Best Practices of Korean e-Government

- How we have been working with it!

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KOREA AGENCY FOR DIGITAL OPPORTUNITY & PROMOTION
This lecture session’s purpose is to tell you the success story of Korean e-government which can be easily accepted.

It is the right time to see the best practices of Korean e-government because you can make it your own right now.

- Introduction
- e-Government of Korea
- Critical Success Factors
- Outcomes and Limits
- LG CNS’s Contribution
1. Introduction to e-Government

1.1 Definition of e-Government
1.2 Conceptual Framework of e-Government
1.3 Stages of e-Government Evolution
1.4 From e-Korea to u-Korea
1.1 Definition of e-Government

e-Government is generally defined as being “the use of digital technologies to transform government operations in order to improve effectiveness, efficiency, and service delivery” (Source: Mark A. Forman, “Using it to transform the effectiveness and efficiency of government”, June 2005)

**e-Government is:**

- The transformation of public sector internal and external relationships
- Through net-enable operations, IT and communications
- In order to improve:
  1. Government service delivery
  2. Constituency participation
  3. Internal government operations

*Source: GARTNER, 2002

Paradigm Shift

- Government-driven
- Get-in, Get-out
- Distant Customer Contact
- Information Center
- Process-based
- Territorial

- Customer-driven
- Enduring Relationship
- Immediate Customer Service
- Intelligent Reporter
- Competency-based
- Shared Service

*Source: Deloitte
1.2 Conceptual Framework of e-Government

* Source: e-Government Roadmap of Republic of Korea by Presidential Committee of Government Innovation and Decentralization
1.3 Stages of e-Government Evolution

**STAGE I**
- Emerging Presence
- Fewest Options
- Local Gov.
- Basic

**STAGE II**
- Enhanced Presence
- Convenient Update
- Public Info.
- Interactive Presence
- Two-way interactions

**STAGE III**
- Enhanced Presence
- Public Policy Gov. Sources
- Search

**STAGE IV**
- Transactional Presence
- C2G Gov.
- G2G Gov.
- Two-way Open Dialogue

**STAGE V**
- Networked Presence

**Scores by stages**

<table>
<thead>
<tr>
<th>Rank</th>
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*Source: UN Global e-Government Readiness Report 2005*
1.4 From e-Korea to u-Korea

 Ubiquitous Computing

 Key words:

 - Through ubiquitous IT
 - Connecting physical area with electronic area tightly
 - Multi-Channel Access
 - Constant Flow of Information
 - Expanding the reach of business and government to customers
 - Intelligent and Real-time Administration
 - Personalized Service

 - Information Overload
 - Customer and Cultural Sensitivity

 u-City
 - u-Suwon Pilot System (Suwon City)
 - u-City Information Strategy Planning (Seoul, Incheon City)

 m-Gov Pilot System
 - G4C Mobile Service (G4C System)
 - u-Printer and u-Fax Service (Gangnam-gu)

 t-Gov Pilot System
 - TV Government System (Gangnam-gu)

 RFID Pilot System
 - Product Management System through RFID (Public Procurement Service)
2. e-Government of Korea

2.1 History
2.2 UN e-Government Readiness Rankings
2.3 Vision and Objectives
2.4 Key 11 Initiatives
2.5 New 31 Initiatives
2.6 Implementation Structure
2.7 Future Direction
## 2.1 History

<table>
<thead>
<tr>
<th>Year</th>
<th>Milestones and Accomplishments</th>
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</table>
| 1986 | • Act on Promotion of Information & Communications Network Utilization and Information Protection Act (1986)  
      • Two Phased National Basic Information System Projects: Civil Service, Real Estate, Automobiles, etc. (1987~1996) |
      • First Basic Plan for Information Society Promotion (1996)  
       - G2C: Innovative Services for Citizens and Businesses  
       - G2G: Reform of Government's Internal Work Processes Infrastructure Building |
| 2003 | • Announcement of e-Government Road Map (2003)  
      - 4 Areas, 10 Agendas, and 31 Initiatives  
      • Implementation of New 31 e-Government Initiatives (2003~Now) |
### 2.2 UN e-Government Readiness Rankings

#### E-Government Readiness Index 2005

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<tr>
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<td><strong>World Average</strong></td>
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</table>

The Republic of Korea is the regional leader in South and Eastern Asia.

The Republic of Korea remains one of the world leaders in e-government. Its central services portal, [http://www.egov.go.kr](http://www.egov.go.kr), continues to offer citizens the opportunity to complete a vast array of government related transactions through several payment options, including digital currency...The Republic of Korea is also home to one of the most impressive e-procurement implementations through its continued development of the Government e-Procurement System (GePS) as a single window for public procurement, which provides full integration – from initial purchase request and bid information to actual payment...[http://www.g2b.go.kr](http://www.g2b.go.kr).
2.3 Vision and Objectives

VISION OF KOREAN E-GOVERNMENT

- To become a competitive government, government officials can cope with all the administrative and civil services with one set of a personal computer
- To become a transparent government, citizens (business) can resolve all the problems with one click

WORLD’S BEST E-GOVERNMENT

OBJECTIVE 1
INNOVATIVE SERVICES FOR CITIZENS AND BUSINESSES

OBJECTIVE 2
REFORM OF GOVERNMENT’S INTERNAL WORK PROCESSES

OBJECTIVE 3
HIGH-SPEED AND SECURE INFRASTRUCTURE BUILDING

Prompt, Transparent and Quality Administrative Service for Citizens

WORLD’S BEST E-GOVERNMENT
2.4 Key 11 Initiatives (1/3)

Initiative I  
Citizen-oriented Service via One-stop Window  
- Government Portal (G4C) System

Initiative II  
Integrated Electronic Government Procurement  
- National e-Procurement (G2B) System

Initiative III  
Comprehensive Service for National Taxes via Internet  
- Home Tax Service (HTS) System

Initiative IV  
Connecting Four Major Insurances  
- Social Insurance Information Sharing System
2.4 Key 11 Initiatives (2/3)

Initiative V
Reform of Government Financial Information Management
- NAtional Finance Information System (NAFIS)

Initiative VI
Improvement of Gov’t Personnel Information Management
- Personnel Policy Support System (PPSS)

Initiative VII
Improvement of National Education Information Mgmt.
- National Education Information System (NEIS)

Initiative VIII
Improvement of Local Administrative Information Mgmt.
- Local Government Management Information System
2.4 Key 11 Initiatives (3/3)

- Initiative IX: Establishment of Government Integrated Computing Center
- Initiative X: Establishment of Electronic Document Management System (EDMS)
- Initiative XI: Establishment and Expansion of Electronic Certifying Center
2.4.1 Social Insurance Information Sharing System

Connecting Four Major Insurances

Service Channel
- Internet
- Window
- EDI

Social Insurance Information Sharing System

One-Stop Receipt System
- Workplace
- Employee
- Regional Participants
- Application and Qualification

Distribution of Report
- National Pension
- Health Insurance
- Industrial Accident Compensation Insurance
- Employment Insurance

Treatment Reports
- Social Insurance Organization Subsidiaries

Integrated Database
Information Gateway
2.4.2 NAtional Finance Information System (NAFIS)

Engine of Government Financial Management Reform

**NAFIS**

- Financial Analysis
  - Consolidated Finance Statistics
    - Budget Preparation
    - Budget Allocation
    - Receipt Management
    - Payment Management
    - General Ledger
    - Cash Management
    - Asset Management
    - Debt Management

**International Organizations**
- Ministries & Departments
  - National Assembly (Parliament)
  - National Tax Service (Tax Collection Agency)
  - Korea Customs Office (Customs & Duties)
  - Bank of Korea (Central Bank)
  - Public Procurement Service (Procurement Agency)
  - Board of Audit & Inspection (Auditing Agency)
  - Land Registry Agency
  - Cadastral Offices
  - Local Governments (Provinces & Districts)

**Foreign Investors**
- International Financial Markets
- National Assembly (Parliament)
- Ministries & Departments
- National Tax Service (Tax Collection Agency)
- Korea Customs Office (Customs & Duties)
- Bank of Korea (Central Bank)
- Public Procurement Service (Procurement Agency)
- Board of Audit & Inspection (Auditing Agency)
- Land Registry Agency
- Cadastral Offices
- Local Governments (Provinces & Districts)

**International Financial Markets**
- National Assembly (Parliament)
- Ministries & Departments
- National Tax Service (Tax Collection Agency)
- Korea Customs Office (Customs & Duties)
- Bank of Korea (Central Bank)
- Public Procurement Service (Procurement Agency)
- Board of Audit & Inspection (Auditing Agency)
- Land Registry Agency
- Cadastral Offices
- Local Governments (Provinces & Districts)

**Citizens**
- National Assembly (Parliament)
- Ministries & Departments
- National Tax Service (Tax Collection Agency)
- Korea Customs Office (Customs & Duties)
- Bank of Korea (Central Bank)
- Public Procurement Service (Procurement Agency)
- Board of Audit & Inspection (Auditing Agency)
- Land Registry Agency
- Cadastral Offices
- Local Governments (Provinces & Districts)

**Tax Payers**
- National Assembly (Parliament)
- Ministries & Departments
- National Tax Service (Tax Collection Agency)
- Korea Customs Office (Customs & Duties)
- Bank of Korea (Central Bank)
- Public Procurement Service (Procurement Agency)
- Board of Audit & Inspection (Auditing Agency)
- Land Registry Agency
- Cadastral Offices
- Local Governments (Provinces & Districts)

**Commercial Banks**
- National Assembly (Parliament)
- Ministries & Departments
- National Tax Service (Tax Collection Agency)
- Korea Customs Office (Customs & Duties)
- Bank of Korea (Central Bank)
- Public Procurement Service (Procurement Agency)
- Board of Audit & Inspection (Auditing Agency)
- Land Registry Agency
- Cadastral Offices
- Local Governments (Provinces & Districts)

**Suppliers (Vendors)**
- National Assembly (Parliament)
- Ministries & Departments
- National Tax Service (Tax Collection Agency)
- Korea Customs Office (Customs & Duties)
- Bank of Korea (Central Bank)
- Public Procurement Service (Procurement Agency)
- Board of Audit & Inspection (Auditing Agency)
- Land Registry Agency
- Cadastral Offices
- Local Governments (Provinces & Districts)
Economies of Scale: Higher Efficiency with Lower Cost

Primary Computing Center
- 24 Information Systems
- 24 * 365 Service
- Reciprocal Backup

Secondary Computing Center
- 24 Information Systems

Integrated Management
- IT Resource Mgmt.
- Service Operations
- Security Mgmt.

Infrastructure
- Network Equipment
- Security Systems
- Certifying Center
- Backup Storage

Personnel
- Application
- Database
- Hardware
- Network
- Security

Supporting Services
- Transition & Migration
- Business Continuity Plan
- User Help Desk
- Administration

2.4.3 Government Integrated Computing Center
2.4.3 Government Integrated Computing Center

**National IS Management Status**

**Inefficient Information Resource Utilization**
- System Overload: 18.1%
- Low-level Utilization: about 19%

**Decline of System Operation Level**
- Occurrence of system failure
  - 1 or more times per month: 49%
  - Over 30 minutes (monthly average): 43%

**Insufficient Business Continuity Plan**
- 77% of national agencies cannot recover from a disaster

**Constant Increase of IS Operations**
- IS budget increases 4% annually
- Very low increase of human resources

**Necessity**

Informatization Process Innovation &
Efficient Information Resources Consolidation

*For providing services to meet the needs of the people*

1. Needs for high-quality public services
2. Needs for public service paradigm change
3. Increase of national IT business & Deepening of IS dependence
4. Increase of interoperability needs between IS
5. Needs for stable and efficient IS operations

IS : Information System
2.4.3 Government Integrated Computing Center

Co-location

Step of Construction (2005~2007)
- Integrating each agency’s computational resources into NCIA

H/W & S/W Integration

Step of Expansion (2008~2009)
- Integrating similar H/W into high-capacity equipment
- Integrating H/W, system S/W and commercial S/W on the basis of ITA (Platform, virtualization)

Service Integration

Step of Maturity (2009~)
- Integrating similar databases and applications
- Developing and providing common modules

Degree of difficulty & Effect of Integrated

Stage 1

Stage 2

Stage 3

2005 2007 2009

Strategies
2.4.3 Government Integrated Computing Center

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<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tr>
<td>2002</td>
<td>Establishing BPR for the efficient government's information resources management</td>
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<tr>
<td>2003</td>
<td>Selected as one of the e-Government new 31 initiatives</td>
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<tr>
<td>2004</td>
<td>Establishing ISP on government-wide computing environment consolidation</td>
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<tr>
<td></td>
<td>Starting construction of the 1st integration data center</td>
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<tr>
<td>2005</td>
<td>Starting IT systems relocation of 24 ministries and agencies to NCIA</td>
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<tr>
<td></td>
<td>Opening NCIA officially</td>
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<tr>
<td>2006</td>
<td>Completing IT systems relocation of 24 ministries and agencies</td>
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<td>Starting construction of the 2nd integration data center</td>
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<td>2007</td>
<td>Completing the 2nd integration data center building construction</td>
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<tr>
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<td>Opening the 2nd integration data center officially</td>
</tr>
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</table>
2.4.3 Government Integrated Computing Center

System Concept

Advanced Operation System based on international standard ITIL, e-SCM

The 1st Integration Data Center (Lease, 24 institutions)

The 2nd Integration Data Center (New, 24 institutions)

Integrated Operating Environment

- Information System of Each Institution
  - Server
  - Network
  - Storage
  - Security

- Enterprise Operation Management
- Enterprise Management System
- Integrated Security Management

Facilities

- Electricity
- Air Conditioning
- Fire Protection
- Control & Surveillance

Network

Real time Mutual Backup between two Centers

Citizen

Internet

Administrative Institutions
2.4.3 Government Integrated Computing Center

**Vision**

**Innovator**
- Innovation of National Information Resource Management
- Enhancing the effectiveness of national information resource management
- Building the trust-based e-government
- Supporting real-time administrative services

**Leader**
- Leading Informatization of National Institutions
- Settling standardized national informatization process
- Supporting special technologies to the government agencies’ informatization projects

**Incubator**
- Raising the Domestic IT Industry
- Contributing to the domestic S/W industry activation
- Revamping SI industry’s constitution

**Direction of Development ‘2010**
## 2.5 New 31 Initiatives

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<tr>
<th>Area</th>
<th>Agenda</th>
<th>Priority Task</th>
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<td>Procedure Reform</td>
<td>① Establishment of online process</td>
<td>1. Online processing of document handling</td>
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<td></td>
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<td>2. Integration of central and local government financial information</td>
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<td>3. e-Local government</td>
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<tr>
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<td>4. Online auditing</td>
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<td>5. e-Assembly</td>
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<td>6. Integrated criminal legal system</td>
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<td>② Expanded sharing of administrative information</td>
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<td>③ Redesign of procedures to be service oriented</td>
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<td>Civil Service Reform</td>
<td>④ Advancement of the civil service</td>
<td>12. Enhanced Internet civil service</td>
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<td>13. Integrated national safety management service</td>
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<td>14. Integration and enhancement of construction, land and registry</td>
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<td>15. Enhancement of comprehensive tax service</td>
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<td>16. Integrated national welfare information service</td>
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<td>19. Internet administrative court service</td>
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<td>⑤ Advancement of the business service</td>
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<td>23. Integrated foreigner support service</td>
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<td>Information Resource</td>
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<td>25. Expanded online participation of the citizens</td>
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<td>Management Reform</td>
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<td>⑦ Integration and standardization of information resource</td>
<td>26. Government wide integrated information environment</td>
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<td>27. Enhancement of e-government network</td>
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<td>28. Application of government wide information technology architecture (ITA)</td>
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<td>⑧ Enhancement of information security system</td>
<td>29. Building the information security system</td>
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<td>⑨ Specialization of IT staff and organizations</td>
<td>30. Enhancement of IT staff and organizations</td>
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<td>Legal Reform</td>
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<td>31. e-Government and security related legal reform</td>
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</table>
2.5.1 Government Portal (G4C) System

e-Government Single Access Window for Citizens

G4C System

Single Access Window (www.egov.go.kr)
- Information Service
- Application Service
- Issuance Service
- Fax, Mobile Service

Portal for Public Official (www.g4c.go.kr)
- Processing Civil Petitions
- Civil Services Management
- System Management
- Statistics

Shared Service
- Information Service
- Issuance Service
- e-Form Service
- SSO
- Payment Gateway
- e-Cert

Information Providers
- MOG
- MOCT
- NTS
- MOGAHA

Citizens & Businesses
- Mobile Phone
- PDA
- TV

Government Agencies

Internet

KOREA AGENCY FOR DIGITAL OPPORTUNITY & PROMOTION
2.5.1 Government Portal (G4C) System

**Background**

- Improved Information technology, Diffusion of Internet
- Public needs for high-quality administration service
- Enthusiasm for E-government

**System set up for G4C**

- Integrated e-window for civil administration service
- Link with 250 gov't agencies
- Common Shared system

**Establish E-government for Citizen.**

Innovation on Public Service Delivery

E-government Hub

Innovation on Information Resources Management (IRM)
2.5.1 Government Portal (G4C) System

**Strategies**

**Cooperation and consensus**
Related agencies went through consultation process for aim and need for G4C. After that, the establishment of ‘Single Window’ was presented and consensus was reached.

**User-friendly G4C**
5,000 kinds of legal administrative tasks were categorized based on the accumulated information through the administrative network.

**Trustworthy G4C**
Great effort was made to ensure system’s security and the prevention of document forgery for a reliable G4C. Moreover, legal and institutional foundation was created to support legal/institutional process.
2.5.1 Government Portal (G4C) System

The Government has developed and integrated the infrastructure of electronic petition used and required in various departments or institutions for using in common and has realized the savings of budget.

**Before**

- Duplicate development
- Dep. A Service B
- Dep. B Service A
- Dep. C Service A

**After**

- Effect of budget saving
- Maximization of efficiency
- Dep. A Service A
- Dep. B Service B
- Dep. C Service C

**Common Services**

- Single Sign-On
- Resident registration
  - Authenticity verification
- Universal
  - Description, Discovery
  - Integration
- Lightweight
  - Directory Access Protocol
- Issuance service
- E-payment system
- Civil guidance service
- E-form service

**KOREA AGENCY FOR DIGITAL OPPORTUNITY & PROMOTION**

27 / 48
2.5.1 Government Portal (G4C) System

Vision

Creation of ubiquitous e-Gov era

World-class e-gov brand

Start of the digital civil affairs age

Realization of in-hand government
2.5.2 Expended Administrative Information Sharing

**Conceptual Diagram of Center**

**Government Information Sharing Center**

**Available Services**
- Supporting Civil Application-Related Works
- Supporting General Office Works
- Providing Policy Data

**System Functions**
- Authentication & Authority Management
- Institution & Code Management
- Linkage with Government Information
- Information Sharing History Management
- Collecting & Processing of Policy Data
- Information Sharing Status Management

**Information Infrastructures**
- Information Sharing System
- Shared Information Index DB
- Information Sharing Linkage Network
- Authentication, Security & Payment Systems

**E-Government Infrastructures**

- Resident Information
- Taxes
- Land
- Buildings
- Vehicles

**Information Serving Institutions**
(Central Governmental Departments, Metropolitan Cities & Do Provinces, Cities/Gun & Gu Districts)
Realize the plan for pan-governmental shared administrative information system, which was decided in the 63rd National Task Meeting held on July 20, 2005.

Revolutionize work process by sharing administrative information.

Resolve fundamental problems on required electronic documents resulting from forgery or falsification.
### 2.5.2 Expended Administrative Information Sharing

<table>
<thead>
<tr>
<th>Section</th>
<th>Detailed plan</th>
<th>Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared information system building</td>
<td>- Develop and expand systems</td>
<td>Jan. 06 ~ Dec. 07</td>
</tr>
<tr>
<td>Expand shared information system</td>
<td>- 24 kinds $\rightarrow$ 40 kinds</td>
<td>Dec. 06</td>
</tr>
<tr>
<td></td>
<td>- 40 kinds $\rightarrow$ 74 kinds</td>
<td>Dec. 07</td>
</tr>
<tr>
<td>Build network linking shared Information system</td>
<td>- Complete linking administrative institutions</td>
<td>Nov. 06</td>
</tr>
<tr>
<td></td>
<td>- Link public and financial institutions</td>
<td>Nov. 06 ~ Dec. 07</td>
</tr>
<tr>
<td>Provide service</td>
<td>- Administrative institutions</td>
<td>Oct. 05</td>
</tr>
<tr>
<td></td>
<td>- Test trial at a number of public and financial institutions</td>
<td>Nov. 06</td>
</tr>
<tr>
<td></td>
<td>- Expand to public and financial institutions</td>
<td>Jan. 07 ~ Dec. 07</td>
</tr>
</tbody>
</table>

**ISP Schedule**

- Nov. 2005 ~ April 2006
- May 2006 ~ Dec. 2007

**Schedule**

- Jan. 06 ~ Dec. 07
- Dec. 06
- Dec. 07
- Nov. 06
- Nov. 06 ~ Dec. 07
- Oct. 05
- Nov. 06
- Jan. 07 ~ Dec. 07
2.5.2 Expended Administrative Information Sharing

- **Administrative institutions**
  - Request for authorization or approval
  - Report/registration

- **Public institutions**
  - Approval/confirm
  - Meeting requests from people

- **Financial institutions**
  - Application for loans, etc.

**Center for shared administrative information**

- Supply information for required documents
- Supply information for inspection
- Verifying facts
- Submit required documents on behalf of others

**System sharing policy related information**

- Collect/process policy related information
- Classify/amass
- Link/supply policy related information

**Institutions supplying information**

- Resident registration/cadastre
- Property register/real estate register, etc. (74 kinds)

**Work system**

- Tax/physical distribution/trade
- Food and drugs/4 major insurances
- Public welfare, etc.

**Building pan-governmental shared administrative information system**

- Authentication, security, protection, reinforcement
- Linking administrative, public and financial institutions
- Standardization, consolidating system
2.5.3 Integrated Foreigner Support Service

Integrated Support Portal for Foreigners

Purpose
- Provide comprehensive information on entry & departure regulations, the investment environment, labor issue and daily living for foreigners who want to visit or live in Korea
- Deal with E-application concerning immigration & employment
- Provide investment consultation and Conduct domestic searches for potential foreign investors

Service
- Providing Information through Portal
- E-Application
- Investment Promotion System
2.6 Implementation Structure

- **Commitment**
  - Presidential Committee on Government Innovation and Decentralization (e-Government Working Committee)
  - MoGAHA: Ministry of Government Administration & Home Affairs
  - MIC: Ministry of Information and Communication
  - MPB: Ministry of Planning & Budget
  - Administration, Technology, Budget Support for Common Platform

- **Coordination**
  - Information Society Driving Committee (Evaluation / Finalization)
  - Cabinet (Report / Discussion)
  - Support

- **Collaboration**
  - National Computerization Agency
  - Commercial Sector
  - Department (Execution)
  - Local Government / Public Agency
2.7 Future Direction

Information Users

Services

Government Organizations

Functions (Applications)

IT Infra

PAST

NOW

FUTURE

Information Sharing

Systems Integration

Provinces ↔ Districts

Single Access Window

Personnel Management

Financial Management

Audit

Integrated Computing Center

e-Government Network

Boundary-less Organizations

Access Anytime and Anywhere

Personnel Management

Financial Management

Audit

Ubiquitous Infrastructure

Integrated NW (Wire & Wireless)
3. Critical Success Factors

3.1 Vision, Objectives, and Strategies
3.2 Laws & Regulations
3.3 Organizational Structure
3.4 Business Process
3.5 Information Technology
3. Critical Success Factors

- Laws & Regulations
- Vision, Objectives, Strategies
- Business Process
- Information Technology
- Organizational Structure
Implementation of e-Government is a long-term plan for the country. So, Think big with a big picture, but start small with prioritized tasks.

A clear and compelling statement:
- To provide a sense of direction and purpose to the organization
- To guide the development of goals, strategies, and organization
- To energize and inspire people to action

For achieving the objectives:
- Integrated action plan including detailed schedule
- Resource allocation
- Roles & Responsibilities
- Feedback & Adjustment

For realizing the vision, Goals should be:
- Clearly defined & consistent
- Broad and overall
- Categorized and measurable
Plan for sufficient time and effort to cater for changes in legislation that may be required to support implementation of new processes.

3.2 Laws & Regulations

- Laws & Regulations related to privacy issues
- Laws & Regulations which lead citizens’ participation

Approaching Method

View of Information Users

- Laws & Regulations to reflect changes on business process and information systems

View of Business Process

- Laws & Regulations related to governmental information technology architecture (ITA) and establishment of the integrated computing center

View of Information Technology
Do not underestimate effort required in this area. It typically makes up between 30% and 50% of total effort. So ensure that impacts on organization are well planned and scheduled.

3.3 Organizational Structure

Establishment of Presidential Commission
- Strong Leadership and Commitment
- Coordination and Collaboration
- Budget Preparation and Budget Execution
- Monitoring and Performance Measurement

Creation of Flexible Organizations
- Put/ Locate the Right Person
- In the Right Position
- At the Right Time

Smooth Changeover to New Environment
- Detailed Workforce Planning & Scheduling
- Communications Planning
- Capacity Building (Training & Education)
The existing way is not necessarily the right way. Challenge existing practices if you want to make significant improvements.
3.5 Information Technology

Information technology is a rapidly changing area. So, choose the right company for successful system implementation.

Successful Implementation of e-Government Projects

1. Financial Capabilities
2. Technical Capabilities
3. Relevant Experience
4. Personnel Capabilities
4. Korean e-Government’s Outcomes and Limits

4.1 Fruits of Our Labor
4.2 Major Challenges to Overcome
4.1 Fruits of Our Labor

- **Total Turnover of e-Procurement**
  - 2003: $36B
  - 2006: $44B

- **e-Document Circulation Rate**
  - 2003: 85.9%
  - 2006: 97.8%

- **Disaster Situation Propagation Time**
  - 2003: 35 Minutes
  - 2006: 5 Minutes

- **Compound Civil Petition Processing Time**
  - 2005: 44 Days
  - 2006: 15 Days

- **Number of WORKNET Users**
  - 2003: 280,000
  - 2006: 1,760,000

- **PPSS Utilization Rate**
  - 2003: 53.4%
  - 2006: 94.7%
4.2 Major Challenges to Overcome

**What the heck is the e-government?**

- I don’t know the access channel of each service: 50.7%
- To go to the government office is easier than e-gov: 32.6%
- E-government homepage is too difficult to use: 20.7%
- I don’t know about the computer: 13.8%
- It is difficult to access the internet: 2.5%

**What did you do with the money?**

1 billion U.S. dollar (for 10 years)

- 2002: 880,000
- 2006: 930,000

**Why don’t you give the money to me?**

**It is mine!!!**

**Why don’t you give the money to me?**

- Korean Company 17%
- Global Company 83%

**Why don’t you give the money to me?**

5. LG CNS’s Contribution to Korean e-Government

5.1 List of Projects Implemented by LG CNS
5.2 LG CNS Way to e-Government
5.1 List of Projects Implemented by LG CNS

11 Initiatives of Cyber Korea 21 Phase in Korea

- Citizen-oriented Service via One-stop Window
- Integrated Electronic Government Procurement
- Comprehensive Service for National Taxes via the Internet
- Connecting Four Major Insurances
- Reform of National Financial Information Management
- Improvement of Government Personnel Information Management
- Improvement of National Education Information Management
- Improvement of Local Administrative Information Management
- Establishment of Government Integrated Computing Center
- Electronic Documentation of All Government Documents
- Establishment and Expansion of the Electronic Certifying Center

31 Initiatives of e-Korea Vision 2006 Phase in Korea

- Online processing of document handling
- Integration of central and local government financial information
- e-Local government
- Online auditing
- e-Assembly
- Integrated criminal legal system
- HR administration integration
- Foreign affairs and trade information system
- Real time management of national tasks
- Expanded administrative information sharing
- Business reference model (BRM) development
- Enhanced Internet civil service
- Integrated national safety management service
- Integration and enhancement of construction, land and registry
- Enhancement of comprehensive tax service
- Integrated national welfare information service
- Integrated food and drug information service
- Integrated employment information service
- Internet administrative court service
- Single window for business support service
- Integrated national logistics information service
- e-Trade service
- Integrated foreigner support service
- Support for exporting e-government solutions
- Expanded online participation of the citizens
- Government wide integrated information environment
- Enhancement of e-government network
- Application of government wide information technology architecture (ITA)
- Building the information security system
- Enhancement of IT staff and organizations
- e-Government and security related legal reform
5.2 LG CNS Way to e-Government

- Managing Specialized e-Government Organization
- Accumulating the Greatest Number of Project Experience and Knowledge of Korean e-Government
- Possessing almost all the Business and Technical Specialists Related to e-Government
- Developing and Implementing New e-Government Businesses for the Future
- Supporting for Exporting Korean e-Government

**Business**

- e-GSC (e-Gov. Supporting Center)
  - Integrated Proposal Center
  - Application Development
  - Architecture
  - Consulting for Public Market

**Technology**

- TRG*

**Education**

- TSG**
- LG CNS Univ.

**R & D**

* TRG : Technology Research Group
** TSG : Technology Service Group
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