The Whole-of-Government Approach to Government 3.0 in Korea

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Background

Challenges
- Increasing wicked problems under uncertain & dynamic environments
  * Climate change, disasters, epidemics, terrorism, aging population
- Government faces high expectations to meet, but its capacity is constrained

Previous Prescriptions
- New public management (NPM) principles
  * Disaggregation, competition, performance measurement, and incentivization
- e-Government regarded as a panacea or deus ex machina
  * To accumulate agency-centric silos producing much coordination costs

Beyond NPM and e-Government paradigm
- To re-design business processes with the whole-of-government view
- Less focus on electronic technology and more focus on government
What is Government 3.0?

- 2012 Presidential election promise

- **Definition**
  - Competent & transparent government providing a package of personalized services to citizens proactively
  - *Gov 1.0: one-way provision of services*
  - *Gov 2.0: limited two-way interaction*

- **Vision and Goals**
  - **Vision:** Trustworthy government that pursues the happiness of citizens
  - **Missions:** Open, share, communicate, and collaborate
Governance of Gov 3.0 Committee

- President
- Bimonthly meeting
- PM Committee (planning, monitoring)

Senior Secretaries

- MSIP (ICTs)
- MOSF (Budget, public institutions)
- MOI (execution, local government)
- Prime Minister Office (Performance Evaluation)
- MOE

Local public enterprises
City, country & district office
Community Offices
Village centers

NIA
KISA
KISDI

316 public institutions
Strategies of Gov 3.0

Direction of change

Open, citizen-centered

- Smart tech, hyper-connected networks (IoT, cloud, big data, mobile, social)
  - e-Government (PC-based information system)

Close, agency-centered

- Personalized package services at the whole-of-government
  - Agency-centric business process

- Collaborative governance (wisdom of crowds, shared economy)
  - NPM tools (outsourcing, incentivization, market testing)

Government 1.0, 2.0: Smoke stacked bureaucracy

Technology

Institutional arrangements

Government-society

Policy tools
**AS-IS and TO-BE**

**AS-IS (barriers)**
- MOHW
- MOIR
- MOEL

**Decision-making**
- Management
- Execution

**One-way provision of services**
- Street-level contacts with customers
- Hierarchical, competitive silos

**Proactive personalized interaction**
- Multiple channels with citizens
- Horizontal, collaborative matrix

**TO-BE (open platform)**
- Business
- Vulnerable group
- Small businesses

- Cloud
- MOSF
- MOLT
- Cloud
- Cloud

- Job seekers
Key Gov 3.0 Projects

- **Service-oriented government**
  - Personalized services to citizens

- **Competent government**
  - Sharing of administrative information and collaboration
  - Integrated national disaster management system
  - Government-wide cloud computing

- **Transparent government**
  - Open government-held data
  - Government-wide integration and linking of individual web portal
  - Transparent financial information system
Personalized package services

- A government in need is a government indeed
  - To provide a package of personalized services to citizens
    * To make sure every citizen benefits from policies and services that are not redundant
  - To serve as a one-stop shop for public services corresponding to major life events such as birth and death

- To improve the access to services through multiple channels
  - To provide multiple channels: e-government, kiosk, O2O, and in person
  - To build a network at a local level between community centers, post offices, local welfare centers, etc.

- More convenient services with less paperwork
  - To enable citizens to enjoy their benefits without much paperwork
    * AS-IS: Citizens fill out forms themselves to get the approval of the government.
    * TO-BE: Government fills out forms on behalf of citizens, who will confirm the forms later.
Year-end adjustment of income tax

Year-end Settlement Documents Filled Out by Government
- The National Tax Service prepares forms on behalf of taxpayers.
  * NTS fills out forms; taxpayers confirm and finish the process.
- Target customer: 16 million taxpayers
Information sharing and collaboration

Mandatory to deliver personalized public services
- To revise legal, institutional arrangements, and enhance information system
- To expand target institutions from central & local governments to public, financial, and educational institutions
- To increase target information (type and document)
Population census

○ WEF(2015)
  - To predict that the first government to replace its census with big-data sources will emerge in 2024

○ US Census Bureau(2020 census)
  - To use outside data sources, mobile devices for neighborhood enumerators, GPS and aerial imagery, and an online option for survey respondents, instead of field survey of the total population(GCN, Feb 19, 2016)

○ Statistics Korea (2015 population census)
  - Registration census: Field survey for only 20% sample
  - Shared information from 21 datasets of 11 ministries and agencies
  - Budget: 121 mil USD saved
Cloud computing

Act on the Development of Cloud computing & Protection of its Users (Sept. 2015)
- Promotion of cloud computing industry
- Innovation of government information resources management
- Establishment of secure and reliable utilization environment

Government cloud (G-cloud)
- Master and action plans
  * To introduce the rating system of credibility of IT resources
- Central government: ‘private cloud first’ (in-house)
  * G-cloud in National Computing & Information Service (NCIS)
- Public institutions: ‘public cloud first’ (outsourcing)
  * 40% of public institutions will adopt public cloud by 2018
Cloud computing

All data and information in cloud repository

Cloud-based real time collaboration

Service using BYODs any time, any place

Cloud based security and privacy protection

- Cloud repository
- Cloud-based security and privacy protection
- Cloud computing
- Cloud computing
- Cloud based security and privacy protection
Open Government data

Legal arrangements
- Passed the Act on Promotion of the Provision & Use of Public Data (2013)
- To promote start-ups and ventures using public data
- To enhance the capacity of evidence-based decision making through mashing up public and private datasets

Action plan of open government data
- Survey on public data with high value and high demand
- To prioritize 36 datasets to be open first by the end of 2016

Quality management
- Open Data Format
- Open API
OECD’s OUR Data Index

OUR Data Index 2014 (OECD, 2015)

- OUR: Open, Useful, Reusable Government Data
  * Open: data availability on the national portal;
  * Useful: data accessibility on the national portal; and
  * Reusable: government support to innovative re-use of public data
- Korea ranked first among OECD member countries.
  * Followed by France, the United Kingdom, Australia, Canada, Spain

Directions of Gov 3.0

Data

Information

Intelligence

wisdom

Prediction (foresight)

Explanation

Description (hindsight)

Do things right (management, e-government) (Gov 1.0, 2.0)

Do right things (whole-of-government, collaborative governance) (Gov 3.0)
Expected outcomes of Gov 3.0

- **Service innovation**
  - Personalized services to every citizen

- **Building problem-solving capacity of the government**
  - Information sharing and collaborative governance
  - Consolidated information resources through cloud computing
  - Evidence-based decision making through big data analysis

- **Enhancing trust in government**
  - Transparency of financial resources management
  - Open government data
Government 3.0
Global Conference
With EXPO

Nov.9-11.2016
BEXCO (Pusan, Korea)
Thank you!

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