

# Innovation of Public Service Delivery: Principle and Cases in Korea

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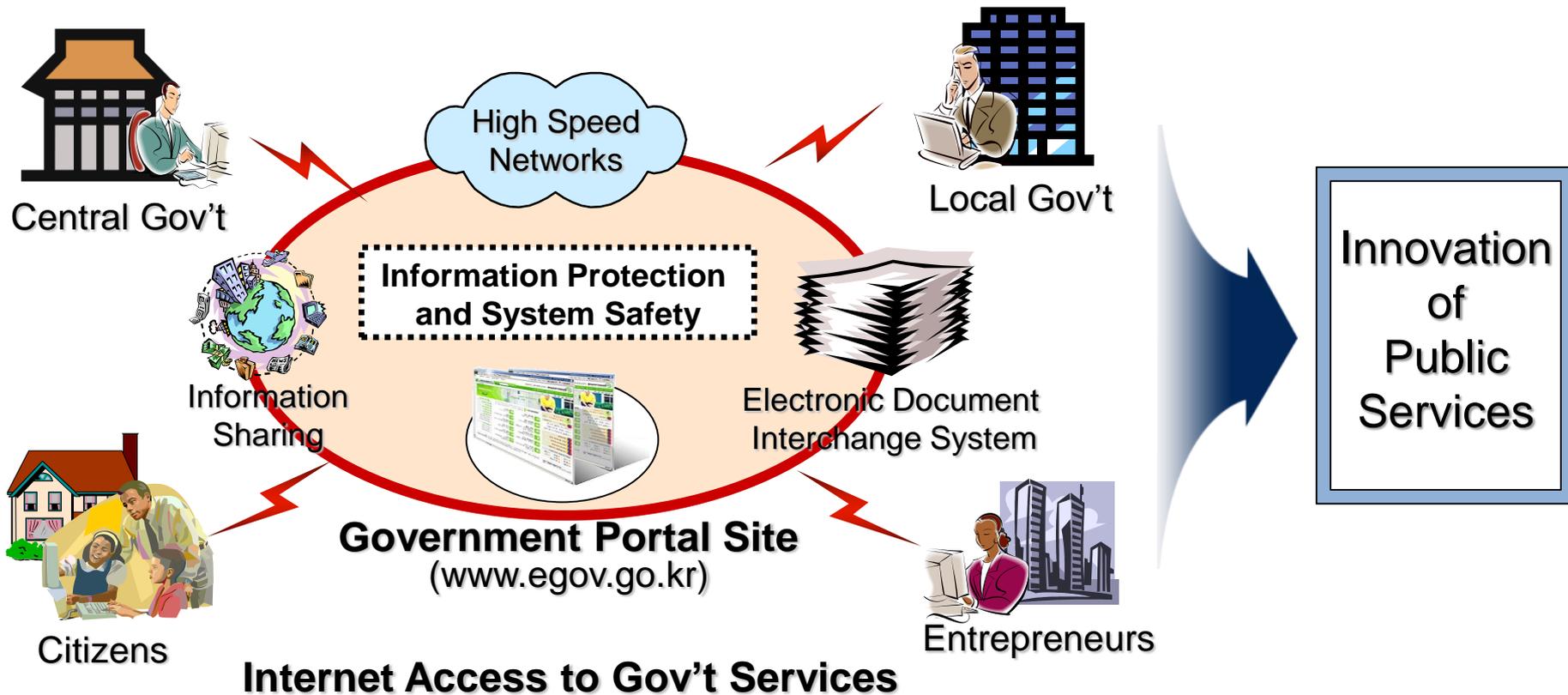
# Public Service Innovation begins with clear understanding of e-government

- 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

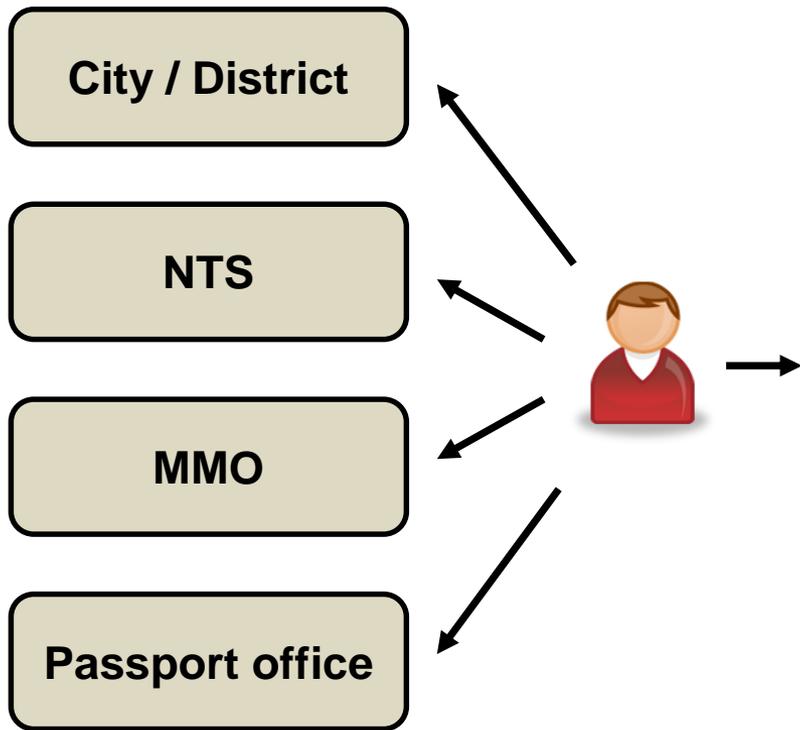
- Each service cut across a number of agencies

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

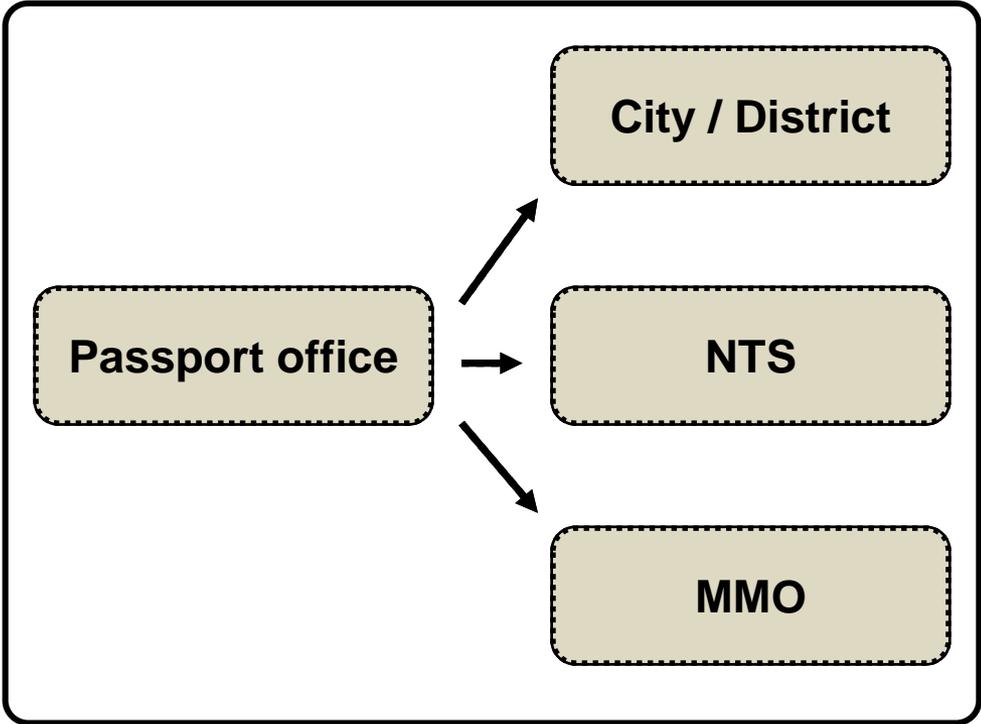
- Information on Citizenship (City/District)
- Information on Tax (NTS)
- Information on Military Service (Military Manpower Office)
- Application Form (Passport Office)

- 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

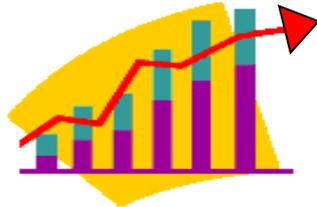
#### Implementing the Infrastructure

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)

**A Single Procurement Window**

**Public Organizations**

**Businesses (Suppliers)**

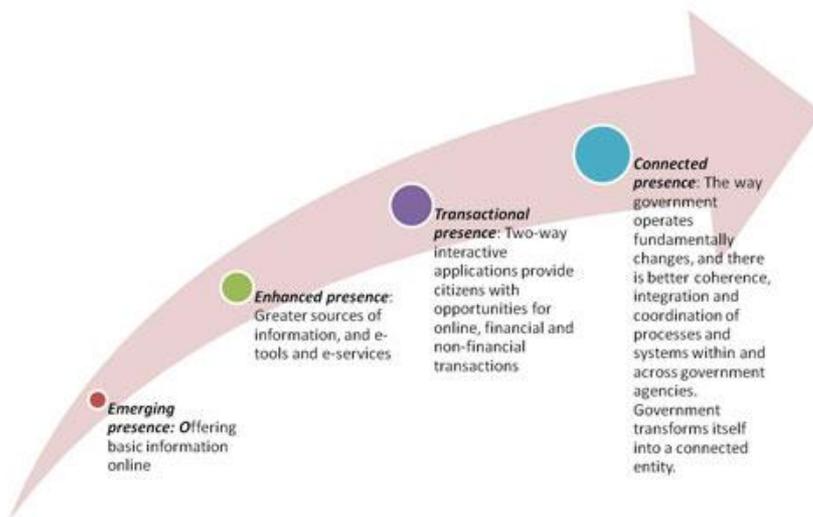
**Accessible to all bidding information,  
Possible to participate in all biddings with a One-time registration via KONEPS**

## 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

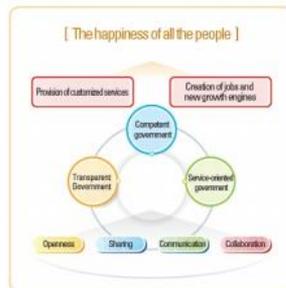
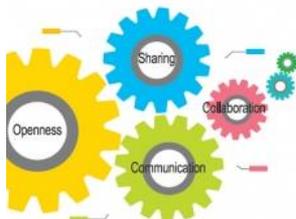
(Income Tax Report Innovation proposed by Gov3.0 Committee)

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

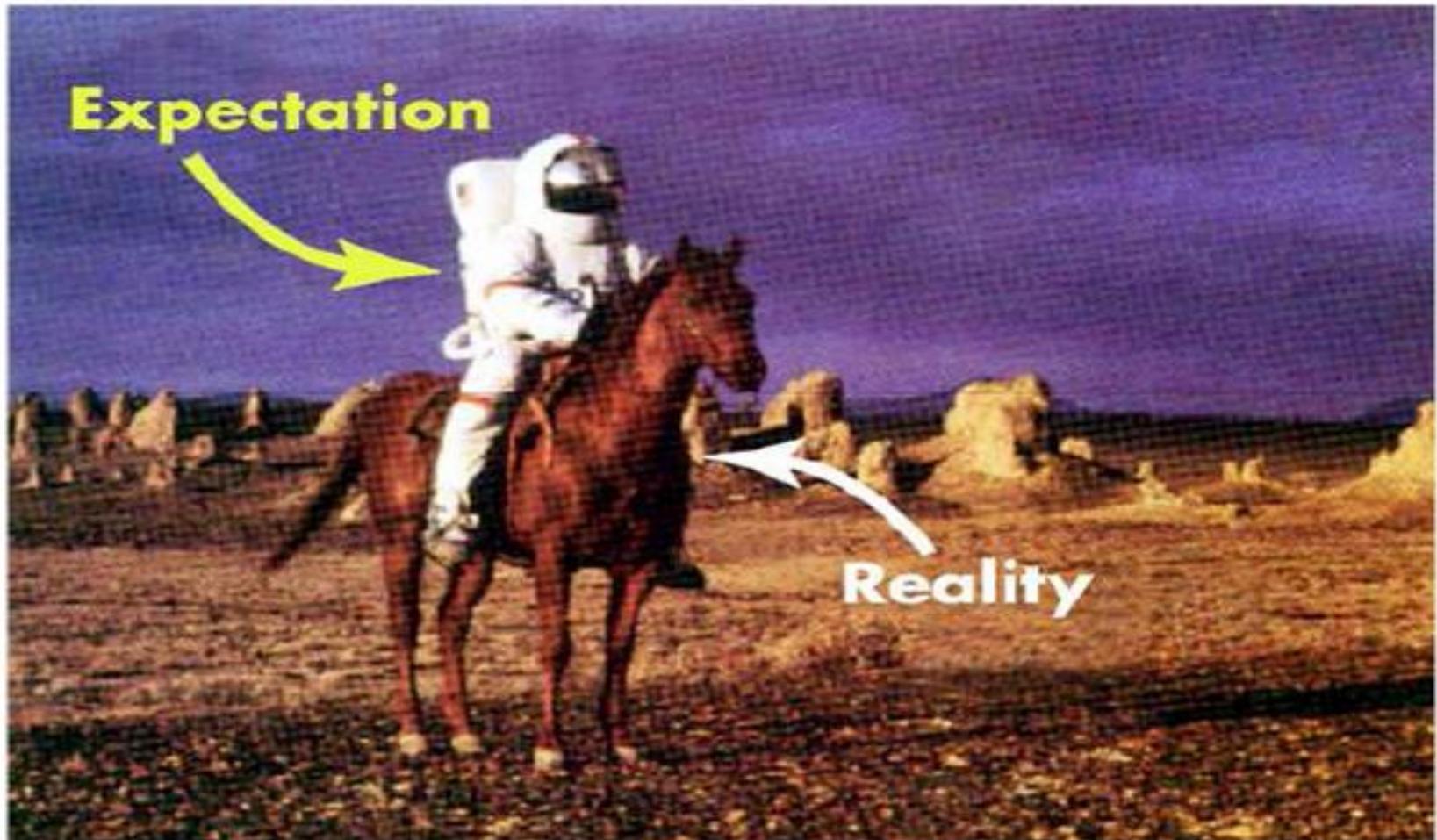
1. (NTS) Prepare Report with NTS Information
2. (Citizen) Review the Report and Yes or Add Information

## 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 ]**