



22(Tue) Oct

## **Opening Ceremony**

[Keynote Speech 1] Park, Chanwoo\_Vice Minister, MOSPA

Excellencies, Distinguished guests, Ladies and gentlemen,

It is my great privilege to welcome you to the Global e-Government Forum 2013.

I am Park Chan-woo, Vice Minister of Security and Public Administration of the Republic of Korea.

Korea has become one of the biggest promoters of e-Government in the world as we have implemented series of policy measures for e-Government from 1990's as a national agenda.

E-Government, has presented us with great possibilities for increased efficiency, transparency, and democracy.

As ICT evolves at an unprecedented pace, peoples' expectation has risen well above the business-as-usual way of working in the sphere of public administration, and this has put "e-Government" a great opportunity as well as a challenge. I'm particularly honored, therefore, to present to you today, "The future direction for government operation paradigm: Government.3.0", which is based upon advanced e-Government, in tune with the overarching theme of the Forum.

Looking back at the history of mankind, it can be summed up as "the endless journey to have a better life". People started using fire and other tools to make their lives more comfortable and easy. Smartphone, as well, is being one of the milestones in our history, transforming our daily-lives, like a stone axe did back in the stone age.

As those tools have evolved over times, Governments, inherently a tool for serving its people,

have to evolve as well. Whereas governments in the past were “vending machine”, providing a series of “fixed” civil service, the governments today are being transformed into a “platform”, making a venue for people to share, participate, and make their voices heard. I am witnessing a global trend that many governments are striving for “Open Government”, in making government a platform rather than being a mere service provider. One of good examples, would be the constitutional amendment made by Iceland in October 2012.

In order to recover from the financial crisis, the Government of Iceland has paved the way for public to discuss through social network services (SNS).

With people’s active participation in the discussion for 2 years, the amended constitution has been drafted. The <New York Times> described this as “Collective Intelligence” applied for the first time to amend the constitution.

Of course, it was possible because Iceland is rather a small country with 320,000 populations and 94% of internet usage. Even so, I am certain that the trend of using “collective intelligence” in public policy will definitely rise. Developed countries such as USA, UK, and Australia have announced detailed action plans for realizing open government. Also, the ‘Open Data Charter’ which contains principles for disclosing public information, signed by the G8 leaders during the 2013 G8 Summit held in June this year, clearly shows the unstoppable trend.

Now, let me turn your sight into Korea’s experience in e-Government.

As you may well be aware of, Korea has developed rapidly in the ICT sector since the 1990’s. Under the catch phrase, “Let’s take a lead in informatization, even though we were late in industrialization”, Korea has intensely invested in this area, resulting in widespread broadband network and nationwide PC and internet penetration.

Through these efforts, we have observed a dynamic change taking place in every parts of the society. Small and medium-sized ICT enterprises have enlarged into big companies, and the public sector has also made a rapid advancement. After 15-years of proactive investment in e-Government, Korea ranked first place in the United Nations e-Government Survey for two consecutive terms in 2010 and 2012 respectively, out of 193 UN member states.

We have observed positive results in every corner of society, resulting from these e-Government developments. Firstly, it has greatly enhanced civil service delivery. We are now providing over 5,000 kinds of civil service information, and people can apply for over 3,000 of civil service at home through “one-stop online civil service portal”. Korean government provides fast and convenient public services in areas such as customs, taxation, procurement, patent, immigration, and etc.

Therefore, we have greatly enhanced administrative efficiency and transparency. By

digitization of public documents, we were able to consolidate information and knowledge management, thereby great deal of time and cost have been reduced.

In line with these endeavors, we are currently working on facilitating “smart-work” and “cloud-computing” for government officials, and mobile-e-Government services for the people. Not resting on the past achievements, Korean government, is turning a new page in order to pave the way forward, based on its advanced e-Government systems. That is **“Government 3.0”**.

This new government operation paradigm of Korea entails Openness, Sharing, Communication, and Collaboration. By applying and expanding these 4 core values, people-centered administrative innovation, “Government 3.0”, aims to provide customized service for each citizen, and to create more jobs and new businesses.

In comparison, “Government 1.0” focuses on one-way public service delivery, and “Government 2.0” puts emphasis on wide-ranging public service delivery to the general public.

However, “Government 3.0” concentrates on providing two-way and interactive service upon each citizen’s needs. The “Government 3.0” has 3 pillars, that include, “Transparent and inter-active government”, “Competent government”, and “People-centered Service government”. I would like to explain each pillar with the detailed action plans shortly. The first pillar for ‘Government 3.0’ is the realization of ‘Transparent and inter-active government’. Public information will be disclosed aggressively to satisfy the right of the people to know, and to create new growth engine for private sector in using the public data.

Accordingly, the government plans to actively disclose key public information and all its processes as is. Last year, there were 310,000 counts of public information disclosure, and we expect this to be increased to 490 million counts in 2014, 770 million counts in 2017, respectively.

Along the line of public information disclosure, Korea will ambitiously open its database that the government possesses, especially the areas where there are high demands from the general public, namely the ones related to weather, transportation, geography, patent, etc. Upon its 5-year open database roadmap, we will provide 9,470 kinds of database for the public.

By disclosing public information and opening public database, creation of 150,000 jobs and over 22 billion USD worth of economic effect are expected. In addition, the realization of collective intelligence in the policy process of planning, implementing, and evaluating through information sharing and communication, will bring about more efficient government management as well as raise trust and accountability for the government, eventually.

The second pillar of the “Government 3.0” is the realization of a ‘competent government that works well’.

To achieve this, we will firstly tear down the walls not only between ministries, but also between central and local governments, as well as between agencies and the people. Through activating open discussion and collaboration, we will make the government transform into a problem-solving organization, in which people can engage in all process and see the tangible results.

Also we need to realize knowledge-based, scientific administration, respectively through information-sharing amongst all government agencies and big data analysis. With this, all government officials can better communicate and collaborate regardless of their belonging organizations, through PC or other mobile devices. Big data analysis will enable the government identifying future trend, national agenda, and then, establishing future vision together.

One example for making a competent government through “Government 3.0”, I would like to make. If all relevant information on food safety which are dispersed among 12 different ministries are integrated and managed jointly, responding to food safety issues will become considerably more efficient.

The use of big data in the public administration will also drive the government more competent, for instance, to lessen traffic accidents, or to disseminate price information for basic commodities in real time, and to respond natural disaster through early warning system.

Lastly, third pillar of the “Government 3.0” focuses on “people-centered, service government”. In order to provide more integrated and customized service for each citizen, each ministry and organization shall be well equipped with the enabling technologies and infrastructure for their respective mission, that will in turn, reforming the way of working and innovating the organization culture. To give you a snapshot of “service government”, one can request civil affairs and issue public documents at one-stop, specifically customized for the person on a life-cycle basis, ranging from birth, schooling, move, and military service, or any other kinds of civil services like renewing a driver’s license.

We also plan to provide integrated services by one-time application. For instance, just by registering for handicapped, 42 types of various fee reduction and welfare services are to be provided without any further application. Likewise, one-time birth registration will automatically keep you updated of other 28-related services such as birth and nurture subsidy, medical examination, etc.

These integrated civil services will be linked to policy measures to promote creating and revitalizing businesses by which supporting the Small and Medium-Sized Enterprises.

In essence, “Government 3.0” is part of process in achieving the national agenda, that puts the happiness of the people at the center.

“Government 3.0” is, therefore, a new vision and objective for Korean government to establish not only a well-to-do country, but also a well-being country for the people. I am quite positive that you may have heard of “Gangnam-Style” sung by Korean singer, “Psy”. It only took several months for Psy to become a pop-star around the globe. Of course, on a personal level, Psy worked hard for many years, but the time he reached worldwide fame is far shortened than ever before.

I think, without the emergence of mobile devices or social media such as YouTube, it may not be possible. We can say that mobile devices and social media have played a very important role in Psy’s success and popularity.

In this era of “Smart Society”, Every platform for society, institution, and daily life changes. Since the foundation for life is being changed, the economic activity is changing. To actively respond to such a changing trend, Korea’s new administration -Park Geun-hye government- started to pursue a new national development strategy, called “**Creative Economy**”.

Simply put, regardless of gender, age, and social status, the nation encourages every citizen to be an agent for creative economy. To do so, the nation is obliged to create platforms for generating smart jobs that never existed in the past industrialization era.

Ladies and Gentlemen,

Korea achieved the “miracle of Han River” from the ashes of the Korean War with the support from the international community. Each participating country of the Forum today, has helped us keep our hopes and courage during the times of difficulties. Such help and support became the seed for development and the basis of Korea’s growth.

Here we are, gathered together for e-Government development. The government and the people of Korea know that we are obliged to pay back to the global community, more than we have received. To this end, Korea reaffirms that we will share not only its success stories but also failures with the world, armed with cooperative, supportive, and communicative spirit, to build a better future for all.

Standing here, I see your eyes. The agents of changes and innovation. The passion and desire for working together. I firmly believe that thinking alone is a mere dream, but thinking together drives towards action and history.

“Government3.0”, therefore, is not a vision just for Korea alone. Rather, it is a future vision to realize openness and sharing for all. To achieve this, Korea will support each country’s endeavors to the fullest extent.

It is my sincere hope that the Global e-Government Forum 2013, will serve as a venue to share our knowledge and experience for establishing “Smart Government and Smart Society”.

To bring my speech to a close, I expect the Forum will be an opportunity for us to renew our commitments to seek a common prosperity and happiness of the mankind. Thank you!