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New Government Innovation

through Digital Transformation

**Future Direction of
Korea's Intelligent Government**

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A.I. Experience in Korea

Achievements and Challenges

Achievements

e-Gov. systems

18,434 systems

UN e-Gov. survey

Out of 193 Countries

1st	1st	1st	3rd
2010	2012	2014	2016

Online Services

58.7Million

five-fold increase

10,945,000

| 2008 | 2016 |
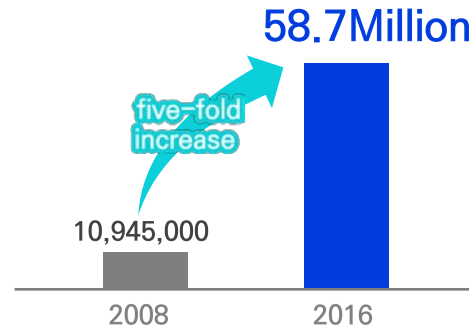
Use of Open data

Number of data files

19,000

four-fold increase

5,000

'13 '16

Open data

1.7Mil.

410-fold increase

4,000

'13 '16
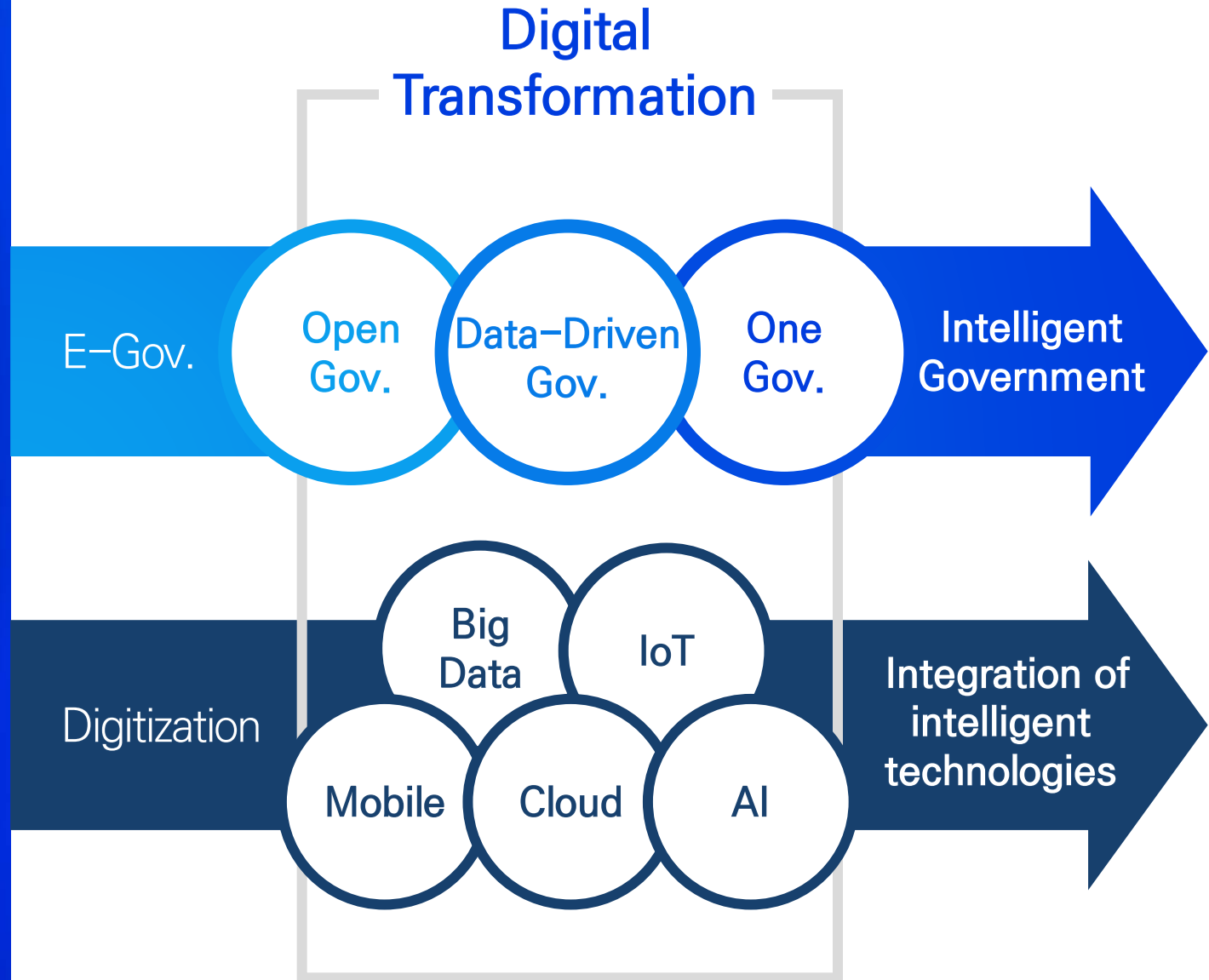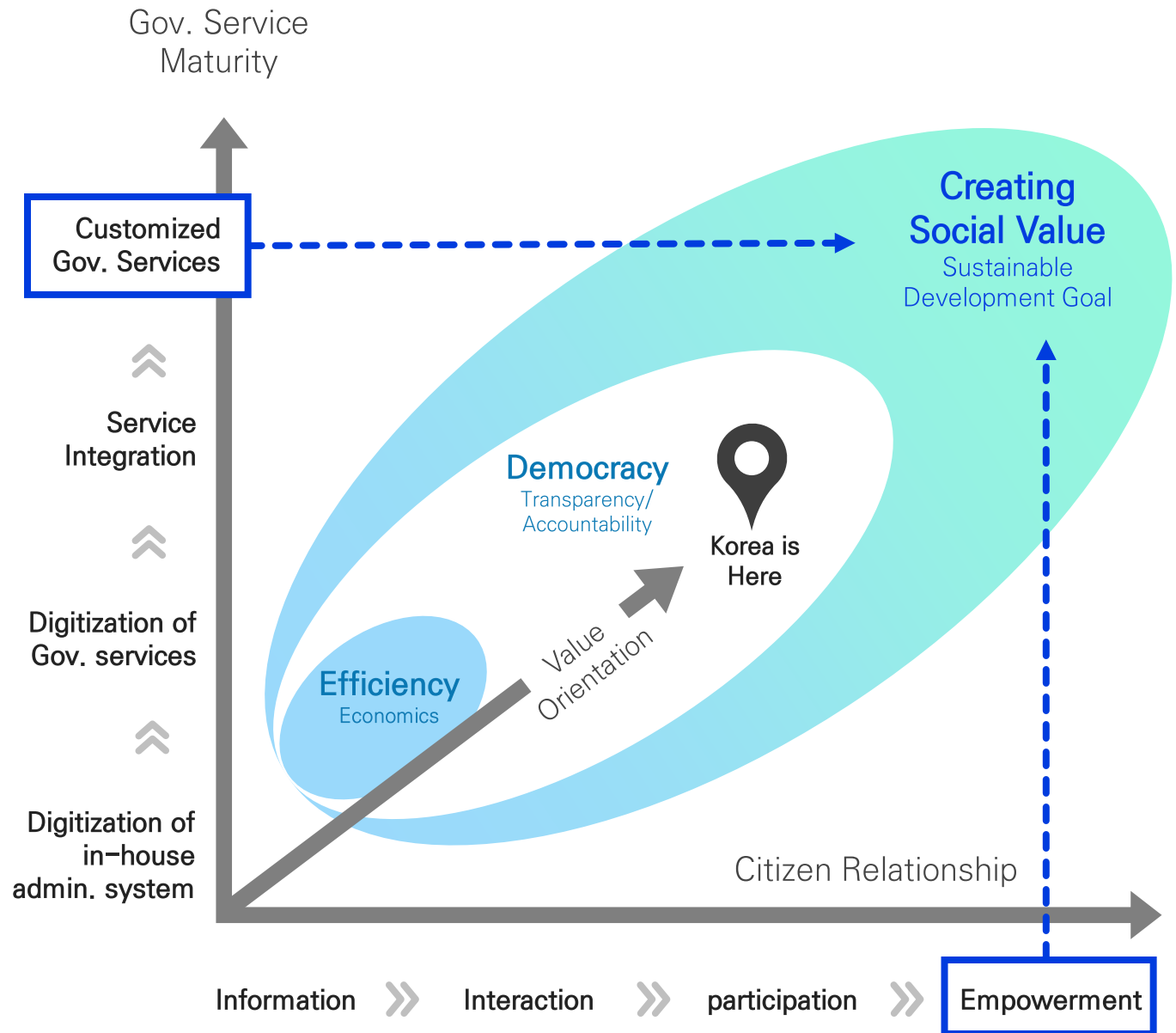
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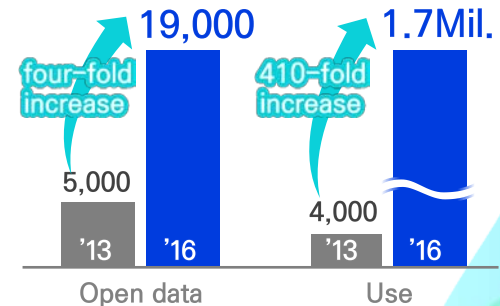
Limitations and Challenges

▶ Heavily focused on digitalization of existing work process
▶ Mainly provided with online web based in many cases
▶ Digital divide and unequal access to government services

Intelligent Government through Digital Transformation

Digital Transformation

E-Gov.

Open Gov. · Data-Driven Gov. · One Gov. → Intelligent Government

Digitization

Big Data · IoT · Mobile · Cloud · AI → Integration of intelligent technologies

source : NIA

The Value and Goals of Intelligent Government

Gov. Service Maturity

Customized Gov. Services

Service Integration

Digitization of Gov. services

Digitization of in-house admin. system

Creating Social Value
Sustainable Development Goal

Democracy
Transparency/ Accountability

Korea is Here

Value Orientation

Efficiency
Economics

Citizen Relationship

Information ≫ Interaction ≫ participation ≫ Empowerment

Project ① Working Assistant for Public Servants："A.I. Policy Counsel"

A.I. based e-Gov. systems analyze, study Gov. data, policy decision data, policy decision process in whole **answering common tasks like FAQs, predicting further policy demand and helping policy decision making**
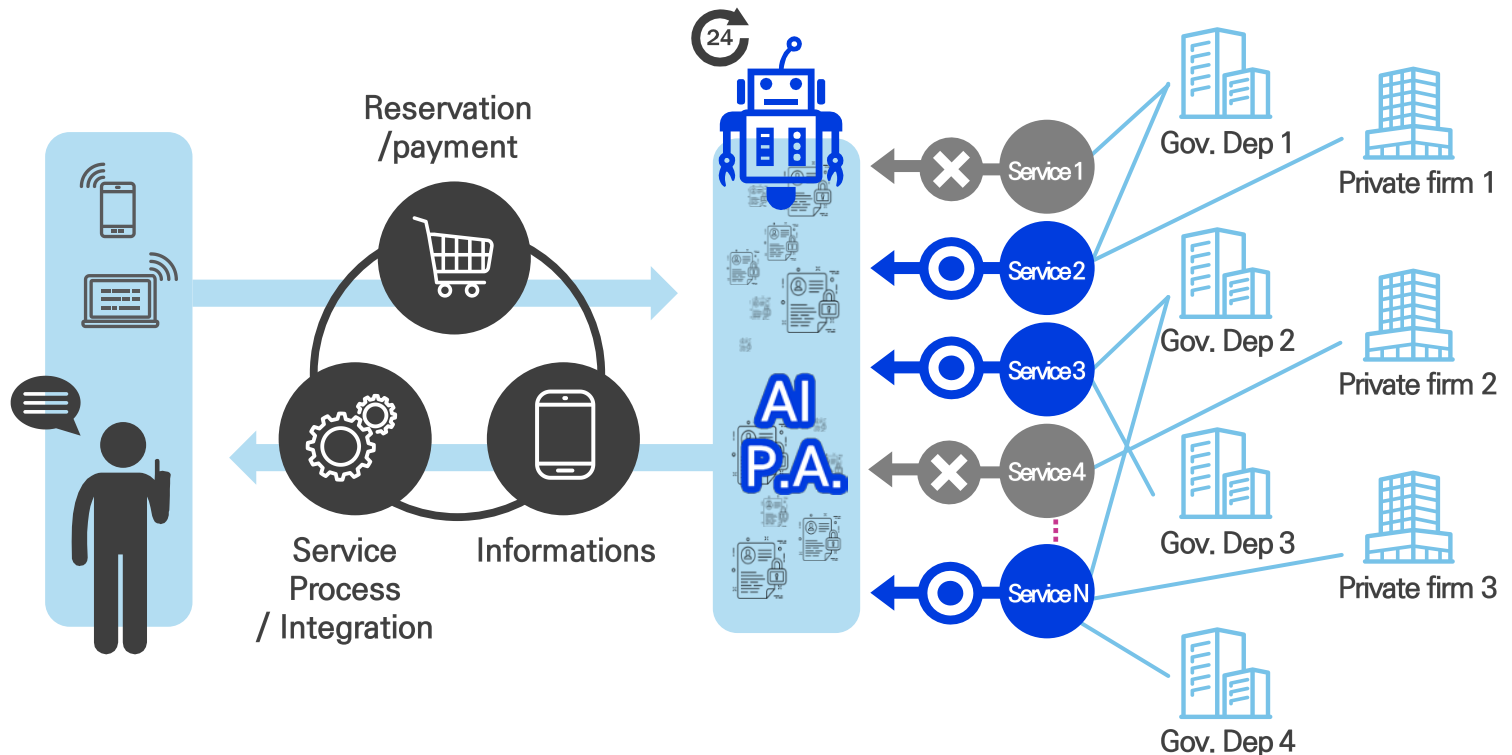
conceptual diagram (working progress)

Analyzing FAQs Big dada

AI Policy Counsel

Predicting policy demand and proposing solution

Area A

Area B
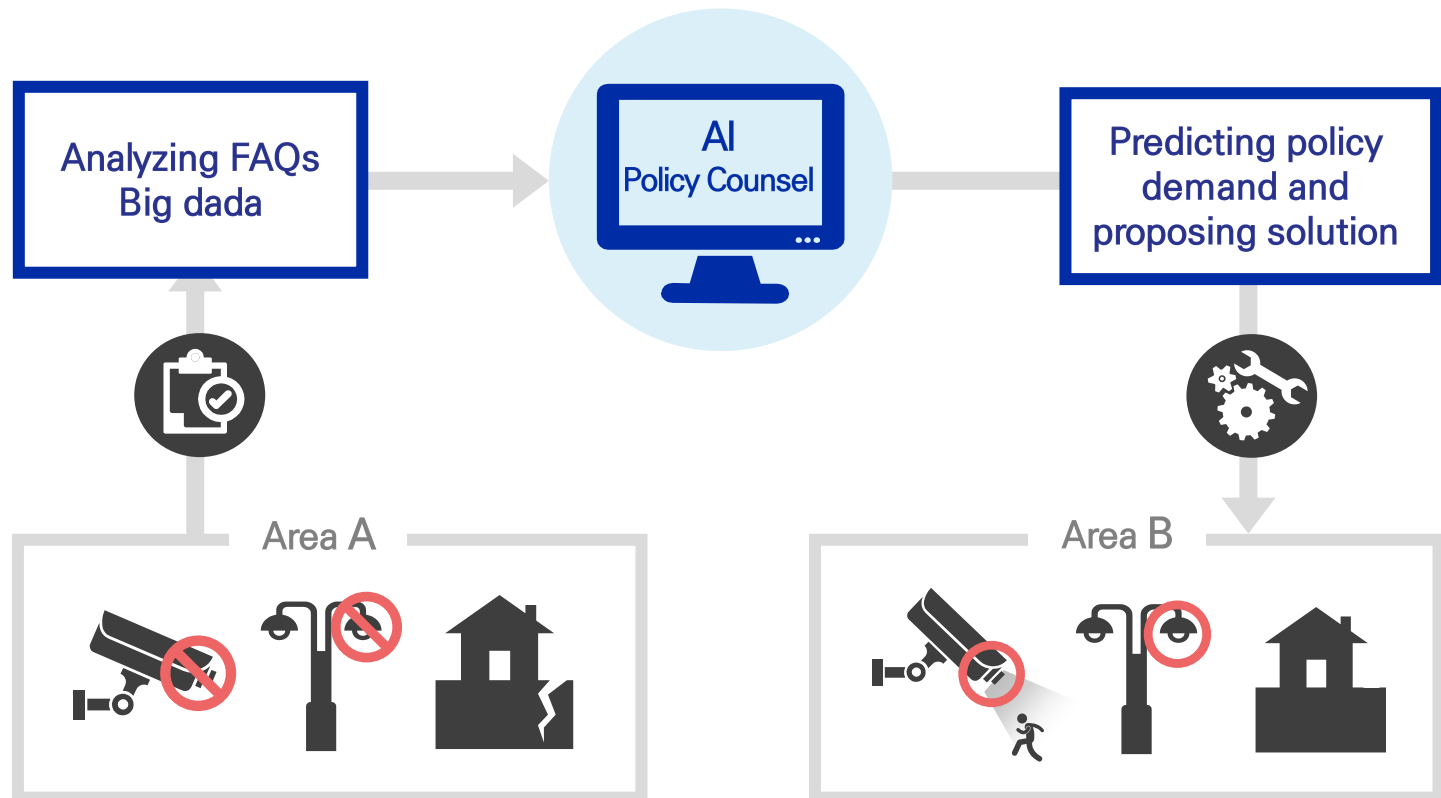
Project ② Digital Partner to the People : "A.I. Personal Assistant (PA)"

Regardless of on/offline, time, locations, devices, it analyzes personal demand,
predicts the user-specific service, and takes care of the necessary procedures according to the demand of the users.

conceptual diagram (working progress)

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Reservation /payment

Service Process / Integration

Informations

AI P.A.

Service 1
Service 2
Service 3
Service 4
Service N

Gov. Dep 1
Private firm 1
Gov. Dep 2
Private firm 2
Gov. Dep 3
Private firm 3
Gov. Dep 4

Policy Issues
to Intelligent
Government

Expansion of Open data and Quality improvement

▶ Open data release reflecting social value

▶ Reorganization of management system of national standard data

Private-Driven e-Gov. Services

▶ Drawing Private initiated service model and accordant improvement of procurement system

▶ Establishment of Open Electronic Standard Platform Government

Setting up e-Gov. guideline for A.I. technologies

▶ Reforming e-Gov. Act reflecting tech. change

▶ Drawing social agreement and setting up e-Gov. guidelines for A.I. technologies

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Thank you

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