

Report on the Study Tour Program for Bahrain Government Officials



UNITED NATIONS PROJECT OFFICE
ON GOVERNANCE

I . Programme Summary

1. Background

Six senior officials from the Government of Bahrain visited Korea, Seoul for a Study Tour Programme held on 27th May and 28th May. The Programme was designed on grounds of the official request from the Government of Bahrain with the aim to learn about the advanced e-Government and the ICT system of the Korean Government. The Delegation consisted of two officials from the e-Government Authority, two members from the private sector who are members of the Strategy Committee for the eGovernment Authority and two officials from Ministry of Health and Ministry of Social Development.

2. Composition of the Delegation

- Mr. Feras Ahmed, Director Service Delivery & Channel Enhancement, eGovernment Authority
- Mr. Ahmed AlSawafiri, Head, Projects Policies and BPR Directorate, eGovernment Authority
- Mr. Saleh Tarradah, Member of the Strategy Committee for the eGovernment Authority
- Mr. Abdullah Hamid, Member of the Strategy Committee for the eGovernment Authority
- Dr. Fawzi Al Amin, Assistant Undersecretary for the Ministry of Health
- Ms. Maha Mandeel, Acting Assistant Undersecretary for the Ministry of Social Development

3. Bahraini Delegation's purpose of the visit

As Korea has ranked first place in the 2010 Global e-Government Survey conducted by the United Nations, the Bahrain Government wanted to understand the efforts of the Korean Government in promoting and implementing ICT-enabled e-services benefitting the citizens and various stakeholders in multiple sectors including the private sector. The Delegates expressed interest in learning about the best practices of the Korean e-Government and the strengths of its agencies in Korea in managing the Informatization system of the government.

II. Achievements of the Study Tour Programme

- 1. Korea Health and Welfare Information Service (KHWIS), affiliated Agency with the Ministry of Health and Welfare (MOHW)**



The Bahraini Delegation met the President of the Korea Health and Welfare Information Service and KHWIS delivered a brief introduction on the newly established Center and its role, followed by a presentation on the Social Welfare Information Network and the ICT system utilized by KHWIS entitled “*Haengbok e-eum* (Connecting Happiness via e-system).”

KHWIS shared its informatization system and its implementation practices with the Delegates and the Delegates introduced how ICT system is operated in different Ministries of the Bahraini Government. The two parties exchanged their knowledge and opinions on integrating the database and ICT system of the different segments and Ministries of the two governments.

2. Meeting with the Head of UNPOG



The Delegation had a luncheon meeting with Mr. Jong-moo Choi, Head of the United Nations Project Office on Governance. They shared knowledge and impression on e-Government operation in Bahrain and Korea respectively.

3. Digital Planning Bureau, affiliated agency with the Ministry of Strategy and Finance (MOSF)



The group that received the Bahraini Delegation consisted of both officials from the Ministry of Strategy and Finance and also the representatives of the Private Sector Companies who are the currently outsourced IT specialists.

The presentation started with the demonstration on how the e-system is actually being utilized by the users, explaining the details of the utilization processes. The major presentation was focused on the introduction of the “*dBrain System*.”

4. Immigration Policy Division, Ministry of Justice (MOJ)



An officer from the Immigration Policy Division of the Ministry of Justice delivered two presentations on the ICT-based Immigration System of Korea and on the Immigration Clearance

System, *KISS*. The Delegates showed interest and were impressed by the advanced ICT technologies and systemized policies based on information management. The Delegates also commented on the rapid immigration clearance service they experienced at the Incheon International Airport at the time of their arrival.

5. Korea Education and Research Information Service (KERIS)



A researcher from the Korea Education and Research Information Service (KERIS) explained about the Korean Education system and the application of ICT as means and channel to expand the target beneficiaries' access to education. The Delegation supported and encouraged the Korean Government's efforts on enhancement of education that formulates the basis of the driving force of national development. KERIS elaborated upon the implementation of e-learning and u-learning (ubiquitous learning) strategies used in Korea. An active Q &A session was followed by the presentation.

6. National Information Society Agency (NIA)



A representative from the National Information Society Agency introduced Korean e-Government, briefing the Delegates from the initial phase to the present level. NIA also introduced its role on the implementation of ICT strategies. The Delegates showed great interest in the top-down, Government-led implementation of the e-Government strategy. The Delegation spoke highly of the strengthened role of the Korean Government in making a remarkable improvement to reach the current position, ranking the top in the UN E-Government Survey 2010. The two parties conducted an in-depth discussion on the two agencies role in rolling out e-Government strategies as the two agencies hold similar roles in the two countries respectively.

7. Ministry of Public Administration and Security (MOPAS)



A group of officials from the Informatization Planning & Coordination Division of the Ministry of Public Administration and Security greeted the Bahraini Delegation at the Central Government Complex. The presentation of MOPAS included background information on how the e-Government strategy was discussed and designed in the initial stage. After the multi-phase e-Government strategy was introduced, the two parties discussed and exchanged their questions and opinions on the e-Government implementation in each country. Prospect of potential cooperation was briefly discussed and the Bahraini Delegation expressed great interest in developing the cooperation into a concrete level.

III. Feedback from the Bahraini Delegation

Based on the feedback survey distributed to the Delegates, they expressed satisfaction with the overall Study Tour Programme. The two-tier feedback from the Delegations included impression and evaluation on the Korean e-Government of the Delegation. The Delegates had high regard for the

strategic alignment of the e-Government policy and the implementation of the system not only in the Central Government, but also in the local Government reaching the township level. They were also impressed by the highly advanced ICT system and the infrastructure that supports the system. Special attention was drawn on Korean people's passion for higher education and the willingness to learn, which the Delegation considered as an important push factor of the ICT development and the high responsiveness of the e-Government implementation. The Delegation further expressed interest in pursuing bilateral cooperation with the Korean Government and benchmarking the best practice of Korean e-Government.



IV. Programme Schedule

□ Day 1 (27 May 2010)

Time	Activities	Institute visited
10:00~10:30	Meet Head of Korea Health and Welfare Information Service	Korea Health and Welfare Information Service, affiliated with Ministry of Health and Welfare
10:30~11:00	Introduce Informatization system of Ministry of Health and Welfare Information Service	
12:00~13:30	Luncheon with Mr. Jong-moo Choi, Head of UNPOG	
14:30~15:20	Introduce "D-Brain" system of the Ministry of Strategy and Finance	Digital Planning Bureau, affiliated bureau of Ministry of Strategy and Finance
15:40~16:40	Introducing "KISS," immigration control system of Ministry of Justice	Ministry of Justice

□ Day 2 (28 May 2010)

Time	Activities	Institute visited
10:00~10:50	Introduce and present on Informatization system for Education	Korea Education & Research Information Service
10:50~11:40	Introduce E-government of Korea and conduct open Discussion and Q&A session	National Information Society Agency
12:30~13:30	Luncheon with NIA officials	
14:00~14:40	Meet President of NIA	National Information Society Agency
15:00~16:00	Introduce E-government of MPOAS	Ministry of Public Administration and Security
16:30~17:30	Tour of the Green Growth Hall	