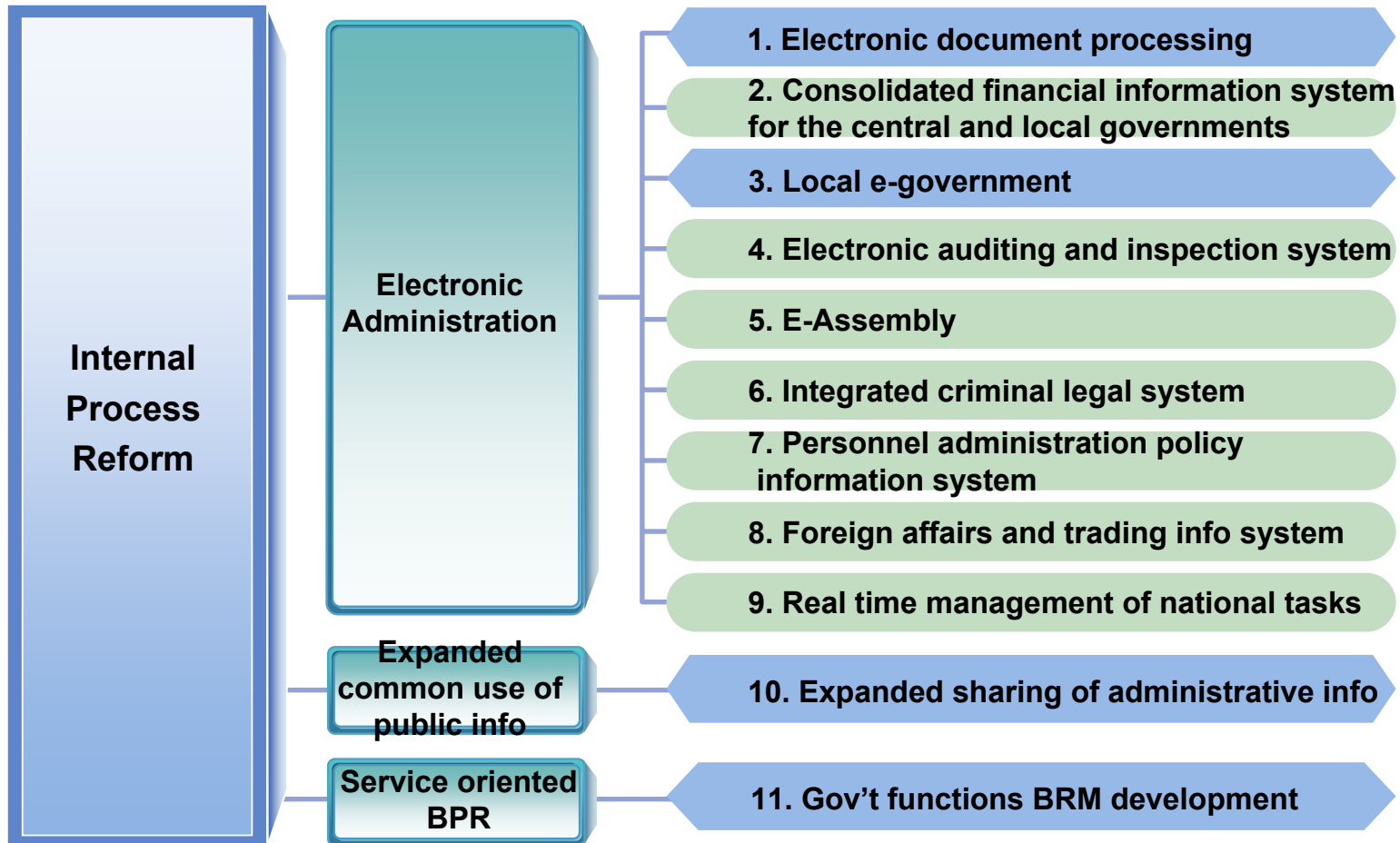
Classification	Types	Committee Role
Committee Key Tasks	<ul style="list-style-type: none">• Government wide common tasks that need to be the key focus of the committee	<ul style="list-style-type: none">✓ Task selection and steering✓ Discussion and arbitration among the related agencies✓ Inspection and performance evaluation
Committee Managed Tasks	<ul style="list-style-type: none">• Departmental tasks that need to be managed by the committee	<ul style="list-style-type: none">✓ Task selection✓ Arbitration if needed✓ Inspection and performance evaluation
Departmental Tasks	<ul style="list-style-type: none">• Departmental tasks that will be managed by each department	<ul style="list-style-type: none">✓ Setting of minimum standard✓ Inspection and performance evaluation if needed

3. Priority Tasks

Key  Managed 

Agenda

'03-'04 Priority Tasks



3. Priority Tasks

Agenda

'03-'04 Priority Tasks

Public Service Reform

Enhancement of Civil Service

Enhancement of Business Service

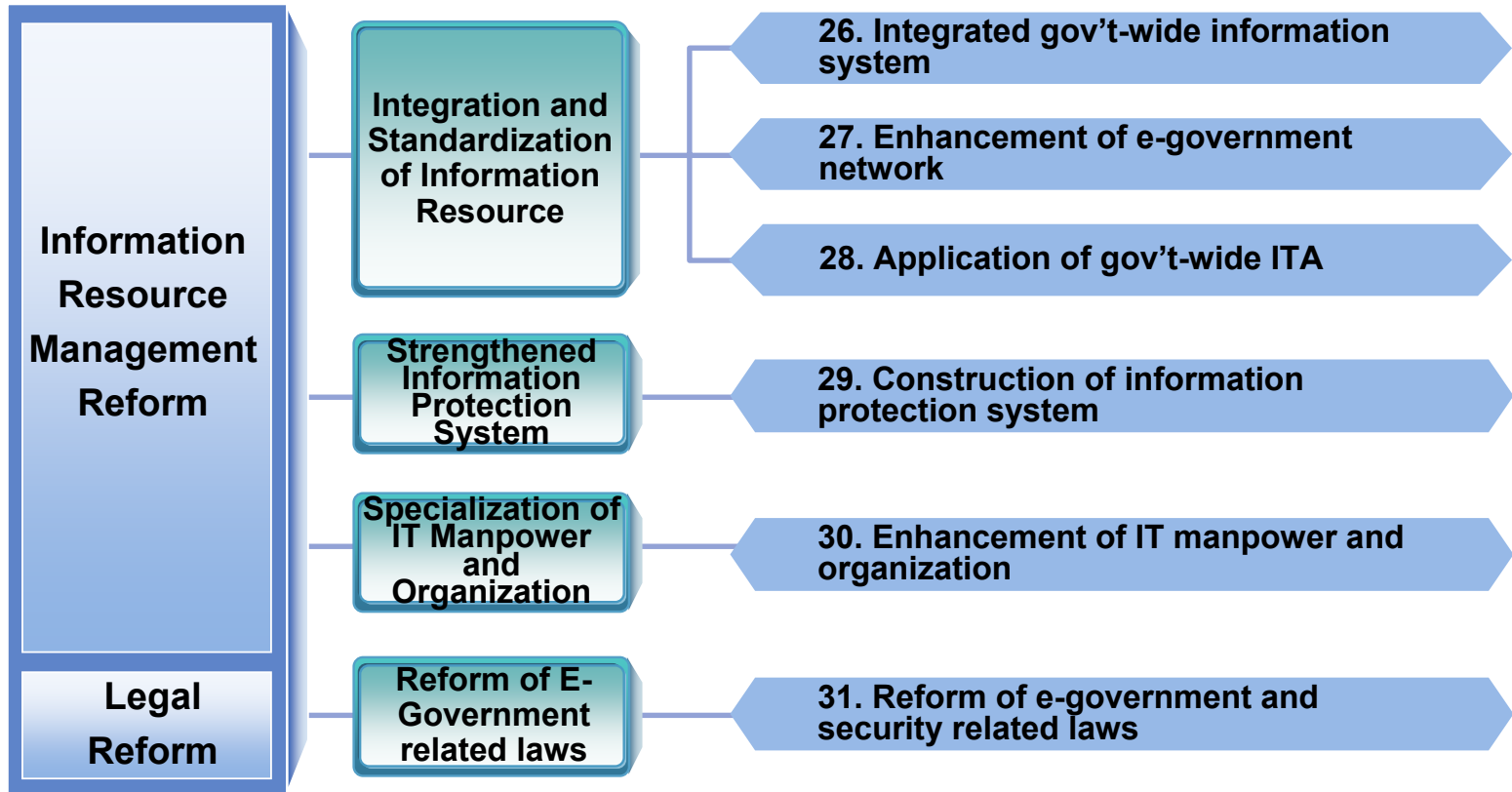
Expanded Electronic Participation

- 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



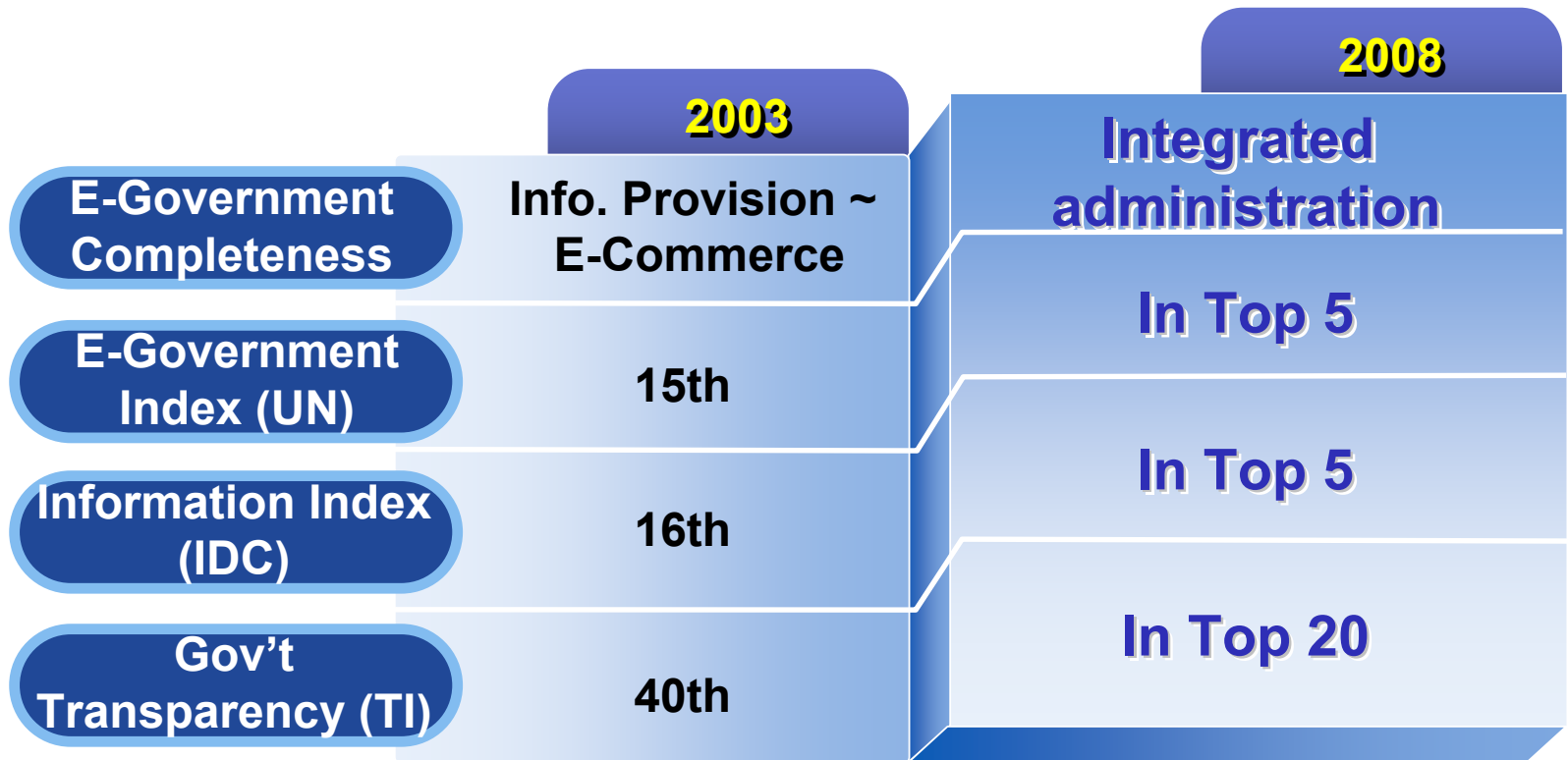


V. Future Shape of Government

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

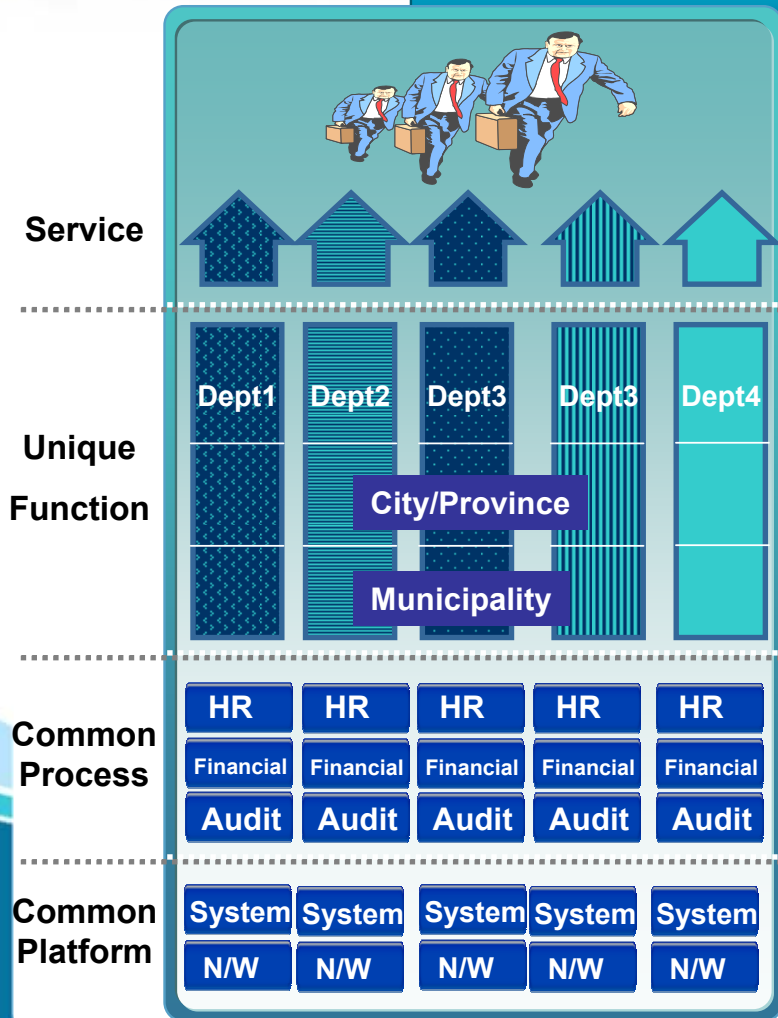
1. E-Government Level

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

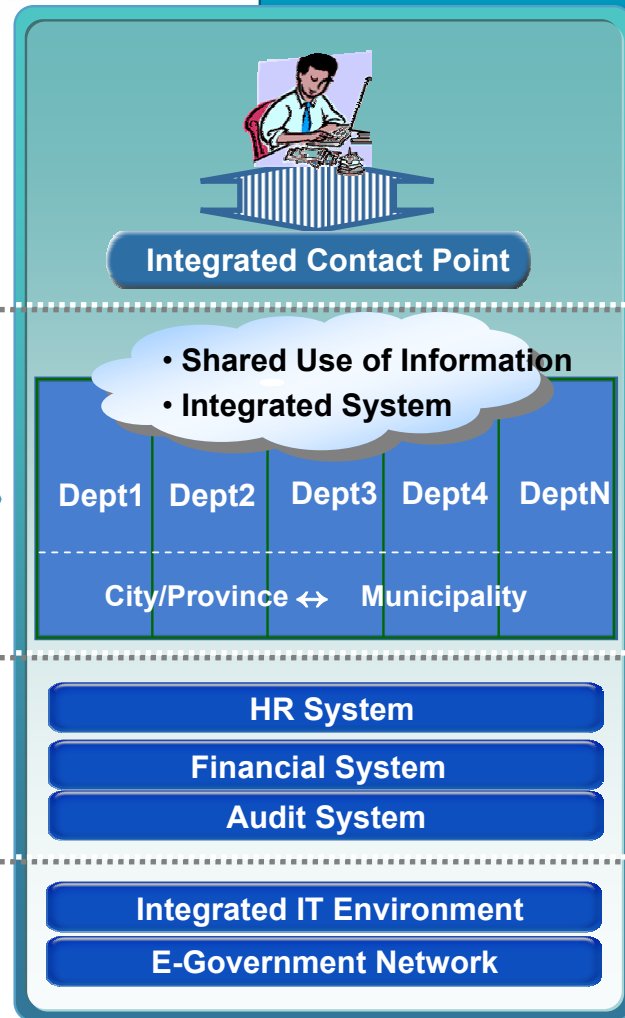


2. Shape of Public Service

Present



In 5 Years





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.



감사합니다

e-government