Digital Government of Korea

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Ministry of
the Interior and Safety

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1. Overview of
   Korea's Digital Government

Korean Digital Government in Numbers

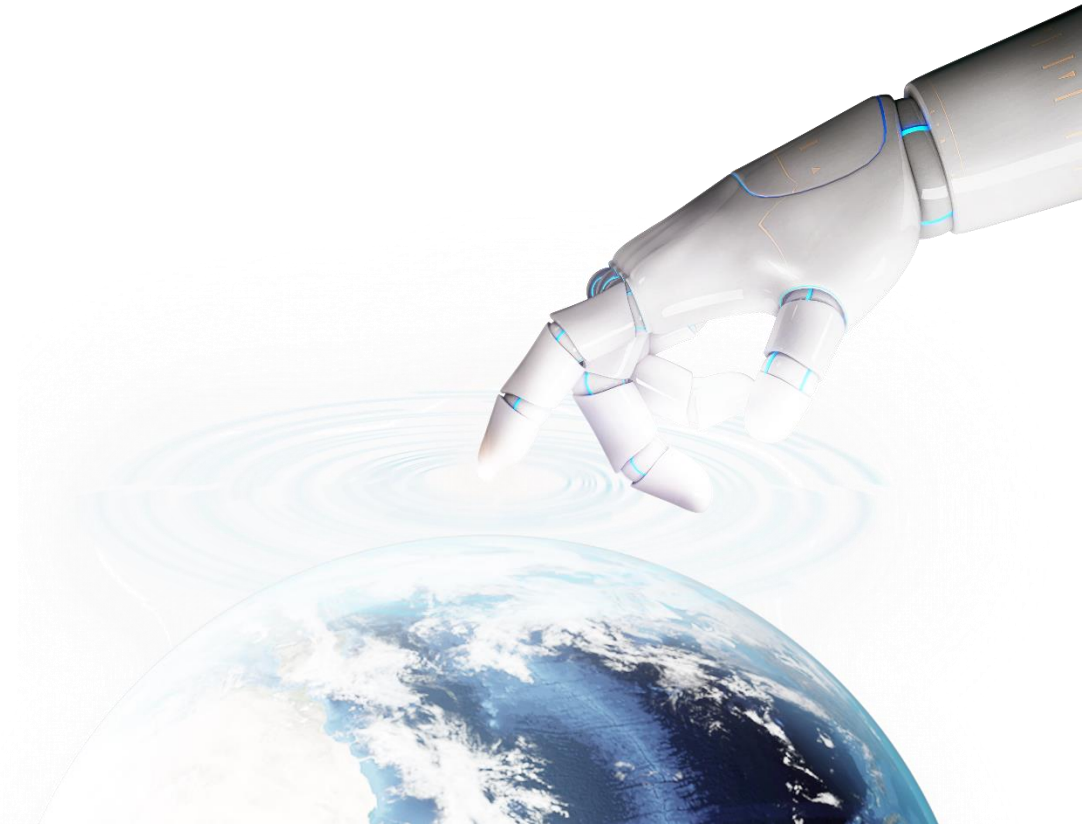**17K** public sector information **systems**

37M Koreans, **89%** of population are **Using** Digital Government

98% of users are **Satisfied** with Digital Government Services

#2 UN **e-Government** Survey 2020
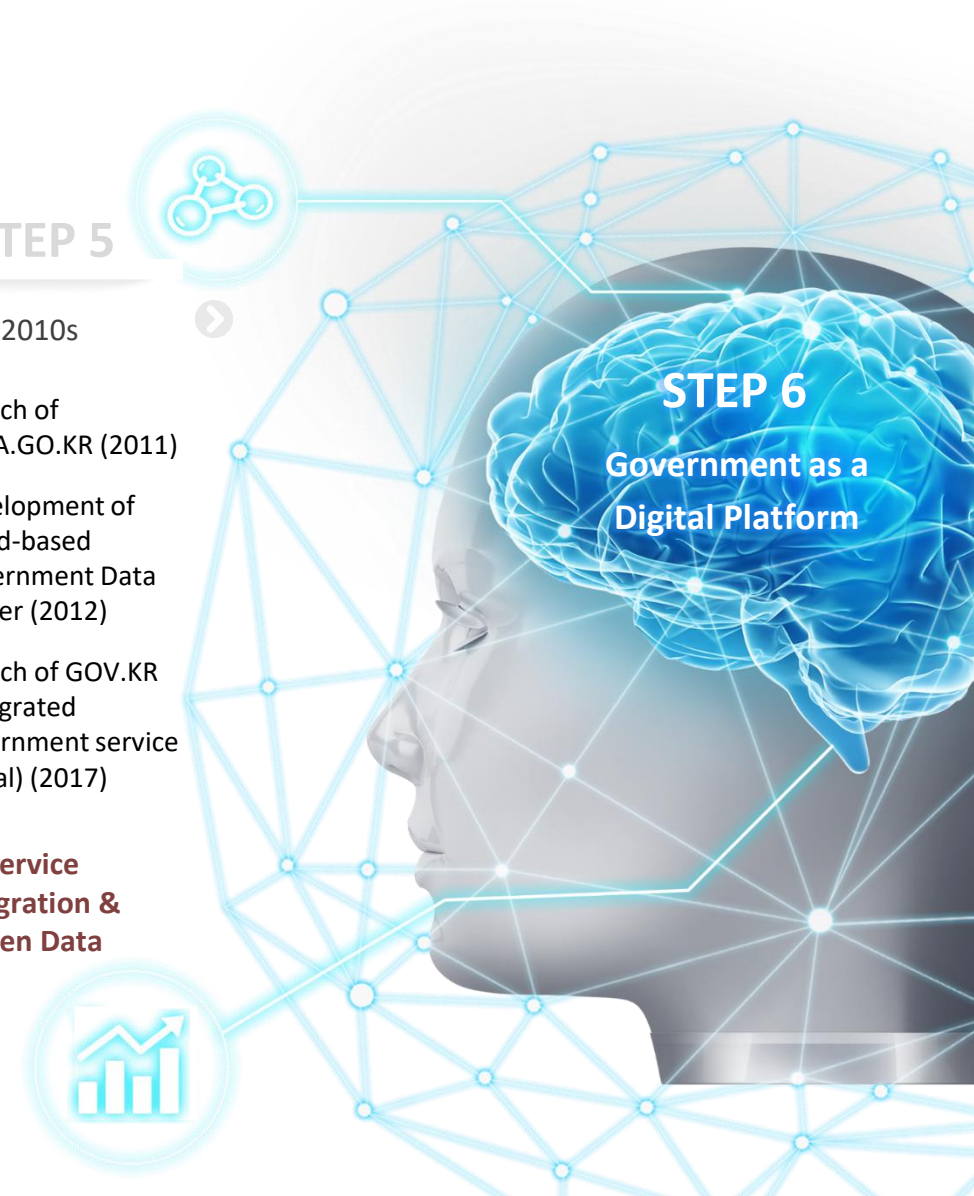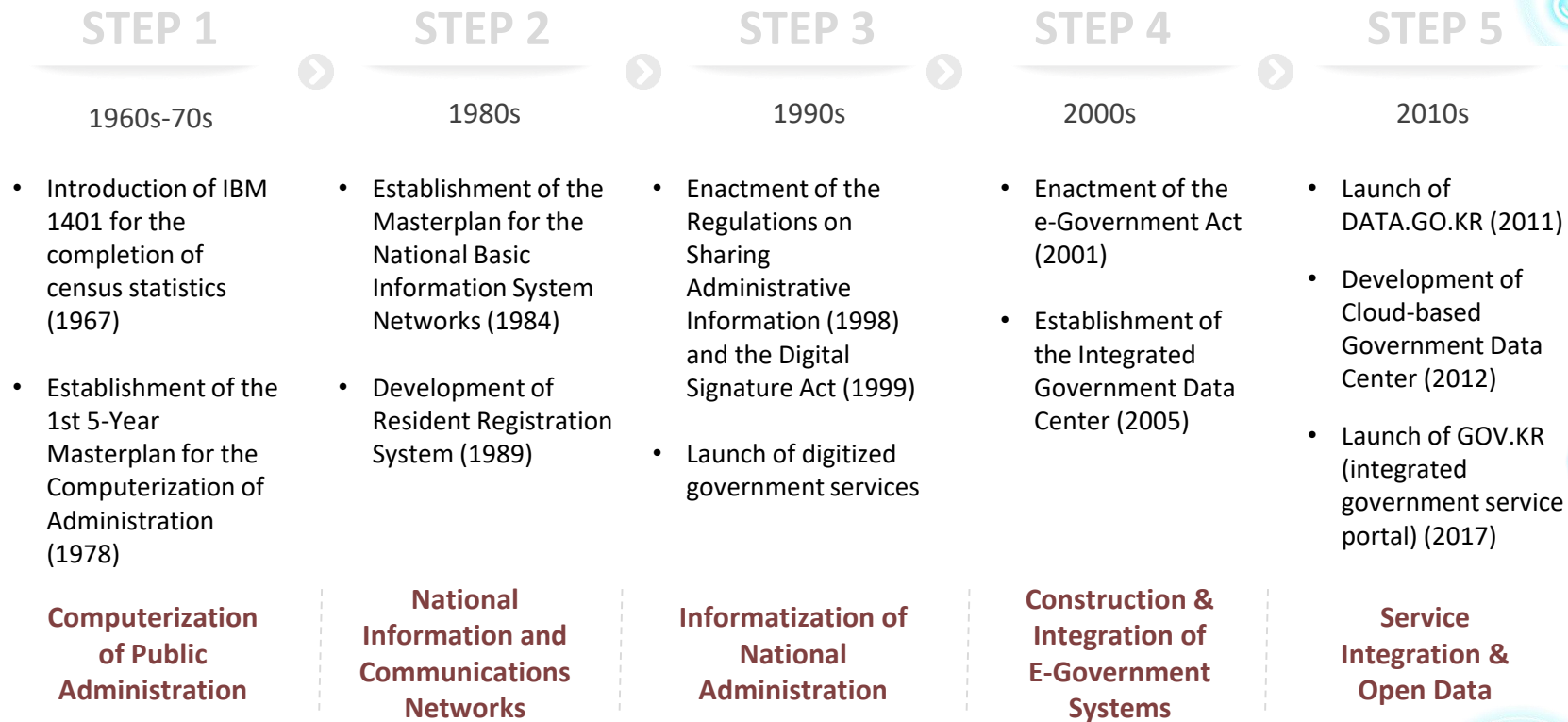
#1 OECD **Digital Government** Index 2019

#1 OECD **OUR**(Open-Useful-Reusable) **data** Index 2019

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)

Computerization of Public Administration

STEP 2 — 1980s

- Establishment of the Masterplan for the National Basic Information System Networks (1984)
- Development of Resident Registration System (1989)

National Information and Communications Networks

STEP 3 — 1990s

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

Informatization of National Administration

STEP 4 — 2000s

- Enactment of the e-Government Act (2001)
- Establishment of the Integrated Government Data Center (2005)

Construction & Integration of E-Government Systems

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)

Service Integration & Open Data

STEP 6

Government as a Digital Platform

Digital Government Organizations

Primary ministry for digital government

Ministry of
the Interior and Safety

NIA	KISA	KLID
NATIONAL INFORMATION SOCIETY AGENCY	Korea Internet & Security Agency	KLID
National **I**nformation society **A**gency	**K**orea **I**nternet & **S**ecurity **A**gency	**K**orea **L**ocal **I**nformation research & **D**evelopment institute

Principles, standards, common components, shared services, and integrated infrastructure

Ministry of Strategy and Finance	Ministry of Agriculture Food and Rural Affairs
Ministry of Education	Ministry of trade industry and Energy
Ministry of Science and ICT	Ministry of Health and Welfare
Ministry of Foreign Affairs	Ministry of Environment
Ministry of Justice	Ministry of Employment and Labor
Ministry of National Defense	Ministry of Land infrastructure and Transport
Ministry of Culture Sports and Tourism	Ministry of Ocean and Fisheries

IT projects and services in respective areas

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)**

Governance of Local Digital Government

Local governments and specialized agencies collaborate with each other, with Ministry of the Interior and Safety being the managing body for local digital government

Ministry of the Interior and Safety

Make local informatization policies
Develop and distribute Local Administration Integrated Information System

Korea Local Information Research & Development Institute (KLID)

Support policy development for local informatization
Operate the Local Administration Integrated Information System

Local Informatization Governance Framework

Local Governments

Make their own plans for local informatization
Use the Local Administration Integrated Information System for work

Central Government Ministries and Agencies

Use local administration data policies

Korea Local Information Research & Development Institute (KLID) is an organization that has been established based on the Electronic Government Act and specializes in local informatization

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Local Administration Integrated Information System

A standard information system for nation-wide local governments' administrative work

Decentralized Local Government Administration
The system supports the largest share of local governments' administrative work

Service for Citizens
The system handles the largest amount of services for citizens

Collaborative Information linking
The system provides the largest number of information links

| Commodity Management | Vehicle Management | Common Property | Service Management | Council | Planning | Communication | Legislation |

2. Representative services

Single Service Window - GOV.KR (GOV24)

- Services available on the website (gov.kr) and mobile application 24/7

- Services and information personalized for each citizen

- Services categorized by life cycle

- One-Stop Services Packages

Data.go.kr

Integrated public open data portal of the Korean Government
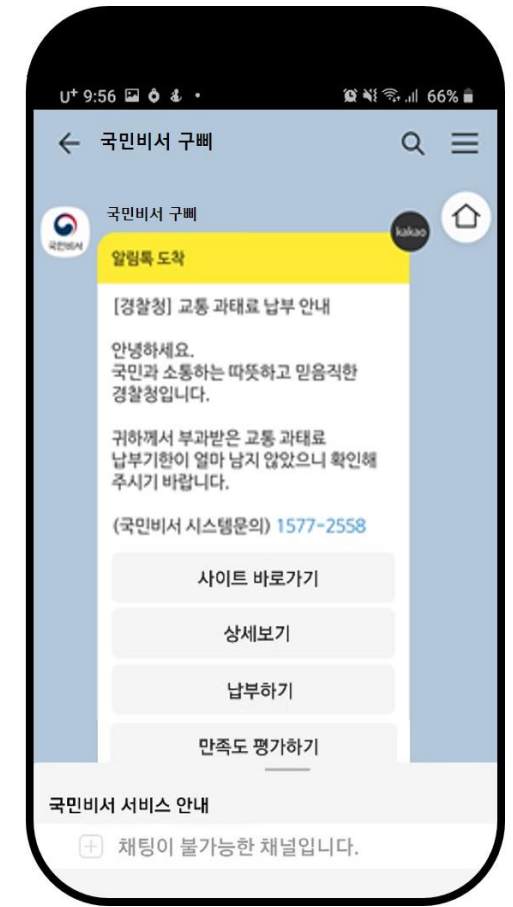
- **About 50,000 datasets from 993 public institutions**

- **More than 7,000 open APIs**

- **Data catalogue, National Core Data, Standard Datasets**

- **Annual evaluation of open data provision & management**
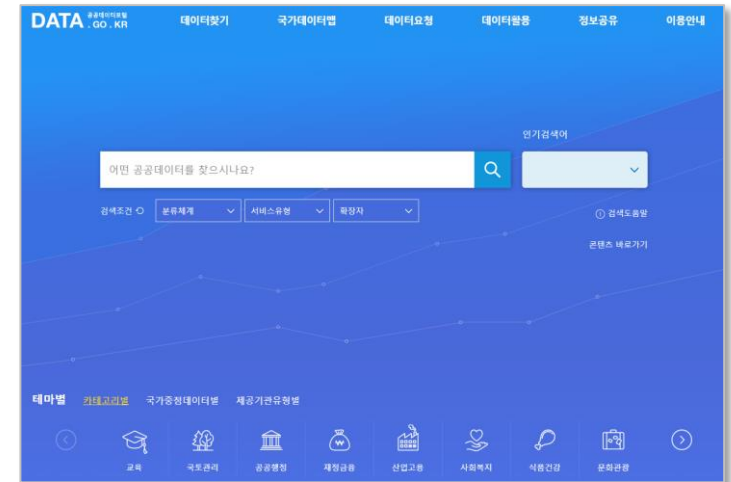
Virtual assistant for public

Customizable service channels

- Citizens can select and customize their own service channel using private channel (Kakao, Naver, Toss, etc)

- To increase agility, availability, and convenience of government-citizen interaction

Mobile ID

Innovating public and private services through safe and convenient digital identity verification on/offline

[Offline]

License Verification

[Online]

rent a car/mobility

Identification
(bank, civil affair)
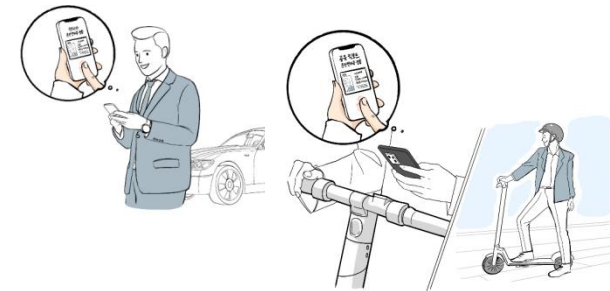
certified documents

14
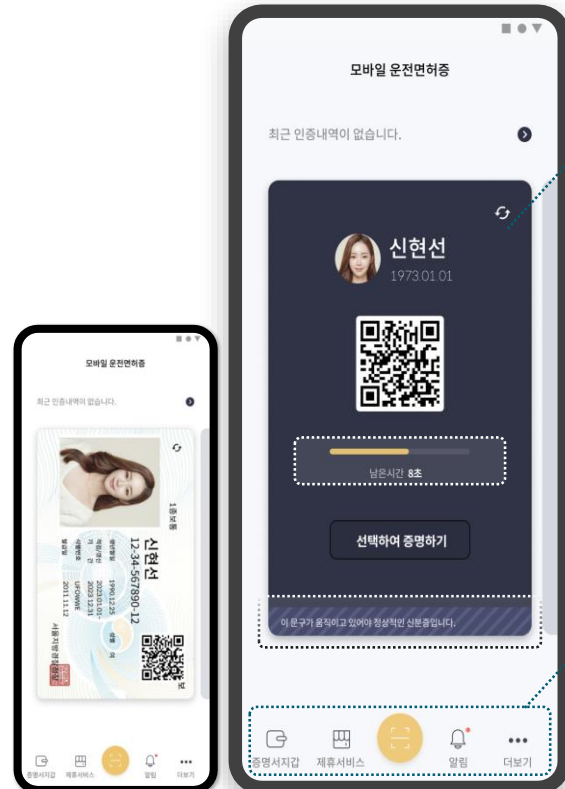
COVID-19 Emergency Relief Fund

Interconnection of information systems of administrative institutions and private businesses to allow all citizens to receive the emergency relief fund

Through all local governments,
offline application procedures open
for application and payment in local currencies or certificates

Emergency Relief Fund System

Through private businesses like credit card companies,
online application procedures open for application and payment online without having to make offline visits
online application procedures open for application and payment online without having to make offline visits

Procedures of filing objections prior to application open through all local governments in Korea

Real-time stats check on the emergency relief fund application by each local government

The emergency relief fund application system infrastructures, like the integrated database, are installed in the National Information Resources Service (Government Integrated Data Center), which is the organization under the Ministry of the Interior and Safety

* DgovKorea.go.kr

- 29 best practices of Korean digital government

- VR tour of the Digital Government Exhibit Hall

- Links and materials for further information

- News and updates
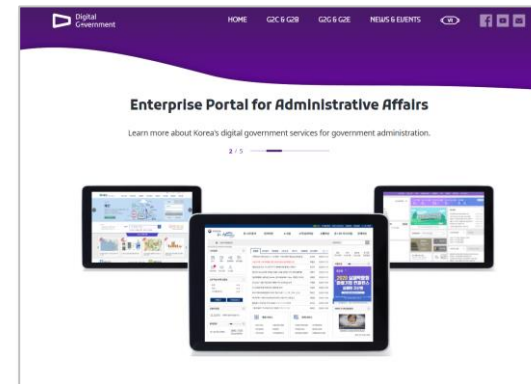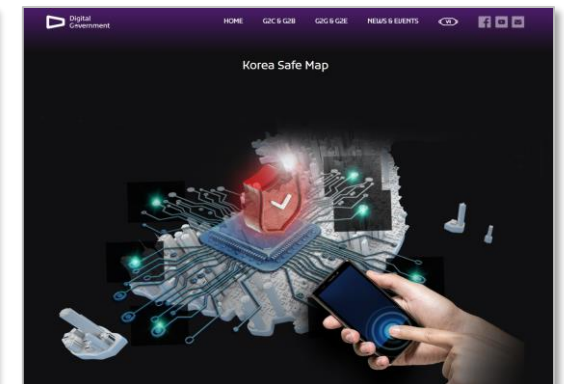
3. Success Factors and Future

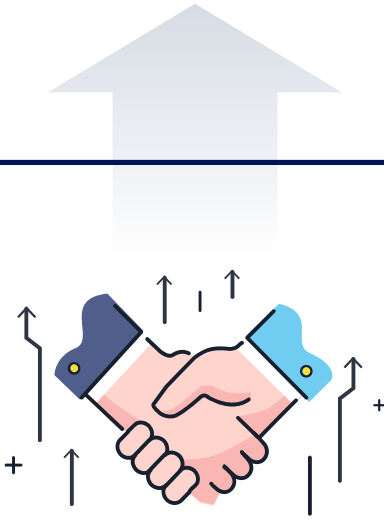# Success Factors

Government as a Digital Platform

Vision

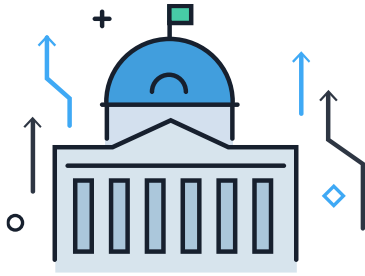**World-leading governance; a digital platform connecting all data**

Goals

Satisfied Citizen

Proactive & Personalized Services

Innovative Business

Public-Private Collaboration Ecosystem

Rational & Scientific Government

Government workflow Optimize by Data & AI

Thank You

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