Lessons from Government 3.0
Innovation of Korea

Kim, Sung-lyul
Assistant Minister of Ministry of Security and Public Administration
1. What is Government 3.0?
Korea at a Glance

**Changed status of Korea: From one of the poorest countries to the world leader in ICT**

- GDP per capita (1962: $104 → **2013: $24,000**)
- Export (1962: $60mil → **2013: $560bil**)
- 82% of home has PC and broadband Internet (2012)
- 3 out of 4 mobile phone users use smart phones (2013)

**Koreans feel unhappy regardless of the wealth they earned**

- Material abundance (18.9 million cars registered for total population of 40 million)
  vs. Low level of happiness (Better Life Index 24th, Suicide rate 1st, Working Hours 1st,
  Birth Rate 34th among 34 OECD member nations)
ICT as a Growth Engine of Korea

ICT as a growth engine of Korea

- Transformation of major enterprises such as Samsung and LG from home appliance company to the ICT company
- Naver, the leading internet company of Korea has stock market value of 6th (higher than those of KIA and LG)
- Rapid growth of e-commerce and mobile market
  ※ Online shopping: 2.5 billion per year (8.3% growth rate)
  Mobile transaction: $3 million (2009) → 0.6 billion (2012)

Rapid emergence of e-government service through ICT

- Minwon24 (E-service portal) and Home Tax Service
  - Issuance: 125 million documents (2013)
  - Online issue covers 50% of all the documents issued for citizens (2013)

- 91 million visits per year
- Electronic issuance: 75%
- Cost saving: 863 billion KRW annually
In spite of the success...

**Advance beyond E-Government**
- Despite advanced E-Government services and infrastructure, E-Government has not changed the way government works much
- Innovative programs through ICT should contribute to change government culture and the way officials working

**More customized services for meeting citizens’ needs**
- Failing to integrate online services of each agency due to the lack of information sharing in government
- Providing one-stop, customized service for each people for promoting the well-being of Korean

**Rationale for Government 3.0 Initiative**
What is Gov. 3.0?

- citizen centered government innovation
- apply & diffuse core values to all areas of governing (open, share, communicate, collaborate)
- provide customized services to citizens
- create jobs and support creative economy
The evolution of Government

Government 1.0
- Government-oriented
- Efficiency
- Government initiated
- One-way
- Personal Visit

Government 2.0
- Citizen-oriented
- Democracy
- Limited disclosure and participation
- Two-way
- Internet

Government 3.0
- Individual-oriented
- Greater Democracy
- Active disclosure, participation
- Proactive, Customized
- Mobile internet, smart phone

Operation
Core Value
Participation
Administrative Service Delivery
Method (Channel)
Gov. 3.0 Vision and Strategy

The Happiness of All the People

Vision

Objective

Strategy

Value

Provision of customized services

Creation of jobs and new growth engines

Transparent Government

Competent Government

Service-oriented Government

Openness

Sharing

Communication

Collaboration
2. Strategies and Achievements of Government 3.0
1. Advanced disclosure of public information

- Disclosure upon request → Pre-emptive disclosure to meet citizen’s right to know
- Partial disclosure → The original text disclosure
- Integrated disclosure at OPEN.GO.KR

- Proactive disclosure of Original text
Strategy 1

‘Transparent Government’

2 Business support and job creation by opening public database

- Built a Roadmap for government-wide opening public data
  - Currently, central-local government, and public agencies open 5,007 DBs
  - By 2017, 12,654 DBs of total 21,087 DBs (60%) are expected to be open to public
- Nurturing star enterprises utilizing public DB as their business model
- Citizens can access and download DBs at data open portal (DATA.GO.KR)

Job creation by open public DBs

- 2013: 5K
- 2014: 7.6K
- 2017: 12.7K

- 15 Key DBs are carefully managed for ensuring quality
- Fostering Star-Enterprise using public DB
- Customized business support for companies using public DB
Example: Bus Arrival Information

Bus arrival information service via opening
Transportation public data

[ Smartphone App ]

[ Bus Stop LED Displays ]
‘Competent Government’

1. Removing silos by sharing information among organizations
   - Removed “eye-hearing test” of driver’s license issue/renewal
     by sharing biennial health checkup data
   - MyCar Information App: Providing integrated information
     of vehicle records (Insurance, Maintenance, and accident)

2. Developing inter-ministry collaborative model
   - Building Chemical Control Centers* in industrial areas
     
   * Branch of Ministry of Environment, M of Labor, M of Industry, and
     National Emergency Management Agency (NEMA) are combined
     in one office

3. Establishing Digital Collaboration System
   - Providing PC videoconferencing for separated offices
   - Providing virtual collaboration space and real-time
     inter-agency task management
Example: customized Services by Recipient Type

**Basic Livelihood Allowance Recipient**

- Present
  - Unable to receive services if individuals are unaware of them
  - Application for allowance
  - Request for telephone bill reduction
  - Request for electricity bill reduction

- Future
  - Administrative agency provides services (including ones recipient is unaware of) by one request
  - Integrated information for customized services by single request
  - Community Service Center send the request of deduction to related companies

**Strategy 3**
Future Plan for Gov. 3.0 and e-Gov.

1. E-Government transition to Cloud & Big data basis

   - Public data → Big Data → Future strategy
   - Public data → Big Data → Policy making
   - Public data → Big Data → New industry creation

2. Establishment of National Future Strategy Center

3. Globalization of best practices of Korean public service
   - April: Global Saemaul leaders forum
     (Minister/vice minister-level participants from developing countries)
   - June: UN Public Service Forum (hosted by Korea)
   - November: Global E-Government Forum
National Future Strategy Center

Policy decision maker

Decision making organization

Government ministry

National research and development institutes

Policy officer

Relevant ministry officer

Sociologist

Affiliated R&D institutes

Private institutes

Academic community, Experts, etc.

Data analyst

Proposed subject

Analyzing the future trend

Routine data provision by detail field

Task relevant data Requirement/offer

Analysis tool

Linked hub

Gathering tool

Government data

Proposed subject / offering analyzed results

Trend and Policy implications deduction

Cloud based HW/SW environment

External public data

External private data

Local gov. data

Affiliated org. data

Private DB (structured)

SNS etc. (unstructured)
### Future of Korea with Gov. 3.0

<table>
<thead>
<tr>
<th>AS-IS</th>
<th>TO-BE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Government Information Disclosure</strong></td>
<td>・Partial disclosure of the text upon request</td>
</tr>
<tr>
<td><strong>Public Database</strong></td>
<td>・Open by agency as un-editable data</td>
</tr>
<tr>
<td><strong>Offline Service</strong></td>
<td>・Only by visiting the authority in charge</td>
</tr>
<tr>
<td><strong>Online Service</strong></td>
<td>・Only by request to the related website</td>
</tr>
<tr>
<td><strong>Government Collaboration</strong></td>
<td>・By meetings, calls and letters</td>
</tr>
<tr>
<td><strong>Information Sharing among Ministries</strong></td>
<td>・By e-mail and official documents, lacks security</td>
</tr>
<tr>
<td><strong>Private Sector Business</strong></td>
<td>・Red tapes for businesses ・Hard to find business models for start-ups</td>
</tr>
</tbody>
</table>
1. Vision and leadership of the President

2. World’s best E-Government infrastructure

3. Solid legal and institutional basis
   - (Law) Open Data Act, Information Disclosure Act, E-Government Act
   - (Institutions) National Computing and Information Agency, National Information Society Agency

4. Governance framework based on Public-Private-Academia cooperation
   - Data Strategy Board, Gov. 3.0 Advisory Group, Gov. 3.0 officers in each ministry

5. Broad consensus from government officials on Gov. 3.0
Government 3.0
Creating a New Era of Prosperous Korea
Thank You