DGCC newsletter #03

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

Message in Commemoration

Rini Widyantini, S.H., MPM
Deputy Minister for Institutional Affairs and Governance Ministry of Administrative and Bureaucratic Reform Republic of Indonesia

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Secretary of State Ministry of Post and elecommunications The Kingdom of Cambodia

Digital Government in Korea

Digital Government plan 2025

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Activities of DGCC in Serbia

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Joint Cooperation Project 2021

Activities of the DGCC in Tunisia
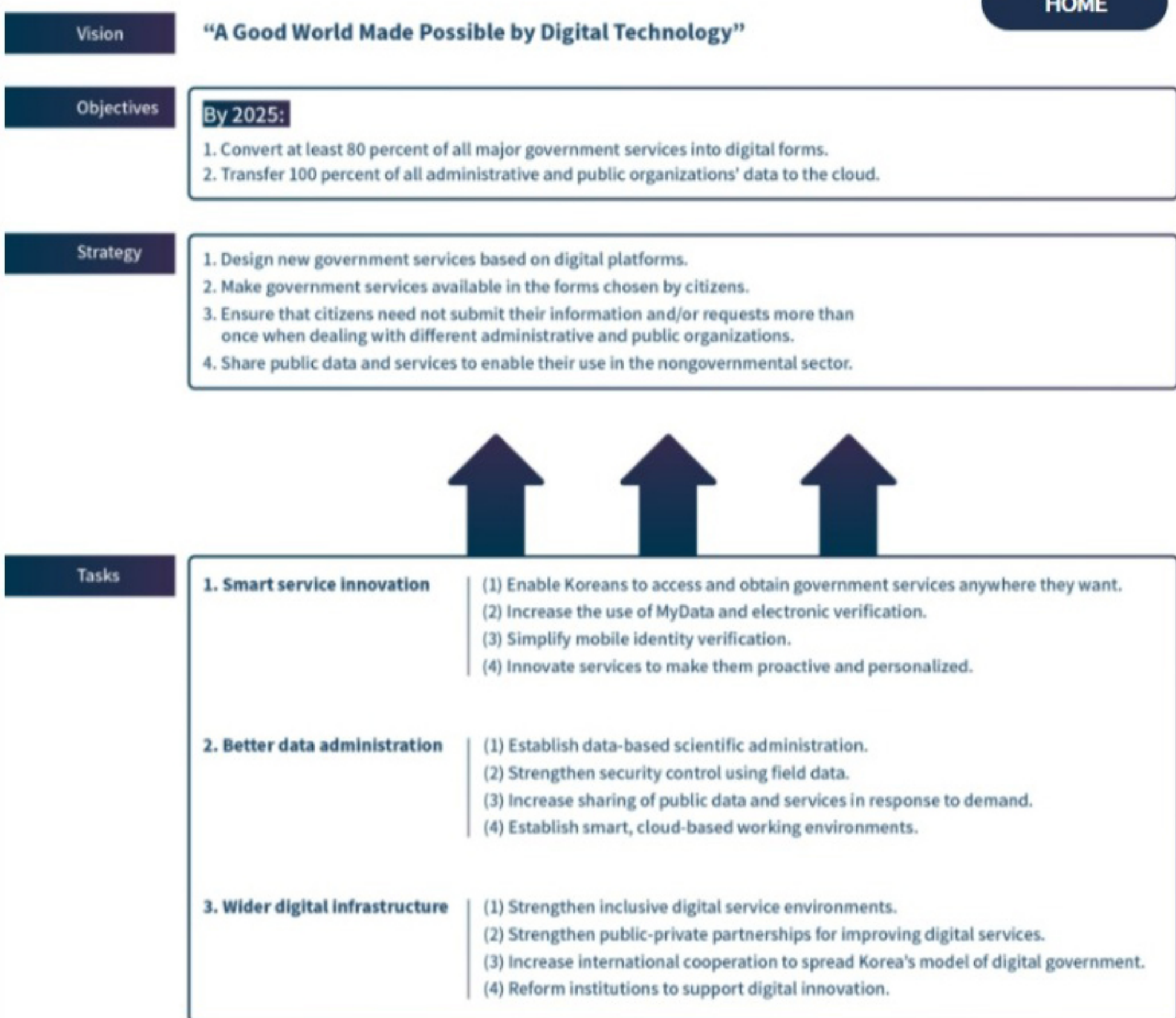
Digital Government Development in Tunisia

Ministry of the Interior and Safety

NIA NATIONAL INFORMATION SOCIETY AGENCY

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Digital Goverment in Korea

Digital Government plan 2025

Vision	"A Good World Made Possible by Digital Technology"

Objectives	By 2025: 1. Convert at least 80 percent of all major government services into digital forms. 2. Transfer 100 percent of all administrative and public organizations' data to the cloud.

Strategy	1. Design new government services based on digital platforms. 2. Make government services available in the forms chosen by citizens. 3. Ensure that citizens need not submit their information and/or requests more than once when dealing with different administrative and public organizations. 4. Share public data and services to enable their use in the nongovernmental sector.

Tasks	1. Smart service innovation	(1) Enable Koreans to access and obtain government services anywhere they want. (2) Increase the use of MyData and electronic verification. (3) Simplify mobile identity verification. (4) Innovate services to make them proactive and personalized.
	2. Better data administration	(1) Establish data-based scientific administration. (2) Strengthen security control using field data. (3) Increase sharing of public data and services in response to demand. (4) Establish smart, cloud-based working environments.
	3. Wider digital infrastructure	(1) Strengthen inclusive digital service environments. (2) Strengthen public-private partnerships for improving digital services. (3) Increase international cooperation to spread Korea's model of digital government. (4) Reform institutions to support digital innovation.

VI. The Future of Digital Government

A Good World Made Possible by Digital Technology

What Will Be Different in 2025?

Smart service innovation

Proactive government services
We will be able to access and obtain all the information and government services we need no matter where we are.

MyData and electronic verification making daily life more convenient
All requests and services will be handled in digital, non-contact ways.

Easy mobile ID verification
We will be able to verify our identity with our mobile ID, without requiring a plastic card, both online and offline.

Better data administration

Fast, accurate, and reliable administration thanks to data
Data-based, scientific administration will ensure the objectivity and reliability of services.

Government services available from both public and private sources
Public and government services will be accessible on private/non-governmental platforms.

Wider digital infrastructure

Digital inclusiveness for the convenience of all
Digital services will be made accessible to everyone, with new ICT devices distributed and improved user interface/experience (UI/UX) designs.

Personalization of government services
Citizens will be able to participate in the design and personalization of digital government services.

A Good World Made Possible by Digital Technology

What Will Be Different in 2025?

Efficient government everywhere, at all times
The government will be able to provide its services with greater efficiency and security via the 5G cloud-based service environment.

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Digital Goverment in Korea

GoodPy : The virtual assistant service for the public

Background   **HOME**

- Need to address the hassle involved in users searching for the systems they need by themselves.
- Need to reduce limitations on the provision of digital services and sharing of data across organizations.
- There is a need to encourage the public sector to use private-sector digital services commonly used by the public and expand those services by linking them with existing public services.
- Despite the high demand for the introduction of digital assistant chatbots for civil petition consultation in the public sector, there have been few successful cases, calling for government-wide adoption based on common infrastructure.

01 Overview of GoodPy: The virtual assistant service for the Public

Creation of a virtual assistant service that informs the public of the administrative information they need in advance and handles inquiries

(1) Notification services

Services to provide timely notifications of daily life-related information via applications commonly used by citizens (KakaoTalk, Naver app, Toss, etc.).

(2) Consulting services

Non-face-to-face text and voice-based consulting services to answer people's questions about civil petitions and provide relevant instructions in real time

02 features

Provides public services accessible from anywhere

GoodPy enables people to get information on or apply for all services available to the public via a single channel.

It digitizes the processes of sending notifications and receiving payments and enables easy payment for various government services.

Spreads simple authentication: "Authenticate yourself with ease in a digital world"

Expands simple authentication services by tapping into diverse private-sector e-signatures to make public services easier to use.

Proactively provides personalized services

Expands simple authentication services by tapping into diverse private-sector e-signatures to make public services easier to use.

Expands the "Subsidy 24" service, which allows people to check which government benefits they are eligible for all at once when they log in to GOV.KR or visit a community center.

03 Service status

7 types of daily life-related information

Area	Organization	Notification	Service scope		
			Notice	Authentication	Payment
Transport	National Police Agency	Traffic penalties	○	○	○
		Traffic fines	○	○	○
	National Police Agency, Road Traffic Authority	Driving license renewal	○		
		Training for school bus drivers	○		
		Training for elderly drivers	○		
Education	Korea Student Aid Foundation	Application for national scholarships	○		
Health	National Health Insurance Service	General health checkup dates (including checkups for cancer)	○		

Reference
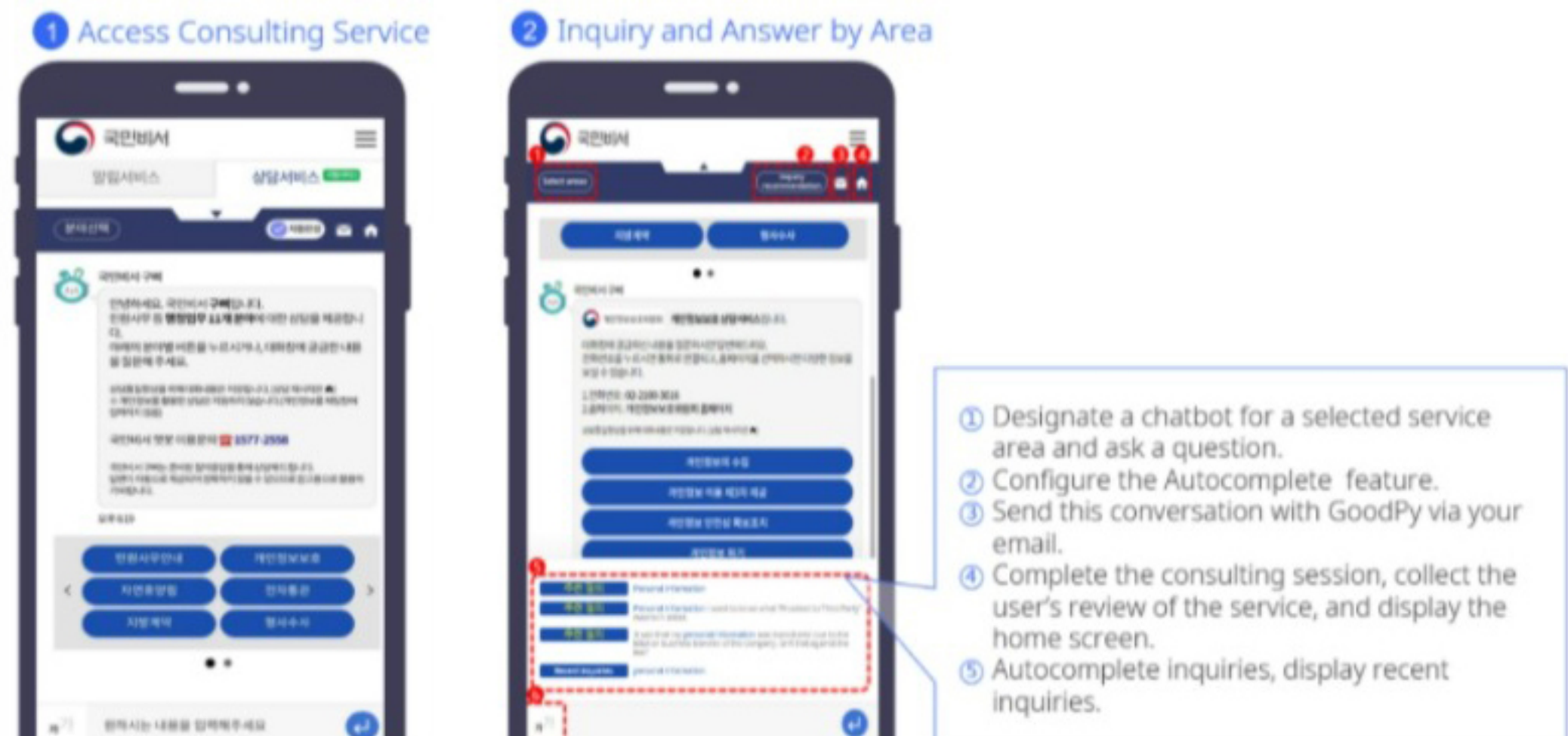
Flowchart of vaccination notifications
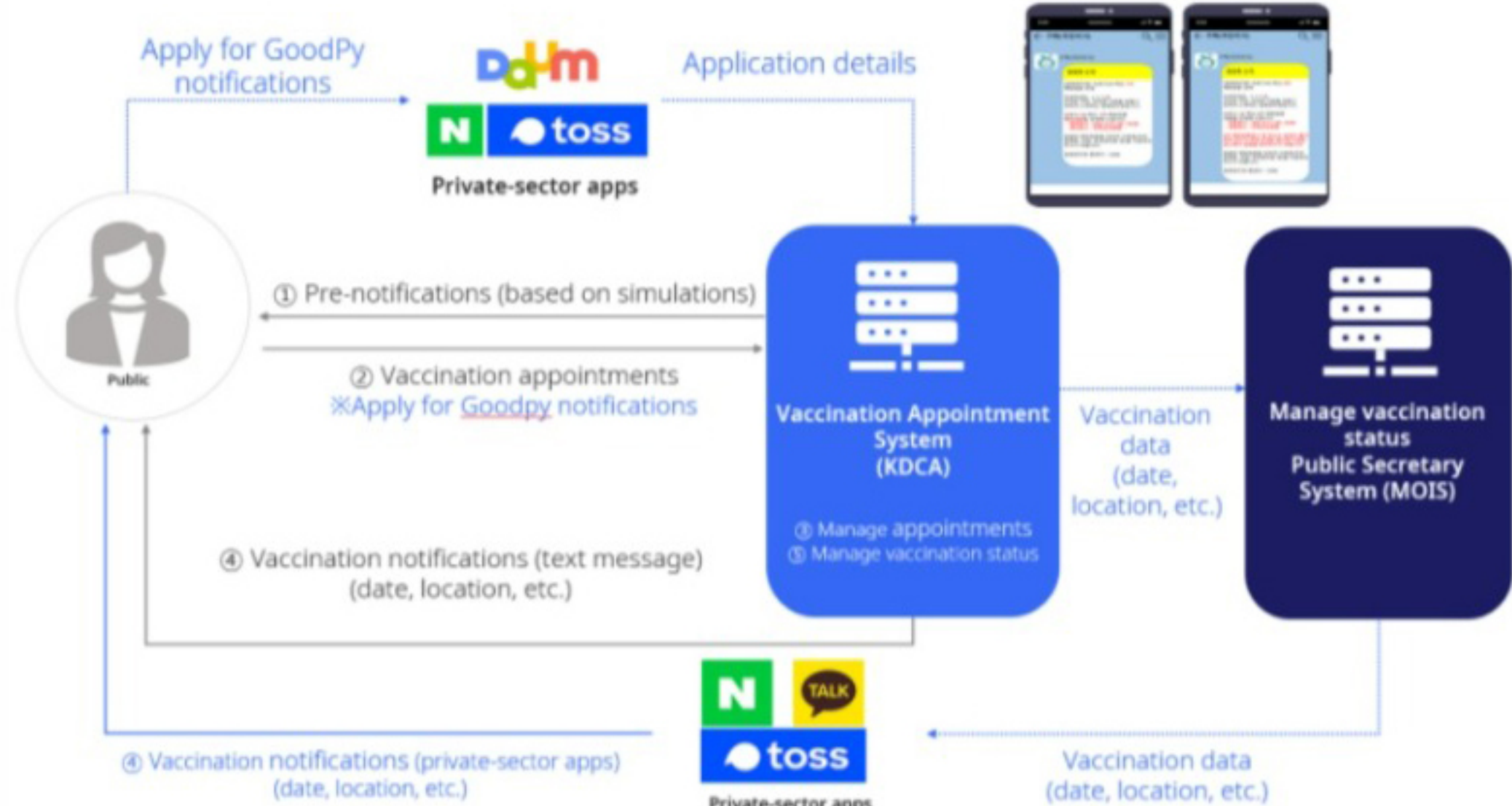
Process of handling inquiries for consulting services
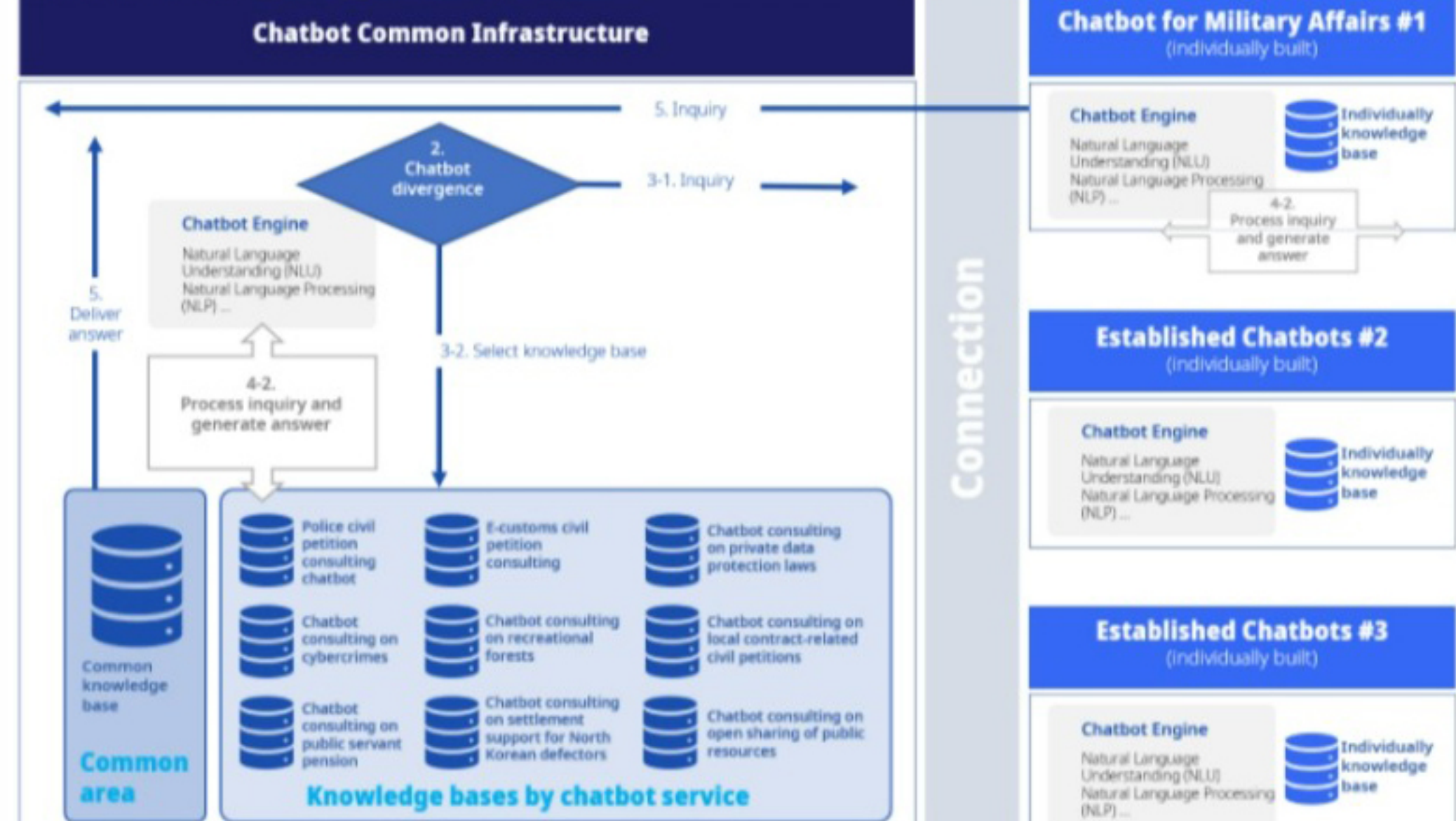
How to use consulting services (1/2)

① Designate a chatbot for a selected service area and ask a question.
② Configure the Autocomplete feature.
③ Send this conversation with GoodPy via your email.
④ Complete the consulting session, collect the user's review of the service, and display the home screen.
⑤ Autocomplete inquiries, display recent inquiries.

04 Future plans

Implement project to build GoodPy(second phase)
(8 months from Sept. 1, 2021, to Apr. 29, 2022, with a budget of 5.124 billion won)

① Notification services: 8 types (including vaccination and traffic fines)
→ 38 types (including notifications for electricity bills and dormant accounts)

② Consulting services: 11 types (including recreational forests and police civil petitions)
→ 22 types (including resident registration and consulate-related affairs)

Operate monitoring team for consulting services
(for 1 month from Sept. 1 through Sept. 30 of 2021, in 8 areas and with 30 members)

Since conducting a test launch (from May 31), the functions and knowledge bases have been improved (by August). Now, skilled professionals in each area will review and improve the consulting services.

Expand personalized virtual assistant services that reach out to the public, enabled by intelligent technologies (AI, chatbots, etc.), so that people can enjoy administrative services with ease anytime, anywhere.

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Digital Goverment in Korea

Digital Government plan 2025

Young messengers of the Digital New Deal worldwide

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The National Information Society Agency (NIA) hosted the online-and-offline ceremony for the inauguration of the 2021 WFK Online Volunteers Corps on August 3, 2021. The 98 volunteers, drawn from information and communications technology (ICT)-related departments at prestigious universities in Korea, are to engage in ICT education and training activities online for clients in 11 countries across Asia, Africa, and Central-South America to help them learn about and model the Korean Digital New Deal Program (DNDP).

The volunteers are to apply a model of blended learning—combining offline preview and online interactive learning—to maximize the effect of remote learning. The online classes will be centered on the learning content that volunteers have developed before, and also feature a software development project.

The inauguration ceremony was accompanied by a basic learning session designed to instill proper manners and qualities in the members of the volunteers corps. The session included teachings on contactless pedagogics for effective e-volunteering, models of developing learning contents, copyright practices, and the understanding of the DNDP as well as official development assistance (ODA).

The volunteers are to provide ICT learning programs according to the needs of each country, including computer programming, artificial intelligence (AI), and ICT applications, and help trainees carry out a software development project. Of particular interest is the project for developing a Python-based self-driving simulation software program for cars in Uzbekistan. The volunteers' activities are expected to help advance the quality of programming education and training in developing countries.

NIA President Moon Yong-sik remarked: "As the executive agency for the DNDP, at the center of the whole Korean New Deal strategy, the NIA is committed to providing all the support and resources with which the volunteers can serve as messengers of hope and innovation worldwide, with the pride and enthusiasm befitting their membership in Korea's official online ICT volunteers corps."

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Newly Established Centers

DGCC in Peru Opening Ceremony

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A ceremony was held in the Prime Minister's Office in Peru on October 14, 2021, to mark the opening of the DGCC in Peru. In the attendance were officials of both the Peruvian and Korean governments, including Prime Minister Mirtha Vasquez, Secretary-General Gonzalez, Assistant Vice-Minister of Foreign Affairs Yeo Seung-bae, Republic of Korea Ambassador to Peru Cho Young-jun, and Lee Jae-ho representing the National Information Society Agency (NIA). Emphasizing the utmost importance of Korea-Peru digital government cooperation, especially amid the pandemic now, Prime Minister Vasquez expressed anticipation that the opening of the DGCC will mark a turning point in Peru's digital transformation, with Korea sharing its examples of advanced digital government and helping Peru achieve greater efficiency. The Prime Minister also highlighted that such cooperation will benefit the Peruvian public at large and set a new milestone in the ongoing development of the nation.

The DGCC Committee meeting that ensued the ceremony informed the parties of the major achievements of DGCCs worldwide in 2017 through 2019. The Peruvian officials in the attendance expressed their hope that cooperation via the DGCC will help Peru adopt new technologies, such as artificial intelligence (AI) and blockchain, and also establish a national AI center and an effective AI Strategy.

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Newly Established Centers

DGCC in Paraguay Opening Ceremony

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The opening ceremony for the new DGCC in Paraguay was held in the main building of the Ministry of Information and Communication Technologies (MITIC), Paraguay, on October 11, 2021. The ceremony was attended by, among others, Minister Fernando Saguier, Vice-Minister David Ocampos, Republic of Korea Ambassador Woo In-sik, and Lee Jae-ho representing the NIA. Minister Saguier expressed hopes that cooperation with Korea over digital government would help Paraguay develop and realize its digital agenda for innovation in the public sector and improve the quality of services for the Paraguayan public.

The DGCC Committee meeting that followed the ceremony, presided over by Vice-Minister Ocampos, featured discussions on the specific methods and requirements regarding blockchain-based digital ID consultations and consultations on satellite-based geospatial monitoring.

Ministry of the Interior and Safety   NIA NATIONAL INFORMATION SOCIETY AGENCY

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Digital Government Cooperation Center (DGCC) in Indonesia

Joint Cooperation Project 2021

The Digital Government Cooperation Center (DGCC) in Indonesia kickstarted its search for Joint Cooperation Projects between Korea and Indonesia starting with Korean officials' commencement report on October 14, 2021. In particular, the four main tasks identified thus—establishing a roadmap for Indonesia's digital government, integrating administrative services, developing a strategy for an digital government services portal, upgrading the national EA system, and enhancing Indonesian civil servants' competencies for digital government—will help realize a transparent, effective and accountable digital government and reliable public services in Indonesia.

HOME

① Establishing a roadmap for the Indonesian digital government

The Ministry of Administrative and Bureaucratic Reform (MABR) in Indonesia has established the master plan for digital government in Indonesia in accordance with the Mid-term and Long-term National Development Plans (spanning the years through 2024 and 2045, respectively) enacted as presidential decrees. The DGCC will help the Ministry create a year-by-year roadmap for implementing said master plan.

The process of creating a roadmap will proceed through four stages. In the first stage, the parties will analyze the current state of digital government in Indonesia and surrounding conditions, including the Indonesian government's policy, laws and institutions, organizations and stakeholders, main services, and progresses so far. Analysis of these conditions is necessary to assess the current situation and also to identify future changes needed. Second, the parties will analyze the examples of advanced digital governments worldwide and draw lessons. In addition to researching Korea's experiences and plans regarding digital reforms, the parties will also study the evolving global paradigm and research cases of advanced e-government portals, national EA quality systems, and leading services based on big data and artificial intelligence (AI) with a view toward finding implications for the roadmap for the Indonesian digital government. Next, the parties will draft the vision and strategy for the Indonesian digital government, required statutes, and models of key services as part of developing a mid- to long-term roadmap for the systematic realization of digital government in Indonesia. In the fourth and final stage, the parties will identify and prioritize tasks according to the established roadmap, and write up definitions of tasks to be carried out for government services so that detailed action plans can be established.

② Integrating services and developing a strategy for an digital government services portal

According to the Ministry of Communication and Information Technology (MCIT)'s report from 2018, the national and local governments in Indonesia together operated over 630 agencies whose services for the general public had much room for improvement in terms of efficiency due to the lack of overarching standards and the fragmentation of different agencies' systems. The Indonesian government has thus set out to establish a nationwide portal of government services toward enhancing the convenience of services for citizens, improving the productivity of civil servants, and eliminating corruption. The creation of an e-government services portal has thus been selected as one of the main Joint Cooperation Projects via the DGCC in Indonesia.

In 2021, the parties will research and analyze laws, institutions, policies, existing online services, organizations, and stakeholders in relation to a possible online services portal. They will also interview stakeholders to identify issues and solutions. The parties will then study advanced examples, such as Government 24, Onnara, and the Administrative Information Sharing System in Korea as well as similar services portals in other developed countries so as to find a strategy for the creation of an effective portal in Indonesia.

This task will proceed in a number of stages in the future, including the development of a detailed plan for the creation of the portal, a pilot project, budget preparation, and the creation of the final portal.

③ Upgrading the national EA system

From 2016 to 2019, the DGCC helped the Indonesian government establish a national EA portal. This year, the Center will survey and analyze how the system is being used, how up-to-date the uploaded information on organizations are, and how to improve its quality so as to upgrade the overall system.

The parties will start by researching and analyzing the EA-related progresses made by the national and local governments in light of the presidential decrees and the MABR's EA Guideline. They will identify the objectives that the Indonesian government seeks to satisfy with the EA system, and develop the upgrading strategy accordingly. They will also analyze the EA portal, completed in 2019, in detail to find changes to be made. They will also study the EA portals in Korea and other developed nations, and find a model that works for Indonesia.

Based on analysis, the parties will then develop a strategy for upgrading the Indonesian EA system, including measures to ensure the step-by-step improvement of key features, such as information registry and management, reference model management, information resources search, informatization analysis, statistical diagrams, data analysis, maturity analysis, business management, polling, and performance management. The strategy will also include ways to ensure the effective utilization of the EA system by the national and local governments at each stage. The parties will also develop a EA portal guideline so that Indonesian civil servants can themselves effectively manage it.

The parties also plan to develop EA training modules as well as programs for different projects and stages of the EA system to help Indonesian civil servants use the system more competently, while also inviting them to learn Web development and programming necessary for managing the portal.

④ Enhancing civil servants' competency for digital government

The DGCC will also develop and organize training programs through which Indonesian civil servants can learn about the evolution and successes of digital government in Korea. Such learning used to take place with Indonesian bureaucrats actually invited to Korea. Due to COVID-19, however, the parties agreed to replace the physical training trips with online sessions. Trainees will undergo the sessions for seven to 10 days. These programs will also include courses on enhancing the competency for administering the EA system and digital services, at the request of the Indonesian government.

The DGCC also plans to organize a webinar on matters of interest to the Indonesian government's digital government plan, such as sharing and use of open data, AI services, personal data protection and management, and cloud services of public agencies. The webinar will be an occasion for introducing Korea's examples as well as presenting the final report on the 2021 Joint Cooperation Project.

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Digital Government Cooperation Center (DGCC) in Indonesia

Indonesian Digital Government Developments

The Indonesian government is accelerating its efforts for digital transformation under president

HOME

- President Joko Widodo has announced a plan for investing IDR 30.5 trillion of the national 2021 budget in the digital transformation of public services, improving digital infrastructure, and enhancing digital inclusiveness.

Objectives of investment
(1) To enhance access to digital information, digital infrastructure, and Internet service;
(2) To establish a roadmap for digital transformation in strategic areas, including government, public services, social services, education, health, trade, industries, and broadcasting;
(3) To accelerate the integration of national data centers;
(4) To develop and strengthen the digital workforce; and
(5) To introduce laws, institutions, and budgets promptly.

Digital Government goals in Indonesia

- To realize a trusted, effective, transparent, and accountable government;
- To provide quality and reliable public services; and
- To integrate government services and improve efficiency.

Digital Government governance in Indonesia

- The National Digital Government Coordination Team,* consisting of members drawn from seven departments and agencies of the national government, including the MABR, is tasked with coordinating and implementing Digital government policies for both the national and local governments.

*Pursuant to Article 59.3, Presidential Decree on e-Government 95/2018.

Indonesia's Mid-term National Development Plan (2020-2024)

A trusted, effective, efficient, and accountable government under the rule of law
Improved quality of public services

National agencies	Government organization and processes	Implementation, monitoring and evaluation

e-Government (government platform)
Effective system of governance

e-Government framework in Presidential Decree 95/2018

Governance
e-Government operating Committee to implement, control, and monitor e-government policies

Strategic Planning	Process and data
Incorporating e-government programs into mid- to long-term national plans according to master plan	Merging data and government activities

ICT	Services
Technology to support government functions	Safe and secure services that cater to users' needs

Management
Managing risks, services, data, security, information, assets, and changes to ensure quality services

Indonesia's Master Plan for Digital Government

Subject	Main projects/tasks	Timeline
Governance	(1) Developing EA system	2021
	(2) Enhancing capabilities of digital Government Coordination Team	
	(3) Strengthening digital government policy	2025
	(4) Evaluating digital government policy implementation	2025
ICT	(1) Establishing a national data center	2022
	(2) Establishing intra-government networks	2022
	(3) Establishing an integrated government services system	2022
	(4) Providing quality digital government services nationwide	2025
	(5) Developing sharing services	2025
	(6) Introducing a national data portal	2025
	(7) Establishing a national information security system	2025
	(8) Establishing a smart government	2025
Human resources	(1) Developing understanding of digital government and competencies	2025
	(2) Developing ASN capabilities	2025
	(3) Organizing public-private digital government cooperation forums	

Indonesia's Digital Government Development Index (eGDI) ranking

- Indonesia's overall eGDI score was 2.26 (average) in 2020, based on a survey of 637 government agencies.
- Indonesia's digital government is still in the second stage, meaning that its digital government is still caught in a silo structure and that efforts are needed to strengthen interdepartmental collaboration and integration.

Subject	2019	2020	Difference
Overall eGDI score	2.18	2.26	+0.08
Policy score	1.95	2.07	+0.12
Governance score	1.87	1.95	+0.08
Service score	2.40	2.48	+0.08
Number of government agencies rated "Good" or above	196 (30.77%)	256 (40.19%)	60 (9.42%)

- Of the 637 government agencies evaluated, 256 or 40.19 percent were rated "Good" or above.
- Another 229 or 35.94 percent scored "Moderate."

2020 UN eGDI evaluation

- Indonesia was ranked in the 88th place (0.6612 point) on the 2020 UN eGDI Rankings, 19 places up from 2018.
- Component-by-component scores:
  - Online service index: 0.6824 / Communications infrastructure index: 0.5669 / Human resources index: 0.7342.
- Indonesia fared strongly (0.75) on the e-government participation index.
- The country also scored the highest (1.00) on the open government data index.

Indonesia's annual digital government goals

Year	Stage	Description
2020	Performance (strengthening digital government)	- Indonesia's eGDI score, based on the performance of 637 government agencies, was 2.26 (average) in 2020, 0.08 point up from the previous evaluation. - The country was ranked at the 88th place on the 2020 UN eGDI Rankings. - Recent presidential decrees have introduced various initiatives for digital government.
2021	Progress (strengthening digital government services)	- Establishing the EA system - Establishing a mid- to long-term digital government roadmap (2021-2025)
2022	Transformation (strengthening digital government infrastructure)	- Integrating processes via the EA system - Building and expanding national ICT infrastructure - Developing various services
2023 2024	Smart government (evolving with 4th Industrial Revolution)	- Perfect realization of digital administrative and public services - Big data and AI used (data-based government) - Smart cities

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Digital Government Cooperation Center (DGCC) in Cambodia

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Joint Cooperation Project 2021

With Korea and Cambodia having agreed, at the Special Korea-ASEAN Summit held in 2019, to enhance digital government cooperation, the Korean Ministry of the Interior and Safety (MOIS), National Information Society Agency (NIA), firms, and digital government experts worked with the officials of the Cambodian Ministry of Posts and Communications (MPTC) to draw up the master plan for the Cambodian digital government in 2020. As a follow-up with the master plan, the two countries discussed and agreed to establish a DGCC in Cambodia. MOIS and MPTC officials together signed a memorandum of understanding on July 8, 2021, and a DGCC was opened in the MPTC building, with the NIA's digital government specialists posted there. These arrangements have enabled Korea to support the implementation of the digital government master plan in Cambodia.

From 2021 to 2023, the DGCC in Cambodia will undertake projects in line with the preexisting agreements reached between the Korean and Cambodian governments, including the PCP. It is set to undertake four projects in 2021.

Project	Description
1) BPR/ISP guideline for digital government implementation	- Establish a BPR/ISP guideline. - Develop a BPR/ISP training program for civil servants. - Train local experts through workshops, seminars, etc.
2) BPR/ISP for integration and connection of public services	- Analyze current status and conditions of public services in Cambodia. - Reengineer services to be integrated/connected. - Establish information strategy for service integration/connection.
3) Feasibility study on introduction of an open cloud platform	- Analyze infrastructure and systems available for digital government. - Launch and operate a pilot open cloud platform. - Establish an open cloud platform plan and analyze effects.
4) Capability enhancement for Cambodian civil servants	- Provide capability development and enhancement programs for civil servants toward preparing an digital government statute.

① BPR/ISP guideline for digital government implementation

Cambodia came in 124th on the 2020 UN e-Government Development Index (eGDI) Rankings, showing serious need for a comprehensive range of reforms and developments, including infrastructure, services, and human capital. The United Nations' evaluation revealed that improving online services was a matter of higher priority for Cambodia than either infrastructure or human capital. Much of existing government services in Cambodia today are provided offline only. As part of the 2021 cooperation program, the DGCC in Cambodia will help establish a business process reengineering (BPR)/information strategy planning (ISP) guideline and train Cambodian civil servants on the systematic process for converting offline services online.

The BPR/ISP guideline will include the definitions of concepts, objectives, pertinent Korean examples, components, detailed processes, and possible applications. Prior to the establishment of the guideline, the DGCC will also train civil servants in Cambodia on understanding the basics of BPR/ISP, process analysis and evaluation, and other more advanced subject matters. The entire training, including sessions on the processes for business processes and developing executive plans, will take place online. The DGCC, moreover, will organize offline workshops to help trainees solve difficult problems and interview them for advising purposes. These offline workshops and interviews are expected to help civil servants in Cambodia understand BPR and ISP better, and also to help them provide feedback on making the guideline more comprehensible for them.

② BPR/ISP for integration and connection of public services

In addition to establishing a BPR/ISP guideline and beyond implementing department-by-department service improvement projects, the DGCC in Cambodia will also push for the integration and connection of services within and between departments. Cambodian policymakers and NIA officials/experts will thus work together toward finding a convenient and efficient model for the online integration of government services.

The goal is to adopt the perspective of users/clients, rather than government departments and agencies. The first stage of this project will involve analyzing the current status of online and offline government services in Cambodia. The parties will then identify and select services to be integrated/connected, and then apply BPR/ISP to the ones promising to have the greatest impact.

③ Feasibility study on introduction of an open cloud platform

The Cambodian government plans to merge the data centers of different departments with a small-scale data center under construction by the MPTC so as to establish a cloud-based data center. This project, intended to accelerate the process of taking government services online, will help find a standard environment for the development and operation of applications as well as a cloud platform capable of providing uninterrupted auto-scaling notwithstanding abrupt increases in traffic.

Cloud Computing Types and Commercial and Open-Source Cloud Services

This particular project will also involve applying, in partnership with the MPTC, Pass-Ta, an open source cloud platform increasingly considered by the Korean government as well as private sector as a pilot cloud platform. The project will also involve analyzing software, networks, systems, and existing cloud projects as well as laws and policies in support for introducing a cloud platform for government services in Cambodia, and identifying technical and non-technical changes that will be needed to introduce such a platform. The pilot cloud platform test will enable the parties to determine what type of open source cloud platform they should adopt, and begin to prepare legal and policy measures for adopting one in the future.

④ Capability enhancement for Cambodian civil servants

Although the Korean government began to develop electronic tasks and services as early as in 1967, the momentum for the dramatic shift to digital government did not come until the enactment of the Electronic Government Act in 2001. The establishment of this statutory basis enabled the Korean government to broaden the range of digital services it provides dramatically and to achieve groundbreaking innovations in the working processes and environments for civil servants. The Korean government today actively embraces artificial intelligence (AI) and other related latest technologies to launch a truly smart digital government.

In contrast, Cambodia lacks a solid legal basis for implementing digital government. The DGCC thus plans to develop and provide an online capability development and enhancement program for Cambodian civil servants with a particular emphasis on the need for legislation. Prior to the pandemic, the Korean government used to invite foreign civil servants to Korea for the same training. The DGCC reached an agreement with the MPTC to replace the trip with an online program this year due to COVID-19. The program will last for seven to 10 days, and will introduce the Korean digital government and supporting statutes in addition to active participation by Cambodian legal scholars so as to help Cambodian policymakers draft early versions of their digital government law.

The DGCC will also organize a webinar with Cambodian government officials to address the questions the latter may have regarding digital government and share Korea's successful examples. The webinar will also occasion the presentation of the final report on this year's tasks of collaboration.

Activities of the DGCC in Cambodia, Q3/2021

The DGCC in Cambodia held a meeting, on September 13, 2021, with members of the Republic of Korea Embassy in Cambodia and the Korea International Cooperation Agency (KOICA) on digital government and information communications technologies (ICTs), introducing the DGCC and KOICA's official development assistance (ODA) programs as well as the embassy's resources for ODA programs supporting science and technology. The meeting encouraged participants to search for ways to connect related projects for digital government and ICTs and enhance their synergy.

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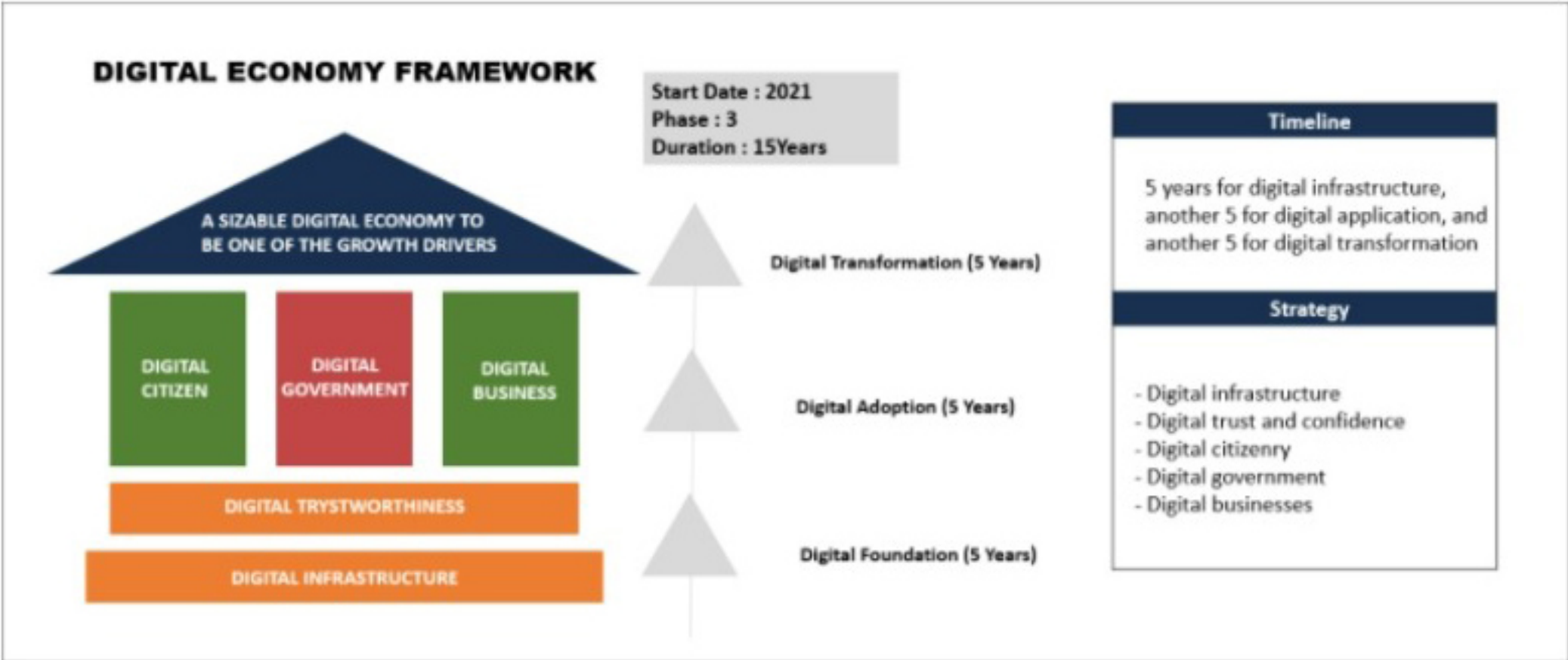
Digital Government Cooperation Center (DGCC) in Cambodia

Digital Government Developments in Cambodia

Cambodian Ministry of Economy and Finance announces the Digital Economy Framework (May 2021)

HOME

- Vision: To construct a lively digital economy and society by establishing the basis for catalyzing digital conversion and transformation at all levels, including the state, individuals, and businesses.

DIGITAL ECONOMY FRAMEWORK

Start Date : 2021
Phase : 3
Duration : 15Years

A SIZABLE DIGITAL ECONOMY TO BE ONE OF THE GROWTH DRIVERS

DIGITAL CITIZEN | DIGITAL GOVERNMENT | DIGITAL BUSINESS

DIGITAL TRYSTWORTHINESS

DIGITAL INFRASTRUCTURE

Digital Transformation (5 Years)

Digital Adoption (5 Years)

Digital Foundation (5 Years)

Timeline

5 years for digital infrastructure, another 5 for digital application, and another 5 for digital transformation

Strategy

- Digital infrastructure
- Digital trust and confidence
- Digital citizenry
- Digital government
- Digital businesses

- Implementation

- The National Digital Economy and Society Council is to serve as the Secretariat-General in charge of coordination and communication. It is to consist of three committees, i.e., on digital economy and businesses, on digital government, and on digital security.

- The MPTC is drafting digital government policies with a view to implementing the specific tasks for developing the digital infrastructure and government necessary for the Digital Economy Framework.

Strategy	Description
Digital infrastructure	• Digital connectivity • Digital payment infrastructure • Last mile delivery
Digital government	• Digital key enablers • Digital key enablers • Data-based governance
Digital businesses	• Taking small and medium enterprises digital • Fostering ecosystems for startups and enterprises • Digital value chains
Digital citizenry	• Digital leaders • Digital human resources pools • Digital citizens
Digital trust	• Laws and institutions • Regulator and institutional capabilities • Security awareness

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Digital Government Cooperation Center (DGCC) in Serbia

Pilot project on e-document management

The Digital Government Cooperation Center (DGCC) in Serbia set for itself the project of developing and operating a pilot system for e-document management for both the national and local governments in the country in 2021. This is an extension of the 2020 project centered on consulting the Serbian government on the feasibility of introducing an e-document management system. With the first year's project having produced a roadmap toward such a system, the DGCC decided to launch the pilot system project this year.

The DGCC is thus to work with the Serbia Business Registry Agency (SBRA) and the government of Surdulica, a municipality, to test the pilot system. The SBRA will thus digitize its documentation system, which is mostly manual at present. The agency has already started converting the overtime work request, authorization, report, and overtime pay forms into electronic formats.

Surdulica plans to apply the pilot system to chosen part of paper-based administration. Nearly 70 percent of municipalities in Serbia still rely on paper documentation. The DGCC's 2021 project will present a much more convenient model of electronic documentation, and Surdulica's example will set the path for expanding the pilot system onto the rest of municipalities across Serbia.

The following figures show how the pilot e-document system is to work in the overall work processes of the SBRA and Surdlica, and what scope the pilot project has.

Figure 1. Internal Authorization Process Using the e-Document Management System (Initiation)

Initiate	Assign an approval line	Assign receipts
• Initiate a document based on template	• Assign an approval line	• Assign internal division or external institution as a receiver

Approve / Reject	Send Outgoing	Monitoring
• Approve or Reject by the approver	• Send the outgoing document by an outgoing manager	• Monitoring

Figure 2. Internal Authorization Process Using the e-Document Management System (Receipt)

Assign an approval line	Approve / Reject	Share
• Assign an approval line for receiving	• Approve or reject by the approver	• Share and utilize the received document

The project kicked off with an official meeting on September 7, 2021. Among the 20 or so officials in attendance were Mihajilo Jovanonic, director of the Office of Information Technology and digital government (to which the DGCC in Serbia belongs); Millan Jocici, director of the SBRA; Milos Jordlica, Vice-Mayor of Surdlica; Lee Ga-ram, a secretary at the Republic of Korea Embassy in Serbia; and Yu Jeong-won, head of the DGCC in Serbia.

Kickoff Meeting for Korea-Serbia Cooperation 2021

Opening and ice-breaking

Plan for the project announced

e-Document system demonstrated

Photo-op after the meeting

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Digital Government Cooperation Center (DGCC) in Serbia

Activities of the DGCC in Serbia, 2021

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Korean companies with operations in Serbia today include auto parts manufacturers like Yura Corporation as well as Youngsan Corporation and Hankook Tire. Korean public agencies, such as the Korea Trade-Inves Agency (KOTRA) and the National Information Society Agency, are also present in the country.

The ROK Embassy in Serbia held a meeting on June 24, 2021, gathering delegates from all these companies and public agencies to discuss performance and measures for more effectively supporting Korean businesses in Serbia.

Attendees discussed in depth the political and economic trends as well as the state of COVID-19 in Serbia, and trends in international cooperation. The meeting gave participants an opportunity to gain insights into the current state of affairs in Serbia and what Koreans could do to improve Korea-Serbia cooperation.

2021 meeting to support Korean businesses in Serbia

Luncheon at the ROK Embassy in Serbia

The embassy also organized a cybersecurity seminar with the aim of supporting Korean cybersecurity firms' entry into the Serbian market, as cybersecurity is a major concern of the Serbian digital government plan, supported by the World Bank. The meeting featured demonstrations of Korean companies' technologies
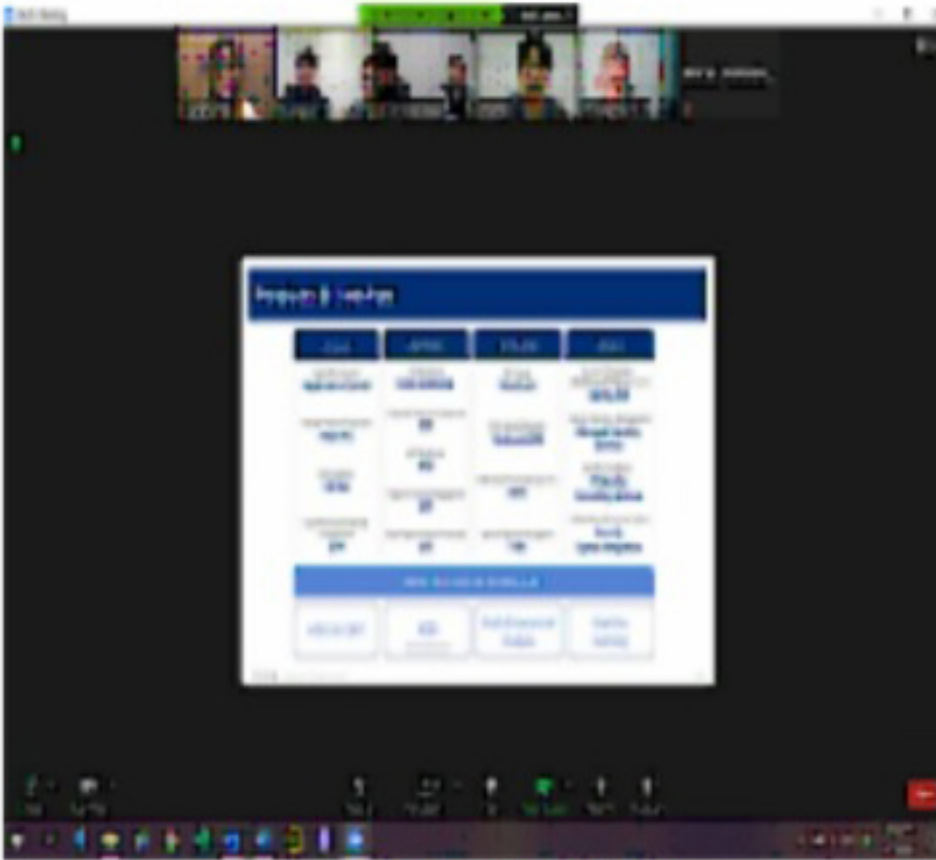
Demonstration by Ahnlab
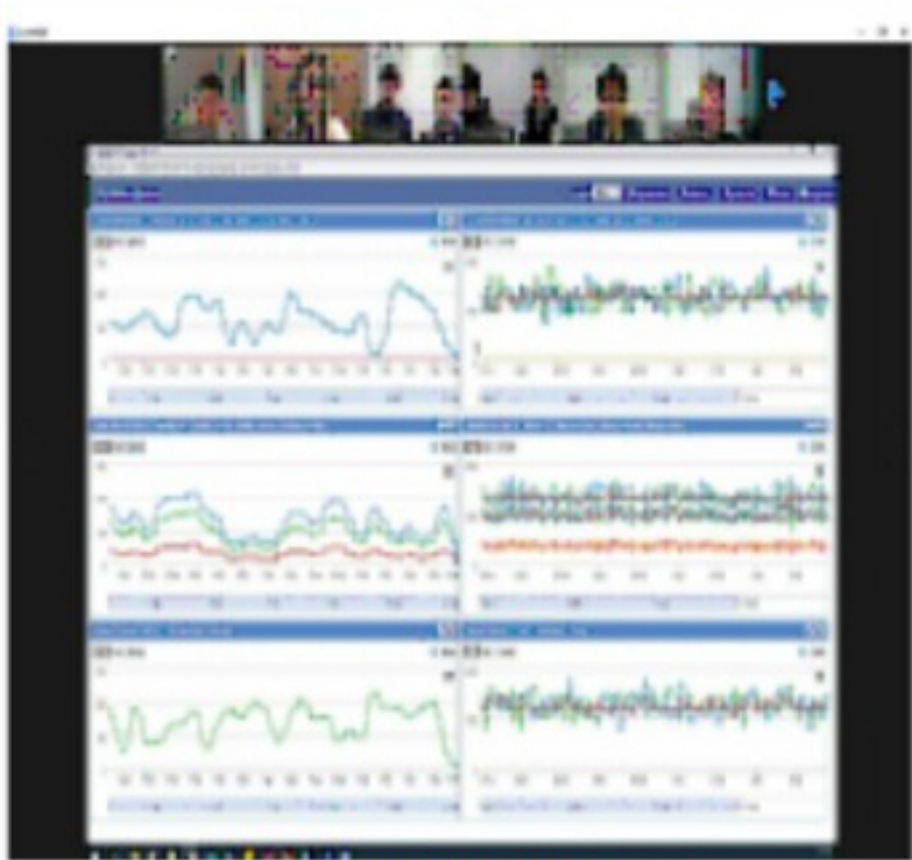
Demonstration by Igloo Security

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Digital Government Cooperation Center in Uzbekistan

Joint Cooperation Project 2021

The Korean and Uzbek governments have been focusing on three key Joint Cooperation Projects so far this year, which are: (1) developing a strategy for improving Uzbekistan's ranking in the UN e-Government Development Index; (2) establishing a strategy for expanding artificial intelligence (AI) in Uzbekistan; and (3) developing an operating strategy for IT training centers and information network village ISPs.

HOME

Objectives and Scope of Collaboration

Korean digital government consultants and Uzbek officials held their kickoff meeting on August 27, where they discussed the scope, objectives, and schedule of the tasks. Mr. Oleg Pekos, Vice-Minister for Development of Information Technologies and Communications (MITC), thanked Korea for helping with digital innovations in Uzbekistan, emphasizing that all the chosen tasks are essential to the development of digital technology in the country. After the Korean consultants arrived in Uzbekistan in September, Mr. Pekos reassured them that he would have a working group of Uzbek officials forms so that the consultants can always have meetings and gain the access and resources they need.

Meeting with Mr. Pekos, Vice-Minister, MITC (September 13, 2021)

As for the first task of raising Uzbekistan's ranking on the UN's eGDI, the parties intend not only to improve Uzbekistan's relative ranking, but also to position the country as a leader of digital government in Central Asia/the Community of Independent States (CIS). It involves determining the improvements to be made in light of the indicators used in the eGDI (OSI, TII, and HCI), and establishing short-, mid-, and long-term strategies and roadmaps for improving Uzbekistan's digital government through simulations and service integration.

To that end, the parties together discussed the significance of the UN eGDI rankings, and analyzed Uzbekistan's current status based on its 2020 ranking. They then analyzed the MSQ questions for 2022 to project how the UN would assess the countries that year. The parties are now analyzing Uzbekistan's digital government policy, laws and institutions, organization, and services in comparison to the counterparts in other countries (Denmark, Estonia, and Korea), on the basis of which they will design how to integrate Uzbek digital government services. The parties will then decide how to improve Uzbekistan's rankings along the indicators (OSI, TII, and HCI) making up the eGDI, and create short-, mid-, and long-term strategies and roadmaps for carrying out those improvements.

The second task of establishing a strategy for diffusing AI nationwide Uzbekistan requires analysis of the country's laws and institutions currently in place in support for AI. There is only one piece of legislation at present—the presidential decree on fostering conditions for accelerating the introduction of AI technologies. The decree details the objectives and processes of AI implementation, as well as policy programs to be executed to that end, including programs for AI workforce development and pilot AI projects. Uzbek policymakers are currently preparing to pass subsequent statutes into effect and establish a national AI strategy this year. The MITC, the Ministry of Innovation and Development, and the Coordination Committee together oversee the implementation of AI-related projects, with the agencies involved continuing to discuss progress with the MITC.

Korean consultants are to identify and summarize the main issues and demands regarding AI-related statutes, institutions, system for implementation, and cases in Uzbekistan as well as the AI policies and indexes in other countries and opinion poll results. Their analysis is to help Uzbekistan decide the direction and specific tasks of its AI strategy.

The third task of establishing an operating strategy for IT training centers and information network village ISPs addresses the problem of digital and information disparities in Uzbekistan. Although the MITC, through its IT Park, has established 205 IT training centers nationwide to reduce the disparities, they can still learn from, and benchmark, the curriculum of the Korean information network villages and IT training centers to ensure more systematic management of those centers.

An Interview with Uzbek Officials

For this task, the parties have so far analyzed the information network villages, software training curriculum, and national certification programs in Korea, as well as the infrastructure, curriculum, and projects in place at IT Park's IT training centers and academies in Uzbekistan. Based on their analysis, the parties are working to develop a model for IT training and informatization as well as plans for IT training centers and services. They will then discuss and estimate the information and financial resources needed to develop the necessary systems, as well as the operating environment and plans required.
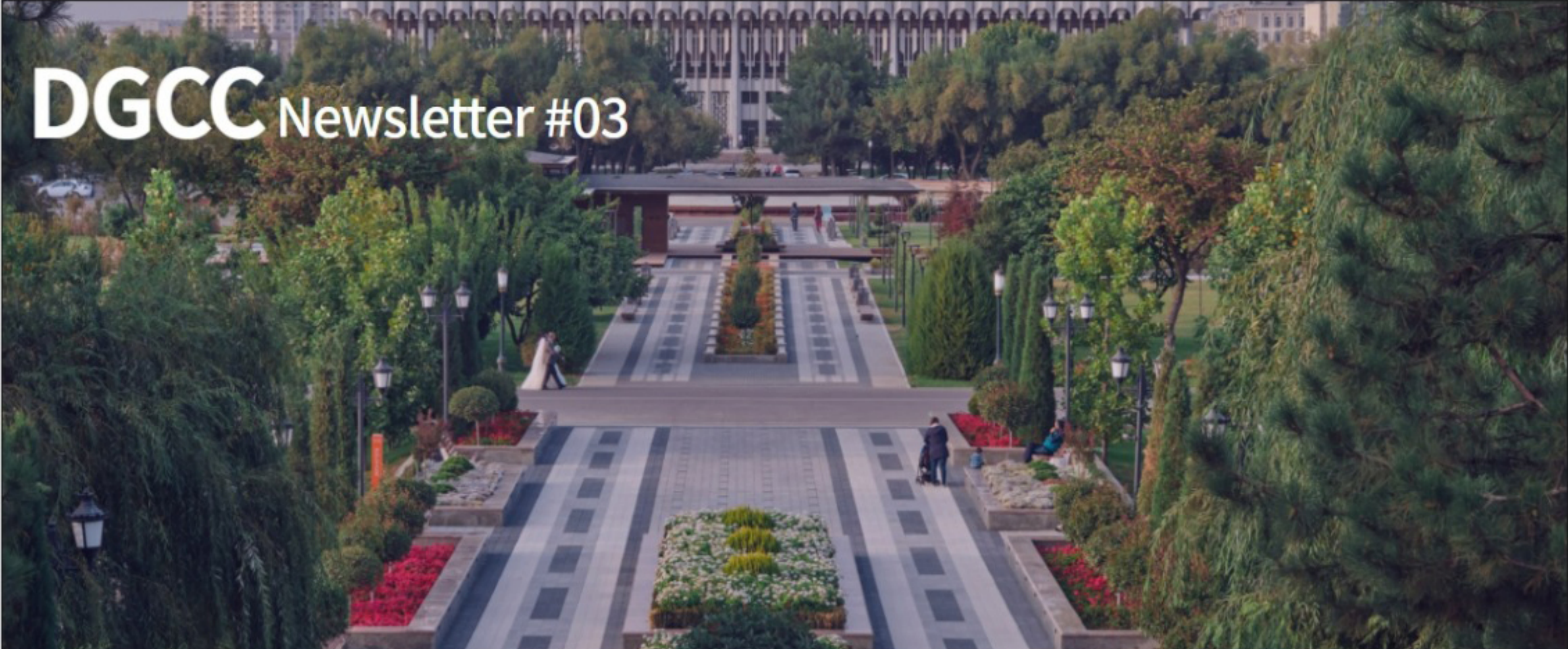
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## Digital Government Cooperation Center in Uzbekistan

Korea-Uzbekistan Collaboration on Digital Government via the DGCC in Uzbekistan

Digital Government training for employees of the Uzbek Industrial Property Office (UIPO)

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Ko Taek-jin, head of the DGCC in Uzbekistan, provided an online program introducing Korea's digital government policies and examples to the employees of the UIPO. The program highlights that Korea has achieved digitization and informatization in a very short span of time and a very systematic manner thanks to effective government planning; that the Korean digital government topped the UN eGDI rankings three times in a row (2010, 2012, and 2014); and that it still came in second in the 2020 rankings. Korea has also been ranked first on the Organisation for Economic Cooperation and Development (OECD)'s Open, Useful, and Re-usable Data (OURdata) Index three times in a row (2015, 2017, and 2019). Mr. Ko explained what factors contributed to Korea's digital government success, and also introduced a number of successful Korean digital government programs, including Onnara (an e-payment system), UNI-PASS (an e-customs system), the National Tax Service (NTS) and its online platform, and the digital government service portal.

Training for UIPO Employees (July 15, 2021)
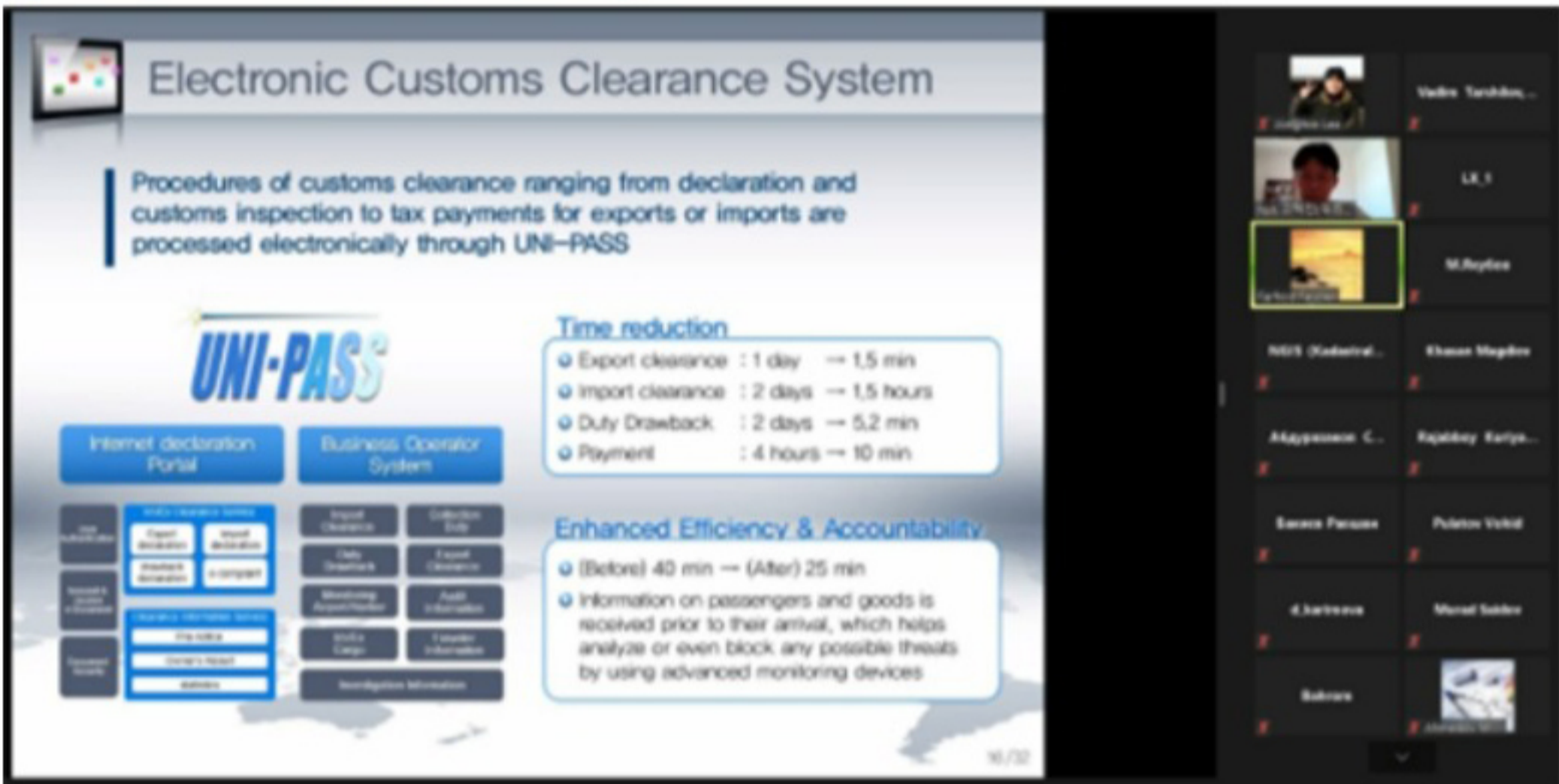
LX-eGPMC collaboration on standardization of spatial information

Korea Land and Geospatial Informatix Corporation (LX) has been working on developing a standardization protocol for creating a national geographical information system (NGIS) in Uzbekistan. The LX officials visited the e-Government Project Management Center (eGPMC), an institution operating the e-government service portal in Uzbekistan, to discuss standardization of geospatial information. The LX officials introduced Korea's geospatial information portal, highlighting the need for standardized information. eGPMC agreed to work with LX to design their own system for the digital government service portal in Uzbekistan in reference to the Korean model.

LX-eGPMC Meeting (June 15, 2021)

Korea-Uzbekistan Digital Government Cooperation Webinar

A webinar was held for Korea-Uzbekistan cooperation on digital government, attended by Vice-Minister Oleg Pekos for Development of Information Technologies and Communications (MITC) and Jeong Seon-yong, head of the Digital Government Bureau at the Ministry of the Interior and Safety (MOIS).

Training for UIPO Employees (July 15, 2021)

Among the 120 or so participants in attendance were also officials from the MOIS, the Ministry of Science and ICT (MSIT), the Ministry of Education (MOE), the Ministry of Culture, Sports and Tourism (MCST), the National Information Society Agency (NIA), and the Korea Local Information Research and Development Institute (KLID) in Korea, as well as officials from the Uzbek MTIC and other related organizations.

The Uzbek presenters introduced their government's plan for digital government and digital economy. Their Korean counterparts gave presentations on topics pertaining to the four main Joint Cooperation Projects. The topics were (1) establishing a national AI strategy, (2) the use of AI in public services for education and culture, (3) the example of Korean information network villages and their success with reducing the information gap, and (4) improving performance on the UN eGDI rankings. The webinar gave rise to meaningful discussions that could help the DGCC in Uzbekistan to uncover and develop important future projects.

Advising the Uzbek government on the e-commerce law

The DGCC in Uzbekistan advised the Uzbek government on improving the e-commerce law, reviewing the current provisions on the diversity of acceptable electronic signatures, the consumer's right to rescind, the producer's obligation of verification, and the obligation of insurance contracting.

The current law in Uzbekistan recognizes digital signatures based on a single technology only (i.e., public key infrastructure or PKI). The DGCC officials thus advised that the law be amended to guarantee choice for Uzbek consumers from among more diverse electronic signatures. Moreover, the advisors also emphasized the need to extend the scope of time in which consumers may rescind their contracts, in addition to guaranteeing their right to cancel contracts as they see fit. Also advised were the need to improve services for consumers to verify, correct, and cancel terms and conditions of contracts, and advising or requiring producers to purchase liability insurances.

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Digital Government Cooperation Center in Uzbekistan

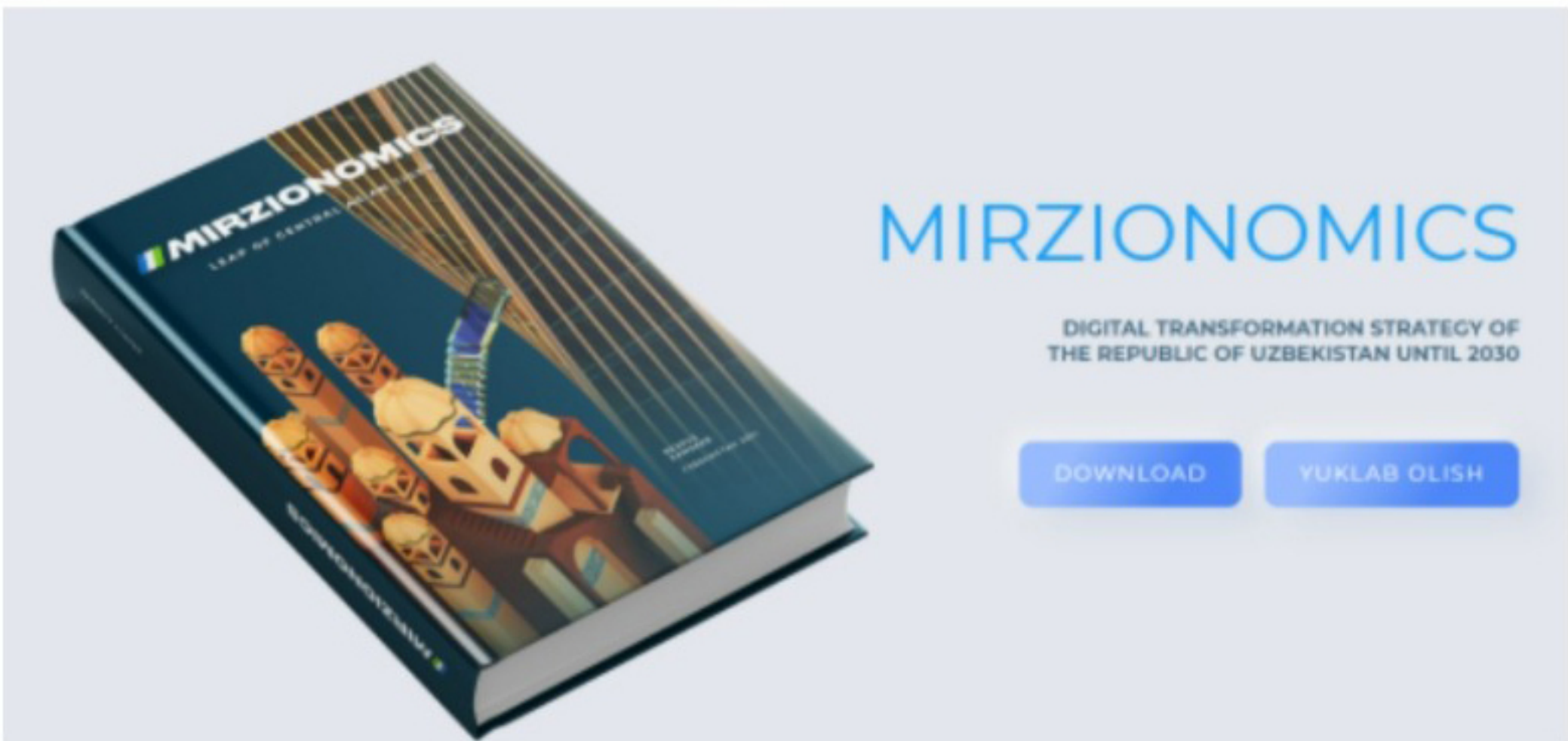## Digital Government Developments in Uzbekistan

Publication of *Mirziyonomics*

[HOME]

Mirziyonomics, a recently published book in Uzbekistan, provides detailed strategies for digital transformation in business, public administration, and social services in Uzbekistan.

Mirziyonomics is the concept with which the Uzbek government seeks to transform all the aspects of society and life by 2030, including government, social services, politics, and the economy. The Uzbek government envisions integrating information and communications technologies (ICTs) into all areas of service and life to streamline, reenergize, and simplify entrepreneurial and business practices as well as social and administrative services.

The concept represents Uzbekistan's aspiration toward upgrading its ICT infrastructure to support the evolution of its digital economy, and mobilizing ICTs to serve the nation, businesses, and consumers better while enhancing the value-added of Uzbek-made goods and services. It also reflects the Uzbek government's recognition of the fact that the emergence of the digital economy is inevitable, and that delays in the government's decisions to support its growth will end up costing the nation's future dearly.

MIRZIYONOMICS Website (http://mirziyonomics.uz/)

MIRZIONOMICS

DIGITAL TRANSFORMATION STRATEGY OF THE REPUBLIC OF UZBEKISTAN UNTIL 2030

DOWNLOAD   YUKLAB OLISH

The experiences of countries that have successfully and promptly adapted to the evolution of the digital economy has taught Uzbekistan that being late to arrive at the digital economy is already costing the country nearly two to three percent of its annual gross domestic product (GDP) in terms of missed opportunity costs. Timely digital transformation according to mirziyonomics, on the other hand, is expected to help the Uzbek digital economy to grow to nearly 30 percent of the GDP by 2030, benefitting 15 percent of the total economically active population. These estimates are based on careful studies of model digital economies worldwide, including the United States, Singapore, Denmark, Sweden, Finland, China, Korea, and Japan. One major benefit of having a digital economy is that all economic performances can be observed and measured using digital indicators, which in themselves form a crucial part of social and economic production, and play an indispensable role in improving the competitiveness of the national economy, quality of life for citizens, and prospects for economic growth and national autonomy. The effective use of ICTs in all areas of services and life will ultimately enable Uzbekistan to play a leading role in the global digital economy.

The prioritized tasks of the mirziyonomics strategy should be identified in relation to the nation as a whole, individual sectors, and sector-by-sector plans and development strategies. The development process should encompass three key components: (1) businesses that apply digital innovations to establish and realize new models of business, and infrastructure and workforces for developing digital technologies; (2) a society that generates demand for digital products, cultivates better digital literacy and competencies, and fosters the use of digital technologies by helping innovative businesses increase income and create new models of business; and (3) the state, which supports the entire digitization process, provides education and training, promotes investment/services/exports, improves citizens and businesses' trust in government, and ensures flexibility in legislation and regulation. State support and financing for the growth of a national digital economy may require the following:

a. Effective systems, in line with the overall strategy, for funding and financing projects;

b. Mechanisms for analyzing, planning, and assessing the economic efficiency of digital economy projects so as to help prioritize them better in line with the overall strategy;

c. Mechanisms for ensuring stable, transparent, and predictable financing for all prioritized digital economy projects;

d. A scheme of competitive subsidies (e.g., hackathons) to encourage individuals and businesses to invent digital services and thereby ensure the efficient development of the digital economy and allocation of public funds;

e. New, effective measures to incentivize investment (including venture capital) in the digital economy (e.g., tax exemptions and benefits, additional incentives for local software developers); and

f. Mechanisms for monitoring the performance of information systems supporting government services and for effective savings on budgets for digitization.

MITC's Digital Government works

Uzbek Minister of Development of Information Technologies and Communications (MITC) Sadikov Shukhrat wrote about the progress his ministry had made in relation to the digital government strategy for Pravda Vostoka on August 27, 2021.

Digital reforms are sweeping across Uzbekistan today, with eager participation by the Uzbek government and public service agencies, bringing the country a whole lot closer to having an effective Digital government at all levels of society. As Minister Shukhrat's column makes clear, the Uzbek government plans to carry out 104 projects for digital government and raise the percentage of electronic services to 60 percent of all services it provides by 2022. Based on Digital Uzbekistan 2030, policymakers have also established a roadmap for achieving digital transformation in prioritized economic and regional sectors. From 2020 to 2022, over 400 new information systems, electronic services, and software solutions will be adopted to support local social and economic development.

Uzbekistan's digital government projects assign great importance to the interactive, centralized government services portal. Statistics show that Uzbeks rely increasingly on this portal to look for and obtain the services they need. The portal was used in 2018 to serve 2.4 million requests. The number more than doubled to 5.8 million by 2019, and continued to soar afterward, reaching 9.8 million in 2020, and 2.3 million by the end of June this year.

The dramatic growth in demand for the government services portal indicates its growing importance in Uzbeks' daily lives. The portal today provides 257 types of services, 143 of which are free and 131 of which do not require digital signatures. The Uzbek government intends to provide 300 types of services via the portal by the end of this year, as it has successfully launched 135 new types of services on it over the past two years. The Uzbek government also plans to streamline 100 of the services being provided on the portal.

The single government services portal must be made accessible via all digital media. The Uzbek government is thus actively developing a mobile version. The mobile application in place today provides 36 types of government services, including 13 that do not require pre-registration. The Uzbek government's plan is to increase the range of services provided via the mobile application to up to 100.

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Digital Government Cooperation Center in Tunisia

Digital Government Developments in Uzbekistan

The Digital Government Cooperation Center (DGCC) in Tunisia launched the year's collaboration project on September 16, 2021, starting with a commencement report presented by the Korean government. This year's project, involving the creation of two pilot digital government oversight systems (one for managing public data inventories, the other for automating online service assessment) based on last year's consulting project, is expected to help improve the quality of online government services and facilitate the sharing and use of public data in Tunisia by reinforcing the Tunisian digital government's capabilities for regulation and oversight.

Here are the plans and progresses so far for each system.

① Pilot open data inventory

The DGCC and the Tunisian agency for digital government together established a model for public data inventories in the first year's project. A public data inventory is a system that registers and manages lists of public data generated by government departments and public agencies. It creates and manages metadata* along with the lists of public data it keeps, and plays an important role in the process of deciding whether to share data with the public as well as the execution of that decision.

*The name, theme, language, created date, frequency of creation, format, prescribed storage duration, and status (shared or not shared) of data.
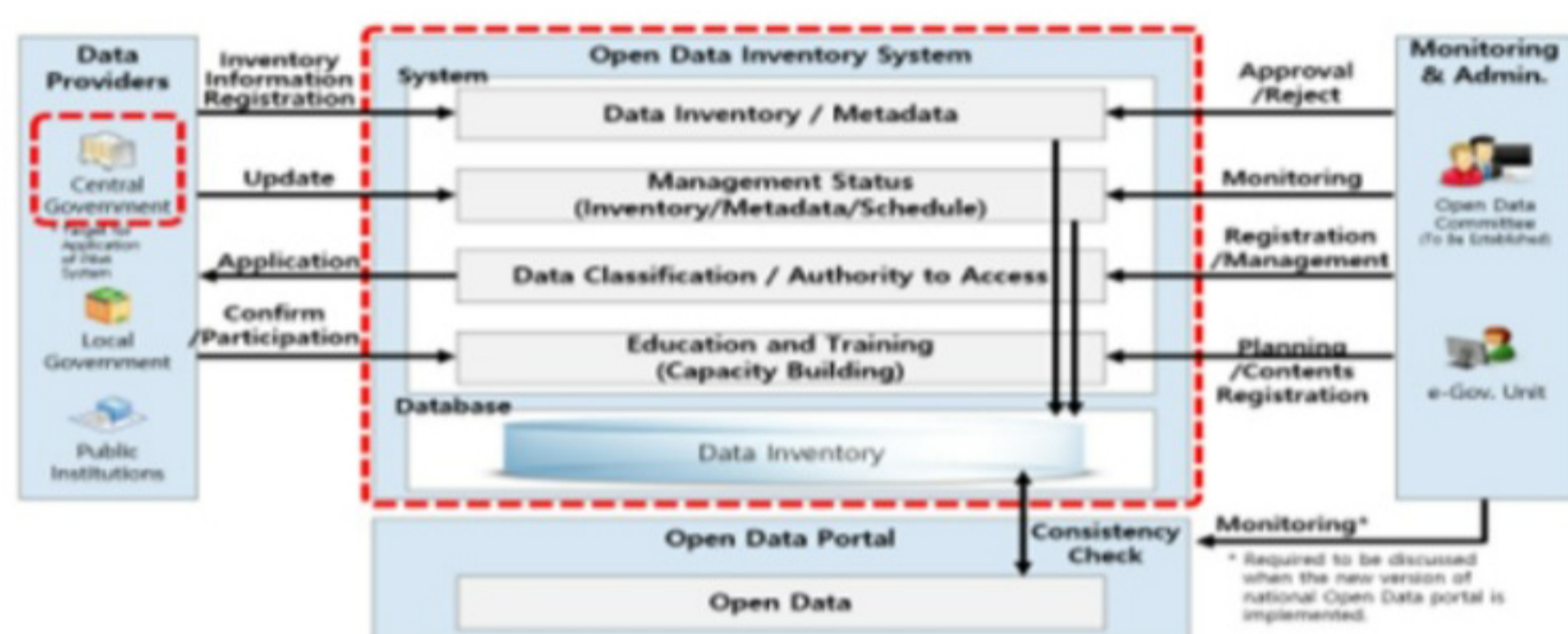
To design the pilot system, participating officials will first meet and interview public data officers at the target departments and ascertain the current status of public data kept by their departments as well as their requirements concerning the system. Given the relative brevity of the length of time allotted for development, the officials will apply an agile approach to realize a system shortly, leaving it open for future improvements according to feedback from the Tunisian digital government agency.

In order for a system to establish itself successfully, it is also essential to design and establish an effective structure of governance among diverse stakeholders. The absence of such governance may lead to the failure of the resulting system. The participating Korean officials will refer to the Act on the Sharing of Public Data, enacted in 2020, to encourage diverse government departments and agencies' participation, and provide them with education on the system toward ensuring the success of the project.

The participating officials will then connect the pilot system to the Tunisian public data portal and monitor its use. The portal, first established in 2014, is now in need of much reform as it has lagged behind the latest technical developments, while the public portals of different departments have yet to be connected. Once a new public data portal is completed with the help of the World Bank, it can be connected to the DGCC's test system to improve the sharing and use of public data in Tunisia, expediting the Tunisian government's projects of fostering a data-based economy.

Open data inventory project kickoff meeting   Open data inventory project kickoff meeting

② Pilot system for automating online service assessment

It is crucial to ensure the satisfactory quality of digital government services in order to incline citizens toward accepting and using such services. Citizens' trust in and demand for digital government services, in turn, is key to maximizing the efficiency of administration and improving the quality of government services for businesses.

The Tunisian government, in acknowledging this, partnered with the World Bank to subject its electronic services to the first Barometer evaluation in 2019. There has not been subsequent evaluations, however, due to a lack of the budget and personnel. The DGCC in Tunisia sought to address this situation by establishing, as the goal of its first-year project, a model for automating online service evaluations. In the current year, the Center seeks to create a system based on the model established.
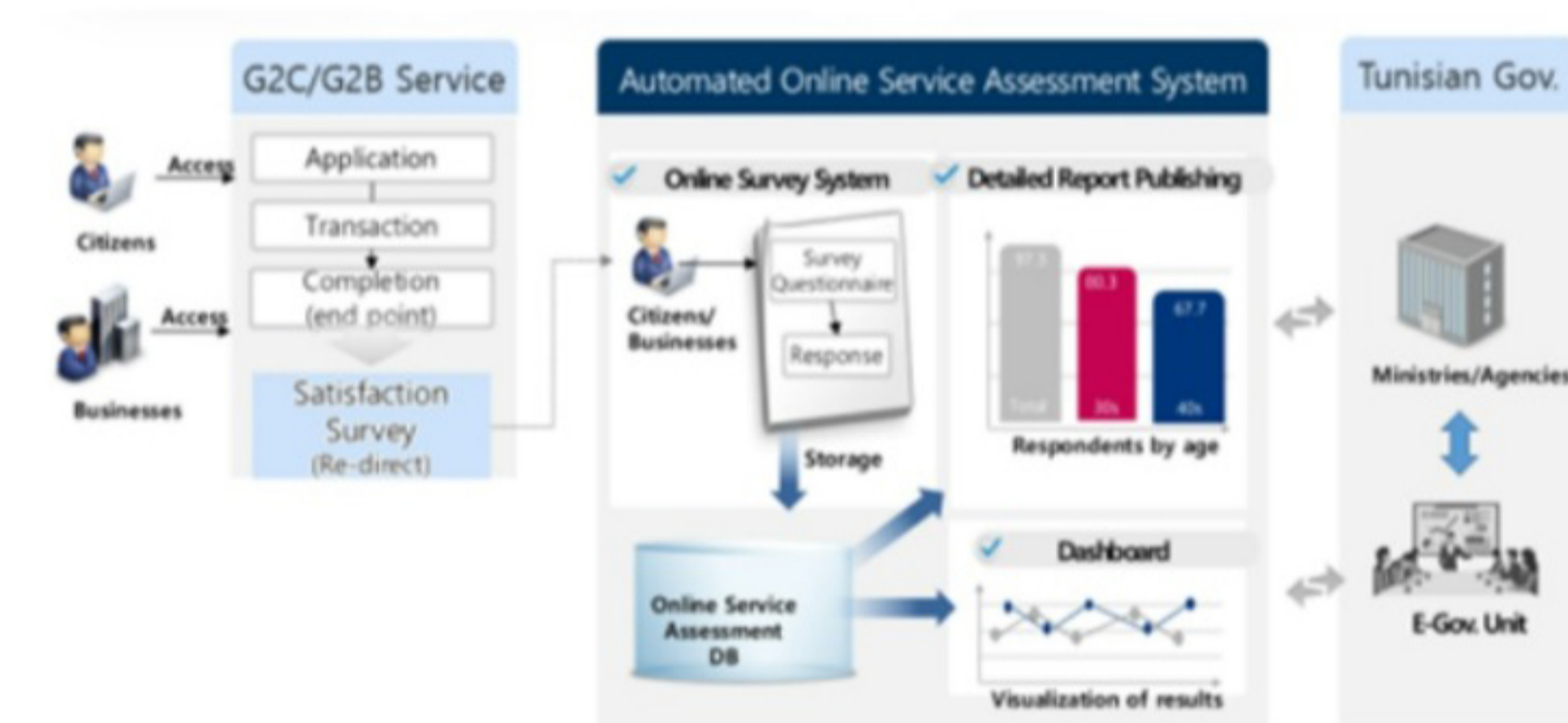

System development of these sorts in general involve analysis of requirements, design, development, testing, and transfer. The current project is in the stage of analysis, with both parties working together to determine, according to predefined criteria, target online services to be evaluated by the pilot system. The criteria for selection include: (1) demand for the given service in the Tunisian public and business sector; (2) the maturity of the given service (as defined by the UN's five-stage model*); (3) how advanced the given service is in digitization; (4) how relevant the given service is to Tunisians' everyday life; and (5) how relevant the given service is to the UN's Online Service Index.

* The model consists of five stages: Emerging – Enhanced – Interactive – Transactional – Seamless.

Afterward, the parties are to identify the metrics for assessing the chosen services. These would include the usefulness, accessibility, reliability, and responsivity of the services and the accuracy of information provided in relation. The DGCC will work with the Tunisian digital government agency, the service-providing agencies and other related organizations to develop these metrics. As online survey participants dislike completing surveys that take them more than 10 minutes to finish, a variety of factors should be considered before designing the survey.

Once the analysis and design stages are complete, the DGSS will work with a local Tunisian company to realize the pilot system. The pilot system will then be subjected to acceptance tests, after which it will be transferred to the Tunisian government.

As in the case of the open data inventory, the automated system for online service evaluation also requires active participation from the participating departments and agencies as well as citizens for success. The system should therefore be advertised actively after its completion.
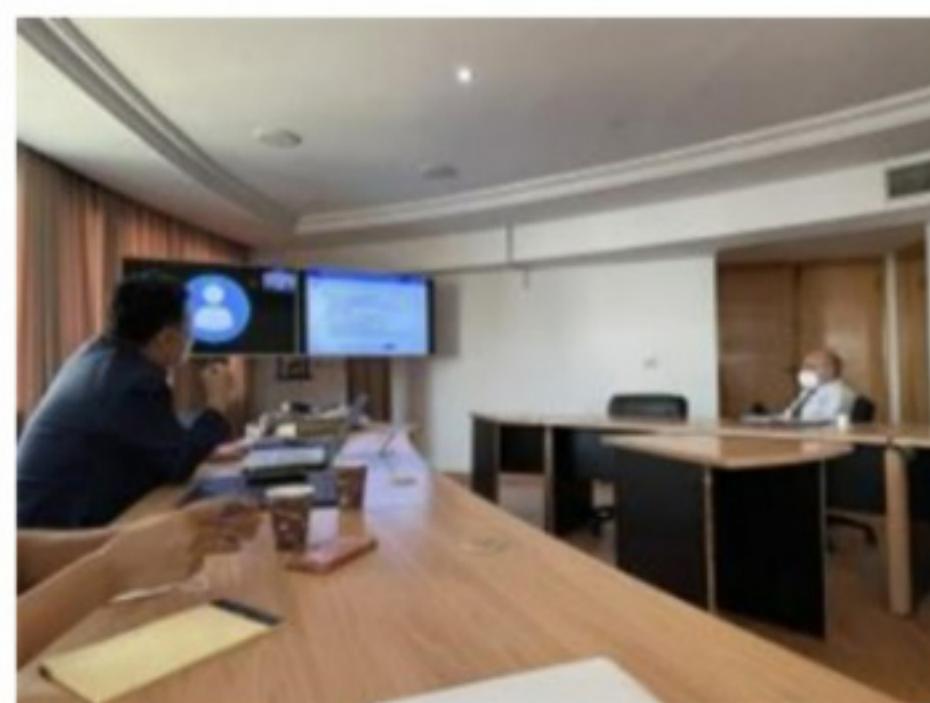
Online service evaluation project kickoff meeting   Online service evaluation project kickoff meeting

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Digital Government Cooperation Center in Tunisia

Activities of the DGCC in Tunisian in Q3/2021

Identifying the demands of the Tunisian Ministry of Transport and discussing a webinar

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The DGCC officials visited the Ministry of Transport in Tunisia and held a meeting with Mr. Faiez, advisor to the Minister, and other officials there to understand the needs and possible strategies for improving transportation.

Since establishing the 2030 Smart Mobility Strategy and its vision for an intelligent transportation system (ITS), the Tunisian government has been looking for ways to improve the transportation system in the country, launching projects to introduce e-ticketing, traffic information systems, and public transit transfers. The Ministry, moreover, has actively embraced innovative solutions for solving transportation issues with open data, organizing hackathons with the World Bank to that end.

The Ministry also showed interest in Korea's experience with developing and operating traffic information centers. Korea boasts a well-controlled intelligent transportation network nationwide featuring public transit information systems, public transit transfers, and traffic information centers (e.g., TOPIS) in Seoul and other major cities. Korea's experiences in this regard are thus expected to help the Tunisian transport ministry.
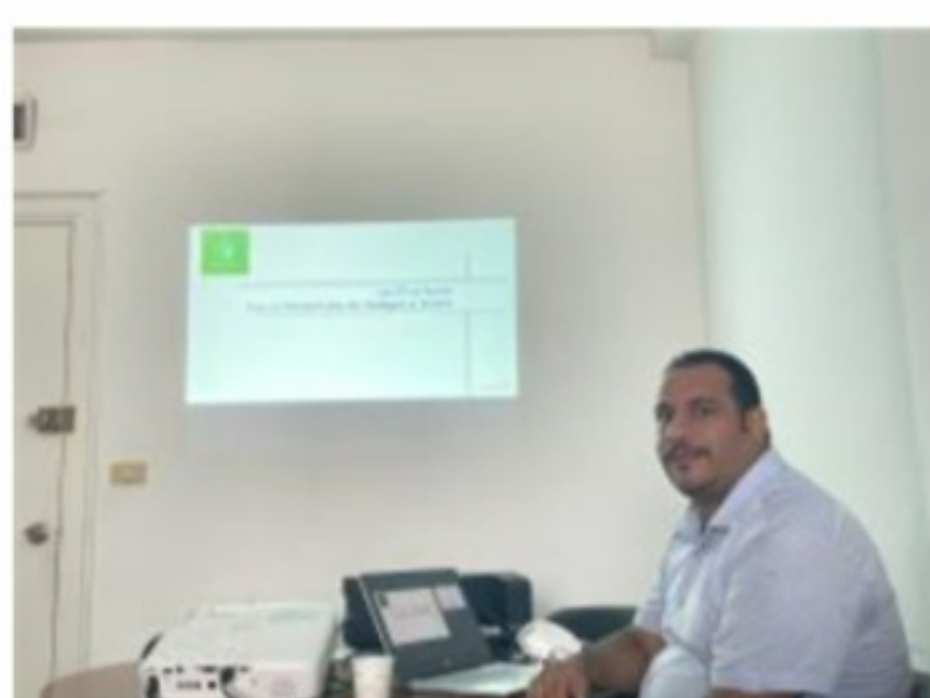
The two parties ended the meeting that day by agreeing to organize a webinar soon to discuss the current state of transportation in Korea and Tunisia and possible measures for further collaboration.

Ministry of Transport, Tunisia

Meeting with Mr. Faiez

Discussing the ITS in Tunisia

Photo-op

A meeting for discovering opportunities for cooperation over the national data center

The DGCC in Tunisia officials also visited the Centre Nationale d'Informatique (CNI) and met with director Kamel Saadaoui to discuss trends relating to national data centers and ways for future collaboration.

Mr. Saadaoui first started by discussing the history and mission of the CNI, the government services it hosts, and the latest state of transition into cloud computing and future plans.*

* See "Tunisian Digital Government Trends: CNI Transitions into Cloud Computing."

The Koreans then shared the experience of the National Information Resources Service (NIRS) in Korea, highlighting how the institute has evolved since it opened as the Integrated Computing Center in 2005, and the proactive efforts it has been making recently in line with the current Korean government's emphasis on cloud computing and AI-based security reinforcement.

Showing a strong interest in the NIRS' experience and attempts to adopt new technologies, Mr. Saadaoui expressed hopes that the cooperation between the two countries would continue and deepen, allowing both parties to share more knowledge and experiences. He was particularly keen on hearing about Korea's experience with developing public, open-source cloud platforms with improved interoperability. Korea thus has a good opportunity to discuss with Tunisia its Paas-TA, developed by the Korean public sector.

The DGCC in Tunisia will continue to serve as an important bridge of cooperation between Korea and Tunisia, organizing webinars to share Korea's lessons on operating national data centers.

CNI, Tunisia

Meeting with Mr. Saadaoui


Meeting with Mr. Saadaoui

Photo-op

A meeting with the World Bank on open data

The DGCC in Tunisia officials held a meeting with the World Bank office in Tunisia to discuss measures of cooperation for developing open data platforms in Tunisia. Both institutions have plans to establish open data inventories and portals to facilitate the sharing and use of open data in Tunisia. Both systems are to be registered with, and monitored through, the DGCC-developed inventory system to keep track of whether data entries on the list of open data have actually been made available via the portal. The two parties agreed to hold a subsequent meeting during the design and development phase of the project to ensure interoperability.

Mr. Moatez, participating in the meeting on behalf of the World Bank, also informed the DGCC of the latest state of cooperation between the World Bank and the Tunisian government regarding open data. The World Bank and the Tunisian government, first of all, have organized over 30 hackathons so far to find data-based solutions to social issues. They have also set up the GovTech Fund to assist the improvement of administrative systems for the Ministry of Education and other departments. The two parties have also jointly organized training programs for Tunisian civil servants on the value and applications of open data.

The DGCC in Tunisia and the World Bank concluded the meeting by agreeing to strengthen their cooperation, not just on open data, but also on other diverse areas of possible cooperation between the Korean and Tunisian governments.
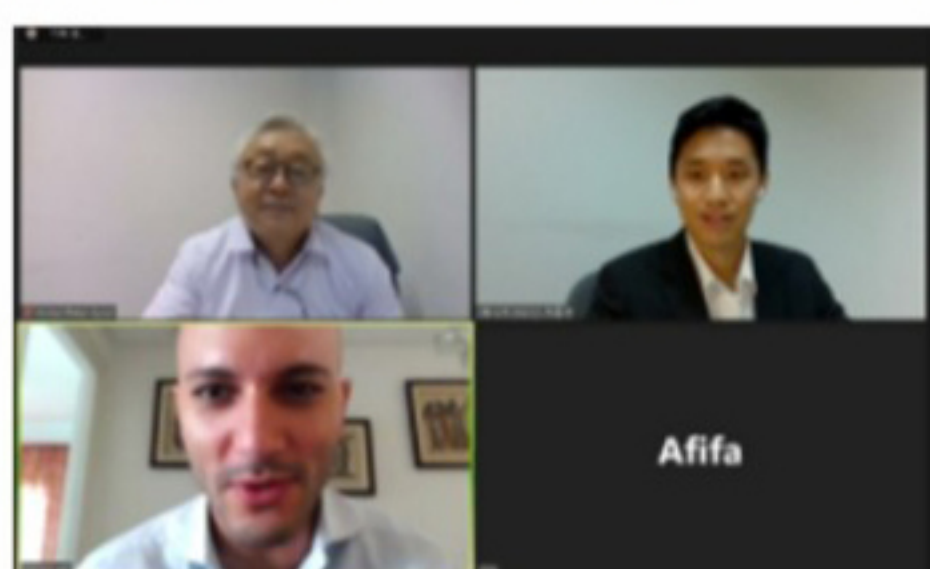
Meeting with the World Bank

OpenGov DataHack, held by the World Bank in Tunisia

Ministry of the Interior and Safety NIA NATIONAL INFORMATION SOCIETY AGENCY

Digital Government Cooperation Center in Tunisia

Digital Government Trends in Tunisia

CNI transitions into cloud computing

The Centre Nationale d'Informatique (CNI) is Tunisia's national data center, whose mission is to host the online services of various government departments and public agencies as well as ensure the integration and security of government data. The CNI also develops mobile applications and trains civil servants.

The CNI hosts all-purpose, rather than sector-specific, systems for government departments, including wage and career record systems for government employees. It also hosts TUNEPS, a public procurement platform, and e-People, a platform where citizens can submit their petitions and complaints—both of which it has developed in collaboration with the Korean government.

The center's main office is located in Tunis, the nation's capital, and another office is in Bizerte. The Bizerte center used to serve as a disaster response backup, but the two centers have recently been changed so that they would mutually serve as each other's backup center.

The Tunisian government intends to have a "cloud first" statute enacted next year. Once enacted, the law will require all new government systems to be developed for cloud computing, while the existing legacy systems are also being converted into cloud systems.

The CNI has thus launched its projects for cloud conversion since 2018. In the past year, it sought out a contractor via the digital public procurement system, and adopted the cloud solution by a private-sector company named Nutanix. The center is also looking for ways to improve the interoperability of its systems via government-approved open-source cloud platforms.

CNI's cloud drive strives to satisfy four objectives: (1) improving and modernizing the systems hosted by the center; (2) integrating data possessed by different departments and agencies; (3) improving interoperability of systems to support the automation of inter-departmental tasks; and (4) better protecting citizens' personal information.

CNI structure

CNI-SDDC structure
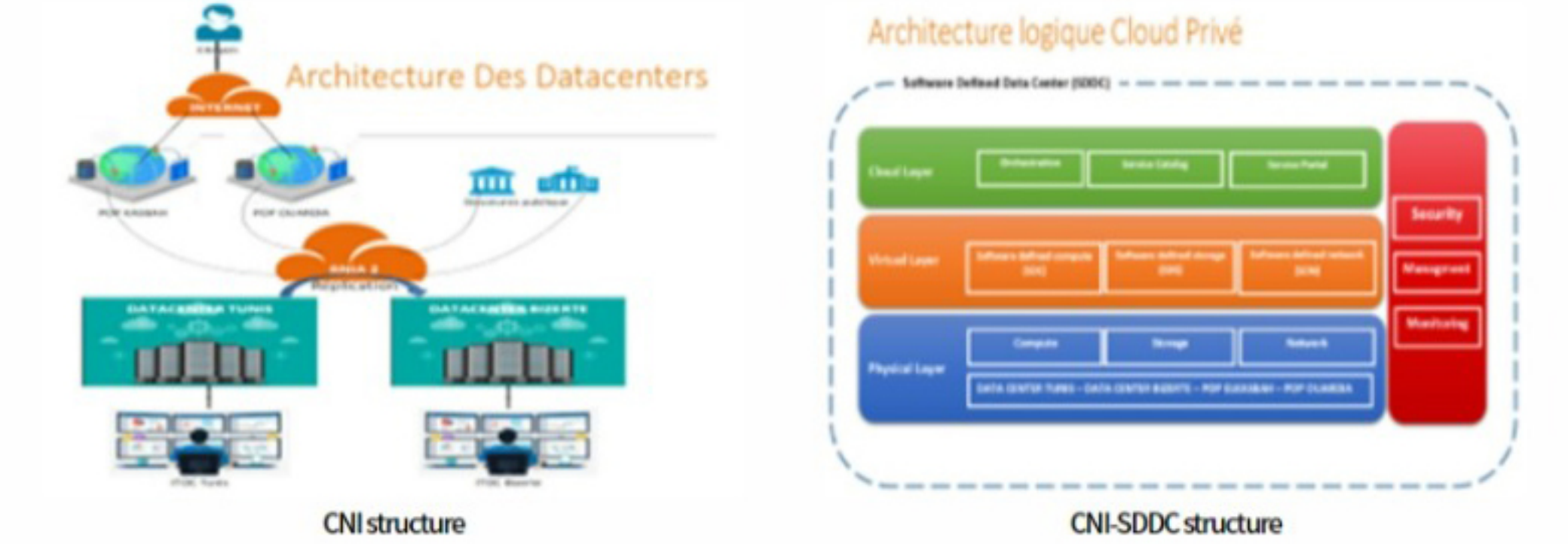
EVAX: COVID-19 Vaccine Information System

The Tunisian government updates the general public, with transparency and timeliness, on the number of confirmed COVID-19 cases and the numbers of vaccine doses available and administered via www.evax.tn.

The website provides statistics on the number of system users in one's vicinity as well as the number of people who have been vaccinated (once or twice) in one's region.

When a Tunisian applies for a vaccine, he or she is given a registration number via a text message. His or her proof and record of vaccine are handled using the same number. As the appointment for vaccination approaches, the user is once again informed, via a text, of the time and location of the appointment. Once he or she has received the scheduled vaccine, he or she can download a proof from EVAX and use the QR code on the proof where necessary to prove that he or she has been vaccinated.

A Tunisian startup's blockchain technology has been used to develop the process in an effort to prevent the possible forgery and counterfeiting of vaccine records.

EVAX main page

A sample proof of COVID-19 vaccine

There is another system for foreigners staying in Tunisia to use to apply for vaccination and obtain related records.

The Tunisian government uses these systems to share COVID-19-related information with the public with as much transparency as possible, effectively enhancing their trust in government and facilitating vaccination efforts. Transparency, moreover, helps prevent illicit administration of vaccines.

EVAX is one of the government services hosted by the Centre Nationale d'Informatique (CNI). It is expected to play a central role in raising the vaccination rate and ensuring effective pandemic control in Tunisia.

DGCC Newsletter #03

Content

Message in commemoration

Rini Widyantini, S.H., MPM Deputy Minister for Institutional Affairs and Governance Ministry of Administrative and Bureaucratic reform Republic of Indonesia

Rini Widyantini, S.H., MPM
Deputy Minister for Institutional Affairs and Governance
Ministry of Administrative and Bureaucratic Reform
Republic of Indonesia

The Digital Government Cooperation Center was established, following the Korea-Indonesia summit between Korean President Park Geun-hye and Indonesian President Joko Widodo in December 2014. The two leaders discussed how to strengthen the bilateral cooperation between the two countries in the field of Digital Government.

After the summit, Indonesian Minister of Administrative and Bureaucratic Reform, Yuddy Chrisnandi first proposed to open the Cooperation Center in Indonesia.

Later, Korea and Indonesia signed a Memorandum of Understanding to establish the Cooperation Center in 2015. On 2 March Government Cooperation Center (eGCC) was established as the medium to facilitate the cooperation between Indonesia and Republic of Korea especially in eGovernment.

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The Cooperation Center is located on the fourth floor of the government building that is provided by the Indonesia Ministry of Administrative Reform and Bureaucratic Reform, and will be run until December 2018. The Center will play an important role in joint Digital Government projects between the two countries as they send out to each country public officials and experts specialized in Digital Government and conduct an Digital Government capacity-building program as well as joint studies and consulting projects concerning online government. The eGCC has conducted twelve collaboration projects and four Digital Government capacity building programs during 2016 to 2019.

Based on the success of the EGCC implementation, in 2021 the EGCC will be reopened in a newer concept, namely Digital Government Cooperation Center (DGCC). In this collaboration, Indonesia and Korea will focus on accelerating the implementation of the Digital Government Plan, the Government Enterprise Architecture and Road Map, Technology 4.0 and also Digital Talent Development. This is necessary to reorganize the implementation of our SPBE (Digital Government) which has been running partially and not integratedly, as well as to restore the direction and policies of the SPBE implementation in the same direction and spirit. This collaboration is expected to be the right bridge to deliver digital transformation in government to support SPBE in realizing effective, clean, transparent, and accountable governance.

Ministry of the Interior and Safety   NIA NATIONAL INFORMATION SOCIETY AGENCY

Content

Message in commemoration

H.E. SOK Puthyvuth Secretary of State Ministry of Post and Telecommunications The Kingdom of Cambodia

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H.E. SOK Puthyvuth
Secretary of State Ministry of Post and Telecommunications
The Kingdom of Cambodia

The Kingdom of Cambodia and the Republic of Korea cooperation in various areas, starting with the reopening of the Embassy of the Republic of Korea in Cambodia in 1997. In 2019, President Moon Jae-in visited Cambodia and proposed three major economic cooperation measures between Korea and Cambodia: building industrial infrastructure, transferring technology and improving investment conditions, and negotiations on Free Trade Agreements between the two countries were concluded in February and will be signed within this month this year.

With the signing of the MoU for the cooperation of the Korea-Cambodia Digital Government at the Korea-ASEAN special summit in November 2019, the two countries worked together to establish a Master Plan for the Digital Government of Cambodia in 2020. Based on this Master Plan, the Royal Government of Cambodia is finalizing the digital government policy 2021-2035 extending the targeted objectives to Digital Government Infrastructure, Digital Government Transformation, Capacity Building and Innovation, Collaboration and Public-Private Partnership. We are expecting this policy to support the establishment of Digital Government as a Foundation to better Serve Public Services toward Improving Quality of Life and Trust of the Citizen.

Currently, the establishing and opening of the Digital Government Cooperation Center in 2021 is very meaningful for our countries. We are sure that the center will play an important role in Cambodia's implementation of Digital Government Policy. Also, this center, we believe, the center will serve as a policy research platform that can clearly set the direction for digital transformation as a key priority for Cambodia's post-COVID-19 recovery strategy. Lastly, we would like to send our appreciation to everyone who has support the establishment and operation of this center and will look forward to meeting you in near the future.