**Open Government Partnership**

**Self-Assessment**

**November 2013**

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|  | **Ministry of Security and Public Administration** |

**Self-Assessment on ROK Action Plan on OGP**

1. **Introduction and Background**

The Korean government has been implementing Government 3.0, an initiative designed to promote communication with the public and among government entities, and provide people with customized services. The Government 3.0 aims to provide citizens with personalized services as opposed to government-oriented services (Government 1.0) and public-oriented services (Government 2.0). The Government 3.0 pursues transparent government, competent government, and service-oriented government based on opening, sharing, communication and collaboration with the public and among government entities.

To ensure transparent government, the Korean government will open public information related to people’s daily lives such as food, environment, and education; open information possessed by government agencies including transportation data to private sectors; and reflect people’s ideas and opinions in policies on governance.

For competent government, we will remove barriers within government agencies through flexible management of organization and personnel while build and operate information system that supports broad sharing of information and collaboration/communication among government entities.

To ensure service-oriented government, we will provide each citizen with customized services, improve the information poor’s access to civil services and interconnect ICT with public services.

All in all, the Korean government will continue to implement Government 3.0 to create a happy society for all.

1. **Process Summary**

The Korean government has established Basic Plan for Government 3.0 after discussion with the related institutions and consultation with experts. The Basic Plan was finalized at the Government 3.0 Vision Declaration Ceremony (June 19, 2013) attended by President Park, Geun-hye. The central government set additional plans for important initiatives such as opening and disclosure of information, digital collaboration and real-name policy system while each government agency set and implemented its own Government 3.0 initiatives.

The Government 3.0, in its nature, requires the participation of multiple stakeholders to establish and implement plans. For this reason, the Korean government organized “Government 3.0 Council” consisting of Ministers across the government to discuss and coordinate policy issues at hand and designated Government 3.0 Officers for each government agency to collect opinions and execute plans. We have developed more practical policies based on a wide range of ideas from both experts and general public by utilizing “Private Sector Advisors for Government 3.0,” “Policy Advisors,” and “Public Monitor Groups.” In addition to government websites, social networking sites such as Facebook, Twitter, and YouTube are widely used to interact with people to promote policies in real time and reflect people’s ideas in Government 3.0. The Korean government will further advance Government 3.0 by conducting public surveys and reflecting results in the policies.

For successful implementation of Government 3.0, it is imperative to ensure the participation of government agencies and general public. To this end, we share the values and initiatives of Government 3.0 with government entities through online/offline education and seminars while promoting Government 3.0 to the public through channels including newspaper, billboards, and TV so that general public has access to open data and customized services.

1. **Implementation of Action Plan**

Since “Government 3.0 Vision Declaration Ceremony on June 19, 2013, the Korean government has established and implemented detailed action plans, improved relevant laws and regulations and performed change management to truly execute Government 3.0. These efforts have laid the groundwork for Government 3.0.

1. **Transparent Government**
   1. **More Active Use of Public Information**

* The Korean government has amended “Act on Information Disclosure for Government Agencies (publicly announced on August 6, 2013 and executed on November 7, 2013)” to require government entities to disclose original government documents to the public even without requests from the public. The existing public documents prior to the amendment will be reclassified and whether to disclose to the public will be determined after deliberation. It is expected that 770 million cases of government data will be shared with the public by 2017.
* The Korean government has improved the search functions of Data Sharing Portal (open.go.kr) to make it easier for users to find the document they are looking for. Starting from March 2014, the original versions of documents produced by administrative agencies will be open to the public in real time.
* We have also expanded government information disclosed to the public targeting all government entities. The data sharing is particularly focused on information related to people’s daily lives such as data on food, environment, and education; information on large investment projects; and data required to supervise the administration.
  1. **Public Data Further Utilized by Private Sector**
* The Korean government has legislated “Act on the Provision and Use of Public Data (executed on October 31, 2013) and launched “Council for Public Data Strategy” to establish governance on the disclosure of public data throughout the government.
* Targeting all government entities, we strive to disclose more public data. Since the launch of Government 3.0, information closely related to people’s daily lives and data with implications on industries such as historical data and new street name data have been open to the public. Currently, 3,395 types of public data have been disclosed and a total of 9,470 types of data will be open to the public by 2017.
* The Korean government is providing statistics and tourism data via Public Data Portal (data.go.kr). At the moment, 35 types of data and 830,000 cases of still images and video clips are being provided to the public in real time through OpenAPI.
* To ensure private sector’s access to open data, “Support Center for Public Data Utilization” has been established while “National Data Forum” consisting of 300 experts from academia, business, civil societies, and public organizations have been organized to facilitate communication and collaboration between government entities and private sector.
  1. **Better Collaboration between Public and Private Sectors**
* With the Korean government promoting enthusiastic online debate on key national issues, more focused discussions are being held on such issues as the reduction of private education, elimination of unsafe foods, and fair competition between enterprises.
* Various proposals have been made through e-People (e-people.go.kr) from ordinary citizens, the underprivileged, and owners of small- and medium-sized enterprises.

1. **Competent Government**
   1. **Elimination of Barriers between Government Entities**

* The Korean government is dealing with national and social issues based on collaboration among government agencies by such measures as establishing “Chemical Control Center” jointly organized by Ministry of Environment, Minis5try of Employment, National Emergency Management Agency, Ministry of Industry, and local municipalities.
* The Korean government has also striven to expand personnel exchanges across government agencies, especially in positions that require mutual collaboration, and those who have experience of personnel exchanges will be preferred in promotional opportunities.
* The government eliminated physical examinations required when getting or renewing driver’s license by allowing Road Traffic Authority and National Health Insurance Service to share vision and hearing acuity data with each other (July 2013). Approximately, 3 million people benefit from this service or 16.1 billion Korean won is saved a year. Currently, 135 types of information are shared and 249 types of information are distributed across government agencies. In 2012 alone, 150,000 cases of information were jointly used and the kinds of information and government agencies required for sharing will continue to increase.
  1. **Improved Government Operation System for Better Collaboration/Communication**
* At the moment, 485 video conference rooms are operated throughout the government. Since August 2013, 30% of major meetings of government agencies have been held through video conferencing, and video conferencing facilities that connect the National Assembly and the Government Complex in Sejong have been built, maximizing the use of the facilities. A common video conferencing platform will be established to increase the compatibility of various systems.
* Furthermore, intranet email services are now available on a mobile device, and as part of a pilot project, six other services including e-Memo, bulletin boards, and employee directory are also offered on a mobile device. By early 2014, “Government Integrated Communication System” will be built to facilitate video conferencing through PC and allow collaborate projects between government agencies to be managed online.

1. **Service-oriented Government**
   1. **Integrated Provision of Personalized Services**

* The Korean government is planning to amend “E-Government Act” in order to lay the institutional foundation for the provision of personalized services, thus making it possible to manage and provide the list of public services and use personal information.
* In order to provide personalized services, the government has made “Public Service Map” for three categories: the disabled, mothers and newborn babies, and the elderly. More categories will be covered in the future.
* A total of 34 types of civil services closely related to people’s daily lives, such as a change of address and motor vehicle register, are now provided on a mobile device. Also, multiple civil services to deal with a life event such as a change of address or the death are provided as a “Civil Service Package” to help people handle them conveniently in one place.
  1. **Better Access to Civil Services for Information Poor**
* In September 2013, the Social Security Committee set out a strategic plan to deliver personalized welfare services, strengthening Community Centers’ role as a welfare hub. Necessary personnel will be secured through a reshuffle and special models tailored to municipalities will be run by combining some Community Centers or designating welfare service-only Community Centers.
* The Ministry of Security and Public Administration and Korea Post will sign a memorandum of understanding to deliver civil and welfare services through mailmen, launching pilot projects first and then expanding the service nationwide.
* Speech translation service has been provided for 37 civil affairs-related documents including building register, and in addition, remote sign language interpreting services are being expanded through Community Centers and Community Health Centers.
  1. **Customized Service Advanced by Cutting-edge ICT**
* The Korean government is building “Public Service Roadmap” through cutting-edge information technology, and will keep looking for new public services through a consultative body where stakeholders including individuals and businesses participate. In 2013, a total of 9 U-Government services, including management of steep slope hazard areas, have been developed to be operated as pilot projects from 2014.
* Public service mobile applications such as “Korea Information System of Criminal-justice Services (160,000 users),” “Smart Safe Return (120,000 users),” and “Safe Overseas Travel (150,000 users)” have taken root, and the government will keep looking for new public services closely related to people’s daily lives.

1. **Conclusion, Recommitment to OGP Participation, and Next Steps**

In order to make an open government true to its name, voluntary participation of government agencies and general public is critical. A strong incentive to induce voluntary participation would be to highlight best practices of an open government and promote them to the public. Also, change management should be carried out in a careful and systematic manner, so that the public sector can adapt to the new paradigm of an open government.

Successful implementation of Government 3.0 will eliminate barriers between government agencies and enhance collaboration and communication with civil societies, helping the Republic of Korea take the lead in making “Open and Innovative Government.” The Korean government may have a long way to go; however, its OGP participation will pave the way for further developing the open government initiative.