



Korea's Digital Government Transformation



Ministry of
the Interior and Safety

April 2024

Korea's Digital Government in Numbers

7.3 billion USD of annual ICT Budget

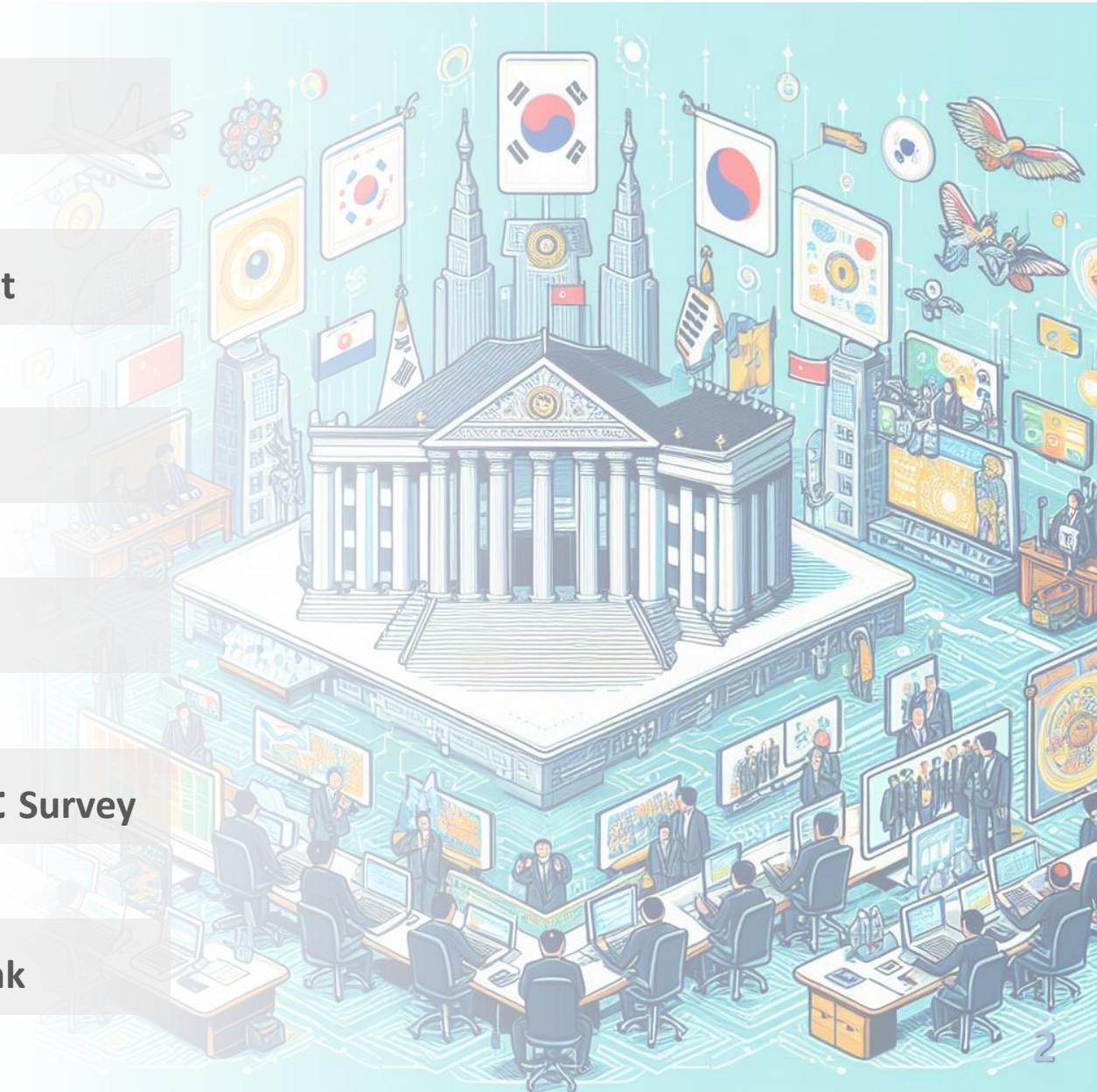
91% of adult population are **Using** Digital Government

#1 OECD Digital Government Index 2023

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

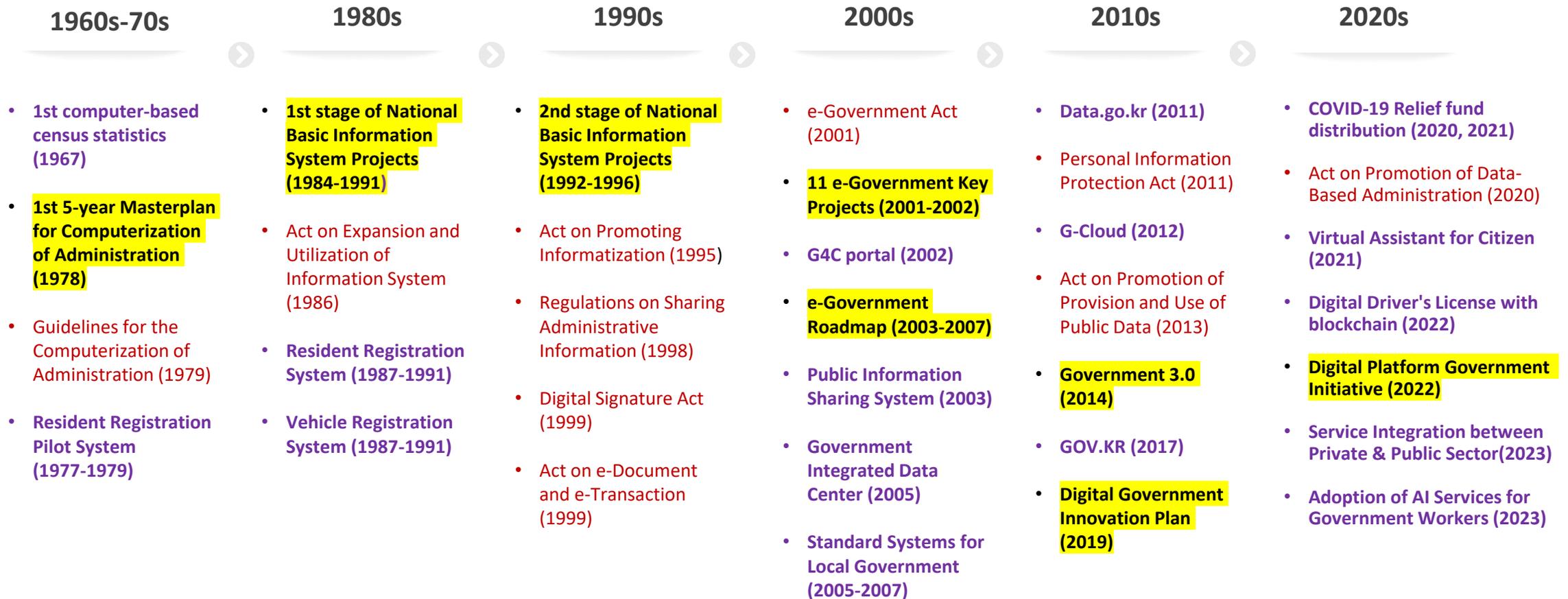
Ranked **Top 3 since 2010** UN e-Government survey

#1 GovTech Maturity Index 2022 of the World Bank



Timeline of Digital Government Transformation

50 years and more of continuous development



Steps of Digital Government Transformation

Administration Databases

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

Back-office / Front-Office Systems for Government & Employee (G2G / G2E)

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 & Standardization of IT Infrastructure and Platforms

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

Integration & Standardization of Digital Services & Data

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

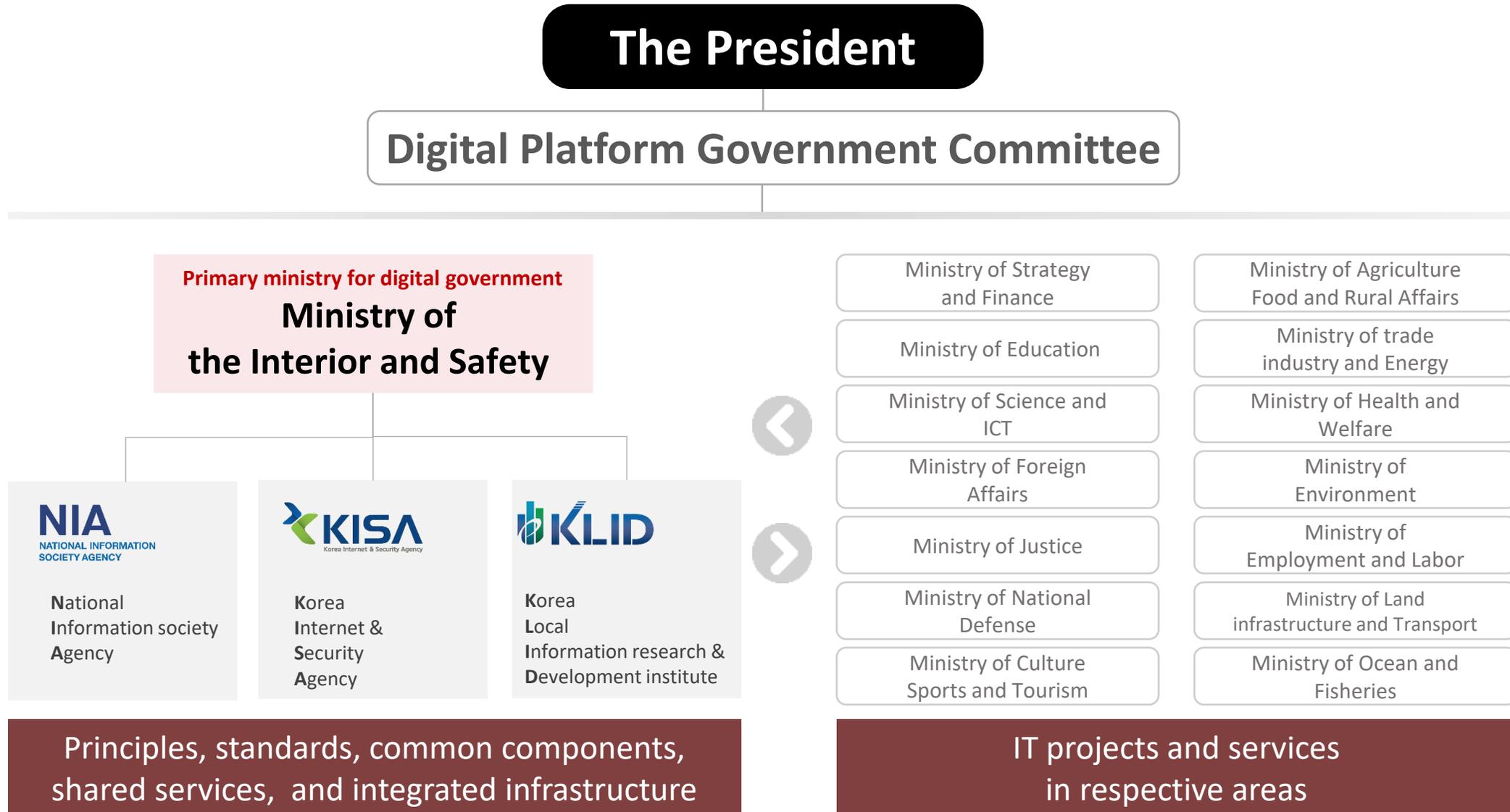
Service Usability & Accessibility & Security

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, Data Analysis, Mash-up service, Public-Private Hybrid Service

Digital Government Organizations



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)

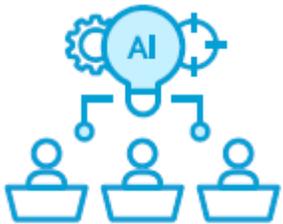
Korea's Digital Government Transformation Strategies

Digital Platform Government Implementation Plan



Government Dedicated to Each Citizen

- One-stop access to all public services
- Proactive provision of benefits
- Inclusive digital public services for everyone



Intelligent Government Working as a Whole

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



Public-Private Partnership for Mutual Growth

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



Secure and Reliable Digital Government

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

Key Success Factors



Artificial Intelligence Use Cases for Digital Government

Automation of Time-Consuming Tasks

- Taking minutes of meetings
- Monitoring and alerting unusual events
- Writing drafts of documents

Prediction & Decision-Making Assistance

- Natural disaster prediction
- Traffic prediction
- Voice-phishing detection

Human-Friendly User Experience

- Chatbots and Voicebots
- AI robots for senior citizens
- Kiosks understanding sign language

Innovative Services Enabled by AI

- Real-time multi-language translation
- Personalized service recommendation
- Intelligent cybersecurity solutions

The National Guidelines for AI Ethics and Derivative Guidelines



- Privacy Protection Guideline for AI
- Ethical Guideline for Self-Driving Car
- Customer Protection Guideline for AI-based Recommendation Services
- AI Guideline for the Financial Sector
- Human Rights Guideline for Development and Use of AI
- AI Ethics for the Educational Sector