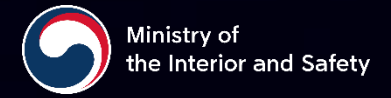


# UNDESA Gambia National Workshop on Data Governance

## February 2025



# The Growth of Korea's Digital Government and Data

## - The road to the digital platform government -

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**1. Overview**

**2. The need for Digital Platform Government**

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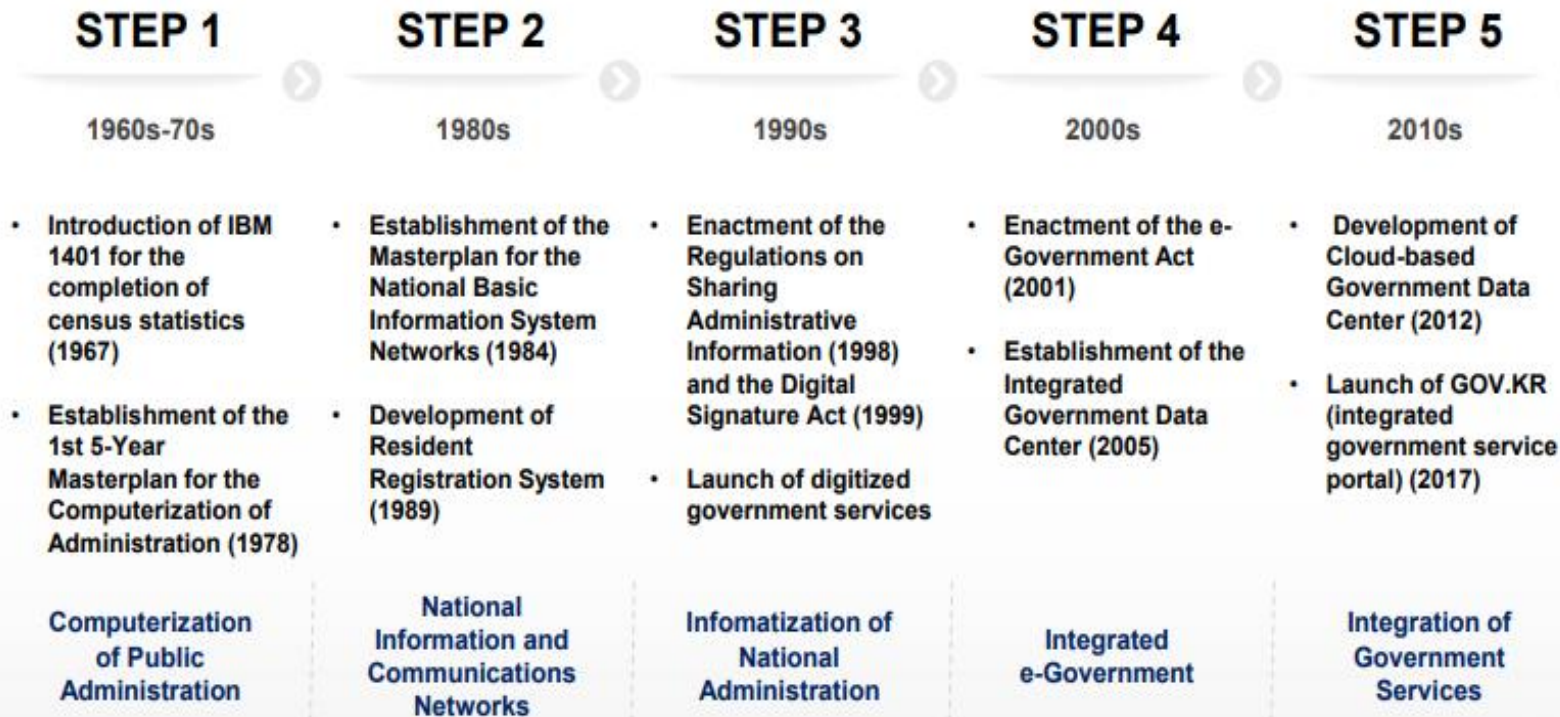




# 1. Overview



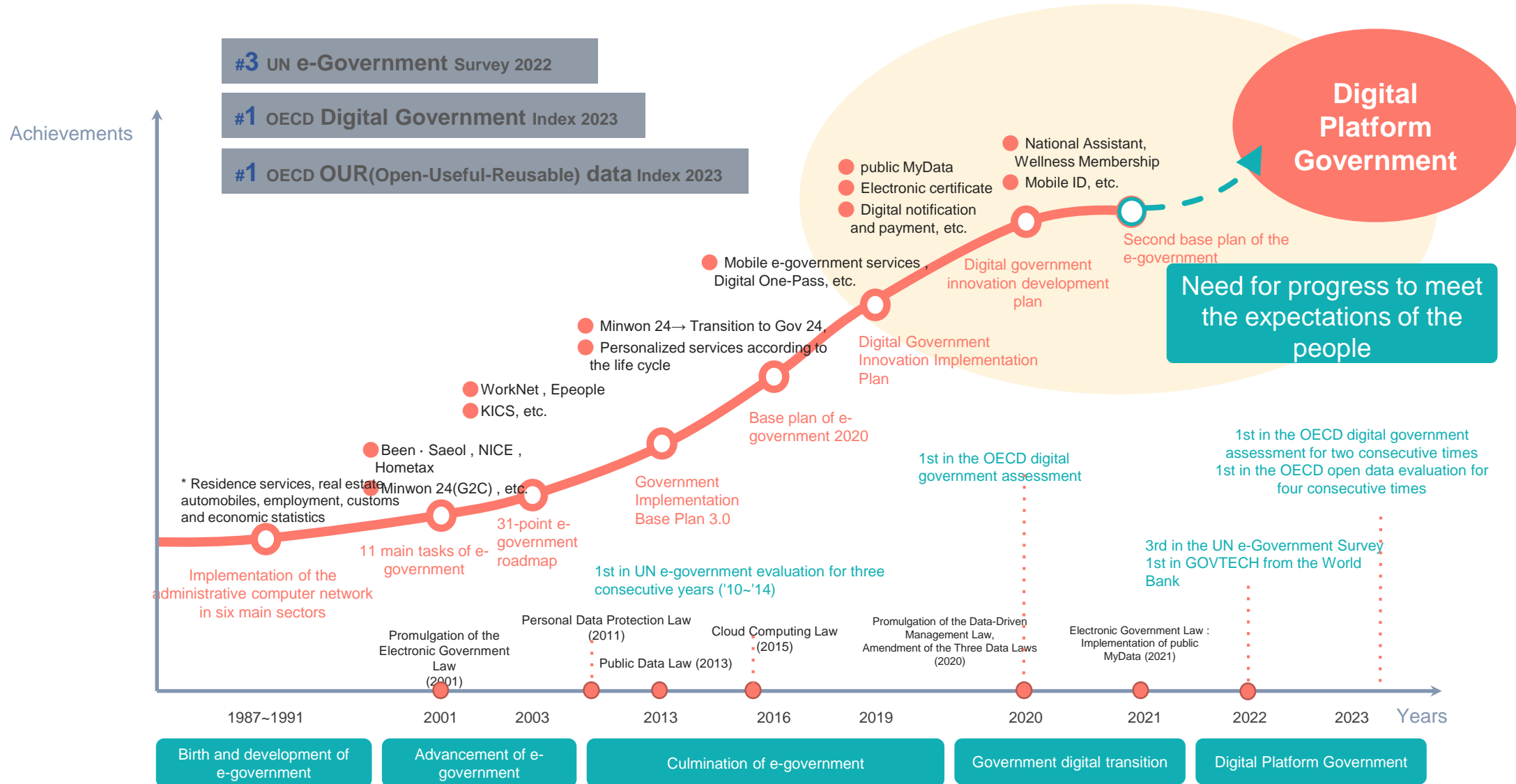
# 50 years of e-Government in Korea



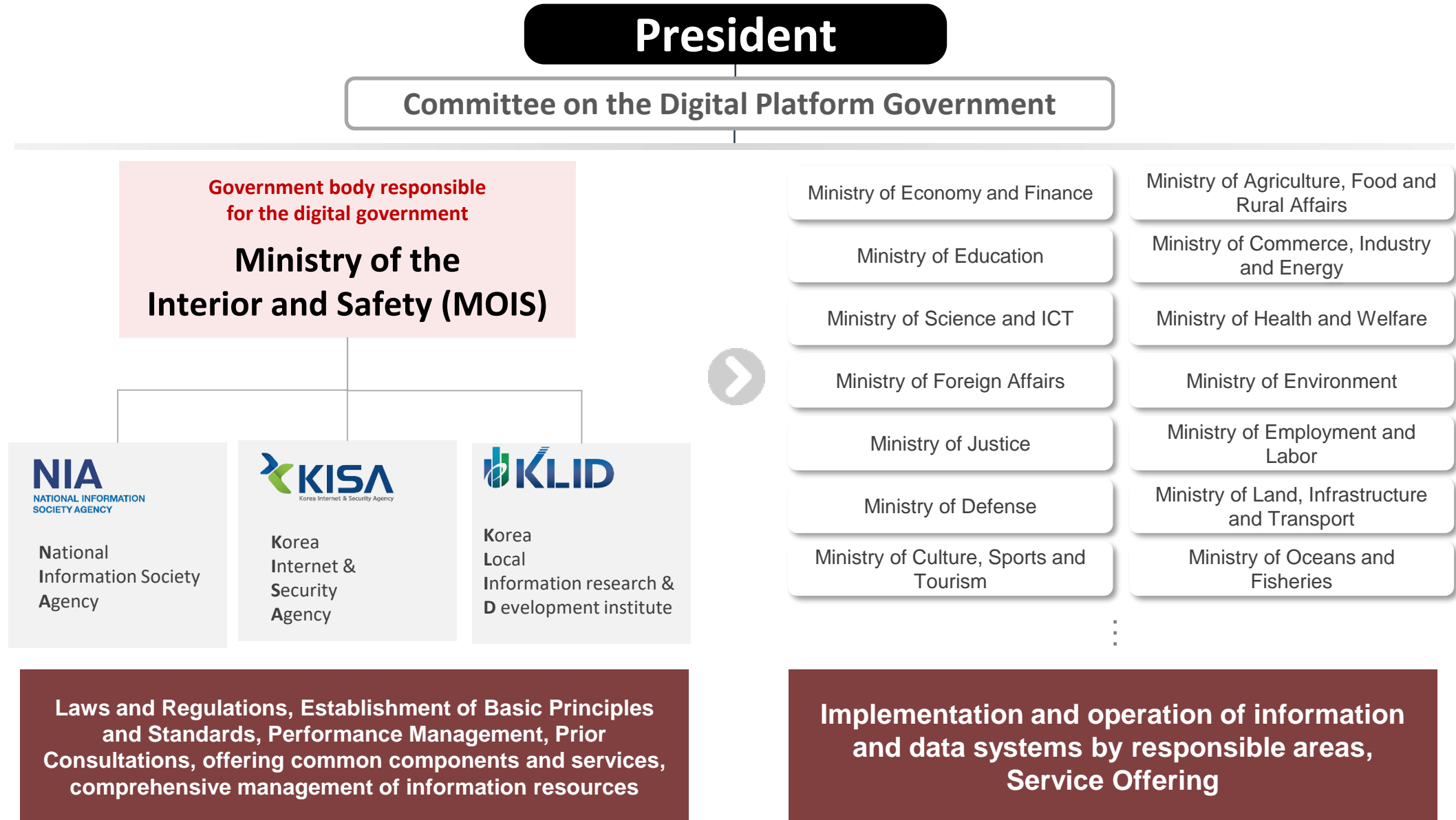
**STEP 6**  
Intelligent  
Digital Government



# The progress of digital government implementation

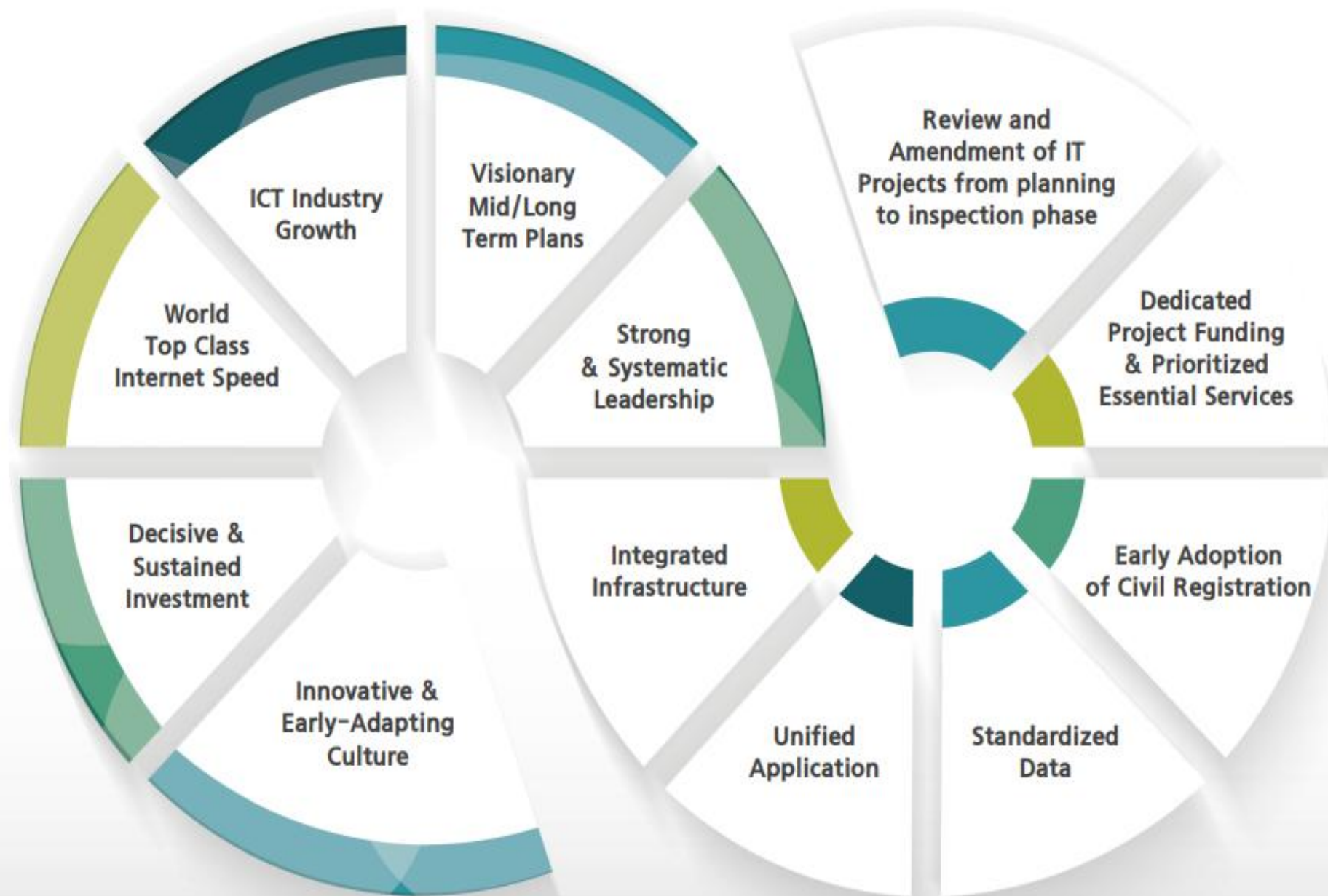


# Digital Government Implementation Framework



# Point of Success Factors

- Macroscopic View
- Technical View
- Administrative View







## **2. The need for Digital Platform Government**



# Limitations and directions for improvement of digital government

## Citizens



Persistence of the problem of **areas without** service coverage

Abandonment of the application due to the **complexity of the procedure**

Need for a **service that provides in a single step** the necessary services and comprehensive management in a **single site** .

## Government



Implementation and operation of **systems and data** in an **isolated manner** (silo) by ministries/agencies.

Establishing policies based on **intuition and experience**

Need to remove **barriers** between institutions, consolidate **all data** in one place, and use AI and data analytics for **scientific government management** .

## Companies



Public services provided **only by the government**

Lack of **participation of companies** to **discover and provide the services** that citizens want

Need to expand **the opening of data and services to the private sector** so that the **public and private sectors** can create innovative services together.

# Government with digital platform

A government in which citizens, companies and the government itself solve social problems and create new values together on a " digital platform " that connects all data



## Goals



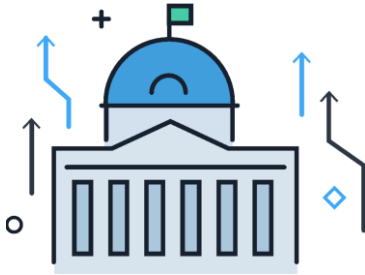
**Citizen Comfort**

Proactive and Personalized Services



**Business Innovation**

Government with Digital Platform Innovation Partners



**Scientific Government**

An efficient government based on artificial intelligence and data



A futuristic cityscape at night, viewed from an elevated perspective. The city is illuminated with numerous small, bright lights, creating a dense grid of light points. Overlaid on this scene are several glowing, wavy lines in shades of blue and purple, which appear to be data paths or energy flows. These lines curve and loop across the city, some starting from the left and moving towards the right, others forming circular patterns. The overall atmosphere is dark and high-tech, suggesting a digital or data-driven environment.

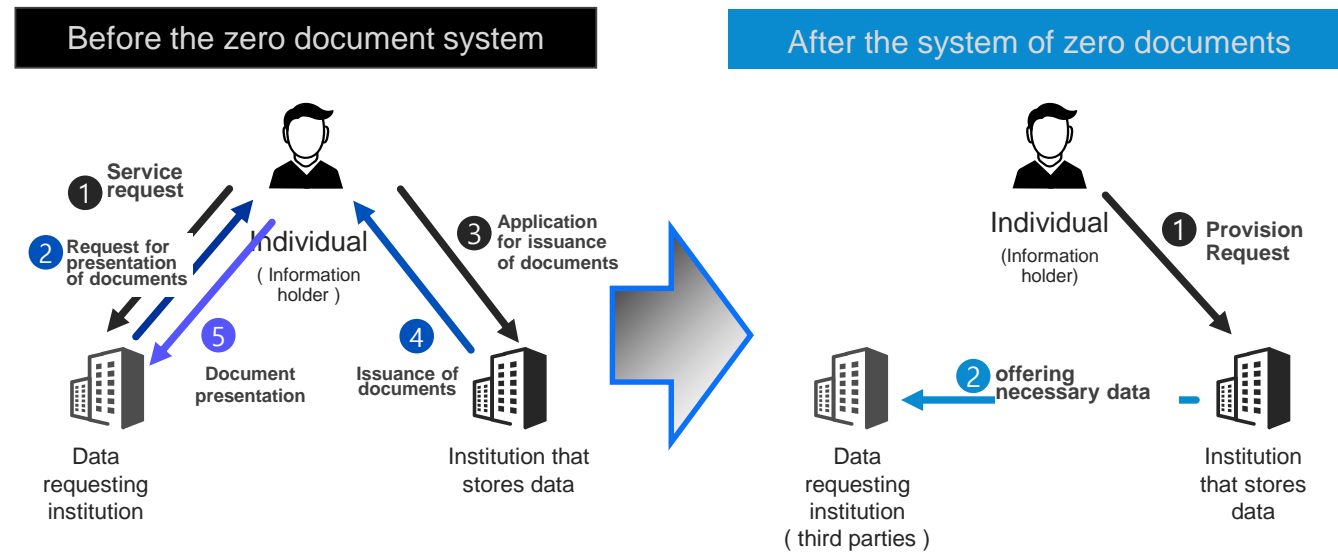
### **3. Key tasks to implement DPG**

# Zero Physical Documents

Inter-institutional data exchange through the Common Use System for Administrative Data, eliminating the submission of documents. The official in charge verifies the information on his own only with consent!

- Citizens can request the administrative and public institutions that hold their administrative information to provide it to **themselves or to third parties**, allowing them to use various services without the need to issue or print separate documents. (as of February 2021)

※ 109 types of MyData public services are offered (Feb. 2024): approx. 900 million uses between Feb. 2021 and Feb. 2024.  
- Financial loans, application for credit cards, application for funds for small business owners, employment with financial support, discounts for family combination in telecommunications and subscription to military plans, application for housing, etc.





# Public Information Sharing Center

Pan-government data hub to share data among ministries & agencies

- 5,100 types of data from 499 agencies are shared through machine-to-machine communication
- 162 types of administrative information from 34 agencies for 2,789 administrative processes can be searched & used by authorized officials
- Sharing information with financial institutions
- Reduced more than 1M tons of CO2



# One stop shop for integrated government services (Gov24)

Access to major government services in one place without having to visit other websites.

- All API services registered by each institution on the Digital Services Platform\* are connected, and services linked through simple links are also integrated through a unified authentication system, functioning as if they were a single site.

\* A system in which each institution modulates its main services and registers them in the form of an API, allowing its use in both public and private services.





# Simplified login with Any-ID

Easy access to all public websites and apps with the login method of your choice.

2020

Abolition of public authentication certificate

2021

offering simplified authentication based on private certificates (7 types)

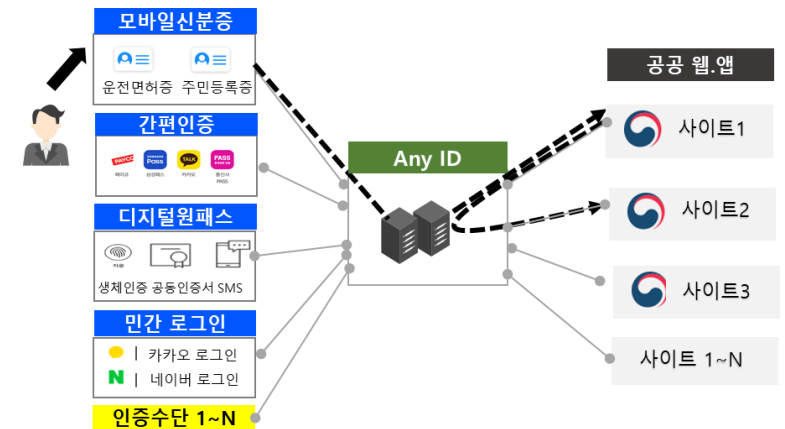
2022

Expansion of simplified authentication based on private certificates (12 types)

2023~

Any-ID implementation and expansion of simplified authentication (14 types)

- integrated offering of multiple login methods to allow access to all websites and public applications , including public application and web service IDs, simplified authentication (private certificates), joint authentication certificates, mobile ID, and private IDs (Naver, Kakao, Toss, etc.).
- Implementation of Single Sign -On (SSO) that allows you to access public websites with a single click and automatically log in.



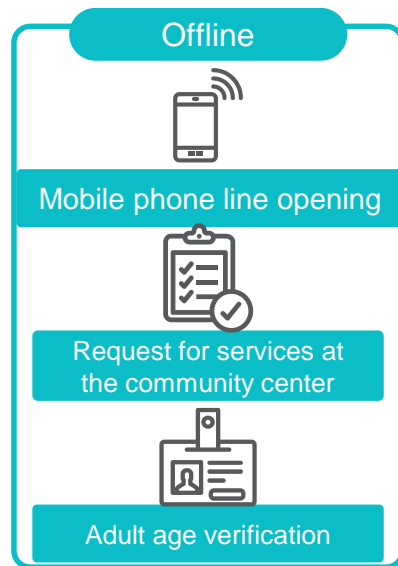
# Mobile ID

## Implementation of mobile ID stored on personal smartphone for secure and convenient use (online & offline)

2021 ( pilot project )

Mobile Credential for Public Officials

※ In the process of expanding to local governments, the Assembly, etc.



2022

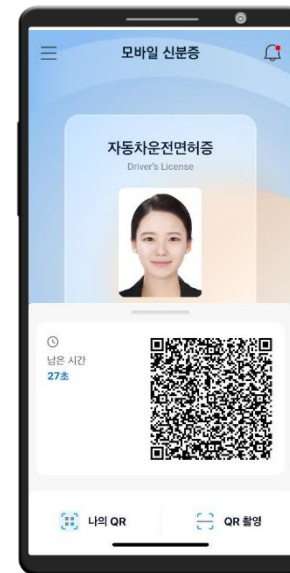
Mobile Driver's License



[ Online ]

2023

Mobile Veterans Registration Card

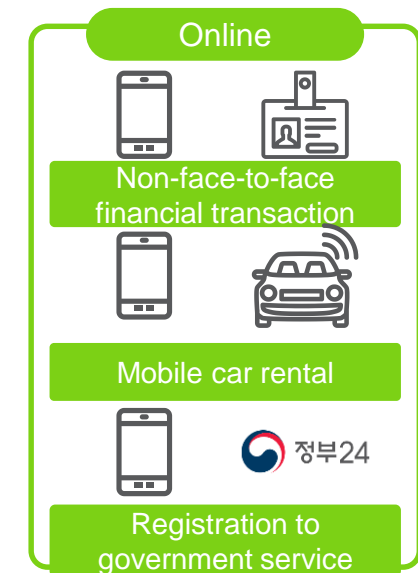


[ Offline ]

2024~

Passport, Foreigner Registration Card, Resident Card, Disability Certificate, etc.

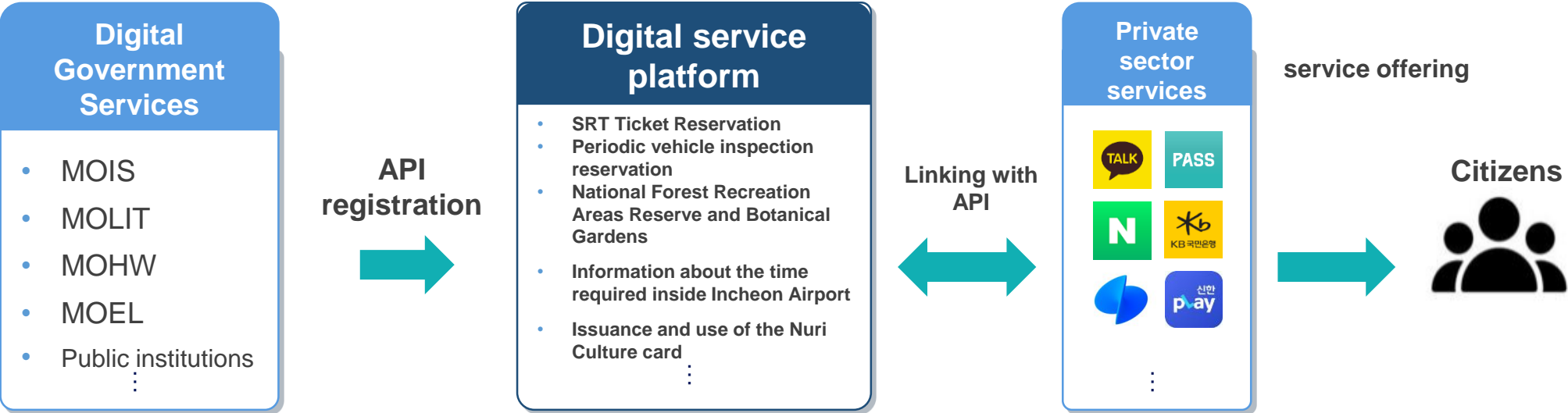
※ In the process of opening to the private sector



# Opening of the Digital Service

Access to government services through familiar private platforms to create integrated public-private services

- ('22~'23) Six types of services are opened, including: ▲ SRT ticket reservation , ▲ Periodic vehicle inspection reservation , ▲ National forest recreation area reservation , ▲ Botanical garden reservation , ▲ Airport time required information service of Incheon , ▲ Issuance and use of the Nuri Culture card
- ('23~'24) Opening of 21 types of services in 7 areas: youth, mobility, security, travel, pregnancy and parenting, vouchers and certifications, issuance, etc.



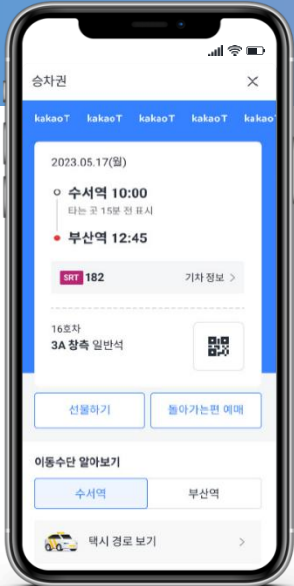


# Opening of Digital Government Services

Opening access to government services through familiar private platforms to create integrated public-private services

## Cases of opening digital services and activation of private applications

**KTX·SRT  
(High-speed Train)  
Reservatoin**



Naver, KakaoT, Toss, Shinhan Card, KB Kookmin Bank

Every day, 14,000 reservations through private applications

**Car Inspection  
Reservation**



Reduction of postal costs for inspection notifications (20 billion annually)

**National Forest  
Reservation**



Naver, KB Kookmin Card

Reservation rate through private applications: 50%, reduction of consultation calls: 47%.

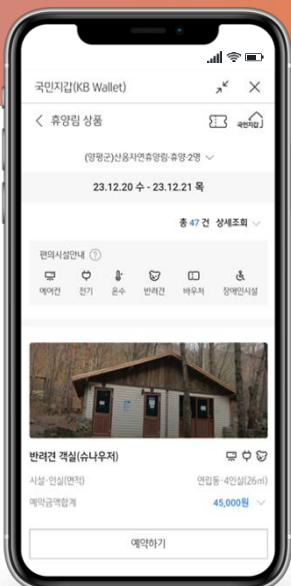
**Incheon Airport  
Map Service**



Kookmin Bank

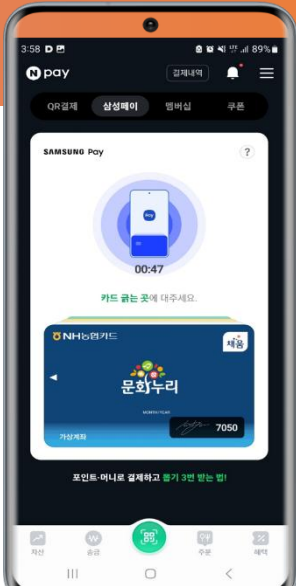
Reduction of waiting time at the airport

**Reserve of Forest  
Recreation Areas**



Kookmin Bank

**Culture Nuri Card  
(Cultural Inclusion Card)  
service**



Naver

Easy payment without a physical card, consultation of establishments in the Naver map app.

# National Personal Assistant Service

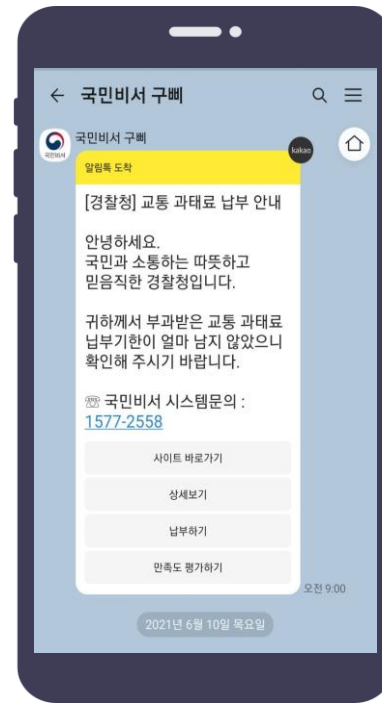
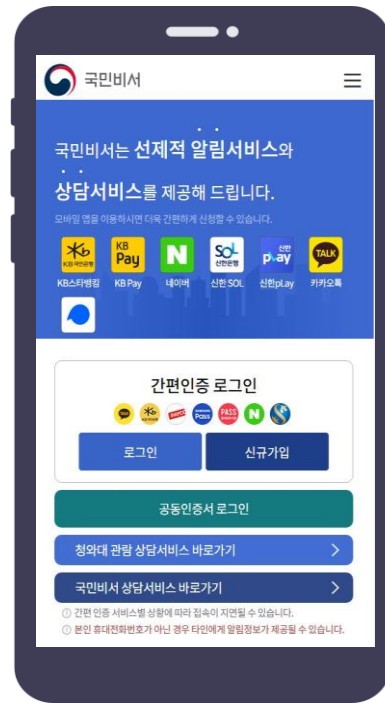
It provides each citizen with personalized services according to their needs.

- Provides citizens with necessary and timely administrative data through familiar channels, as well as application and payment: 'National Assistant' Service.

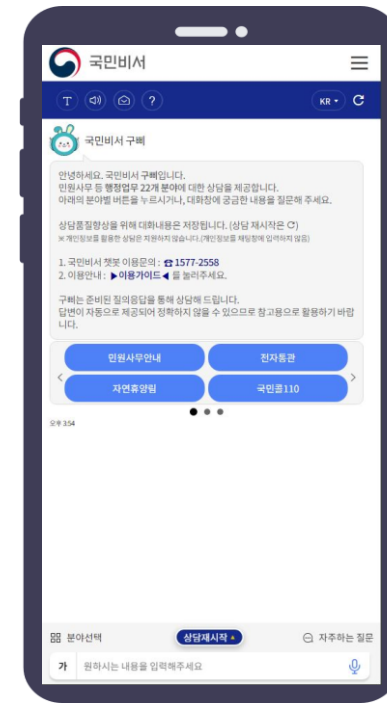
\* 19 types, including Naver, KakaoTalk, Toss, etc.

- Administrative and public consultations through chatbots 24 hours a day, and guidance on administrative procedures through smart speakers.
- Approximately 16.49 million registered users (as of May 2024).
- Currently 68 types of personalized notification services are offered (as of June 2024).

## 1 Notification service



## 2 Consultation service

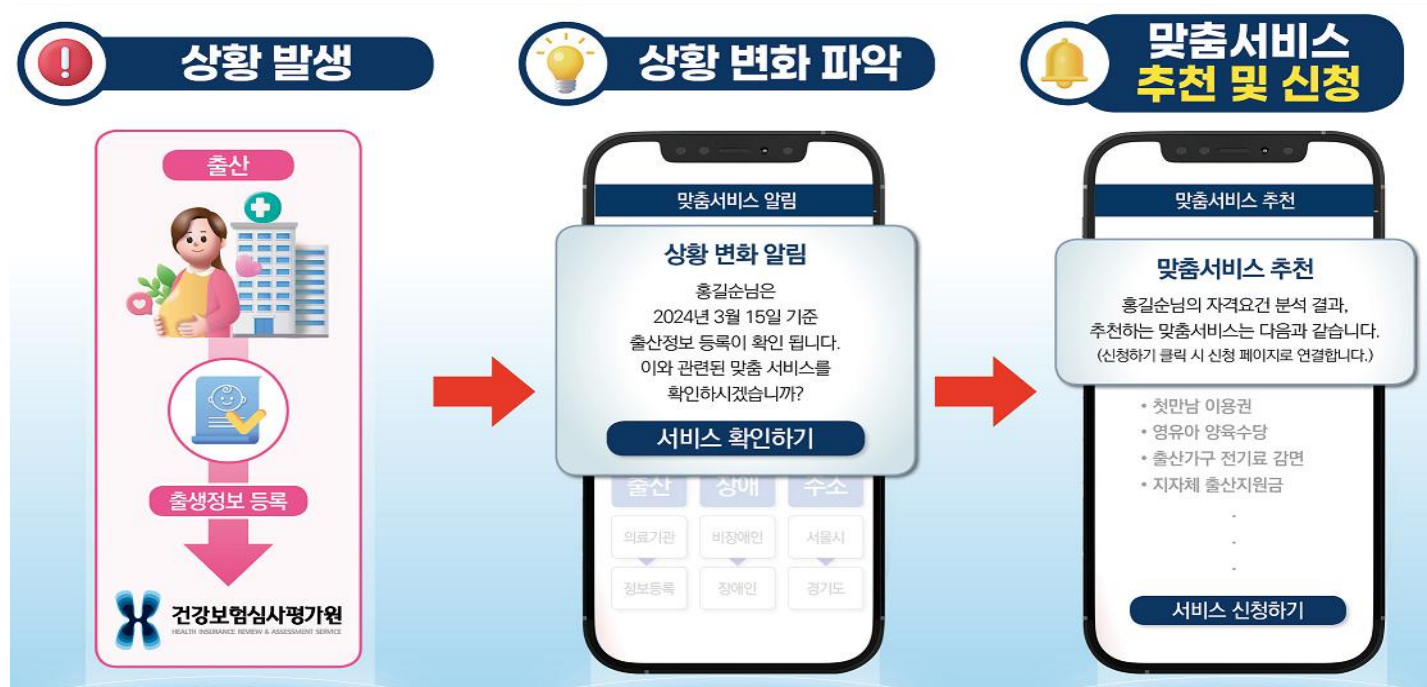


# Benefit Notification (Proactive and Personalized Service)

Automatic recommendation of personalized public services according to the changing situation and conditions of citizens

- Recommendation and proactive offering of personalized services based on the analysis of individual data.

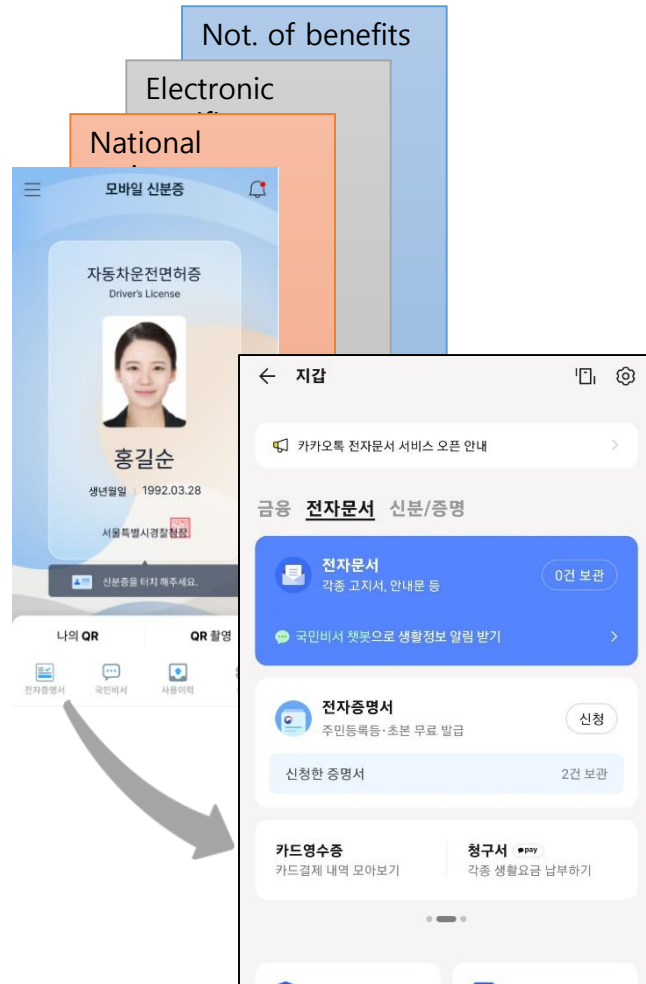
※ (Example: Recently unemployed, Mr. A) It is detected that Mr. A's employment insurance qualification status has changed (unemployment) and he is recommended personalized services such as applying for unemployment benefits, connecting to employment sites, job search and application for vocational training programs.





# Digital wallet

Storage and convenient use of identity documents, certificates, invoices, notifications and loyalty points provided by the public sector in a private digital wallet (app/web)



Private Sector Portfolio Application

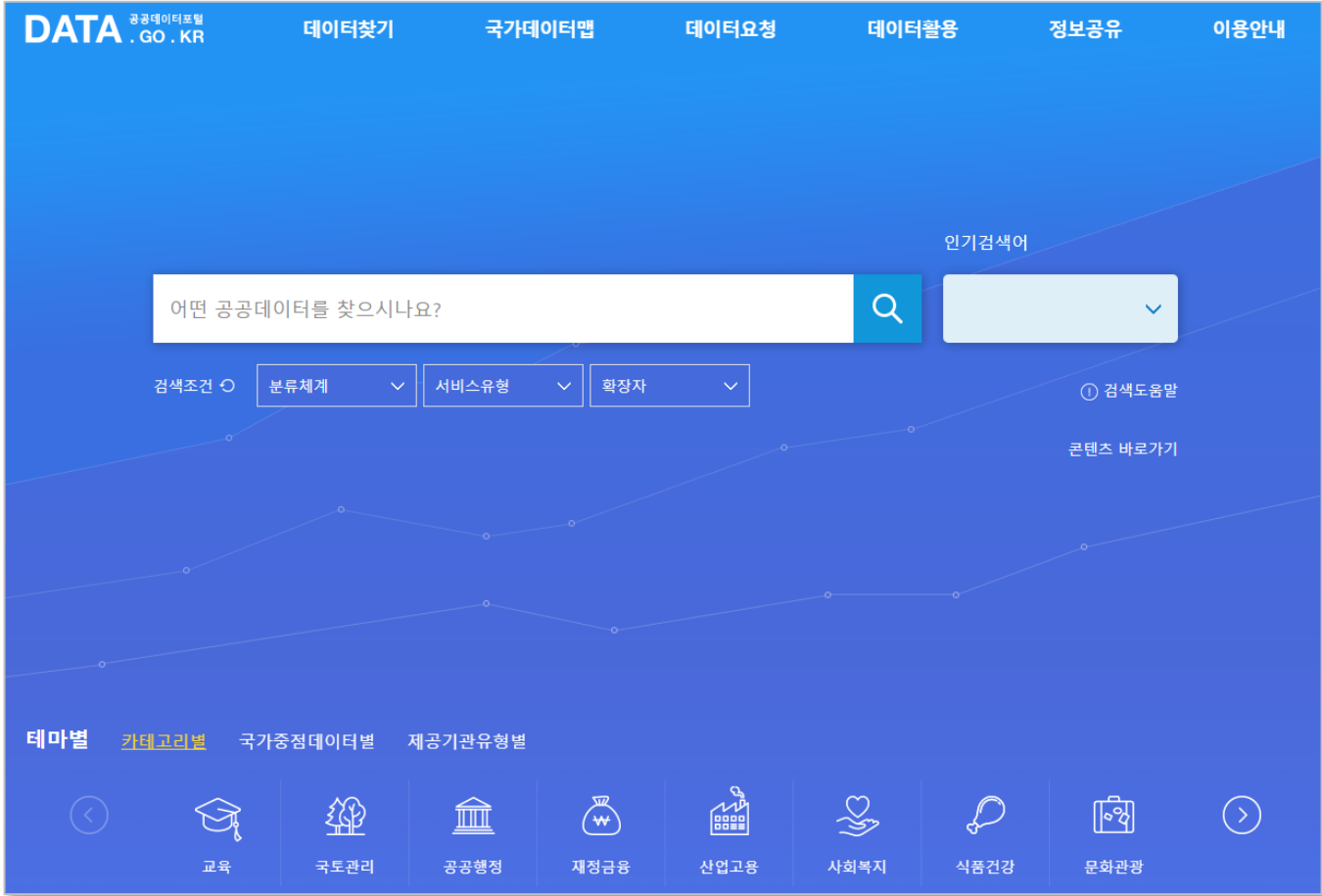
- Access is opened to mobile identity documents, National Assistant, electronic certificates, public MyData , various invoices, notifications, Benefit Notification and other public content directed at individuals for use in private applications.
- Offering various integrated services by linking and using content from the digital wallet with private services.
  - ※ Example: Simultaneous use of private and state certifications in the digital wallet.

# Opening of public data (Data.go.kr)

Opening up key data in the field of new industries to create diverse businesses

## ☑ Current Data Opening Status

- Opening of approximately 1,100 institutions, with a total of 88,000 data sets.
- More than 11,000 Open APIs.
- More than 60 million downloads.
- Approximately 3,000 applications are using the public data portal.



# Pan-government data analysis system

Offering an analysis environment adapted to administrative and public institutions, implementing scientific administration based on data

- It is provided in the form of a **Catalog Map** ( Tree Map, Relationship Map, Expansion Map ) to facilitate reference to various cases of policy analysis and application from other institutions.

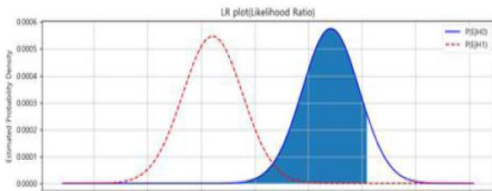
1

Analysis of voice data for scientific research, such as identifying voice phishing scammers

**Data** Voice data from voice phishing reports (approximately 10,000), Voice data from nationals and foreigners (approximately 1 million).

**Analysis** Establishment of speaker identity verification based on the latest deep learning technology and clustering of similar voice data to identify and classify crime participants.

Speaker Verification Results Screen



2

Predicting demand for extended hours of primary schools

**Data** Registered population information, income tax filing status, average monthly salary by province, income information for dual-income households, and family income data.

**Analysis** Provision of prediction results for the demand for extended day schools by each district, by predicting income and child population.

Screen of results of the prediction of the trend of the child population in primary school



3

Selection of areas for elderly protection zones through traffic big data analysis

**Data** Information on traffic accidents, dangerous driving statistics, transport card usage records, population in transit, senior citizen facilities, etc.

**Analysis** Calculate the road risk level and visually provide the main elderly risk areas and the road risk level classification (safe, caution, danger).

Road risk level display screen



4

Selection of optimal locations for public parking

**Data** Resident registration, facility information, complaint data, traffic data, moving population, card consumption data, etc.

**Analysis** Calculation of the lack of facilities index COS, selection and visualization of the optimal location for public parking SOC.

Display screen for selecting the optimal location for public parking.



최적 입지 선정 결과

- 내포신도시-하나로마트 인근
- 응봉면-노화사거리 인근
- 신앙면-신양초등학교 인근
- 오가면-우성아파트 인근
- 대흥면-대흥식당 인근



# Expected effects

**Citizens, government and companies come together to solve social problems together and create new values.**

## **Citizens** More comfortable

Maximizing citizen convenience and eliminating gaps in well-being through the use of comprehensive services in a single preferred location, with personalized recommendations and proactive provision!

## **Companies** grow

Creating added value and projects by developing and providing various innovative services through open data and public-private collaboration!

## **The government** More transparent

Removing barriers between ministries and improving transparency and citizen trust through scientific, data-driven government management!



**Government  
with digital  
platform**

**Thank you.**



Ministry of  
the Interior and Safety