

Innovation of Public Service Delivery: Principle and Cases in Korea

Kuk Hwan Jeong

Korea Information Society
Development Institute(KISDI)

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Contents

Public Service Innovation begins with clear understanding of e-government

What is e-government about?

Sharing Information is the key engine to Innovative Service Delivery

Cases for Service Innovation

Way Forward



Rethinking **E-Government**

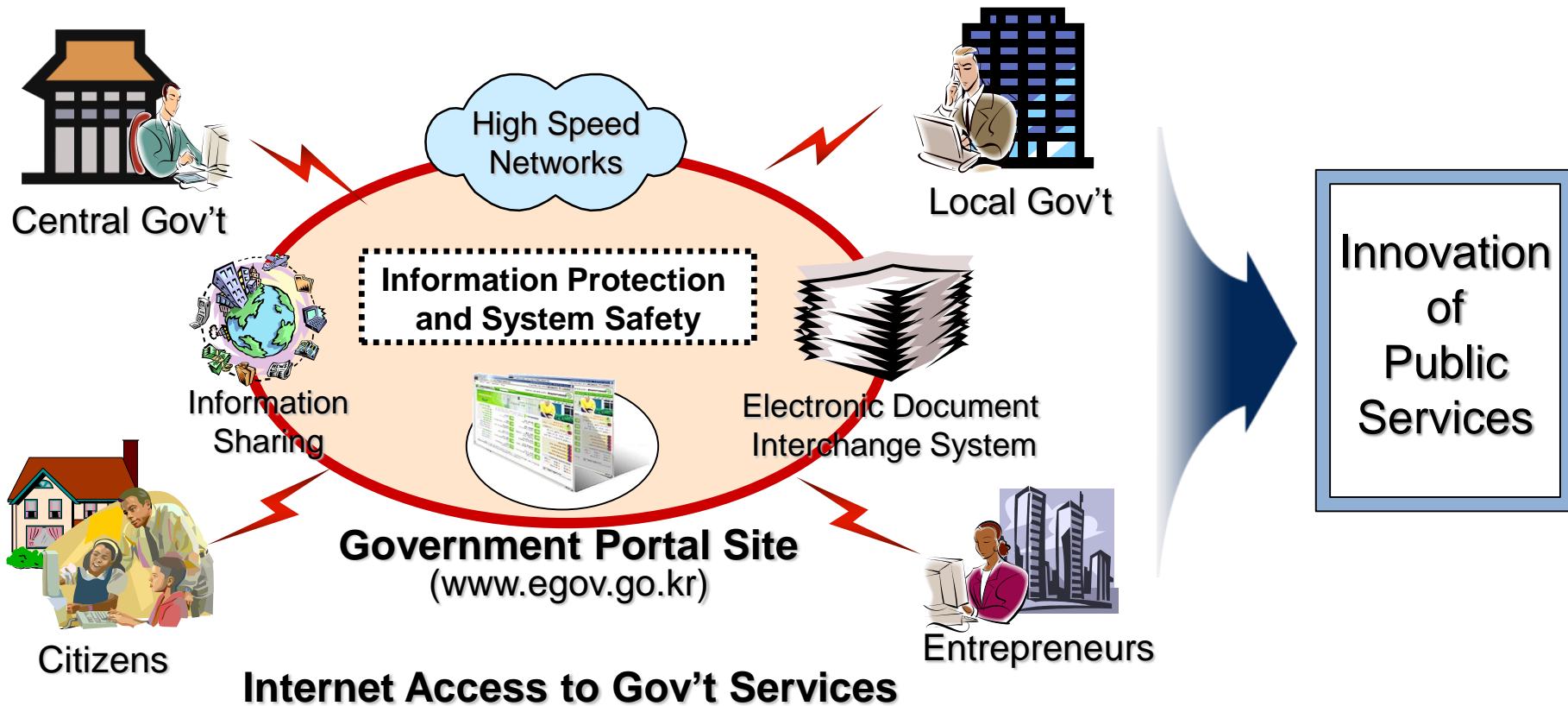
Public Service Innovation begins with clear understanding of e-government

- E-government is more on “government” than on “e”.
 - The primary goal of e-government lies in government transformation rather than ICT implementations.
- Transforming business processes(G2G) for more responsive and transparent government.
 - Streamlining and simplifying the complicated, entangled business flows
 - Removing the unnecessary, duplicate processes

- Reforming the processes delivering public services to citizens(G2C), and businesses(G2B).
 - Business processes are integrated based on sharing information across the government.
-
- ▶ ▶ **Put citizens(businesses) at the center of government administrations**

What is e-government about?

Small, Efficient, and Transparent Government



E-Government and Public Innovation

■ E-Government is featured by

- Integrated Business Process
- One Stop Service Delivery



Public Innovation:
Goals of E-Government

■ Process Integration and One Stop Service are realized by

- Information Sharing
- Government Portal



Sources of
Government Innovation

Sharing Information is the key engine to Innovative Service Delivery

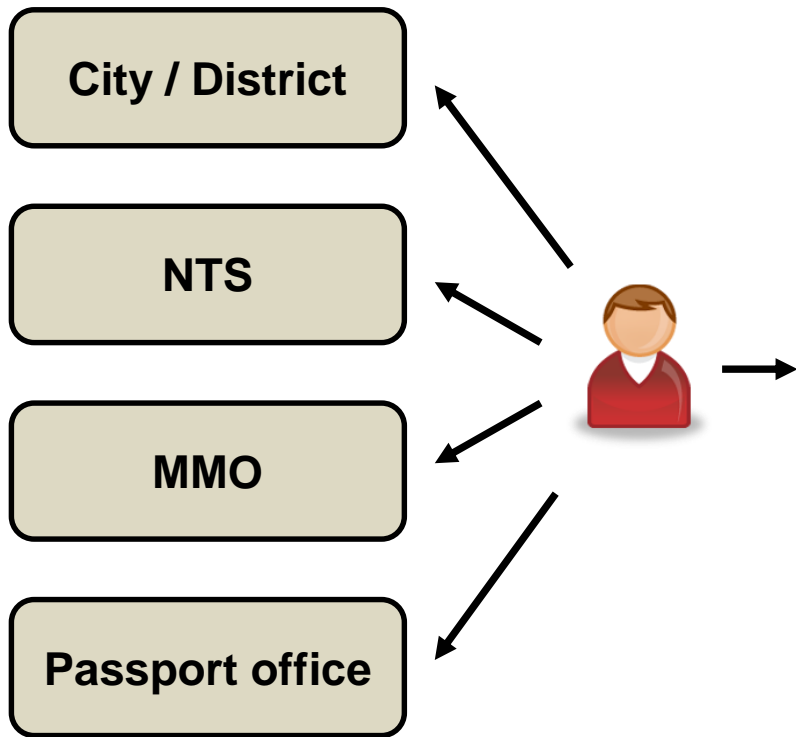
■ Each service cut across a number of agencies

For Example, [the Case of Passport Issuance](#)

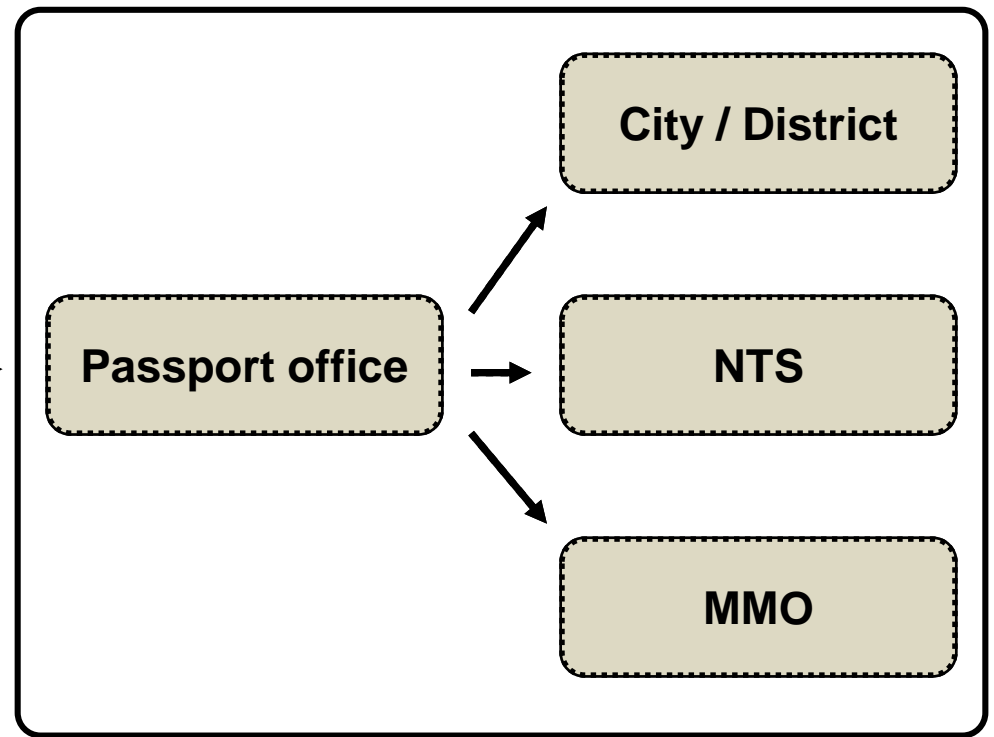
- Information on Citizenship (City/District)
- Information on Tax (NTS)
- Information on Military Service (Military Manpower Office)
- Application Form (Passport Office)

■ Information Sharing System

- Government appearing online as [one entity](#)
- Less trips to government offices
- Less documents for verification to submit



Four Stops



Integration/ Seamlessness



Cases for Service Innovation



G4C Services



Government Portal Site

Internet Access to government
at Home

Information Sharing System

Citizenship, Land, Vehicle, Businesses,
Taxes

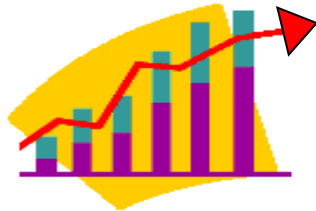
Implementing the Infrastructure

e-Authentication
e-Document, e-Payment

Improving the Legal Structure
for Electronic Services Delivery

Service Description

Service Initiated (Nov. 1. '02)



**Internet Services at Home
and
Information Sharing**

**Gov't Services
Information Map**



5,000 Services

On-line Application



**2,000 Gov't
Services with
Electronic
Authentication
System**

**Info. Sharing among
Agencies**



**Information on
Citizenship,
Property Registry,
Family Registry**

KONEPS(Korea ON-line E-Procurement System)



The graphic illustrates the KONEPS system as a central hub for procurement. A large computer monitor in the center displays the KONEPS website interface. Two groups of people, representing 'Public Organizations' on the left and 'Businesses (Suppliers)' on the right, are shown interacting with the system. Blue and orange lines radiate from the monitor to these groups, symbolizing connectivity. The background features a blue sky with white clouds and a city skyline. The text 'A Single Procurement Window' is prominently displayed above the monitor. Below the monitor, a banner states: 'Accessible to all bidding information, Possible to participate in all biddings with a One-time registration via KONEPS'.

A Single Procurement Window

Public Organizations

Businesses (Suppliers)

**Accessible to all bidding information,
Possible to participate in all biddings with a One-time registration via KONEPS**

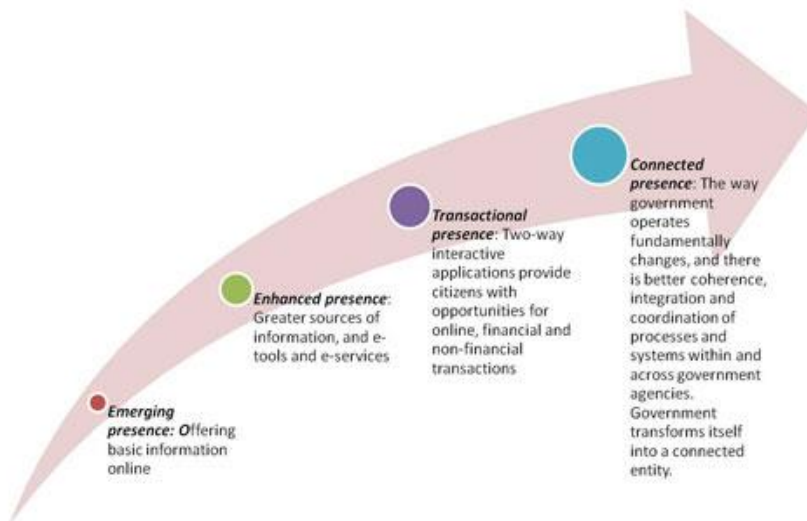


Service Description

- The entire process of procurement, such as supplier registration, bidding, contracting, inspection, payment and others, is undertaken electronically.
- KONEPS serves as the single window, through which bidding information of all public institutions is announced.
 - All private organizations can participate in bidding with one-time registration process through KONEPS.
- By connecting itself to more than 120 external systems of government institutions, KONEPS provides one-stop procurement services.
- KONEPS provides its mobile service, enabling bid submission via mobile phone.

Way Forward

Stages of e-government



Connected

- Government websites have changed the way governments communicate with their citizens.
- They are **proactive** in requesting information and opinions from the citizens using Web 2.0 and other interactive tools.
- E-services and e-solutions **cut across** the departments and ministries in a **seamless** manner.



Gov3.0 and Proactive Delivery of Service

(Income Tax Report Innovation proposed by Gov3.0 Committee)

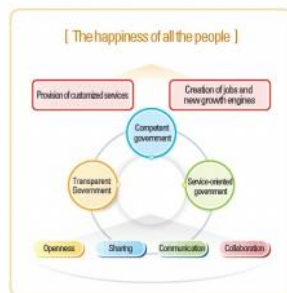
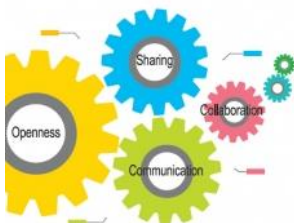
1. (Citizen) Income Tax Report Information from NTS & Self
2. (NTS) Review the Report



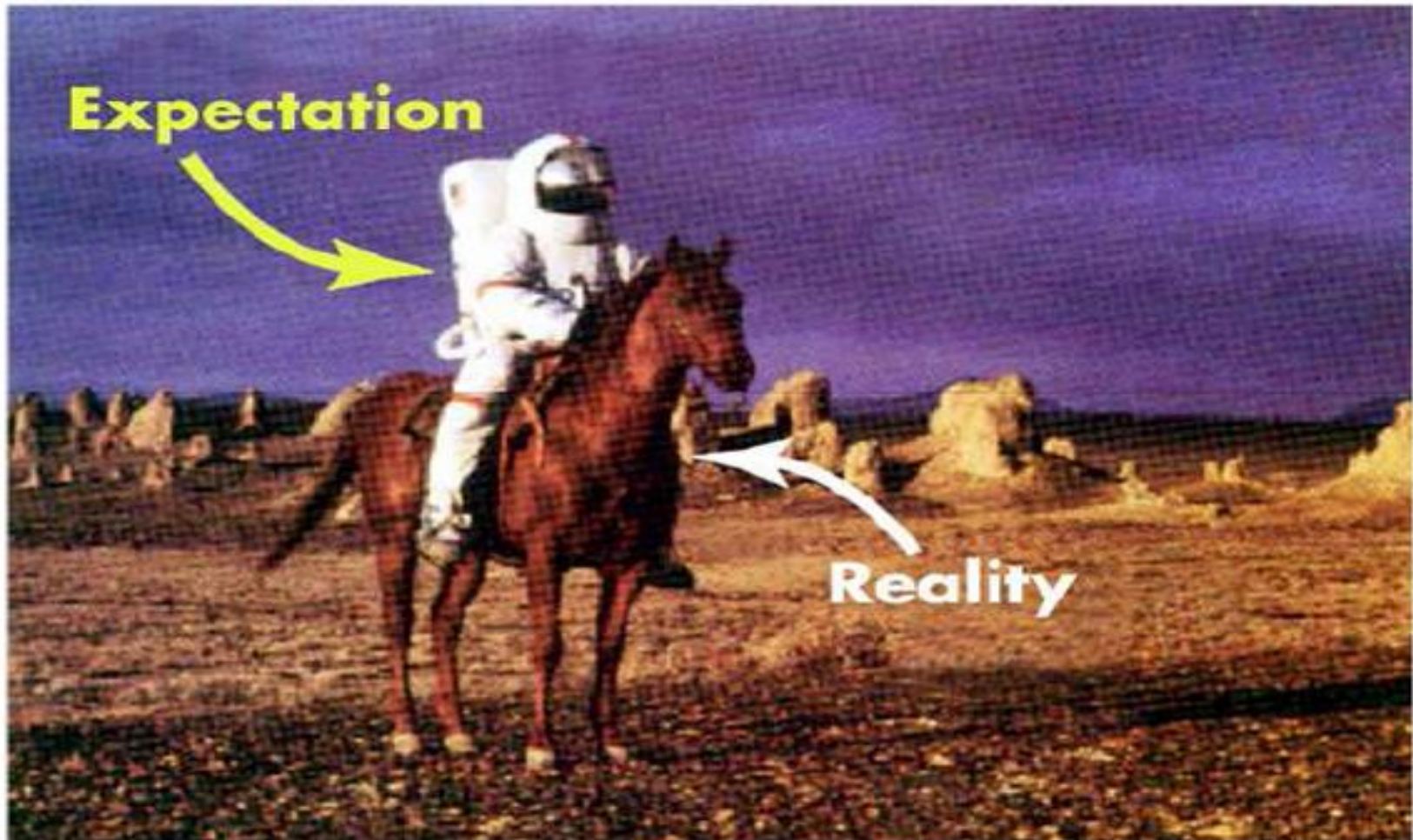
1. (NTS) Prepare Report with NTS Information
2. (Citizen) Review the Report and Yes or Add Information

What is Government 3.0?

Government 3.0 is a new paradigm for government operation. It aims to provide customized services for individual citizens and support for job creation and a creative economy by opening and sharing public information as well as removing the barriers in government.



To Avoid Waste



[Thank you]