

Submission

Applicant Name: South Korea Team
Normalized Scores 85.4

JUDGING CRITERION # 1: CREDIBILITY OF PARTNERSHIPS (0-5)

Did the applicant provide sufficient evidence of partnering with other non-government organizations in either nominating, validating and/or jointly implementing the initiative?

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Shows no consultation in nominating an initiative; may have been jointly implemented but shows very weak validation of claims</i>	<i>Some effort in consulting with other partners in nominating an initiative; initiative was not jointly implemented but provided minimal validation of claims</i>	<i>Provided sufficient evidence of consulting with other partners to nominate an initiative, was jointly implemented and presented somewhat convincing validation of claims.</i>	<i>Demonstrated compelling mechanisms for consulting others in nominating an initiative; was not jointly implemented but shows convincing validation of claims</i>	<i>Shows strong evidence of consulting others in nominating an initiative; jointly implemented with a partner agency and strong validation of claims</i>

4.9 / 5

Judge Name: Don Don Parafina
Score: 4.9
Comment: Partners from the consumer group and mobile internet business association were clearly identified and they showed appreciation of the initiative. The former described how consumers directly used the application and the latter was involved in its evaluation.

3 / 5

Judge Name: Haidy Ear-Dupuy
Score: 3.0
Comment: Some partnering with community/users via their online feedback. But no CSO group identified as it is a government initiative.

4.6 / 5

Judge Name: Milena Nedeva
Score: 4.6
Comment: A nomination consultation process took place. There is however no information on the exact procedure, the number of stakeholders involved and the number of nominations received as well as on the actual selection process.

3.5 / 5

Judge Name: Ritva Reinikka
Score: 3.5
Comment: While the application does not describe a very participatory nomination process, the initiative comes across highly participatory in its implementation, including government, the private sector, consumer groups, health care groups and private citizens. Using senior citizens as test users is a smart move as they are usually the least familiar with "techie" solutions -- and are likely to need health services the most. Voice activation features are specifically meant for them. The validation letters come across strong.

2.1 / 5

Judge Name: Maxine Tanya Hamada
Score: 2.1
Comment: It is unfortunate that the initiative was not jointly nominated. The partnerships are there and clearly articulated in the submission.

JUDGING CRITERION # 2: STRENGTH AND INNOVATION IN OPEN GOVERNMENT APPROACHES (0-5)

Does the initiative make a compelling case of using open government approaches [e.g. increasing access to information, civic participation, public accountability and/or technology for transparency] to improve public service delivery?

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Exhibits a centralized, top-down approach to improving public services rather than public-facing approach; Target population largely have a passive role</i>	<i>Somewhat articulates the importance of using open government approaches but these are sporadic, not well-thought out; Needs of the target population is unclear</i>	<i>Makes a convincing case of the need to use open government approaches and addresses a need of the target population for improved public services</i>	<i>Establishes strong rationale for using open government approaches which are somewhat innovative; targets a large number of the population and clearly identifies a need</i>	<i>Employs innovative open government approaches given the country context; targets an ambitious number of the population and is responding to a real need or demand</i>

5 / 5

Judge Name: Don Don Parafina
Score: 5.0
Comment: It's a perfect example of appropriate and optimal use of mobile phone app to enhance transparency and effectiveness in public service.

4.1 / 5

Judge Name: Haidy Ear-Dupuy
Score: 4.1
Comment: The feedback mechanism from the users are important component that is innovative in this project. Additionally, the government has demonstrated a responsiveness to the users as the program is always seeking to improve and increase its usability.

4.7 / 5

Judge Name: Milena Nedeva
Score: 4.7
Comment: The initiative is highly innovative and fits perfectly the country context. It provides a practical technological response to a clearly identified need by translating open government data into an easy-to-use service.

3.6 / 5

Judge Name: Ritva Reinikka
Score: 3.6
Comment: The initiative has public access to health information as its core, in an easy way and real time. While the application was not very explicit on the two-way nature of this health information mobile app, this is what the mobile business representative emphasized in the endorsements. Another strong feature of the initiative is technology for transparency and public service. A need was clearly identified in the application.

4.9 / 5

Judge Name: Maxine Tanya Hamada
Score: 4.9
Comment: Access to health information to empower citizen access and choice is clearly presented and demonstrated by the initiative. The challenge of simplifying a vast database of information so that an ordinary citizen can know the services nearby and the cost comparison is addressed by the model.

JUDGING CRITERION # 3: EVIDENCE OF RESULTS (0-5)

Is there any evidence of the initiative achieving the four initiative outcomes listed in the application and/or concrete improvements in public services or access to services?

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Shows little evidence of achieving any of the outcomes or of an improvement in public services; target population has barely been reached</i>	<i>Shows some signs of achieving outcomes but the evidence is unconvincing; change in public service is incremental and has reached some of the target population</i>	<i>Demonstrates achieving one or more of the outcomes, but it is unclear whether the quality of the public service or access to the service has improved</i>	<i>Uses clear indicators to prove that one or more of the outcomes were achieved; initiative has widened access or improved the quality of a public service for more than half of the target population</i>	<i>Achieved two or more of the outcomes to ultimately expand access or improve service quality for a majority of the target population; set new standards for the relationship between government and citizens</i>

4.8 / 5

Judge Name: Don Don Parafina
Score: 4.8
Comment: Outcomes were documented with sufficient inputs from the users' side.

4 / 5

Judge Name: Haidy Ear-Dupuy
Score: 4.0
Comment: The support of results would have been stronger if there were some input from the users. The 2 letters provided are from partner organizations. Video inclusion provided instruction. Need user feedback to strengthen result reporting.

4.5 / 5

Judge Name: Milena Nedeva
Score: 4.5
Comment: The initiative clearly results in a better service for a larger number of people and promotes a new type of interaction between government and the users of government services which is fast, data-based and constantly improving.

4.1 / 5

Judge Name: Ritva Reinikka
Score: 4.1
Comment: The app is impressive. The application reports client satisfaction surveys results which indicate high satisfaction with the information provided. 67% of those interviewed used the app to check hospital fees before choosing a facility. This indicated strong credibility of the app as it was initially fraud by medical profession that got the initiative going. There is no outcome evidence though about, say, lower health spending, or health related indicators.

4.4 / 5

Judge Name: Maxine Tanya Hamada
Score: 4.4
Comment: The initiative addresses the indicators of access, feedback and response. It would be good to know in the coming months or years if the level of utilization of medical services has been improved, if service providers have levelled the costs of their services according to demand and if the ability to choose has actually demonstrated a change in medical service delivery.

JUDGING CRITERION # 4: SUSTAINABILITY (0-5)

Does the applicant make a compelling case that the initiative will be institutionalized or scaled-up over time?

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Demonstrates few plans in moving the initiative beyond the pilot stage; does not address any potential threats or challenges to the initiative</i>	<i>Shows some commitment to institutionalizing the initiative; but presents unrealistic ways of managing challenges faced by the initiative</i>	<i>Lists activities to institutionalize the initiative; but only somewhat addresses how challenges will be addressed</i>	<i>Outlines a clear path to either institutionalize or scale-up the initiative; makes a good case on how potential challenges will be addressed</i>	<i>Presents a durable model that can be institutionalized and/or scaled-up; makes a compelling case for how challenges will be managed</i>

5 / 5

Judge Name: Don Don Parafina
Score: 5.0
Comment: HIRA as proponent of the initiative appears to be in the best position to sustain the initiative, providing institutional and technical support, bureaucratic command, and financing. It's also engaging the target public leading to broader acceptability and ownership of the mobile application.

4.4 / 5

Judge Name: Haidy Ear-Dupuy
Score: 4.4
Comment: Excellent sustainability as it is a government led and citizen's request and feedback mechanism.

4.7 / 5

Judge Name: Milena Nedeva
Score: 4.7
Comment: Special attention is paid to involving regional and municipal authorities and a variety of other stakeholders in order to address the challenges and risks identified and establish a durable mechanism for health service provision.

4.3 / 5

Judge Name: Ritva Reinikka
Score: 4.3
Comment: The application provides a solid analysis of challenges and convincing mitigation strategy.

4.8 / 5

Judge Name: Maxine Tanya Hamada
Score: 4.8
Comment: The particular attention to the challenges of making the technology even more inclusive with speech assisted interface is a good example of addressing the challenges of access. The sustainability of this innovation may also depend on the ability of this engagement to show a change in actual service delivery quality and quantity

JUDGING CRITERION # 5: SPECIAL RECOGNITION (0-5)

Does this open government initiative demonstrate that it successfully improved service delivery access and/or outcomes for a vulnerable population (e.g. poor, elderly, minorities, women), thereby promoting more inclusive development? *Please note that this criterion will not be used in the overall score.

0 - 1	1 - 2	2 - 3	3 - 4	4 - 5
<i>Select this range for No</i>	<i>Do Not Select</i>	<i>Do Not Select</i>	<i>Do Not Select</i>	<i>Select this range for Yes</i>

5 / 5

Judge Name: Don Don Parafina
Score: 5.0
Comment: The initiative has mentioned users from vulnerable population, especially the elderly, but there was no mention a group of people with low or no access to mobile could also be serviced by the application.

5 / 5

Judge Name: Haidy Ear-Dupuy
Score: 5.0
Comment: The project addressed the need of the elderly and supported by university students. It has inclusion of both the young and the old. A discussion of internet penetration and smart phone apps use would have helped to strengthen the argument for using digital approach to addressing people's medical needs.

5 / 5

Judge Name: Milena Nedeva
Score: 5.0
Comment: Special efforts are made as part of the initiative to involve disabled and elderly people in service development and to encourage them to use the service.

5 / 5

Judge Name: Ritva Reinikka
Score: 5.0
Comment: The use of senior citizens as testers and providing e.g., voice activation them in mind qualifies this initiative for promoting inclusive development as defined above.

5 / 5

Judge Name: Maxine Tanya Hamada
Score: 5.0
Comment: The initiative has a focus on senior citizens access to the nearest and most cost-efficient services. Given challenges of mobility and other impairments, this would be a very useful tool for them