



UN Public Administration Programme

Division for Public Institutions and Digital Government
UN Department of Economic and Social Affairs (UNDESA)



Study Visit on Advancing E-Government for the Implementation of 2030 Agenda for Sustainable Development

Developing ICT & E-Government Master Plan for National Sustainable Development Strategy



1-5 April 2019, Incheon, Republic of Korea

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



Contents

- 1. Introduction – ICT and Tech Trends for 2030 Agenda**
- 2. ICT & E-Government for Achieving the SDGs : Opportunities**
- 3. ICT & E-Government for Achieving the SDGs : Challenges**
- 4. ICT & E-government Master Plan for National Sustainable Development Strategy**



1 .Introduction - ICT and Tech Trends for 2030 Agenda





1. Introduction – ICT & 2030 Agenda



The 2030 Agenda for Sustainable Development recognizes the great potential of global connectivity to spur human progress. It challenges us to ensure universal and affordable Internet access for all

António Guterres
Secretary-General, UN

www.itu.int/ICT4SDG

fast forward together
#ICT4SDG





1. Introduction – ICT & 2030 Agenda

Fast forward the SDGs

Many of the Sustainable Development Goals (SDGs) will not be met unless we accelerate the pace of change. We need information and communication technologies (ICTs) to meet the SDGs.

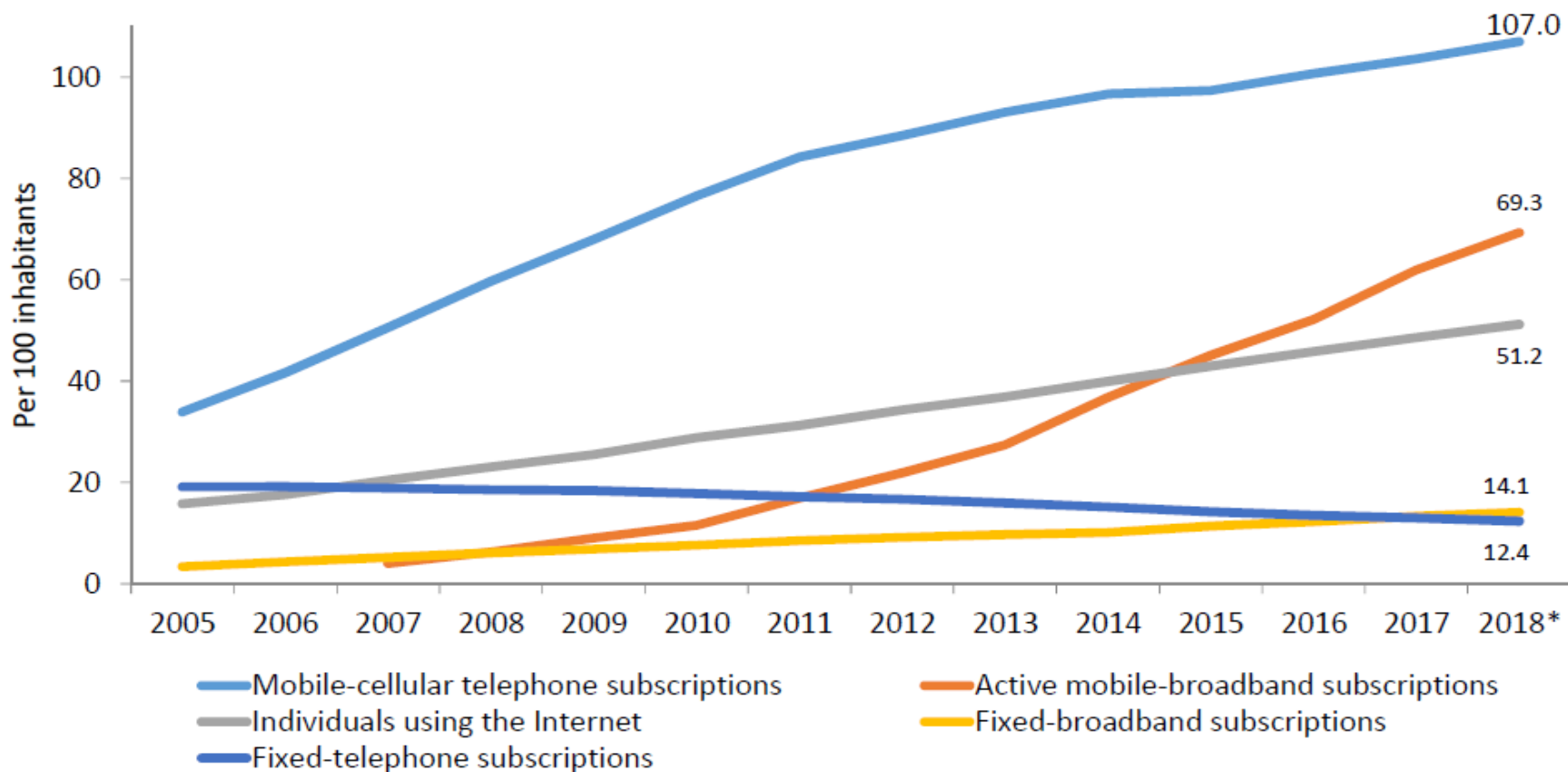
Talk to us today about how ICTs can help achieve the SDGs.





1. Introduction – ICT & 2030 Agenda

Global ICT Developments, 2005–2018



ITU, Measuring the Information Society Report 2018

Note: * ITU estimate.



1. Introduction – ICT & 2030 Agenda

The Current State of ICTs

- ✓ More than half of the world's population is now online.
- ✓ There continues to be a general upward trend in the access to and use of ICTs.
- ✓ Mobile access to basic telecommunication services is becoming ever more predominant.
- ✓ Broadband access continues to demonstrate sustained growth.
- ✓ Almost the whole world population now lives within range of a mobile-cellular network signal.
- ✓ Internet access at home is gaining traction.
- ✓ Growth in international bandwidth and Internet traffic has been even stronger than growth in access to ICTs and the percentage of the population using the Internet.



1. Introduction – ICT Tech Trends

Top 10 Strategic Technology Trends for 2019

Blockchain, quantum computing, augmented analytics and artificial intelligence will drive disruption and new business models

Intelligent



Autonomous Things



Augmented Analytics



AI-Driven Development

Digital



Digital Twin



Empowered Edge



Immersive Experience

Mesh



Blockchain



Smart Spaces



Privacy and Ethics



Quantum Computing



1. Introduction – ICT Tech Trends

Tech Trends 2019

Beyond the digital frontier





2. ICT & E-Government for Achieving the SDGs: Opportunities





2. ICT & E-Government for Achieving the SDGs : Opportunities

ICT & E-government for Development

- ✓ **ICT as the driving force for enhancing national competitiveness**
- ✓ **Economic growth & well-being of people**
- ✓ **Social development & inclusive state**
- ✓ **Mainstreaming ICTs in national development plans**
- ✓ **Opportunities in the age of the Fourth Industrial Revolution**



2. ICT & E-Government for Achieving the SDGs : Opportunities

The Global Competitiveness Index 4.0 (World Economic Forum)

Enabling Environment



Pillar 1
Institutions



Pillar 2
Infrastructure



Pillar 3
ICT adoption



Pillar 4
Macroeconomic stability

Human Capital



Pillar 5
Health



Pillar 6
Skills

Markets



Pillar 7
Product market



Pillar 8
Labour market



Pillar 9
Financial system



Pillar 10
Market size

Innovation Ecosystem



Pillar 11
Business dynamism

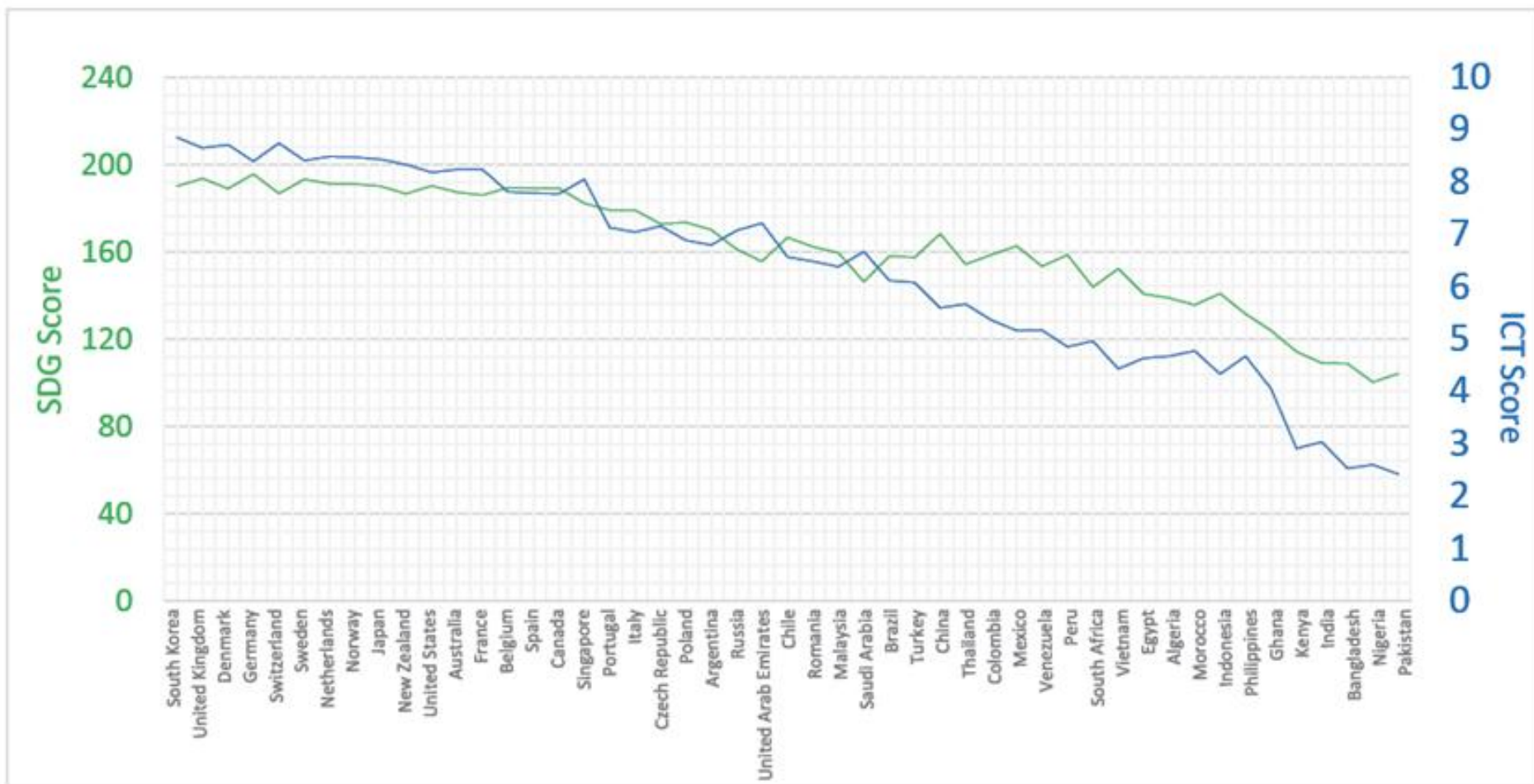


Pillar 12
Innovation capability



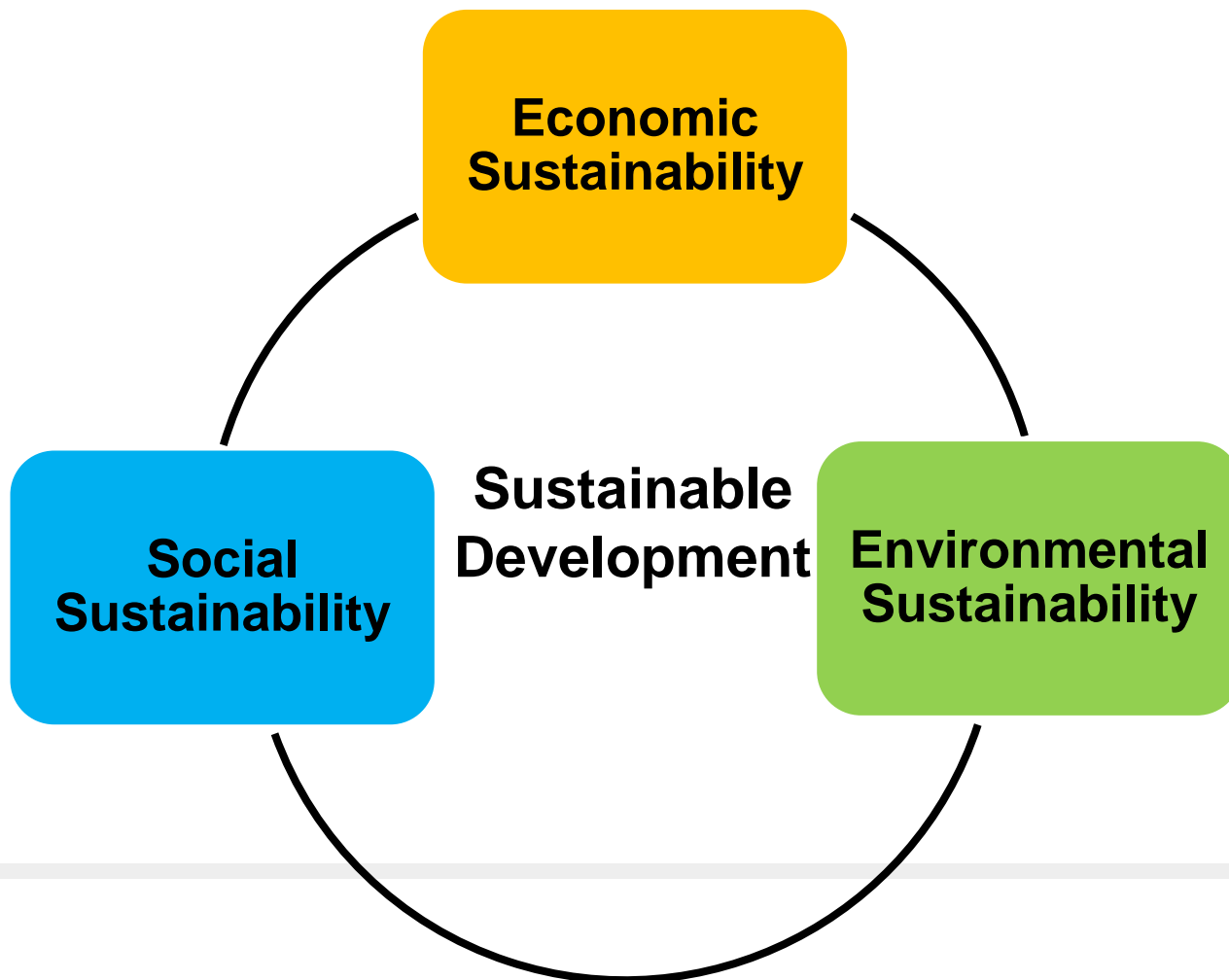
2. ICT & E-Government for Achieving the SDGs : Opportunities

SDG Scores and ICT Scores by Country





2. ICT & E-Government for Achieving the SDGs : Opportunities





2. ICT & E-Government for Achieving the SDGs : Opportunities

Social Sustainability

- E-education
- E-health services
- Security
- Transportation
- Community planning
- Inclusive social safety nets
- Services to vulnerable groups
- Welfare networks
- Youth engagement
- Silver innovation

Economic Sustainability

- Online integrated business registration
- Easy property registration systems
- Open data licensed for commercial use
- Easy tax payment systems
- Innovative agricultural programmes
- Employment opportunities portals

Environmental Sustainability

- MyEnvironment
- Citizen-participating Greenhouse emissions
- Monitor energy, water consumption for savings
- Green procurement
- Disaster management



2. ICT & E-Government for Achieving the SDGs : Opportunities

- 1 Innovative & Effective Service Delivery**
- 2 Inclusion of the Vulnerable Groups**
- 3 Participation and Empowerment of People**
- 4 Transparency and Accountability of Government**



2. ICT & E-Government for Achieving the SDGs : Opportunities

1) Innovative & Effective Service Delivery

- ✓ ICTs elevates the **quality of services** provided to people, especially essential services.
- ✓ ICTs enable **innovative** and **effective** service delivery.



2. ICT & E-Government for Achieving the SDGs : Opportunities

Data Integration for Social Benefits (Australia)

The Department of Social Services (DSS) aims to deliver creative policy options and solutions for Government and improve the lifetime wellbeing of people and families.



Australian Government
Department of Social Services

- This is achieved through the development of **evidence-based policies, managed programs, grant allocations, and research and regulation activities.**
- Alignment with the Australian Bureau of Statistics (ABS)
- Risk Assessment Guidelines: sensitivity, size, nature of data collection, technical complexity, managerial complexity, duration of project, how the data is to be linked, and nature of access



2. ICT & E-Government for Achieving the SDGs : Opportunities



Mobile Apps for Farmers (Kenya)

- Kenya Agricultural and Livestock Research Organization (KARLO) launched mobile apps to transform agriculture
- Provides information on farming technologies, farming tips, agro-weather, and agricultural markets
- Helps farmers to increase crop yields, access markets, and lower prices for consumers
- Ensures food security and nutritious diets of people

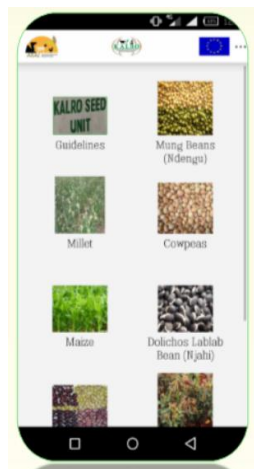


Photo: https://expogr.com/detail_news.php?newsid=31&pageid=2&t=Kenya%20to%20adopt%20e-agriculture%20services

<http://www.fao.org/e-agriculture/news/karlo-launches-14-mobile-apps-transform-agriculture>

Photo: <https://www.facebook.com/Kalromkulima/posts/karlo-launched-httpasalkhubkalroorg-portal-and-3-mobile-apps-as-tools-for-dissem/1984663048423969/>



2. ICT & E-Government for Achieving the SDGs : Opportunities



App *My Responder* to Respond to Cardiac Arrest Cases (Singapore)

- Notifies volunteers of any cardiac arrests within 400 metres of their locations
- Linked to the national AED registry and shows the locations of AEDs in public places
- Enables the community to contribute to saving lives prior to the arrival of the emergency medical service
- Has a “Call 995” function to send user’s current geolocation automatically to the emergency medical service to exact locations, providing faster and more accurate on-location aid

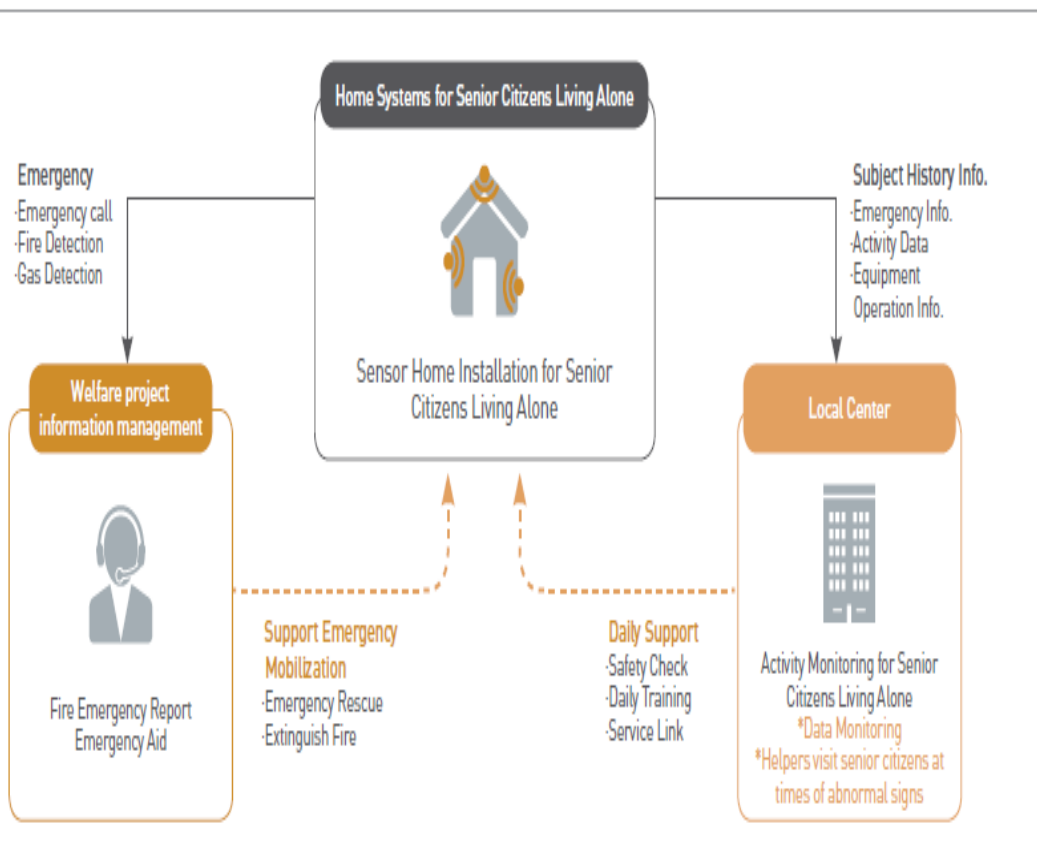




2. ICT & E-Government for Achieving the SDGs : Opportunities

U-CARE System For Senior Citizens Living Alone (Republic of Korea)

3 GOOD HEALTH
AND WELL-BEING



- Installation and operation of u-Care sensors
- In the case of emergency, the gateway automatically sends alarms to the u-emergency center
- Better efficiency in protecting the lives and properties of elderly people living alone by quickly responding to cases of fire and other emergencies

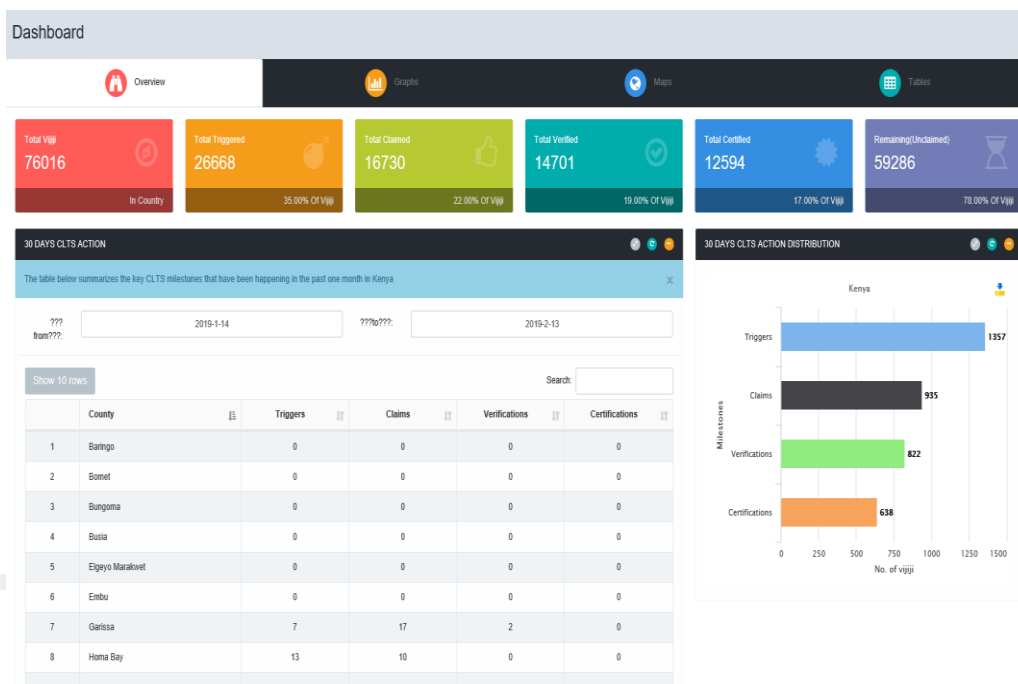
Korea e-Government for Sustainable Development (Ministry of the Interior and Safety, 2017)



2. ICT & E-Government for Achieving the SDGs : Opportunities

Real-Time Monitoring System for Community-Led Total Sanitation (Kenya)

- Ministry of Health implemented an online monitoring and evaluation system to track sanitation levels and progress toward their Open Defecation Free Mission



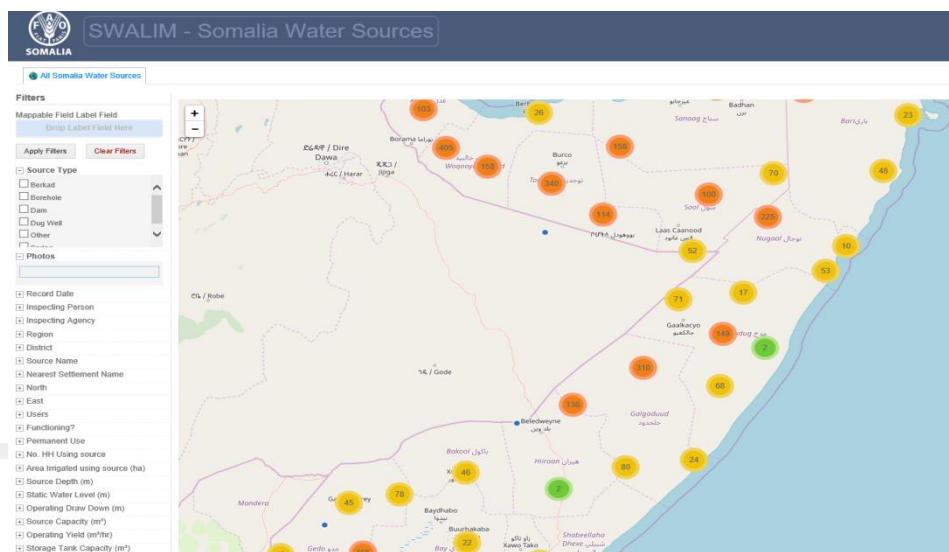


2. ICT & E-Government for Achieving the SDGs : Opportunities

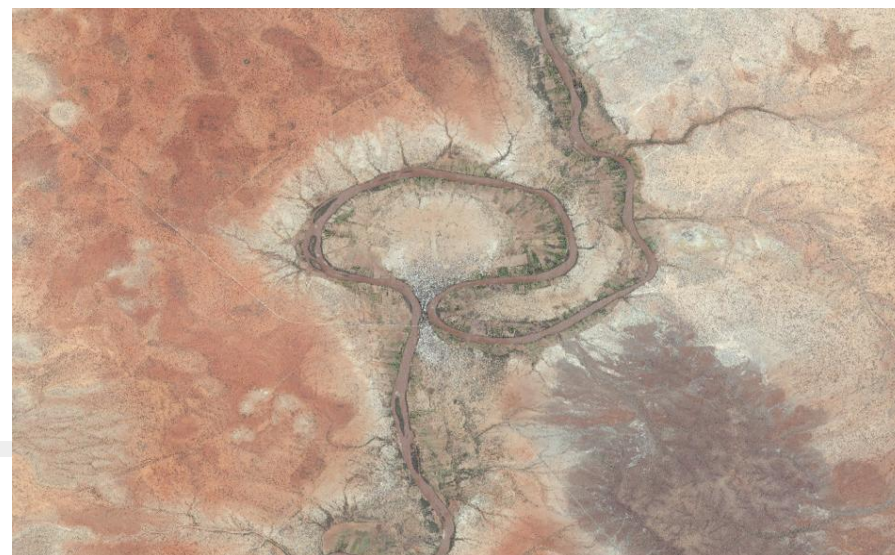
Somalia Water and Land Information Management (Somalia)



- FAO developed sophisticated systems for monitoring and assessment of water resources (surface water, ground water, and rainfall) and land (soil characteristics, land degradation, and land use suitability)



<Live Water Sources Map>: <http://www.faoswalim.org/water-resources/ground-water/live-water-sources-map-page>



<Remote Sensing>: <http://www.faoswalim.org/information-management/information-services/remote-sensing>



2. ICT & E-Government for Achieving the SDGs : Opportunities

2) Inclusion of the Vulnerable Groups

- ✓ ICT & e-government as enablers to ensure that services can be delivered to targeted groups
- ✓ **Defining, measuring and addressing vulnerability of the poorest and the most vulnerable groups** remains one key challenge of governments – at national, regional, and local levels - in implementing the 2030 Agenda.
- ✓ **Innovations**, with support from high-quality, timely, reliable, accessible, and disaggregated data, are essential to address the special needs of the poor and the vulnerable groups.



2. ICT & E-Government for Achieving the SDGs : Opportunities

Leaving No One Behind

- ✓ Children
- ✓ Youth
- ✓ Persons with disabilities
- ✓ Older persons
- ✓ Women
- ✓ People living in poverty
- ✓ Migrants/IDPs/Refugees
- ✓ Indigenous people

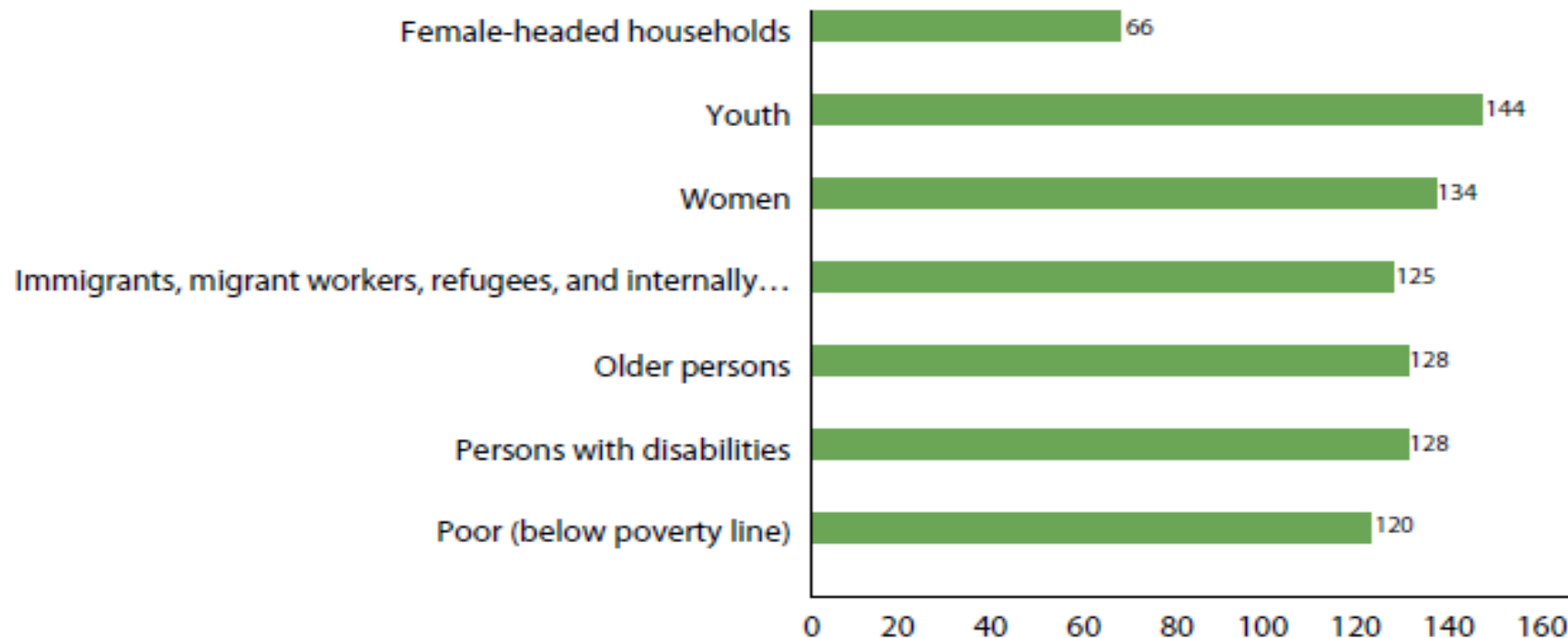


Photo: <https://www.un.org/development/desa/dspd/>



2. ICT & E-Government for Achieving the SDGs : Opportunities

Number of countries with specific online government services available to vulnerable groups



* 2018 UN E-Government Survey, page 32



2. ICT & E-Government for Achieving the SDGs : Opportunities



Digital identities

- 1.1 billion people worldwide, mostly poor people, migrants, refugees, people in rural communities, have no legal identity
- Goal 16, Target 16.9 seeks to remedy by 2030.
- High mobile penetration rates enable the creation of digital identities as most mobile operators are mandated to verify the identification of users when they register a mobile SIM card and now have “know-your-customer” (KYC) obligations for mobile financial services



2. ICT & E-Government for Achieving the SDGs : Opportunities

3) Participation and Empowerment of People

- ✓ **Shift in people' roles in public service delivery:** People's role shift from passive service beneficiaries to active, informed partners, and “co-creators” in problem-solving
- ✓ With mobile penetration and social networking, people have been empowered to easily interact with governments and governments can easily tap on the **collective intelligence** of people as well to co-create new e-services.
- ✓ The co-created new services designed by citizens will be more citizen-centric and better customized for citizens' needs.



2. ICT & E-Government for Achieving the SDGs : Opportunities

4) Transparency and Accountability of Government

- ✓ **Transparency and accountability of government** can be strengthened, with enhanced level of participation and engagement of people in the decision-making process through ICT.
- ✓ **Open government data**, specifically, discloses data related to government policies and operations to the public.
- ✓ With ICT, particularly social media, individuals can be empowered to bring cases of **government corruption** to attention of the public, fostering transparency and accountability of government.



2. ICT & E-Government for Achieving the SDGs : Opportunities

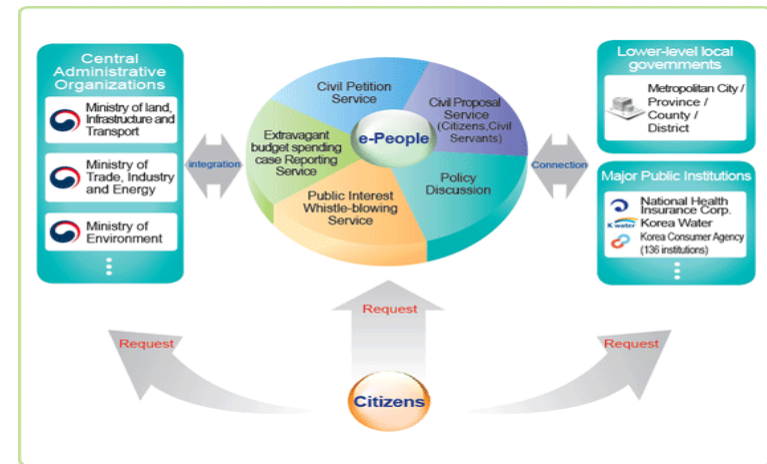


- ✓ **GIS holds a unique power to create accountability and transparency, combating corruption and mismanagement in much-needed ways**
- ✓ **GIS isn't just about maps, it's about data - when combined with demographic data, issues of equity can become concrete**
- ✓ **GIS especially useful for accountability and transparency at local level - maps and geodatabases directly align with the geographies that communities inhabit, gaining credibility – from streetlights to environmental protection of rivers.**
- ✓ **Using GIS to Bring Accountability and Transparency to International Relief Efforts (INTOSAI - Effective International Aid Auditing)**



2. ICT & E-Government for Achieving the SDGs : Opportunities

E-People (Republic of Korea)



- Civil Petition Service
- Civil Proposal Service
- Policy Discussion
- Public Interest Whistle-blowing Service
- Excessive Budget Spending Report Service



3. ICT & E-Government for Achieving the SDGs: Challenges





3. ICT & E-Government for Achieving the SDGs : Challenges

- ✓ Lack of political leadership and institutional coordination
- ✓ Interoperability of systems – barrier to integrated services
- ✓ Digital divide
- ✓ Resilience of ICT & e-government infrastructure & cybersecurity
- ✓ Protection of privacy



3. ICT & E-Government for Achieving the SDGs : Challenges

1) Lack of leadership and institutional coordination

- No long-term ICT & e-government plan and strategy & not linked to national sustainable development strategy (to address inclusion of vulnerable groups and frontier technologies and support consistent investment in infrastructure)
- Data integration & data reliability – no government-wide CIOs (council of CIOs)
- Different government agencies develop different systems – duplicate investments



3. ICT & E-Government for Achieving the SDGs : Challenges

- **Disintegrated public services in all sectors**
- **No engagement of other stakeholders, esp. private sector and citizens in co-creating and co-designing e-services**
- **Lack of national education programmes for digital literacy and promotion of e-government services to increase user take-up**



3. ICT & E-Government for Achieving the SDGs : Challenges

2) Interoperability of systems – barrier to integrated services

- Interoperability is the ability of systems to communicate with each other.
- In the digital economy, it means ensuring effective communication between digital components like devices, networks or data repositories
- “The lack of open and interoperable systems and services and of data portability between services represents [a] barrier for the cross-border flow of data and the development of new services” (EU 2015 Digital Single Market Strategy)



3. ICT & E-Government for Achieving the SDGs : Challenges

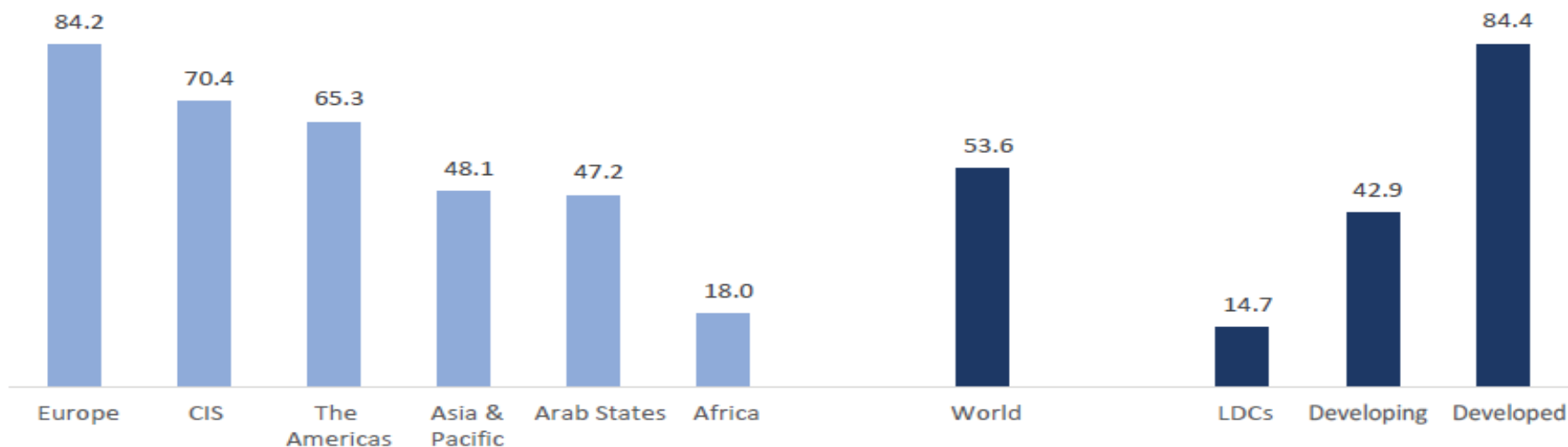
- **Lack of egovernment frame or standard enterprise architecture**
- **Lack of interoperability between public entities – barriers to data exchange and information sharing for delivering integrated services**
- **Standardization for interoperability – EU Digital Single Market Strategy identifies cloud, Internet of Things (IoT), cybersecurity, 5G and data as the top priorities for standardization**



3. ICT & E-Government for Achieving the SDGs : Challenges

3) Digital Divide

Proportion of households with Internet access, 2017*

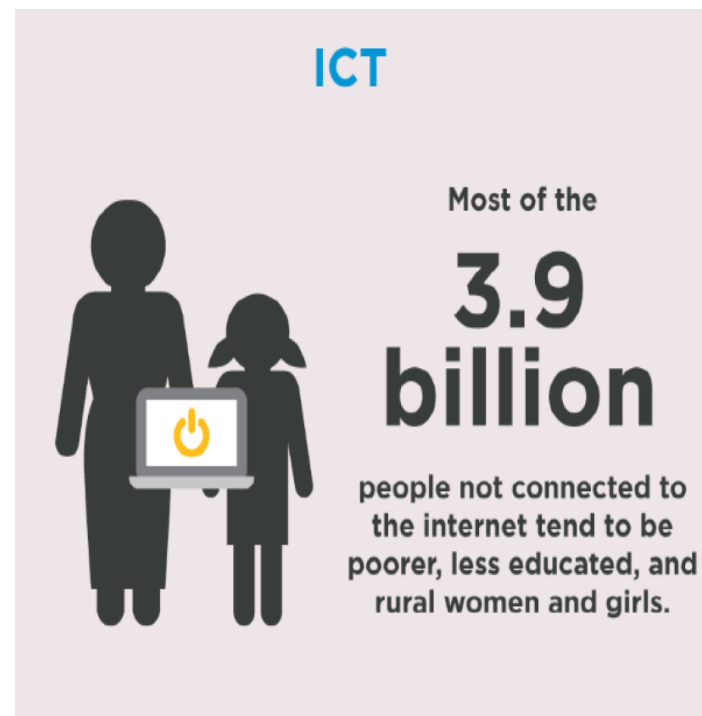
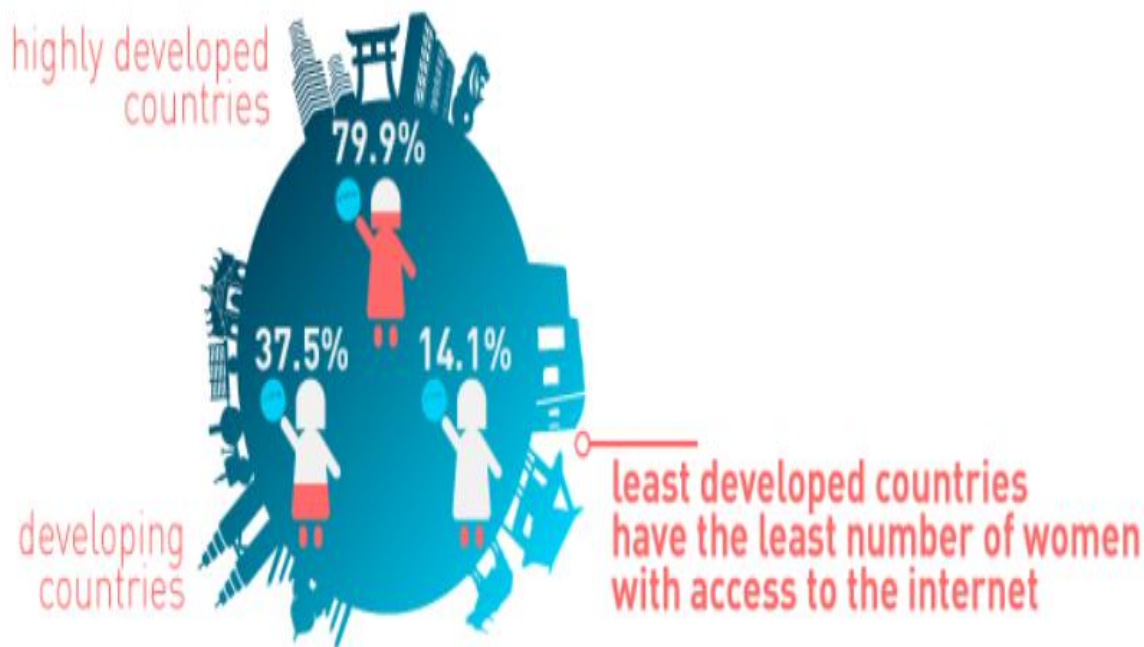


Source: ITU.

Note: * Estimates. CIS refers to the Commonwealth of Independent States.



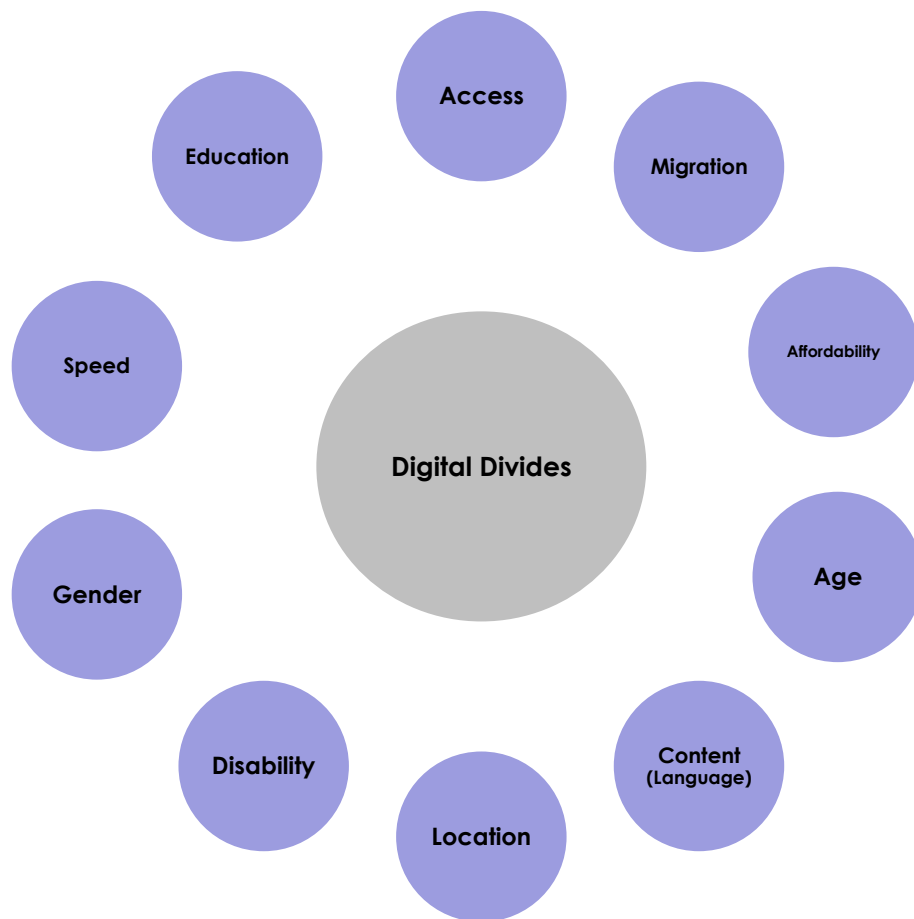
3. ICT & E-Government for Achieving the SDGs : Challenges





3. ICT & E-Government for Achieving the SDGs : Challenges

“Digital first” or “digital by default” approach in many countries lead to widening digital divide, further marginalizing the groups that lack access to ICT infrastructure and services





3. ICT & E-Government for Achieving the SDGs : Challenges

a2i (Access to Information) (Bangladesh)



- ✓ One-Stop Shop
- ✓ Innovation Fund
- ✓ Digital Financial Services
- ✓ Skills & Education
- ✓ Empathy Training
- ✓ Inclusive Development
- **Digital Centers / District E-Service Center**
5,000+ one-stop service delivery outlets known as Digital Centres throughout Bangladesh in all:
 - Union Councils
 - Sub-district Councils
 - Municipalities
 - City Corporations





3. ICT & E-Government for Achieving the SDGs : Challenges

4) Resilience of ICT & E-Government Infrastructure & Cybersecurity

“I believe it is necessary to bring together governments, the private sector involved in these areas, civil society, academia and research centres, in order to be able to establish at least some basic protocols to allow for the web to be an effective instrument for the good.”

- Address at the Opening Ceremony of the Munich Security Conference, 16 February 2018, UN Secretary-General António Guterres



3. ICT & E-Government for Achieving the SDGs : Challenges

It is estimated that **the cost of addressing cybercrime will double from \$3 trillion in 2015 to \$6 trillion by 2021**. One reason is the increasing interdependence of ICT devices and components, where the disruption of one may cascade and affect many other services. More than a third of cybersecurity breaches are caused by “successful” exploitation of known vulnerabilities.

2018 UN E-Government Survey



3. ICT & E-Government for Achieving the SDGs : Challenges

- In May 2017, the “WannaCry” ransomware attack affected 150 countries, wreaking havoc on societies and resulting in financial damages.

This included the United Kingdom, where the National Health Service (NHS) systems were targeted. At least 81 of the 236 NHS organizations known as “trusts” were affected, destroying key medical equipment and risking patient safety. The economic impact of that cyberattack was estimated to be more than \$100 million.

- The Netherlands lost 10 billion euros to e-crime, identity and intellectual property theft, which eroded its GDP by 2 per cent. Intellectual property theft alone caused a loss of \$300 billion in the United States, while Germany lost 24 billion euros.



3. ICT & E-Government for Achieving the SDGs : Challenges

Table 4.1. Top 10 Member States with the highest commitment to cybersecurity

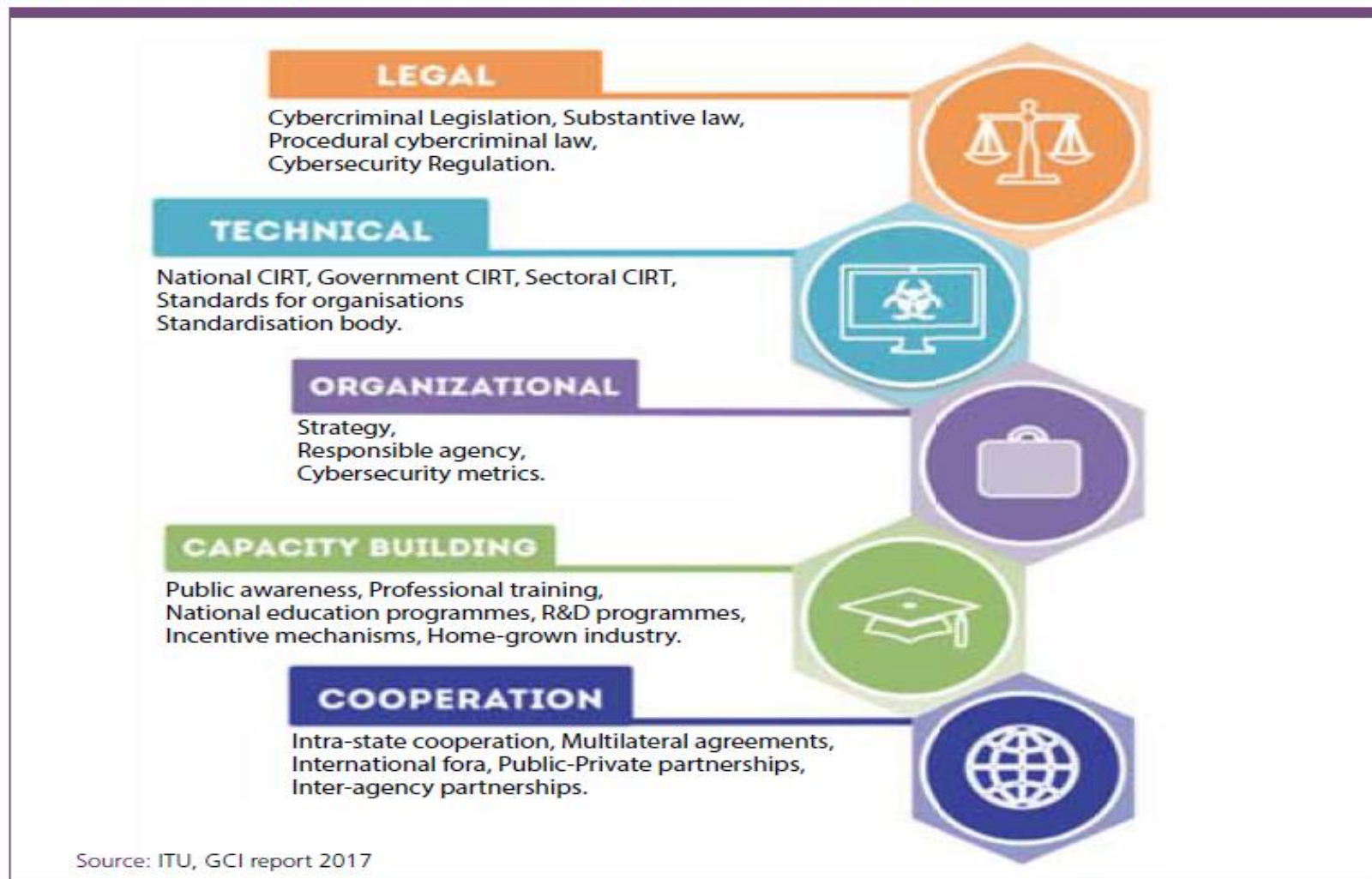
| Country | GCI Score | Legal | Technical | Organizational | Capacity Building | Cooperation |
|-----------|-----------|-------|-----------|----------------|-------------------|-------------|
| Singapore | 0.92 | 0.95 | 0.96 | 0.88 | 0.97 | 0.87 |
| USA | 0.91 | 1 | 0.96 | 0.92 | 1 | 0.73 |
| Malaysia | 0.89 | 0.87 | 0.96 | 0.77 | 1 | 0.87 |
| Oman | 0.87 | 0.98 | 0.82 | 0.85 | 0.95 | 0.75 |
| Estonia | 0.84 | 0.99 | 0.82 | 0.85 | 0.94 | 0.64 |
| Mauritius | 0.82 | 0.85 | 0.96 | 0.74 | 0.91 | 0.70 |
| Australia | 0.82 | 0.94 | 0.96 | 0.86 | 0.94 | 0.44 |
| Georgia | 0.81 | 0.91 | 0.77 | 0.82 | 0.90 | 0.70 |
| France | 0.81 | 0.94 | 0.96 | 0.60 | 1 | 0.61 |
| Canada | 0.81 | 0.94 | 0.93 | 0.71 | 0.82 | 0.70 |

Source: ITU, GCI Report 2017



3. ICT & E-Government for Achieving the SDGs : Challenges

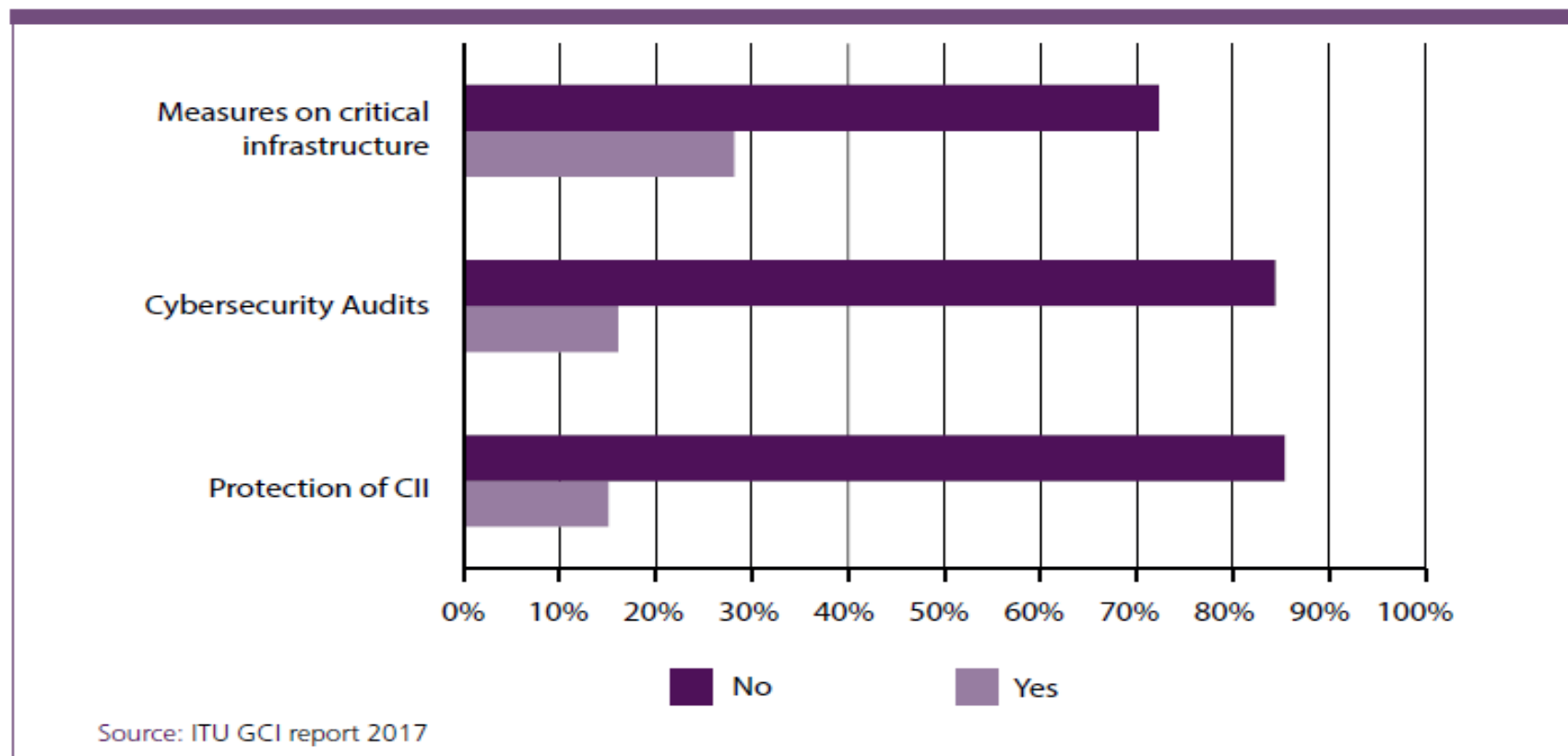
Figure 4.2. Five Pillars of ITU's Global Cybersecurity Agenda





3. ICT & E-Government for Achieving the SDGs : Challenges

Figure 4.1. Percentage of countries with CII protection included in their legislation or cybersecurity strategy





3. ICT & E-Government for Achieving the SDGs : Challenges

5) Protection of Privacy

In digital era, ordinary citizens have no capacity to protect personal information





3. ICT & E-Government for Achieving the SDGs : Challenges

Facebook and Cambridge Analytica data breach

the data breach of a collection of personally identifiable information of about 50 million Facebook users that Cambridge Analytica began collecting in 2014

*A **data breach** is the intentional or unintentional release of secure or private/confidential information to an untrusted environment*



3. ICT & E-Government for Achieving the SDGs : Challenges



Rs 500, 10 minutes, and you have access to billion
Aadhaar details

Group tapping UIDAI data may have sold access to 1 lakh service providers

<https://www.tribuneindia.com/news/nation/rs-500-10-minutes-and-you-have-access-to-billion-aadhaar-details/523361.html>



3. ICT & E-Government for Achieving the SDGs : Challenges

FIR against Tribune reporter over Aadhaar data breach story

**MAHENDER SINGH
MANRAL**

NEW DELHI, JANUARY 6

A DEPUTY director of the Unique Identification Authority of India (UIDAI) has registered an FIR against *The Tribune* newspaper and its reporter Rachna Khaira following her report on how anonymous sellers over WhatsApp were allegedly providing access to Aadhaar numbers for a fee.

The FIR also names Anil

Kumar, Sunil Kumar and Raj, all of whom were mentioned in *The Tribune* report as people Khaira contacted in the course of her reporting.

Joint Commissioner of Police (Crime Branch) Alok Kumar confirmed that an FIR had been registered and an investigation launched. The FIR has been lodged with the Crime Branch's cyber cell under IPC Sections 419 (punishment for cheating by impersonation), 420 (cheating), 468 (forgery) and 471 (using as

CONTINUED ON PAGE 2

The Indian EXPRESS Sun, 07 January 2018
epaper editions epaper.indianexpress.com



Edward Snowden ✓
@Snowden



The journalists exposing the #Aadhaar breach deserve an award, not an investigation. If the government were truly concerned for justice, they would be reforming the policies that destroyed the privacy of a billion Indians. Want to arrest those responsible? They are called @UIDAI.

[twitter.com/rahulkanwal/st...](https://twitter.com/rahulkanwal/status/918121212121212121)

10:12 PM - Jan 8, 2018

187 4,765 5,178





3. ICT & E-Government for Achieving the SDGs : Challenges

- **Legislation – Privacy First**
- **Enforcing compliance**



3. ICT & E-Government for Achieving the SDGs : Challenges

- **General Data Protection Regulation (GDPR) – Effective May 25, 2018**
- **Privacy Amendment (Notifiable Data Breaches) Bill 2016 – Effective Feb 2018**
- **Health Insurance Portability and Accountability Act – In effect**
- **Payment Card Industry Data Security Standard – In effect**





3. ICT & E-Government for Achieving the SDGs : Challenges



No single, comprehensive federal law regulating the collection and use of personal data

- The Federal Trade Commission Act (15 U.S.C. §§41-58) (FTC Act) - a federal consumer protection law
- The Financial Services Modernization Act (Gramm-Leach-Bliley Act (GLB)) (15 U.S.C. §§6801-6827)
- The Health Insurance Portability and Accountability Act (HIPAA) (42 U.S.C. §1301 et seq.) regulates medical information.
- Children's Online Privacy Protection Act of 1998
- The Fair Credit Reporting Act (15 U.S.C. §1681) (and the Fair and Accurate Credit Transactions Act (Pub. L. No. 108-159)
- The Electronic Communications Privacy Act (18 U.S.C. §2510) and the Computer Fraud and Abuse Act (18 U.S.C. §1030)



4. ICT & E-government Master Plan for National Sustainable Development Strategy





4. ICT & E-government Master Plan for National Sustainable Development Strategy

- ✓ ICT & E-Government Master Plan essential for an effective and robust ICT & e-government to support national sustainable development**
- ✓ Main considerations for developing ICT & E-Government Master Plan**
- ✓ Country specific masterplan - taking into account of frontier technologies and the Fourth Industrial Revolution**



4. ICT & E-government Master Plan for National Sustainable Development Strategy

1) ICT & E-Government Master Plan

ICT & E-Government Master plans provide a blueprint that guides the integration of ICTs in government and ensure a whole of government strategy that incorporates national aspirations in creating visions to drive development.



4. ICT & E-government Master Plan for National Sustainable Development Strategy

The Plan describes the systems of governance to be strengthened to make its implementation possible and sustainable:

- Strategy for Implementation – government interoperability, collaboration and shared resources**
- Priority Projects, Milestones, Resource Estimates**
- Mechanisms – creating an enabling environment that institutionalizes open government including government interoperability frameworks**



4. ICT & E-government Master Plan for National Sustainable Development Strategy

2) Main considerations for developing Master Plan

- **National development goals – smart nation, inclusive state, people's happiness, wealthy nation**
- **Situation analysis – identifying weaknesses and challenges (SWOT Analysis)**
- **Main players for collaboration – coordination and collaboration**



4. ICT & E-government Master Plan for National Sustainable Development Strategy

- **Strategy for improvement – action items (laws and regulations, online services, digital skills & human resources)**
- **Resources – to prioritize projects**
- **New technologies – to adapt to new tech trends**
- **cybersecurity strategies should be aligned with the national e-government strategy**



4. ICT & E-government Master Plan for National Sustainable Development Strategy

3) Country specific Government Master Plan

Bangladesh

- ✓ National ICT Policy 2018
- ✓ ICT Act, 2013 (amendment)



4. ICT & E-government Master Plan for National Sustainable Development Strategy

Bhutan

- ✓ **The Ministry of Information and Communications (MoIC), which helms the promotion of ICT in Bhutan, worked in collaboration with the Government Ministries, autonomous agencies, corporations and Non-Government Organisations (NGOs) to develop the e-Government Masterplan for the Kingdom of Bhutan.**
- ✓ **It is the first time that the Ministry embarked on a holistic approach to eGov planning guided by the development philosophy of Gross National Happiness (GNH)**



4. ICT & E-government Master Plan for National Sustainable Development Strategy

Ethiopia

- ✓ **There is an e-government strategy developed but is not incorporated in the national ICT strategy and needs to be updated to suit to the current national, and global changes addressing the requirements of the government and meet expectations.**
- ✓ **There is an e-service project being executed by Ministry of Innovation and Technology, which is aimed at automating the services provided by selected federal government organizations.**



4. ICT & E-government Master Plan for National Sustainable Development Strategy

Laos

- ✓ **National ICT Policy and Plan 2015-2025**
- ✓ **National Broadband Plan 2012-2020**
- ✓ **E-Government Master Plan 2013-2020**
- ✓ **MPT vision 2030, Strategy 2025 and Development Plan 2020**



4. ICT & E-government Master Plan for National Sustainable Development Strategy

Uganda

- ✓ **National Information Technology Authority – A globally competitive Uganda enabled by Information Technology**
- ✓ **2012 Uganda e-Government Master Plan**
- ✓ **There is a draft intergovernmental policy on open data.**



4. ICT & E-government Master Plan for National Sustainable Development Strategy

Republic of Korea

- ✓ **“E-Government 2020 Master Plan”** (updates the e-government strategy every five years, as specified in the Article 5 of the “Electronic Government Act”)
- ✓ **“E-Government 2020 Action Plan”**
- ✓ **“Intelligent Government Master Plan”** (the vision of Korean government to utilize AI and data to innovate public administration)
- ✓ **“Data and AI Economy Facilitation Strategy”** (January 2019)



4. ICT & E-government Master Plan for National Sustainable Development Strategy

Republic of Korea

Box 6.5 Case Study on the Republic of Korea's e-Government Master Plan 2020

The Republic of Korea indicated in its MSQ response that it has developed the “e-Government Master Plan 2020” to address the challenges that come from a constantly evolving e-government environment. The plan consists of five strategies that include: developing all-digital government service, reforming public administration based on intelligent information, creating more digital friendly industries, building a e-government platform and solidifying a position in the global e-government as a major e-government exporter. The Government develops a master plan every five years to ensure that the e-government services it offers incorporate the latest available technologies and take into consideration the evolving needs of its citizenry.



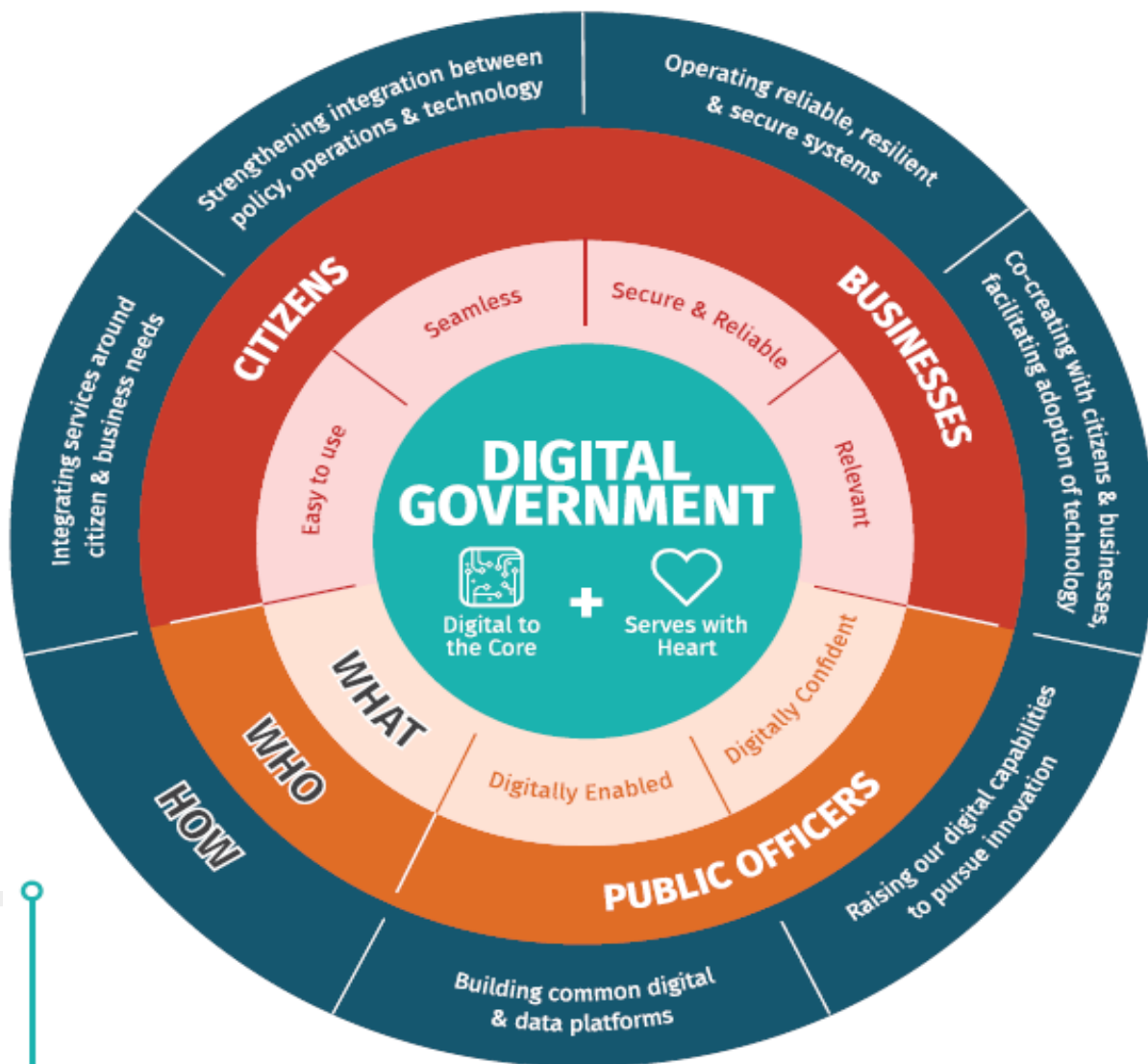
Source: <http://www.mois.go.kr>



4. ICT & E-government Master Plan for National Sustainable Development Strategy

DIGITAL GOVERNMENT BLUEPRINT

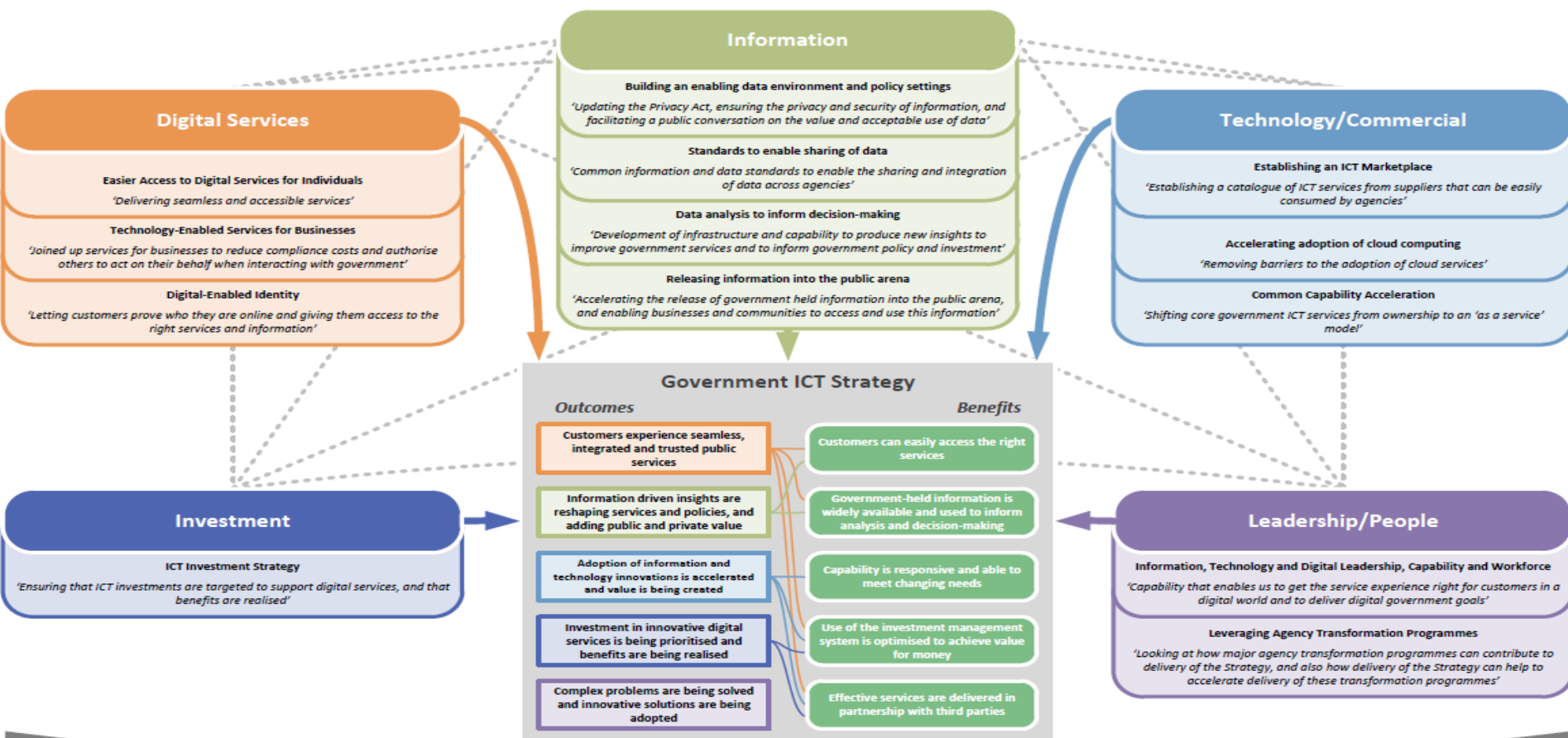
**A Digital government
for a Smart Nation
(Singapore, June 2018)**





4. ICT & E-government Master Plan for National Sustainable Development Strategy

A Dynamic, Integrated Programme of Work to Deliver the Government ICT Strategy





4. ICT & E-government Master Plan for National Sustainable Development Strategy

Mauritius, based on the 12 principles of OECD recommendations on digital government strategies

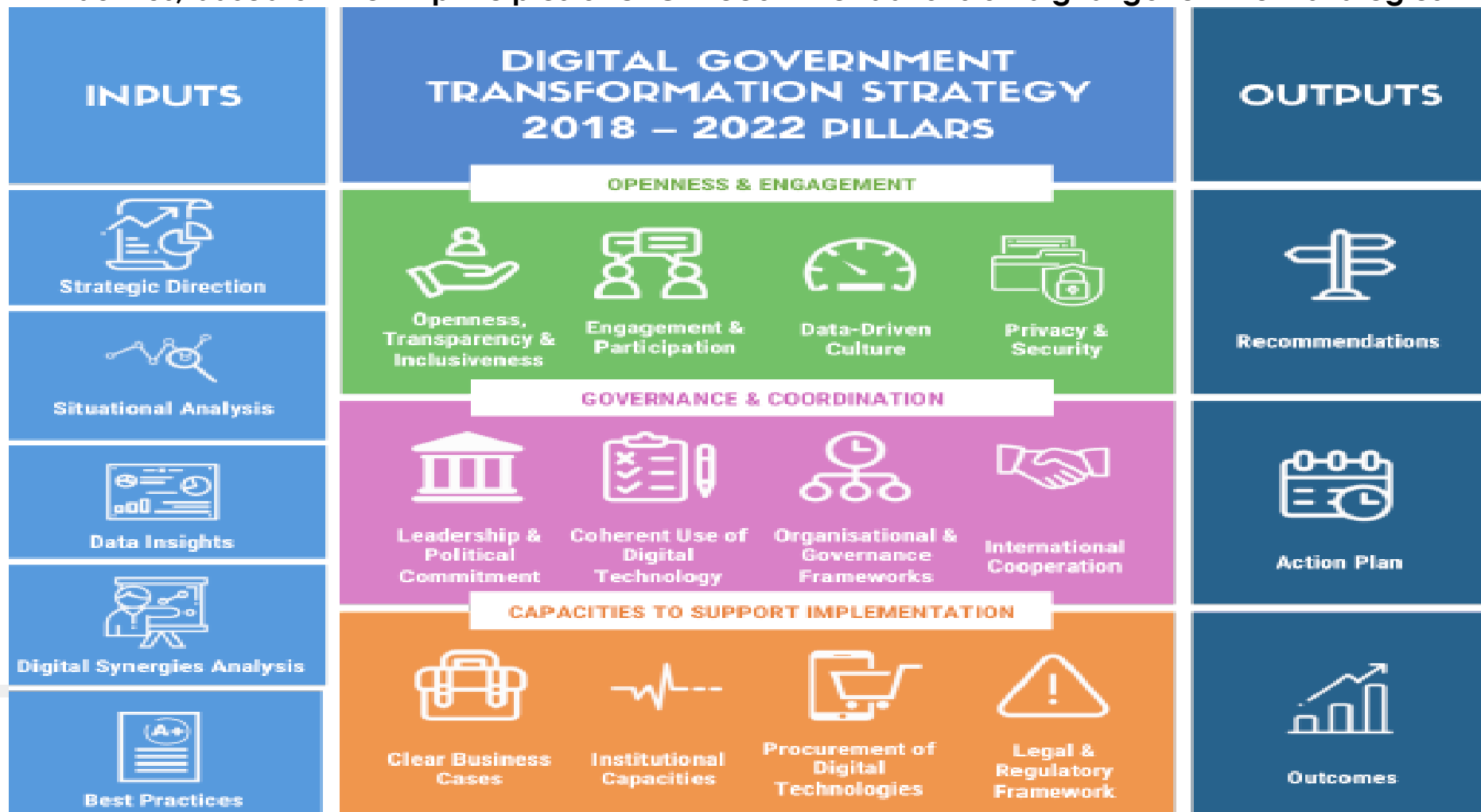


Figure 1: Digital Government Transformation Strategy Framework



Thank You

For questions, please
contact yaok@un.org

