

New Journey to Digital Platform Government & AI

Building Digital Government Foundation and Trust

Jong-Sung Hwang, Ph.D

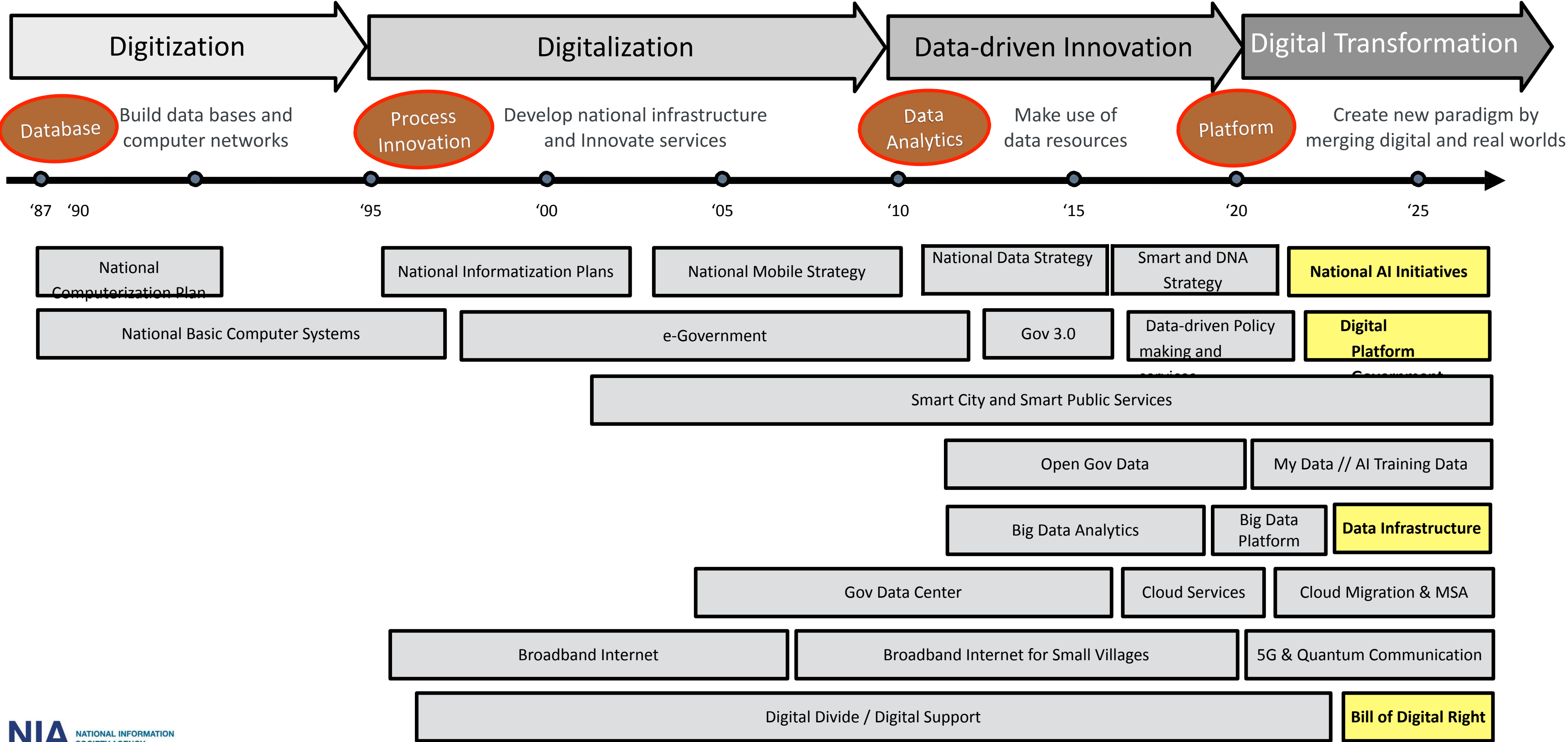
President, National Information Society Agency

Key milestones or achievements in Digital Government of Korea

Brief History of Korea's Digital Public Infrastructure

Period	Key Objectives	Key Organizations	Characteristics
1987-1995	<ul style="list-style-type: none"> Computerization of National Basic Data 	<ul style="list-style-type: none"> National Computerization Board under President National Computerization Agency 	<ul style="list-style-type: none"> Computerization of 5 key areas such as public administration, finance, education, national defense, security Lay the foundation for e-government and data era
1995-2000	<ul style="list-style-type: none"> Information Superhighway (Broadband Internet) Digital & Online Service 	<ul style="list-style-type: none"> National Informatization Committee chaired by the Prime Minister establish of Ministry of ICT (MIC) 	<ul style="list-style-type: none"> Enact of Framework Law on National Informatization Integrated approach to digital government World first nationwide roll-out of broadband Internet
2001-2007	<ul style="list-style-type: none"> e-Government Development (Integration) Ubiquitous computing 	<ul style="list-style-type: none"> special committees on e-Government under President National Informatization Committee 	<ul style="list-style-type: none"> Strong leadership from the President Upgrade to integrated e-Government and services Two separate governances for e-Gov and national ICT
2008-2012	<ul style="list-style-type: none"> e-Government (governance) 	<ul style="list-style-type: none"> dismantle of MIC and distributed governance National Informatization Strategy Committee 	<ul style="list-style-type: none"> Weakening of ICT governance with distributed organizations Introduction of new ICT management such as CIO position and enterprise architecture
2013-2016	<ul style="list-style-type: none"> Smart Government (Gov3.0) 	<ul style="list-style-type: none"> Government 3.0 Committee establish of Ministry of Science and ICT 	<ul style="list-style-type: none"> Focus on government innovation based on emerging technologies such as data analytics Two separate governances for e-Gov and national ICT
2017-2022	<ul style="list-style-type: none"> The Fourth Industrial Revolution (FIR) 	<ul style="list-style-type: none"> Presidential Committee on the Fourth Industrial Revolution National Data Policy Committee 	<ul style="list-style-type: none"> Focus on national ICT for FIR Development institutions and organization for data and AI
2022-Present	<ul style="list-style-type: none"> Digital Platform Government 	<ul style="list-style-type: none"> Presidential Committee on Digital Platform Government 	<ul style="list-style-type: none"> New government innovation model based on data infrastructure and close collaboration between the public and the private sectors

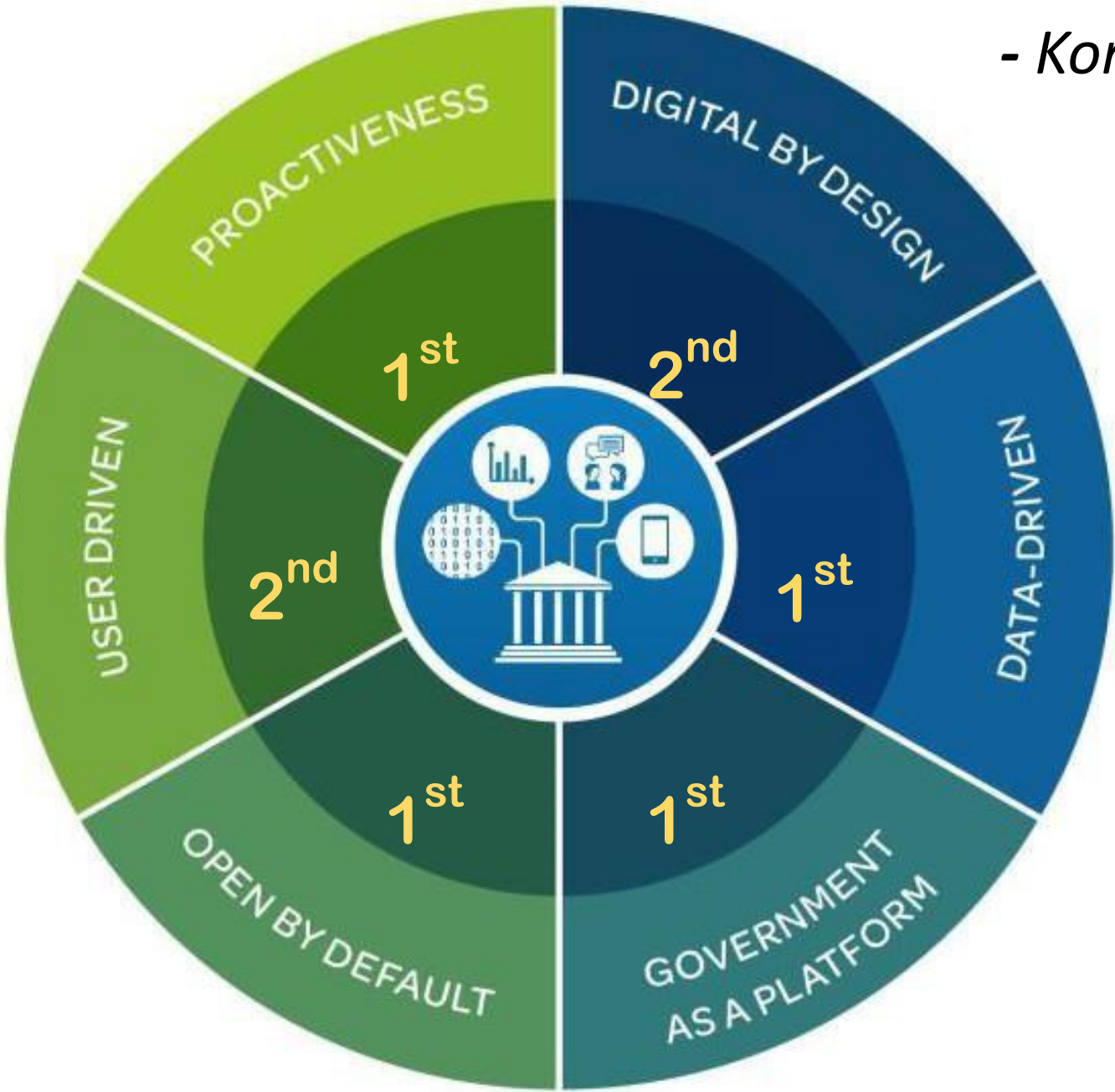
Changing Approaches to Digital Government



2023 OECD Digital Government Index and Korea's Key Success Factors

“Korea Tops OECD Global Digital Government Index for 2nd Consecutive Time”

- Korea topping the list in 4 of the 6 dimensions -



Korea's Key Success Factors

Data-driven

‘Act on Promotion of Data-based Administration’
(2020~)

Building Integrated Data Management Platform

Open by Default

Open Government Data (2013~)
: National Data Portal

Ture or False API Service

Government as a platform

Open Digital Services (2022~)
Enforcing the use of SaaS in public sector

Proactiveness

Subsidy 24 Service (2021~)
Virtual Assistant Service
– AI Chat Bot (Guppy)(2021~)

The Digital Government Initiatives to build trust and transparency

CHARTER ON THE VALUES AND PRINCIPLES FOR A DIGITAL SHARED PROSPERITY SOCIETY: THE DIGITAL BILL OF RIGHTS

Humanity is currently at the forefront of a civilization-altering revolution, propelled by the limitless potential of digital technology. This shift is ushering in profound changes in human life and society, necessitating a new dimension of norms to safeguard universal values such as freedom, equality, and human dignity.

In light of this, we are committed to establishing a new digital order that ensures the universal entitlement to digital enjoyment, grounded in our respect for human dignity and worth. This undertaking envisions pursuing digital innovation alongside the international community to achieve a digital shared prosperity society, where everyone

The Digital Bill of Rights (sep 2023)

Specifying the rights of citizens and duties of the state,
corporations, and individuals

the Digital Environment

Article 1 (Guarantee of Freedom and Rights) The foundation of the digital society shall rest upon respect for human dignity and values, ensuring that every individual shall be guaranteed freedom and rights in the digital environment.

Article 2 (Fair Access and Equal Opportunities) In the digital society, opportunities for competition and innovation shall be ensured fairly for everyone, and the benefits of digital innovation shall be evenly distributed by the community.

Article 3 (Security and Trust Assurance) In the digital society, digital technology and services shall be reliable, without posing any threat to the safety of individuals and society. Effective measures and procedures shall be established to prepare for potential digital risks.

Article 4 (Fostering of Digital Innovation) The digital society shall promote the continuous advancement of digital technology and innovation while providing a foundation for digital innovation to emerge through the autonomous and creative endeavors of individuals.

Article 5 (Advancement of Human Well-being) In the digital society, nations shall collaborate with the international community, guided by universal values and mutual trust, to harness digital technology for the betterment of human well-being and the bridging of the digital divide among nations.

Article 6 (Guarantee of Digital Access) Every individual shall be guaranteed a stable network environment and to access and use various digital services anywhere and anytime without discrimination through the same.

Article 7 (Freedom of Digital Expression) Every individual shall be able to freely express their views in the digital environment; provided, however, that such expression shall be carried out responsibly so as not to infringe upon the honor and rights of others, public morality, or social ethics.

Article 8 (Respect for Digital Diversity) Every individual shall be protected from unjust discrimination and bias arising from digital technology and shall be respected for their social and cultural diversity.

Article 9 (Access and Control of Personal Information) Every individual shall be able to access and control their personal information in the digital environment, including requesting access to, correction, deletion, and transfer of such information.

Article 10 (Demand for Non-Digital Alternatives) Every individual may demand non-digital alternatives in the public domain.

Article 11 (Guarantee of Digital Work and Rest) Every individual shall be guaranteed to work safely and healthily in various labor environments arising from the development of digital technology and shall be guaranteed rest away from digital connections.

Chapter 1 Fair Access and Equal Opportunities to Digital

Article 12 (Promotion of Fair Competition) To foster a fair competitive environment in the digital economy, appropriate measures shall be taken to address the harm caused by monopolies in information and technology, unfairness in algorithms, and other related issues.

Article 13 (Protection of Digital Assets) Digital assets resulting from personal investment and effort shall be properly protected. Contracts associated with their transactions shall be fair and guaranteed to be entered into freely.

Article 14 (Enhancement of Digital Literacy) The digital divide shall be bridged to ensure opportunities for the development and use of digital technology, and educational opportunities shall be provided for the improvement of digital literacy.

Article 15 (Guarantee of Data Access) Data openness shall be promoted. Particularly, opportunities for accessing and using public data shall be ensured fairly, and necessary measures shall be taken for the universal expansion of the right to use such data.

Article 16 (Enhancement of Social Safety Nets) Measures shall be taken to enhance social safety nets, including mitigating economic and social inequality arising from deepening digitalization, to ensure that the benefits of digital innovation are enjoyed by the social community.

Chapter 1 Promotion of Digital Innovation Based on Autonomy and Creativity

Article 22 (Freedom of Digital Innovation Activities) Every individual shall be guaranteed the freedom to engage in economic, social, and cultural activities that promote digital innovation in various domains.

Article 23 (Improvement of Digital Regulation) To promote digital innovation, a reasonable regulatory framework that respects private autonomy shall be established. Unreasonable regulations shall be improved by taking into account the pace of technological advancement, industry maturity, and societal acceptance.

Article 24 (Support for Digital Innovation) To sustain ongoing digital innovation, a range of support measures, including the cultivation of a skilled workforce, investments in research and development, promotion of entrepreneurship, infrastructure development, and regulatory adjustments, shall be implemented through close collaboration between the private sector and the government.

Article 25 (Conflict Resolution in Digital Transition) An institutional framework shall be established to manage and prevent societal conflicts arising during digital transition and to facilitate dialogue and consultations among various stakeholders to reach a social consensus.

*This Digital Bill of Rights will serve as
the international community's compass to navigate the era
of deepening digitalization by setting out five guiding principles
for the building of a brighter digital future.*

Chapter 1 Safe and Reliable Digital Society

Article 17 (Ethical Development and Use of Digital Technology) The development and use of digital technology shall be conducted responsibly in an ethical manner to ensure safety and trust.

Article 18 (Response to Digital Risks) Digital risks shall be prevented and managed through means and procedures that allow for adequate measures to be taken. Information about these risks shall be disclosed transparently in an easily understandable and transparent manner.

Article 19 (Protection of Digital Privacy) In the digital environment, the privacy of individuals shall be protected from unlawful identification and tracking, including digital surveillance and location tracking.

Article 20 (Fostering of Sound Digital Environment) A sound digital environment that prevents the creation and dissemination of false information and illegal or harmful content shall be cultivated. Effective measures and procedures shall be established to protect victims of crimes occurring in the digital environment.

Article 21 (Protection of Children and Youths) Children and youths shall be free to choose and engage in activities in digital spaces specifically designed for their age. They shall receive special protection from crimes that may arise from digital technology.

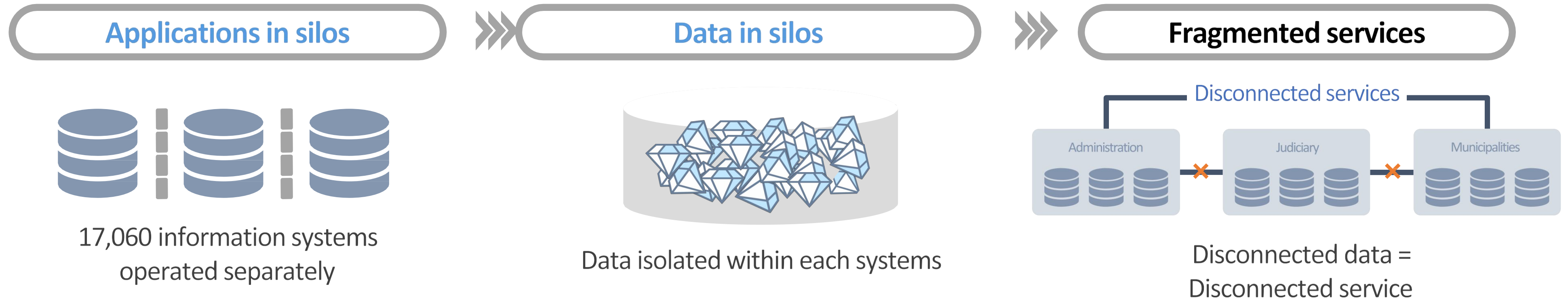
Chapter 1 Advancement of Human Well-being

Article 26 (Sustainable Digital Society) Nations shall endeavor to collaborate with the international community to minimize the negative impacts and harm of digital technology on the environment, ecology, and the climate system, while also contributing to enhancing the well-being of the global community through the utilization of digital technology.

Article 27 (Global Reduction of Digital Divide) Nations shall cooperate with the international community to bridge the digital divide among nations and expand international digital development cooperation for the common prosperity of global citizens.

Article 28 (Cooperation for Global Digital Norms) Nations shall endeavor to cooperate with the international community to institute and enforce universal digital norms and build global cooperative governance mechanisms for addressing digital risks and other related issues.

Problems of e-Government Initiatives



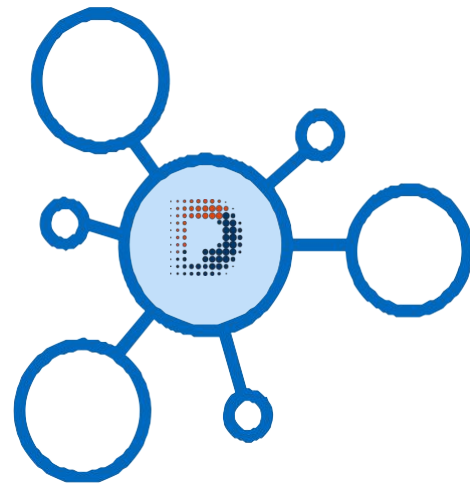
Korea launched the Digital Platform Government in 2022

Vision

Digital Platform Government enabled by AI & Data



“A People centric Digital Platform Government”



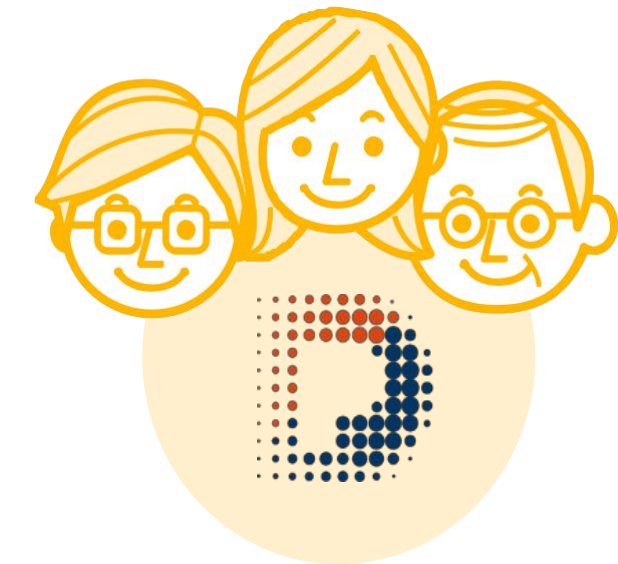
Single-Entry Point

- All government services accessible in one place
 - 1,500 types of public services to be connected/Integrated by 2026
- Single Sign-On with one ID



Proactive Services

- Notifications system with customized benefit updates
 - expand to 1,021 services by 2026
- Digital wallet with personalized notifications



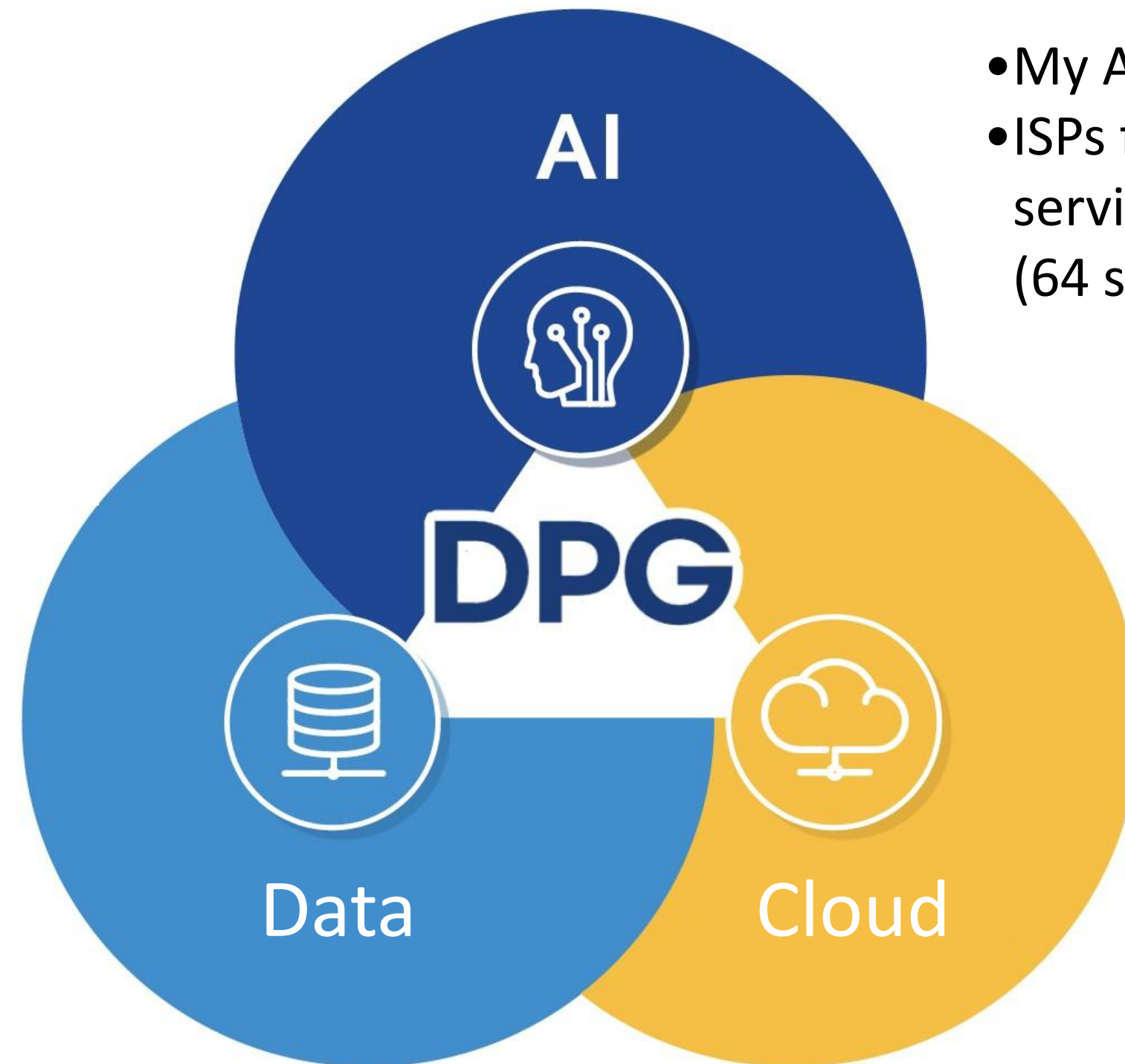
Digital Welfare

- People’s “Dream” Project to meet social needs & address social challenges
 - (2023) 26 projects (KRW 143.5 bn) including Portal for Young Adults, AI Welfare Assistant

Paradigm Shift of the Future Digital Government

AI for DPG (Digital Platform Government)

- AI Training Data ('20~)
- Open Data
- Governmentwide Data Analytics program



- My AI Assistant
- ISPs for Generative AI services by government (64 services in 2023)

- DPG Hub
- Cloud Native Architecture
- Private SaaS for DPG
- Public digital service by the Private

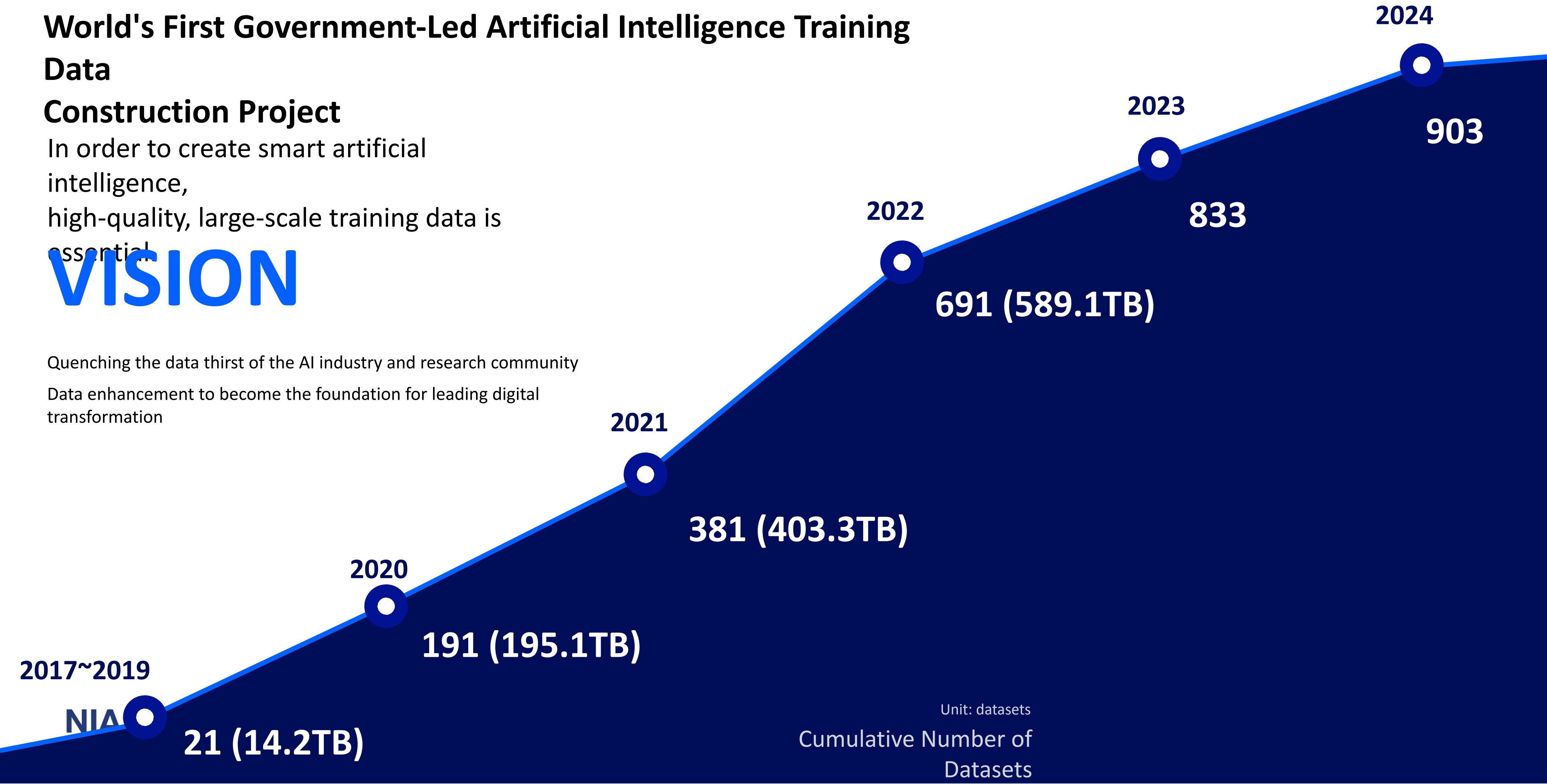
World's First Government-Led Artificial Intelligence Training Data

Construction Project

In order to create smart artificial intelligence, high-quality, large-scale training data is essential

VISION

Quenching the data thirst of the AI industry and research community
Data enhancement to become the foundation for leading digital transformation



2017~2019

NIA

21 (14.2TB)

2020

191 (195.1TB)

2021

381 (403.3TB)

2022

691 (589.1TB)

2023

833

2024

903

Unit: datasets

Cumulative Number of
Datasets

My AI Assistant Service (Decision Support)

Based on citizen's consent, AI collects and analyzes data to preemptively recommend services that citizens can receive.

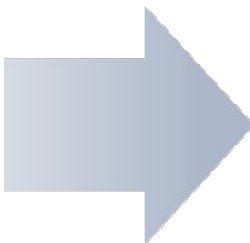
As-Is

To-Be

Can I get unemployment benefits?



What scholarships can I get?



① Life cycle events

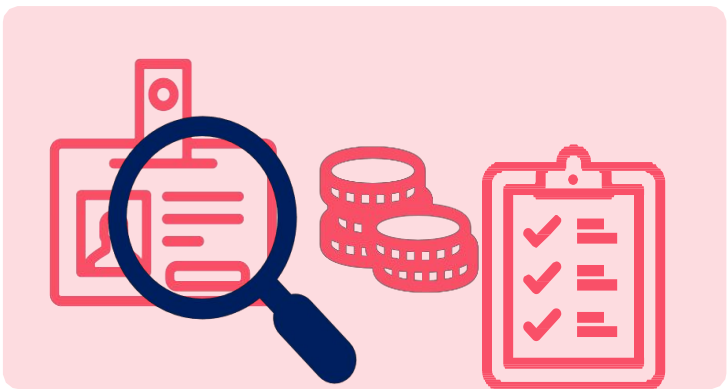
Marriage

Employment

Childbirth and Parenting

⋮

② Data-driven eligibility check



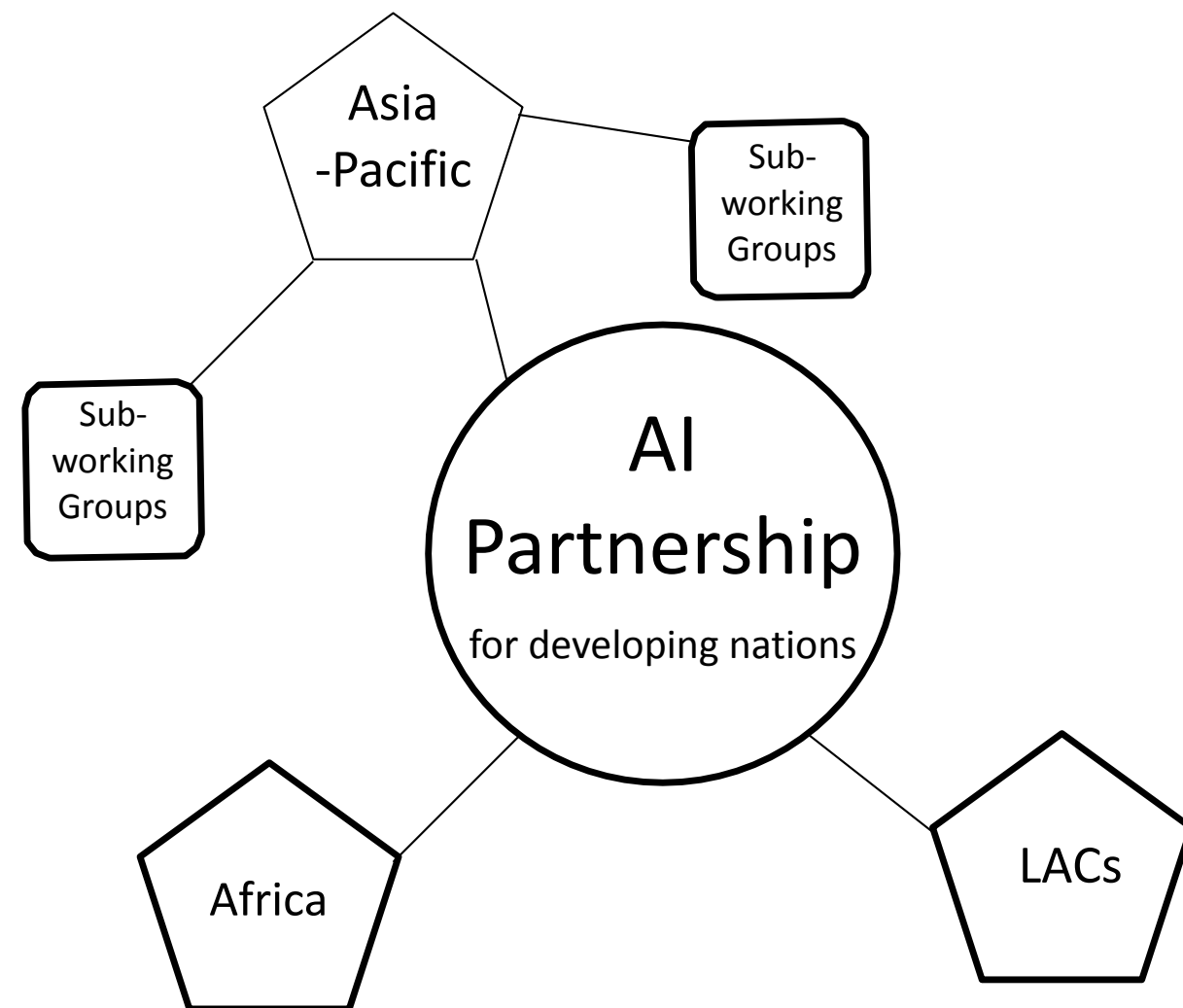
③ Customized public service recommendation and provision

Notification for 11 services

Consultation for 2 services

Global Digital Cooperation in the Era of AI

“Global AI Development Partnership” (tentative)



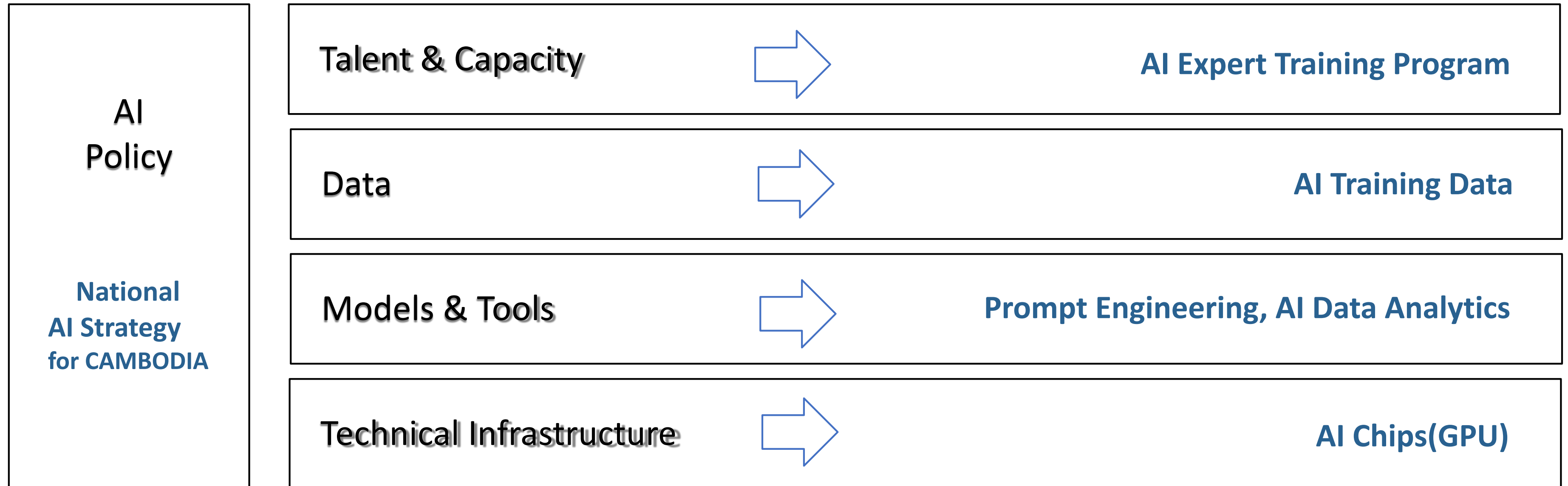
Upgrading IACs to the **AI Development Hub** for

(1) AI training data

(2) AI computing base: cloud & on-premise

(3) Experts training program

Ways of Cooperation with CAMBODIA in the Era of AI



Through the **DGCC**(Digital Government Cooperation Center) and **IAC**(Information Access Center)

NIA will closely collaborate with Cambodia on AI as a key partner building on existing collaboration in the cloud sector

THANK YOU