



행정안전부

Ministry of the Interior and Safety

AI in the Public Sector

: Improve Efficiency of Public Administration Using AI

Announcement 2024. 06. 24.

Information Disclosure Division

Republic of Korea's Government Innovation in Numbers

01 #1 OECD Digital Government Index 2023

02 #1 OECD OUR(Open-Useful-Reusable) Data Index 2023

03 Ranked **Top 3 Since 2010** in the UN e-Government Survey

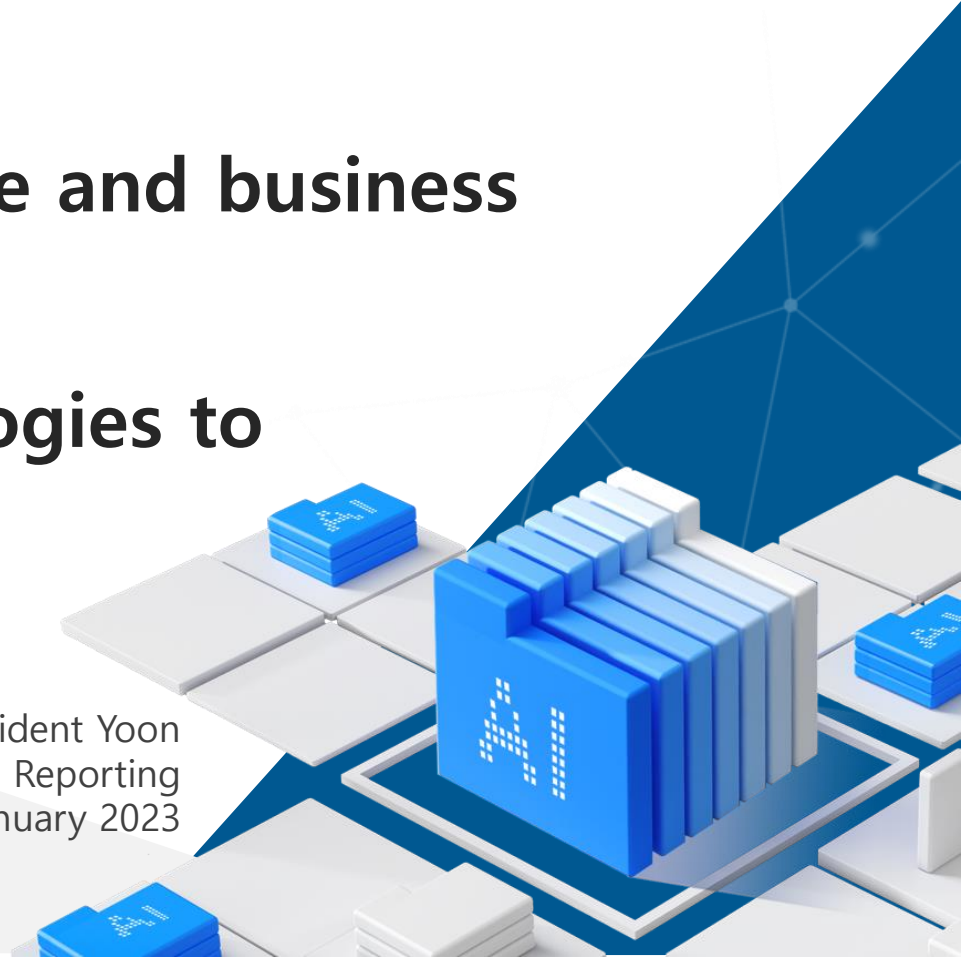
04 #1 GovTech Maturity Index 2022 of the World Bank

The Need for New AI-based Government Innovation

- 1** Emergence of AI technology like ChatGPT
- 2** High utility of Hyperscale AI in daily life and business
- 3** Importance of using the latest technologies to streamline work

"Improve work efficiency by incorporating the latest technologies such as ChatGPT into administration."

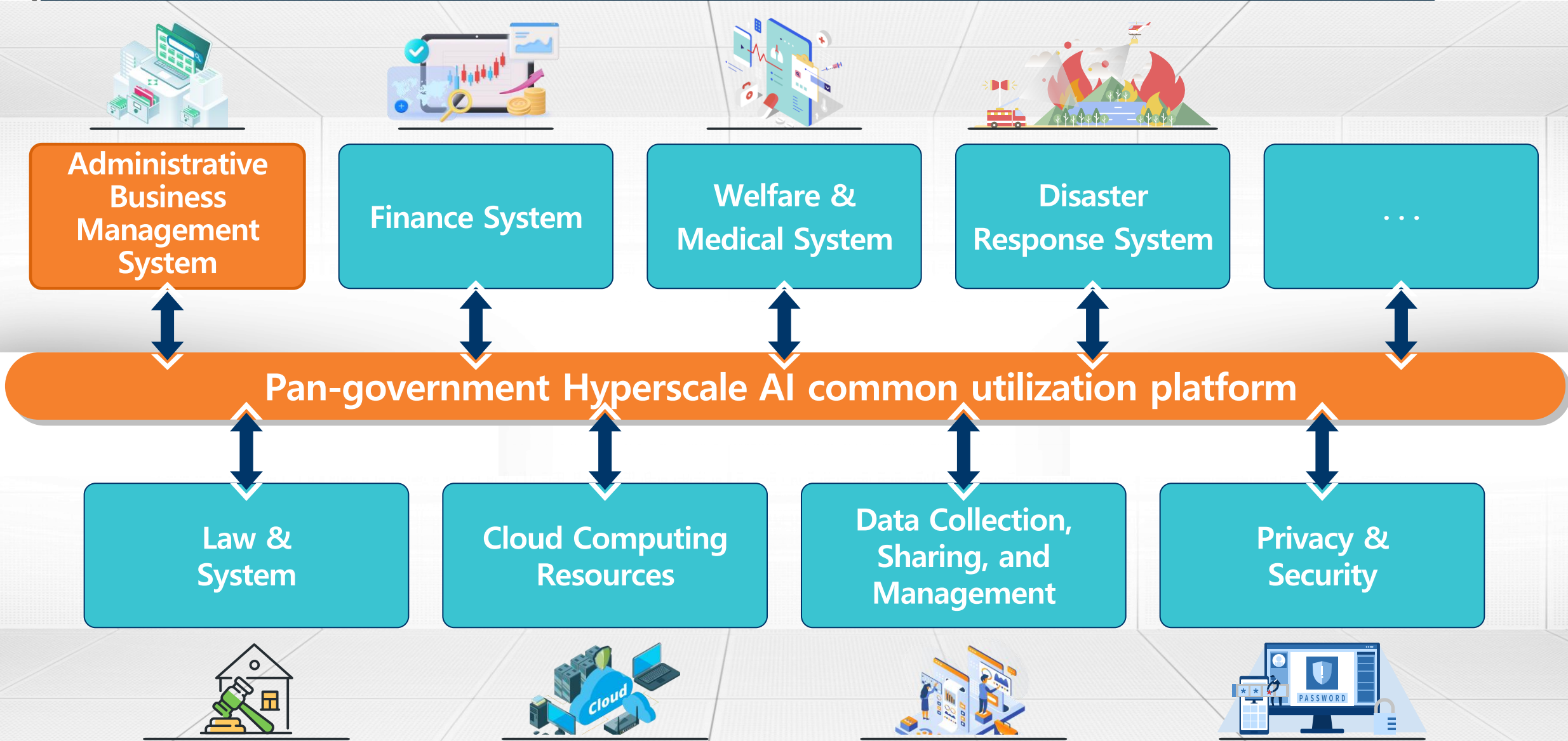
Statement by President Yoon
at the New Year Annual Work Plan Reporting
in January 2023



The Need to Develop AI services for the Public Sector

- 1 Prevention of leakage of sensitive internal information
- 2 Specialized in administrative terminology and administrative tasks





Roadmap for AI-powered Government Innovation

2023



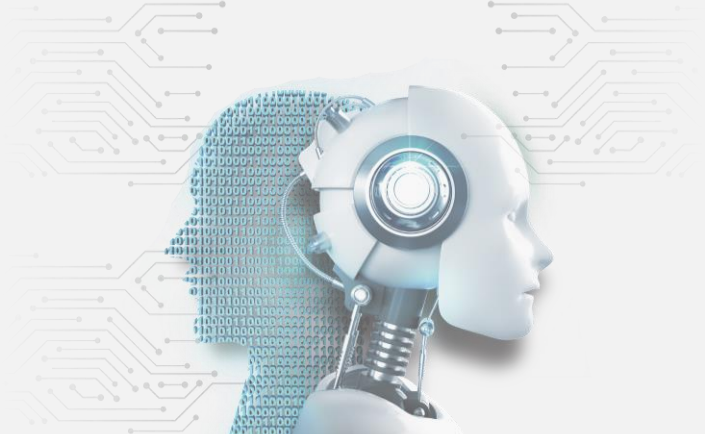
- ✓ **Pilot development**
 - AI administrative support service

2024



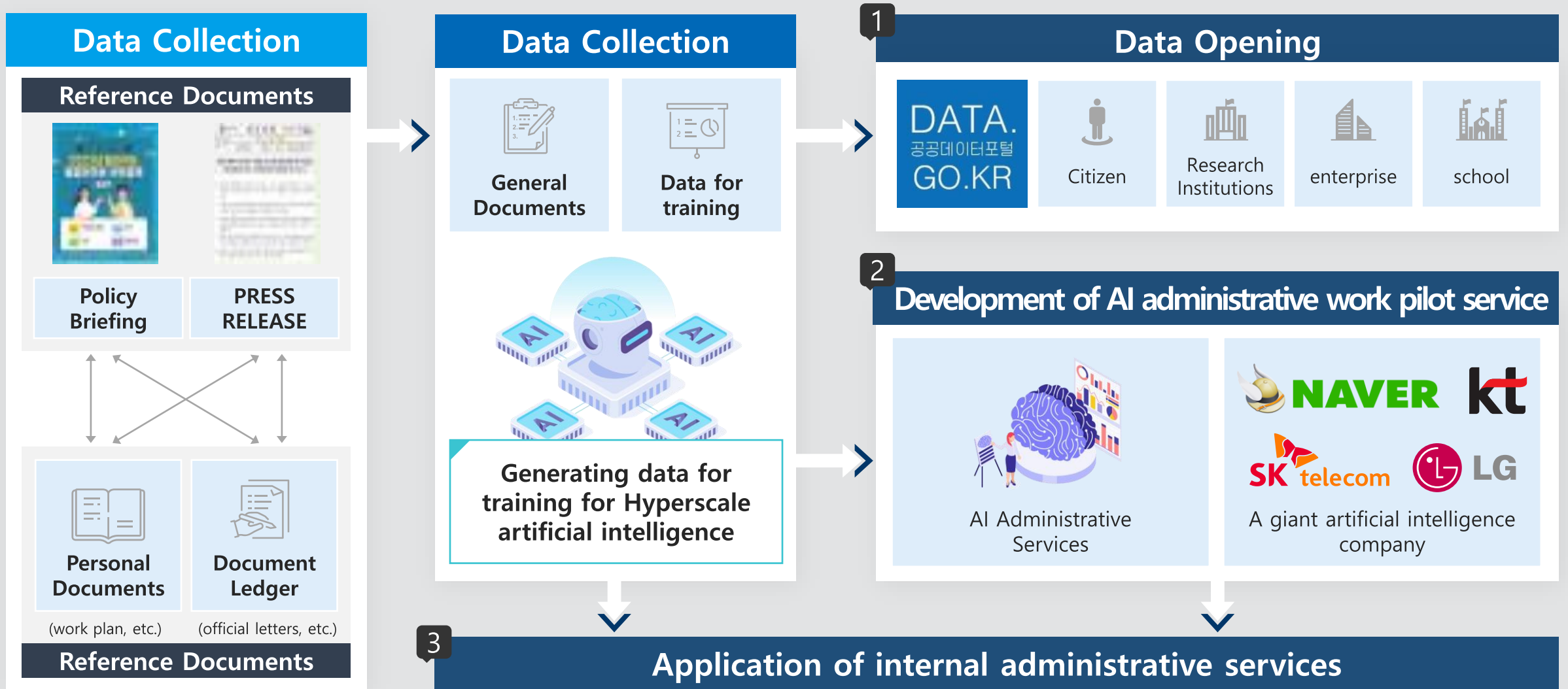
- ✓ **Pilot operation**
 - AI administrative support service
- ✓ **Implementation of ISP**

2025~2026



- ✓ **Establishment**
 - Intelligent gov's Workspace
 - Pan-government AI platform

'23: Pilot Development



'24: Pilot Operation



➤ Using a service model developed in 2023, Pilot operation for some officials of central ministries and local governments

Category	Type A	Type B
Service Details	Writing press releases, speeches, summarizing, etc.	Summarizing request for disclosure of information, searching law, etc
Service Targets	Ministry of Interior and Safety	Central Ministries and local governments (planning)

➤ Discover the types of services that can be applied preferentially or areas of high utilization, and reflect in the establishment of an 'Intelligent administrative business management system'

'24: Implementation of ISP

1

Establishment of a pan-government Hyperscale AI common utilization base

Introduction of Private LLM

AI Learning Data Operating System

AI Common Utilization Base
Linkage • Expansion

Infrastructure for AI service operation



2

Leading Application of AI to Business Management System

- Development of AI Service
- Link AI service to Web Office Work Environment
- Data Management System
(Document registration, archival record)

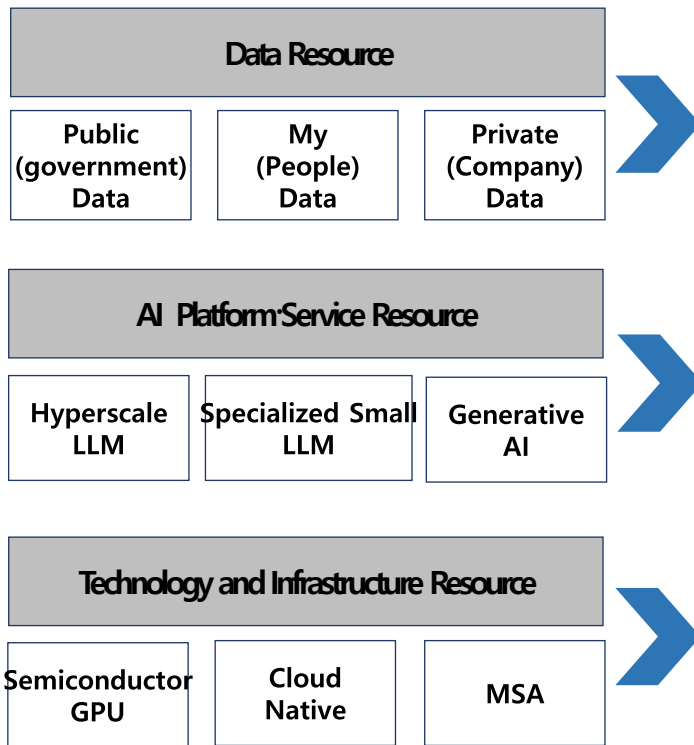
3

Establishment of Web Office Communication & Collaboration Work Space

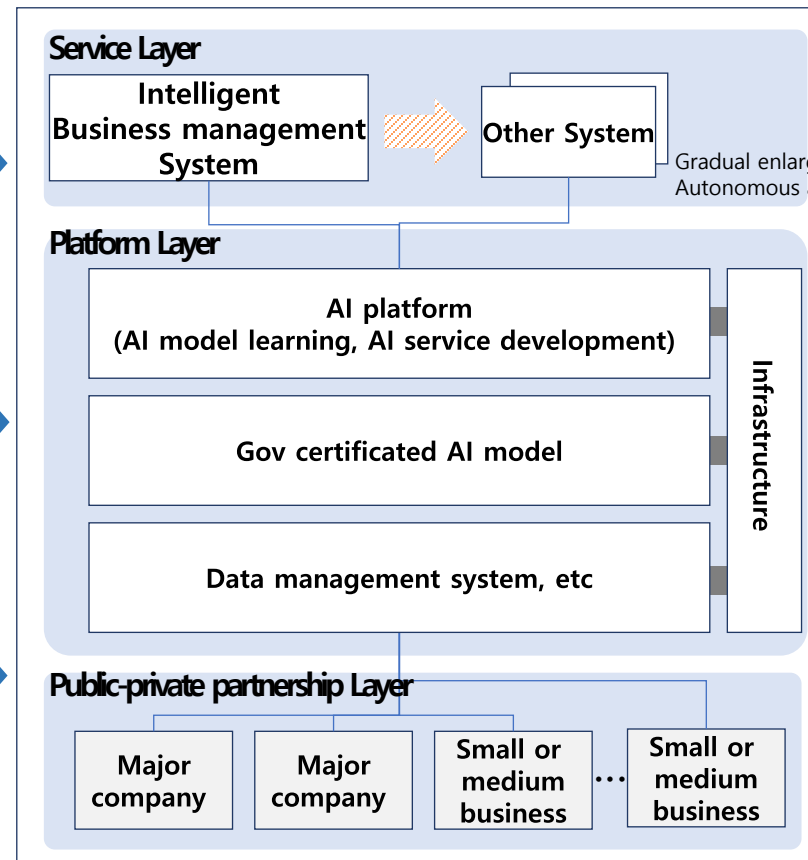
'25~26 : Establishment of Gov's AI Platform & Service Model

Ecosystem of Pan-Government Hyperscale AI Common Utilization Base

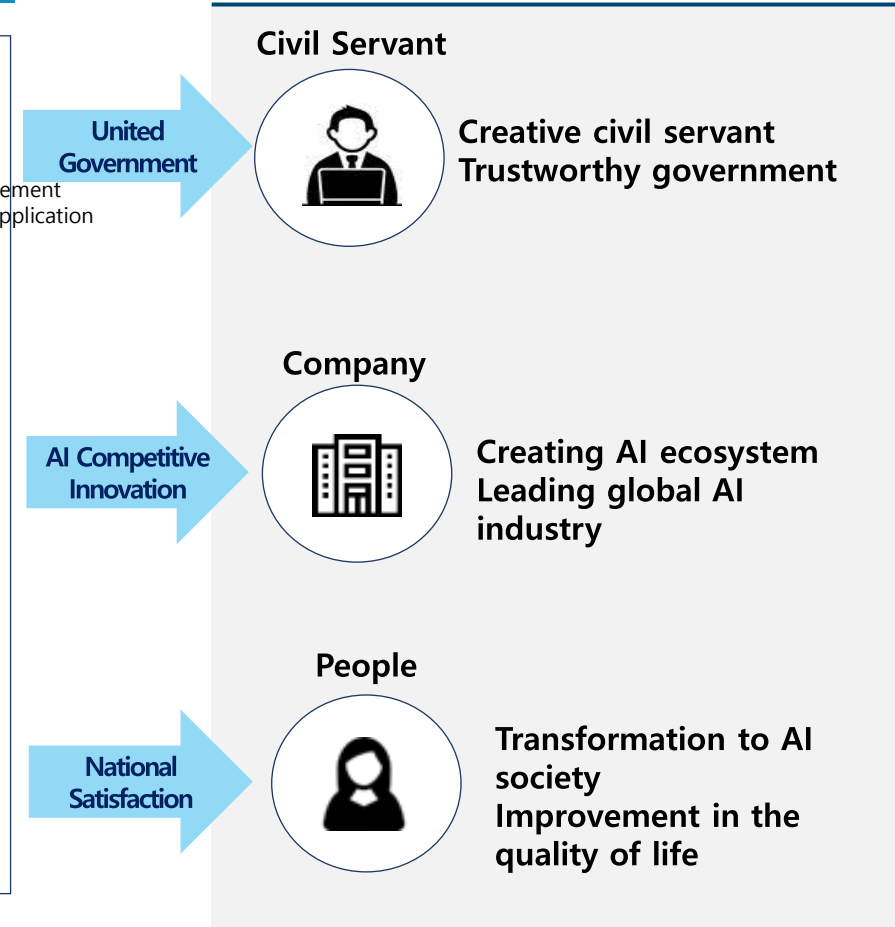
Securing National AI Sharing-Resource



Pan-Government Hyperscale AI Governance

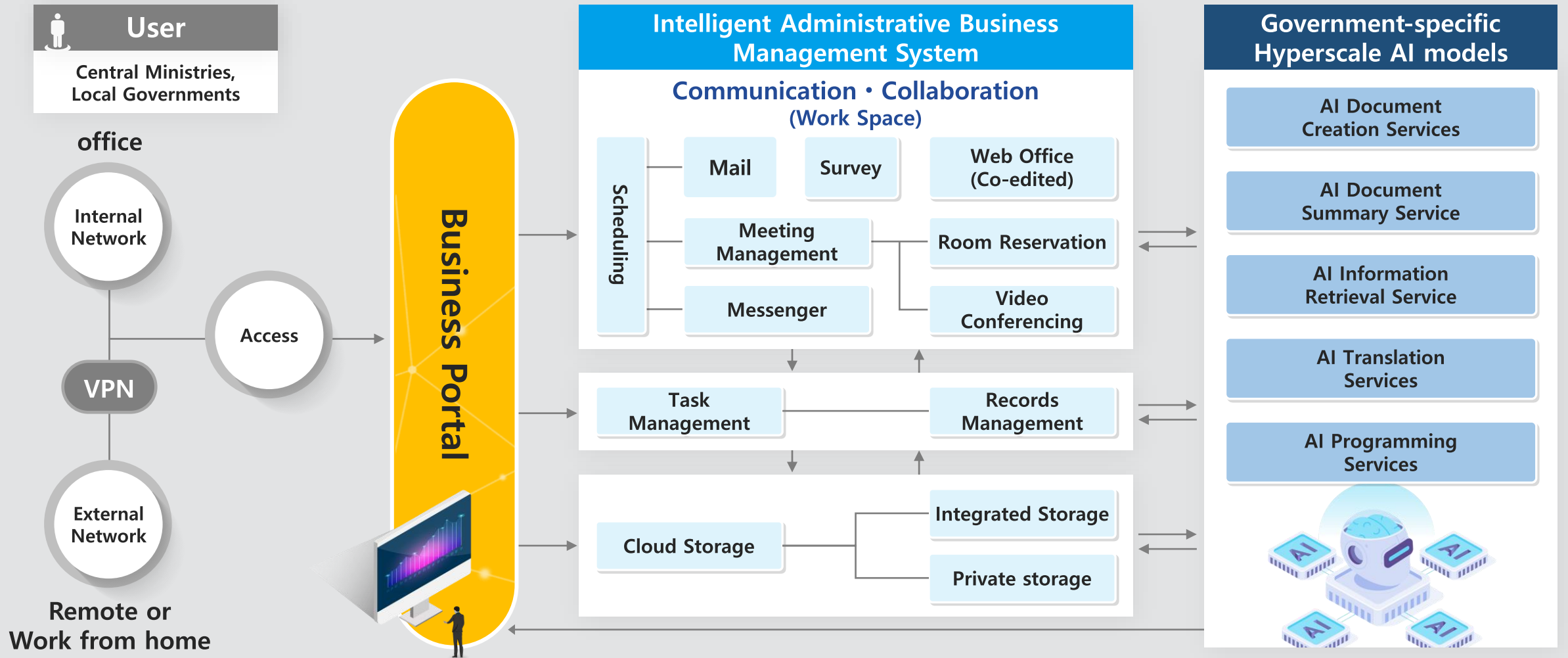


National AI Competition Reinforcement



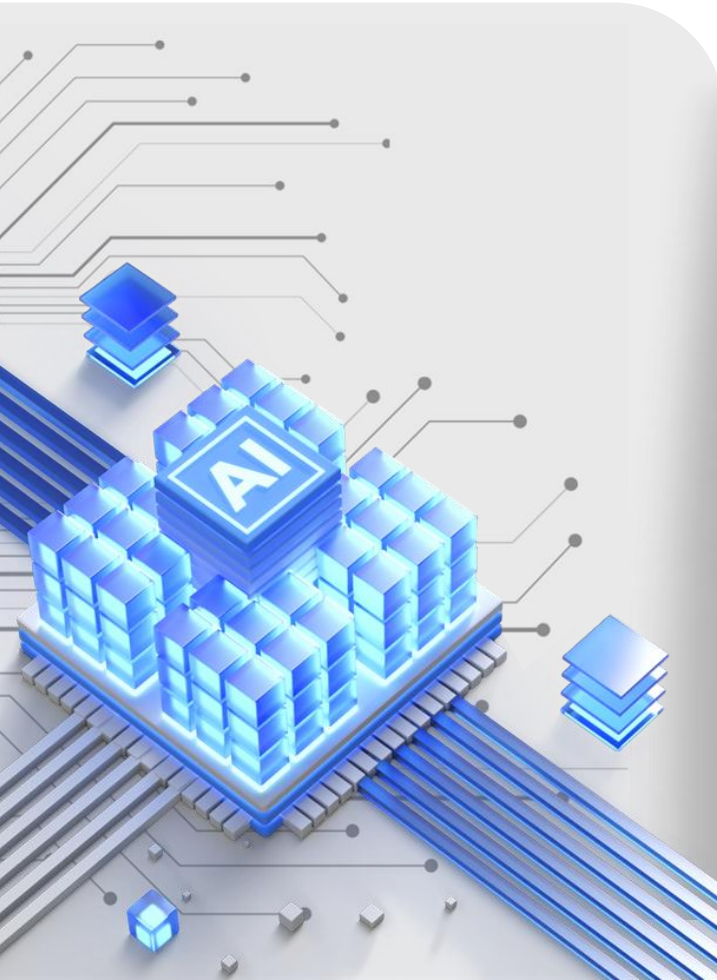
'25~26 : Establishment of Gov's AI Service Model

Diagram of the Intelligent Administrative Business Management System



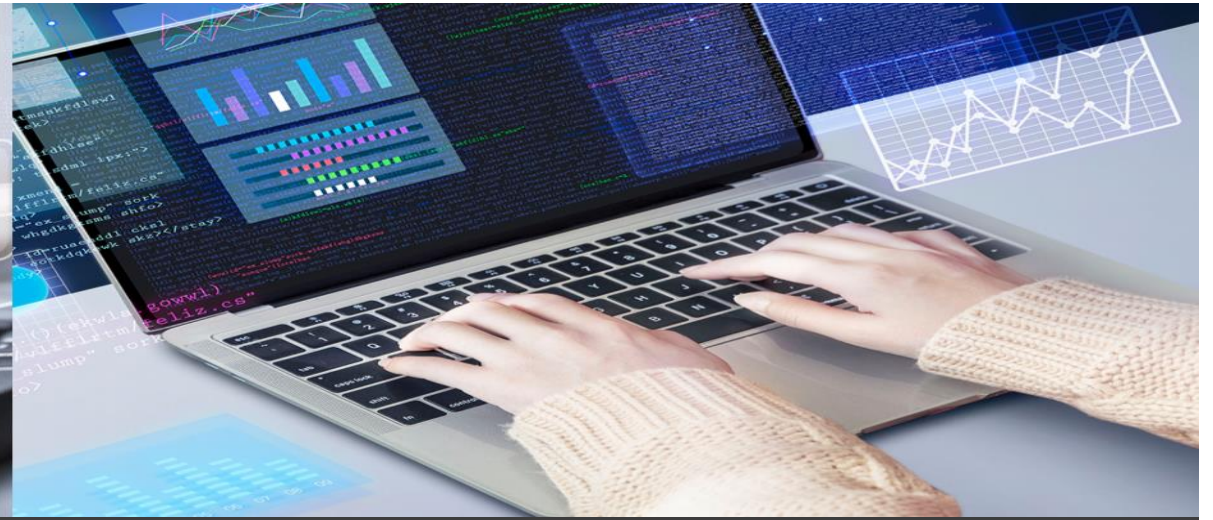
Development of AI Administrative Support Service

Examples of Improving Civil Affairs Using AI



Category	Existing	Improvement
Identification of the contents of the complaint	<ul style="list-style-type: none">If the complaint is long, it will take time to accurately grasp the gist of the complaint.	<ul style="list-style-type: none">AI quickly summarizes the gist of the complaint and quickly understands the content of the complaint accordingly.
Information retrieval	<ul style="list-style-type: none">Search mainly for laws, guidelines, and business manuals	<ul style="list-style-type: none">AI comprehensively searches for data including not only laws and guidelines, but also related information such as similar cases and precedents.
Writing a response	<ul style="list-style-type: none">Based on the work knowledge of the person in charge and the search results, a response is written with a focus on facts.	<ul style="list-style-type: none">Refer to the information provided by AI to write a detailed response such as the rationale and background behind the response, and the history of the policy.

Expected Effects



Civil servants

Increase productivity and empowerment by eliminating unnecessary administrative burdens

Citizens

Prompt and accurate access to high-quality administrative services

Examples of Improvements to Public Services



Finance



Personalized financial product recommendation, tax processing support



Legal



Search for precedents, automatic creation of complaints and judgments



Welfare & Medical



Proactive provision of welfare services needed by individuals, customized medical services based on medical records and diagnosis



Education & Employment



Customized training programs, job recommendation using job listings



Traffic



Minimize traffic congestion by anticipating traffic flow



Disaster Response



Building a disaster prediction and response system using AI to strengthen public safety



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Ministry of the Interior and Safety

Thank you

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