

# WeGO e-Government Thematic Group

June 7, 16:00-17:35(KST)

# Program

<b>OPENING</b>	Welcoming remarks
<b>INTRO</b>	WeGO e-Government Thematic Group
<b>SESSION 1</b>	Evolution of e-Government practices
<b>SESSION 2</b>	Exploring e-Government Ecosystem
<b>WRAP UP</b>	Q&A and Recap



# Welcome Remarks

Kyong-yul Lee  
WeGO Secretary General



# Welcome Remarks

Heidar Eskandarpour  
Shiraz Mayor





World Smart Sustainable Cities Organization

# Introduction to WeGO

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**Eunji Park** | Design & Domestic Partnership  
World Smart Sustainable Cities Organization (WeGO)



01

# Introducing WeGO

# What is WeGO?

WeGO is an international association of



**Local Governments**



**Corporations**



**National & Regional  
Institutions**

Committed to the transformation of cities into smart sustainable cities.

# WeGO's Purpose

## VISION

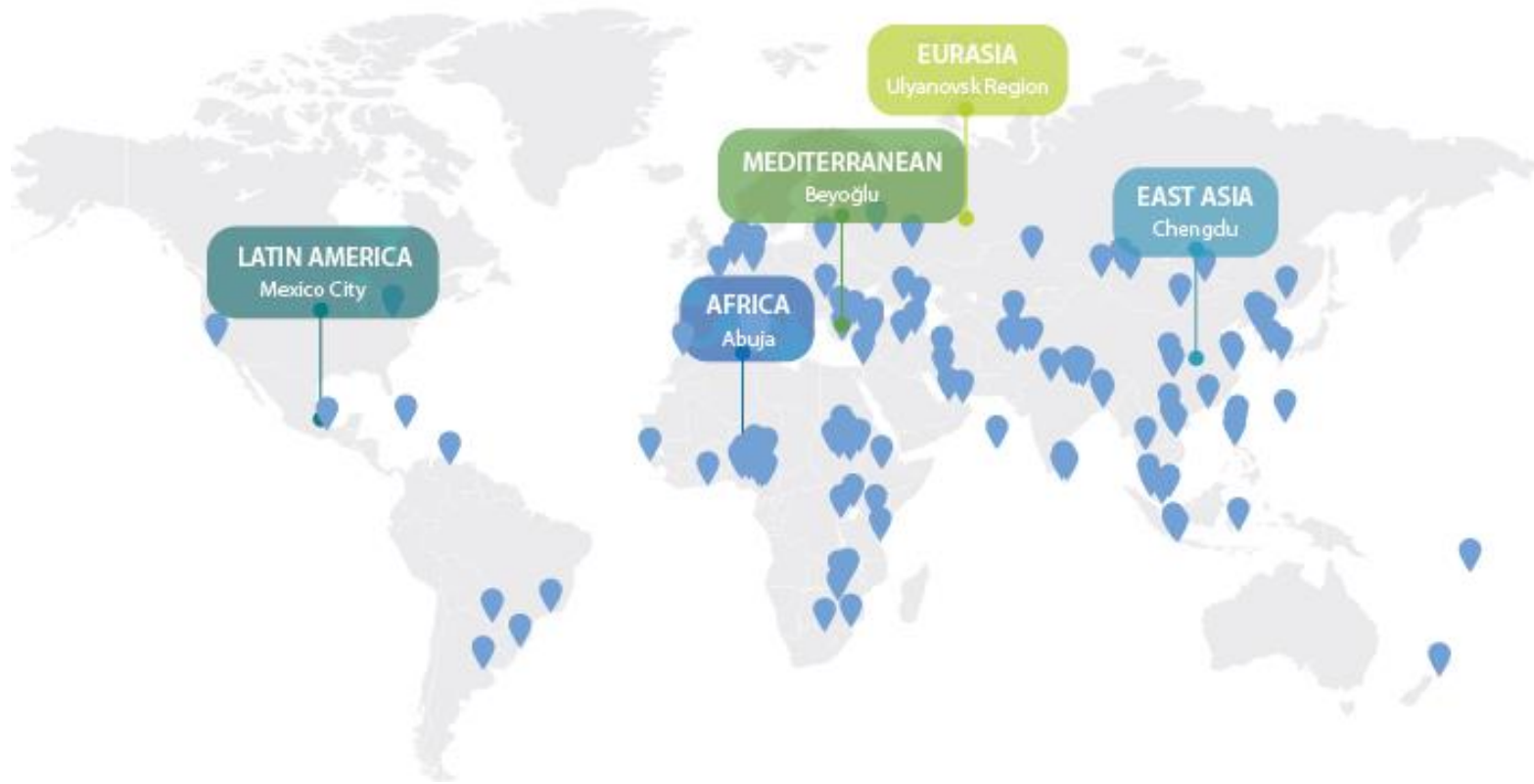
- Smart Sustainable Cities for All

## MISSION

- To promote and facilitate the transformation of cities to smart sustainable cities worldwide.
- To be a global platform for cities to transform into smart sustainable cities.
- To foster international exchange, cooperation, and networking among members.

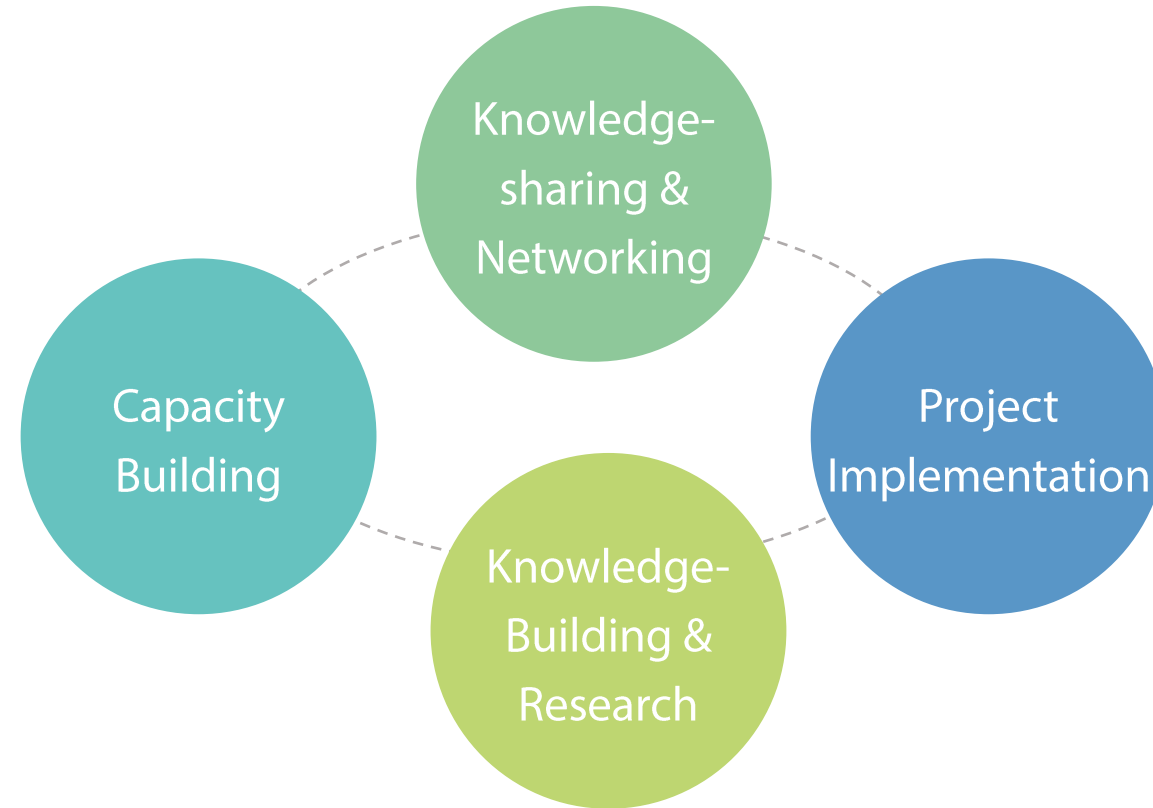


# WeGO's Network



## 213 Members

158  
Local Governments  
+  
36  
Corporations  
+  
19  
Institutions





02

## Introducing WeGO's e-Government Thematic Group

# Why e-Government?





## Introducing the thematic group



## How can I join the Thematic Group?



## Introducing this webinar



Evolution of e-Government

How can local governments improve their e-government services to become more pragmatic and beneficial to citizens?

What struggles do local governments face in upgrading their e-government systems and how can these be overcome?

# Thank You!

 /We-gov.org

 /WeGovOrg

 /WeGov\_org

 /WeGO Secretariat



## **KEPING YAO**

Senior Governance and Public  
Administration Expert of  
UNPOG, DPIDG/ UN DESA

Evolution of e-Government and  
Civic Participation



## **SAHNG YOON KIM**

Director for External Cooperation  
of Korea Local Information  
Research & Development Institute

Enhanced Connectivity through  
e-Government in Korea



## **SEAN AUDAIN**

City Innovation Lead of  
Wellington City Council

Positive Impacts of e-Government  
under Digital Transformation



## **DONG HOON SHIN**

Project Advisor of  
Seoul Urban Solutions Agency

Seoul's e-Government Evolution in  
a Decade

# **Session One**

## **Evolution of e-Government practices**



# Keping Yao

Senior Governance and Public Administration Expert  
UNPOG, DPIDG/ UN DESA

## Disclaimer

**The views of presenter are based on discussions of DPIDG's recent digital government related activities, including the Expert Group Meeting in March 2021 and the series of regional consultations in preparation for the United Nations E-Government Survey 2022 since May 2021, the webinar on digital transformation in October 2020, and the findings from UN E-Government Survey 2020. Those views do not necessarily represents official stance of DPIDG/UN DESA.**



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Social Affairs



# Evolution of e-Government and Future Improvements

## WeGO e-Government Thematic Group

Session One: Evolution of e-Government practices

**Keping Yao**

**United Nations Project Office on Governance (UNPOG)  
Division for Public Institutions and Digital Government (DPIDG)  
UN Department of Economic and Social Affairs (UN DESA)**





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## 1. Mandates of UNPOG, DPIDG/UN DESA



# UNPOG

DEPARTMENT OF ECONOMIC AND SOCIAL AFFAIRS  
Division for Public Institutions and Digital Government  
United Nations Project Office on Governance

**The United Nations Project Office on Governance (UNPOG), established in 2006, is part of DPIDG, UN DESA.**

**Its principal mission is to strengthen the public governance capacities of developing Member States in Asia and the Pacific and beyond to achieve the 2030 Agenda for Sustainable Development.**





## 1. Mandates of UNPOG, DPIDG/UN DESA

**Expected Accomplishment 1** Strengthened capacity of governments in target countries to build institutions, at national and local levels, able to support the Sustainable Development Goals and Targets in an integrated, effective, transparent and accountable way.

**Expected Accomplishment 2** Enhanced government capacity in target countries **to promote innovation for inclusive service delivery in specific sectors**, including health, education, job creation, the environment, to support achievement of the SDGs and Targets.

**Expected Accomplishment 3** Strengthened government capacity **to develop open innovation systems to engage societies**, including the poorest and most vulnerable, in designing, delivering and implementing policies for realizing the SDGs, as well as to design and implement effective partnerships.



## 2. Evolution of E-Government

Implementing digital government in developing countries has been difficult with limited success

- ***Lack of buy-in from political leaders*** and senior officials
- Adopting a ***“project management” approach***
  - stand-alone “technical engineering” problem, separate from government policy and processes
- Focusing more on ***technical aspects***
  - not considering social and political phenomenon with local political and country context.
- ***Demand for e-services is limited***
- ***Limited capacity*** to design and manage digital government programme



## 2. Evolution of E-Government

### i) The nexus of digital government, digital economy, digital society and the SDGs

- Advancing digital economy and digital society by embracing e-government development and digital transformation is increasingly perceived as a key facilitator and driver of national development as well as sustainable development.
- Digital government advances digital economy; while at the same time digital trade and digital economy are the driving forces behind digital transformation





# Digital Government Innovation is a Key Enabler for achieving the SDGs

**Financial inclusion:** Mobile access to financial services for the world's two billion unbanked



Smart water management systems, sanitation and hygiene

Narrow the digital divide and empower communities



Smart sustainable cities, intelligent transport systems, 5G and the Internet of Things



ICTs enable sustainable production and consumption through smart grids, smart metering and cloud computing

**e-Agriculture:** Access to market updates, and weather forecasts increases rural business productivity



Energy efficiency, smart grids, green standards and technology for sustainable energy

**e-Health:** Be Healthy, Be Mobile. Direct patient interaction, health informatics and telemedicine



ICTs support greener lifestyles, climate monitoring, forecasting and early warning systems

**e-learning:** Access to knowledge to all people no matter where they live or how much they earn



Promoting the digital economy, ecommerce, tech-SMEs, entrepreneurship and cyber trust



Satellite oceanic observation and monitoring increases scientific knowledge of the oceans

ICTs are an essential pathway to gender equality and empowerment



Provide universal and affordable access to the Internet, ICTs are essential for a resilient 21st century infrastructure and access to services and applications



Satellite observation of terrestrial ecosystems help to protect biodiversity

Open data increases transparency, empowers citizens and drives economic growth





## 2. Evolution of E-Government

### ii) The digital government strategy and digital government services should be aligned with SDGs

- The global COVID-19 has reinvigorated the central role of e-government. Digital government services are critical for social distancing and online interactions.
- As UN Secretary-General recently noted, the post-COVID-19 world will be different and much more digital than before.
- The e-government platforms are being used to manage the crisis through innovative ways.
- The way forward is a new “digital normal” in responding to global challenges and pursuing sustainable development.





## 2. Evolution of E-Government

### iii) The digital government should be people centric and user friendly with good measurement of impact and user satisfaction.

- National portal functions are increasing – close to 90 per cent of Member States have advanced e-government portals featuring a one-stop-shop, social networking opportunities, and an interactive design with feedback options.
- Availability of feedback channels on actions taken on issues raised.
- For example, Estonia – GCIO launched a citizen survey asking people where digital government should be more mobile





## 2. Evolution of E-Government

### iv) It is important to establish centralized platforms and ensure interoperability for quality, integrated digital services

- W-O-Government approach for centralized platforms such as digital identity or data sharing or publishing platforms are important for timely responses.
- The interoperability standard would enable developers to put together new solutions very quickly as they are interoperable and easily work together and function well. Interoperability is very important because if applications and solutions do not talk to each other, they will not answer users' needs and demands, being those of citizens or businesses. Moreover, the standard for interoperability of government products and practices could help promote collaboration among governments to share certain products like digital identity.
- Digital ID project – inclusive public service
- Breakdown silos across the government – both horizontally and vertically
- Incentives for digitalization with public institutions for partnership



## 2. Evolution of E-Government

### v) Local e-Government Development

- Due to the proximity to citizens, local governments are at the forefront of identifying the needs of citizens and delivering services on the ground. Local e-Government development plays an important role in enabling effective, efficient and inclusive local governance and service delivery at local level.
- Effective harnessing of digital government at local level has become increasingly important for better addressing diverse and complex issues followed by the rapid process of urbanization as well as in the situation of public health emergencies, e.g. COVID-19 pandemic. It enables local authorities and stakeholders to effectively identify the needs of citizens at local level, deliver services and assistance in an effective and timely manner, and facilitate effective and efficient communication with the citizens.
- Local Online Service Index (LOSI)
- Local e-Government development strategies should be integrated and aligned with national e-Government development strategies, with a coherent and holistic approach through effective national-local coordination and collaboration.



## 2. Evolution of E-Government

### vi) Digital inclusion should be a priority while delivering targeted services for vulnerable groups – vulnerable groups should be engaged in service designing for meeting their special needs

- LNOB means Leaving no one offline - Digital tools for social distancing
- Digital by default services – while also mindful of providing options and enabling those who have difficulty accessing digital services
- Digital gaps – vulnerable sectors of society – addressing inequalities – further left behind
- Platform for inclusion for e-participation policy dialogues
- Digital exclusion is more about digital capability and skills
- Digital connectivity – inclusive accessibility, broadband as a human right
- Context matters – to design the deliver e-services with vulnerable people's ability and capacity in mind
- Digital skills for meaningful access
- Gender balancing – digital inclusion of women



Photo: <https://www.un.org/development/desa/dspd/>



## 2. Evolution of E-Government

### vii) Mobile platform more important for service provisions mobile friendly – mobile strategy

- Web centric services should be integrated with service delivery through mobile platform including social media channel.
- Cloud service technology
- Mobile broadband important



<https://www.unicef.org/innovation/stories/URreportCoronavirusIndonesia>

© UNICEF Indonesia/2016/Vania Santoso



## 2. Evolution of E-Government

### viii) Integration of online and offline services, through blended services and multichannel delivery

- Multi-channel service delivery important
- Government service centers in developing countries still critical especially for those people without digital skills or internet accessibility
- An open, interconnected platform





## 2. Evolution of E-Government

### ix) E-participation for e-empowerment and e-collaboration

- Innovative for citizen engagement, especially for those digitally excluded
- E-participation platform has a trend towards multi-function participation platforms, such as ideation forums, consultations and/or e-petitions on new policies, opinion surveys, complaint system, reports of corruption and generation of ideas and innovations.





## 2. Evolution of E-Government

### x) Data centric and Data governance

- Building trust in government transformation – sharing information and empower citizens
- Data governance - Harnessing public value from data requires a long-term vision and approach requires instituting data governance – **policies and regulations, national data strategy and leadership, data ecosystem, data technologies**
- Building the culture of trust in technologies



## 2. Evolution of E-Government

### xi) The agility

- From the formulation of policies, more importantly adjusting it, communicating it to citizens is important.
- Using technology to implement these policies is key.



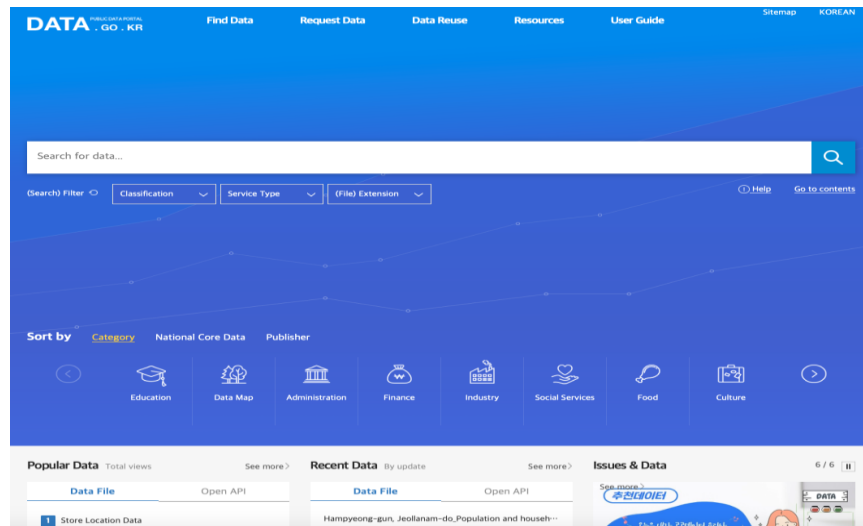




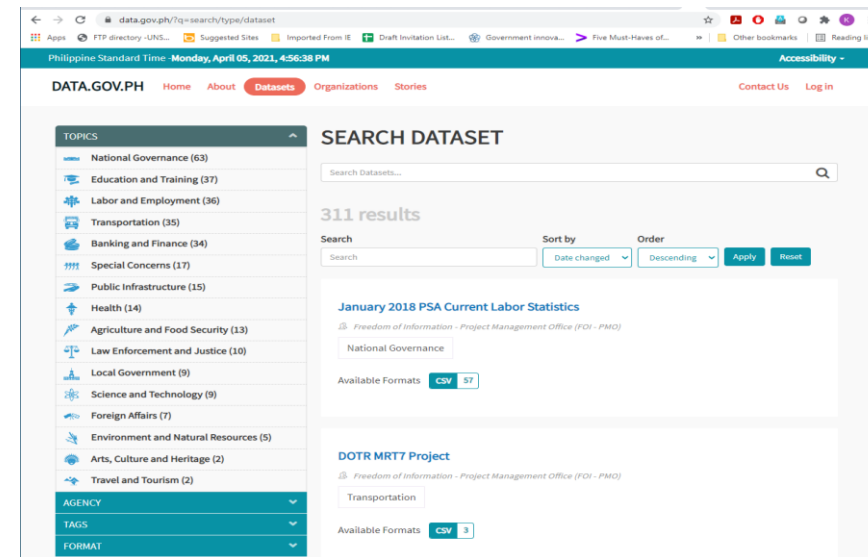
## 2. Evolution of E-Government

### xii) Open government data

- Open data for public value
- Statistics on use and impact of OGD might be critical



[www.data.go.kr](http://www.data.go.kr)



<https://data.gov.ph>



## 2. Evolution of E-Government

### xiii) Partnership with private sector and other stakeholders

- Open innovation
- PPPP – ICT investment, incentives for bringing up ICT startups.
- Data sharing



## 2. Evolution of E-Government

### xiv) Changing mindsets and enhancing digital capacities of government officials.

- For nurturing digital skills in the public sector for digital transformation, government should set and change their mindsets to embrace digital transformation.
- Digital capabilities of individuals at all levels of government have become a necessity, not an option.
- Public officials should embrace open innovation and the new generations of leaders must commit even more to search for innovative low-cost solutions.



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## 2. Evolution of E-Government

xv) AI-enabled and other frontier technologies in driving anticipatory, predictive and responsive services, especially in the post-COVID-19 era



Image source : ITU & World Bank



Image source: United Nations



Image source: United Nations



**DESA**

Division for Public Institutions and Digital Government



## 3. Digital Government Capacity Development – Online Training Toolkits

### Online Training Toolkits

#### Government Innovation for Social Inclusion of Vulnerable Groups

- Identifying vulnerabilities through ICT/digital government tools
- Innovating public service delivery and access for vulnerable groups
- **Digital government for LNOB**
- Building capacity for inclusion of vulnerable groups



Government Innovation for Social Inclusion of Vulnerable Groups

UN DESA | DPIDG | UNPOG  
Training of Trainers | English

[Access the Toolkit](#)



Risk-informed Governance and Innovative Technology for Disaster Risk Reduction and Resilience

UN DESA | DPIDG | UNPOG  
Training of Trainers | English

[Access the Toolkit](#)



#### Risk-informed Governance and Innovative Technologies for DRR and Resilience

- Risk-informed governance – **data-informed and data-driven decision-making**
- **Digital government esp. open data and big data analytics for DRR and resilience**

#### DIGIT4SD Toolkit

- Capacity development for the future digital government
- Digital government planning & analysis
- Digital government implementation
- Digital infrastructure
- Digital government monitoring & evaluation



DIGIT4SD: Digital Government Implementation

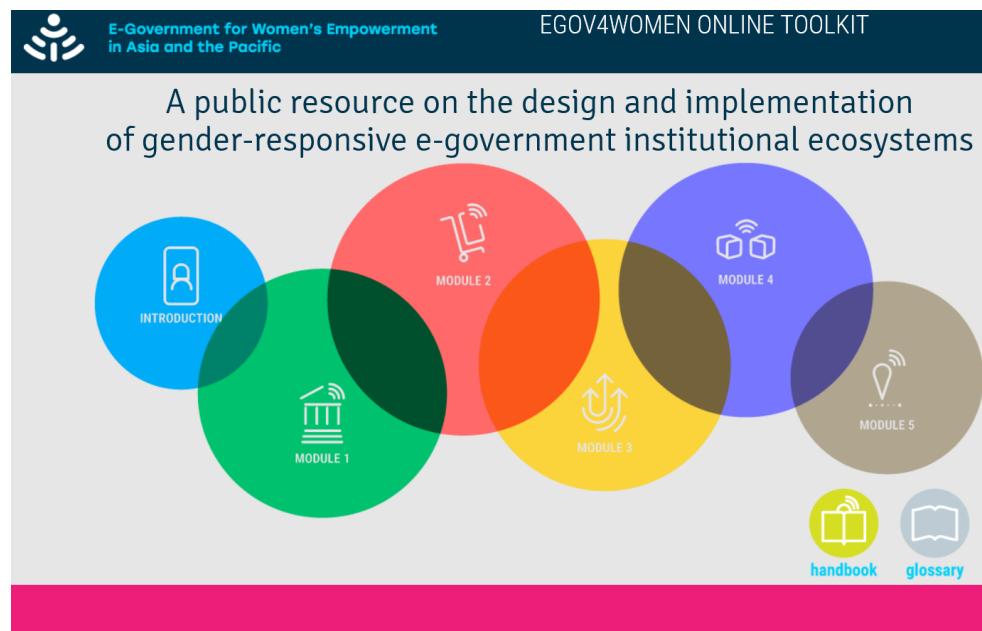
UN DESA | DPIDG  
Training of Trainers | English

[Access the Toolkit](#)



### 3. Digital Government Capacity Development – Online Training Toolkits

**Online Toolkit on  
“E-Government for Women’s Empowerment in Asia and the Pacific”  
(In collaboration with UN ESCAP)**



<https://egov4women.unescapsdd.org/toolkit>

**Module 1. Gender, Governance and e-Government**

**Module 2. Gender-responsive e-service delivery**

**Module 3. Gender-responsive e-participation**

**Module 4. Gender-responsive connectivity architecture**

**Module 5. Assessing gender-responsiveness of e-government ecosystems**





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# Thank you



# Sahng Yoon KIM

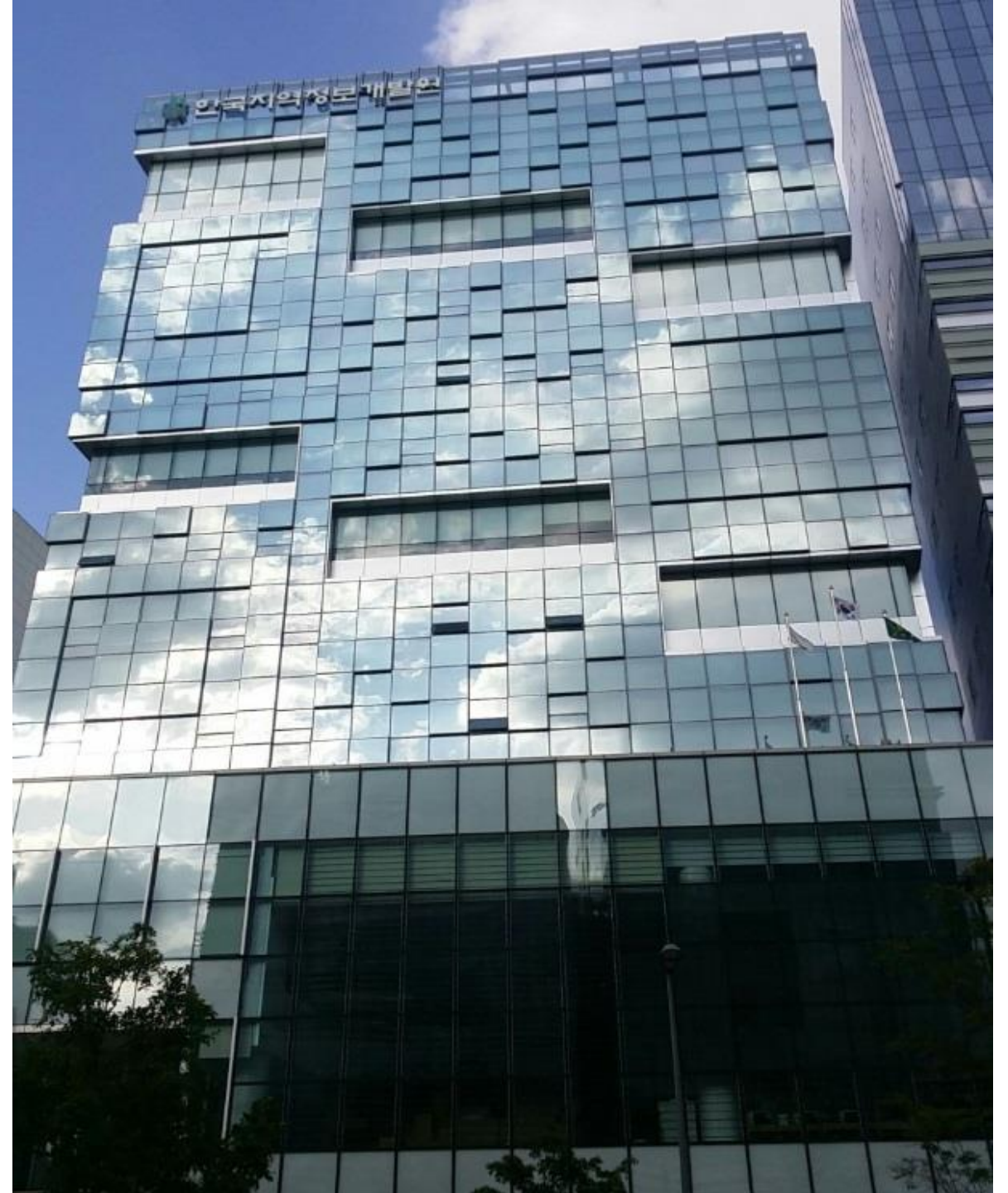
Director for External Cooperation of Korea Local  
Information Research & Development Institute



# Evolution of e-Government Practices:

## Enhanced Connectivity through e-Government in Korea

21.6.7.



# KLID:

a true connector between central and local government through e-Government



## Basis

- Electronic Government Act Article. 72

## Founders

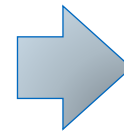
- MOIS(Ministry of the Interior and Safety)
- 17 Local Governments

## Purpose

- To support, advice, and run the major information systems of local governments in Korea

## History

- 1997 Local Informatization Foundation
- 2003 Korea Association of Local Informatization (KALI)
- 2008 Korea Local Information Research & Development Institute (KLID)
- 2013 Information Sharing and Analysis Center (ISAC)
- 2015 Construction of KLID building in DMC area



- ✓ Sustainable Growth of the Local Regions
- ✓ Convenient and Safer life

# Electronic Government Act (1)



## Article 72 (Establishment, etc. of Korea Local Information Research and Development Institute)

(1) At least two local governments may jointly establish a Korea Local Information Research and Development Institute (hereinafter referred to as the "Development Institute") to jointly pursue informatization projects under their control.

...

(3) The Development Institute shall perform the following affairs:

1. Assistance in informatization projects being pursued by local governments for the realization of electronic government and the facilitation of local informatization;
2. Administrative affairs entrusted by a related central administrative agency or a local government in connection with the promotion of informatization of local governments;
3. Survey, research, education, and training to facilitate informatization of local governments;
4. Other projects determined by Presidential Decree for the facilitation of local informatization.

## Electronic Government Act (2)



### **Article 72 (Establishment, etc. of Korea Local Information Research and Development Institute)**

(5) A local government may contribute funds to the Development Institute so that it can be appropriated for the establishment, installation of facilities, and operation of the Development Institute, and the State may provide support as necessary for the Development Institute's smooth performance of duties.

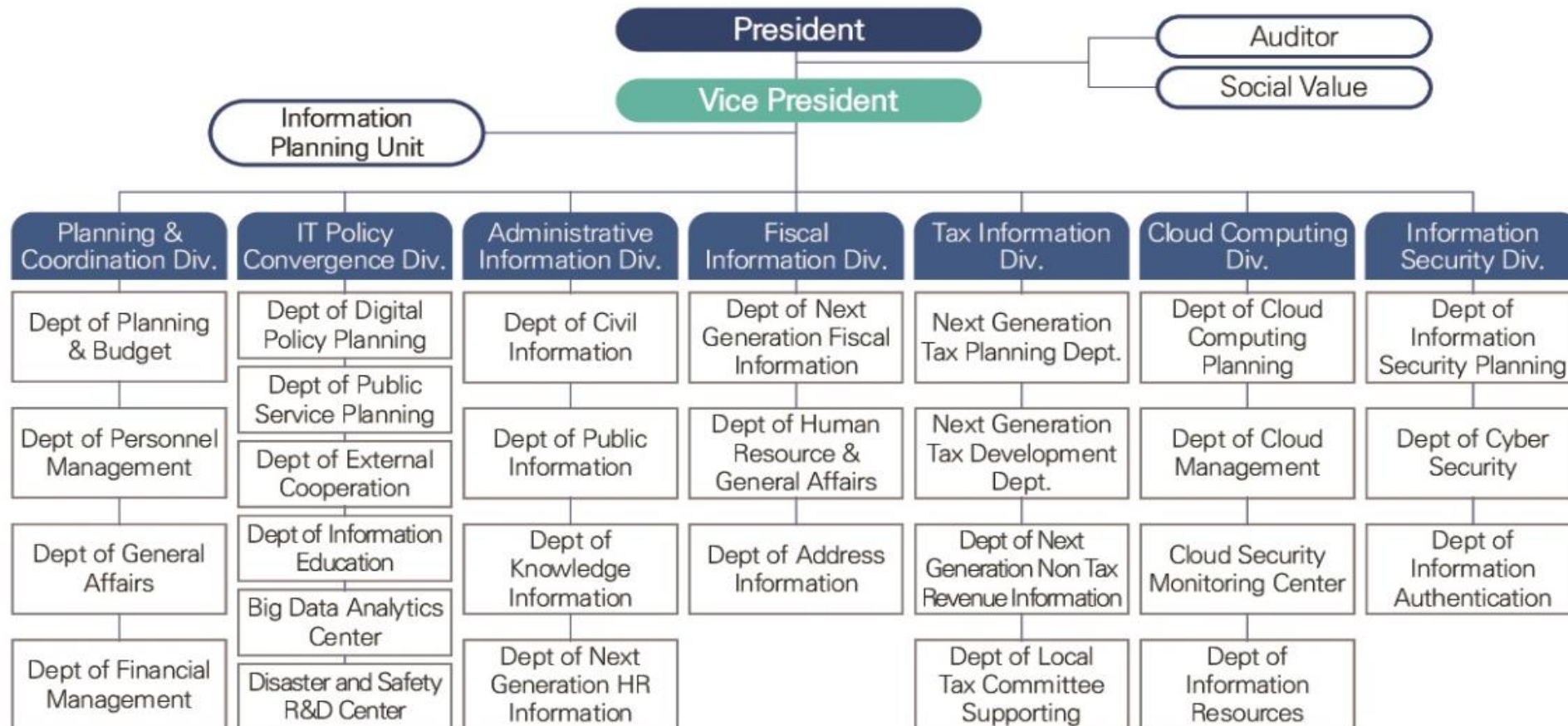
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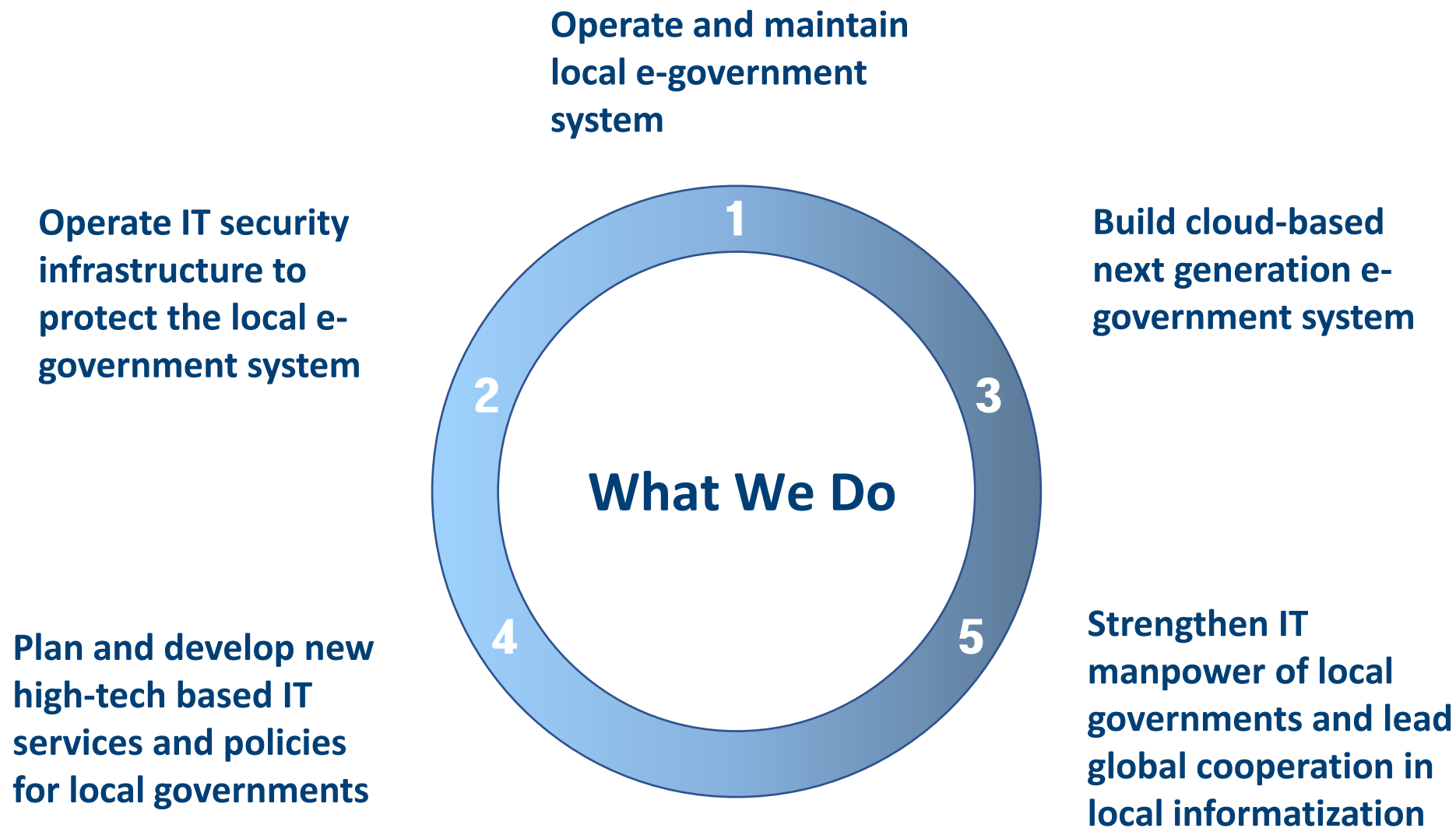
(8) Matters necessary for the promotion and support of local informatization by the Development Institute and other relevant matters shall be prescribed by Presidential Decree.



# Organization

- 7 Divisions, 28 departments
- Personnel : about 300 (including dispatched public officials from 17 local governments)





# Operate and maintain local e-government system



- To improve the efficiency of public administration and public service for citizens

## **Public Administration (44 types of system)**

- Local Administration Integrated Information System
- Local Government Human Resource Management System
- Local Finance Management System
- Local Tax Administration Information System
- Standard Local Non-Tax Revenue Information System

## **Public Service (10 types of system)**

- WeTax(local tax payment system via internet)
- Information Network Village(Invil.)
- Road Name Address
- 1365 volunteer work for volunteering activities

# Local Administration Integrated Information(Brief Overview)



- ✓ Helps local public officials to handle public services and administrative affairs online, as they are delegated by the state government.
- ✓ Has been performing as a core system of the electronic government for the past 20 years.

## Local Government(SAEOL) Administrative Information System

- Integrated 228 local government common administrative system into one system
- 22 types of business including vehicle management, water supply/drainage, local industry, road traffic, etc.

## Metropolitan/Provincial(Sido) Administrative Information System

- Integrated 17 metropolitan/provincial common administrative system into one System
- 22 types of business including local administration, welfare/women, economy/trade, public health and sanitation, etc.

# Online Business Processing System (Brief Overview)



- ✓ **Manages all administrative procedures online, shares the progress and results in real-time and records every steps in the process accurately and timely.**
- ✓ **On-nara BPS was selected as one of the top 10 e-government services in the 2007 World e-Democracy Forum in France.**

- **Document Management** : create, share, report and approve documents online.
- **MemoReport** : stakeholders can share information and their perspectives on internal affairs without having to go through an approval process.
- **Schedule Management** : upload important schedules in advance and record and manage performances.
- **Meeting Management** : register agendas, hold online meetings and record offline meetings.
- **Directive Management** : register directives and facilitates real-time updates and management of work on these directives.

# Operate IT security infrastructure to protect the local e-government system



## ➤ For safe public service delivery and better response to cyber threats

### Information Security

- Authentication services; electronic signature , electronic documents, etc
- 24/7 cyber security monitoring in real-time and data backup system
- Information Sharing and Analysis Center(ISAC): provides and share experience, knowledge, and analysis on cyber-attacks

# Build cloud-based next generation e-government system

## ➤ To help innovate the way local governments work by changing the work paradigm

### e-government system

- Next generation e-government system
  - Next generation tax administration information system
  - Next generation local finance management system
- Cloud-based infrastructure



# Plan and develop new high-tech based IT services and policies for local governments



## ➤ Convenient and safer life for the citizens

### Policy and IT service

- Local informatization action plan, digital divide closure projects, projects and policies related to smart city such as smart town, cutting-edge technologies, etc.
- Smart city, disaster and safety R&D, new high-tech in public services, etc.

# Strengthen IT manpower of local governments and lead global cooperation in local informatization

## ➤ To support sustainable growth of the local regions and help the global community

### Education and cooperation

- Publishes educational material for local government officials
- Provides online courses
- Shares best practices of local information with partners at home and abroad
- Collaborates on joint projects and shares experiences and knowledge in information systems with global partners

**Thank you !**



# Dong Hoon Shin

Project Advisor  
Seoul Urban Solutions Agency

# SEOUL

## A CASE STUDY ON E-GOVERNMENT AND SMART CITIES



SEOUL METROPOLITAN  
GOVERNMENT

# WELCOME TO SEOUL

**Seoul**, officially the Seoul Special City, is the **capital** and the **largest city** of the Republic of Korea. Located in the **center of the Korean peninsula**, it has been Korea's **seat of government** for over 600 years. Together with the surrounding Gyeonggi province and the neighbouring Incheon Metropolitan City, it forms **Seoul Capital Area** (sudokwon) – the world's fifth largest metropolitan area by population.

## SEOUL CAPITAL AREA (SUDOKWON)

 **50%**

NATIONAL POPULATION

 **11.8%**

NATIONAL LAND MASS



# WELCOME TO SEOUL

25

DISTRICTS



## POPULATION

10,197,604

## NUMBER OF HOUSEHOLDS

3.9 m

## ANNUAL BUDGET

\$26.9 bn

## AREA

605.25 km<sup>2</sup>

## POPULATION DENSITY

Approx. 16k people/km<sup>2</sup>

(PARIS 20k / TOKYO 6k / LONDON 5k/ BEIJING 1k)

## HOUSING

3.64 m units

## HOUSING SUPPLY RATIO

96%

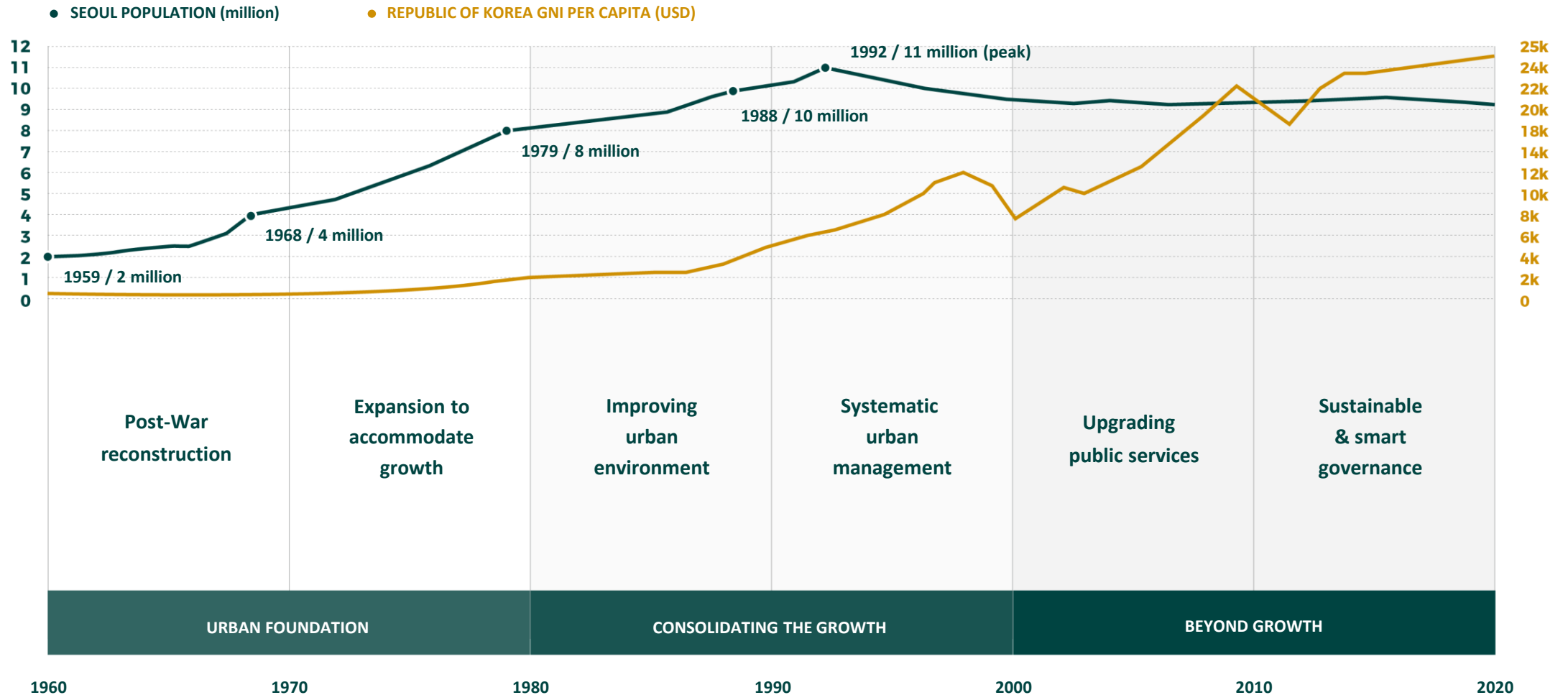
## LOCAL GOVERNMENT EMPLOYEES

51,028

(CITY 17,608 + DISTRICT 33,420)



# THE MIRACLE ON THE HAN RIVER



PHASE I. 1960-1980

# LAYING THE URBAN FOUNDATION

Recovering from war damage  
& coping with explosive  
growth through expansion  
both in physical space and  
infrastructures



## MAJOR DEVELOPMENTS & PROJECTS

- Yeouido Development Plan
- Gangnam Development Plan
- Major bridges across the Han River
- Cheongyecheon overpass constructed
- Subway Line 1 completed
- Removal of shanty town developments

PHASE II. 1980-2000

# CONSOLIDATING THE CITY'S GROWTH

Accommodating  
continued growth:  
improving urban  
environment through  
renewal projects:  
establishment of urban  
management systems



## MAJOR DEVELOPMENTS & PROJECTS

- Mokdong/Sanggye New Towns
- 5 new satellite cities around Seoul
- Arterial roads along the Han River
- Subway Lines 2-8 completed
- 1988 Seoul Olympic Games
- Volume-based Waste Fee introduced



PHASE III. 2000-2020

# BEYOND GROWTH

## SUSTAINABLE & SMART CITY

Shifting focus from growth to quality of life:  
Promoting sustainable developments & ICT-driven innovations in urban management, governance, and industry



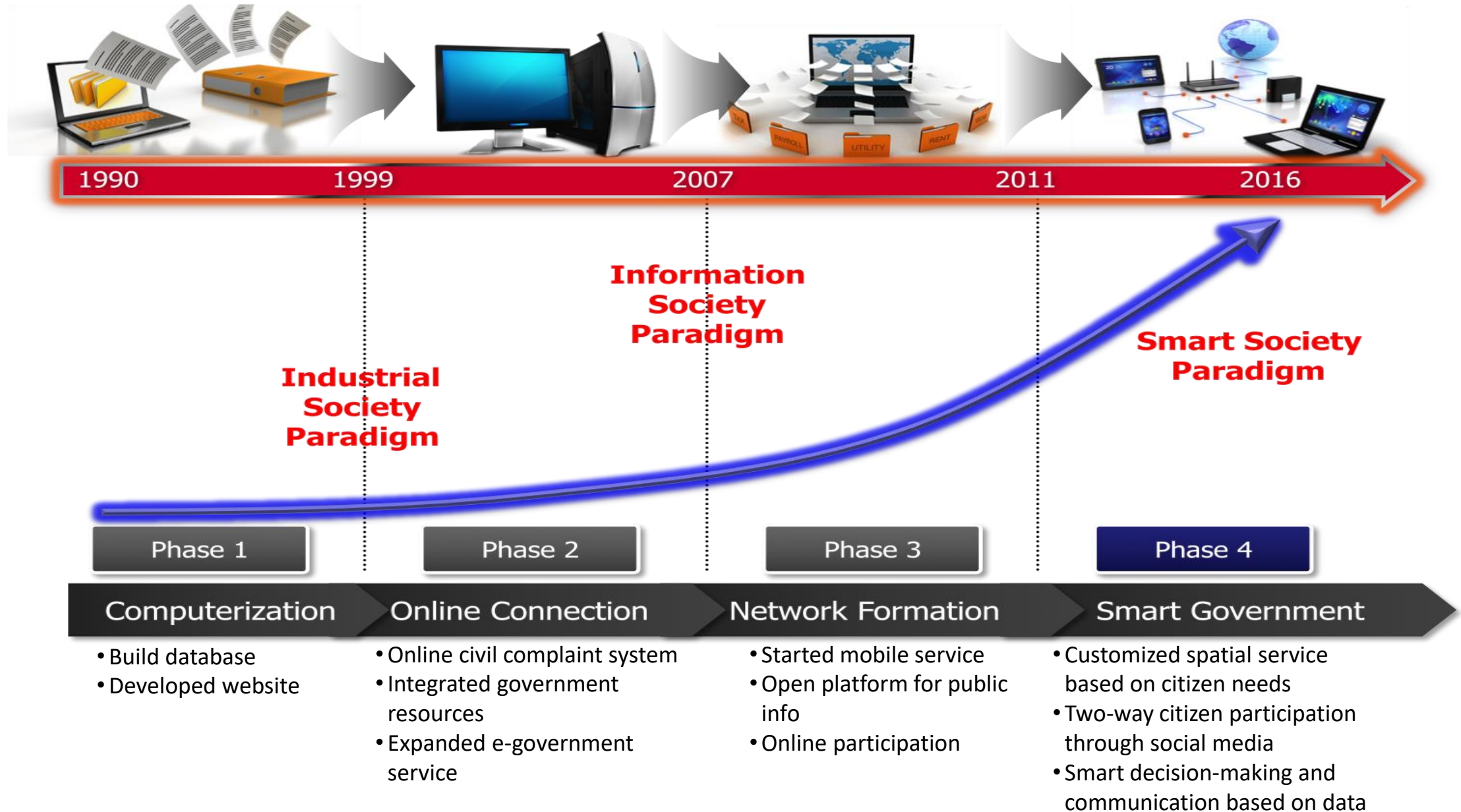
### MAJOR DEVELOPMENTS & PROJECTS

- Cheonggyecheon restoration
- Nanjido Ecological Park
- Sangam DMC & Magok Smart City
- 2004 Public Transport Reform
- 'One Less Nuclear Power Plan' Initiative
- E-Governance

# SMART URBAN GOVERNANCE








# E-Government Development Background: *Towards a Smart City*





# SMART SEOUL VISION

VISION	SMART CITY SEOUL TO CHANGE THE LIVES OF CITIZENS					
CORE VALUES	PEOPLE FIRST	SERVICE-CENTRIC	GOVERNANCE	SUSTAINABLE	INNOVATIVE GROWTH	
STRATEGY	 NEEDS-BASED PLANNING	 LEVERAGING DATA	 PUBLIC-PRIVATE PARTNERSHIP	 BUSINESS ENGAGEMENT	 PLATFORM APPROACH	
POLICY AREAS	SMART TRANSPORT	SMART SAFETY	SMART ENVIRONMENT	SMART WELFARE	SMART ECONOMY	SMART ADMINISTRATION



# FRAGMENTED DATA MANAGEMENT: MISSED OPPORTUNITIES

Without SMG-wide standardization, hundreds of administrative systems all produce and manage data differently, undermining data quality.

Siloed operations limit the potential of cross-platform data analysis and application.

Offices and departments operate their own data policies, creating inconsistencies in data access and Governance.



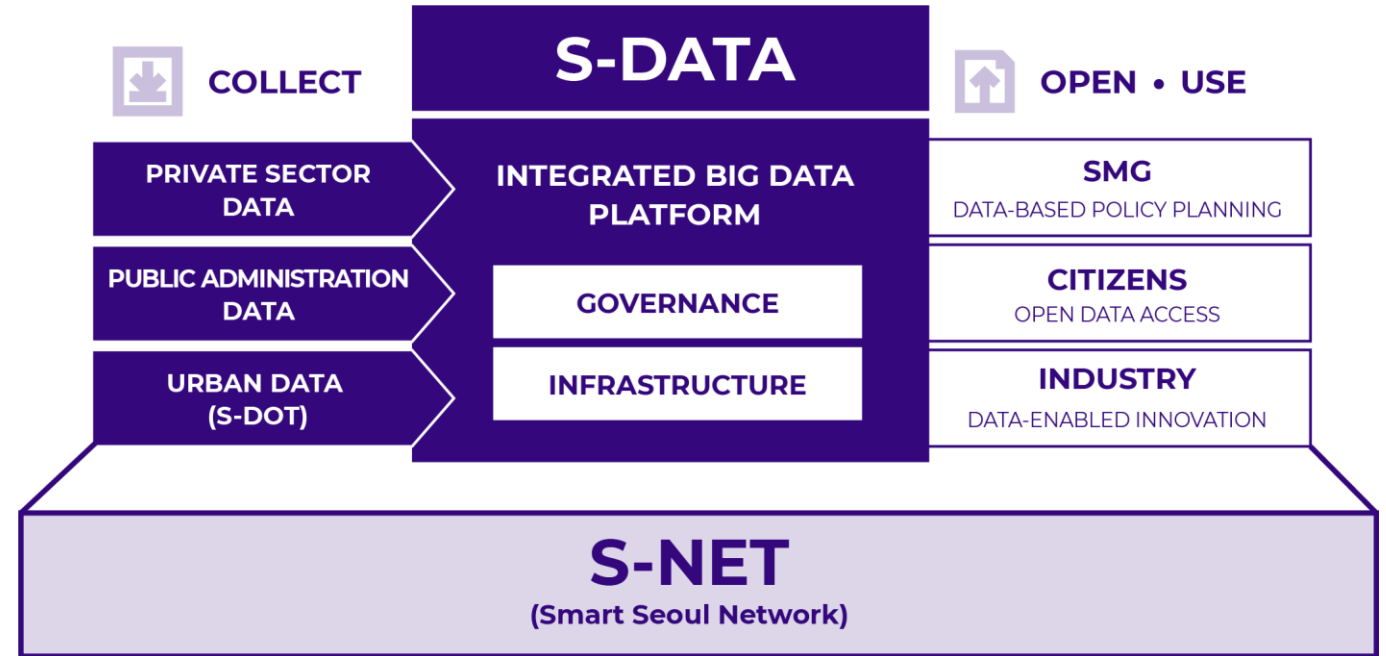
# S-DATA: A Framework for Smart Governance

## S-NET (Smart Seoul Network)

- Integrating public communication network (SMG+Districts)
- Expanding free public WiFi coverage

## Big Data Lake (Integrated Big Data Platform)

- An integrated data collection & management system for:
  - Administration data from over 500 SMG systems
  - Urban data from IoT sensors (S-DOT)
- BOTH infrastructure (cloud data center) AND governance



## IMPACT



**Open Governance** : Unifying collection & access policy across all domains is key to successful data integration.



**Data Utility** : Opening up access to a fuller and more consistent data set vastly improves the usability of data.

# SEOUL SMART CITY PLATFORM – DIGITAL MAYOR'S OFFICE



World-first digital platform for urban governance which integrates 16 million big data items from 290 city administration systems to support smart decision-making :

Real-time city status

(traffic, environment, economy, infrastructure, disaster response, administration, etc.)

1,206 CCTV feeds from across the city


Complaints & public opinion trends

Major urban project status management


Originally installed in the Mayor's office, then opened to the general public through kiosk, web, mobile and SNS.




# CORRUPTION & BAD GOVERNANCE, MAN-MADE DISASTERS



Culture of corruption  
entrenched disregard for  
safety and due process.



Malpractices undermined  
urban governance,  
compromised the quality of  
public services and wasted precious  
resources.



Tragic consequences  
greatly eroded public  
trust in government.



# DIGITAL PLATFORMS FOR TRANSPARENT & OPEN GOVERNANCE



DEMOCRACY SEOUL



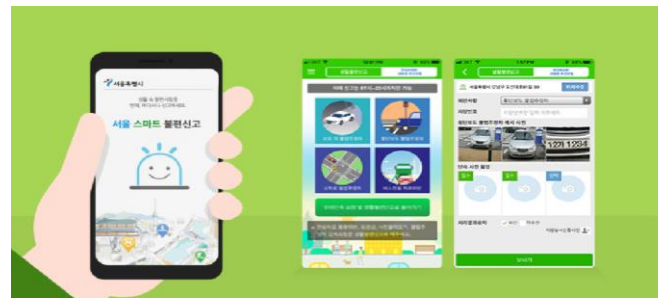
M-VOTING



CLEAN CONSTRUCTION SYSTEM



120 DASAN CALL CENTER



SMART COMPLAINT SYSTEM



INFORMATION COMMUNICATION PLAZA

## IMPACT

- ✔ **Proactive Citizenship** : Democracy Seoul has received over 8,200 policy proposals from citizens in just 3 years.
- ✔ **Understanding pain points** : Digitalized participations bring in additional data for deeper analysis.
- ✔ **Combatting Corruption** : Integrating open information into project management work streams through the CCS has mainstreamed transparency in public procurement and infrastructure works while simultaneously improving administrative efficiency.



# DEMOCRACY SEOUL

## 시민제안

[🏠](#)[참여하기](#)[시민제안](#)

시민 여러분의 적극적인 제안으로 서울이 바뀝니다!  
50공감 부서답변, 100공감은 공론장으로 이동

시민 제안하기

50/100/좋은제안

최신제안

정책분류보기


추천테마로찾기

검색어를 입력해주세요.

🔍

🔄

#코로나 #마스크



임시선별진료소 운영시간을 탄력적으...


임\*\*2021-03-11조회 26

임시선별진료소 덕분 예방역이 한층 잘 되고 있다고 생각합니다 그리고 임시선별진료소에서 근무하시는 의료인들 여러분께도 감...

1

1

공감 투표중



종묘 공영주차장 개선필요


노\*\*2021-03-11조회 27

종묘 공영주차장은 세계문화유산인 종묘 앞에 자리잡고 있다. 종묘는 사적 제125호로 태조 3년인 1394년 10월에 조...

1

0

공감 투표중



야간 전기차 충전기 앞에 불법주차...


최\*\*2021-03-11조회 27

저녁8시경 서울 구로구의 전기충전소를 찾아 갔다가 일반차량이 연락처도 없이 주차되어, 충전을 못하고 수킬로 되는 ...

0

0

공감 투표중



구직총괄에서 조건검색으로 직종란...

★mida S72021-03-11조회 30

일자리 시스템에 구직자 검색이 이름과 구직번호, 휴대폰으로 검색이 가능한데요. 구직자 총괄에서 업종을 검색해서 그 ...

1

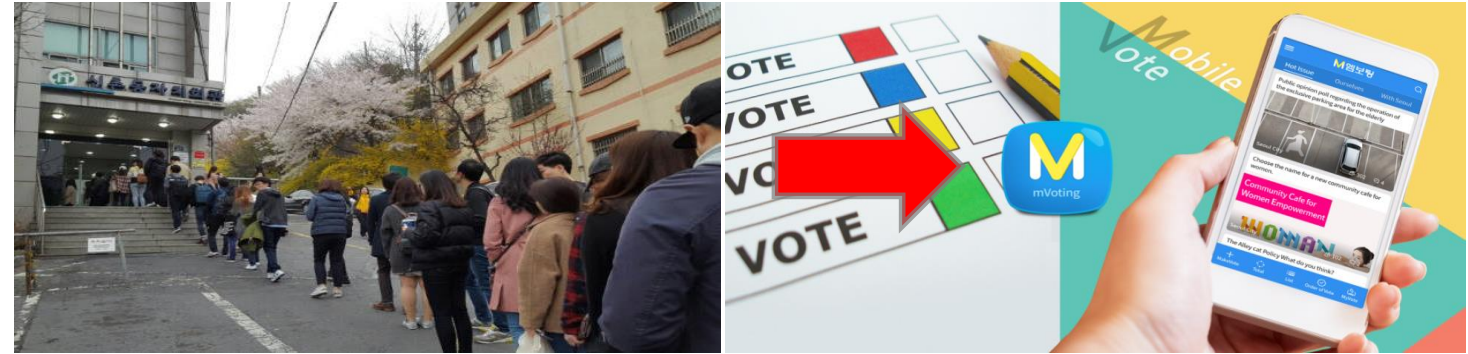
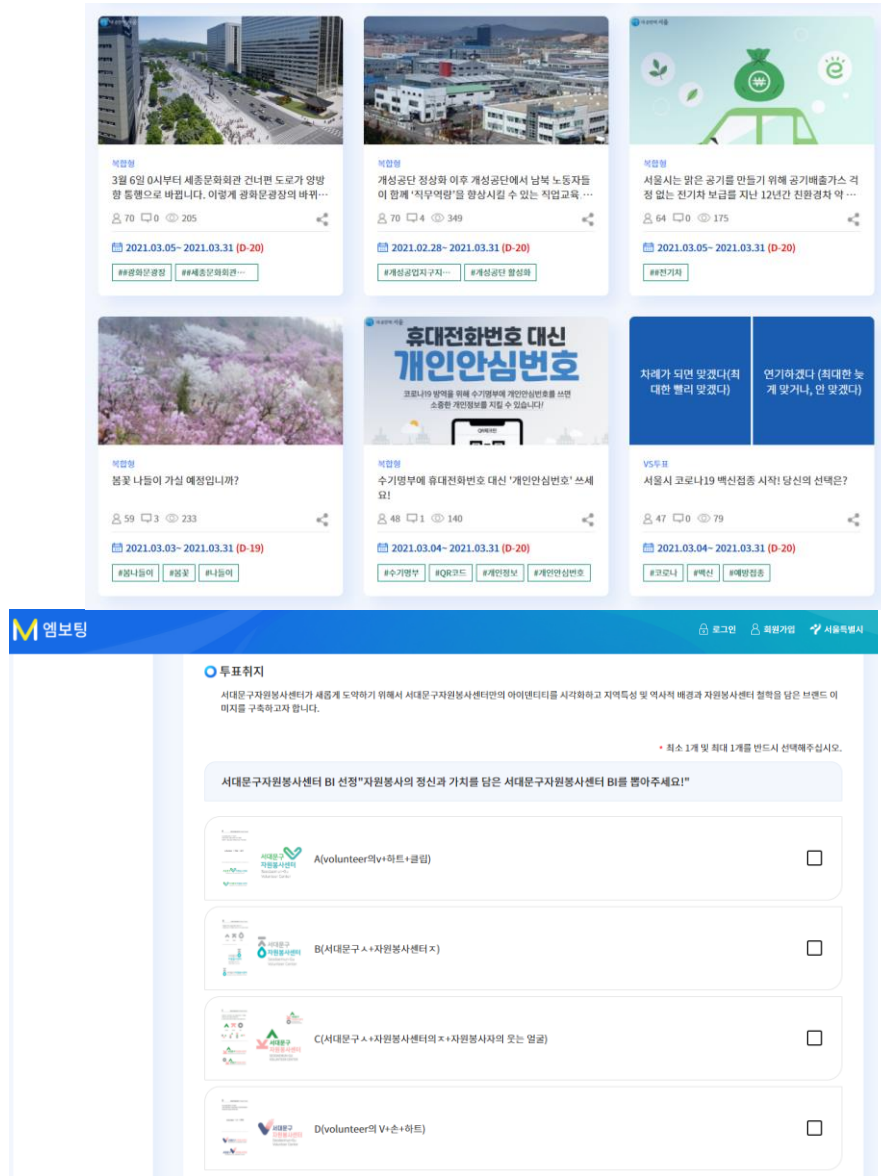
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공감 투표중

The diagram shows a flow from 'Citizens suggest' (in a square) plus 'Citizens decide' (in a hexagon) equals 'Citizens & Seoul implement together' (in a circle).

- A platform through which citizens can freely propose policies for implementation online
- A proposed policy goes into deliberation for 30 days, and if more than 50 positive votes are garnered, relevant departments at SMG are obliged to review the proposal
- A Proposal Selection Group organizes a public debate forum of proposals that have gathered over 100 supporters, consisting of citizens and experts, and in the following 30 days, it will go through a deliberation process to gain further public support.
- When more than 1,000 people participate in a public forum, the proposal is developed into feasibility analysis that is earmarked into the following year's budget as part of the Citizen Participation Budget

# M-VOTING



- A mobile online voting app designed to enhance citizen participation in policy making and public discourse
- Provides a mechanism through which SMG can gauge public opinion both in general terms and on specific policies/issues
- Reduces administrative costs associated with organizing large scale in-person policy workshops and bureaucratic processes
- The adoption of blockchain technology prevents fabrication and forgery of voting information and results

# CLEAN CONSTRUCTION SYSTEM



## One-PMIS

An integrated project management software suite for construction works designed to streamline and integrate project management functions with public information provision



## Allimi

An e-government platform that shares construction information with citizens in order to increase transparency and safety. Available on PC and via mobile app.



## Automated Sub-contractor Payment System

An automated online payment system designed to guarantee on-time payment for construction sub-contractors including workers, equipment renters, suppliers, etc.



# SEARCHING FOR NEW GROWTH ENGINES

—

Korea's export-driven economy is vulnerable to fluctuations in global Economic climate.

—

Rapidly aging population adds pressure on Seoul's socio-economic system.

(Korea's aging rate is three times faster than the global average / UN)

—

Seoul must urgently find new growth engines for the age of digital transformation.



# FOSTERING URBAN INNOVATION



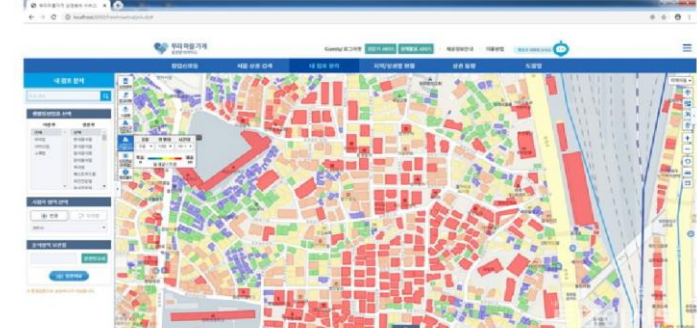
## SMART CITY DEVELOPMENTS

- Government-led urban developments for new innovations clusters
  - Sangam Digital Media City (M&E)
  - Magok District (R&D centers)
  - Mungjung District (Business Park)



## START-UP ECOSYSTEM

- Incubation for entrepreneurs, from infrastructure and funding to training:
  - Seoul Smart City Center
  - Seoul Innovation Park (living lab)
  - Seoul Start-up Hub



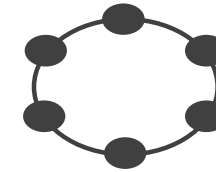
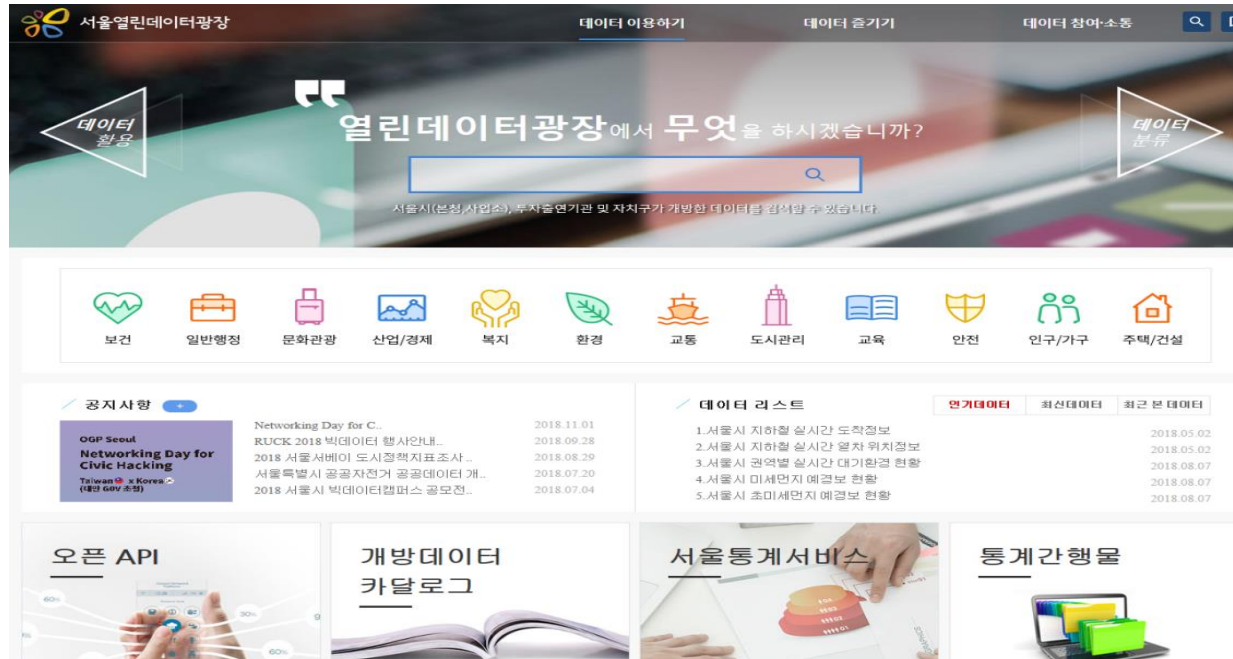
## DATA-FED INNOVATION

- Leveraging public data to support data-driven innovation at all levels:
  - Open Data Plaza
  - Local market analysis service
  - Big Data Campus

## IMPACT

- ✓ **Growth hubs** : Sangam/Magok/Munjung districts together host over 4,000 firms, generating production inducement effect of over 10 billion n USD and creating some 80,000 jobs in total.
- ✓ **Smart City** : DMC provides tech firms with a real-life test bed for cutting-edge innovations (5G, self-driving, etc.)

# OPEN DATA PLAZA



Open Data



Integrated Data Search



Data Visualization



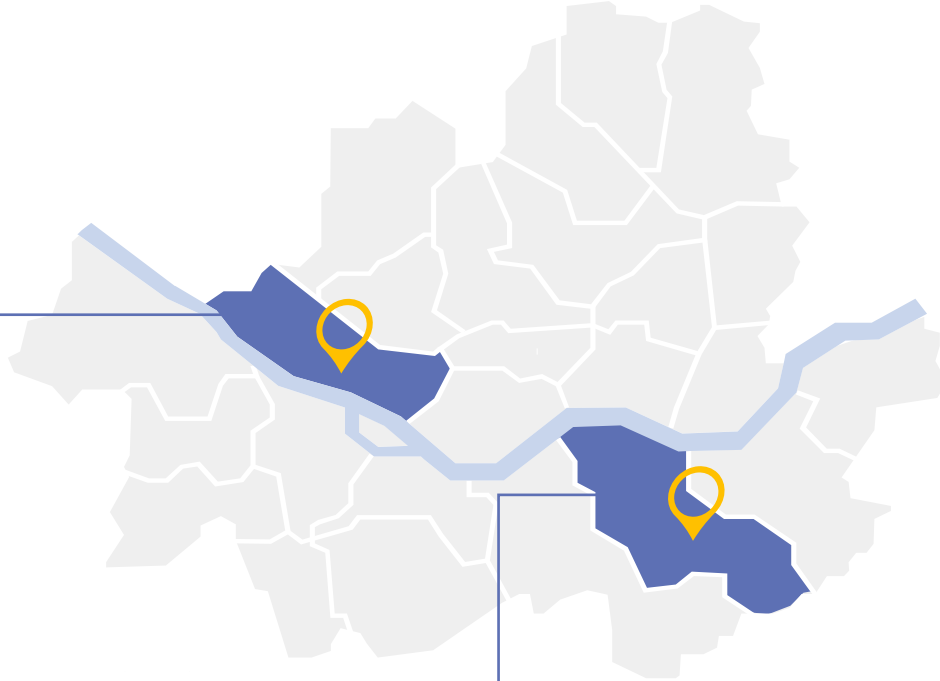
Gallery

- Over 6,600 datasets currently available, multisectoral real-time data, including: **Transport, Environment, Public Administration, Culture/Tourism, Safety, Public Health, Industry & Economy, Housing, Demographic & Population, Urban Management, Welfare, Education**
- Datasets available in multiple formats, including Open API, LOD, charts, map, document files, etc. for open accessibility and ease of use
- Over **1,118,000** usage cases between 2012 and 2020



# SEOUL BIG DATA CAMPUS

● Sangam Campus  
in S-Plex Center



● Gaepo Campus  
in Gaepo Digital  
Innovation Center



- Data analysis and incubation support for startups and SMEs
- Education programs on data analysis for students, communities, and entrepreneurs
- Access to **42 types of big data, 473 types of geographic information data**, and over **5,000 datasets** as available on the **Open Data Plaza**, as well as specialized system resources and software
- Partnerships with universities and private sector for joint programs and access to private sector data



# WeGO e-Government Thematic Group

June 7, 16:00-17:35(KST)

# SESSION 2

OPEN DISCUSSION

Agenda 1  
**Implementation**

Agenda 2  
**Diversified Hindrances**

Agenda 3  
**Prospect for e-Government**





# Dimitrios Sarantis

Research Fellow

United Nations University e-government Centre

# WeGO e-Government Thematic Group

June 7, 16:00-17:35(KST)