



Building the foundations for a digitally competent and mature government

E-Government Conference – Human-Centric Digital Transformation of the Public Sector

Barbara-Chiara Ubaldi

Head of the Digital Government and Data Unit
Open and Innovative Government Division
Public Governance Directorate
OECD





The world is digital and requires mature digital governments





- > The digital age is driving a continuous transformation of needs and behaviors in economies and societies – the COVID-19 has made this trend more evident
- > Governments have a critical role to play to shape this transformation and the digital ecosystem towards contributing to broader societal outcomes and public interest.
- > Revitalised digital government imperative
 - Mature digital governments able to balance opportunities and risks to shape a public governance that is:
 - people-centred, fair and sustainable
 - competent to address global challenges

eGovernment

- Digitisation of analogue procedures
- Technology focus
- Government-centred services

Digital Government

- Re-engineering and redesigning services and processes
- Technology as an enabler
- User-centred services



The OECD Recommendation of the Council on Digital Government Strategies (2014)



Openness and Engagement

- 1) Openness, transparency and inclusiveness
- 2) Engagement and participation in a multi-actor context in policy making and service delivery
- 3) Creation of a data-driven culture
- 4) Protecting privacy and ensuring security

Governance and Co-ordination

- 5) Leadership and political commitment
- 6) Coherent use of digital technology across policy areas
- 7) Effective organisational and governance frameworks to coordinate
- 8) Strengthen international cooperation with other governments

Capacities to Support Implementation

- 9) Development of clear business cases
- 10) Reinforced institutional capacities
- 11) Procurement of digital technologies
- 12) Legal and regulatory framework

Digital Transformation

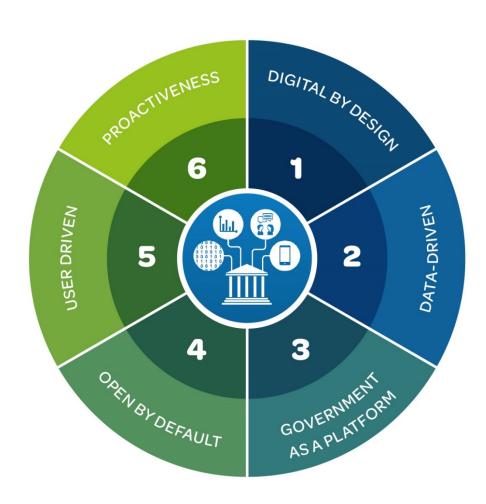
Non-member countries: Argentina, Brazil, Egypt, Kazakhstan, Morocco, Panamá, Peru, Russia

8 non-OECD countries adopted



The OECD Digital Government Policy Framework (DGPF)





© OECD Digital Government Policy Framework (2020) https://oe.cd/digitalgovframework Six dimensions to **characterise and measure** digital government competence and maturity:

Foundational

- Digital by design
- 2. Data-driven
- Government as a Platform
- 4. Open by default

Transformational

- 5. User-driven
- 6. Proactiveness

Key provisions of the draft Recommendation





Empowerment and pro-active engagement



Strategic whole-ofgovernment approach



Maximising benefits while protecting rights and promoting a culture of responsibility

Section 2. Stimulating investment in data and incentivising data access and sharing



Coherent incentives and sustainable business models and markets

Section 3. Fostering effective and responsible data access, sharing, and use across society



Improving conditions for cross-border data access and sharing



Findability, accessibility, interoperability and reusability of data across organisations



Capacity building for effective use of data



Measuring to secure the foundations for a digital government

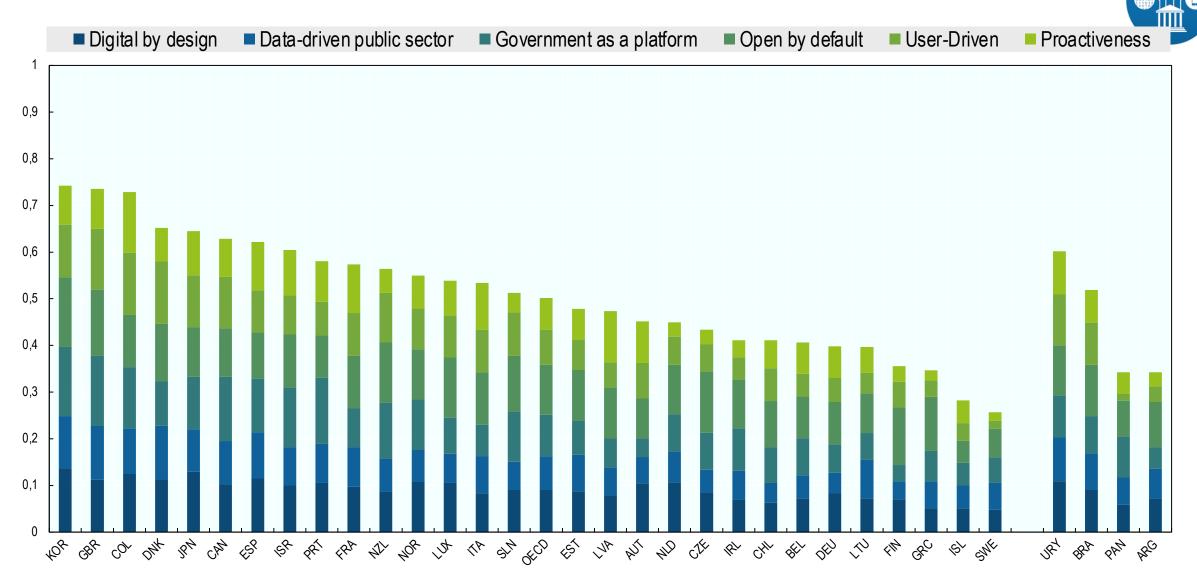








The OECD Digital Government Index (DGI) 2019

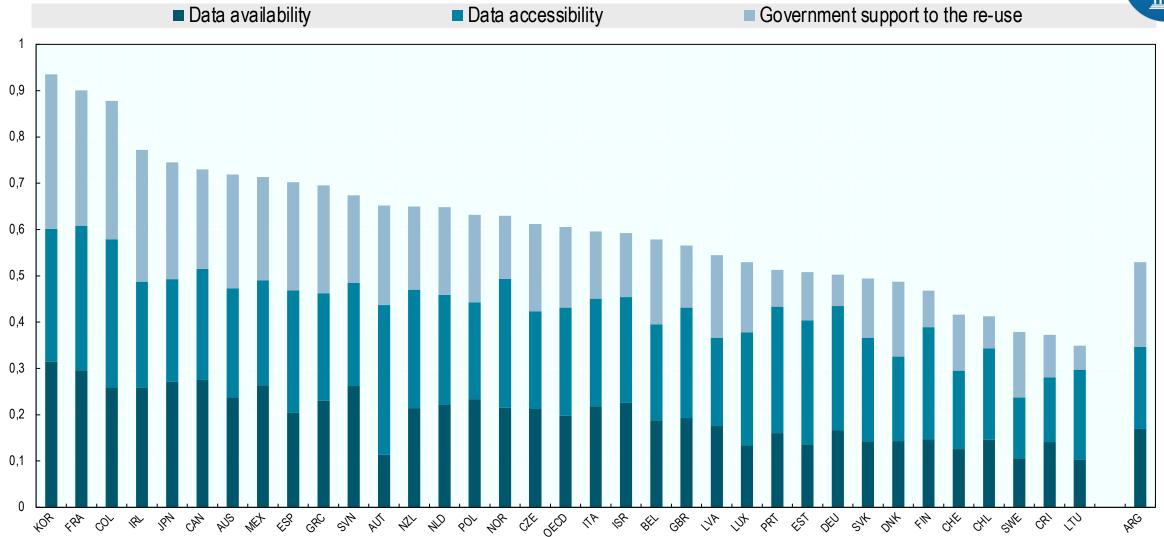


Source: OECD Digital Government Index (2020) https://oe.cd/dgi-2019 Information on data for Israel: https://oe.cd/dgi-2019



The OECD Open, Useful and Re-usable data (OURdata) Index (DGI) 2019



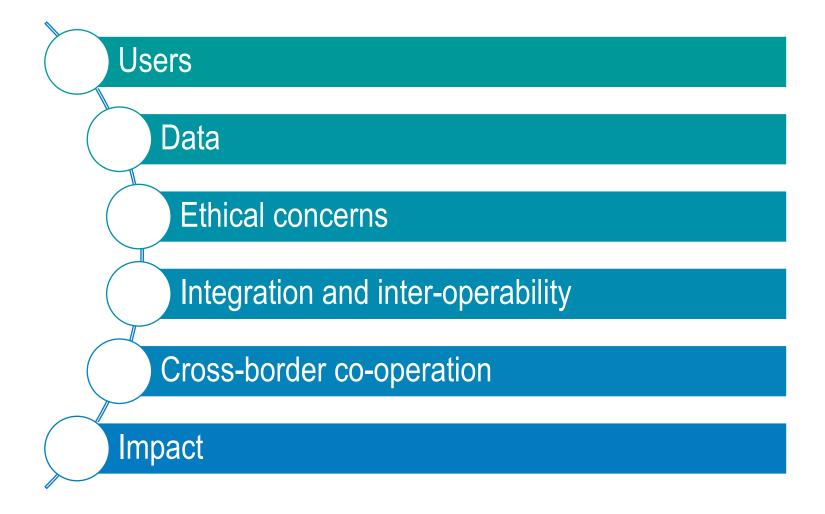


Source: OECD Open Government Data Survey 2018. Data for Costa Rica was collected from the IDB-OECD Open Government Data Survey 2018. Note: Data is not available for Hungary, Iceland, Turkey and the United States (Information on data for Israel: http://dx.doi.org/10.1787/888932315602.)



Keywords for digital government in the next years









Thank You!

Barbara-Chiara Ubaldi

barbara.ubaldi@oecd.org

http://www.oecd.org/gov/digital-government



- @BarbaraUbaldi
- @OECDgov
- #digitalgov
- #opendata
- #digitaltransformation

