I. Introduction of Korea’s e-Government

II. History of E-Government Evaluation

III. E-Government Performance Management

IV. Issues
I. Introduction of Korea's e-Government
Vision and Objectives

World's Best, Open e-Government

Service Delivery Innovation
Network-Based Government

Efficiency & Transparency Enhancement
Knowledge-Based Government

True Popular Sovereignty
Participatory Government

Departmental Interconnection
Application through fax, e-mail, internet, etc.

Government Portal
Civil Application Center
Local Application Office
Web Sites

Collective Resolution
Knowledge Sharing
Integrated Processing

Providing various information and integrated service

Public
Opinion/Policy Proposal
Information and Service

Internet
Mobile
Fax, Mail, Telephone
Visiting

Dept. 1
Dept. 2
Dept. 3
Dept. N

MOGAHA Korea@Government
Direction

**Administrative Procedure Reform**
- Paper document
- Departmental procedure
- Electronic document
- Service flow-based procedure

**Civil Services Reform**
- Departmental visit
- Face-to-face process
- Limited participation
- Single Window
- No visit but online handling
- Expanded online participation

**Information Resource Management Reform**
- Departmental, functional management
- Departmental standard
- Government-wide integrated management
- Common standard and interoperability
Inquiry service is provided with 5,000 kinds of civil information. Business registration, tax payment and its certificates, factory registration are processed online and will be gradually expanded from 500 kinds in 2005 to 700 kinds in 2007.

Civil documents are provided online for reading as well as issued online and will also be expanded gradually:

- Inquiry: 22 kinds in ’05 → 40 kinds in ’07
- Issuance: 20 kinds in ’05 → 40 kinds in ’07

Online civil information inquiry and application

Online inquiry and issuance of documents

Number of documents and visits have decreased through online civil service
- Online processing of civil information inquiry, petition & application, document inquiry and issuance
Administrative Information Sharing System

2. Back Office Systems

www.share.go.kr

-Alleviates public inconvenience in obtaining verification documents by sharing administrative information
-Since late 2002, 20 types of administrative information concerning five areas (resident, real estate, automobile, corporate and tax)

-Promotes real-time availability of necessary information through information sharing between central and local governments (provincial, city/districts).
-Facilitating links with 21 types of information in city/district government and 18 areas in provincial government of information
Online Government Work Process Management System

2. Back Office Systems

On-nara BPS (Business Process System)

- Work processes at all stages, from policy planning, decision-making, and documenting, are recorded on this system to enhance transparency and reliability in public administration.

- Government work practices are no longer dependent on personal knowledge of public officials but now reliant on stable systems.

- Work tasks are categorized into functions and objectives, enabling organized management of work performance.

- Records and documents created during work processes are systematically categorized and preserved, enabling advanced recording practices.
Project designed to establish a new unit of IT-based local communities in order to lessen the digital divide between cities and agricultural villages

To close the digital divide and promote balanced development by building an Internet network in regions deprived of IT benefits, such as agricultural or fishing villages, and by supplying PCs, providing training to residents and selling local specialties online.

※ Project accomplishments (Sept. '01 ~ Feb. '06) : 280 villages, 66% PC penetration, 60% subscription of high speed Internet, 3 person per household IT training.

Global model of closing the digital divide between regions

⇒ Recognized by UNDP, OECD & ADB as benchmarking program for developing countries
⇒ Many countries, including Finland, China and Vietnam, have visited for benchmarking
⇒ Signed an MOU with Intel for support for the IT Village project (Nov. '04)
II History of E-Government Evaluation
History of E-Government Evaluation

**Phase 1 (1997~2000)**
- All national digitalization projects self-evaluated by the project leading agencies every year.
- Large-scale projects in size and effect evaluated by outside organizations.

**Phase 2 (2000~2003)**
- Public digitalization projects assessed by self-evaluation and external evaluation.
- Government organizations evaluated on their digitalization levels

**Phase 3 (2004~2005)**
- Post-evaluation on project performance and pre-evaluation on project feasibility contributed to enhancing investment efficiency.
- Evaluation of digitalization level divided into 'evaluation of organizations' and 'evaluation of functions'.
- Evaluation results used as basis for e-government planning in following year.
III E-Government Performance Management
E-Government Performance Management

Consolidated performance management framework for government work processes (April 2006)

Background

- Lack of consistent and organized evaluation framework at national level
- Lack of pre-planning based on evaluation results

Objective

- Consolidated evaluation framework
- Performance management based on application of results
E-Government Performance Management

Model for Performance Management

**Planning**
- Strategy and action plans

**Execution**

**Progress Monitoring**
- Every half year

**Evaluation**
- Self-evaluation of ministries

Application of results on budget, organization and HR planning

Application of results of results of results of results

Project 1
Project 2
Project 3

Digitalization level

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Model for Evaluation

**Organization A**

Project 1
Project 2
Project 3

Digitalization level

**Organization B**

Project 1
Project 2
Project 3

Digitalization level

**Organization C**

Project 1
Project 2
Project 3

Digitalization level
### E-Government Performance Management

#### Evaluation Indicators (as of 2006)

<table>
<thead>
<tr>
<th>Evaluation Indicators</th>
<th>Project Evaluation</th>
<th>Organization Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Appropriateness of Plan (20)</td>
<td>Infrastructure for e-government (10)</td>
</tr>
<tr>
<td></td>
<td>Efficiency in Execution (10)</td>
<td>- Commitment of CIO-CEOs</td>
</tr>
<tr>
<td></td>
<td>Performance Result (25)</td>
<td>- Capability of organization &amp; personnel</td>
</tr>
<tr>
<td></td>
<td>Application of Results (5)</td>
<td></td>
</tr>
</tbody>
</table>

#### Project Evaluation

- **Appropriateness of Plan (10)**
  - Clarity of project objectives and basis
  - Relationship/Redundancy with other projects
  - Appropriateness of project method

- **Appropriateness of project contents (10)**
  - Conformity to plan
  - Proper risk/change management

- **Performance achievement (25)**
  - Performance results against plan

- **Application of results (5)**
  - Application of evaluation results
  - Release of evaluation results

#### Organization Evaluation

- **Infrastructure for e-government (10)**
  - Commitment of CIO-CEOs
  - Capability of organization & personnel

- **E-Government application level (20)**
  - Information security
  - Information management, EA application
  - Website operation
  - Reform of SW public procurement
  - Knowledge management

- **Effects of e-government (10)**
  - Improvement of work process & services through e-government
III. Issues
Issues

Lack of Substantial Evaluation of E-Government Performance

- Focused only on evaluation of system development
  - Lack of evaluation of policy results and achievement of planned policy effect
    (System development is only a means to achieve policy objectives)

Lack of Development of Evaluation Methodology and Indicators

- Lack of objective and scientific methodology (qualitative > quantitative evaluation)
- Need to develop evaluation indicators suitable to state-of-the-art ICT technology
  - Need to consider new issues, including interoperability, standardization, and security
Thank you!

e-government