**Seoul’s Action Plan on Open Government Partnership 2016-2017**

**I. INTRODUCTION**

The Republic of Korea has undergone many unfortunate and painful times in modern and contemporary history such as Japanese colonialism, the Korean War and national division. Amidst the ruins, however, Korea has risen from the ashes and has accomplished rapid compressed growth over just a short 50-year period. Its success story is called "Miracle on the Han River." During that period, the Republic of Korea experienced rapid industrialization and came to join the ranks of economically advanced nations, thus becoming a model for other developing countries.

At the center of Korea’s achievement is the South Korean capital, Seoul that is inhabited by 20% (10 million) of the entire population of Korea and accounts for 25% of South Korean GDP. During the process of rapid urbanization, the Seoul Metropolitan Government(SMG) has successfully built advanced IT environments, excellent urban infrastructures and solid administrative systems in order to improve the quality of its citizens’ lives. By doing so, the government has provided civic services based on participation, communication and sharing with its citizens. However, as society has become more complex due to various environmental, cultural, political and economic factors, it has faced various urban problems that the government cannot solve on its own. To solve them effectively, the Seoul Metropolitan Government has found it necessary to transform itself into a civic-led administration body that reflects citizens’ opinions on policies, departing from the conventional government-led top-down policy. Since Mayor Park Won-soon took office in October 2011, the government has launched such effort in earnest.

Mayor Park Won-soon has an administrative philosophy, saying that "Citizens are the mayors." He has taken the lead in a "citizen-participatory platform" aimed at implementing all policies based on civic participation and cooperative governance. IT technology has served as an important means to implement this administrative philosophy. In particular, a high penetration of smart devices (over 90%) as well as rapid expansion of social media has made a great contribution to improving civic access to policies.

Due to the strength of such technological and social changes, citizens have asked to address their limited access to information and guarantee more civic participation. Accordingly, the Seoul Metropolitan Government has put more emphasis on an open administration, reflecting citizens' demands and meeting the needs of the times. It also coincides with the Open Government Partnership (OGP) values of more transparency, civic participation and anti-corruption.

The Seoul Metropolitan Government is determined to obtain an evaluation of itself according to international standards and receive necessary recommendations for improvement. To that end, it has set Seoul OGP Action Plan and plan to implement it. Then, the government is expected to raise its international status by taking steps forward to create a civic participatory open government.

**II. THE EFFORTS AND ACOMPLISHMENTS OF SEOUL**

The Seoul Metropolitan Government once carried out various policies setting an aim at creating a transparent administration, accountability and civic participation before joining the OGP. Due to the growing civic demand for disclosing a variety of administrative information, improving the quality of disclosed information and giving more access to it, the government has tried to meet such civic demands by legalizing necessary matters and applying advanced IT technologies.

**< Legalization Efforts for Open Government >**

First of all, the Seoul Metropolitan Government has secured its driving force by legalizing the matters required for more sharing, openness and integrity. It has laid the foundation for a transparent administration by specifying matters required for making public administrative information related to the Seoul Metropolitan Government and its affiliated organizations more open and available in August 2013, and has also enacted the "ordinance for administrative information disclosure in Seoul Metropolitan Government" with an aim at guaranteeing citizens' civic rights to know and implementing the open administration through communication and cooperation.

Furthermore, it has executed the "ordinance for activated offer and use of big data in Seoul Metropolitan government" for the purpose of making a contribution to the active use of big data and the opening and extension of public data by specifying the matters required for laying the framework for big data use and offering and using public data in March 2016.

The Seoul Metropolitan Government has made every effort to fight against corruption. In particular, it announced the "code of conduct for public officials in the Seoul Metropolitan Government (so-called Park Won-soon Act)" that can impose severe disciplinary actions on public servants who receive any money or valuables regardless of their monetary worth in October 2014. By doing so, the Seoul Metropolitan Government has reached a turning point that led to a more transparent administration.

**< Expanding Civic Participation>**

The Seoul Metropolitan Government has achieved cooperative governance that solves urban problems with citizens by laying a framework that encourages citizens to express their opinions and participate in public administration more actively. Seoul citizens have participated in public administration more actively than in any other city across the world, through various on/offline channels such as mVoting, Dasan Call Center, Seoul Smart Complaint Report and Ten Million People's Imagination Oasis. Citizens present the Seoul Metropolitan Government with as many as 25,000 submissions of opinions or suggestions a day through phone calls, social network, homepages, smart phones, etc. Additionally, the Seoul Metropolitan Government has made a database of 9 million submissions of opinions and suggestions a year through the online petition and suggestion integrating system (Eungdapso). It has analyzed the data, and the government now utilizes the data as a basic material for determining a policy direction and setting priorities. Thanks to its excellent ICT infrastructure, various civic participatory channels and an effective medium of exchange for reflecting civil opinions, Seoul has been recognized as the world’s best e-government city for seven consecutive years since 2003 (Rutgers SPAA 2016).

**< Application of Advanced IT Technology for Open Government >**

Considering that information disclosure is a basic condition for activating civic participation, the Seoul Metropolitan Government has made its administrative information as transparent and public as possible and has utilized advanced IT technology.

The Seoul Metropolitan Government has disclosed and shared all its information through an information disclosure platform called "Information Communication Plaza (http://opengov.seoul.go.kr)." Since its service was launched in October 2013, the government has made public all its administrative information such as official approval documents, financial information, statistical information and conference information excluding some confidential ones as required by law. As of October 2016, everyone can have an access to 10.8 million cases of administrative information produced by the Seoul Metropolitan Government, 17 investment and funding institutions and 25 local governments. The Information Communication Plaza has been called the "icon of transparent administration of Seoul."

Furthermore, the Seoul Metropolitan Government has supported private sectors in developing new services that citizens want by disclosing 4,500 highly usable public data sets in the form of excel, chart, API and graph through the "Seoul Open Data Plaza (http://data.seoul.go.kr)" since 2012. For example, a "bus/subway real-time arrival application" has been developed and released by a private sector company through the use of public transportation data. Additionally, various applications and visualized contents such as air pollution information, parking lot information and Seoul tourist information have been developed by the private sector, thus contributing to solving urban problems and promoting a digital economy.

Also, the Seoul Metropolitan Government has managed various big data for city management through 490 administrative systems including transportation, safety and welfare. It has integrated and analyzed its own data and civic and private enterprise data in order to set rational, evidence-based policies. For example, the Seoul Metropolitan Government planned out late-night (owl) bus routes by collecting and analyzing 3 billion call data in cooperation with telecommunication companies in 2013, and built speed bumps and no jaywalking facilities as well by analyzing 140 billion traffic data.

In July 2016, the Seoul Metropolitan Government has taken a step further to open "Big Data Campus" and create a data-based social innovation system so that every citizen can integrate and analyze the big data owned by the Seoul Metropolitan Government and the civil society, and has made more efforts to develop a new platform to solve urban problems in cooperation with private, public, industrial and academic circles.

**< Suggestions and Directions >**

As a result of making unsparing efforts to create an open government, Seoul citizens have become more active in participating in policy-making processes. However, there is also a need not only for expanding information disclosure quantitatively, but also for improving the quality of information disclosure, so that citizens can have easier access to information they need. Now it is time to take a step further into expanding civic participation and building a platform-based government in which citizens can solve urban problems on their own. When it comes to the Seoul OGP Action Plan, by the Seoul Metropolitan Government has put more focus on improving the quality of information disclosure and implementing a platform-based government. Seoul Metropolitan Government will continue to make efforts to create a more transparent and open government, and make great contributions to co-prosperity of human beings by exchanging and complementing Seoul’s open government experiences with the experiences of 70 OGP countries and other 14 local governments.

The Seoul Metropolitan Government tried to provide its citizens many opportunities to voice their opinions in the process of making OGP Action Plan by providing them various channels to do so. However, contrary to its expectation, a small number of opinions were received which might indicate that citizens don’t fully trust that their opinions are being properly reflected into policy making. Through participating in the OGP Pilot Program, the Seoul Metropolitan Government hopes to learn from other governments about how to engage more citizens to make open government.

**III. DEVELOPMENT OF THE SEOUL ACTION PLAN**

**< Joining of Seoul >**

The Mayor of Seoul has implemented policies based on ‘citizen centered innovation’, ‘cooperative governance’ and ‘communication’ and it is in concert with OGP’s values. In order for Seoul to be a more transparent and open government, the Mayor of Seoul and his staff reflected on the values of OGP and eventually applied for the OGP Subnational Program. In April, 2016, Seoul officially became a pilot member of the OGP Subnational Program.

**< Preparation of Seoul OGP Action Plan>**

After joining OGP, the Seoul Metropolitan Government prepared a baseline plan and policy directions to better understand OGP’s Subnational Pilot Program and establish rules about designing and implementing the OGP Action Plan. The Seoul OGP directions are as following.

• Build and execute the Action Plan alongside civil society and make all processes transparent.

• Disclose the process of building and implementing the Seoul OGP Action Plan using the OGP website (ogp.seoul.go.kr).

• Organize and operate a consultative body that civil society can participate in.

• Reflect the policy on the environment to establish comprehensive and feasible Seoul OGP Action Plan.

• Share successful examples of Seoul open government with the international community and serve as a mentor for the next Subnational Pilot Program.

**< Opening Seoul’s plan for OGP participation and selecting OGP commitments>**

Through media, the Seoul Metropolitan Government informed its citizens of its interests in joining the OGP and its plan to design a Seoul OGP Action Plan alongside its citizens. The Seoul Metropolitan Government asked the citizens to suggest any potential OGP commitments for Seoul and opened the Seoul OGP website (<http://ogp.seoul.go.kr>) on August 25, 2016. Through the website, the Seoul Metropolitan Government transparently opened its plans, OGP schedules and minutes for OGP Action Plan development. In addition, potential OGP commitments from departments of the Seoul Metropolitan Government and civil have been gathered through city websites and media press release. As of September 5, 2016, a total of 8 suggestions for Seoul’s OGP commitment have been made.

On September 21, 2016, a presentation was made and after considering suggestions from participants, a final list of 4 commitments have been decided upon through participant voting. The final commitments are as follows: *① To analyze data to resolve urban problems in Seoul through cooperative governance with civil society ② Strengthen the accountability of the Seoul Metropolitan Government by sharing public information with its citizens in a timely and swift manner ③ Promote crowdsourcing map-making by facilitating the environment for citizens to make their own urban-life maps. ④ To provide more transparent meeting information and access to minutes.*

**< Organizing and operating a consultative body and preparing the final Action Plan >**

The Seoul Metropolitan Government has organized a consultative council to prepare a concrete action plan for each commitment. Voluntary participants comprised of presentation participants and people from civil society organizations formed a consultative council. The Council is made up of a total of 19 participants centered around the CIO of Seoul; consisting of city officials and citizen civil organization members. The council members could be added or changed in the process of preparing the Seoul OGP Action Plan.

The 1st Council meeting was organized as an offline gathering. The Seoul city officials made presentations about each commitment and council members formed smaller groups (around 2 members from 2 civil society organizations per commitment).

Each smaller group has actively arranged online and offline meetings to prepare specific action plan for each commitment, and a draft OGP action plan was produced. The draft was reviewed at the 2nd Seoul OGP Council meeting, and was opened to related departments of the Seoul Metropolitan Government and citizens to receive opinions, and after incorporating opinions from related departments and citizens, the Seoul OGP Action Plan was finalized.

In addition, the participants of the 2nd Seoul OGP Council meeting agreed that it is necessary to establish the basic governance principles that encompass the values of OGP in order to spread these values throughout the administration, and to build a participant governance model that facilitates the participation of every department of the Seoul Metropolitan Government. The Seoul OGP Council will continue long term research and discussion to achieve this goal.

Every step of the OGP Action Plan execution will continue to be transparent, and the reflections of the Seoul Metropolitan Government regarding the citizens’ opinions on implementing the OGP Action Plan will also be shared with the Seoul OGP Council.

**Ⅳ. OGP COMMITMENTS**

**< Outline for the commitments >**

○ The Seoul Metropolitan Government has four OGP commitments which aim to expand citizen participation and implement an open government. The major content is as follows.

**① Analyze data to resolve urban problems in Seoul through cooperative governance**

**with civil society.**

- The Seoul Metropolitan Government collates and analyzes big data which is collected from both the public and civil society to resolve the urban problems in Seoul together with citizens, thus ultimately creating a data-driven social innovation system.

**② Strengthen the accountability of the Seoul Metropolitan Government by sharing**

**public information with its citizens in a timely and swift manner.**

- The Seoul Metropolitan Government aggregates administrative data that is fragmentarily scattered across departments, and then it structuralizes and visualizes the data to help its citizens to understand the work of the Seoul Metropolitan Government better, thus increasing its transparency and accountability.

**③ Promote crowdsourced map-making by facilitating the environment for citizens**

**to make their own urban-life maps.**

- The Seoul Metropolitan Government provides the map-making system which allows citizens to create their own maps containing useful information about daily lives based on crowdsourcing.

**④ Provide more transparent meeting information and minutes.**

- Increase the accessibility of meeting information and the corresponding minutes of the Seoul Metropolitan Government and its related sub-committees by systematically re-organizing the meeting information disclosure service.

**【Commitment ①】 Analyze data to resolve urban problems in Seoul through cooperative governance with civil society**

**○ Outline**

The Seoul Metropolitan Government analyzes real-life related data collected from both public and civil society to resolves various urban problems related with transportation, environment, welfare and safety together with CSOs and experts. Seoul ultimately aims to establish a data-driven social innovation ecosystem by leveraging collective intelligence of its citizens.

**○ Main objective**

Identify the urban problems in Seoul and analyze the related real-life data which can lead to the solutions with CSOs and experts thus contributing to creating a data-driven social innovation ecosystem.

**○ Status quo**

- The Seoul Metropolitan Government opened Big Data Campus, a physical space where anyone can analyze the real-life big data generated by the public sector and civil society. The Seoul Metropolitan Government strives to create a data-based social innovation ecosystem with its citizens.

*\* Opening of the 1st Big Data Campus within the S-PLEX Center in Mapo district, Seoul in July 2016*

*\* Expected opening of the 2nd Big Data Campus at Gaepo Digital Innovation Park, Seoul in December, 2016*

- Information inequality between the Seoul Metropolitan Government and its citizens needed to be solved.

*\* Civil society, research labs and individuals have little access to the real-life data which is required to resolve urban problems.*

- The collective intelligence of the citizens is necessary to resolve a variety of social problems.

*\* The participation of the various actors of society is necessary to understand and identify implicit and complex causes behind a social phenomenon.*

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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Commitment** | | | | | | | **1. Analyze data to resolve urban problems in Seoul through cooperative governance**  **with civil society** | | | | | | | **Name and contact information of responsible department/team** | | Youngchang CHO, Data & Statistics Division  (Tel.02-2133-4293, e-mail. yccho@seoul.go.kr) | | | | | **Other involved actors** | **Government** | All departments within the Seoul Metropolitan Government | | | | | **Civil Society, Private Sector** | Korean Progressive Network Jinbonet, Green Transportation, Dotface, CodeNamu | | | | | **Status quo or problem/issue to be addressed** | | ○ There was a need for wider access to real-life data so multiple stakeholders including academia, non-political organization, public sector and private sector can each contribute to analysing and resolving urban problems based on data.  ○ Information inequality between the Seoul Metropolitan Government and its citizens needed to be resolved.  ○ There are many implicit and complex causes for various urban problems of Seoul and the collective intelligence of the citizens is crucial to resolve them. | | | | | **Main Objective** | | ○ Identify the urban problems in Seoul and analyse the related data which can lead to solutions with multiple stakeholders and contribute to creating a data-driven social innovation ecosystem. | | | | | **Brief Description of Commitment** | | ○ Together with CSOs and experts, identify urban problems in Seoul and analyse the related data to resolve them through cooperation.  ○ Design the system in which the data generated from the daily lives of the citizens can be safely stored without a breach of privacy.  ○ Try to apply the insight which is driven from the data analysis results into policy-making.  ○ Open the results of the data analysis to citizens in order to raise the level of citizen engagement in policy making. | | | | | **Please describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability** | | [ ]Transparency [ ]Accountability [○]Citizen Participation [○]Technology & Innovation  ○ Citizen Participation: The Seoul Metropolitan Government collates real-life data with citizens based on crowdsourcing so the results of the analysis can be used in making effective policies based on evidence and validity.  ○ Technology & Innovation: Collection, sharing and analysis of data based on cloud technology are required for cooperation with citizens. | | | | | **Verifiable and measurable milestones to fulfil the commitment** | | | **New or ongoing commitment** | **Start Date:** | **End Date:** | | 1. Select and agree on the urban problems to analyze based on data and design data protection system with CSOs.  - Agree on the urban problems to analyze by utilizing data with CSOs.  - Together with CSOs, design data protection policies.  - Based on the agreed data policies, realize the  system which facilitates collection, storing and  analysis of data. | | | New | Jan. 2017  - Jan. 2017  - Feb. 2017  -Mar. 2017 | Sep. 2017  - June 2017  - July 2017  - Sep. 2017 | | 2. Analyse the data with CSOs and experts and disclose the results of the data analysis to citizens.  - Analyse the data with CSOs and experts.  - Open the results of the data analysis to citizens and try to apply the insight gained from data analysis in policy making. | | | New | March 2017  - Mar. 2017  - June 2017 | Dec. 2017  - Dec. 2017  - Dec. 2017 | |

【Commitment②】 **Strengthen the accountability of the Seoul Metropolitan Government by sharing public information with its citizens in a timely and swift manner.**

**○ Outline**

- In order to help citizens comprehend the overall work of the Seoul Metropolitan Government, it structuralizes and visualizes the data which is fragmentarily scattered across departments, thus increasing its transparency and accountability.

**○ Main Objective**

- The Seoul Metropolitan Government (SMG) aggregates administrative data that is fragmentarily scattered across departments, and then it structuralizes and visualizes the data to help its citizens to understand the work of the Seoul Metropolitan Government better. By providing its citizens the same data which the Mayor of Seoul sees to comprehend the overall work of Seoul, the Seoul Metropolitan Government gets better and more accurate feedback from its citizens and increases its transparency and accountability.

**○ Status quo**

- Public information which includes main policy indexes and progress on city projects is provided to citizens partially and separately, making it difficult to understand it in a comprehensive and holistic way.

- Policy progress information is open to citizens through various white papers and city websites, but finding proper information which citizens need is difficult, thus the need for organizing and visualizing data has emerged.

- Currently, the form of citizen participation is mostly limited to making civil complaints and suggestions. In order to encourage the citizens to more actively participate in policy-making based on public information, the Seoul Metropolitan Government needs to provide structuralized and seamless public information to its citizens.

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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Commitment** | | | | | | | **2. Strengthen the accountability of the Seoul Metropolitan Government by sharing public information with its citizens in a timely and swift manner.** | | | | | | | **Name and contact information of responsible department/team** | | Younghyun CHO, Data & Statistics Division  (Tel.02-2133-4274, e-mail.schpeltor@seoul.go.kr) | | | | | **Other involved actors** | **Government** | All departments within the Seoul Metropolitan Government | | | | | **Civil Society, Private Sector** | Open Net, INDILAB and C.O.D.E | | | | | **Status quo or problem/issue to be addressed** | | ○ Public information which includes main policy indexes and progress on city projects is provided to citizens partially and separately, making it difficult to see from a comprehensive and diverse perspective.  ○ Policy progress information is open to citizens through various white papers and city websites, but finding proper information which citizens need is difficult, thus the need for organizing and visualizing data has emerged.  ○ Currently, the form of citizen participation is mostly limited to making civil complaints and suggestions. In order to encourage the citizens to more actively participate in policy-making based on public information, the Seoul Metropolitan Government needs to provide structuralized, seamless and accessible public information to its citizens. | | | | | **Main Objective** | | ○ The Seoul Metropolitan Government aggregates administrative data that is fragmentarily scattered across departments, and then it structuralizes and visualizes the data to help its citizens to understand the work of the Seoul Metropolitan Government better, thus increasing its transparency and accountability. | | | | | **Brief Description of Commitment** | | ○ Agree on what types of data set to open with CSOs and ways of communicating with them.  - Consult with CSOs about open data sets, items, update frequency and agree on ways of communicating with them for further improvement.  ○ Agree on data visualization types and channels to provide the seamless and visualized data to citizens.  - Decide whether selected data will be visualized as chart, map, figure or infographic, and find consensus on how they will be opened and which channel they will be opened through.  ○ Visualizing data and open it to citizens.  - Develop content in the form of agreed visualization formats and open them to citizens through agreed channel. | | | | | **Please describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability** | | [[○]Transparency [○]Accountability [ ]Citizen Participation [○]Technology & Innovation  ○ Structuralize and visualize the data which is necessary to understand the work of the Seoul Metropolitan Government and provide the data through a dashboard.  ○ Increase the transparency and accountability of the Seoul  Metropolitan Government by making a citizen feedback system. | | | | | **Verifiable and measurable milestones to fulfil the commitment** | | | **New or ongoing commitment** | **Start Date:** | **End Date:** | | 1. Agree on what types of data set to open with CSOs and ways of communicating with them. | | | New | Mar. 2017 | April 2017 | | 2. Agree on data visualization types and channels to provide the visualized and seamless data to citizens. | | | New | May2017 | July 2017 | | 3. Visualizing data and opening it to citizens. | | | New | Aug. 2017 | Dec. 2017 | |

**【Commitment③】 Promote crowdsourcing map-making by facilitating the environment for citizens to make their own urban-life maps.**

**○ Outline**

- The Seoul Metropolitan Government provides the map-making system which allows citizens to create their own maps containing useful information about daily lives based on crowdsourcing.

**○ Main Objective**

- Citizens make and share crowdsourcing-based maps which contain safety and living information about their community with other citizens, thus raising awareness of their community and encouraging the participation of others on crowdsourced map-making.

• Maps which show the safety related information and accident-prone areas of Seoul are generated in collaboration with other citizens based on crowdsourcing.

• Maps which contain information about food streets, hang out places and the sites with interesting history are made and shared with each other.

• In order to facilitate the collaboration between and in concert with citizens, the Seoul Metropolitan Government needs to provide an environment which enables map-making based on crowdsourcing.

**○ Status quo**

- Generally, maps have been produced by public organizations for public services with a top-down approach. Thus, a need for web and mobile maps with useful geospatial information which satisfy the citizens’ needs has emerged.

• The Seoul Metropolitan Government has produced and provided around 90 maps to its citizens on its own, but there have been only two maps that were made by citizen participation

• There haven’t been enough maps which contain useful information about the community.

• More accurate and specific maps that show necessary information and status about the

neighborhoods were needed.

- It is not easy for citizens to make and share their own maps with others due to financial and technological difficulties.

• Citizens need a map-making system using digital technology which helps them produce maps more easily at a low cost.

• The environment that enables citizens to produce crowdsourced maps which contain useful information about their community was required for collaboration between citizens.

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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Commitment** | | | | | | | **3. Promote crowdsourcing map-making by facilitating the environment for citizens to make their own urban-life maps.** | | | | | | | **Name and contact information of responsible department/team** | | Mr. Yongik Lee, Geospatial information Division  (Tel.+82-2-2133-2845e-mail. leekey78@seoul.go.kr) | | | | | **Other involved actors** | **Government** | All departments within the Seoul Metropolitan Government | | | | | **Civil Society, Private Sector** | Seongbuk sinna, Ewha Womans University and Team Mondrian | | | | | **Status quo or problem/issue to be addressed** | | ○ The Seoul Metropolitan Government has lacked map services which satisfy the citizens’ needs due to its top-down approach of map-making.  ○ It is not easy for citizens to make and share their own maps with others due to financial and technological difficulties. | | | | | **Main Objective** | | ○ Citizens make and share crowdsourced maps which contain safety and living information about their community with other citizens, thus raising awareness of their community and encouraging the participation of others on crowdsourced map-making.  - Maps which show the safety related information are made in collaboration with other citizens based on crowdsourcing.  - Maps which contain useful information about the community are made and shared with each other.  - In order to facilitate the collaboration between and with citizens, the Seoul Metropolitan Government needs to provide an environment which enables map-making based on crowdsourcing. | | | | | **Brief Description of Commitment** | | ○ The Seoul Metropolitan Government(SMG) and its citizens prepare a process to make maps that contain necessary information about urban life together.  - The process of discovering sites with stories or significance and producing maps based on citizens’ knowledge.  - The process of involving citizens in making security maps for their neighbourhood and cooperating with the related districts.  ○ The SMG improves the Geospatial Information Platform to make it easier for use among its citizens.  - The SMG reflects citizens’ opinions to improve the functions of the platform from its planning stage.  ○ The SMG and its citizens realize useful urban life map services based on citizen participation. | | | | | **Please describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability.** | | [ ]Transparency [ ]Accountability [○]Citizen Participation [○]Technology & Innovation  ○ The citizens who know their neighborhoods can participate in map-making and share their product with others. It will encourage the participation of more people in map-making enriching the contents of the maps. The maps will provide Seoul and the districts clues to resolve urban problems in Seoul.  ○ Maps are used as a tool to gather useful geospatial information across Seoul by Seoul citizens and their maps are shared with everyone. | | | | | **Verifiable and measurable milestones to fulfil the commitment** | | | **New or ongoing commitment** | **Start Date:** | **End Date:** | | 1. Make a guideline for designing the urban life maps  - Production and dissemination of educational and training materials  - Setting up a process to select topics and themes for producing crowdsourcing maps. | | | Ongoing | Nov. 2016  -Nov. 2016  -Jan. 2017 | April 2017  - Feb. 2017  - April 2017 | | 2. Improve the functions of the map-making system  - Announcing plans for maintenance and getting feedback from citizens  - Renewing the platform | | | New | Jan. 2017  -Jan. 2017  - April 2017 | Oct. 2017  - Mar. 2017  - Oct. 2017 | | 3. Promote the production and use of crowdsourcing maps | | | New | April 2017 | Dec. 2017 | |

【Commitment ④】 **Provide more transparent meeting information and minutes.**

○ Outline

- Increase the accessibility of meeting information and the corresponding minutes of the Seoul Metropolitan Government and its related sub-committees by systematically re-organizing the meeting information disclosure service.

○ Main Objective

- Increase the availability and accessibility of meeting information which contains policy-related discussions to strengthen citizens’ right-to-know and transparency and accountability of the Seoul Metropolitan Government.

- Increase citizens’ interest, participation and roles in city governance by opening policy making processes.

○ Status quo

- Meeting information including the introduction of committees, members of the committees, minutes and related approval documents is already being displayed on a website called “The Seoul Information Communication Plaza”. However, it is difficult for citizens to access that information without prior knowledge about the website because of poor menu accessibility and low performance of search function.

• Currently, the meeting information is being displayed under the sub-menu of the Approved Document thus limiting the user accessibility. The search functions are also limited making it hard for the citizens to access the meeting information they require.

- Under the current system, the introduction of undisclosed meeting information is limited, so the explanations about why the information is undisclosed and a guide for request of information disclosure are required to guarantee the citizens’ right-to-know.

- Most meeting agendas deal with pending issues in decision making that the departments and committees often take a passives position when it comes to disclosing meeting information due to administrative risks. For this reason, a fair amount of information has not been disclosed.

• Minimizing the rate of non-disclosure meeting information by improving Seoul city officials’ awareness on the importance of open public documents.

- The disclosure method for Seoul sub-committees meeting information is included as part of the Seoul Information Disclosure Work Manual and is being managed accordingly. However, each department uses different disclosure criteria and methods that there should be a standardized meeting disclosure procedure guideline.

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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Commitment** | | | | | | | **4. Provide more transparent meeting information and minutes.** | | | | | | | **Name and contact**  **information of responsible department/team** | | Heemin Moon, Information Policy Division  (Tel.02-2133-5697, e-mail.heemin00@seoul.go.kr) | | | | | **Other**  **involved actors** | **Government** | All departments within the Seoul Metropolitan Government | | | | | **Civil Society, Private Sector** | The Center for Freedom of Information and Transparent Society,  Center for Civic Awareness & Policy Making and Citizens' Action Network | | | | | **Status quo or problem/**  **issue to be addressed** | | ○ Currently, it is difficult for citizens to use the meeting information disclosure service without prior knowledge.  ○ Each department which manages committees has a different disclosure standard and method. | | | | | **Main Objective** | | ○ Increase the availability of information about committee meetings in which Seoul’s policies are discussed to improve citizens’ right-to-know and strengthen transparency and accountability of the Seoul Metropolitan Government. | | | | | **Brief Description of**  **Commitment** | | ○ Improve functions such as adding a separate menu to easily view committee meeting information related to the Seoul Metropolitan Government policy decision making, improving organization format and disclosure of meeting lists.  ○ Promote positive views on council department meeting disclosure by establishing meeting disclosure guidelines, staff education, and promotion to improve meeting disclosure rates.  ○ These will improve citizens’ right to know, transparency and accountability of the Seoul Metropolitan Government and eventually increase citizens’ interest in city administration which may increase policy participation and the role of citizens. | | | | | **Please describe the way in which this commitment is**  **relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and**  **innovation for openness**  **and accountability.** | | [○]Transparency [○]Accountability [○]Citizen Participation [○]Technology & Innovation  ○ Disclosing meeting information accessible to everyone is related to information accessibility, technological innovation for openness and responsibility, and creates public responsibility for disclosed information.  ○ In addition, interest in city administration through disclosed meeting information may lead to citizen participation | | | | | **Verifiable and measurable milestones to fulfil**  **the commitment** | | | **New or**  **ongoing**  **commitment** | **Start Date:** | **End Date:** | | 1. Produce and distribute meeting opening guidelines and encourage application of the guideline | | | Ongoing | Oct. 2016 | Mar. 2017 | | 2. Improve functionality of the meeting opening website  - Opening the design and update plans and gathering user opinions  - Figuring out improvements and complete website renewal | | | New | Jan. 2017  - Jan. 2017  -Aug. 2017 | Oct. 2017  - July 2017  - Oct. 2017 | | 3. Hold open committee meetings to improve public servants’ awareness through education and promotion | | | New | April 2017 | Dec. 2017 | |

Glossary

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| **#** | **Term** | **Explanation of terms** |
| 1 | mVoting | mVoting is a compound of "Mobile" and "Voting". It’s a participatory voting app that is designed to receive citizens’ opinions on policies. Seoul has used mVoting to select the “Participatory budget projects”. |
| 2 | Smart Complaints Report | Smart Complaints Report is an application for citizens to report inconveniences such as damage of roads/sidewalk blocks, illegal parking, and littering by smartphone. Users can mark the location of where they find or experience problems on a map and add photos on the app. Users can later receive follow-up/result messages on their smartphones. |
| 3 | Oasis of 10 Million Imaginations | It’s a citizen suggestion website to realize citizens’ proposals into policies. Once a proposal is uploaded, both an internal committee at the Seoul Metropolitan Government and a citizen evaluation group would evaluate, comment, review the proposal and decide on the steps and stages of the proposal to operationalize. In responding to the opinions and comments, feedback from Seoul city officials would be posted on the website in response to the proposal. - Website: <http://oasis.seoul.go.kr> |
| 4 | Eungdapso | Eungdapso is a unified petition and suggestion integrating system. Regardless of topic, all types of civil complaints and suggestions can be registered through Eungdapso on PC, social media, and smartphones and the citizens can later receive results of their requests. - Website: http://eungdapso.seoul.go.kr/ |
| 5 | Seoul Information Communication Plaza | Seoul discloses all non-confidential data on administration including approvals by executives, meeting information, a variety of service results, statistics, and public data through a website called Seoul Information Communication Plaza. Since 2012, approximately 9,780,000 cases of public information have been disclosed. - Website: http://opengov.seoul.go.kr |
| 6 | Seoul Open Data Plaza | Seoul processes and provides public data in a service format with high social and economic values through a website called Seoul Open Data Plaza. A wide range of the processed data in open API, chart, map, sheet, link formats are developed into subway real-time alarm, various applications and visual contents by developers and private companies and helps creating jobs and developing public services in the private sectors.  -Website: http://data.seoul.go.kr/ |
| 7 | Geospatial Information Platform | It’s a location based information system where users can mark events and facilities on a map, insert details about them including photos and share with others on mobile and web |
| 8 | Seoul Big Data Campus | Big Data Campus is an offline space where CSOs and experts can integrate and analyze the big data owned by both the Seoul Metropolitan Government and civil society  -Website: https://bigdata.seoul.go.kr |