Digital Government
of the Republic of Korea

Ministry of
the Interior and Safety

CONTENTS

1. Overview

2. Best Practices

3. Future Strategies

01

Overview

Korean Digital Government in Numbers

16K information **systems, 4.7B USD** annual government **ICT budget**

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

98% of users are **Satisfied** with Digital Government Services
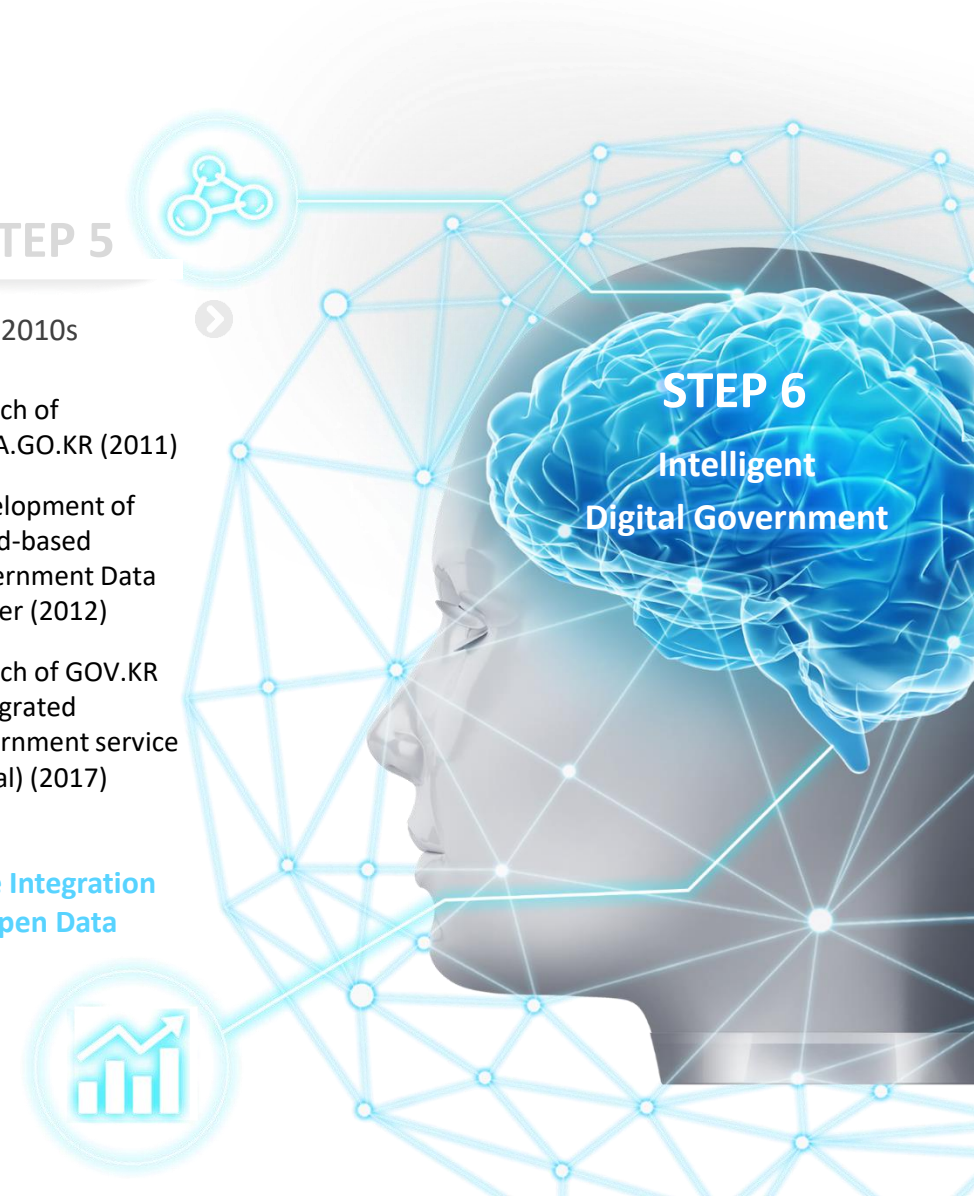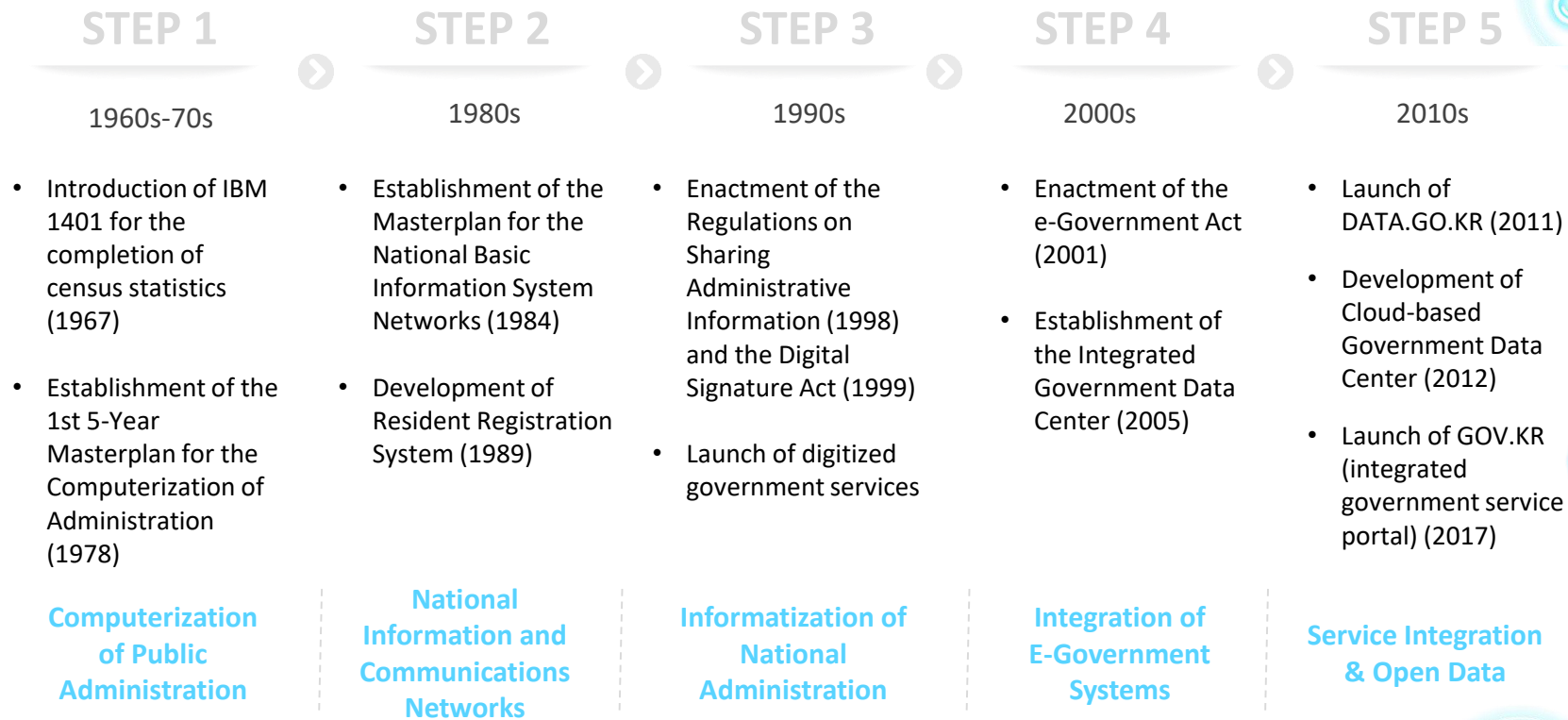
#1 OECD **Digital Government** Index 2019

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

#2 UN **e-Government** Survey 2020

History of Korean Digital Government

50 years of Digital Government in Korea

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)

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
Intelligent Digital Government

Development of Korean Digital Government

Administration Databases

Civil Register, Land & Building Register, Vehicle Register, Business Register, Crime Record

Back-office / Front-Office Systems For Government Employees (G2G)

E-mail, E-document, HR, Budget & Spending, Tax, Audit, Civil Affair Systems for Local Government

Online Services for Citizen & Business (G2C /G2B)

Healthcare, Education, Employment, Custom, Procurement, Transportation, Online Application for Civil Affairs

Integration of IT Infrastructure and Platforms

GIDC, Interoperability Standards, Application Development Framework, Government-wide IT Resource Management

Integration of Services & Data

Single-Window Government Portal Public Information Sharing System One-stop Package Services

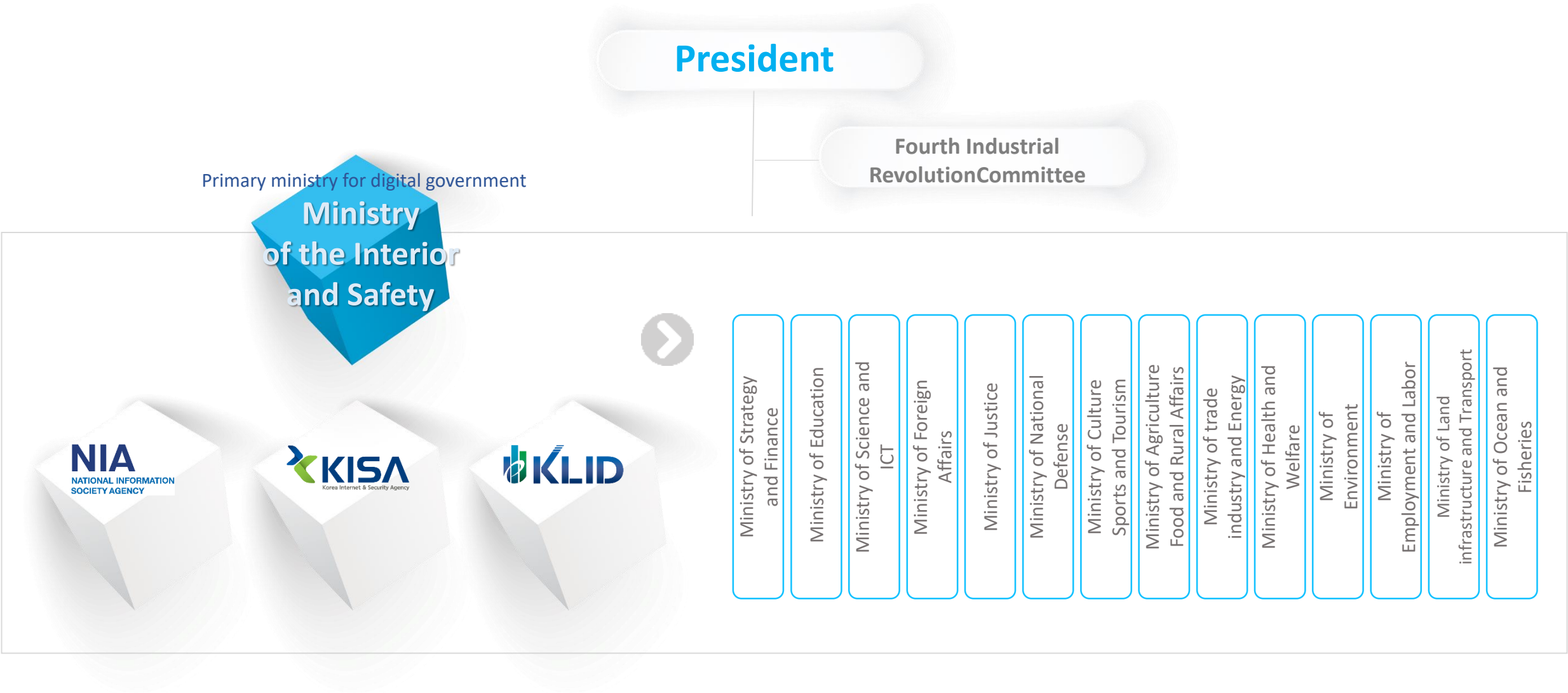**Service Usability & Accessibility & Security**

Service UI Remodeling, Mobile Service, Digital Divide Solutions, Security Guidelines, Personal Information Protection, O2O

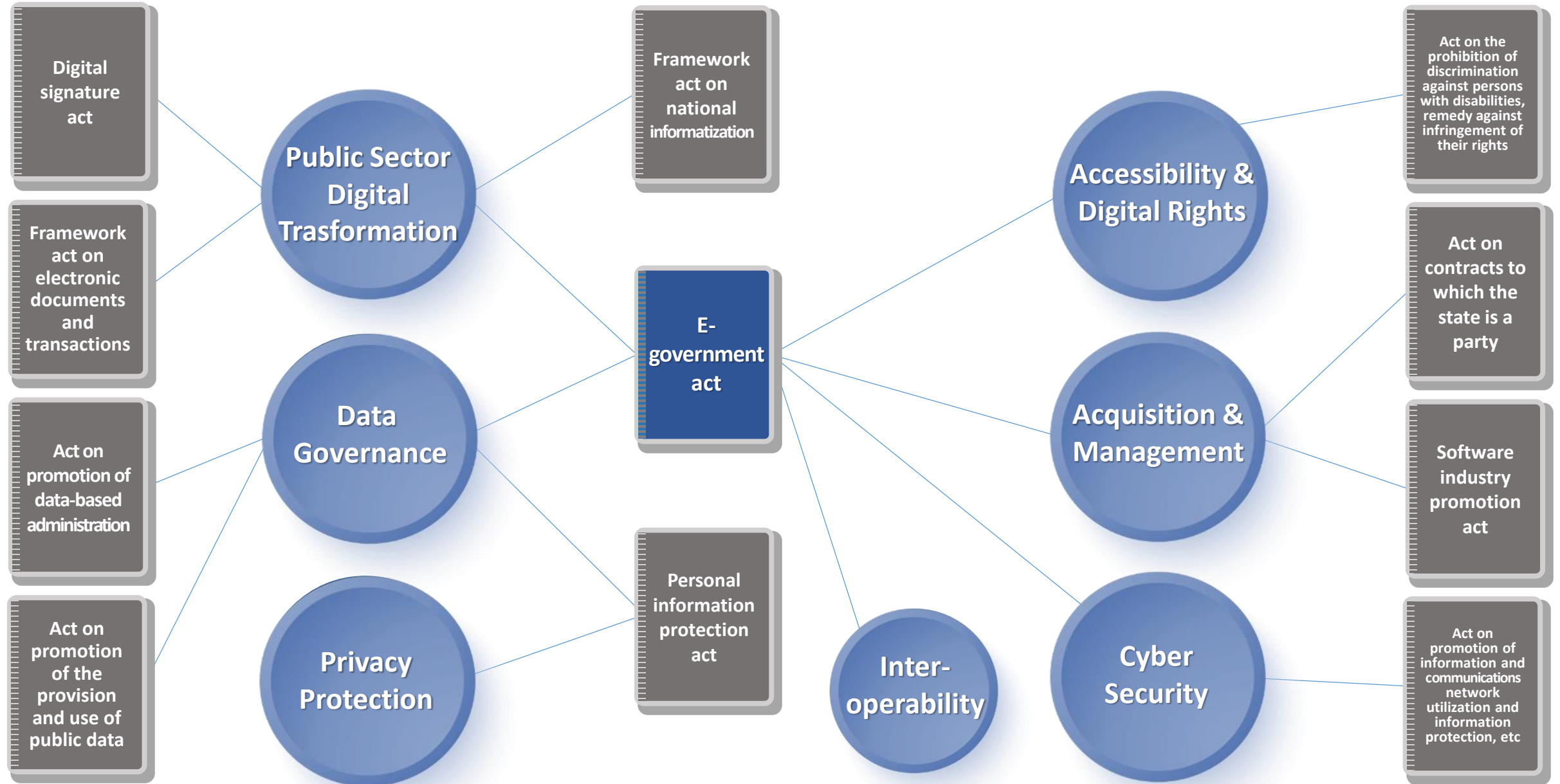**Collaboration between the Public and the Private Sector**

Open Data, Open API, E-participation, Collective Intelligence Big Data Analysis

Digital Government Organizations

President

Fourth Industrial RevolutionCommittee

Primary ministry for digital government

Ministry of the Interior and Safety

NIA NATIONAL INFORMATION SOCIETY AGENCY

KISA Korea Internet & Security Agency

KLID

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

Legal Framework

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)**

02

Best Practices

Government24 (GOV.KR)

Integrated portal to more than **90,000** public services

- **Services available on the website and mobile application 24/7**

- **Services and information personalized for each citizen**

- **Services categorized by life cycle**

- **Services Packages for lifetime events**

Data.go.kr

Integrated public data portal of the Korean Government

- **About 50,000 datasets from 956 public institutions**

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

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

- **Annual evaluation of open data provision & management**

National Information Resources Service

Data centers shared among ministries and agencies

- **2 data centers for mutual backup and disaster recovery**

- **Providing IT resources for 48 government ministries and agencies**

- **G-Cloud service**

- **High efficiency, availability, and robustness**

- **Intelligent cybersecurity systems**

Pan-Government Data Sharing Platform

Public Information Sharing Center

Pan-government data hub to share data among ministries & agencies

- **5,100 types of data from 499 agencies**
  are shared through machine-to-machine communication

- **162 types of administrative information from**
  34 agencies for 2,789 administrative processes
  can be searched & used by authorized officials

- **Sharing information with financial institutions**

- **Reduced more than 1M tons of CO$_2$** (2011~2020)

Prior consent for
Paperless application &
'Once Only' data collection

OK!

Digital Document

On-Nara BPS(Business Process System)

The standard digital-document based groupware for government ministries and agencies

- 890 thousand users of 298 ministries and agencies

- More than 100M documents created per year

- Digital signature verification and forgery prevention

- Digital document based governmental workflows

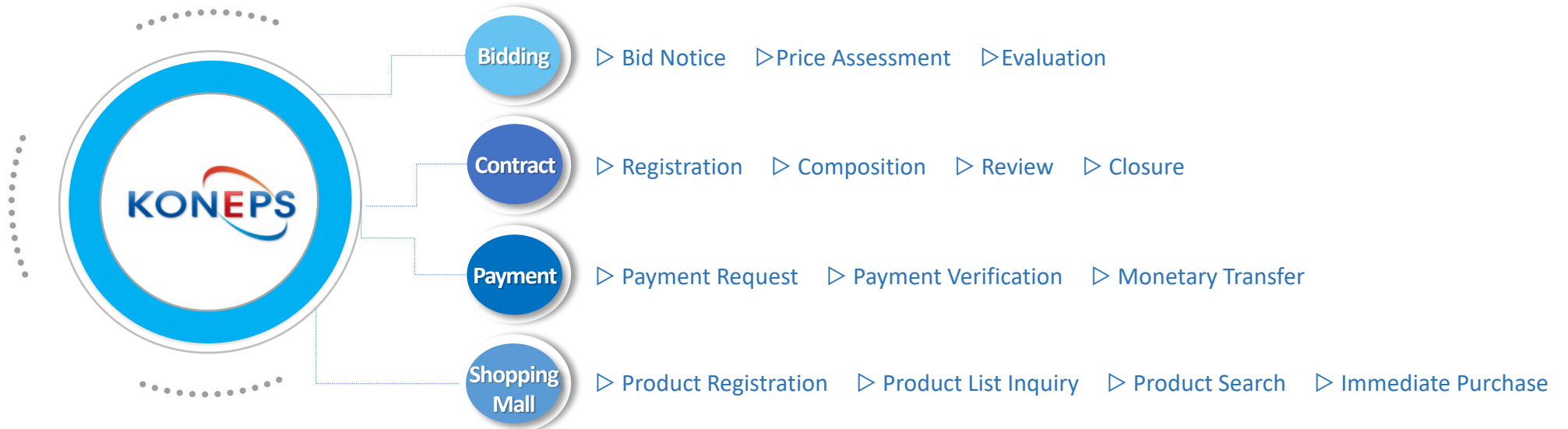- Knowledge archive for future reference

E-Procurement

KONEPS (Korean Online E-Procurement System)

Single window for public procurement

- **All government entities use KONEPS for procurement**

- **Processing more than 1M procurement contracts per year**

Bidding ▷ Bid Notice   ▷ Price Assessment   ▷ Evaluation

Contract ▷ Registration   ▷ Composition   ▷ Review   ▷ Closure

Payment ▷ Payment Request   ▷ Payment Verification   ▷ Monetary Transfer

Shopping Mall ▷ Product Registration   ▷ Product List Inquiry   ▷ Product Search   ▷ Immediate Purchase

Hometax

Online national tax administration service for taxpayers

- **19M registered users, 2B visits per year**

- **E-Tax filing : 96% of major national taxes**

- **E-Tax payment : 365 days a year**

- **E-Tax invoice : $810M reduction per year**

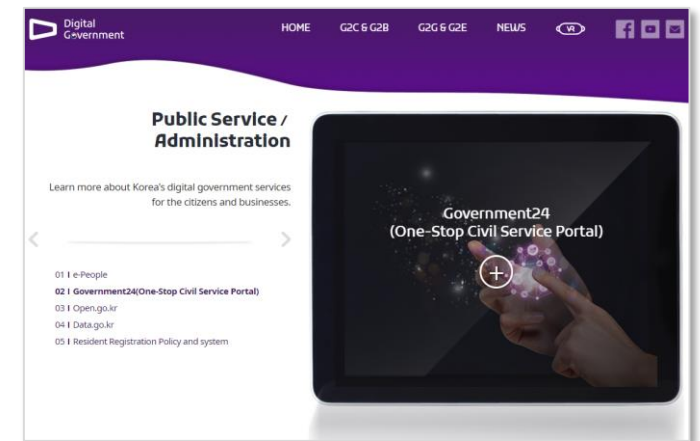- **E-Tax certificates : 52 types of certificates**

More Best Practices

DGovKorea.go.kr

Introduction website of the Korean digital government

- 29 best practices of Korean digital government

- VR tour of the Digital Government Exhibition Hall

- Links and materials for further information

- News and updates

03

Future Strategies

Digital Government Masterplan 2025 : Mission #1

Implementing intelligent public services

- Virtual assistant for better public service delivery

- MyData and digital certificates for non-contact services

- Mobile ID & user-friendly authentication

- Proactive service notification & one-stop application

Digital Government Masterplan 2025 : Mission #2
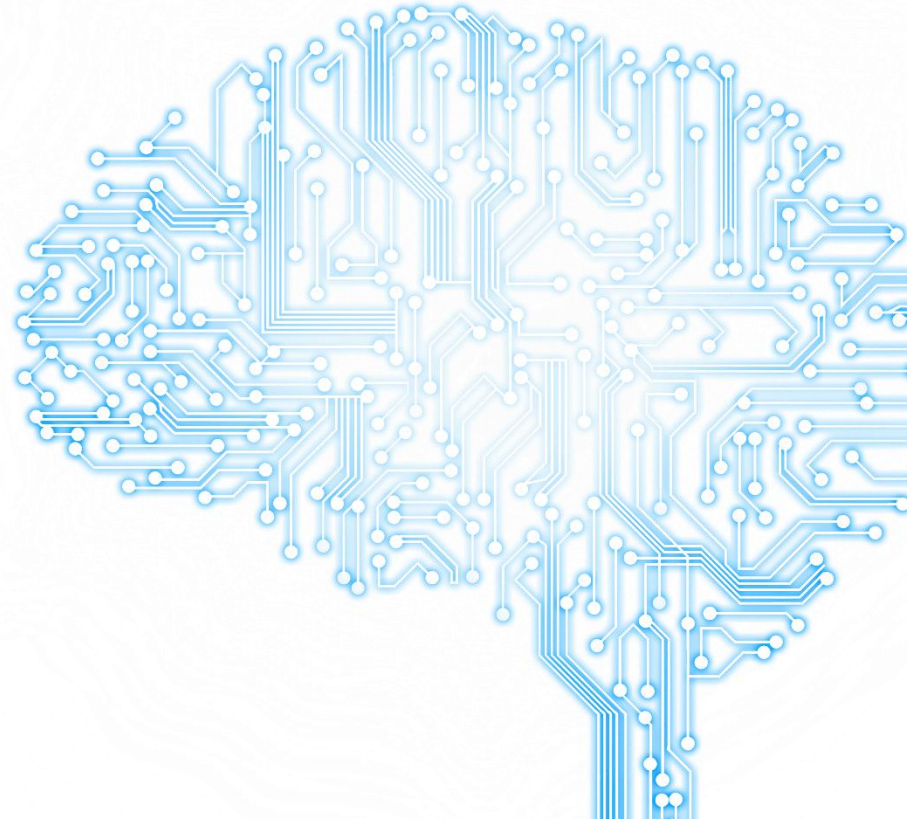
Facilitating data-based government

- Government data analysis centers

- Data analysis projects for national issues

- Data-based disaster prevention & response

- Public data & service governance for collaboration

- Cloud-based shared platforms and applications

Digital Government Masterplan 2025 : Mission #3

Strengthening foundation of digital transformation

- Service design for digital inclusion

- Promoting digital literacy

- Private & Public partnership, Civic hacking

- Legal framework renovation

- International cooperation

Muchas Gracias

Ministry of
the Interior and Safety