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

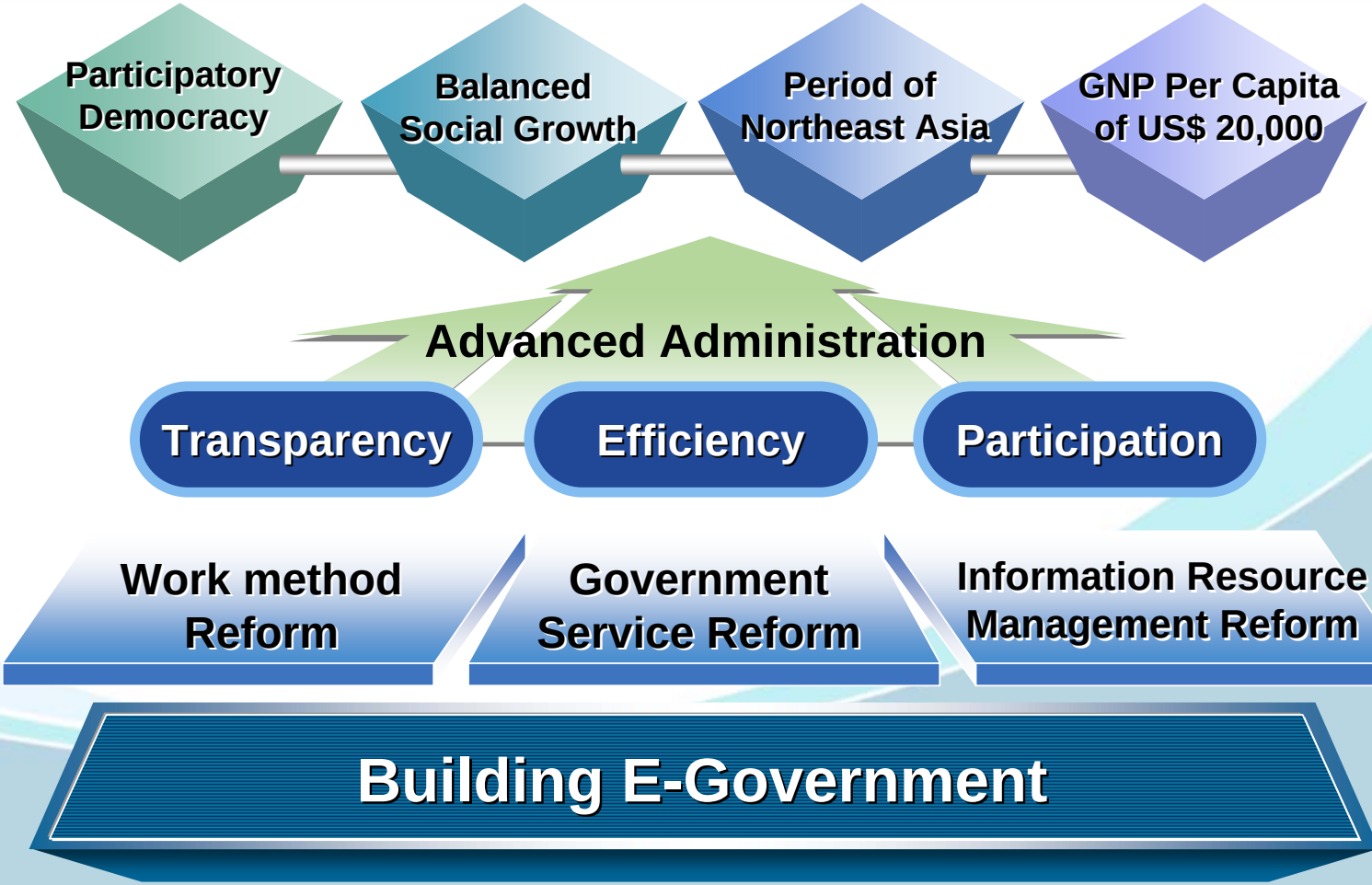
"In the future, work methods of the public offices need to be improved and operation process reformed…

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



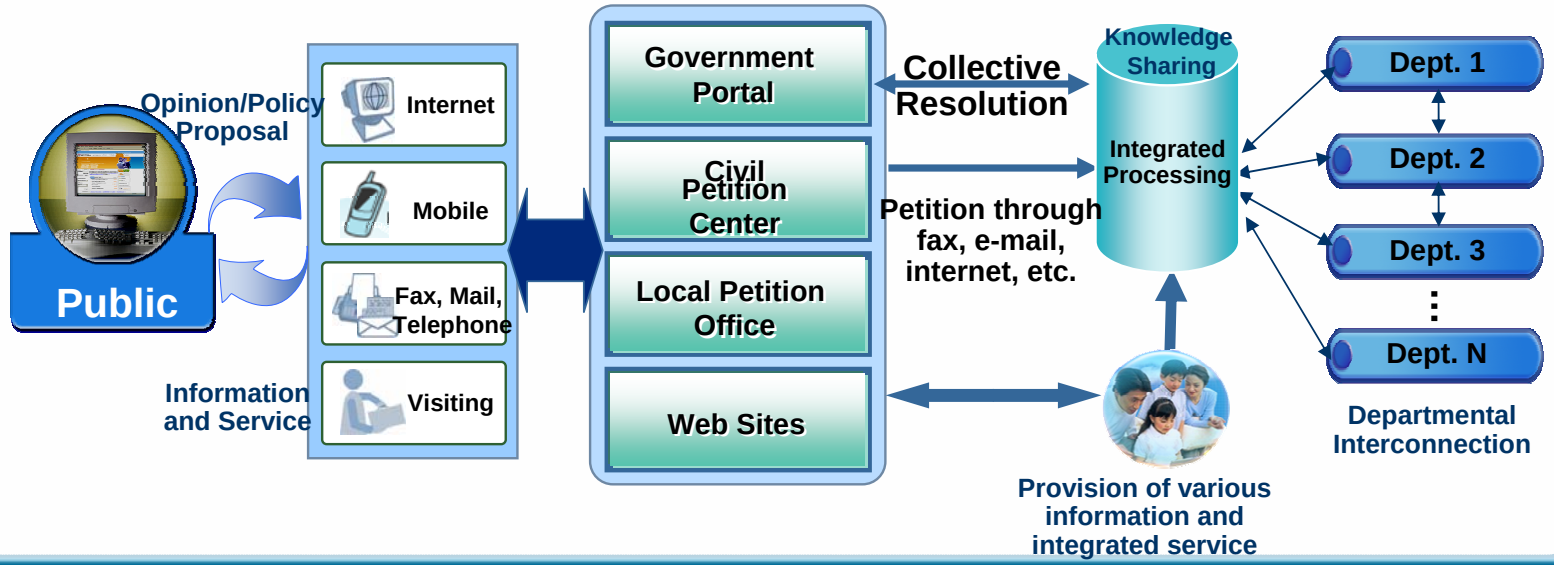
2. E-Government Vision

『World's Best Open E-Government

- ❖ Service Delivery Innovation
- ❖ Enhancement of Administration Efficiency and Transparency
- ❖ True Popular Sovereignty

→

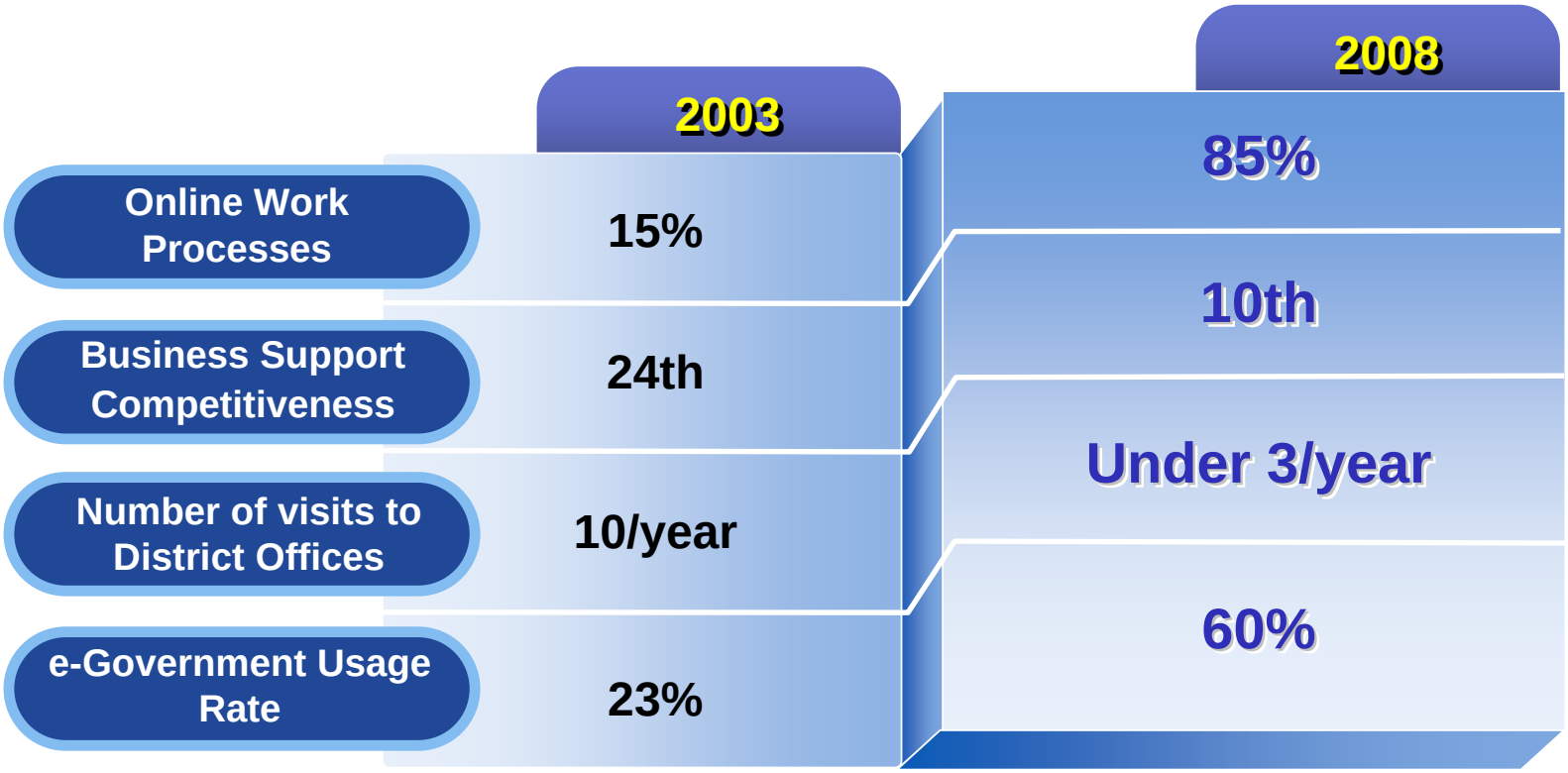
- ❖ Network Based Government
- ❖ Knowledge Based Government
- ❖ Participatory Government



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

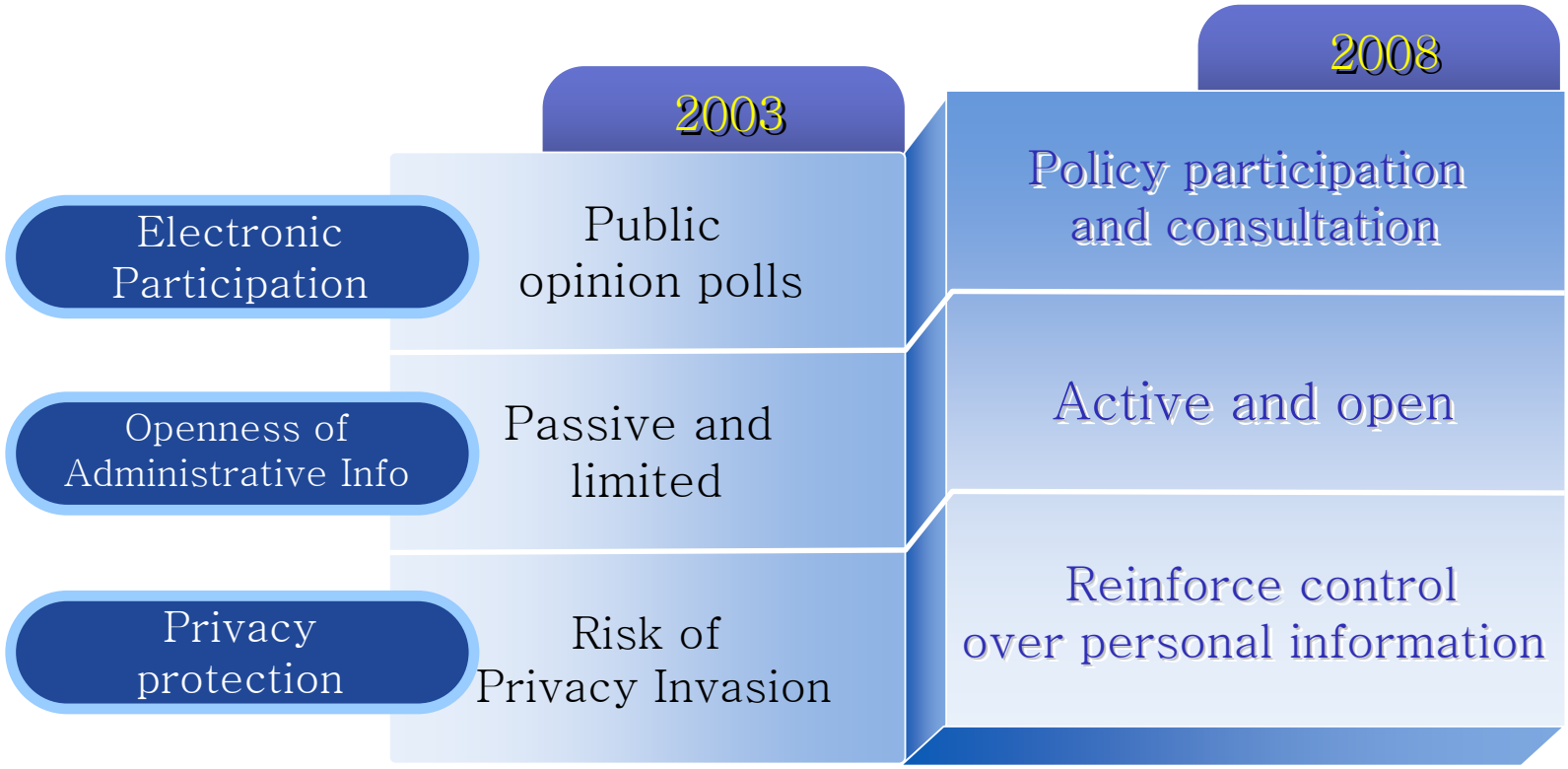
Expand electronization of work processes and sharing of documents. Enhance efficiency through integrated management of information resources enabling real time administration.

	2003	2008
Cross Agency Work Processes	Partial electronization, not yet integrated Personnel, finance, inspection etc.	Overall electronization, integration
Electronization of Documents	Coexistence of paper and e-documents	Unify into e-documents
Sharing of Information	Limited cross agency sharing	Complete cross agency sharing
Management of Information Resources	Diffused, independent	Unified, integrated

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

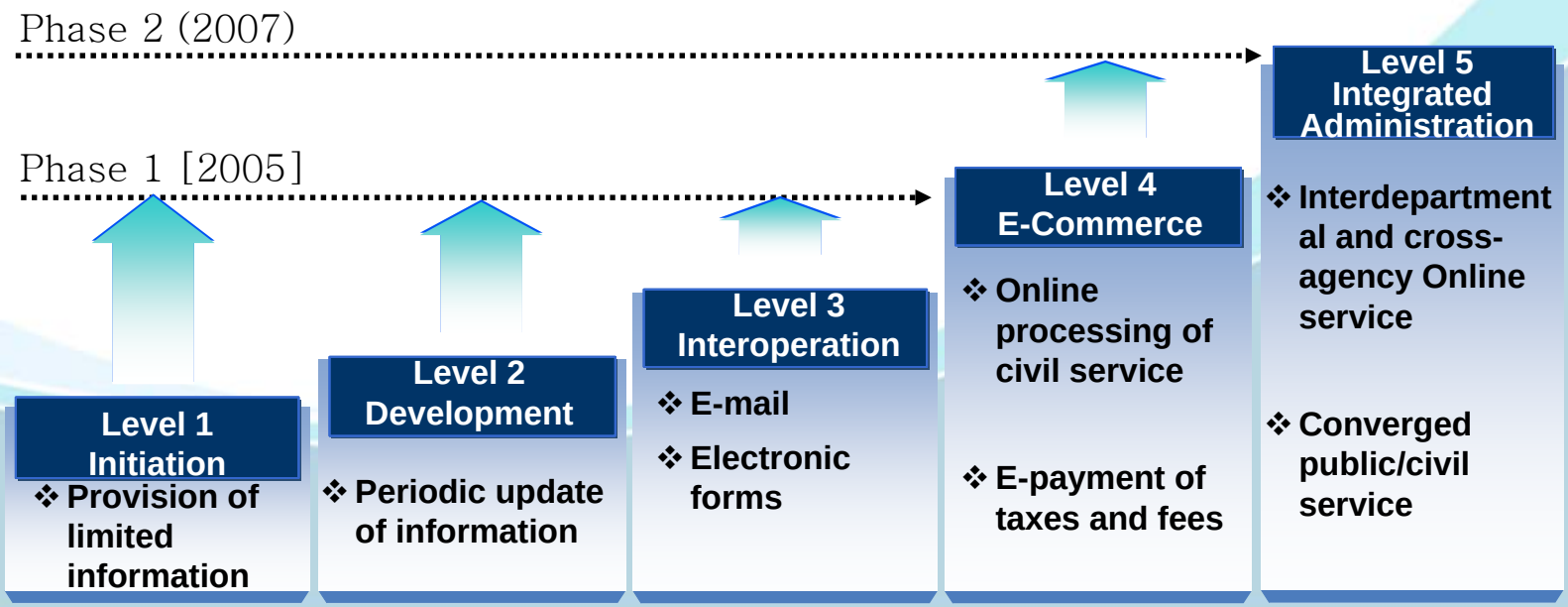
1 Associate with Administration Reforms

Phase 1 [Foundation)

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

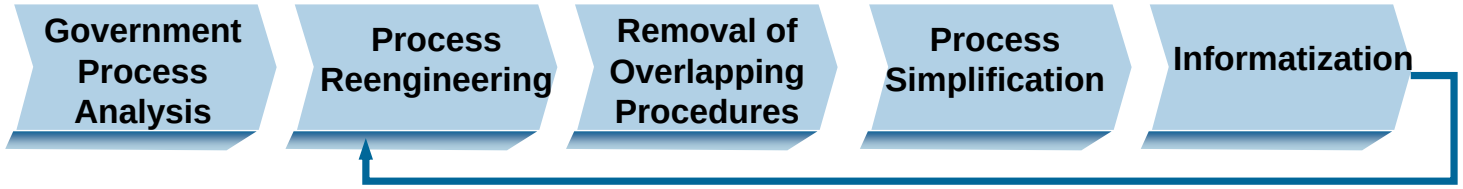
Phase 2 [Service Advancement]

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



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**

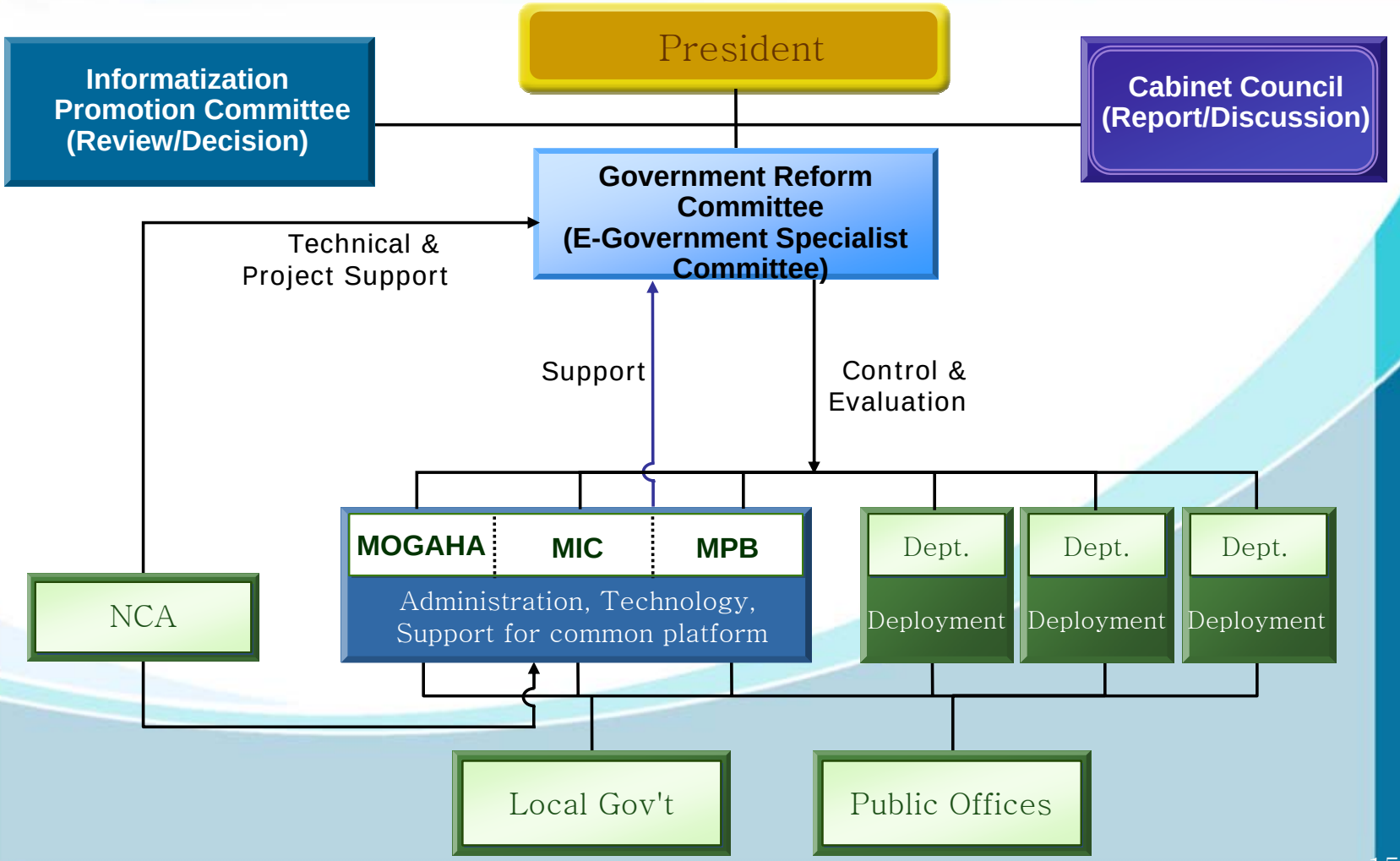
4 Introduction of Performance Management System

❖ **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

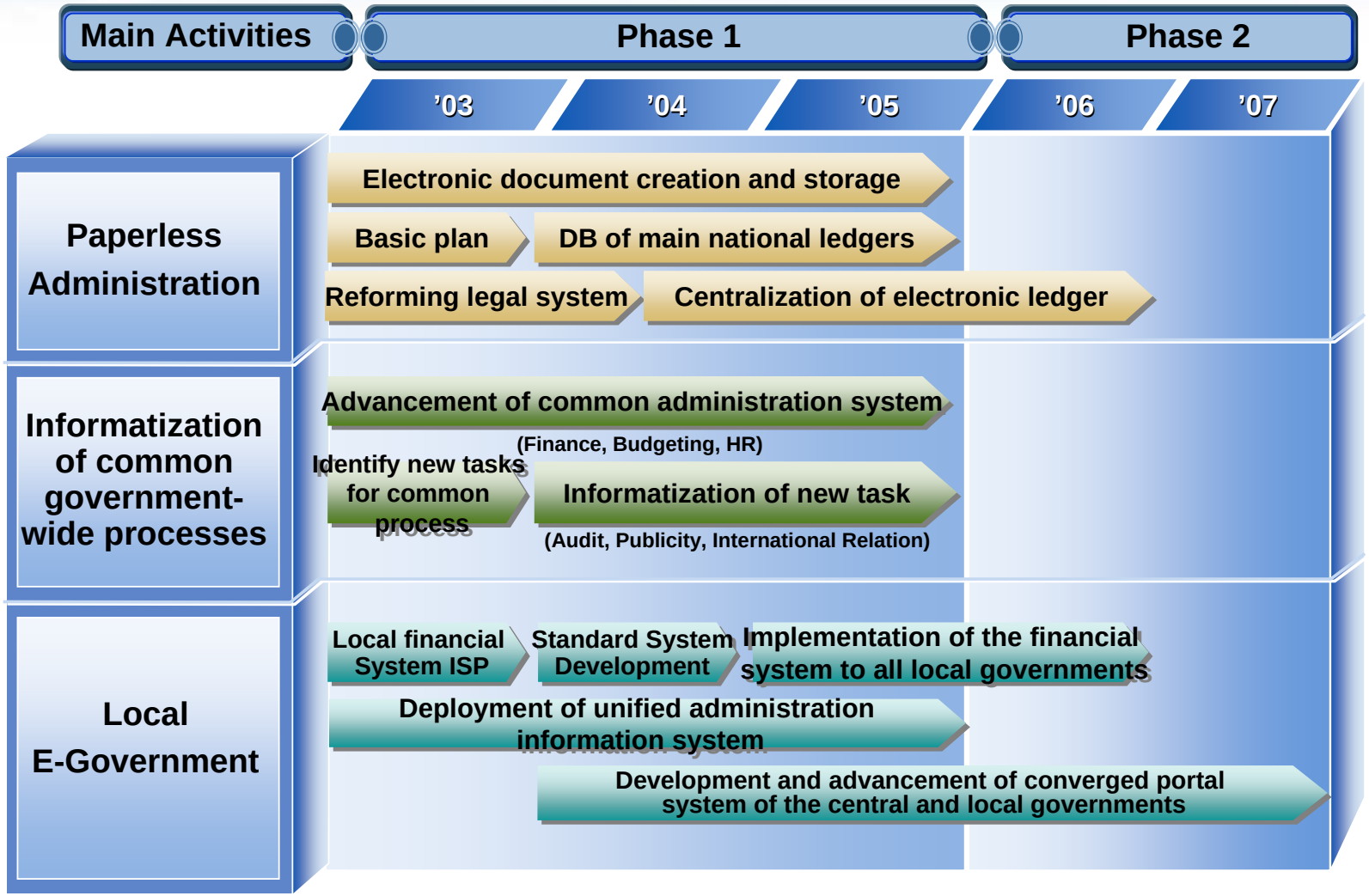
1. *Detailed Agenda*
2. *Roadmap for Each Agenda*
3. *Expected Benefits*

1. Detailed Agenda

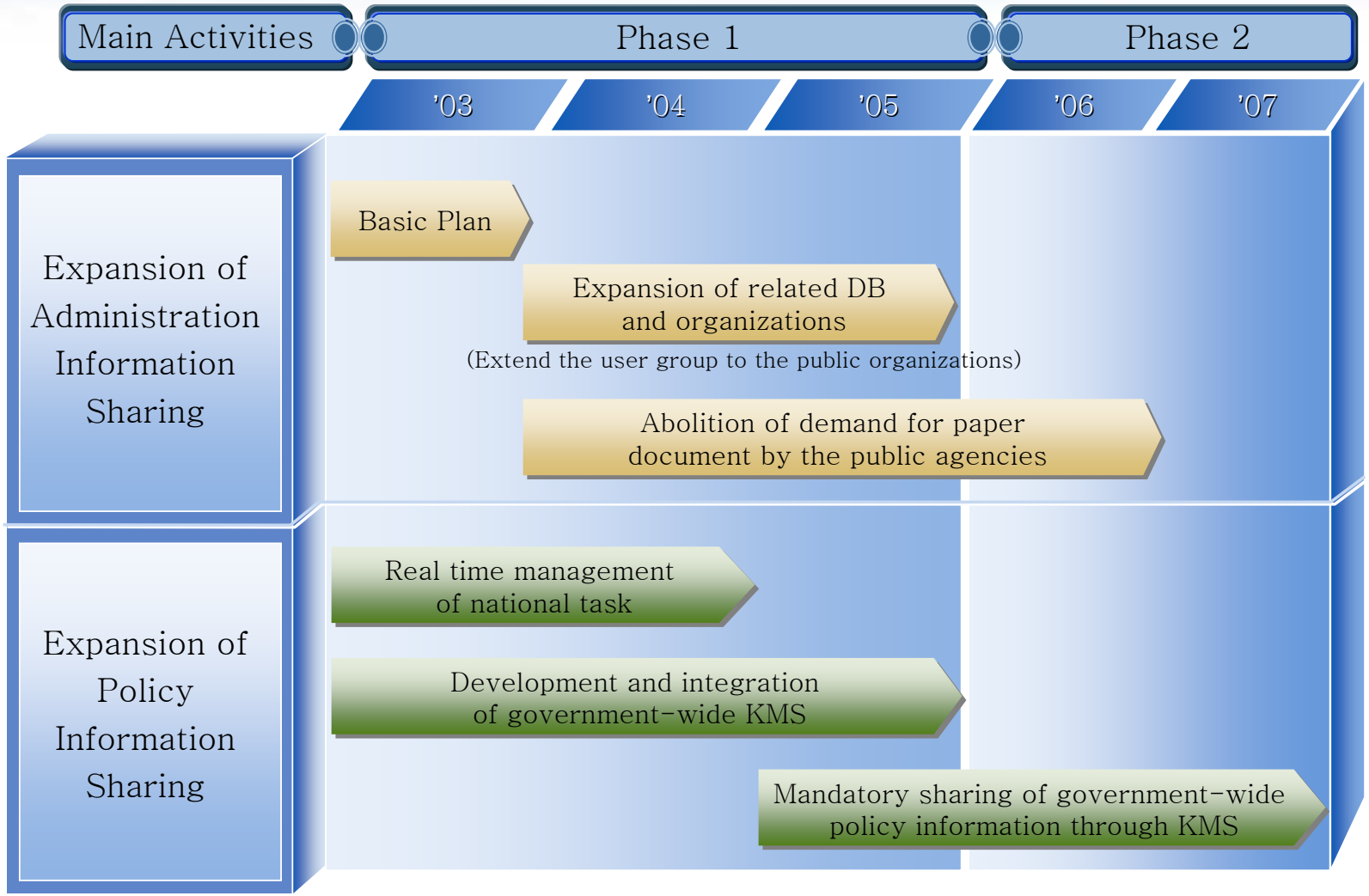
Area		Agenda
Government Internal Process Reform (G2G)	1	Establishing electronic procedures
	2	Expanding common use of public info.
	3	Service oriented BPR
Public Service Reform (G2C, G2B)	4	Enhancement of the civil service
	5	Enhancement of business service
	6	Expanding electronic civil participation
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

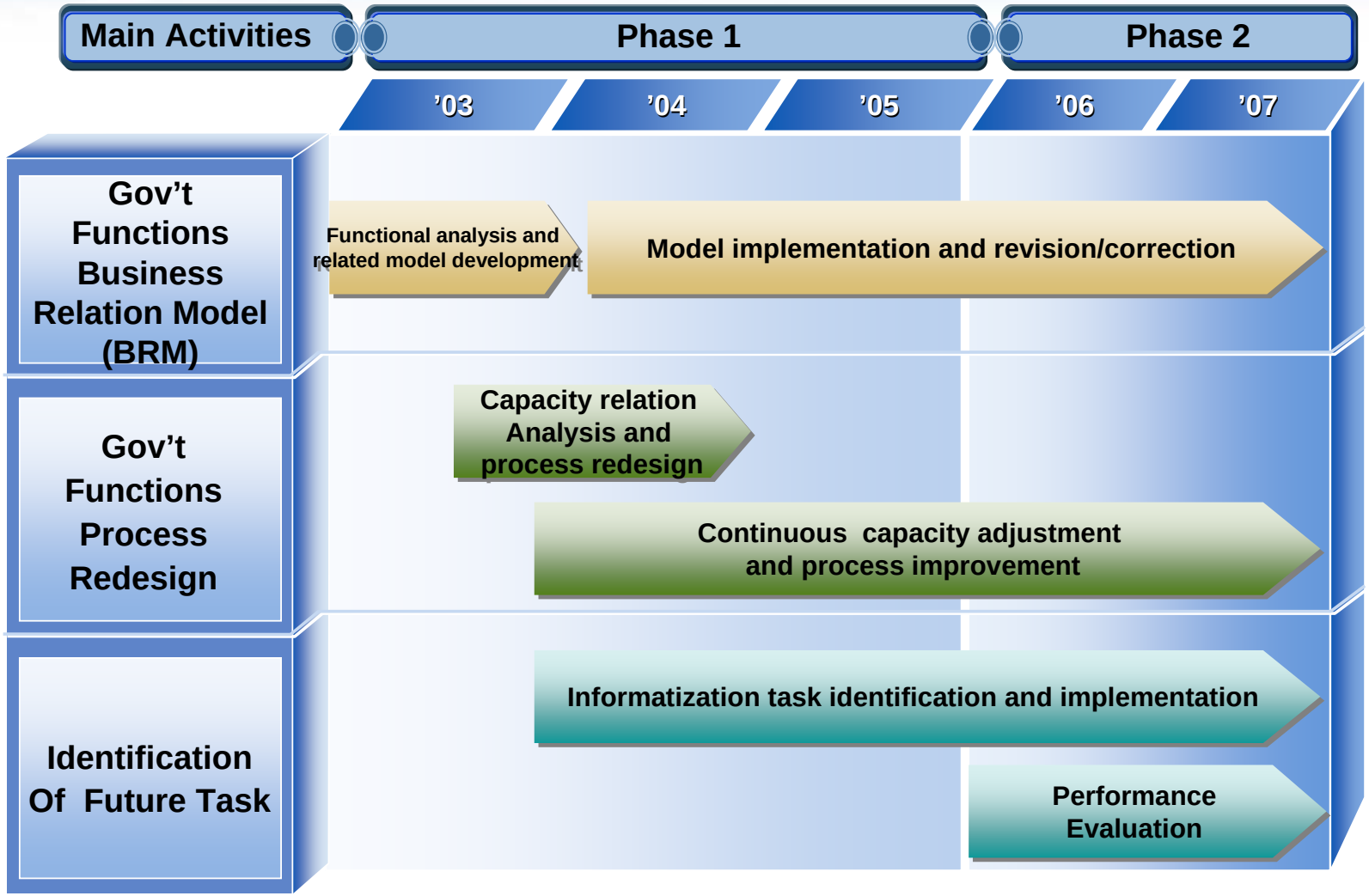
1. Establishing Electronic Procedures



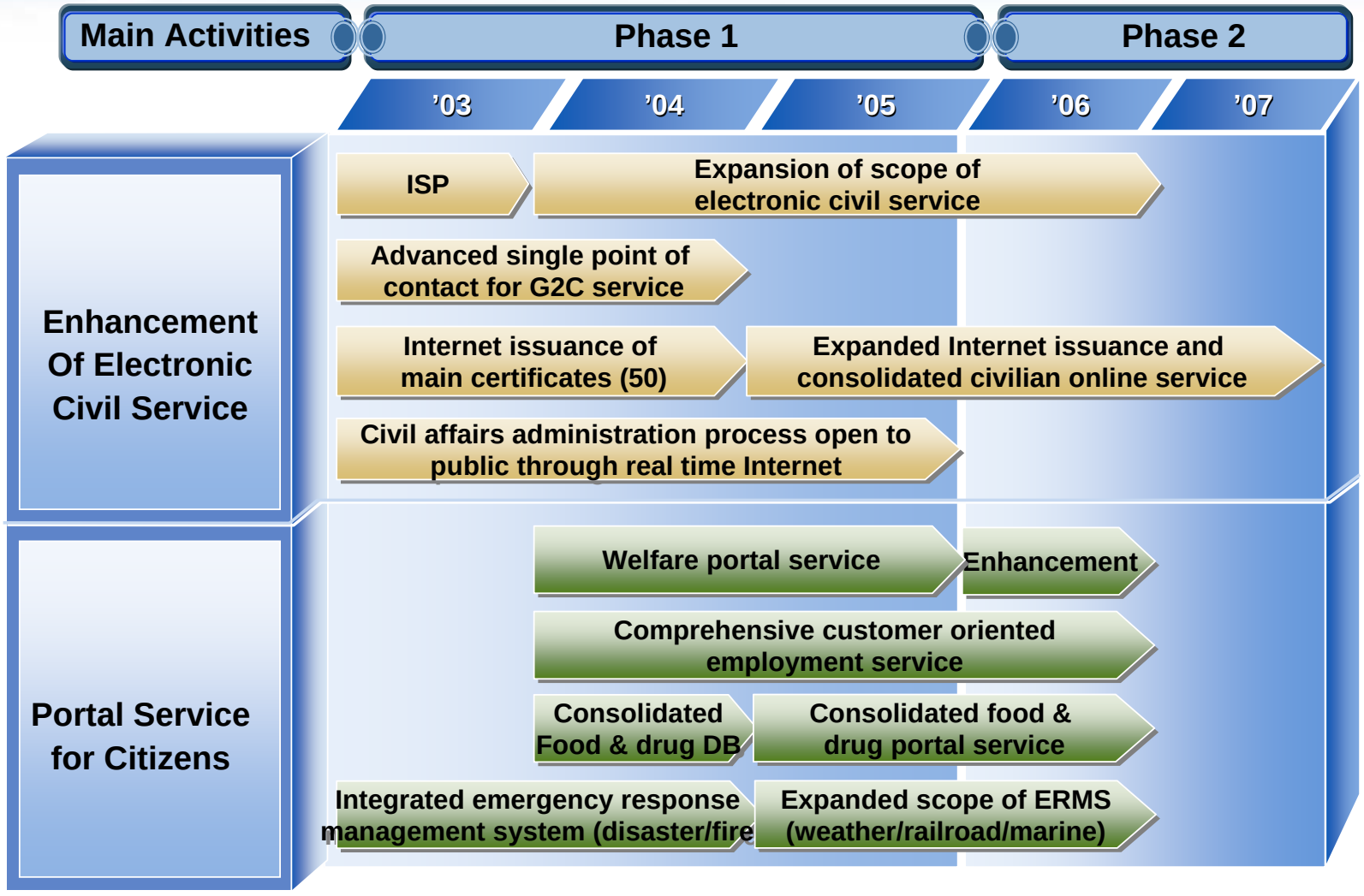
2. Expanding Common Use of Public Information



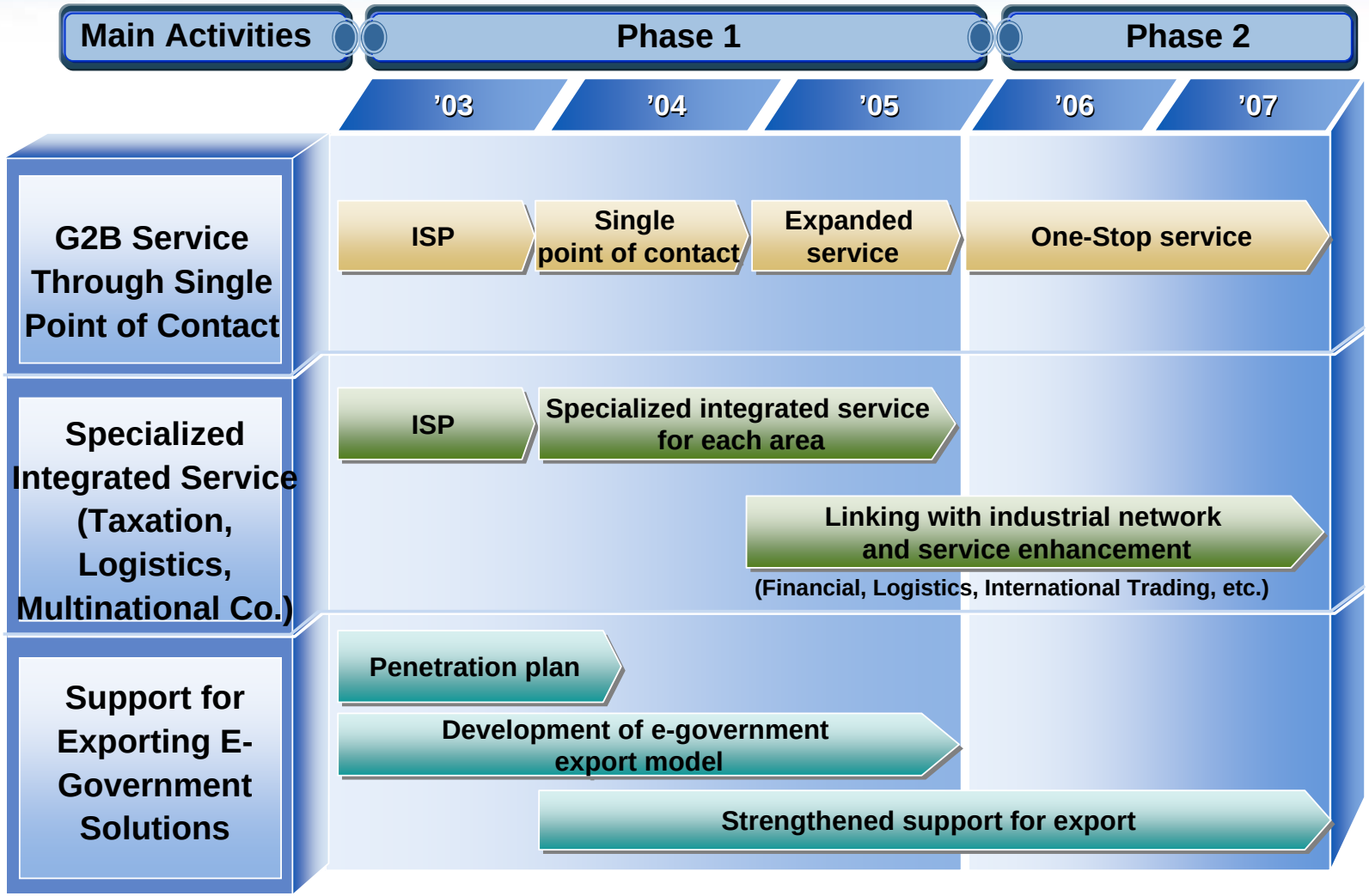
3. Service Oriented BPR



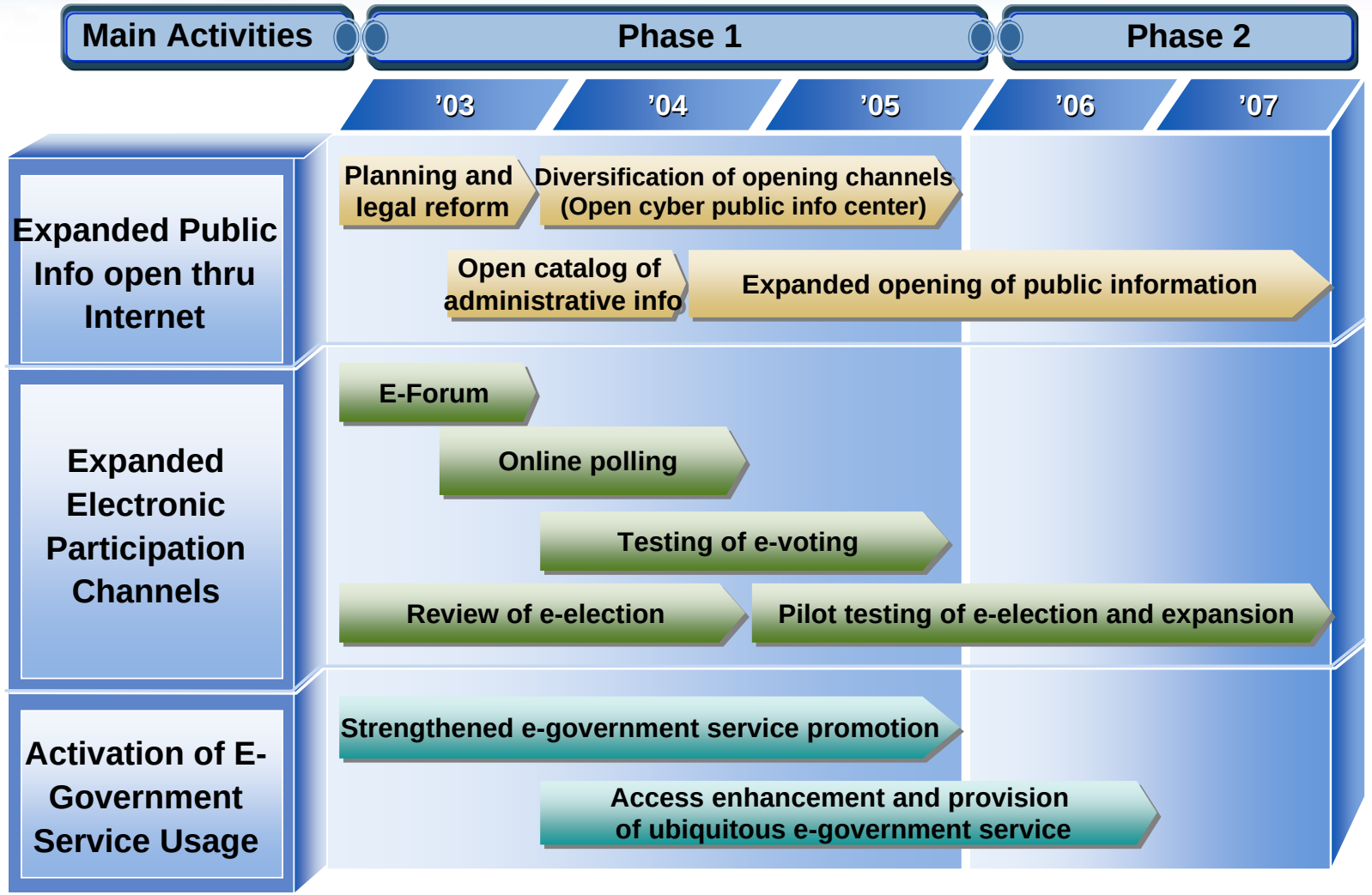
4. Enhancement of Civil Service



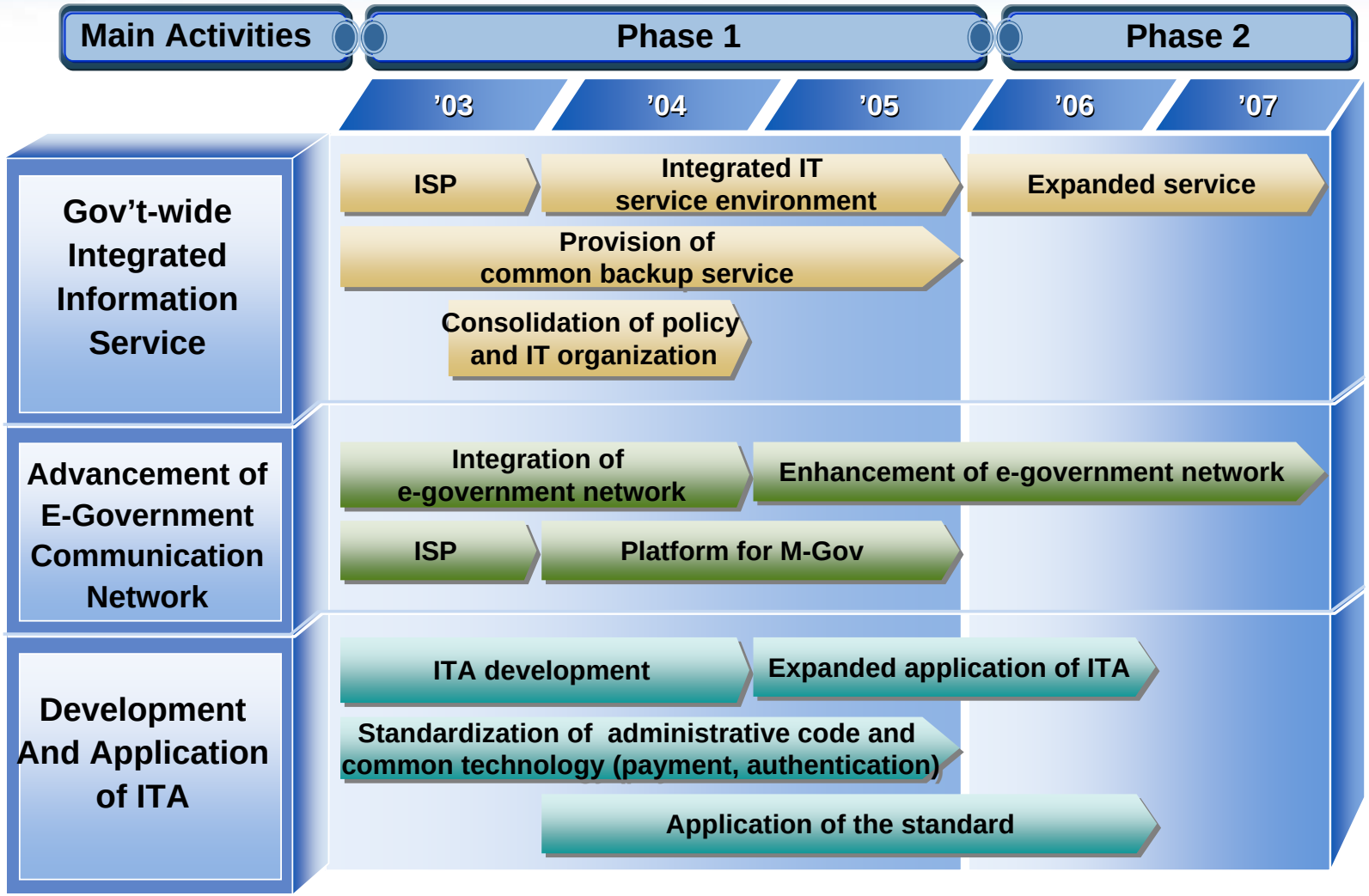
5. Enhancement of Business Services



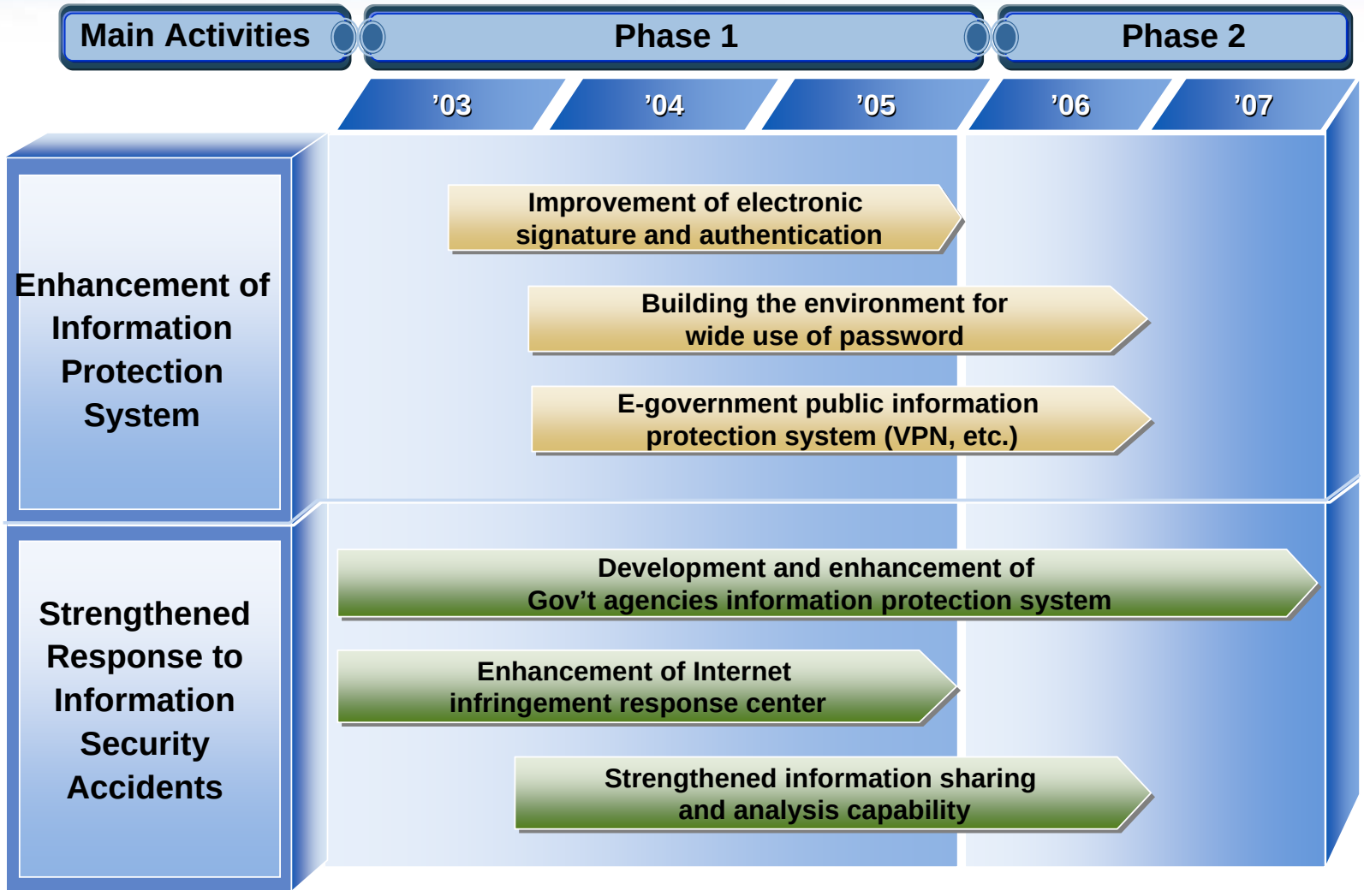
6. Expanding Electronic Civil Participation



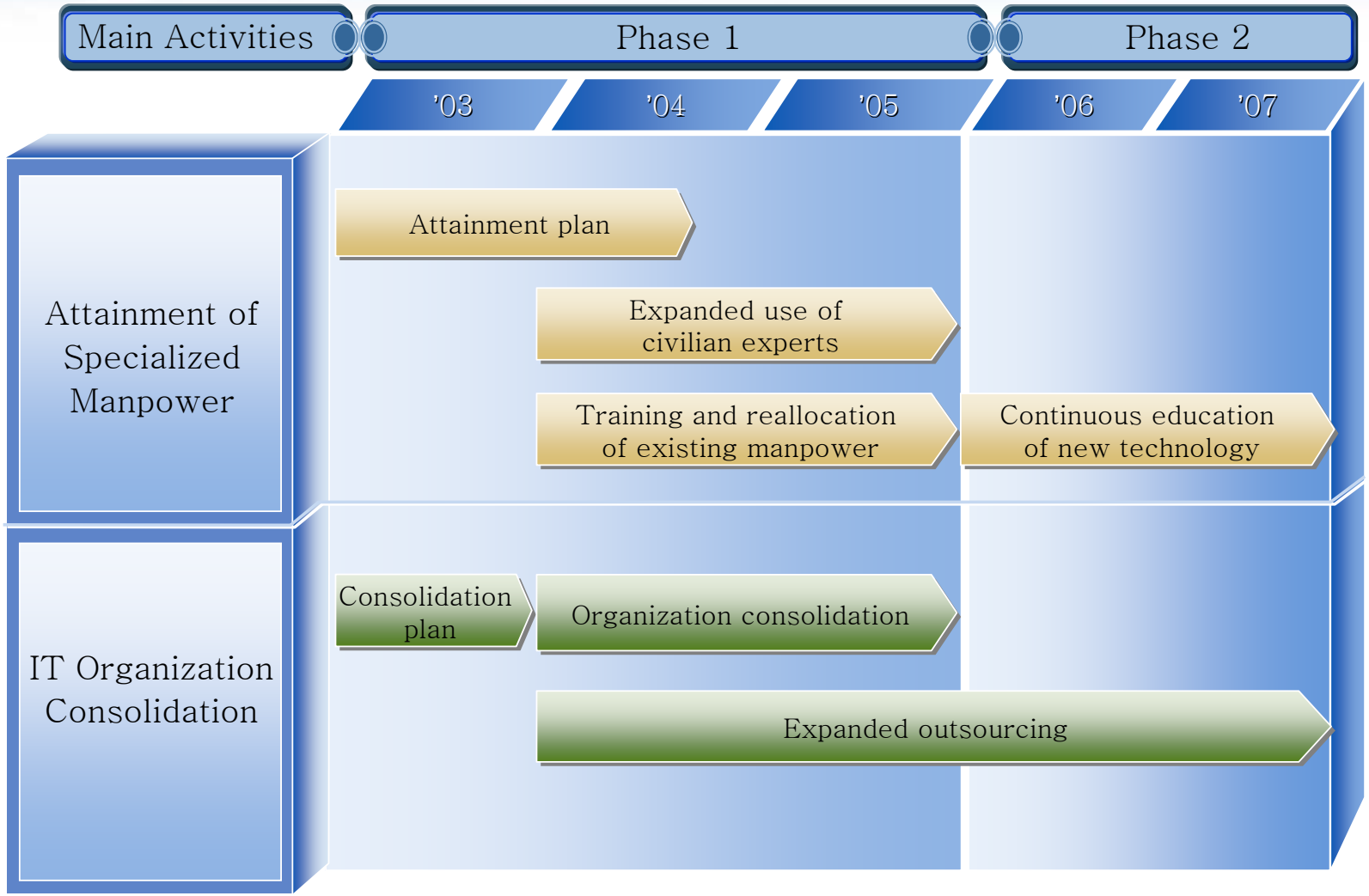
7. Integration and Standardization of Information Resources



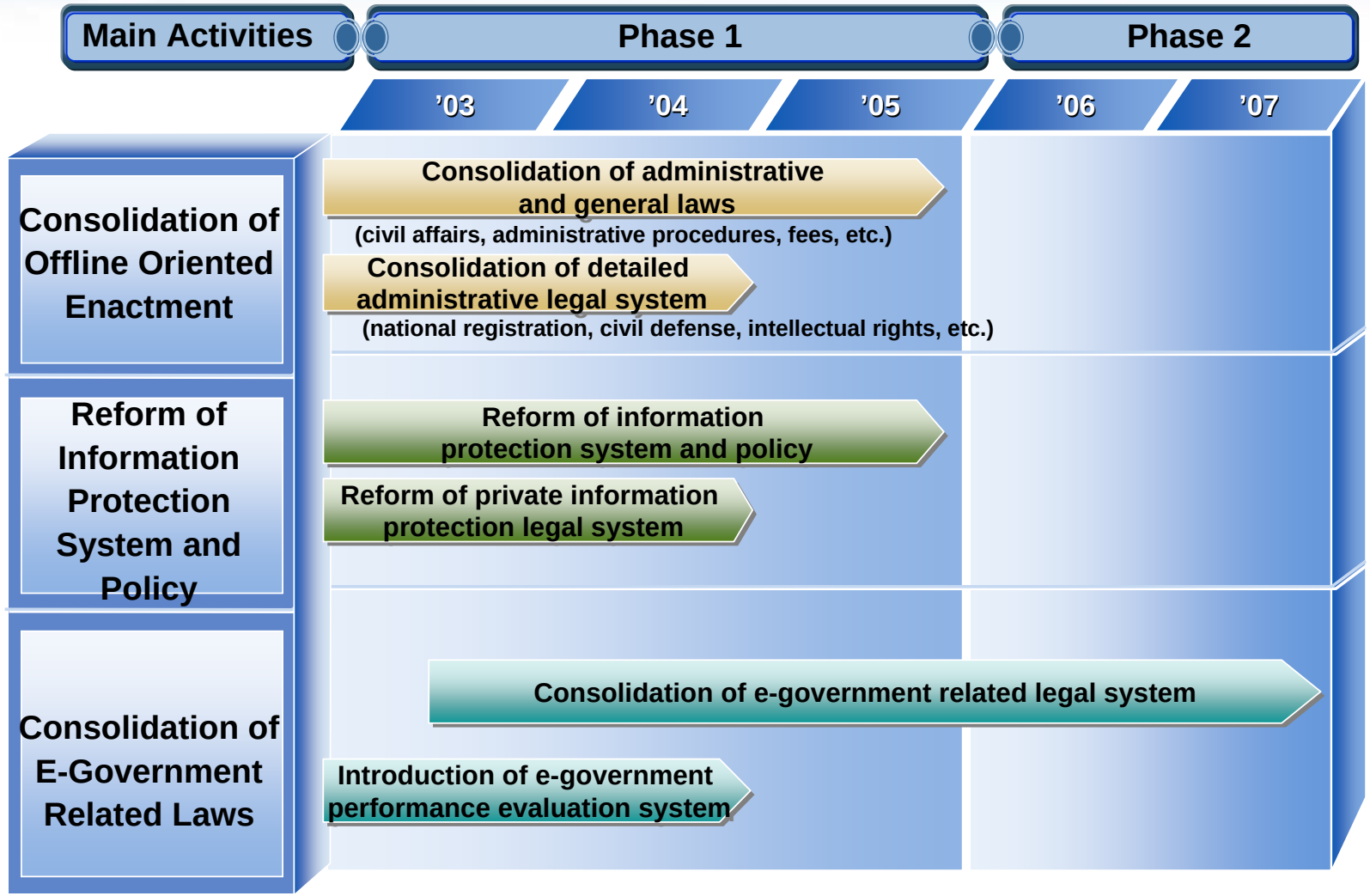
8. Strengthening of Information Protection System



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

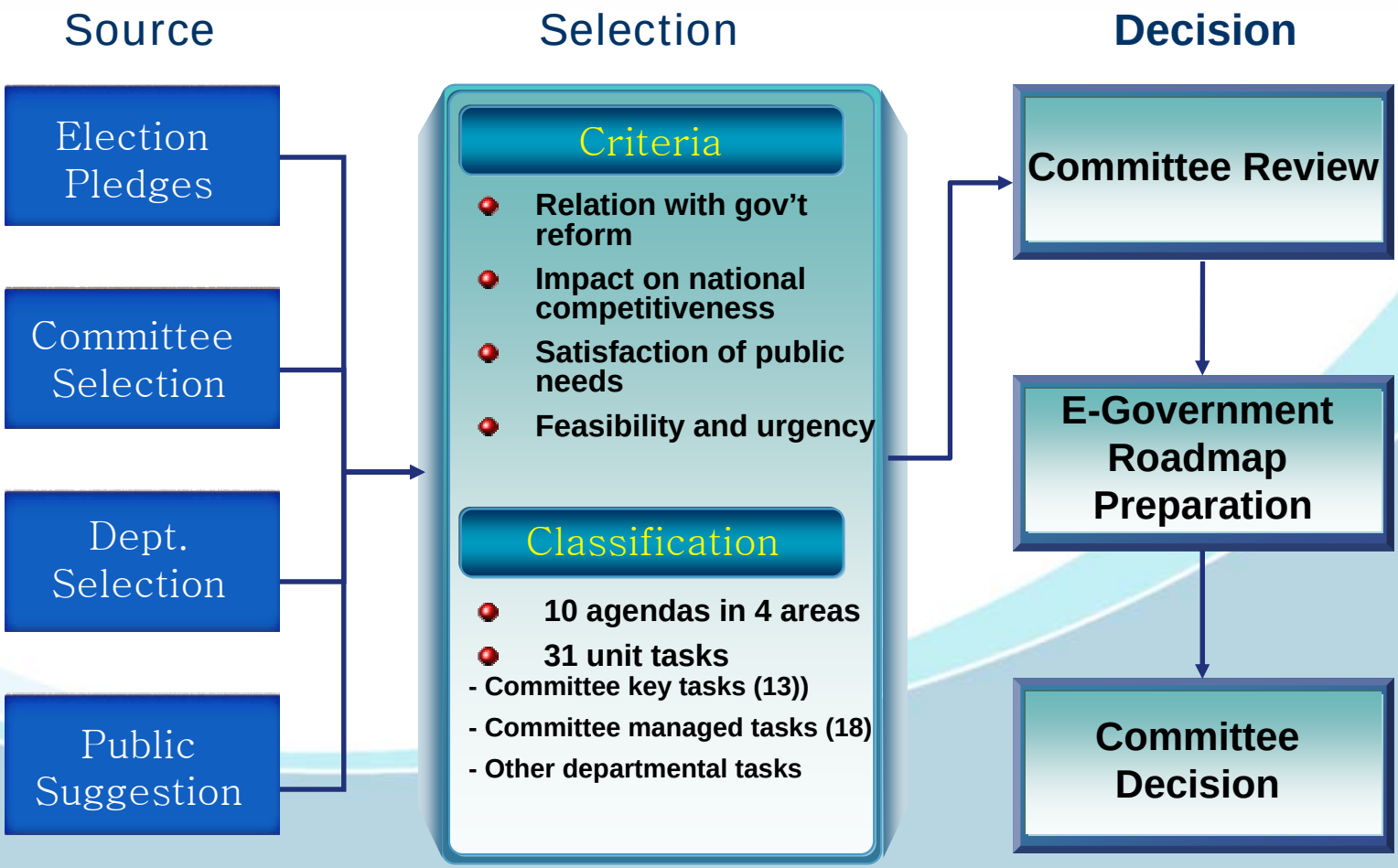
For Public Service

- 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*

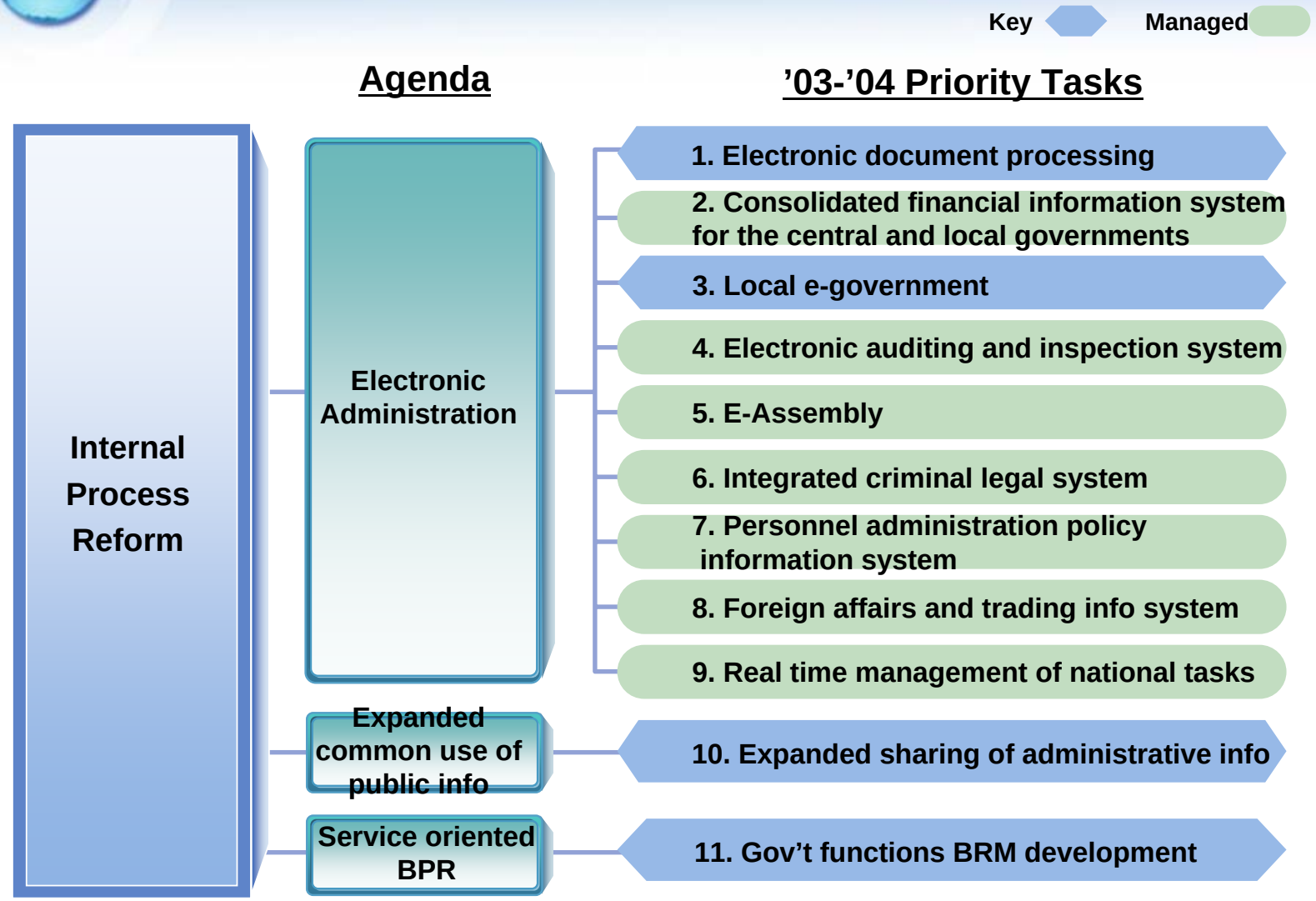
1. Task Selection Process and Classification



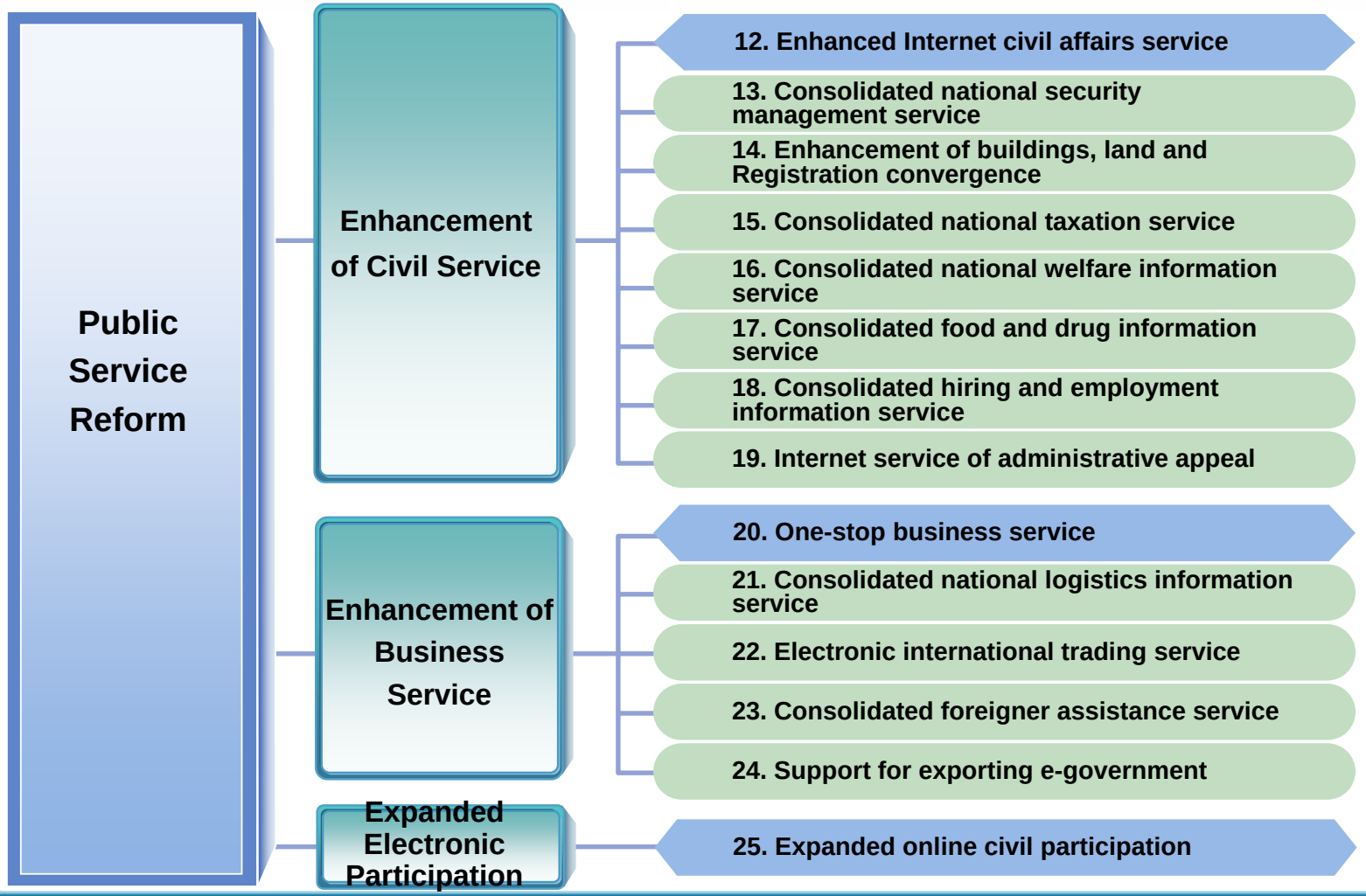
2. Task Types and Committee Role

Classification	Types	Committee Role
Committee Key Tasks	• Government wide common tasks that need to be the key focus of the committee	✓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

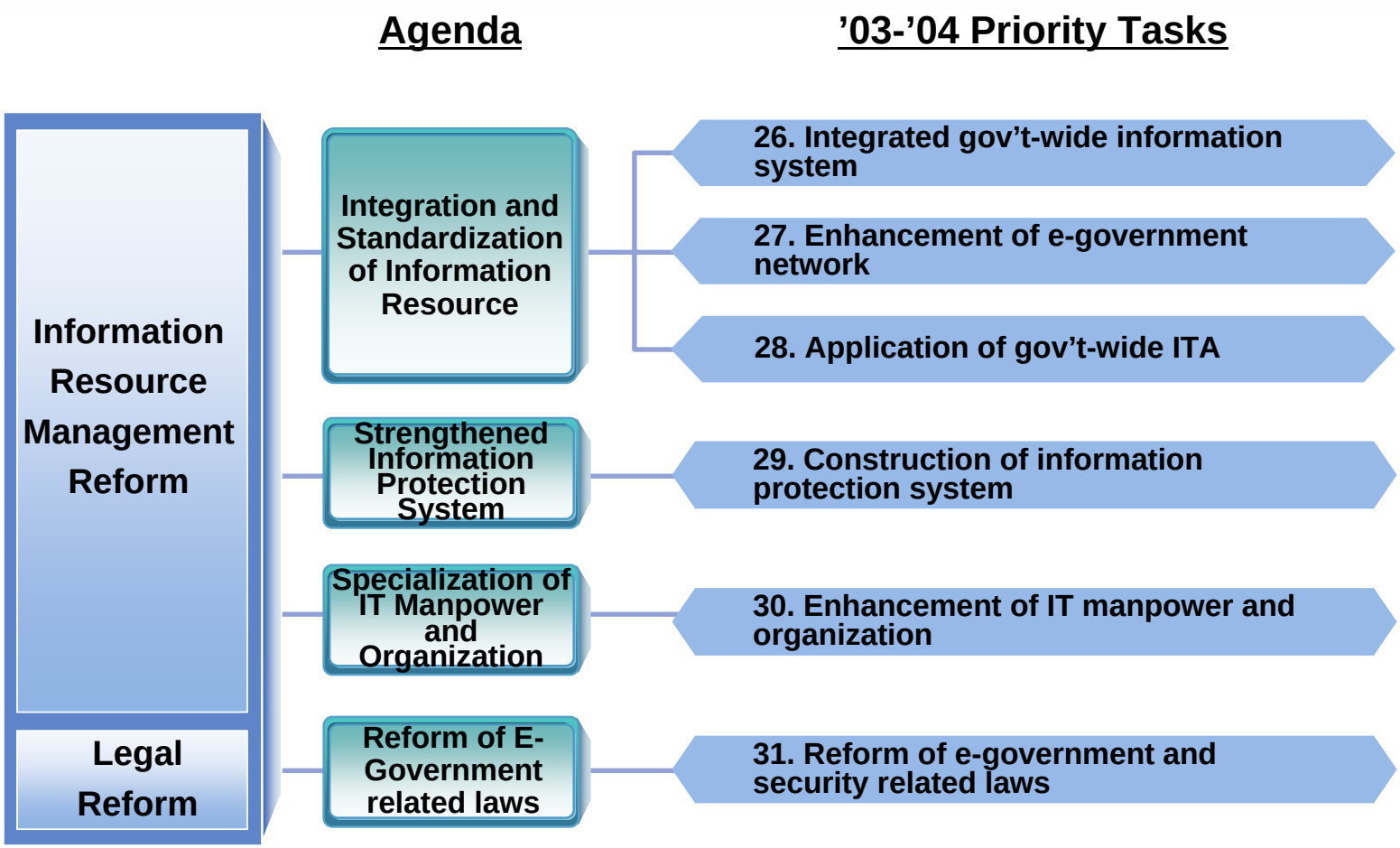
3. Priority Tasks



3. Priority Tasks



3. Priority Tasks



V. ature Shape of Government

1. E-Government Level

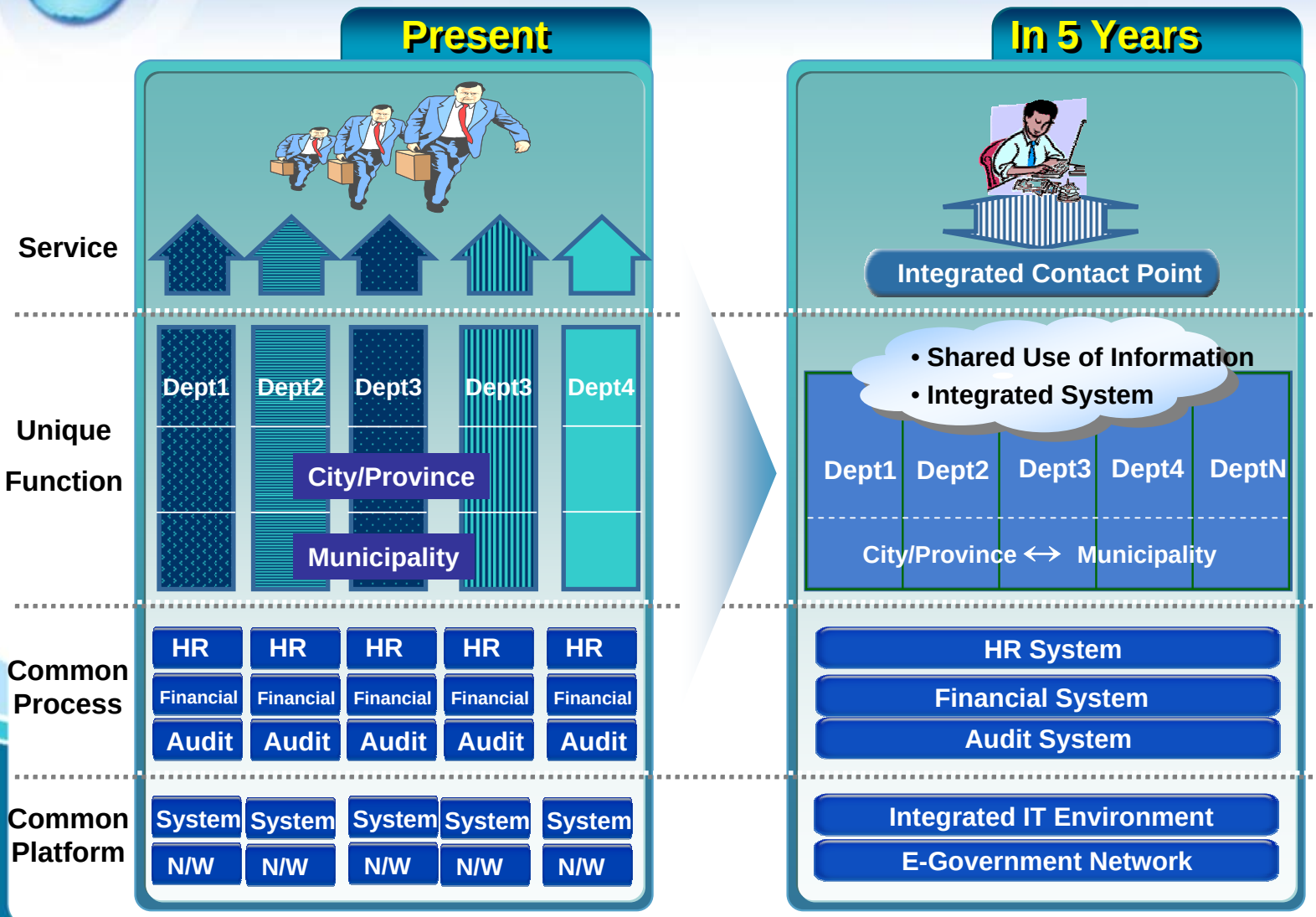
2. Shape of Public Service

1. E-Government Level

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

	2003	2008
E-Government Completeness	Info. Provision ~ E-Commerce	Integrated administration
E-Government Index (UN)	15th	In Top 5
Information Index (IDC)	16th	In Top 5
Gov't Transparency (TI)	40th	In Top 20

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.

감사합니다
e-government