

Korea's Digital Government

Nov 2024

Korea's Digital Government in Numbers

92% of adult population are **Using** Digital Government

#1 OECD Digital Government Index 2023

#1 OECD OUR(Open-Useful-Reusable) data Index 2023

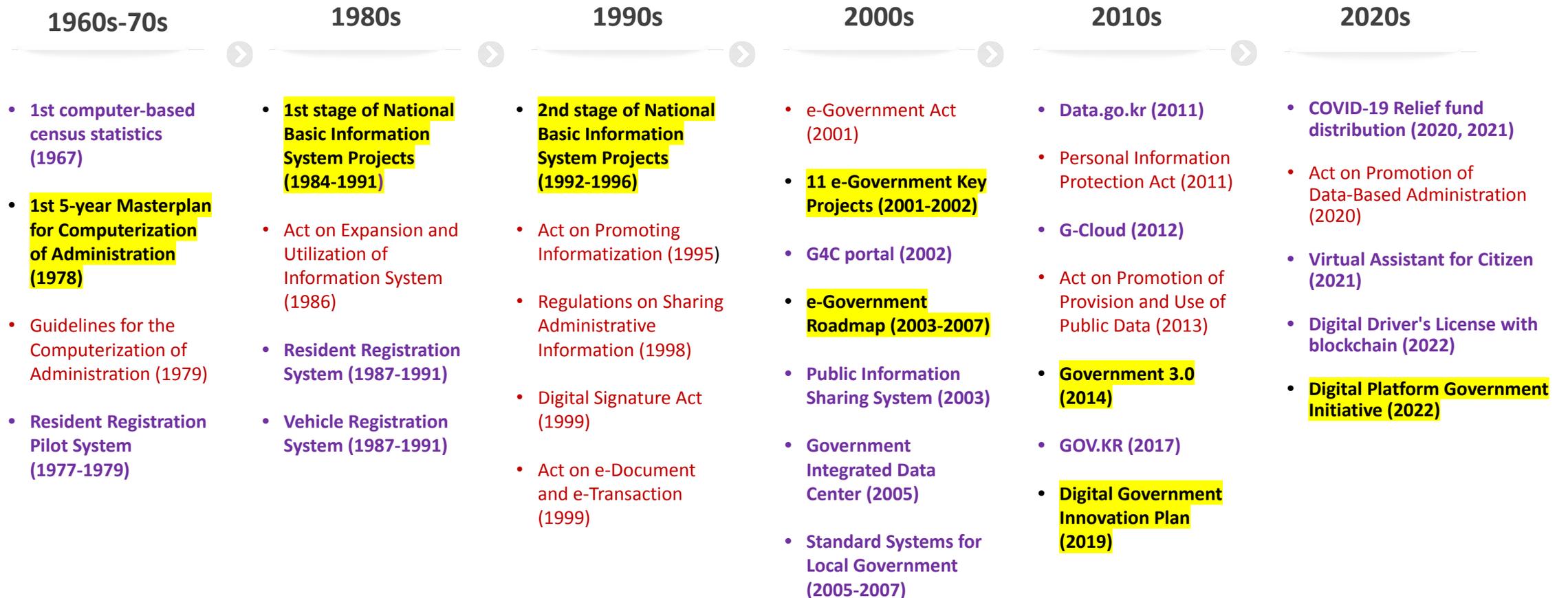
Ranked **4 since 2010** UN e-Government survey

#1 GovTech Maturity Index 2022 of the World Bank

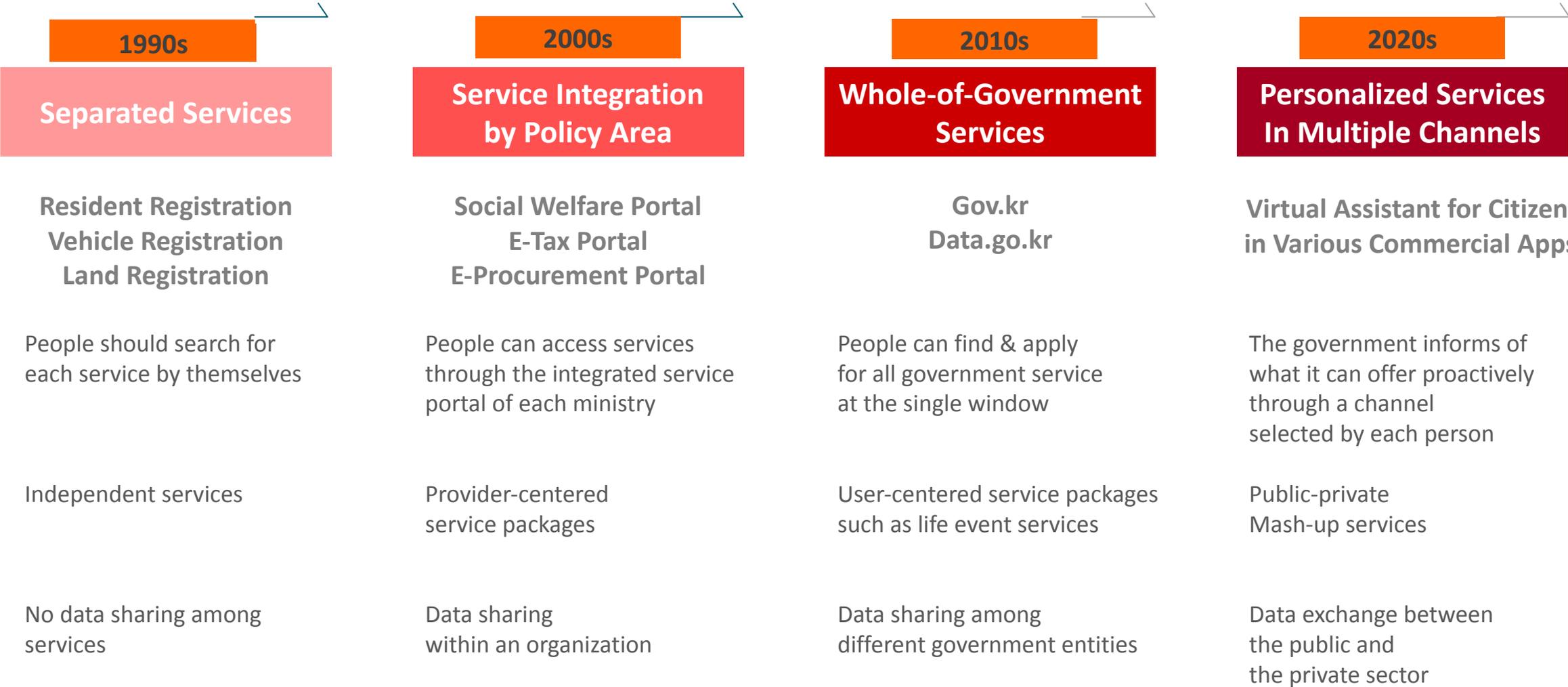


Timeline of Digital Government

50 years and more of continuous development



Evolution of Digital Service Delivery



Digital Government Organizations

The President

Digital Platform Government Committee

Primary ministry for digital government
Ministry of the Interior and Safety

NIA
NATIONAL INFORMATION SOCIETY AGENCY
National Information Society Agency

KISA
Korea Internet & Security Agency
Korea Internet & Security Agency

KLID
Korea Local Information research & Development institute
Korea Local Information research & Development institute

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



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

IT projects and services in respective areas

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

Digital Government Services

Service-oriented government

Effective & efficient government

Transparent & open government



G2C

Gov.kr /
Gov24
(Total Service Portal)

Data.go.kr
(Open Data Portal)

National Health Insurance

Bokjiro
(Social welfare)

Hometax
(Tax)

Edunet
(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)

Korea's Current Issues to Be Addressed

Citizen



- Missing out on benefits
- Giving up benefits

Due to not enough

- ✓ User-friendliness
- ✓ Proactiveness

Government



- Limited data sharing
- Decision making with limited information

Due to still existing

- ✓ Organizational silos
- ✓ Legacy regulations

Business



- Restricted engagement in public services

Due to lack of

- ✓ Guidance for collaboration with the public sector
- ✓ Motivation to engage

Digital Platform Government

A government that **works with citizens and businesses** to solve social problems and create new values **upon a 'digital platform' where all data are connected**



Providing proactive, personalized and seamless public services



Facilitating scientific and rational government management by using AI and data



Establishing ecosystem for public-private collaboration to develop innovative mash-up services and to grow digital economy

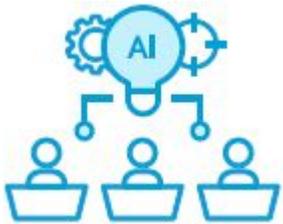
9 Principles of Digital Platform Government

- 1 A government should actively encourage public-private collaboration to nurture **innovation ecosystem** and shared growth of the public and the private sector.
- 2 Public data should be **open by default** in **machine-readable digital formats** .
- 3 Public services should be **user-centered, integrated, proactive, and personalized** for each citizen.
- 4 A government should break down silos and implement **the whole-of-government** with digital platforms.
- 5 A government should **redesign administrative processes**, innovate organizational culture, and overhaul personnel management systems.
- 6 A government uses data and artificial intelligence for **evidence-based scientific decision making**.
- 7 A government should protect personal information and **ensure safe and reliable access** to public services.
- 8 A government uses and develops **open standards** to facilitate sharing data and services between the public and the private sector.
- 9 A government should comply with existing global standards and **actively contribute to the creation of new global standards** in the course of developing Digital Platform Government



Government Dedicated to Each Citizen

- ❑ One-stop access to all public services
- ❑ Proactive provision of benefits
- ❑ "Your Dream" projects for citizen-centered services



Intelligent Government Working as a Whole

- ❑ Silo-free data ecosystem
- ❑ Scientific administration with data & AI
- ❑ Digital infrastructure innovation to work as a whole



Public-Private Partnership for Mutual Growth

- ❑ Strategic collaboration with data & AI industry
- ❑ Fostering GovTech
- ❑ Supporting innovation of local governments



Secure and Reliable Platform Government

- ❑ Reinforcing data rights of citizens
- ❑ Progressive security systems for new environment
- ❑ Utilization of cutting-edge security technologies

Virtual Assistant for Citizens

Personalized & proactive public service delivery through 1 on 1 online communication channel

- Public services delivered by widely used private sector apps

- Internet messengers
- Bank & FinTech apps
- Commercial super-apps

- Each Citizen can choose its own app for 1:1 communication with the government

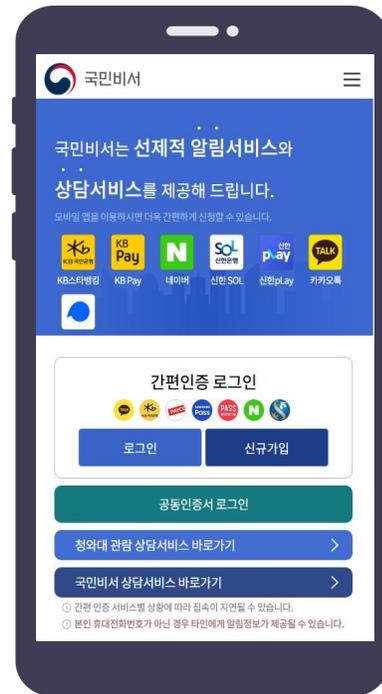
- More than 16M Users

- 67 types of personalized notification services

- 45 types of personalized consultation services

1 Notification service

Services to provide timely notifications of daily life-related information via applications commonly used by citizens



2 Consultation service

Non-face-to-face text and voice-based consulting services to answer people's questions about civil petitions and provide relevant instructions in real time



AI in Criminal Investigation – Analysis Model for Voice Phishing

World' first analysis model for voice phishing with million pieces of voice data derived from 6,000 speakers

STEP 1

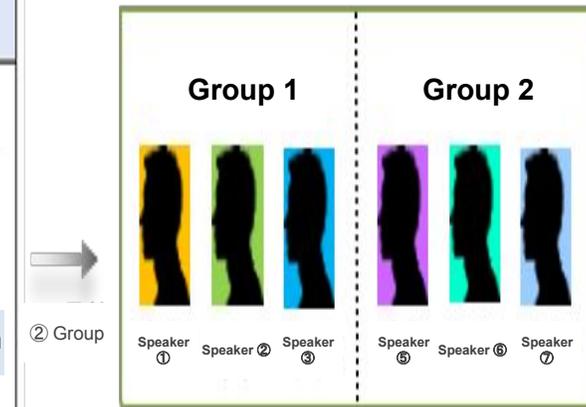
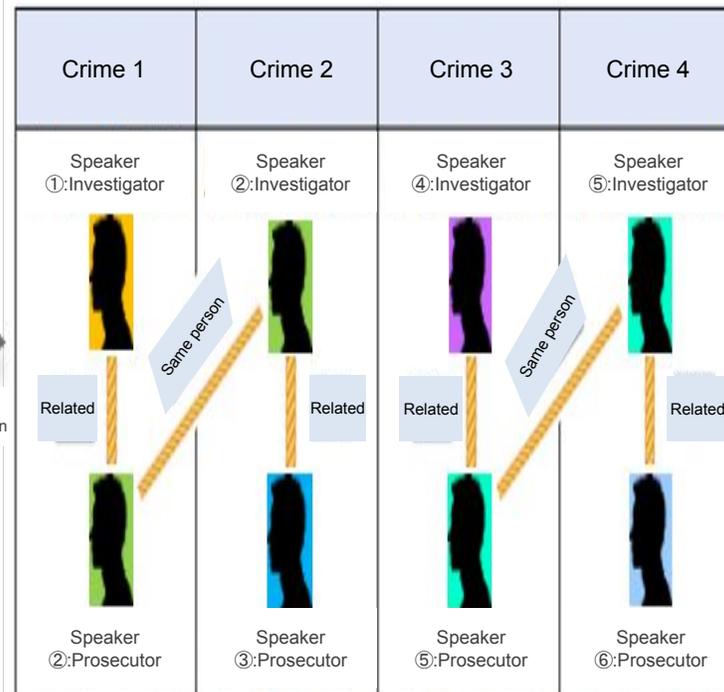
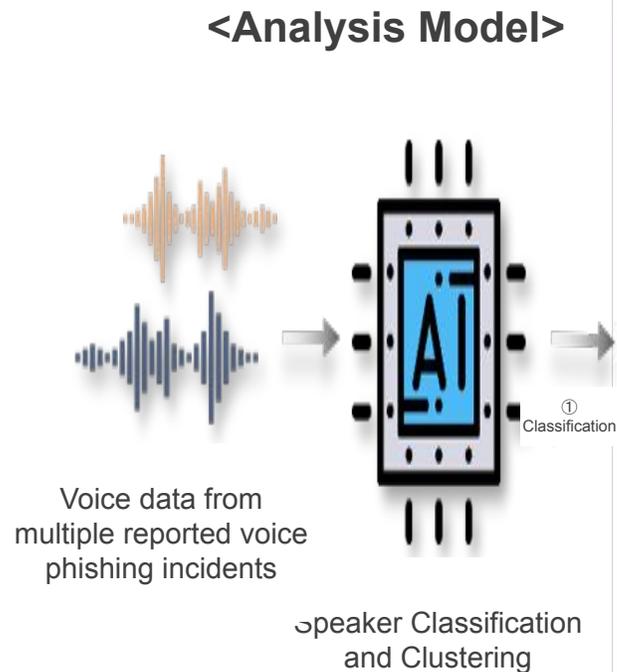
Speaker Verification

Calculate the probability of speakers being the same person with a model trained on Korean and foreign language voice databased on the latest deep-learning technology

STEP 2

Grouping people involved in the same crime

Cluster voices sharing similar speaker characteristics among the voice phishing data pool to identify scheme groups



Crime Map (Organizational Chart)

※ Trace speakers involved in three different crimes, and cluster Speakers ①, ②, and ③ into the same group

National Digital ID for Omnichannel

Digital IDs stored in your own smart device, valid both online and offline

Pilot (2020)

Mobile Public Officer ID
(47 ministries and agencies)

- ✓ Verifying service concept
- ✓ Identifying technical issues
- ✓ Improving user experience

Stage I (2021 ~ 2022)

Mobile Driver's License

- ✓ Integrating identity proofing
- ✓ Enhancing security & privacy
- ✓ Launching shared platform

Stage II (2023 ~ 2024)

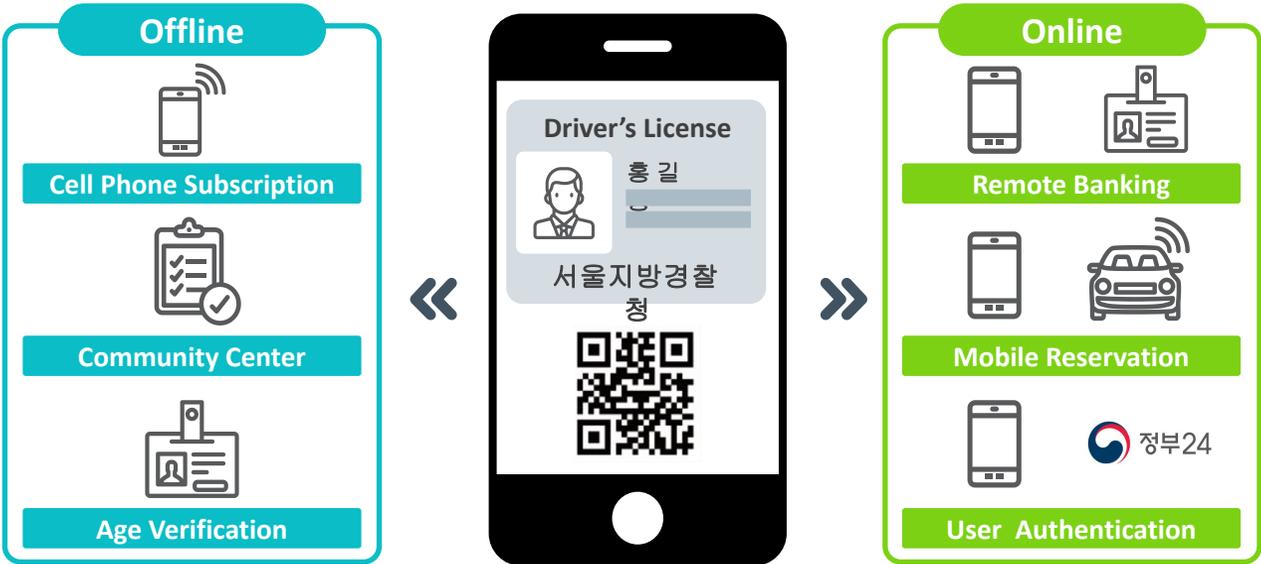
National Honoree Card

- ✓ Integrating welfare services
- ✓ Enhancing inclusiveness
- ✓ Expanding shared platform

Stage III (2024 ~2025)

Resident Registration Certificate
Residence Card

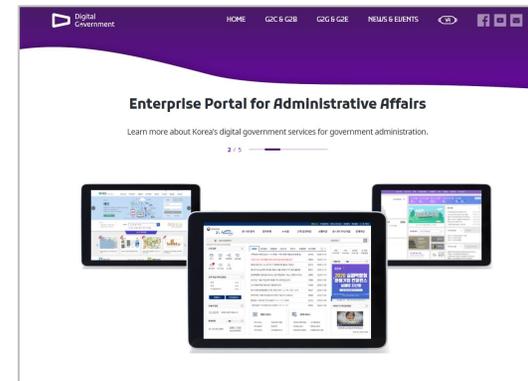
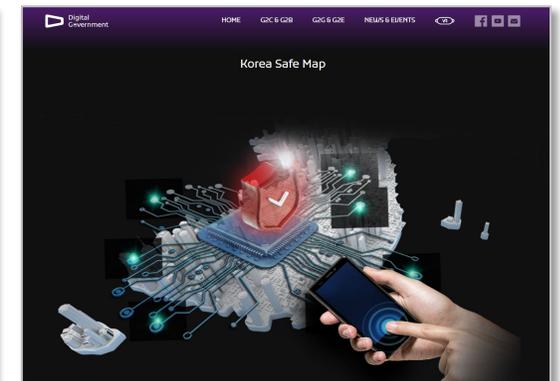
- ✓ Digital ID for every resident



- Digital ID having the same legal effect with the traditional ID card
- Safe and reliable national platform with decentralized architecture
- Possibilities to cooperate with various online service providers in both public & private sector

Introduction website of the Korean digital government

- More than 30 best practices of Korea
- Links and materials for further information
- News and updates
- Tour Guide of Digital Government Exhibit Hall in Sejong, Korea



Thank You



Ministry of
the Interior and Safety