



DGCC Newsletter

DGCC(Digital Government Cooperation Center) is a platform created by Korea and partner countries to promote digital government together.

This is the newsletter from 2021 DGCC.

#01



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Digital Government Korea

- www.dgovkorea.go.kr

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About Digital Government Cooperation Center(DGCC)

Digital Government Cooperation Center (DGCC) is a platform established to promote the development of the digital government of partner countries by sharing Korea's experiences in developing the digital government, and an organization established in a place designated by a partner country with the aim of economic development by establishing an international cooperation network and supporting digital economic cooperation.

Digital Government Cooperation Center(DGCC)

Managing department : Korea (MOIS) and partner countries (departments in charge of digital government)

Specialized agency : Korea(NIA) and partner countries (Department or agency in charge of digital government)

Construction site : Within the relevant ministries or agencies of partner countries

Operating period : Three years

Financial Contribution : Joint contribution

- Korea : \$1 million for project funding

- Partner Country : Support for operation related matters of the Center such as office space and its operational costs, etc.)

Activities of DGCC

- Capacity building development projects related to the digital government such as invitational capacity building program, human resource exchange program, joint research, forums, seminars, etc.
- Joint cooperation project for giving technical and consulting support and sharing Korea's experiences related to the digital government
- Policy consultation and advice in digital government building, as well as in creating and amending related laws and institutions
- Identify and analyze trends related to the digital government in partner countries

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Operation procedure of DGCC

Select a country to establish DGCC

- Select a country to establish the DGCC from candidate countries proposed by the specialized organization or from the MOU signed countries with MOIS on the digital government.
- The Lead Organization confirms the cooperative intention of the candidate countries through the diplomatic channel
- Notify the final confirmation and announcement of the selected country in accordance with the criteria for selecting partner countries.



Sign MOU

- Receive requests for cooperation, etc. from the partner country
- Review documents from the partner country and conduct on-site visits to discuss cooperation issues
- Sign MOU (Ministers or higher-level officials from the both countries)



Organize Digital Government Cooperation Committee

- Jointly organize the Committee to deliberate and resolve the matters concerning the digital government cooperation between both countries.
- Organize the Committee with the personnel from the lead, cooperation, specialized and diplomatic organizations of the both countries



(if necessary) Sign Agreement on operation of Digital Government Cooperation Center

- Discuss and prepare important matters related with the operation of the Cooperation Center
- Sign Agreement on Operation of Digital Government Cooperation Center (by the head of the Specialized Organization of the both countries)



Establish and operate DGCC

- Establish DGCC at a place designated by the Lead Organization of the partner country
- Organize DGCC Members in accordance with the MOU and the Agreement
- DGCC led by the head of the Cooperation Center, carries out cooperation projects determined by the Cooperation Committee

- The Lead Organization of both countries will supervise and support establishment and operation of the DGCC
- The Specialized Organization of both countries will be exclusively in charge of the operation of the center, and conduct cooperative activities.
- The Digital Government Cooperation Committee will approve the matters related with the operational plan and performance of the Center

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History of Digital Government Cooperation Center (DGCC)

DGCC	Operation	Counterpart
KOREA-INDONESIA	Mar. 2016 ~ Dec. 2019	Kemenpan RB (Kementerian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia)
KOREA-PERU	Sep. 2017 ~ Dec. 2019	SEGDI (Secretaría de Gobierno Digital)
KOREA-KENYA	Sep. 2017 ~ Dec. 2019	Ministry of ICT
KOREA-UZBEKISTAN	Nov. 2020 ~ Dec. 2022	MITC (Ministry for Development of Information Technologies and Communications of the Republic of Uzbekistan)
KOREA-SERBIA	Sep. 2019 ~ Dec. 2022	IT&E(Serbia)
KOREA-TUNISIA	2021 (TBD) ~ Dec. 2022	Presidency of the Government
KOREA-PARAGUAY	2021 (TBD) ~ Dec. 2022	Ministry of ICT

DGCC Joint project

Country	Year	Joint Project
Indonesia	2017	<ul style="list-style-type: none"> Digital Government Index Consulting Digital Government EA(Enterprise Architecture) Introduction Consulting Digital Document and Records Management Consulting
	2018	<ul style="list-style-type: none"> Establishment of Reference Model for Digital Government Law and system for Enactment of Digital Government Law Establishment of EA reference model to develop EA of Pan-Government Development of National EA portal model for IT Information Resource Management
	2019	<ul style="list-style-type: none"> Building a work/service Reference Model for National EA Study on the Status of Information Resources and Sustainable Cooperation Development of National EA Portal
Kenya	2017	<ul style="list-style-type: none"> Planning of National Information Infrastructure Planning of Materializing Governmental D-Office
	2018	<ul style="list-style-type: none"> Performing ISP/BPR for D-Office system Development Implementing an D-Office pilot system for Ministry of ICT Establishment of a National Food Safety Information system implementation plan
	2019	<ul style="list-style-type: none"> Implementation of BPR/ISP for National Territory Information Management System Establishment of Digital Government Governance Application of D-Office and Development Consulting for Utilization Activation
Peru	2017	<ul style="list-style-type: none"> Implementation of BPR/ISP for Peru Public Information Sharing System Establishment of Local informatization Masterplan
	2018	<ul style="list-style-type: none"> Pre F/S Study on Establishment of Urban Integrated Control System Pre F/S Study on Introduction of EA Discovery of Administrative Information sharing targets and design of sharing platforms
	2019	<ul style="list-style-type: none"> Pre F/S Study on Establishment of National Data Center

DGCC Invitational capacity building program

- 2018 : 21 in total (10.29(Mon) to 11.2(Fri), Indonesia(7), Kenya(8), Peru(6))
- 2019 : 39 in total (9.23(Mon) to 9.27(Fri) for Indonesia(22) and Peru(9) and 9.30(Mon) to 10.4(Fri) for Kenya(8))



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▶ Message in commemoration of the publication of the 1st Digital Government Cooperation Center Newsletter



Dear Digital Government Officials around the world,

As the Director General of Digital Government Bureau of the Korean government, it is with great pleasure to send you the inaugural newsletter of the Digital Government Cooperation Center.

With the first one in Uzbekistan in 2013, “e-Government Cooperation Centers” were established in Indonesia, Peru and Kenya and in operation until the end of 2019. The Centers started anew with the name of “Digital Government Cooperation Center” in Serbia, Tunisia and Uzbekistan from 2020, better responding to the current trends and changes in technology.

The Digital Government Cooperation Center aims to play role as platform where we can build a better digital future together. Through the center, the Korean government plans to share its experiences in digital transformation accumulated over 50 years with partner countries and constructs development strategies that reflect the characteristics of each partner country.

The cooperation centers project will expand in the near future, setting up additional centers by the end of this year in countries such as Cambodia, Indonesia, Peru and Paraguay.

Unfortunately, the COVID-19 has presented enormous and far-reaching challenges to countries around the world since 2020. As the importance of international cooperation in a non-contact manner grows, this newsletter will help us stay connected and share information regularly despite the barriers caused by the pandemic.

Through the quarterly newsletter, the Korean government intends to provide the international community with the progress and achievements of the Digital Government Cooperation Centers, facilitating cooperations and discussions among countries.

I extend my gratitude to all of you for your dedication to the development of digital government. I would highly appreciate your continued support on the Digital Government Cooperation Center.

Last, I would like to specially thank all the officials who are working tirelessly to ensure the successful operations of digital government cooperation centers in Serbia, Tunisia and Uzbekistan.

I wish you and your loved ones good health and safety.

Sincerely,

Greeting

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▶ Greeting from Embassy of the Republic of Korea in the republic of Serbia



first of all, would like to congratulate on the establishment of the 'KOREA-SERBIA D-Government Cooperation Center' in the IT & D-government Office in Serbia last September, 2020 by having a Korean expert dispatched to the center. This is meaningful not only because it is the first-ever center to be established in Serbia, but also because it is a clear evidence of deeper cooperation between Korea and Serbia in the field of IT and D-Government.

Korea has recently exerted its efforts to help Serbia to further develop its capacity of Digitalization and D-Government systems.

Setting up of Information Access Center(Serbia-Korea Information Access Center) and carrying out of the KSP(Knowledge Sharing Program) projects for cloud-based data center and D-Government establishment are some good examples of mutual cooperation.

I hope that the Cooperation Center will contribute to accelerating cooperation and exchange of experiences in the D-Government field between the two countries during its term of three years while Korea will continue to support Serbia's efforts to successfully accomplish its Digitalization strategy, and the Korean Embassy will remain committed to close coordination and effective communication.

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Serbia D-Government Development Strategy 2020~2022

The Serbian government has announced the D-Government development strategy 2020-2022 based on seven principles. The goal is to provide complete reliability in eGovernment users identity through a two-factor system authentication by: protecting personal data, non-disclosure of data to third parties, prevention of unauthorized data processing, distribution, and exchange with third parties, as well as enabling full transparency regarding the user's insight into the course of the procedure and status of its case.

The seven principles are

- 1 The principal of gender equality and social inclusion.
- 2 The principal of equality and non-discrimination.
- 3 The principal of development of Emerging Technology.
- 4 Principal of environmental protection.
- 5 The principles arising from the Sustainable Development Goals of the United Nations.
- 6 Principles arising from European regulations in the filed of data protection.
- 7 Principles arising from the strategies framework established within the European Union and European regulations in the field of D-Government.

Vision of Serbia D-Government Development Strategy is to establish efficient and user-oriented administration in the digital environment, which is interoperable both between different levels of public administration in Serbia and with public administration of the EU Member States.

Moreover, the D-Government Development Strategy 2020~2022 include one general objective which is establishing efficient and user-oriented administration in the digital environment and 4 specific objectives which are

- 1 Infrastructure development in D-Government and ensuring the interoperability
- 2 Improving legal security in the use of D-Government
- 3 Increasing the availability of D-Government to citizens and economy through the improvement of customer services.
- 4 Open data in public administration.

The following are defined in that Action Plan according with the priorities:

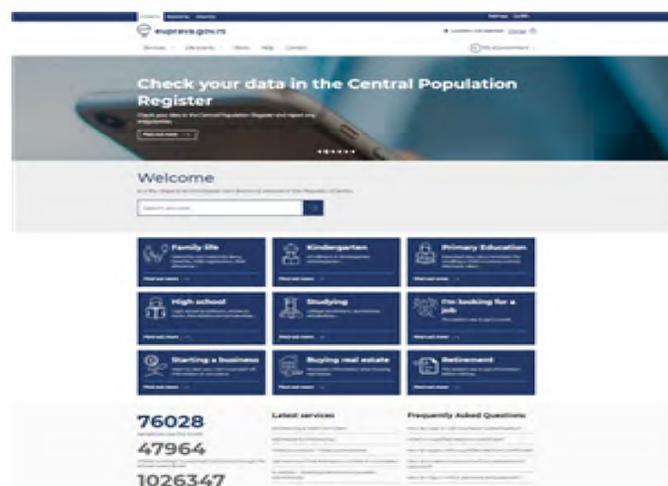
- 1 modernization of public administration using key ICT solutions.
- 2 enabling cross-border mobility through interoperable digital services.
- 3 facilitating digital interaction between administrations and users in order to improve the quality of public services.

For the successful implementation of the strategy, the Serbian government has established a strong D-Government promotion governance under the Prime Minister's Office. Serbia has formed three organizations:

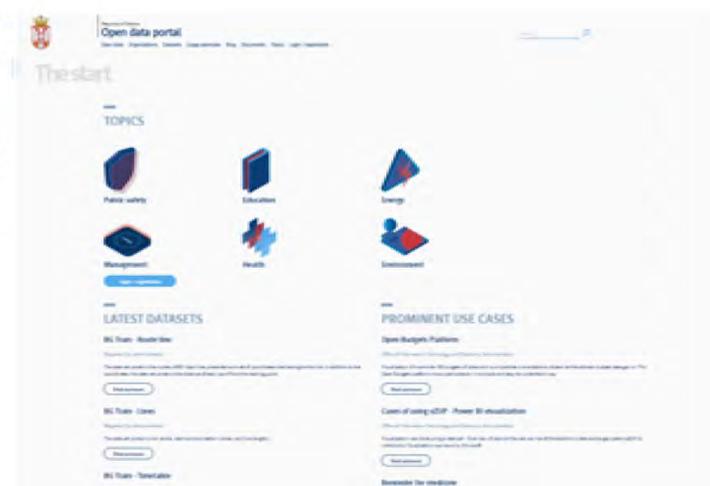
- 1 policy making, 2 law enactment, and 3 project execution, for the concrete realization of D-Government establishment.

The D-Government Council was established to supervise future IT infrastructure technologies and D-Government technologies, and to formulate administrative policies. The Ministry of Public Administration enacts and amends laws related to D-Government, supervises the action plans, and the Ministry of Trade, Tourism and Telecommunications enacts laws and legal regulations in the field of information and communication technology. And supervised. The D-Government Promotion Center (Office for IT and e-Gov) is responsible for overseeing D-Government and information and communication technology projects.

Serbia's Leading e-Government Service



• e-Government Portal



• Open Data Portal

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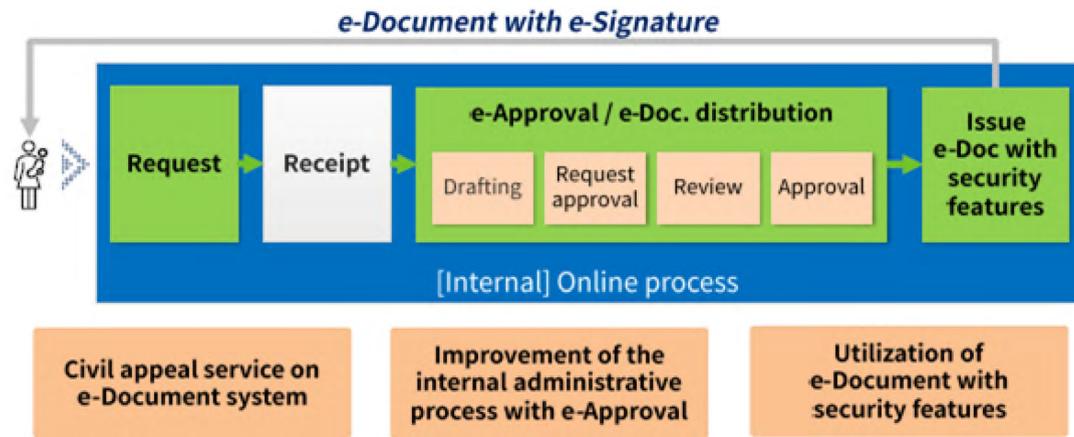
2020 Joint Projects

The Korea-Serbian D-Government Cooperation Center was launched somewhat late due to the Corona Pandemic, but to achieve efficient Serbian government, high-level public services, and accessible public services, the Serbian central government's electronic document system was introduced as the first joint project. We are carrying out a plan for this.

First of all, the introduction of the Serbian government's electronic document system, the digitalization of documents and the distribution of electronic documents are also EU requirements for EU membership. The problem of the Serbian government is that paper documents-based civil public services are still being dealt with. Could this be innovatively improved? Could it be possible to increase the efficiency of internal administration? Starting from these questions, the Korea-Serbian D-Government Cooperation Center agreed to carry out tasks in the field of introducing and using electronic documents to solve the problems of the Serbian government.

The Serbian electronic document construction concept was designed so that the civil petitioner can apply for a civil application online instead of paper documents, go through the electronic approval and distribution process of electronic documents, and even issue online.

Serbian Government's Concept of e-Document



The second task that the Korea-Serbian D-Government Cooperation Center must carry out is to provide education for Serbian officials to strengthen their D-Government project management capabilities.

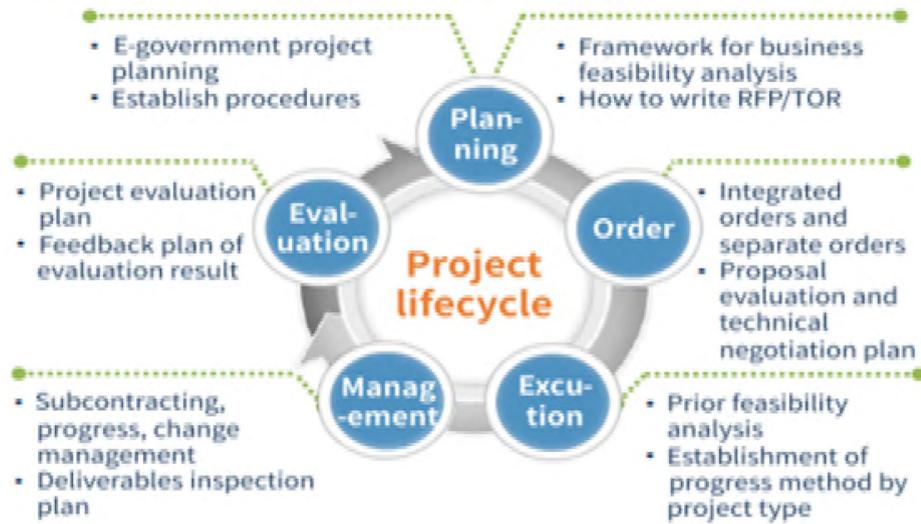
The Serbian government wants to strengthen the project management capabilities of its officials in order to efficiently manage the D-Government projects currently underway and generate results. Therefore, the Korea-Serbia D-Government Cooperation Center is planning to conduct a two-week training program based on the Korea Information Society Agency's D-Government Project Management Manual.

We plan to reinforce our capabilities in the entire process, from planning D-Government projects, placing orders to select a business, how to carry out each stage of the project, major inspection items, project management supervision plan, and evaluation plan after completion of the project.

Capacity Building Plan

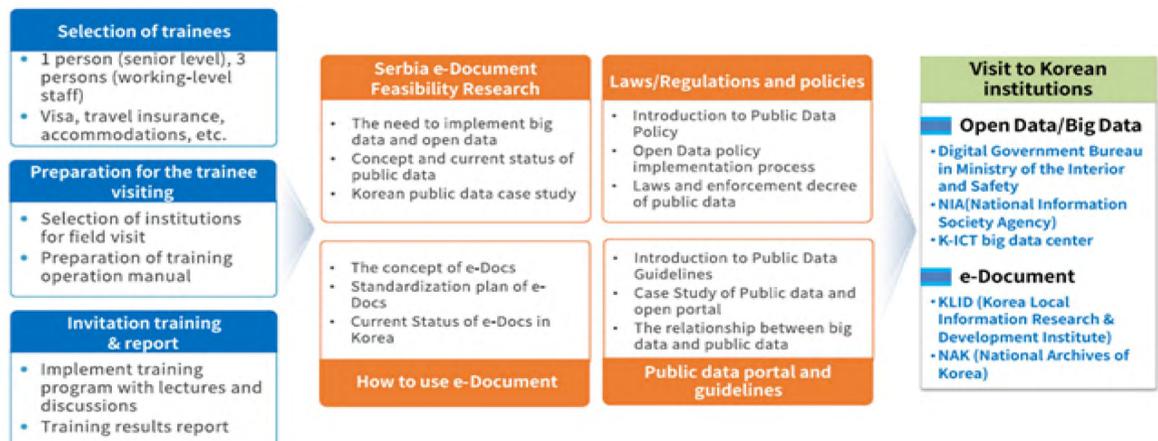
e-government policy development & project management

Strengthening project management capabilities



Lastly, the Serbian government is very interested in Korea's public data opening and big data policy, and wants to see and experience Korea's best policy cases, so we are going to conduct an invitational training to Korea. There are still practical difficulties in carrying out tasks such as self-isolation for 14 days for foreign immigrants due to the corona crisis, so we are preparing various alternatives such as switching to online in consideration of the future situation.

Invitational Training Program



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Project Launching meeting (2020.12.10.)



On-Line conference regarding e-DMS (2020.12.28.)



Serbia PPS(Public Policy Secretariat) e-dms consulting (2020.12.18.)



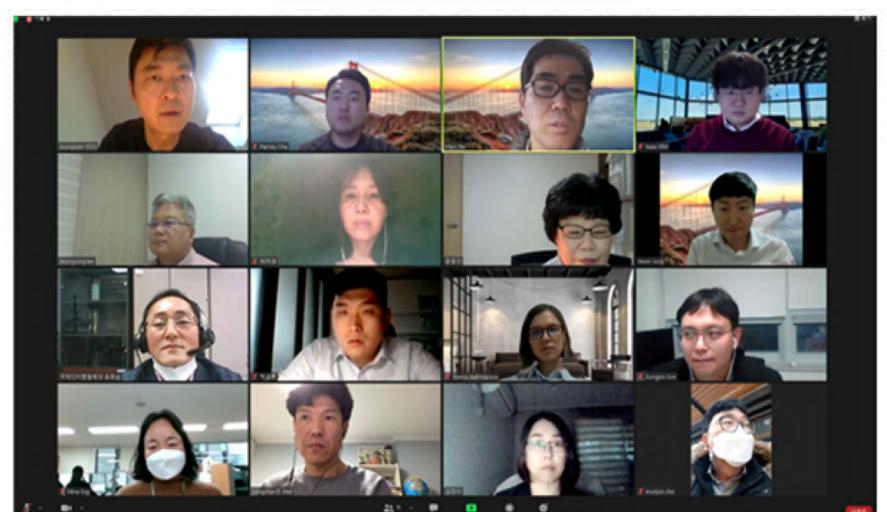
Meeting with Embassy of the Republic of Korea in the republic of Serbia(2020.12.15.)



Information Access Center On-Site Inspection in City of Nis (2020.11.27.)



Project Launching Meeting (2020.12.29.)



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Greeting from the Ministry for Development of Information Technologies and Communications of the Republic of Uzbekistan



On behalf of the Ministry for Development of Information Technologies and Communications of the Republic of Uzbekistan, allow me to express my sincere gratitude for your efforts in the development of bilateral cooperation in the field of ICT.

Despite the global epidemiological situation, the current year has demonstrated the vital role of the ICT sphere. Since the beginning of the pandemic, we have witnessed the truly incredible resilience of ICT networks, as well as the importance of global connectivity and bridging the digital divide.

As the leading country on e-Government development, Republic of Korea greatly contributes for enhancing international cooperation in the area of e-Government. Nevertheless, please accept my sincere appreciation for your and the Ministry of the Interior and Safety Republic of Korea's efforts in the continued support and aspirations for Korea - Uzbekistan cooperation on the e-Government and Digital Economy project.

I express my hope that the existing relationship and partnership between our organizations will be strengthened even more in near future.

Sincerely,

Shukhat Sadikov

Minister

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Digital Uzbekistan 2030 Strategy

On October 5, 2020, Uzbekistan issued a presidential decree on the implementation of a development strategy for a data-based digital economy that aims to provide adequate public services to citizens and corporations and create an environment that is conducive to business innovation (No.PF-6079 "On approval of the Digital Uzbekistan-2030 Strategy and measures for its effective implementation").

Digital Uzbekistan-2030: presentation materials

"DIGITAL UZBEKISTAN – 2030"
Presidential Decree project

1

Roadmap for further improving the provision of electronic government services

- Improving the system for the provision of public services
- Introduction of at least 20 mobile services in social sphere
- Improvement of public e-participation system

2

Road map on improving the mechanisms of duties, fees and fines payment

- Connecting more than 40 Government bodies to the Single billing system
- The possibility of introduction of at least 20 mobile services in social sphere
- Improving the system of public e-participation in activities of government organizations

3

Sectoral and regional programs of digital transformation

- Introduction of information systems and software products at enterprises
- Integration of information systems and government data bases with Open Data Portal
- Education and training in the field of information technologies of more than 12k government employees

The following key initiatives per area were proposed for the implementation of Digital Uzbekistan-2030. The initiatives are comprised of tasks that will be completed between 2020 and 2022 for the digital conversion of regions and businesses and encompass telecommunications infrastructure, local data systems, industries, implementation system, digital affairs officer, and personnel cultivation/training.

Digital Uzbekistan-2030: Key initiatives per area (2020-2022)

Area	Content of initiative
Securing of telecommunications infrastructure	Distribute 2.5 million broadband Internet terminals, install 20,000 kilometers of optical fiber telecommunication lines, and expand the proportion of national territory that is covered by the communications network from 78% to 95%.
Promotion of regional development	Establish at least 400 data systems for regional socioeconomic advancement.
Promotion of industrial development	Establish at least 280 data systems for the automation of corporate management, production, and distribution.
Restructuring of implementation system	Designate the Ministry for Development of Information Technologies and Communications (MITC), Ministry of Justice, and affiliated institutions as the bodies responsible for digital conversion.
Designation of digital affairs officer	Define the responsibilities of the digital affairs officer, designate digital affairs officers for central/local administrative bodies, and create a task delegation system.
Provision of programming education	Train one million programmers and provide computer programming education to 587,000 citizens (including 500,000 teens).
Cultivation of personnel	Sign contracts with higher-level learning institutions for increasing digital capabilities and conduct ICT capability-building programs for 12,000 public servants of central and local administrative bodies.

Also, the Digital Uzbekistan-2030 roadmap was finalized, which outlines key objectives per sector (e-government, digital industry, digital education, and infrastructure).

Digital Uzbekistan-2030: Roadmap

Sector	Roadmap items
E-government	<ol style="list-style-type: none"> 1 Issue ID cards to the public. 2 Make data related to procurement, patents, pharmaceuticals, public transportation, and land publicly available. 3 Enable e-payment of taxes, commission fees, and fines.
Digital industry	<ol style="list-style-type: none"> 1 Create industrial complex (in Uzbekistan) that is tailored to ICT companies. 2 Conduct digital conversion of bank services.
Digital education	<ol style="list-style-type: none"> 1 Provide subsidies for acquiring international technology-related certifications. 2 Open a digital technology training center. 3 Establish at least 200 technical schools.
Infrastructure	<ol style="list-style-type: none"> 1 Guarantee data speed of 10MB/s by 2020. 2 Provide ultra-high-speed Internet at tourist attractions.

A strategic planning committee was created for the implementation of Digital Uzbekistan-2030, with Prime Minister A. N. Aripov as the chair and a total of 26 members, including the ministers of the MITC and Ministry of Finance. The committee defined its main roles and responsibilities and created a working-level team to carry out tasks for the digital conversion roadmap.

Furthermore, to establish a strategic foundation, digital education facilities will be established in 13 districts by December 2020 to provide digital education to children, teens, and public servants. Efforts are also being made to secure the cooperation of prominent foreign corporations for the development of Uzbekistan's digital economy. To achieve this end, the Ministry of Investments and Foreign Trade and MITC will procure five percent of the budget (for Digital Uzbekistan-2030), starting on November 1, 2020, from international finance institutions and foreign governments in the form of grants and credit aid.

The main operating principles of Digital Uzbekistan-2030 are as follows:

- Manage data on public data projects and government-introduced ICT products through an electronic platform.
- Realize a paperless (e-document) administrative foundation and achieve the innovation of government tasks through digital technologies.
- Guarantee interoperability of e-government services for a wide range of devices (mobile phones, etc.).
- Guarantee openness and transparency of the government (improve availability of public data, etc.)
- Guarantee security of digital infrastructure, data, and documents per institution.
- Make active use of new technologies (AR/VR, AI, encryption, machine learning, big data, cloud, etc.).
- Provide support for the development of promising new technologies, entrepreneurship, and technology commercialization/transfer.
- Establish mediation and monitoring procedures for effective implementation.

Through Digital Uzbekistan-2030, Uzbekistan aims to achieve several goals: provide Internet connection in all public facilities, expand total combined length of optical fiber cables in Uzbekistan to 250,000 kilometers until 2030, offer broadband mobile Internet in 100 percent of inhabited districts/regions, expand proportion of e-government services to 90 percent, increase users of interactive national service portals to 2.5 million, and become world's 30th-most-prolific user of e-government.

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▶ Korea-Uzbekistan Joint Cooperation Projects

The Korea-Uzbekistan Digital Government Cooperation Center project, which was carried out in 2020, implements tasks related to the expanded provision of digital education, a key initiative of Digital Uzbekistan-2030. Korea and Uzbekistan agreed to establish four “Korea-Uzbekistan E-Government & IT Training Centers” throughout Uzbekistan to improve the data utilization skills of both citizens and public servants and reduce the data gap. Based on its digital conversion program (2020-2022), Uzbekistan will also be independently establishing 85 training centers nationwide to provide citizens and central/local government employees with educational programs on e-government and digital technologies.

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MITC meeting with Minister Shukhrat Sadikov (Dec. 18, 2020)



MITC meeting with Minister Shukhrat Sadikov (Dec. 18, 2020)



MITC meeting with First Deputy Minister Oleg Pekos (Nov. 11, 2020)



Employees of the Korea-Uzbekistan Digital Government Cooperation Center



Meeting on ODA in Uzbekistan (Dec. 16, 2020)



Participants of the working-level meeting at the K-EXIM office in Uzbekistan (Dec. 23, 2020)



Korean New Deal Project

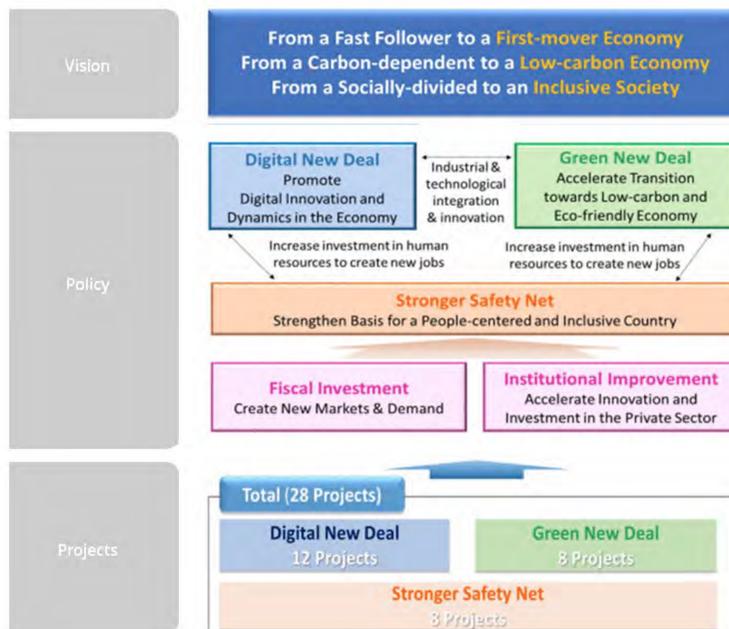
"K-quarantine" Academy

"K-quarantine" Case

The Korean New Deal Overview and the Digital New Deal Projects

The Background of Korean New Deal and the Meaning of Digital New Deal

- The Lead Organization of both countries will supervise and support establishment and operation of the DGCC
- The Specialized Organization of both countries will be exclusively in charge of the operation of the center, and conduct cooperative activities.
- The Digital Government Cooperation Committee will approve the matters related with the operational plan and performance of the Center



Introducing the Digital New Deal strategy and detailed projects (4 areas 12 projects)

Digital New Deal is a strategy to increase the utilization of data to transform the data economy based on the ICT industry, which is the core strength of Korea, to dramatically increase productivity of all industries, to spread digital innovation and dynamics throughout the economy.

Strengths	Weaknesses	Focus Areas
<ul style="list-style-type: none"> • Outstanding hardware infrastructure as Korea was the first to commercialize the 5G network • Extensive archive of data 	<ul style="list-style-type: none"> • Low utilization of data, network and AI (DNA) in industries, education and infrastructures 	
Opportunities	Threats	<ol style="list-style-type: none"> 1. Stronger integration of DNA throughout the economy 2. Digitalization of education infrastructure 3. Fostering the 'untact' industry 4. Digitalization of social overhead capital (SOC)
<ul style="list-style-type: none"> • Country's competitiveness in digital technology reaffirmed through the COVID-19 pandemic 	<ul style="list-style-type: none"> • Insufficient presence of Korean businesses in markets for AI and cloud computing 	

Areas and Projects

Area 1. Stronger Integration of DNA throughout the Economy

promoting the use and integration of data, the 5G network and AI (DNA) throughout all sectors to create new digital products and services, while also enhancing the productivity of the Korean economy. (38.5 trillion won including 31.9 trillion won from the treasury will be invested by 2025 to create 567,000 jobs.)

- **Project 1. Collecting, disclosing and utilizing data in areas closely related to people's lives**

The 'data ecosystem,' which involves the collection, utilization, disclosure, integration and distribution of data will be reinforced. A data control tower will be established for the integrated management of public and private data.

- **Project 2. Expanding the integration of 5G and AI into industries**

Projects that integrate 5G and AI technology into primary, secondary, and tertiary sectors of the economy will be introduced for the digitalization of all industries and the creation of new markets.

- **Project 3. Making a smart government that utilizes 5G and AI**

The government will adopt a smart working environment by utilizing 5G and cloud networks, while also being innovative to quickly provide customized public services.

- **Project 4. Advancing cyber security**

Cyber security will be strengthened nationwide to effectively respond to the accelerated digitalization and the consequent increase in cyber threats. Support will be provided to promising businesses and technologies in relevant areas.

Area 2. Digitalization of Education Infrastructure

expanding digital infrastructure and educational materials to incorporate a blend of online and offline methods into learning environments of all elementary, middle and high schools, universities and job training institutions across the country. (1.3 trillion won including 0.8 trillion won from the treasury will be invested by 2025 to create 9,000 jobs.)

- **Project 5. Creating technology-based education infrastructure for grades 1-12**

Full coverage of high-speed classroom Wi-Fi will be provided to all elementary, middle and high schools across country with 200,000 PCs and 240,000 tablet PCs for operating an integrated platform for online learning that utilizes various educational materials and big data to provide customized learning materials.

- **Project 6. Strengthening the online education system of universities and job training institutions**

Old ICT Infra/facilities will be replaced at 39 national universities, 10 remote education support centers and 28 training centers will be installed for the online learning (lectures that address the demands of the Fourth Industrial Revolution, such as AI and robotics, will be available via the Korean Massive Open Online Course (K-MOOC) and for the digital capacity of citizens.

Area 3. Fostering the 'Untact' Industry

laying the groundwork to promote the 'untact' industry by setting up relevant infrastructures that are closely related to people's daily lives (e.g. medical, work-related and businesses-related infrastructures). (2.5 trillion won including 2.1 trillion won from the treasury will be invested by 2025 to create 134,000 jobs.)

- **Project 7. Building smart medical and care infrastructures**

The establishment of a digital-based smart hospital, the establishment of a dedicated respiratory clinic, digital care for the health-weak/vulnerable people (120,000), and disease management through the dissemination of wearable devices for 200,000 chronic patients.

- **Project 8. Promoting remote working in SMEs**

Support for establishing remote working solution and consulting voucher, establishing a video conference room in a SMEs Cluster, and developing video conferencing quality improvement with security, and task management SW for integrating new digital technologies into remote work.

- **Project 9. Supporting online activities of micro-businesses**

Support for online exhibitions, shopping malls, live commerce for 320,000 SMEs, promotion of subscription economy pilot projects, and establishing the 100,000 smart stores and 10,000 smart workshops that of using 5th generation mobile communication and artificial intelligence technology

Area 4. Digitalization of Social Overhead Capital (SOC)

applying ICT technologies to key SOC infrastructure for safer and more convenient lifestyles and adding 'smart' components to urban spaces, industrial complexes and logistics systems to strengthen the competitiveness of relevant industries. (15.8 trillion won including 10 trillion won from the treasury will be invested by 2025 to create 193,000 jobs.)

- **Project 10. Building a smart management system in four sectors**

Establishment of digital management system and platform using traffic, digital twin, water resource management, intelligent systems in disaster response, IoT sensors, etc.

- **Project 11. Adding digital innovation to urban spaces and industrial complexes**

Establishment of CCTV-linked integrated platform such as traffic and crime prevention, smart city pilot project with its solution, integrated control center for real-time safety traffic prevention management, and remote monitoring system for harmful chemicals.

- **Project 12. Building a smart logistics and distribution system**

Establishing and promoting the smart logistics centers for land/sea logistics, creating e-commerce logistics complexes and introducing the authentication system, establishing integrated trading/auction platform for agricultural/livestock products, Developing the Advanced Delivery Technologies by use of Robot/Things Internet/Big Data.

For more information :

Ministry of Economy and Finance(July, 2020), Korean New Deal
<https://english.moef.go.kr/pc/selectTbPressCenterDtl.do?boardCd=N0001&seq=4948>

Korean New Deal Project

"K-quarantine" Academy

"K-quarantine" Case

NIA stands at the forefront of online sharing of "K-quarantine" experiences with the world

The Ministry of the Interior and Safety (MOIS) and the National Information Society Agency (NIA) have jointly operated an online course titled "ICT-based Response to COVID-19 of Korea" for three weeks (12~30 October) in order to share Korea's policy response to the pandemic with the international community.

Korea has been highly regarded as a country having successful cases of handling the pandemic while using ICT, and many countries around the world and international organizations like the UN and IDB constantly requested to share the experiences. In this regard, the public and private sectors of Korea worked together and developed the online course introducing Korea's response to COVID-19 using ICT.

The course consists of three modules to provide systematic explanations on the Korean government's response to the pandemic - i) understanding Korea's disaster response and healthcare policies; ii) cases of responding to COVID-19 using the digital government system; and iii) ICT-based services provided by private sectors for COVID-19 response.

The three modules cover introductions of Korea's disaster response governance that serves the foundation for COVID-19 response, policies for healthcare informatization and infectious disease prevention and management, and many digital government systems that enabled successful containment of the disease such as the Self-quarantine Safety Protection App, International Traveler Information System (ITS), Drug Utilization Review (DUR), COVID-19 Patient Management Information System and Negative Pressure Isolation Room Information Management System.

Also covered in the modules are innovative services created by the private sector - map application services using open data, AI-driven COVID-19 screening solutions and care calls for monitoring those under self-quarantine.

The course was provided through K-MOOC, where a total of 265 trainees (126 from overseas* and 140 from Korea) actively discussed on 'new digital government and ICT services to respond to infectious diseases.'

*44 countries including the US, China, Pakistan, Madagascar, Bangladesh, Nigeria and Brazil

Nguyen Thi Van Anh, a trainee from Vietnam, said the course was very useful as she could learn not only the ICT services in the pandemic but also the healthcare system and policies which enabled Korea to successfully contain the disease. Hakima Khellaf from Algeria also left a review mentioning that she could learn how Korea proactively responded to the COVID-19 based on its highly developed ICT. The course is still available on K-MOOC for audit enrollment (<http://kmooc.kr>)*.

*Search for the course title "ICT-based Response to COVID-19 of Korea"

In the meanwhile, NIA has organized a joint webinar on digital resilience for the post-COVID-19 upon request from the World Bank as part of its Digital Resilience Program. 3,667 people from 13 countries have participated in the webinar. More collaboration is underway, including organization of another webinar on building capacity for ICT-based response to infectious diseases in January next year.

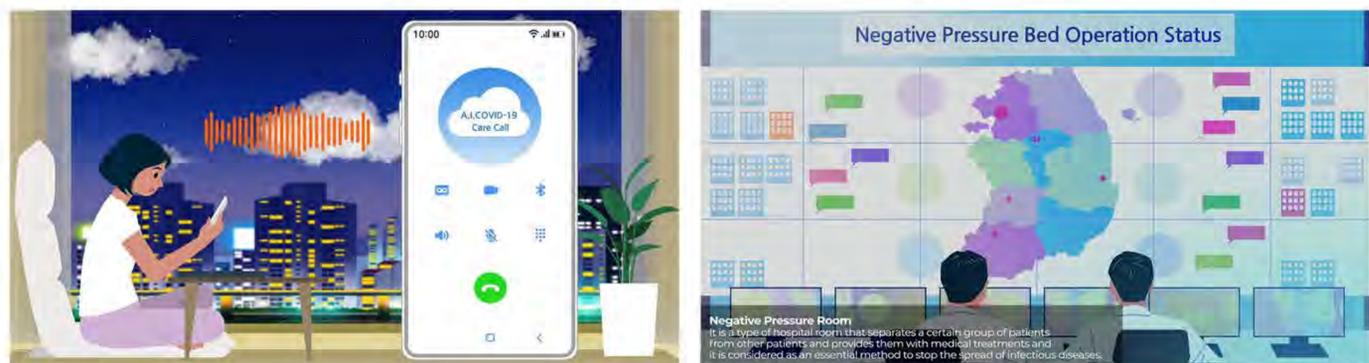
Korean 3T strategy for responding to COVID-19

This video is an animation produced by Korea's Ministry of Science and ICT, the National Information Society Agency, and the Korea Communication Agency to share with the world Korea's experience of the 3T strategy* as part of the response to COVID-19.

* Testing-Tracing-Treatment

This video introduces Korea's various ICT systems and services such as the epidemiological investigation support system, self-quarantine safety protection app, and the AI-based X-Ray system used during the process of tracing, testing, diagnosing, managing, and treating COVID-19 patients through a virtual character named 'Yoon-ji Jung.' We hope you will be able to understand Korea's experience of effectively overcoming COVID-19 and that this video can help provide a reference to different countries abroad.

Images from the animation



Please refer to the following description of the video for details.

Video Outline

- **Title** : Korea's COVID-19 Response Strategy Using ICT
- **Format** : Narration-based animation
- **Length** : 6 minutes 3seconds
- **Language** : English (subtitle provided)
- **Watch Video** : <https://youtu.be/aCG04eKFRJ0>

Korean New Deal Project

"K-quarantine" Academy

"K-quarantine" Case

▶ "K-quarantine" for Covid-19

We would also like to share a stage-by-stage explanation of how Korea has been responding to COVID-19, which was a global problem throughout 2020 and continues to adversely affect many countries.

As of January 2021, the issue in which everyone is most interested is the approval of COVID-19 vaccines. Korean ICT Services Against COVID-19 Pandemic, a summary and explanation of Korea's response to COVID-19 (which was shared with an international contact points in May 2020), gives a detailed explanation of the policies and services that helped Korea in its early response efforts. We decided to provide it once more based on the belief that it may be of help not only in addressing COVID-19 but also developing the ICT sectors of partner countries.

Based on the three national response principles of openness, transparency, and cooperation with civil society, Korea created a "3T" (testing, tracing, and treatment) system through ministry-wide cooperation. Accordingly, the response was designed and implemented as a four-step system (screening/diagnosis, tracing, patient/contact management, and prevention). The booklet, which features the following content and is also available as a PDF file, explains the 27 response measures taken by the Korean government to combat COVID-19

Contents (Separated)	Link (URL provided in menu as HTML link)
1. Introduction	www.nia.or.kr/common/files/Download.do?cfIdx=CF00000082
2. Case of Korea	
2-1) Screening and Diagnosis Stage	www.nia.or.kr/common/files/Download.do?cfIdx=CF00000083
Introduces various systems for distinguishing infected patients for the purpose of preemptive quarantining, including ones that provide epidemiological data for confirmed patients from countries with high numbers of COVID-19 cases and connections with traveler data (passport data, immigration, overseas entrants, and roaming service) through the Smart Quarantine Information System.	
2-2) Epidemiological Investigation Stage	www.nia.or.kr/common/files/Download.do?cfIdx=CF00000084
Introduces systems for rapid epidemiological investigation and provides information on connecting services whose purpose is to track sources of infection.	
2-3) Patient and Contact Management Stage	www.nia.or.kr/common/files/Download.do?cfIdx=CF00000085
Explains how the National Hospital Ward Management Support System is used to efficiently keep track of the number of available hospital beds and how the Self-Quarantine Safety Protection App can be used to monitor whether self-isolating individuals are actually sheltering in place.	
2-4) Prevention Stage	www.nia.or.kr/common/files/Download.do?cfIdx=CF00000086
Explains how mask notification services (online/mobile) contributed to the prevention of COVID-19 by using government data to provide up-to-date information on mask sales/inventory as a means of addressing the mask shortage that Korea experienced in the early months of COVID-19.	
3. Conclusion	www.nia.or.kr/common/files/Download.do?cfIdx=CF00000087
Contents (Separated)	Link (PDF)

https://eng.nia.or.kr/site/nia_eng/ex/bbs/View.do?cbIdx=31975&bcIdx=22150&parentSeq=22150

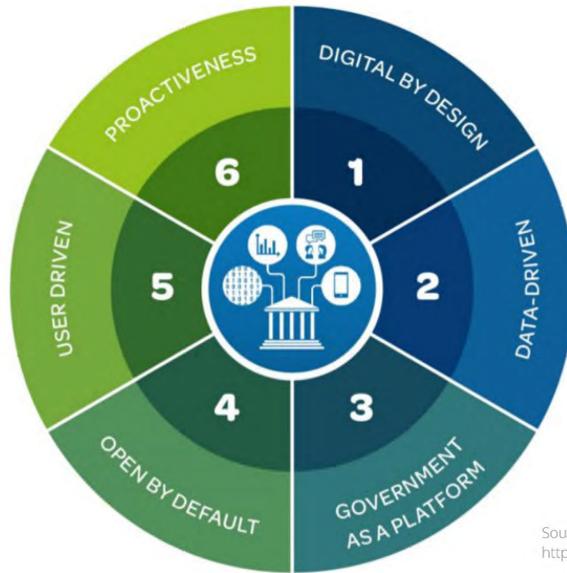
Korea tops in 2020 result

The Republic of Korea ranks no.1 in OECD's 2019 Digital Government Index

The Republic of Korea ranked first on the 2019 Digital Government Index (DGI) launched by the Organisation for Economic Co-operation and Development (OECD) on October 16th.

The inaugural survey was conducted to measure countries' progress towards higher levels of digital government maturity in 2018. 29 out of 37 OECD member countries and four non-member countries participated in the first survey. The survey assessed the progress of participating countries' in six dimensions of the OECD Digital Government Policy Framework: digital by design, data-driven public sector, government as a platform, open by default, user-driven and proactiveness.

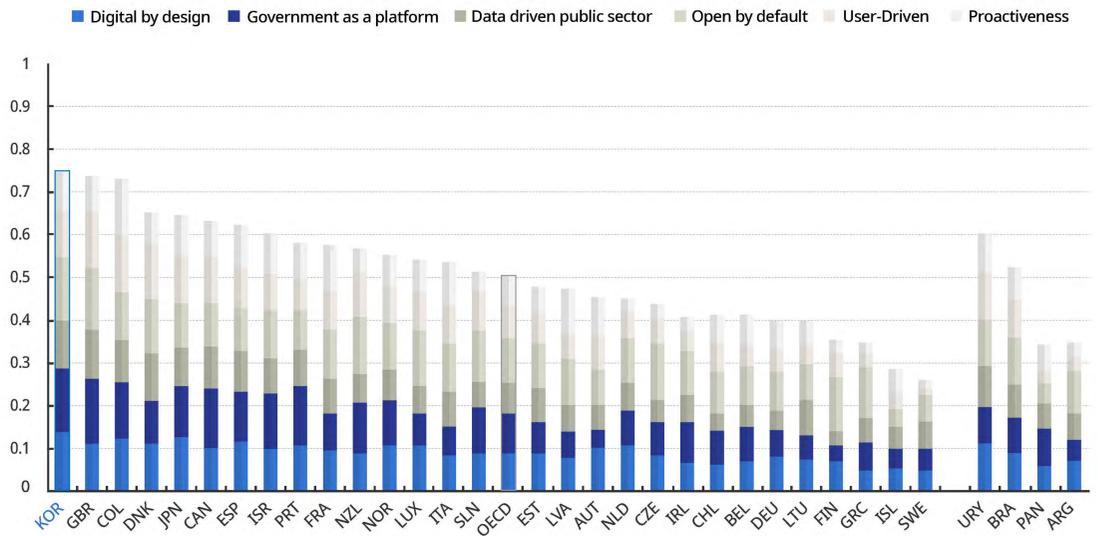
The OECD Digital Government Policy Framework



Source: OECD(2020)
<https://www.oecd.org/gov/digital-government-index-4de9f5bb-en.htm>

According to the Digital Government Index: 2019 results published by the OECD Secretariat, Korea tops the index with a composite score of 0.742 out of 1, followed by the United Kingdom (UK) with 0.736.

The OECD Digital Government Index Composite Result



Source: OECD Survey on Digital Government 1.0.
<https://www.oecd.org/gov/digital-government-index-4de9f5bb-en.htm>

Among six dimensions, Korea ranks first on "digital by design" and "open by default". In addition, it ranks second on "government as a platform".

On the other hand, the DGI left the Korean government room for improvement on the "proactiveness" dimension, with the score of 0.5 ranking 12th. The Korean government will accelerate implementation of the intelligent government initiatives of the Korean New Deal: National Strategy for a Great Transformation. These initiatives will enable the Korean government to become a truly digitally-enabled government equipped to provide proactive, customized services to the citizens.

Taking this opportunity, Korea plans to continue promoting various initiatives under the Korean New Deal, strengthening Korea's digital competitiveness in the international arena.

Countries scores and rankings

	Digital by design		Data-driven public sector		Government as platform		Open by default		User-driven		Proactiveness		Composite score	
	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank
Korea	0.82	1	0.68	3	0.89	2	0.90	1	0.67	4	0.5	12	0.742	1
United Kingdom	0.67	6	0.69	1	0.9	1	0.85	2	0.78	3	0.51	11	0.736	2
Colombia	0.75	3	0.59	5	0.79	5	0.67	11	0.8	2	0.78	1	0.729	3
Denmark	0.68	5	0.69	2	0.57	12	0.74	6	0.8	1	0.43	15	0.652	4
Japan	0.78	2	0.55	8	0.68	9	0.64	19	0.67	5	0.57	7	0.645	5
Canada	0.61	13	0.56	7	0.82	4	0.63	21	0.66	6	0.49	13	0.629	6
Spain	0.69	4	0.6	4	0.69	8	0.59	23	0.55	12	0.62	4	0.621	7
Israel	0.6	14	0.49	12	0.77	6	0.68	10	0.5	16	0.58	6	0.604	8
Portugal	0.63	10	0.5	10	0.85	3	0.55	26	0.43	18	0.52	10	0.580	10
France	0.58	15	0.51	9	0.5	16	0.67	11	0.55	11	0.62	3	0.573	11
New Zealand	0.52	19	0.42	16	0.73	7	0.77	4	0.64	8	0.31	23	0.564	12
Norway	0.64	8	0.41	17	0.65	10	0.65	16	0.52	15	0.42	16	0.550	13
Luxembourg	0.63	11	0.38	20	0.46	21	0.77	4	0.54	14	0.45	14	0.538	14
Italy	0.5	21	0.47	13	0.4	24	0.67	11	0.55	10	0.6	5	0.534	15
Slovenia	0.54	16	0.36	22	0.64	11	0.72	8	0.56	9	0.25	26	0.513	17
OECD	0.55		0.44		0.54		0.64		0.47		0.42		0.501	
Estonia	0.52	18	0.47	15	0.44	23	0.65	16	0.39	20	0.39	20	0.478	18
Latvia	0.48	23	0.35	24	0.38	26	0.66	14	0.32	24	0.66	2	0.474	19
Austria	0.63	12	0.34	27	0.24	32	0.51	29	0.46	17	0.54	9	0.452	20
Netherlands	0.64	9	0.39	18	0.48	17	0.64	19	0.36	21	0.18	29	0.450	21
Czech Republic	0.51	20	0.29	29	0.48	19	0.78	3	0.36	22	0.18	29	0.434	22
Ireland	0.42	28	0.37	21	0.55	13	0.63	21	0.29	27	0.22	27	0.411	23
Chile	0.38	29	0.26	32	0.46	22	0.59	23	0.42	19	0.36	21	0.411	24
Belgium	0.43	24	0.3	28	0.48	20	0.53	28	0.29	26	0.4	19	0.406	25
Germany	0.5	22	0.27	31	0.37	27	0.55	26	0.31	25	0.41	18	0.398	26
Lithuania	0.43	25	0.5	11	0.34	28	0.51	29	0.26	28	0.34	22	0.397	27
Finland	0.42	27	0.23	33	0.21	33	0.74	6	0.33	23	0.2	28	0.356	28
Greece	0.3	32	0.35	26	0.39	25	0.69	9	0.21	30	0.13	32	0.347	29
Iceland	0.31	31	0.29	30	0.29	30	0.28	33	0.23	29	0.29	24	0.282	32
Sweden	0.28	33	0.35	23	0.33	29	0.36	32	0.1	32	0.11	33	0.257	33
Uruguay	0.65	7	0.56	6	0.54	14	0.6	6	0.65	7	0.55	8	0.602	9
Brazil	0.54	17	0.47	14	0.48	18	0.61	14	0.54	13	0.42	17	0.519	16
Panama	0.35	30	0.35	25	0.53	15	0.45	31	0.09	33	0.28	25	0.343	30
Argentina	0.43	26	0.39	19	0.28	31	0.58	25	0.2	31	0.18	31	0.342	31

Source: OECD Survey on Digital Government 1.0.
<https://www.oecd.org/gov/digital-government-index-4de9f5bb-en.htm>

www.dgovkorea.go.kr

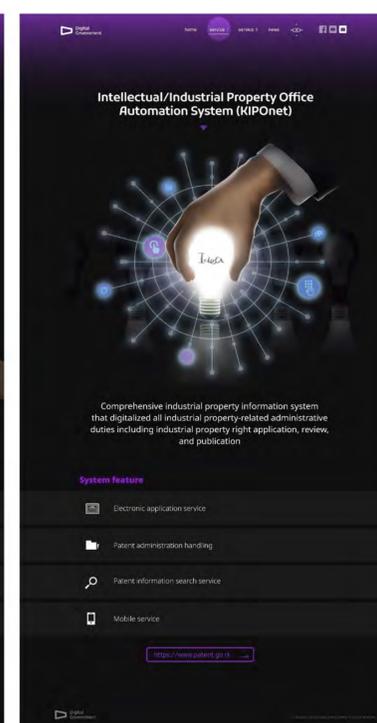
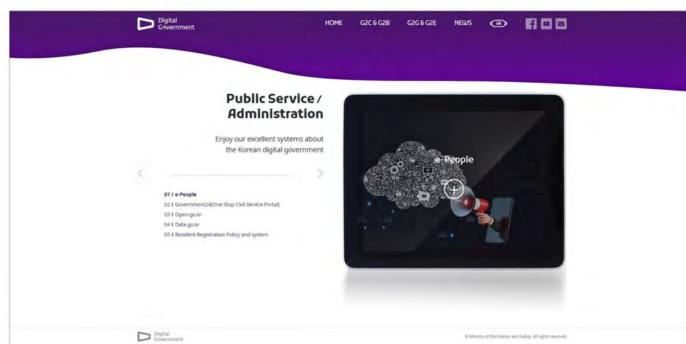
The Opening of Online Promotion Website for Korean Digital Government

www.dgovkorea.go.kr

Online Promotion Website for Korean Digital Government has been launched. It introduces 34 excellent Korean digital government systems. You can take a peek at Korea Digital-Government Hall established in Sejong City via VR experience.

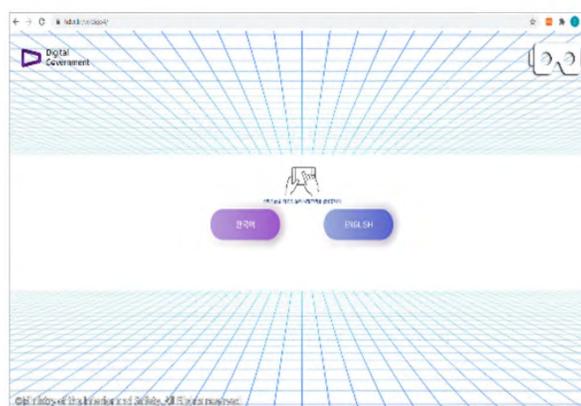
Preview Online Promotion Website for Digital Government

- **HOME** : Showcase promotional videos and introduce the past, present and future of Korean digital government.
- **G2B/G2C, G2G/G2E** : Introduce major digital government systems (32 systems in 10 domains) which are highly requested and adopted by other countries with related information.
- **NEWS** : Provide information on major events and news related digital government.



Preview Online Promotion Website for Digital Government

- **Multi-language** : Support two languages – Korean and English.
- **Network** : Depending on the network connection status of foreign visitors, provide different versions of content accordingly.
- **Experience zones** : Provide different videos for nine different experience zones. Short -cuts for different zones are available.



Main screen (support English and Korean)



Short cut for different zones (in total nine zones)



Example of VR screen