Digital Government Masterplan 2021-2025

Ministry of
the Interior and Safety

Digital Government Masterplan 2021-2025

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 implementing
intelligent public services

by facilitating
data-based government

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 AI 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

92%

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