Process management for effective disposition of state land in Korea

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Background

Background
- Increasing work amount
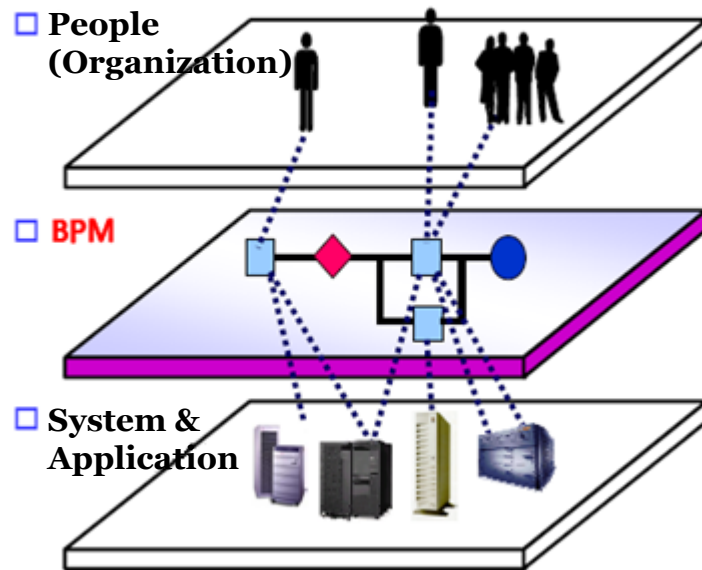- Demanding simple, clear and standard business system

Propose
- Positive management of state land
- Fast work process
- Construct management system to possible check real-time work process
- Improving current business process

Concept of BPM

BPM Scope

BPM is to support that view(or display) business process, act/control adequate processes between people and systems related business performing, manage a whole process efficiently.

☐ **People (Organization)**

☐ **BPM**

☐ **System & Application**

Organization & Authority management
 -General manager : managing structure, folder, authority
 -Manager : managing user group, business type

Process creation & Operation
 -Designer : design process, application
 -General user : business catalogue, business processor, process monitor

Interoperating outer systems
 -Application registration
 -Web service,
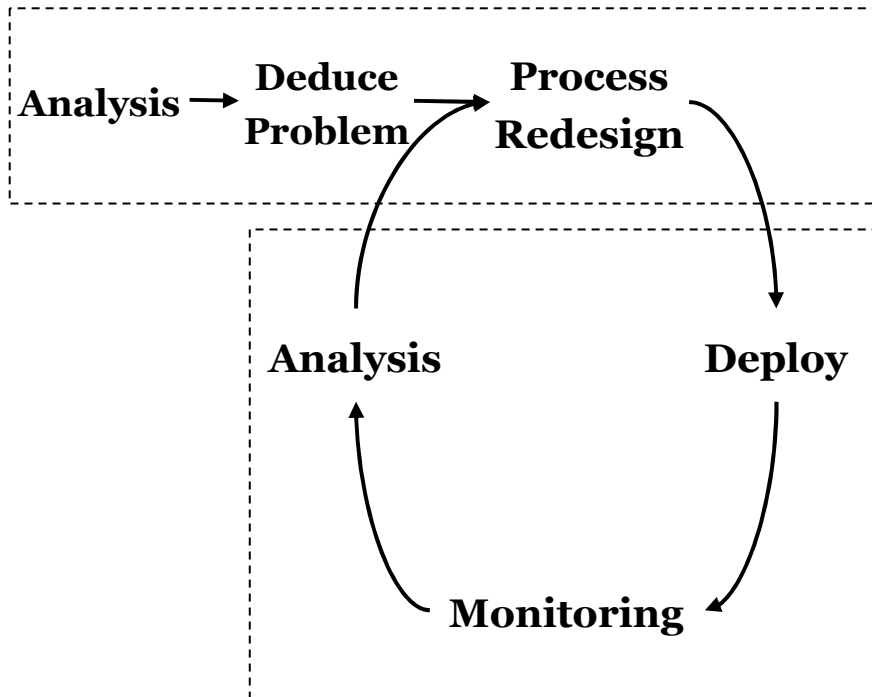 - Manage event & response

Improving business process
 - Process simulator, report

Concept of BPM

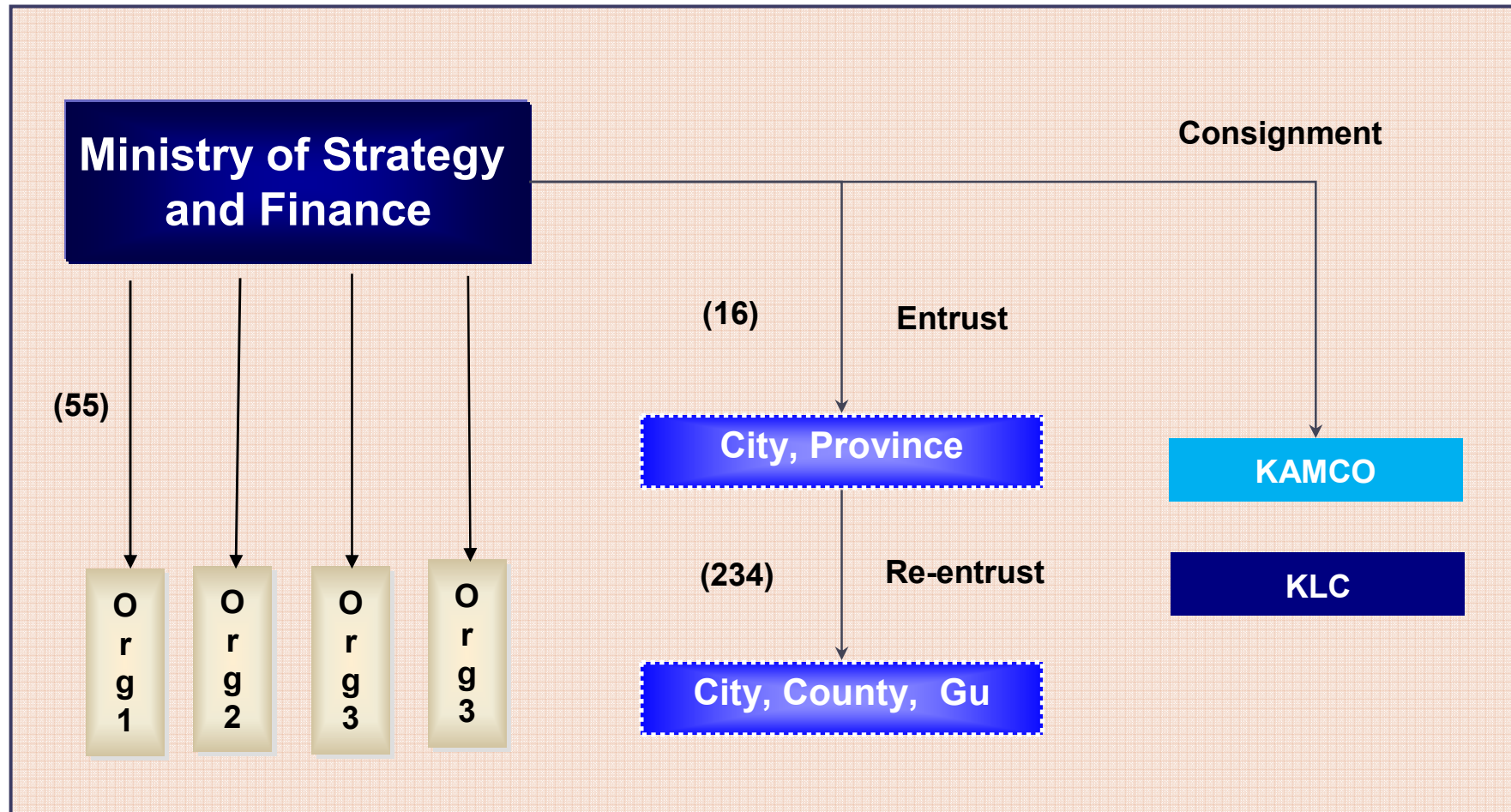**Support optimizing process of entire value chains**

It is possible to organize entire optimization through display and control cross-functional End-to-end process over work function unit and department unit

Relation between BPR and BPM

BPR Process	**Role of BPM**

BPR Process

Analysis → Deduce Problem → Process Redesign → Deploy → Monitoring → Analysis (cycle)

Role of BPM

Process Design	:	Provide Repository to store Process Modeling Tool and Modeling Process
Deploy	:	Work process must follow "To-Be Process System"
Monitoring and Analysis	:	Legacy : Need too much time for Monitoring and Analysis BPM : Easy analysis based on business process report

Organization structure of managing the state land in Korea

Ministry of Strategy and Finance

Consignment

(55)

Org 1   Org 2   Org 3   Org 3

(16)   Entrust

City, Province

(234)   Re-entrust

City, County, Gu

KAMCO

KLC

Korean Asset Management Corp (KAMCO)

- Establishment purpose
  - Carry out its task of efficiently resolving non-performing loans(NPLs)
  - Perform its traditional role of managing government-owned assets and collecting delinquent taxes for the government
- Execute public business for government
  - management and disposition of state-owned properties
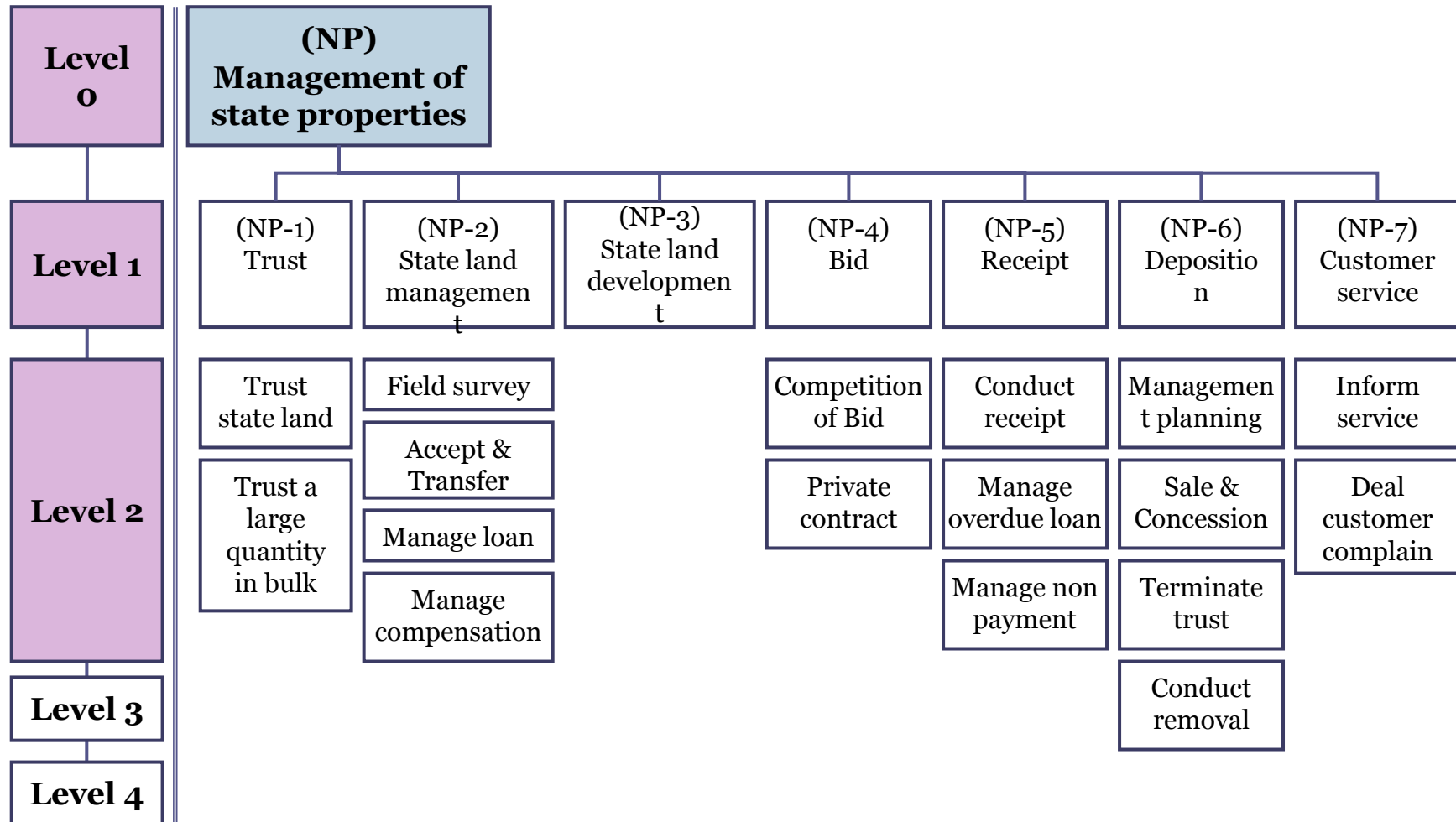 - Public auction of confiscated properties by the government for overdue payment of national and local taxes

State land management with BPM

BPR Project scope

- Design of a business process model for effective state land management
- Establishment of reform plan for state land management infrastructure

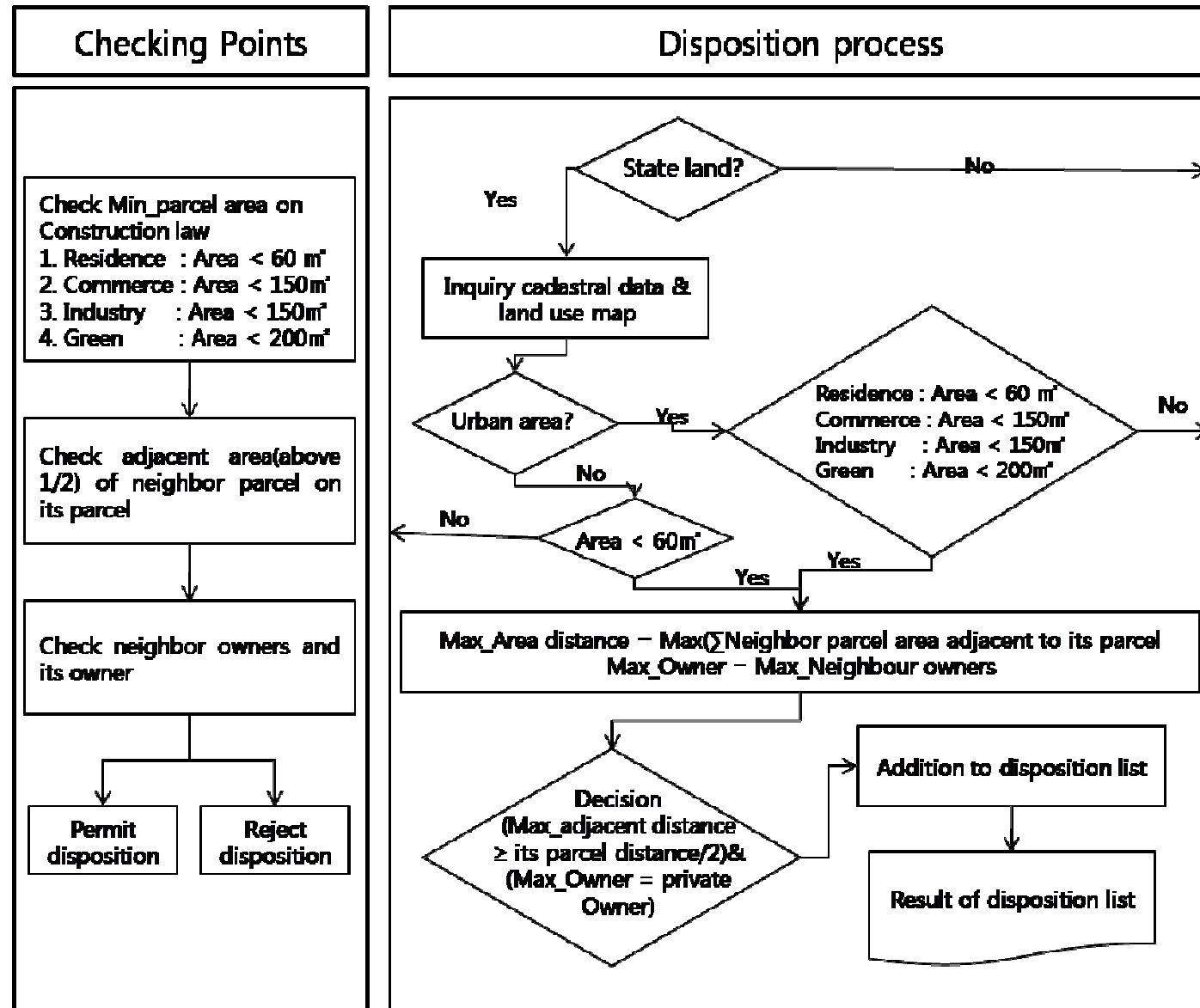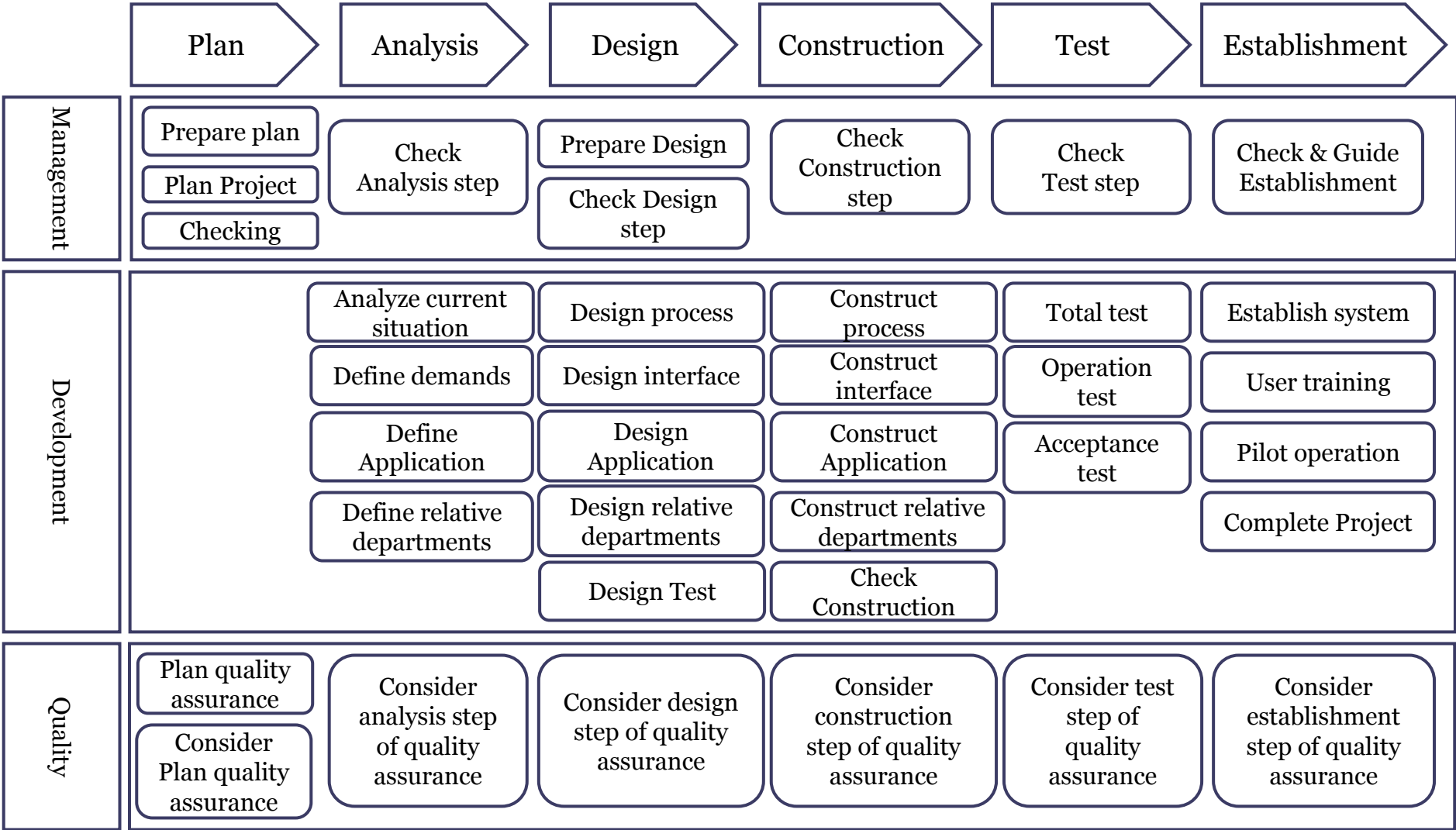| Type	Detailed information
1. Improving business process	- Analyze current business process - Find solving method each problem -Design process model per business step by step - Consider relational regulation & templates
2. Improving Management system	- Drew improving method as reforming business process - Assign business role - Consider outcome management
3. Establish reform plan of IT environment	- Consider Reform plan as IT & business improvement - Establish State land management system with BPMS

Define type of business process of state land management

	(NP) Management of state properties						
Level 0							
Level 1	(NP-1) Trust	(NP-2) State land management	(NP-3) State land development	(NP-4) Bid	(NP-5) Receipt	(NP-6) Deposition	(NP-7) Customer service
Level 2	Trust state land	Field survey		Competition of Bid	Conduct receipt	Management planning	Inform service
	Trust a large quantity in bulk	Accept & Transfer		Private contract	Manage overdue loan	Sale & Concession	Deal customer complain
		Manage loan			Manage non payment	Terminate trust	
		Manage compensation				Conduct removal	
Level 3							
Level 4							

Disposition principles of incongruent preservation

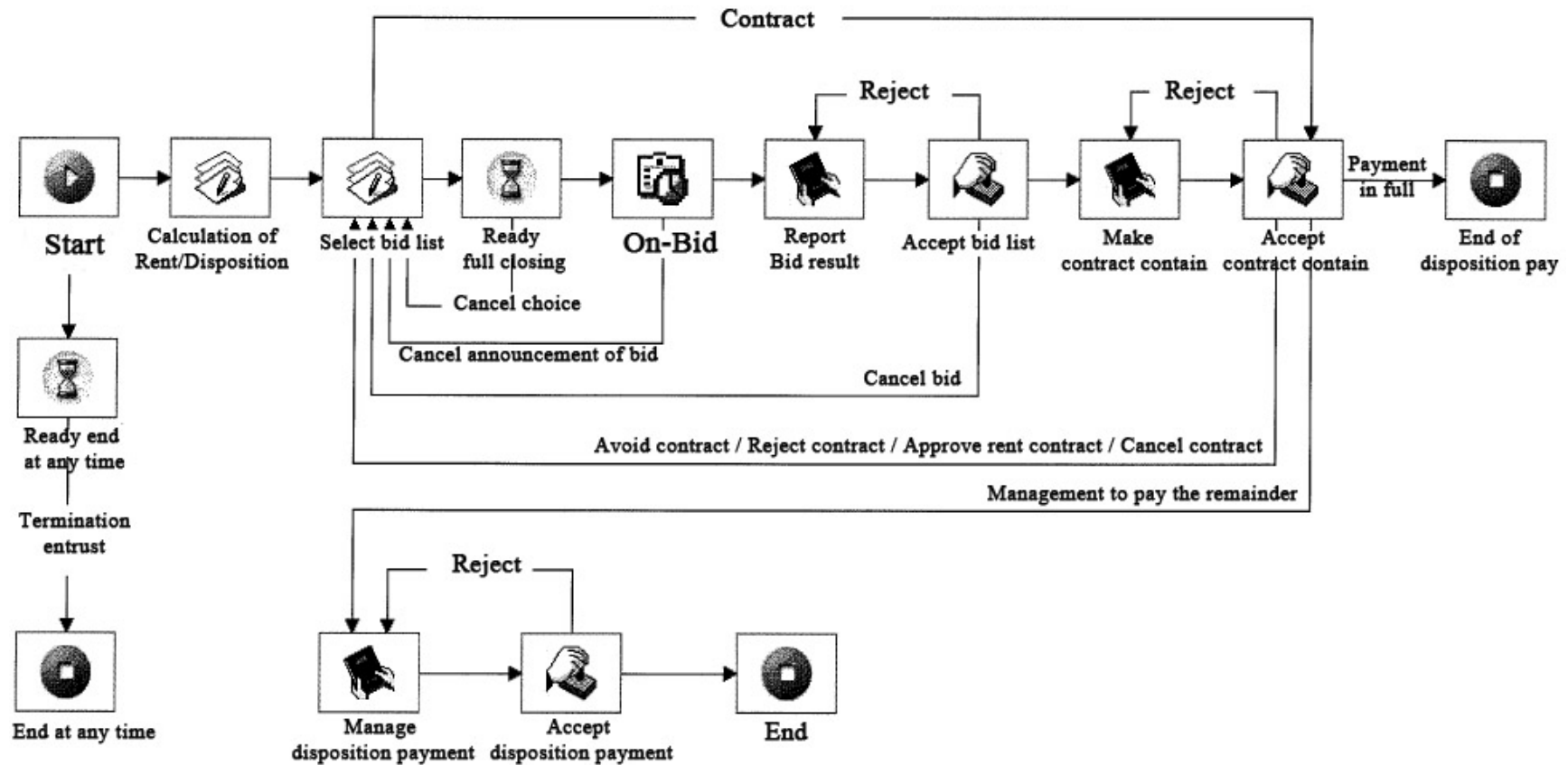|	
Principle of land area	∘Special city・Metropolitan : 300㎡ ∘Urban area: 500㎡ ∘The others: under 1,000㎡
Principle of utilized incongruence	∘Disposition of state interests to the share owner with government (Small area) ∘land parcel under 5m or closed road·closed river·closed ditch water
Principle of land price	∘ Special city・Metropolitan: under $300,000 ∘ Urban area : under $200,000 ∘The others : Inevitable merge parcel as under $100,000

Procedure to find disposition parcels using LIS

Design process of BPM

	Plan	Analysis	Design	Construction	Test	Establishment
Management	Prepare plan / Plan Project / Checking	Check Analysis step	Prepare Design / Check Design step	Check Construction step	Check Test step	Check & Guide Establishment
Development		Analyze current situation / Define demands / Define Application / Define relative departments	Design process / Design interface / Design Application / Design relative departments / Design Test	Construct process / Construct interface / Construct Application / Construct relative departments / Check Construction	Total test / Operation test / Acceptance test	Establish system / User training / Pilot operation / Complete Project
Quality	Plan quality assurance / Consider Plan quality assurance	Consider analysis step of quality assurance	Consider design step of quality assurance	Consider construction step of quality assurance	Consider test step of quality assurance	Consider establishment step of quality assurance

Disposition process on the BPM environments

Before and after business process
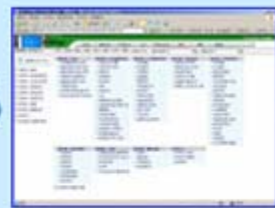
Work flow of business process

Old system

Log-in → Select AMS → Select state land management → Select appropriate menu → Business operation

○ **Select appropriate menu through analyzing work flow of individual worker**

New system

Portal log-in → Select state land management → Select my business → Business operation

○ **Automatic business process on the step by step**

The disposition samples found by LIS

Urban land

Farm land

Conclusion

Sector	Improve & expect effects
Improve business process	• Introduce improving and business process through analyzing current business process • Protect missing work
Linking with ICT	• Decrease working time using relative application system • Definite responsibility of allotment works
Strength Balanced Score Card	• Provide real-time monitoring system for current business process • Grasp each business result based statistics
Redesign DB	• Improve system performance through redesign DB for effective management of large data
Strength authority	• Auto assignment of each business • Give clear and powerful authority

Thanks for your attention!

"Use the power of modern information technology to radically redesign our business processes to achieve dramatic improvements in their performance"

Michael Hammer

Harvard Business Review, July/August 1990