e-Government and IT ODA in Korea

UNPOG

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Introduction

- Background (1)
  - After joining the World Bank Development Gateway Foundation as a founding member in December 2001, Korea has provided technological and policy consulting service to developing countries based on its experience and success in informatization.
  - The importance of official development aid/assistance (ODA) through informatization is especially gaining attention as Korea has joined the OECD Development Assistance Committee (DAC) and its status has significantly improved within international organizations.

Introduction

- Background (2)
  - Specifically, the fact that Korea was ranked at the top in the UN E-government Development Index assessment back in April 2001 and that its experience is being introduced as the best practice and benchmark implies that its informatization has reached the world-class level and Korea's contribution to the international community needs to be increased to reflect its level of standing.
  - The Korean government has selected countries that have high potential in trade, economic, and E-government cooperation or those that are selected as ODA priority countries by the international community and has carried out various activities including ICT consultation, ICT Cooperation Center operation, and ICT learning programs.

Introduction

- Purposes and contents of this presentation
  - e-Government building in Korea and its achievements
    - Brief history
    - Best practices
    - Impacts and Achievements
  - General information about IT ODA programs in Korea
    - Overview
    - Major IT ODA programs
  - Agencies carrying out the IT ODA programs and other contact points

e-Government in Korea: Brief History

- Korea has actively pursued e-Government as a crucial means to make its government more competitive, by leveraging the world s best information and communications technology (ICT) including broadband Internet.

Stages	Major Actions
e-Government Inception (mid 1980s ~ mid 1990s)	- Building the National Basic Information System (NBIS) - Act on Expansion of Dissemination and Promotion of Utilization of Information System(1987)
Laying the groundwork for e-Government (mid 1990s ~ 2000)	- Building the foundation for high-speed information and communications and promoting the Internet - Enacting the Framework Act on Informatization Promotion (1995)
Launching of e-Government (2001 ~ 2002)	- Carrying out 11 major tasks for e-Government - Enacting the Act on e-Government (2001)
Diffusion of e-government (2003 ~ 2007)	- Carrying out 31 roadmap tasks for e-Government - Laying the groundwork for linking and integrating multiple government departments and agencies
Convergence of e-government (2008 ~ present)	- Establishing a Master Plan for National Informatization (2008) - Carrying out tasks (12) for e-Government based on openness, sharing, and cooperation

e-Government in Korea: Best Practices

1. Electronic procurement service (www.g2b.go.kr)

- Overview
  - All procurement procedures are handled online, and a single window of procurement is open to improve efficiency and transparency of public procurement.

- Contents of services
  - All stages of procurement, such as bidding, awarding contracts, contracting, delivery, and payment, are handled online, and procurement progress can be monitored in real-time.
  - All registered companies are enabled to participate in biddings of all public organizations, including national organizations, local government bodies, and public corporations, by a single registration in the G2B system.

2. Electronic customs clearance service (portal.customs.go.kr)

- **Overview**
  - Common use of information between logistics entities will be extended in order to
  - improve and streamline export/import logistics business and processes as well as
  - implementing a user-friendly batch logistics processing service.

- **Contents of services**
  - Export/import reports to the customs office and applications for inspection and quarantine to appropriate organizations are integrated to provide one-stop service.
  - The conventional EDI system is upgraded to provide a more convenient, low-cost customs clearance service.

3. Comprehensive tax services(www.hometax.go.kr)

- **Overview**
  - Taxpayers can handle tax affairs online at home or work without visiting the tax office.

- **Contents of services**
  - All tax activities including filing, billing, and payment are processed online and information is retrieved anytime by taxpayer.
  - Taxpayers or their tax agents can request and receive 18 civil affairs certificates.

4. Internet civil services (www.egov.go.kr)

- Overview
  - People can use administrative services anytime, anywhere on the Internet.

- Contents of services
  - People can find services they need by searching through 5,300 services available and get detailed information.
  - People can request up to 720 civil services online without visiting administrative offices and receive the results by regular mail.
  - People can issue 28 civil affairs services documents online by themselves.

5. Patent service (www.kiporo.go.kr)

- Overview
  - All patent services, such as patent application and progress check, are provided online.

- Contents of services
  - Procedures for patent application, review, and judgment as well as procedures for objection filings, and technical evaluations are publicly available online to provide 24/7 patent administration services.
  - People can check and manage their patent and rights information efficiently.
  - Services such as application for certificate issuance, verification and commission payment are provided online.

6. e-People : Online Petition & Discussion Portal (www.epeople.go.kr)

- Overview
  - Facilitate people s participation in policy-making by processing people s complaints and suggestions via a single window.

- Contents of services
  - People can provide their opinions on unfair administrative handling, infringements of their rights and interests, improvement of institutions, and various policies through an integrated online window.
  - All administrative organizations are linked to the e-people window that receives and processes people s complaints and suggestions. In addition, at the same time people can check the results online.

7. Single Window for Business Support Services (www.g4b.go.kr)

- **Overview**
  - Provide a wide range of information and services to support companies business activities such as civil service information, policy information, and additional services via a single online window.

- **Contents of services**
  - Detailed information on 1,887 corporate services and industrial information contents of 205 organizations are provided in an integrated manner.
  - Various additional services essential for corporate activities are provided by linking to the national backbone networks

8. On-nara Business Process System (BPS)

- **Overview**
  - The On-nara BPS is a new business process management system that has increased the efficiency and transparency of administration by handling, recording and managing in a standardized way all the business procedures of the government online.

- **Contents of services**
  - All businesses of government are classified according to functionalities and goals, and business progress and performance are systematically managed down to the most basic unit task.
  - Document creation and business procedures are standardized and decision making processes are recorded to ensure accountability and transparency of public administration

9. Shared use of administrative information (www.share.go.kr)

- **Overview**
  - Civil service officers can process civil service requests by checking the administration network without requiring the applicant to submit required documents.

- **Contents of services**
  - Seventy one documents required for verification will be checked by the person in charge of civil affairs by administrative information sharing.
  - Information inquiry is only conducted with the consent of the applicants, and applicants can check information inquiry history anytime.

10. National Computing & Information Agency(NCIA)

- **Overview**
  - Operate and manage all information systems of the government by integrating them into two data centers and provide non-interruptible administrative services by the best information technology and expertise.

- **Contents of services**
  - Back-up systems of the major infrastructure, state-of-the-art security facilities, and top-notch human resources ensure uninterrupted availability of e-Government services 24/7.
  - Advanced information security and reliability are ensured by real-time monitoring of system errors.

e-Government in Korea: Impacts (1)

- **Improvement of efficiency and transparency of administrative work**
  - Use of electronic documents has become standard practice, and most administrative business such as personnel management, finance, and procurement are being handled electronically. This greatly and innovatively enhances the overall efficiency of government administration.
  - All central administrative organizations have introduced a standardized business process system (On-nara) to record all decision-making procedures of the government, increasing transparency of administration significantly**.**

- **Provision of people- and company-focused administrative services**
  - The age of civil service processing at home has been fully ushered in by implementing integrated online civil service processing channels and enabling notification, filing, and payment of taxes via the Internet.
  - Various corporate activities are supported efficiently by means of a single window for corporate support and processing of logistics, customs clearance, and trading online.

e-Government in Korea: Impacts (2)

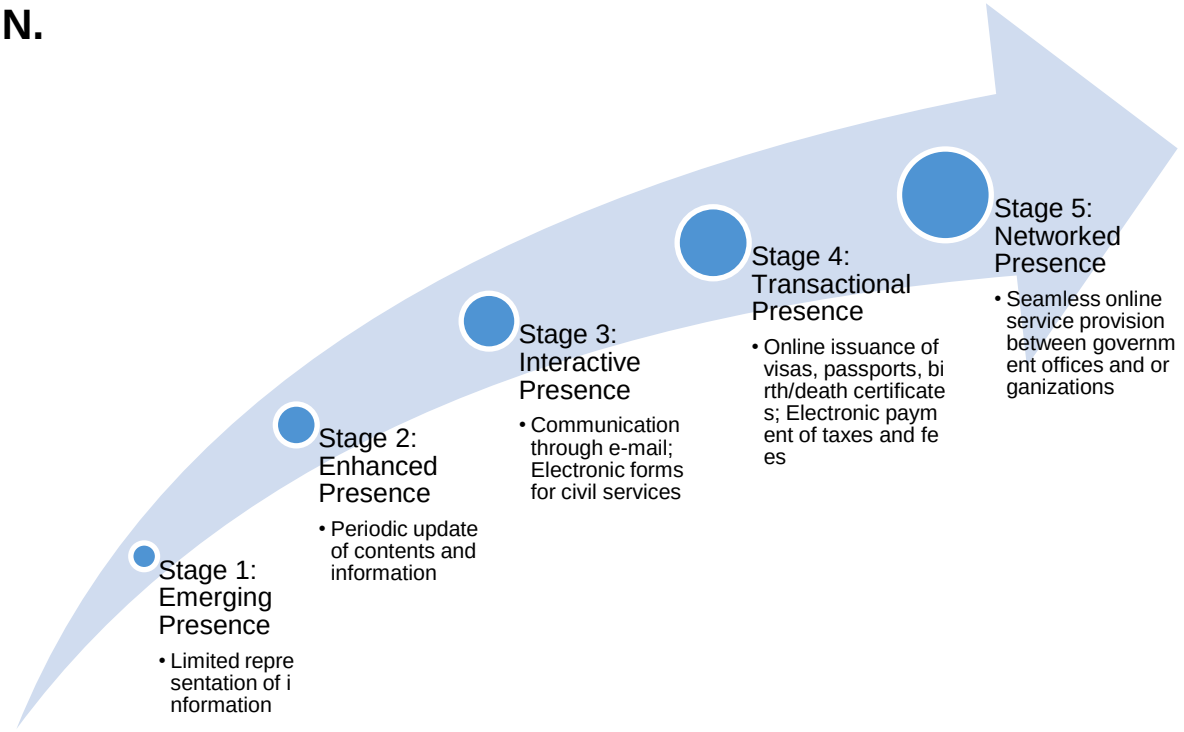
- **Strengthening of communications with the people about government policies**
  - People can now participate in the government decision-making process more easily through a single window linked to all administrative organizations that provides comprehensive civil services and receives public suggestions.
  - People can request and check a wide range of administrative information online easily. It is possible to check national records anytime, anywhere.

- **Increased efficiency of information resource management**
  - The government s integrated computing center comprehensively manages all information systems of the government, improving its capability to respond to system errors and security threats.
  - Introduction of Enterprise Architecture (EA), which acts as a comprehensive informatization blueprint enables systematic management of e-Government.

e-Government in Korea: Achievements

- **Korea was ranked at the top in the UN E-government Development Index assessment back in April 2001.**

- **The Korean e-Government was also evaluated as entering Stage V (networked presence) from Stage IV (transactional presence) in the Web Measure Index by the UN.**



e-Government in Korea: Achievements

- **Many Korean e-Government systems have received awards and citations for best practices from international organizations.**

Item	Services	Contents
Informational Awards	Immigration review	United Nation's 'Public Service Awards'(2007)
	Information Network Village	'e-Government Special Award' by the World e-Government Forum(2006)
	Korea Online E-Procurement System	'e-Asia Award' by the Asia Pacific Council for Trade Facilitation and Electronic Business (AFACT) (2007)
	Electronic customs clearance	'WCO Trophy' by the World Customs Organization (WCO) (2006) 'e-Asia Award' by AFACT (2007)
	e-People	'First Prize in the Demonstration Area' by e-Challenge (2008)
Citations for best practices by international organizations	Home Tax	'Good Practices of Electronic Tax Administration' by OECD (2006)
	e-People	'Top 10 e-Government' by the World e-Government Forum (2006)
	Electronic trade	'World Advanced' by the APEC 2005 Report (2005)
	Urgent disaster	'Good Practices' by the Asian Conference on Disaster Reduction (2006)
	Electronic customs clearance	'Good Practices of Anti-corruption' by the Global Forum on Fighting Corruption (2003)
	Korea Online E-Procurement System	'International Bidding Standard' of the 6th Forum of UN/CEFACT (2005)

IT ODA programs in Korea: Overview

- With joining the OECD Development Assistance Committee (DAC), Korea's overseas aid projects are expected to increase and be carried out in a more systematic manner.
- Also in the area of informatization, the importance of not only the overseas aid 'in ICT' itself but also the overseas aid 'through ICT' is increasing along with the expanding scale for more efficient and influential support.
- The ICT and policy assistance program for developing countries is a knowledge-transfer initiative that provides Korea's experiences in informatization or technical assistance.
- It mainly consists of establishing national information (or E-government) master plans, constructing high-speed information and communication networks, E-government services such as e-procurement, e-customs, and patent informatization, government-wide computing facilities or information systems interoperability.

IT ODA programs in Korea: Overview

- The Korean government's comprehensive reach of international projects in the information communications technology (ICT) arena, overseen by the Ministry of Public Administration and Security (MOPAS), aims to foster the global partnership for development by sharing and expanding the benefits of ICTs.

- The programs take a reflective approach that offers solutions to beneficiary and partner countries down the road to ICT development, hence solidifying global capacity and ICT-based socioeconomic competitiveness.

  - Information Access Centers
  - Korea Internet Volunteers
  - Korea ICT Learning Program,
  - ICT Cooperation Centers
  - ICT and Policy Assistance Program

IT ODA: Information Access Centers

- Information Access Centers (IACs), overseen by MOPAS and executed by National Information Society Agency (NIA), offer an infrastructure with better access and opportunity to use ICTs for the general public in the developing countries, thus contributing to improving the information-based environment.

- **Project Introduction**
  - Around 5 countries with strong potential for national ICT development through bilateral cooperation are selected annually as IAC sites. US$ 500 thousand is invested on each Center that contains a training lab, an internet lounge, a seminar room, and an administrative, office, which together make a comprehensive ICT facility equipped with newest PCs, A/Vs, O/As. etc.
  - The beneficiary government is responsible for providing the venue at which the Center is to be located, investing on the general construction costs, and operating and managing the Center.
  - In addition to establishing the Center, the Korean government also renovates the Center every 4 years by replacing the obsolete hardware and software equipment with the new. In order to reflect and meet the needs of the beneficiary country, each Center is designed after a thorough field study.

IT ODA: Information Access Centers

- **Achievement**
  - Since 1999, 22 IACs have been established at 22 countries, allowing public access and ICT training to 2.5 million local residents.
  - Average number of users at each Center has increased from 2,118 in 2004 to 3,895 in 2008. Average user satisfaction rate in 2008 was 95.1%.
  - All local operators are trained in Korea in order to incorporate knowledge gained through human and technology exchanges.
  - The Centers function as the hub for training, seminars, conferences, coordinated by both local and Korean organizations.

[Annual IAC Establishment]

Year	Countries
2002	Cambodia
2003	Romania, Vietnam, Egypt
2004	Philippines, Bulgaria
2005	Laos, Tunisia
2006	Indonesia, Nigeria
2007	Mongolia, Uzbekistan, Kenya
2008	Guatemala, Mozambique Sri Lanka, Azerbaijan Bangladesh
2009	Morocco, Algeria Paraguay, Ukraine

[IAC Blueprint Model]

IT ODA: Korea Internet Volunteers

- **The Korean government sends out groups of volunteers known as World Friends Korea. Among these volunteers, the groups of college students dedicated to promote better use of ICTs are Korea Internet Volunteers (KIVs).**

- **Project Introduction**
  - **KIVs are sent out to the developing countries in Asia, CIS, Eastern Europe, and Africa. Service terms of the Volunteers can be either 4 to 6 weeks or 6 to 12 months, for short-term and long-term KIVs respectively.**
  - **Short-term KIV teams consist of 4 young professionals— 2 ICT specialists, 1 language specialist, and 1 culture specialist. The teams are sent out to various local duty stations such as schools, public agencies, private enterprises, etc. where they conduct training courses on computer and internet use, repair and refurbishing of PCs and network systems, creating websites, teaching of Korean language, as well as holding cultural exchange activities.**
  - **Long-term KIV teams consist of 4 young ICT professionals with appropriate language skills. They are sent out between May and October for a term of 6 to 12 months. In addition to performing the tasks similar to those of the short-term KIVs, these long-term Volunteers cooperate with the personnel at local duty stations, either in the public or private sector, on various joint ICT projects.**

IT ODA: Korea Internet Volunteers

- **Achievement**
  - **From 2001 to 2009, around 3 thousand KIVs have been sent out to 66 countries to offer ICT training courses to 90 thousand local residents.**
  - **An annual estimate number of 3 to 4 hundred KIVs offer the training to 15 thousand people.**
  - **Exemplary cases in which KIVs contributed to solidifying bilateral relationship are as follow:**
    - **Increased joint projects and cultural exchange events;**
    - **Meetings with presidents from Chile and Burundi, former UN Secretary General Kofi Annan;**
    - **More than 1 thousand reports by international media outlets; and**
    - **More than 7 hundred letters of appreciation received.**

[Number of KIVs by Year]

	2001	2002	2003	2004	2005	2006	2007	2008	2009 (Planned)	Total
Countries	20	27	42	32	33	29	36	41	18	67
Teams	61	47	87	75	86	80	87	117	125	765
Volunteers	175	206	345	300	320	304	323	442	Approx. 400	Approx. 3,000

[Number of KIVs by Area] - Not including KIVs from 2009

Region	Asia	CIS	Africa	Latin America	Europe	Total
Number of KIVs	1,320	464	243	216	172	2,415
Percentage	54.7	19.2	10.1	8.9	7.1	100

IT ODA: Korea ICT Learning Programs

- **Korea ICT Learning (KoIL) Program invites policymakers, public officials, and experts in the ICT field to share the newest technologies and issues to be reflected on national policies and plans in order to address welfare, poverty, economic, and educational challenges using ICT-oriented system tools.**

- **Project Introduction**
  - **Participants at KoIL courses learn Korea's ICT development strategies, discuss current issues and trends, and seek means of cooperation to advance their nations' strategies on e-governance, information security, rural informatization, and incorporation of new technologies.**
  - **In addition to the major courses offered independently by the Korean government, some area-focused courses are designed jointly with international organizations such as Association of Southeast Asian Nations (ASEAN), Asia Development Bank (ADB), and Africa Development Bank (AfDB).**
  - **KoIL courses last from 1 week to 10 days. Training fees, airfare, accommodation and per diem are covered by the Korean government.**
  - **KoIL alumni launched Digital Opportunity Forum (DOF) in 2006 to promote multilateral cooperation for national informatization and e-governance.**

IT ODA: Korea ICT Learning Programs

- **Achievement**
  - **From 1998 to 2009, about 110 KoIL courses have been offered to more than 2800 participants from 113 countries.**
  - **Korean ICT experts and local experts at ICTCCs form exclusive taskforce units that promote informatization through joint research, technological knowledge exchange, and ICT education for a service term of 3 years.**
  - **57 country representatives among the alumni are selected as ICT Ambassadors (ITAs), who have been at the core of lasting cooperation projects.**

[KoIL Network by Year] - Not including participants from 2009

Year	'98	'99	'00	'01	'02	'03	'04	'05	'06	'07	'08	Total
Participants	93	158	168	266	207	345	318	286	261	292	415	2,809
Countries	29	34	32	36	46	49	57	59	68	68	44	113

[KoIL Network by Region] - Not including participants from 2009

Region	Asia	CIS	Middle East	Europe	Latin America	Africa	Int'l Orgs.	Total
Participants	1,861	187	91	168	301	195	6	2,809

IT ODA: ICT Cooperation Centers

- **ICT Cooperation Centers (ICTCCs) are established and operated with the foremost aim to build up sustainable collaboration for national informatization with the partner countries.**

- **Project Introduction**
  - **The Korean government makes a total cash and in-kind contribution worth US$ 1 million for the 3-year term of various cooperation projects.**
  - **The partner country make corresponding contribution and support on the process. Details on the responsibilities of the stakeholders are laid out on the table that follows.**

IT ODA: ICT Cooperation Centers

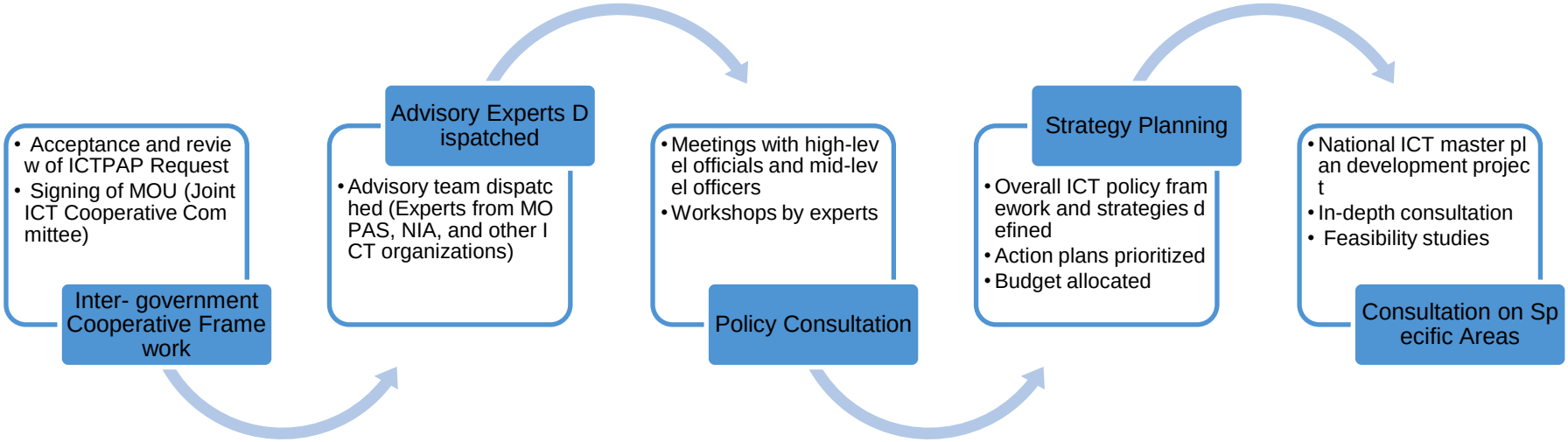
- **Achievement**
  - **5 ICTCCs have been effective since 2003. ICTCCs in Mexico (Oct 2003 - Sep 2006) and Chile (Apr 2004 - Sep 2006) had their terms expired, while ICTCCs in Turkey (Mar 2007 - Dec 2009) and South Africa (Oct 2008 - Dec 2012) are in operation. ICTCC in Kuwait is to launch in 2010.**
  - **More than 100 reports have been made by international media outlets (70 Korean and 30 overseas).**
    - **“Korea to contribute to the establishment of an ICTCC in South Africa” (30 Sep 2008, Africa At A Glance, itnewsafrica.com)**
  - **2008 Annual Project Evaluation reported 94% stakeholder satisfaction.**

IT ODA: ICT and Policy Assistance Program

- **Background**
  - **The Korean government has been active in supporting global informatization by sharing its experience and know-how in national IT development. The ICT & Policy Assistance Program (ICTPAP) is one such initiative, and provides consultations and technical assistance to countries requesting such assistance.**
  - **These experienced ICT practitioners can share their expertise and experience in various areas including Korea's informatization strategies and best practices of its e-government. Consultation is provided on areas of interest expressed by partner countries and can include topics as system integration, project fund raising, and other relevant technical assistance.**

IT ODA: ICT and Policy Assistance Program

- **The ICTPAP Process**



[Partner Countries by Year]

2002	2003	2004	2005	2006	2007	2008	2009
Cambodia	Myanmar Morocco Congo Kyrgyzstan	Morocco Chile Mexico	Myanmar Chile Mexico	Argentina Kazakhstan	Colombia Sri Lanka Cambodia Chile Mexico	Nigeria Ethiopia Kazakhstan Azerbaijan	Kuwait Argentina Venezuela

Conclusions

- Agencies and Contact Points for IT ODA
  - **Agencies for IT ODA programs**
    - **Ministry of Public Administration and Security(www.mopas.go.kr)**
    - **National Information Society Agency (www.nia.or.kr)**
    - **KOICA (www.koica.go.kr)**
  - **Contact Points for More Information**
    - **UNPOG**
    - **Diplomatic offices of Republic of Korea in developing countries**

Thank You !