

**2012 Global e-Government Forum: Smart E-Government for a Better Future  
18-19 October 2012, Lotte Hotel, Seoul, Republic of Korea**

**Aide Memoire**

**I. Background and Rationale**

Over the past decades, a variety of efforts have been tried to reform public sector, improve its efficiency, and eventually provide citizens with better services in a more efficient and effective manner. These efforts redefined the role of government from passive to more active service provider and its focus sharply tailored for meeting general public's needs by incorporating private sector techniques and adopting information and communication technologies (ICT) in policy implementations, and furthermore investing in human and institutional capacity building.

Particularly e-Government has been considered as one of the most important tool to increase overall public administration efficiency and transparency, since it contributes significantly to facilitating citizens' access to government services, enhancing their participation in democratic governance processes, and reducing space for corruption. Improving the delivery of public services through e-Government is also critical to achievements of internationally agreed development goals, including the Millennium Development Goals and the post-2015 agenda.

The Republic of Korea has become one of the main promoters of e-Government systems in the world. Since the 1970s, Korea has implemented a series of reforms on the path to e-government starting with the automatization of selected processes in the early 1970s to building of its own ICT infrastructure and streamlining administrative processes. Today, Korea has over 2,600 e-Government systems at the central government level. Large number of processes and systems have also been streamlined and revisited under the e-Government policy, saving time, costs and enhancing effectiveness and efficiency for both citizens and the administration. Being a pioneering nation in e-Government area, Korea's Ministry of Public Administration and Security (MOPAS) is hosting a global forum on e-Government, co-organized with the United Nations Project Office on Governance (UNPOG), a technical cooperation project under the Division for Public Administration and Development Management (DPADM) of the United Nations Department of Economic and Social Affairs (UNDESA).

UNDESA, through DPADM, builds the capacity of governments on formulating ICT applied development strategies, particularly in developing and least developed countries. It has organised a number of workshops on e-Government, providing e-Government practitioners with a platform to present, discuss, and exchange innovative ideas. For instance, UNPOG organized a conference on e-Government in Asia and the Pacific in Seoul, Korea in 2011, bringing together over 300 participants including high-level officials and e-Government experts from over 40 Asia-Pacific countries, academia, private sector, and civil society. This event was instrumental in discussing critical issues of public concerns, and mapping out strategies and tools for the future particularly based on e-Government.

Since 2003, UNDESA has also published the UN E-Government Survey to show recent e-

Government trends and developments of UN Member States. The Survey, from its first edition, has become a useful reference to guide development efforts at international, regional and local levels. The Republic of Korea has also become the world leader in e-Government as has been awarded the top rank in the Survey twice in a row, both 2010 and 2012. The country's rigorous and at the same time consistent investment in ICTs such as broadband, semiconductors and third generation/long-term evolution mobile technologies, has guaranteed its fast growth and development in the area of e-Government.

Furthermore, every year starting from 2003, UNDESA collects, shares, and disseminates innovative practices in public governance through the United Nations Public Service Awards (UNPSA), which is the most prestigious international recognition of excellence in public service. Korea again has shown its excellent leadership by receiving several awards especially by applying ICT to its public programmes. For example, <sup>1</sup>Korea E-Procurement System (KONEPS), <sup>2</sup>Korean Immigration Smart Service (KISS), and <sup>3</sup>Minwon 24 (Online Civil Services) were awarded from UNDESA, respectively in 2003, 2007, and 2011. These services now are being benchmarked by several countries, and Korean government has actively engaged in transferring know-hows and technologies to those in need.

With the world's recognition in Korea's achievements in e-Government and UNDESA's continuous efforts to contribute to improvements of public administration through e-Governance, the Ministry of Public Administration and Security (MOPAS) of Korea in cooperation with UNDESA is organizing the Global e-Government Forum to share the experiences accumulated and lessons learned, as well as to bridge digital divide between developed and developing countries. It also aims to provide with a venue to bring about strong and concerted efforts in creating e-Governance for people through showcasing policy measures.

MOPAS and UNPOG will co-organize the first Global Forum on e-Government in Korea, to be held from **18 to 19 October 2012**, titled "Smart e-Government for a Better Future". The term "smart e-Government" is not widely used or quoted either in academia or government because majority of countries are still in the initial developmental stage of e-Government with lack of infrastructure and human capital, depriving them of chances to be envisioned of beyond e-Government. However, some leading countries in e-Government have just started to discuss it and among those, Korean government is pioneering the area. Korea firstly started to use the term in its national Smart Government Implementation Plan (2011-2015) in 2010. According to the Plan, the definition is as follows.

*Smart e-Government is an advanced government that people can avail themselves of any governmental services anytime and anywhere through one-stop government or whole-of-government system using cutting edge ICTs such as mobile devices, eventually contributing to bridging the digital divide.*

The forum will focus on how the smart e-Government could be achieved by discussing e-

---

<sup>1</sup> **KONEPS** is a single window for public procurement which provides integrated bid information for businesses, thus it covers the entire procurement procedures through sub-systems: e-bidding, e-contracting, e-ordering from online shopping mall and e-payment.

<sup>2</sup> **KISS** is an automated immigration clearance system made available at the airport for reducing waiting time by using thoroughly electronic passports features.

<sup>3</sup> **Minwon 24** is a one-stop G2C (Government to Citizen) Civil Service Portal where people can request, read, and issue civil services and documents.

Government experiences and challenges of developing countries, components or characteristics of smart e-Government in the future society and roles of international organizations to expedite the realization of smart e-Government.

## **II. Objectives**

In particular, the forum aims to achieve the following objectives:

- To share experiences and best practices on building e-Government at the national, regional, and global levels;
- To introduce various features or characteristics of smart e-Government and introduce available means of reaching it;
- To enhance co-operation and develop inter-working mechanisms among e-Government stakeholders including policy makers, international and regional organizations, academia, and private sector;
- To strengthen North-South and South-South cooperation to enhance public sector capacity building;
- To showcase 2012 e-Government Survey and highlight global, regional or sub-regional and national trends of e-Government.

## **III. Expected Output**

- Increased knowledge of recent trends and challenges, best practices and tools of e-Government of UN Member States, which will be shared further through United Nations Public Administration Country Studies (UNPACS), UNDESA's new online knowledge-base platform
- Increased awareness of concrete solutions to complex e-Governance related challenges through peer-to-peer learning
- Enhanced opportunity for participants to recognise the role of smart e-Government in the future society and discuss ways of achieving it
- Established Global CIO Network to be utilised as a platform for sharing and exchanging experiences and practices after the forum
- Suggested Seoul Communique to be played as a guiding role to lead UN Member States to push forward with their e-Government policies and strategies after the forum.

## **IV. Forum Structure**

The forum will be a 2-day programme with the following proposed agenda.

Thursday, 18 October 2012

- Keynote speech
- Opening session
- Plenary session on best practices on e-Government

- Session 1
  - Track 1-1: e-Government Strategy and Best Practices I (Asia)
  - Track 2-1: The Role of e-Government in Change of Society and Technology
  - Track 3-1: Global E-Government Development Trends and Challenges
- Session 2
  - Track 1-2: e-Government Strategy and Best Practices II (Africa)
  - Track 2-2: IT Innovations and Smart e-Government
  - Track 3-2: International Strategies in e-Government for Developing Countries

#### Friday, 19 October 2012

- Session 3
  - Track 1-3: e-Government Strategy and Best Practices III (Central and South Americas)/e-Government Strategy and Best Practices IV (Korea and Europe)
  - Track 2-3: Safe e-Government Development Strategy
  - Track 3-3: Global Cooperation for Mutual Development
- High-level Round-Table Meetings
- Suggestion of Seoul Communiqué
- Closing session

MOPAS and UNDESA/UNPOG are co-chairs of all plenary sessions and first three working sessions. MOPAS is organizationally and substantively in charge of track 1 and track 2. UNDESA/UNPOG is a focal point for track 3. Each track has different topics, respectively “E-Government Best Practices and Development Strategies” in track 1 (government practices track), “The Role of e-Government in Change of Society and Technology” in track 2 (experiences of academia or private sector track) and “Global e-Government Cooperation” in track 3 (works of international organizations track).

## **V. Participants**

Approximately 300 participants are expected: Participants include government officials, scholars, experts from international organizations, private sectors and civil society organizations including 20 ministerial level delegation.

## **VI. Date and Venue**

Date: Thu, 18 to Fri, 19 October 2012  
Venue: Lotte Hotel in Seoul, Korea

## **VII. Language**

The forum will be conducted in English.

## **VIII. Co-Organizers**

Ministry of Public Administration and Security, Republic of Korea  
United Nations Project Office on Governance (UNDESA/DPADM/UNPOG)

## **IX. Contact Information**

### ***UNDESA (New York, USA)***

Mr. Vincenzo Aquaro  
Chief, e-Government Branch (eGB)  
DPADM/UNDESA  
Tel: +1-917-678-3349  
Fax: +1-212-963-0522  
Email: [aquaro@un.org](mailto:aquaro@un.org)

### ***UNPOG (Seoul, Republic of Korea)***

Mr. Alexei Tikhomirov  
Acting Head, UNPOG  
Tel: 82-2-717-4278  
Fax: 82-2-756-7577  
Email: [tikhomirov@un.org](mailto:tikhomirov@un.org)

Mr. Bong-up Cho  
Senior Policy Development Expert, UNPOG  
Tel: 82-2-2100-4271  
Fax: 82-2-756-7577  
Email: [chob@un.org](mailto:chob@un.org)

Ms. Hyun-Hae Jo  
Policy Development Expert, UNPOG  
Tel: 82-2-2100-4274  
Fax: 82-2-756-7577  
Email: [joh@un.org](mailto:joh@un.org)

Ms. Ji Hyung Yu  
Administrative Assistant, UNPOG  
Tel: 82-2-717-4277  
Fax: 82-2-756-7577  
Email: [yuj@un.org](mailto:yuj@un.org)

Mr. Chang Rok Yun  
Associate Capacity Development Expert, UNPOG  
Tel: 82-2-2100-4273  
Fax: 82-2-756-7577  
Email: [yunc@un.org](mailto:yunc@un.org)