



Implementation Plan for Digital Inclusion

2022.8.8.

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CONTENTS

- 01 Background
 - 02 Status and Environmental Changes
 - 03 Policy direction of Digital Inclusion
 - 04 Vision and Implementation Tasks
 - 05 Progress and Outcome
- 

1 Background

Positive and negative impact with the spread of new digital technology **in the era of the 4th industrial revolution**

Positive Create new industries, improve people's quality of life

Negative Digital divide, changes in employment landscape, social conflicts

Non-use of digital causes not only inconvenience but also issues of exclusion across the society

Digital divide in various areas such as economy and safety

Concerns into reality with the spread of COVID-19 (online class, mask supply, working from home)

Need new policies for closing the digital divide & using digital technology for inclusive growth

'Reducing digital information gap + utilization of digital for inclusive growth' policy

2 Status and Environmental Changes

Status of use

Ranked No. 1 in internet access within a household (OECD, 2017) capacity among vulnerable group (72.7% compared to general public, 2020)

More jobs that require digital knowledge are expected in the future but there are many people who find it difficult to adapt to intelligent knowledge society. (27.4%)

Upgraded level of digital capability required by the society

Capability

Environment

Accelerated digital transformation led by unmanned and non-face-to-face approach

Increase in online shopping transaction volume (25%, 2021)

Develop service for the socially vulnerable groups (sign language translation robot, senior care service, etc.)

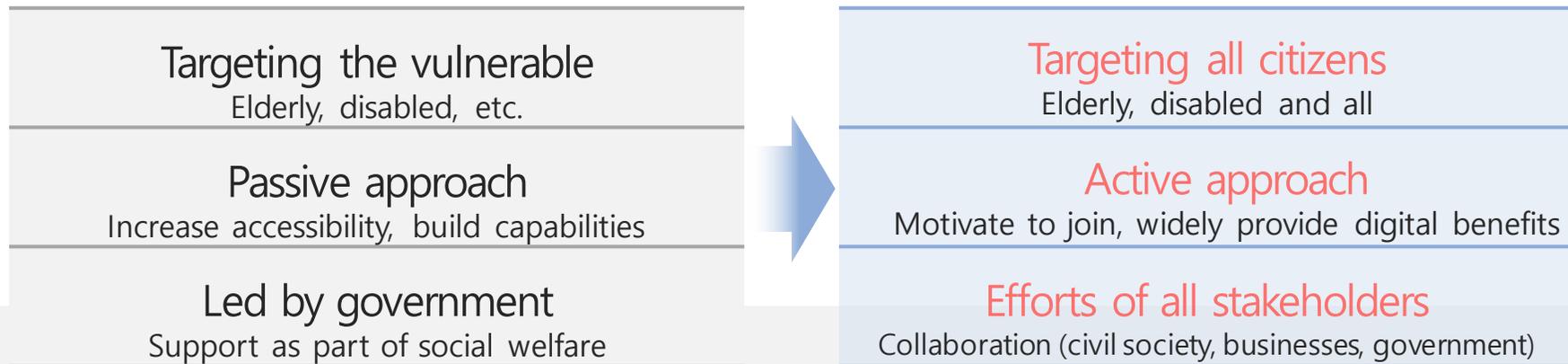
Continuous effort to solve social problems and improve quality of life through digital

Use of technology



3 Policy Direction of Digital Inclusion

- The digital inclusion policy encourages all citizens to be motivated to join and actively seek for benefits from the digital society
- The policy target is all groups of people who lack capabilities or motivations for digital technology



Definition of digital inclusion

Social efforts to make all people enjoy the benefits of digital technology by making all people participate in the digital world without discrimination or exclusion.

4 Vision and Implementation Tasks

Vision

“Make a digitally inclusive nation for all”

Task 1 Make sure that all people have comprehensive digital capabilities.

Task 2 Help vulnerable groups to easily use digital technologies and services

Task 3 Promote wide use of inclusive digital technologies and support vulnerable groups' social engagement and employment

Task 4 Build public-private partnership and promote community problem-solving led by voluntary participation of citizens

Make sure that all people have comprehensive digital capabilities.

- 01 Establish **digital education system** easily accessible by anyone
 - Operate “digital learning center” near my house, (2020~) 1,000 centers across the nation
 - Diagnose individual capability level by developing “digital capability level” (2021, pilot) and provide customized digital capability training platform (2022~)
 - Provide integrated information on online and offline training in the public and private sectors.
- 02 Make sure that the public is equipped with **SW and AI capabilities**
 - Expand SW/AI learning opportunities within regular curriculum of elementary, middle and high schools.
 - Provide online and offline life-long learning course on AI for adults (introduction of credit bank system)
- 03 **Make a clean cyberworld** by providing training to prevent the negative impact of digital
 - Expand 1-person media etiquette, internet ethics, prevention of cyber violence education expanded(2020~)

Help vulnerable groups to **easily use digital technologies and services**

01

Improve the **convenience** of using broadcasting and communications for fishing villages, the elderly, and the disabled.

- Establish public Wi-Fi at agricultural and fishing villages and establish high speed internet across the nation (2020~)
- Support for communications service cost to support non-face-to-face activities (2020)

02

Improve the **access to digital devices and services** to the vulnerable groups

- Improve the institution to guarantee the accessibility to kiosk by the disabled and the elderly, develop standard HW/SW for kiosk (2021~)
- Consult for institutions with lack of compliance and provide technical support based on survey on access to information (2020~)

03

Support **remote learning for students** from low-income families

- Rent smart devices and support internet and data charge for students from low-income families
- Online mentoring for customized curriculum and individual learning for vulnerable group students

Promote wide use of inclusive digital technologies and support vulnerable groups' social engagement and employment

01

Expand inclusive digital technologies and service for the vulnerable group

- Identify and spread intelligent information service to resolve issues of the vulnerable groups (2019~2021)
 - Develop intelligent kiosk, digital braille reading support for the visually impaired students
- Support the development and distribution of assistive information and communications devices for the disabled (2020~)
 - Spread the scale of device support by disability type (3,200 units to 4,000 units)

02

Support social enterprises and lay the foundation for inclusive job creation

- Establish dataset to be utilized for inclusive digital service development (2020~)
 - Korean dialogue, voice and sign language data for dilates and dysphonia
- Support digital-based social enterprises
 - ICT R&D voucher, additional points for R&D recruitment, reduce license fee, etc.
- Training for the vulnerable groups that can lead to jobs (2021~) and refresher training for the elderly Equipped with ICT expertise (2020~)

Build public-private partnership and promote community problem-solving led by voluntary participation of citizens

01

Establish public – private cooperative system and support digital inclusion Activities of enterprises.

- Operation of digital inclusion coalition with the participation of civil society, companies and groups (Second half of 2020~)
* Digital inclusion policy council, capability council, accessibility council included
- Support sustainable digital CSR activities of the private sector (award, digital inclusion company alliance, support for venue, etc.)

02

Lay the foundation for resolving social issues led by the public

- Establish regional digital social innovation support centers (3 centers in 2020 to 6 centers in 2022)
– Provide digital equipment and place for workshop, operate programs to nurture social innovative leaders (2021~)

03

Enact the Digital Inclusion Act for Sustainable digital inclusive society

- Promote the digital inclusion act establishment of digital inclusion laws (2020~) and identify institutional factors to prevent discrimination and exclusion related to digital.

5 Progress and Outcome – Digital Competency Center

Overview

- It provides all citizens with comprehensive digital capacity-building education
- The curriculum of Digital Competency Center

Basic digital skills

Practical use in daily lives

Intensive digital education



< Digital Competency Center >



< Visiting Education >



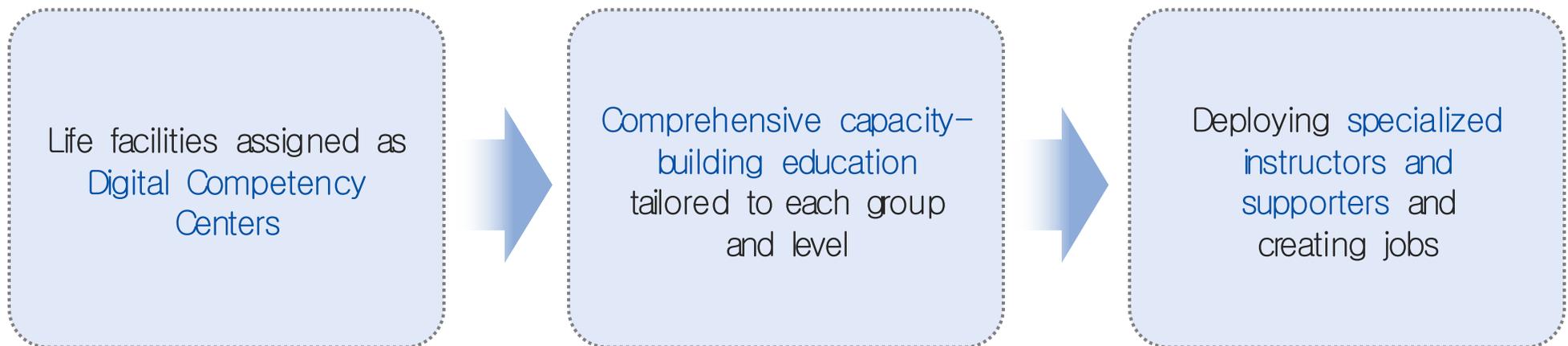
< Digital Instructors and Trainees >

5 Progress and Outcome – Digital Competency Center

■ Operation

- Digital Competency Centers consist of ‘Digital Competency Centers’ and ‘Digital experience halls’
- Operation of specialized instructors and supporters for digital education
- Platform for Digital Competency Centers provides Assess capability levels, Provides educational contents Recommends Competency Centers

< Operating System of ‘Digital Competency Center’ >

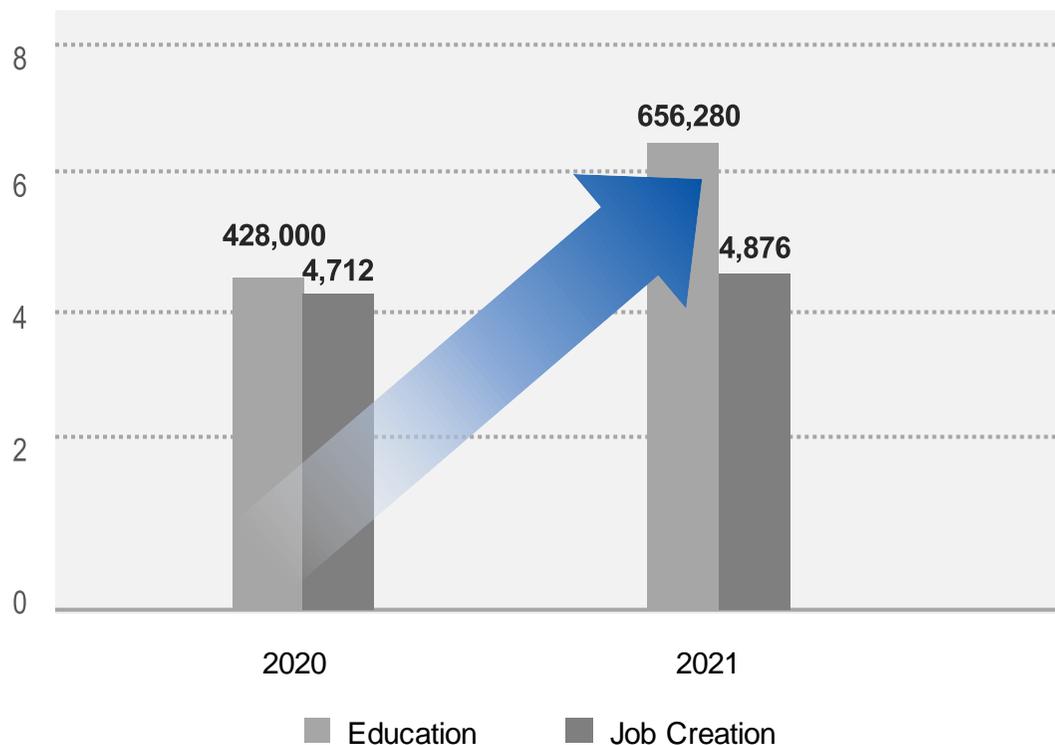


5 Progress and Outcome - Digital Competency Center

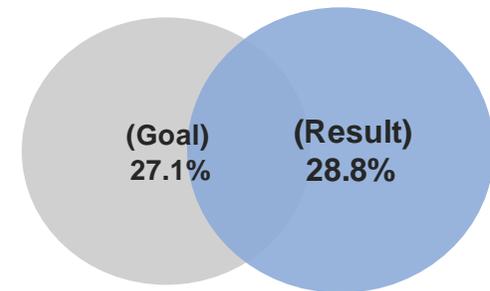
Performance

- The total number of people who completed the education reached 1 million
- Their digital capability level improved by 28.8% and 93.8% of them are satisfied with the education
- Centers recruit local talents as digital instructors and supporters, creating more than 4,000 local jobs each year

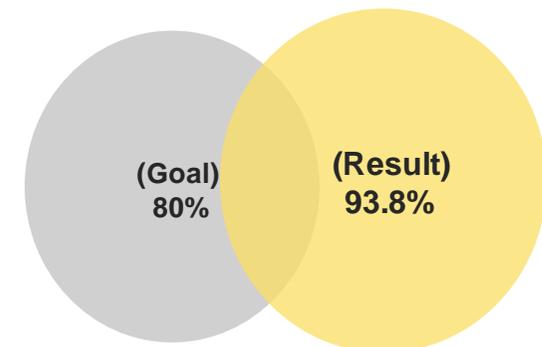
< No. of People Completing Course in Digital Competency Centers >



< Digital Capacity Improvement >



< Student Satisfaction >



5

Progress and Outcome – ICT Education for Vulnerable

ICT Education for the Vulnerable

- Providing ICT education for daily life application for the disabled and the elderly
- Customized curriculum and **one-on-one education**, ICT devices as well as installing software or solving technical errors



< Competency Center for Elderly >



< Activities in form of peer education >



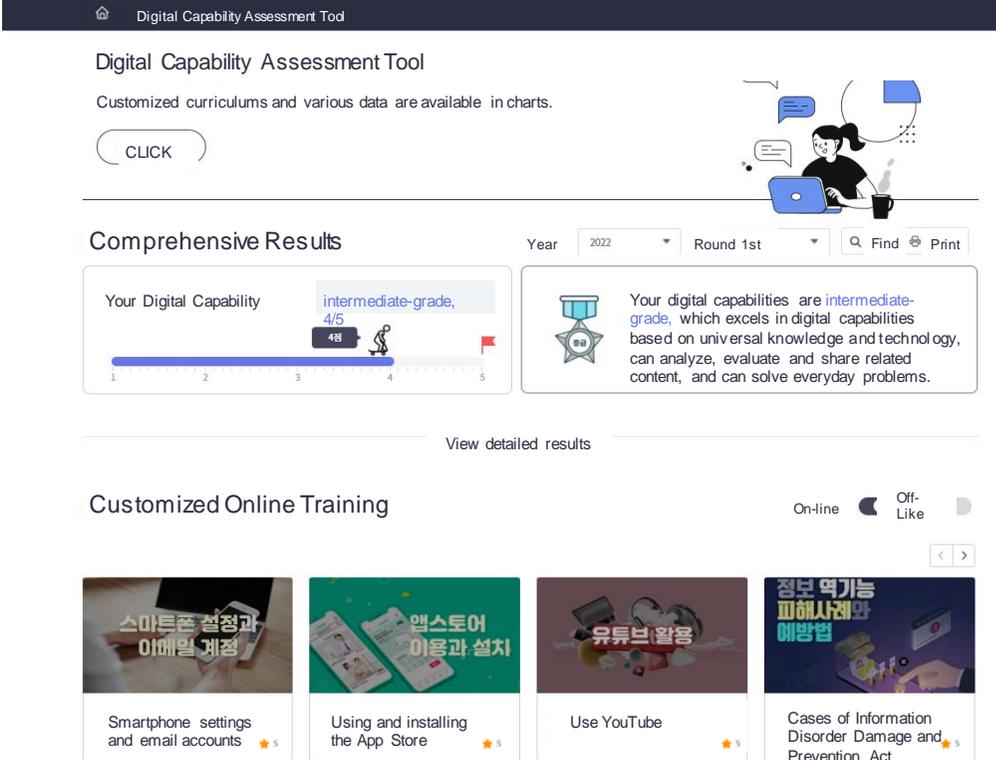
< One-on-one education >

5 Progress and Outcome - Digital Capability Assessment Tool

Digital Capability Assessment Tool

- Developed a measurement tool to assess digital capability level
- It consist of 225 questions in total, under 9 specific categories and assessment results are categorized from Level 1 to Level 5
- The data will be a **guide for curriculum** recommendation

< Digital Capability Assessment Tool Screen >



The screenshot displays the user interface of the Digital Capability Assessment Tool. At the top, there is a navigation bar with a home icon and the text "Digital Capability Assessment Tool". Below this, the title "Digital Capability Assessment Tool" is followed by a subtitle: "Customized curriculums and various data are available in charts." A "CLICK" button is visible. To the right, there is an illustration of a person using a laptop with speech bubbles. The main section is titled "Comprehensive Results" and includes filters for "Year" (2022) and "Round" (1st), along with search and print icons. The results show "Your Digital Capability" as "intermediate-grade, 4/5" with a progress bar from 1 to 5. A detailed description states: "Your digital capabilities are intermediate-grade, which excels in digital capabilities based on universal knowledge and technology, can analyze, evaluate and share related content, and can solve everyday problems." Below this is a "View detailed results" link. The "Customized Online Training" section has a toggle for "On-line" (selected) and "Off-Like". It features four training modules: "Smartphone settings and email accounts", "Using and installing the App Store", "Use YouTube", and "Cases of Information Disorder Damage and Prevention Act".

5 Progress and Outcome – Digital Capability Assessment Tool

Developing Contents for Digital Capacity

- Developed a total of 70 contents for different levels (basic, practical, and intensive use)
- Provided foreign language subtitles (English, Japanese, Chinese and Vietnamese) for students from **multi-cultural families**

< Examples of Educational Contents >

Level	Capability	Contents
Basic	Use	Smartphone settings and email accounts, etc..
	Literacy	Copyright management for creators, etc...
Practical	Use	How to use online banking, public service, etc..
	Use	Experiencing metaverse, etc..
Intensive	Use	Experiencing AI programs, etc..
	Participation	Coding in everyday life, etc..

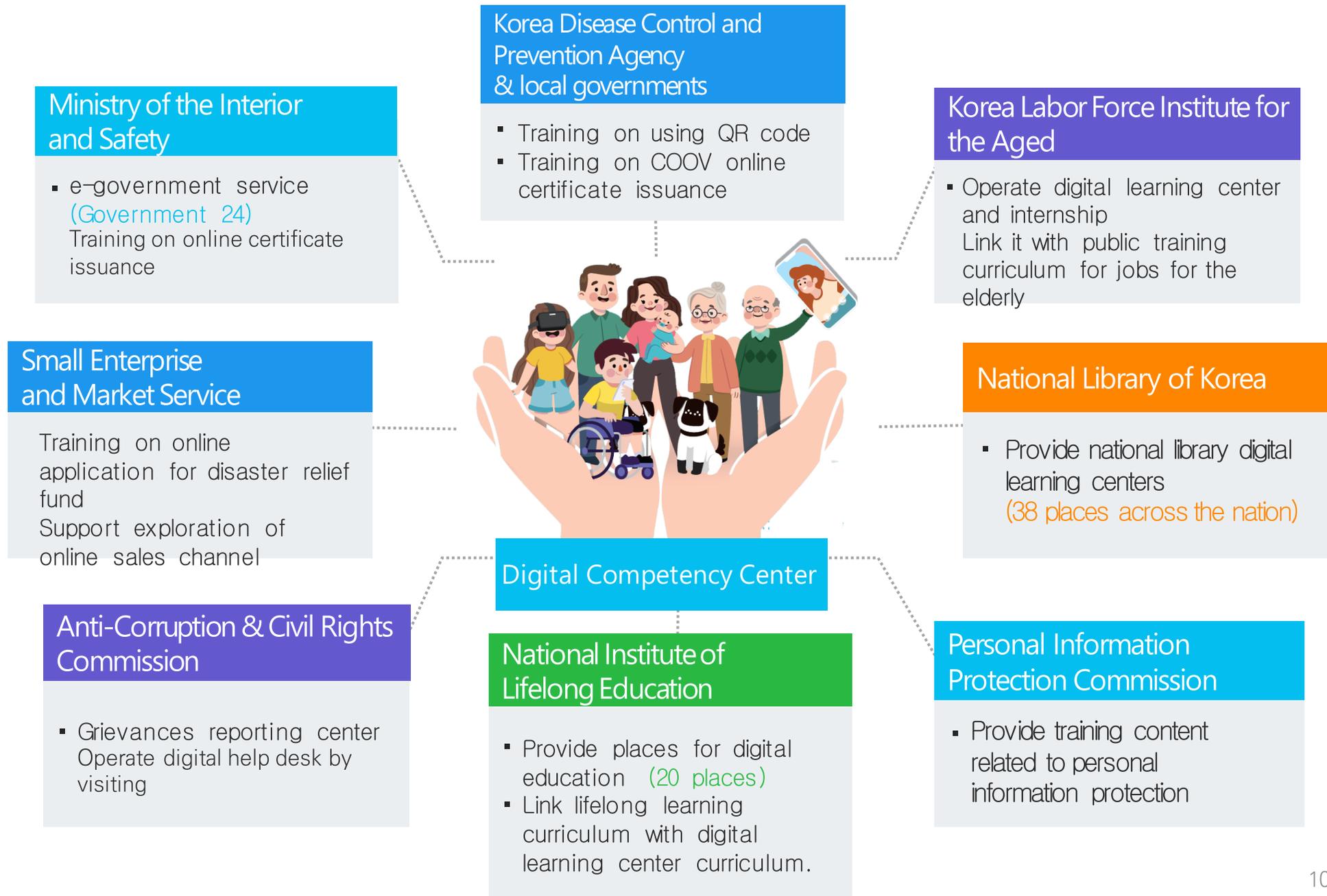
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< How Contents Are Provided >

The interface shows a navigation menu with tabs for 'Video', 'Textbook', 'Multiculturalism', and 'Web GL'. The 'Video' tab is active, showing a search bar with the text 'a contest work'. Below the search bar, there are four video thumbnails with corresponding titles:

1. Smartphone settings and email accounts
2. How to use Appstore and install apps
3. Online communication
4. How to use YouTube

Cooperation for Digital Competency center



5 Progress and Outcome – Ensure Kiosk accessibility

Improve institution and conduct research to guarantee accessibility

- Implement priority purchase system for intelligent information product to guarantee accessibility (kiosk) (June, 2021)
- Revised technical standards for kiosk accessibility (2021) and implement status survey on kiosk accessibility(kiosk accessibility level 59.8('19) → 64.5('20) → 66.7('21))



〈 Guideline on accessibility to unmanned information terminal〉



〈Survey on web accessibility〉



〈 Survey on mobile application accessibility〉



〈 Survey on kiosk information accessibility〉

5 Progress and Outcome – Digital inclusion technology/service spread

Develop and distribute assistive information and communications devices for the disabled

- Develop technologies for convenient use of information based on needs of the disabled (4 tasks for each year)



〈 Braille pad for the visually impaired 〉



〈 Mobile kiosk for the visually impaired 〉



〈 Lip mouse for people with intellectual disability 〉



〈 Composite recognition digital doorlock 〉

- Distributed information and communication assistive devices by disability type (3,200 units in 2021) and leased the devices (700 units in 2021)

Identify and spread intelligent information service to resolve social issues (12 issues, 2019~2021)

- Text/video conversion guidance service for the hearing impaired, cognitive learning service for those with developmental disabilities based on AI, service to take care of the elderly with dementia, children education service based on sign language, and reading support for the visually impaired.

5 Progress and Outcome – Creating Digital Inclusion Foundation

Establish legal institutions for digital inclusive society (proposed at the national assembly, Jan. 2021)

- Establish legal justice for digital vulnerable groups
- Install “Digital Inclusion Committee” under the Prime Minister to implement government-side digital inclusion policy and lay the foundation for the establishment of basic and implementation plan.
- Identify institutional factors to prevent discrimination and exclusion related to digital.

Lay the foundation for digital inclusion such as operation of digital inclusion forum with the participation of industry, academia and research institute.

- Forum to provide policy advice on digital inclusion and identify new tasks (5 sub-committees, 85 experts from industry, academia and research institute)



5 Progress and Outcome – Digital Inclusion Act

■ Enactment of the ‘Digital Inclusion Act’ Underway

- We are working to lay the legal groundwork for continuous and systematic digital inclusion policies(Proposed in Jan 2021, currently pending in Standing Committee)

General provisions

Definitions of digital inclusion and digital capabilities;
Ensuring access to information; Responsibility of cultivating digital capabilities

Framework for digital inclusion policy implementation

Development of digital inclusion master plan and action plans;
Establishment of the Digital Inclusion Committee

Cultivating digital capabilities

Duties of making policies for digital capacity-building education; Development and distribution of standard learning materials; Assessment of digital capability levels

Ensuring AI service environment

Ensuring the digitally vulnerable people’s access to AI services and products

Promoting inclusive use of AI technology

Laying legal groundwork for supporting digital inclusion technologies and services;
Encouraging social enterprises’ participation in digital inclusion projects



Thank you