

E-Government Roadmap

Republic of Korea

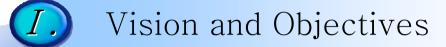
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Presidential Committee on Government Innovation and Decentralization



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"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

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



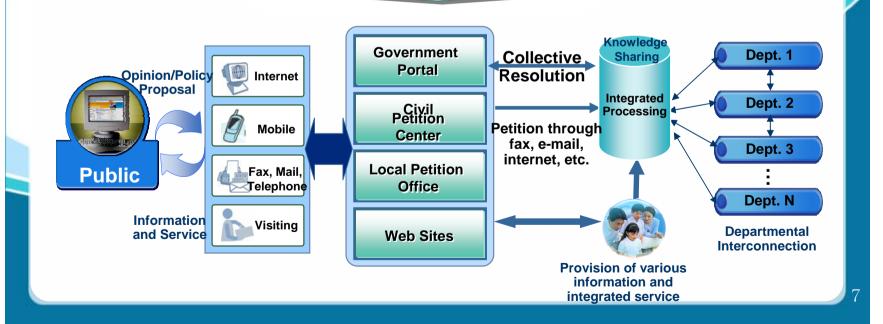
2. E-Government Vision

"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.

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

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 ersonnel, 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



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

1. E-Government Direction

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

Information Resource Management Reform

Separate resource management	Government-wide management
Departmental standards	Common standards and convergence

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 civil service Level 2 ❖ 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

2 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 President Informatization **Cabinet Council Promotion Committee** (Report/Discussion) (Review/Decision) **Government Reform** Committee (E-Government Specialist Technical & Committee) **Project Support** Support Control & Evaluation MOGAHA MIC **MPB** Dept. Dept. Dept. Administration, Technology, NCA Deployment Deployment Deployment Support for common platform Local Gov't Public Offices



- 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

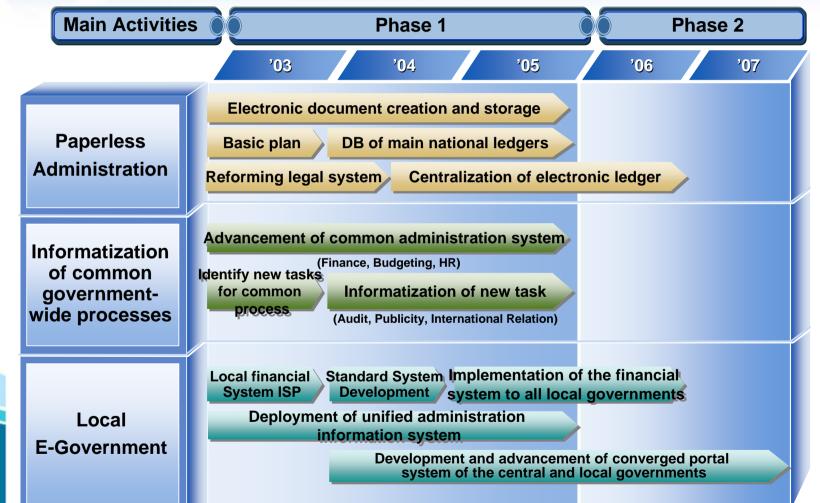
Legal System Reform

Consolidation of e-government related legal system

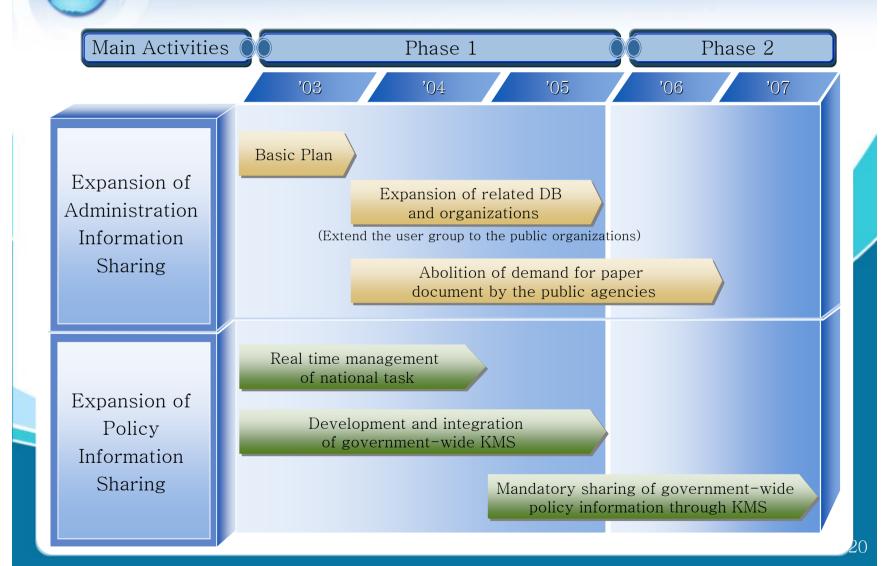




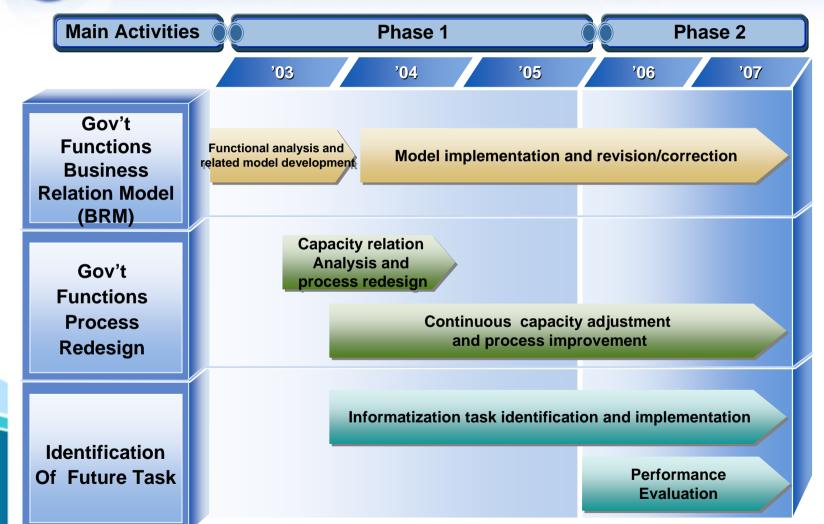
1. Establishing Electronic Procedures



2. Expanding Common Use of Public Information

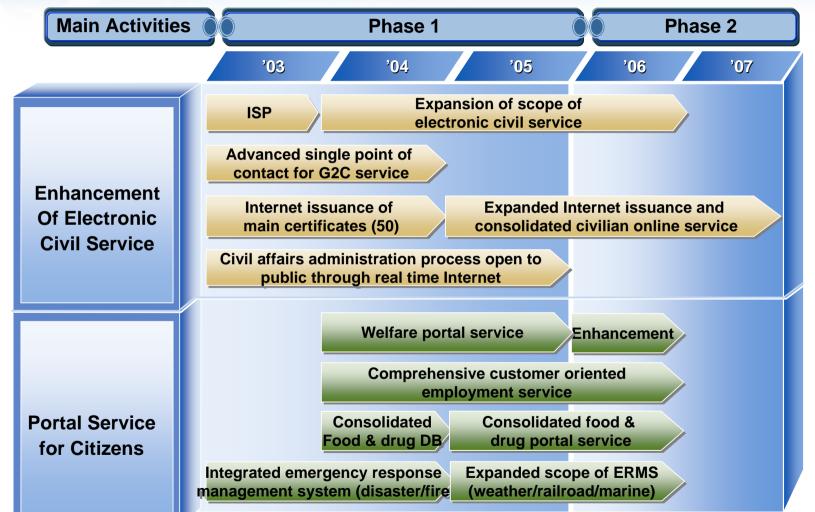


3. Service Oriented BPR



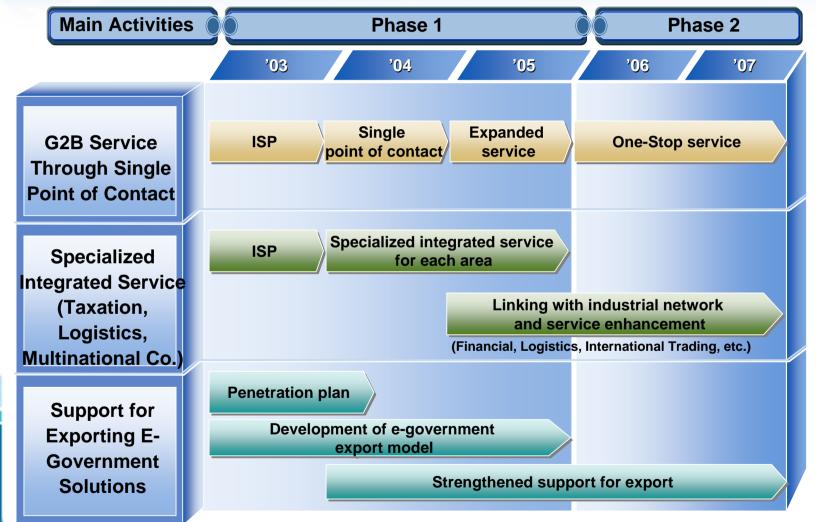


4. Enhancement of Civil Service



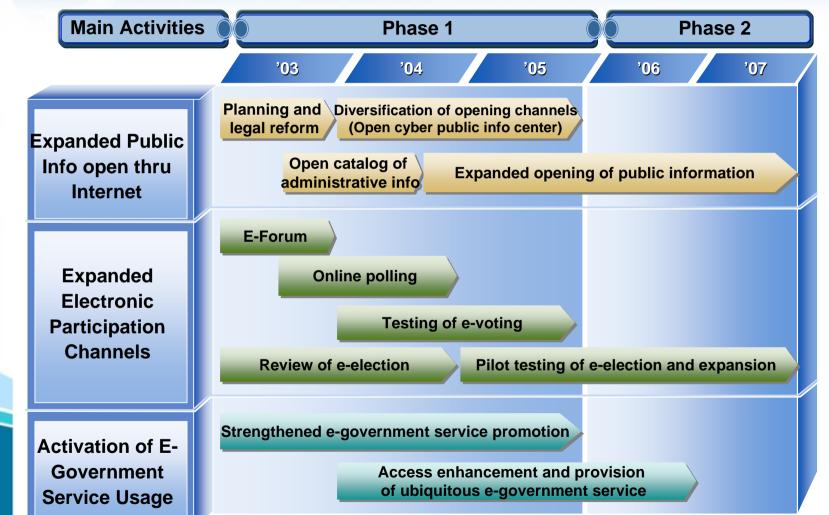


5. Enhancement of Business Services

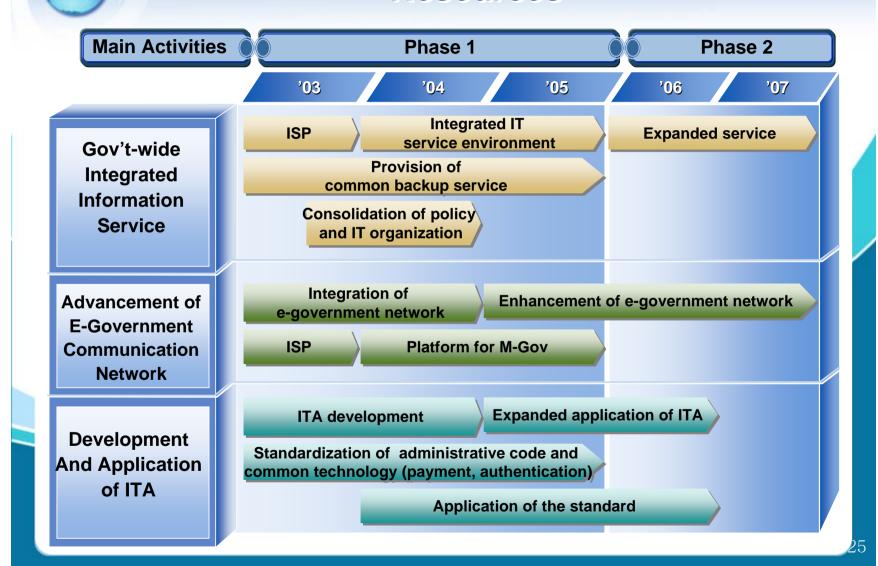




6. Expanding Electronic Civil Participation



7. Integration and Standardization of Information Resources

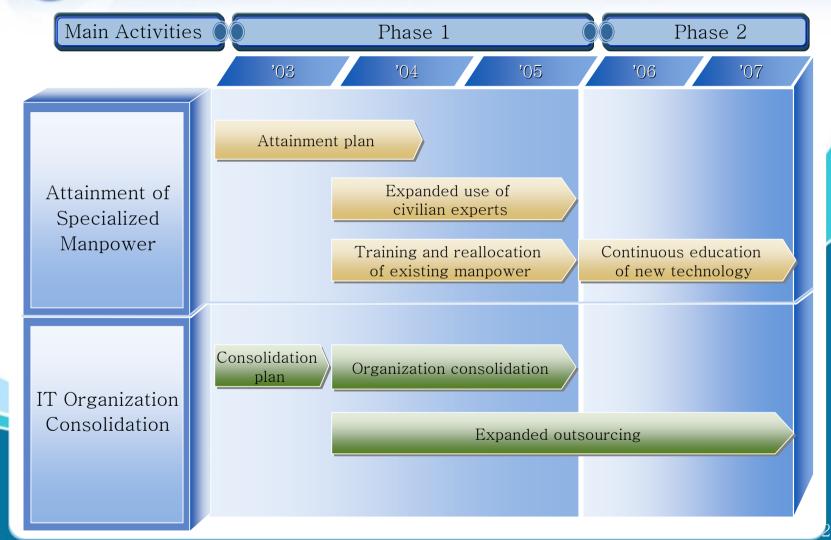




8. Strengthening of Information Protection System

Main Activities Phase 1 Phase 2 '03 04 ^{'05} '06 '07 Improvement of electronic signature and authentication Enhancement of **Building the environment for** Information wide use of password **Protection** E-government public information **System** protection system (VPN, etc.) Development and enhancement of Gov't agencies information protection system Strengthened Response to **Enhancement of Internet** Information infringement response center **Security** Strengthened information sharing **Accidents** and analysis capability

9. Specialization of IT Manpower and Organization



10. Consolidation of E-Government Related Legal System

Main Activities Phase 1 Phase 2 '03 04 ^{'05} '06 '07 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

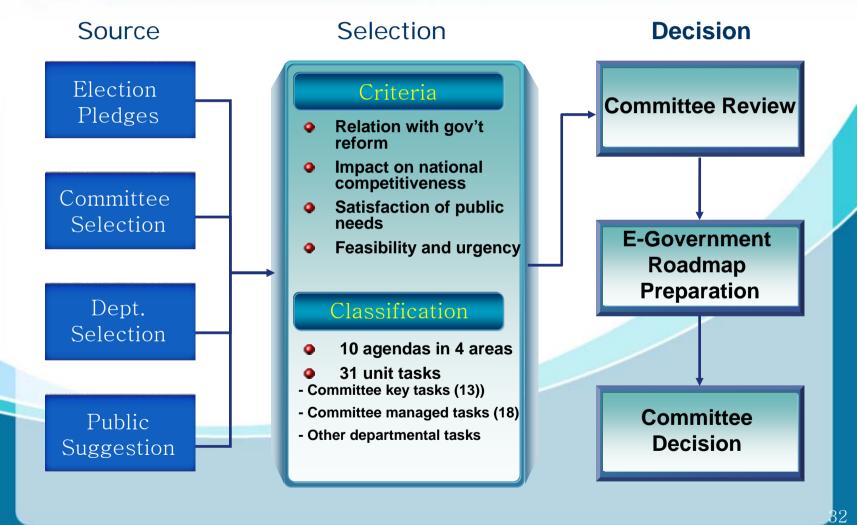
- Real time, no-visit administration of services directly related to civil life such as welfare, hiring, employment and safety management, etc.
- One-stop service through convergence of investment, finance, international trading, taxation, etc.
- Realization of participatory democracy through public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

Key Tasks

Committee

Types

 Government wide common tasks that need to be the key

Committee

Managed **Tasks**

focus of the committee

 Departmental tasks that need to be managed by the committee

Committee Role

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



Internal

Process

Reform

3. Priority Tasks

Kev Managed **Agenda <u>'03-'04 Priority Tasks</u>** 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 **Electronic** 5. E-Assembly Administration 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 **Expanded** common use of 10. Expanded sharing of administrative info public info Service oriented 11. Gov't functions BRM development **BPR**



3. Priority Tasks

Agenda '03-'04 Priority Tasks 12. Enhanced Internet civil affairs service 13. Consolidated national security management service 14. Enhancement of buildings, land and Registration convergence **Enhancement** 15. Consolidated national taxation service of Civil Service 16. Consolidated national welfare information service **Public** 17. Consolidated food and drug information service **Service** 18. Consolidated hiring and employment information service Reform 19. Internet service of administrative appeal 20. One-stop business service 21. Consolidated national logistics information service Enhancement of 22. Electronic international trading service **Business** Service 23. Consolidated foreigner assistance service 24. Support for exporting e-government Expanded **Electronic** 25. Expanded online civil participation

Participation



3. Priority Tasks

Agenda <u>'03-'04 Priority Tasks</u> 26. Integrated gov't-wide information system Integration and Standardization 27. Enhancement of e-government 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-31. Reform of e-government and security related laws Legal Government Reform related laws



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



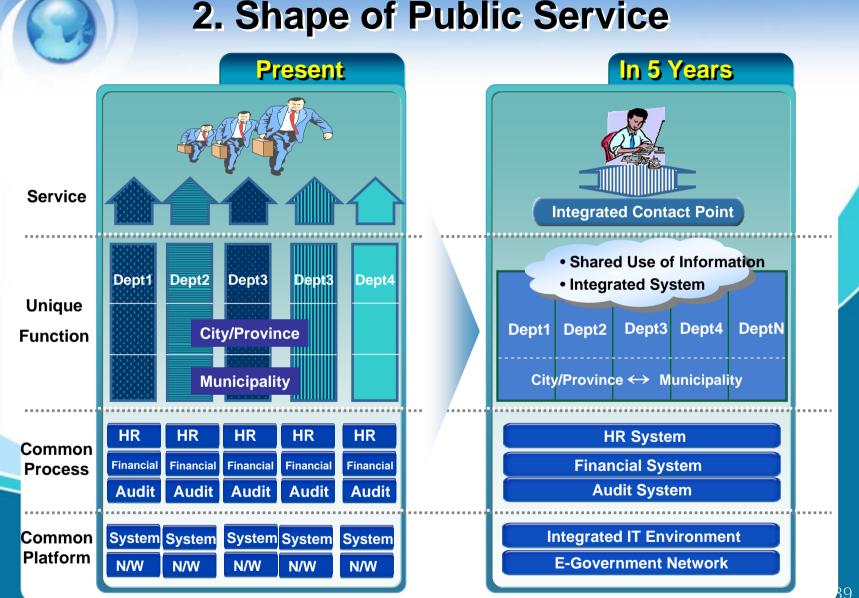
1. E-Government Level

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

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



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.

