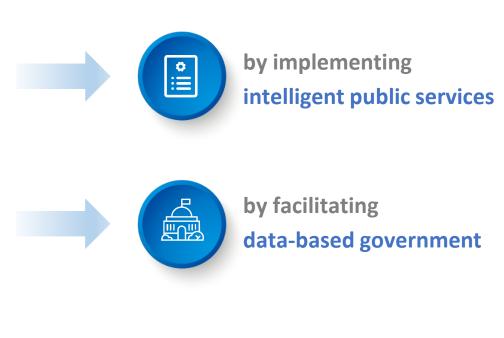
Digital Government Masterplan 2021-2025

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Digital, the door to a better world

THE DIGITAL GOVERNMENT

- Creates digital by design public services
- Provides personalized service delivery channels
- Asks a citizen for information once only
- Opens its data and services to the public by default





by strengthening foundation of digital transformation

Mission #1: Implementing intelligent public services

Virtual assistant for the public

Natural language based platform that can be merged with chatbot solutions and
Al assistant services to deliver public services and relevant information to citizens.

MyData and digital certificates for non-contact services

- Implements fully-digitized information exchange for public services
- Helps citizens to authorize and control sharing of their own data
- Helps the government to collect information with higher efficiency
- Protects people's privacy by minimizing redundant information transaction

Mobile digital ID & user-friendly authentication

 Implements secure and convenient authentication with new technologies like blockchain, biometrics, and IOT

Proactive service notification & one-stop application

- Provides personalized notification of service eligibility, due dates, events, and etc.
- Renovation of service processes and systems to break silos and barriers between government entities for one-stop application



Mission #2: Facilitating data-based government

Government data analysis centers

- Pan-government level integrated data analysis center
- Sectoral data analysis centers of ministries and regional centers of local governments

Data analysis projects for national & local issues

Data-based policy making, decision, and evaluation

Data-based disaster prevention & response

• Using various data including real-time datastreams from IoT censors for rapid disaster prevention and response

Public data & service governance for collaboration

Open both public data and service APIs to collaborate with the private sector

Cloud-based shared platforms and applications

- Increase cost-effectiveness, availability, and robustness of information systems with cloud computing technology
- Increase productivity of government officials with cloud-based applications



Mission #3: Strengthening foundation of digital transformation

Service design for digital inclusion

- Online services designed for vulnerable groups
- Offline support programs for vulnerable groups

Private & public partnership

- Develop cultures and legal grounds to encourage cross-sector collaboration
- Facilitate citizens' active participation such as civic hacking

Legal framework renovation

Legislations considering digital rights and ethics
ex) Privacy protection, Algorithmic transparency

International cooperation

- Experience sharing with other countries
- Supporting digital government implementation of developing countries
- Cooperation with international organizations and communities

