



e-Conference of the International Institute of  
Administrative Sciences (IIAS)  
“Digital Practices and Solutions to Respond to the  
Covid-19 Induced Challenges in Governance”  
24 June 2020

# Tackling COVID-19

## Why Digital Government Matters

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# The Six Dimensions of Digital Government



OECD Concept Note “Digital Government Framework (2018 forthcoming) and OECD Digital Government Indicators (2019)



# The fundamentals for Digital Government maturity

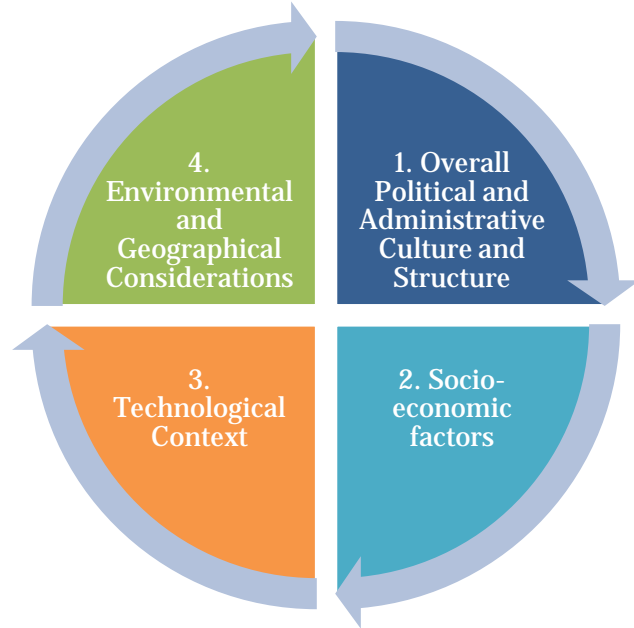
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1. GOVERNANCE
2. DIGITAL TALENT
3. DATA GOVERNANCE
4. USER –DRIVEN DESIGN AND DELIVERY
5. DIGITAL RIGHTS

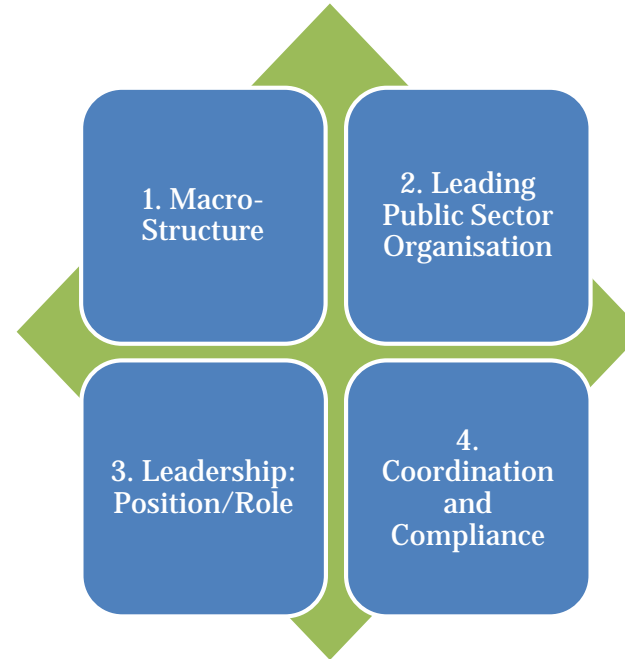


# The Three Governance Facets of Digital Government

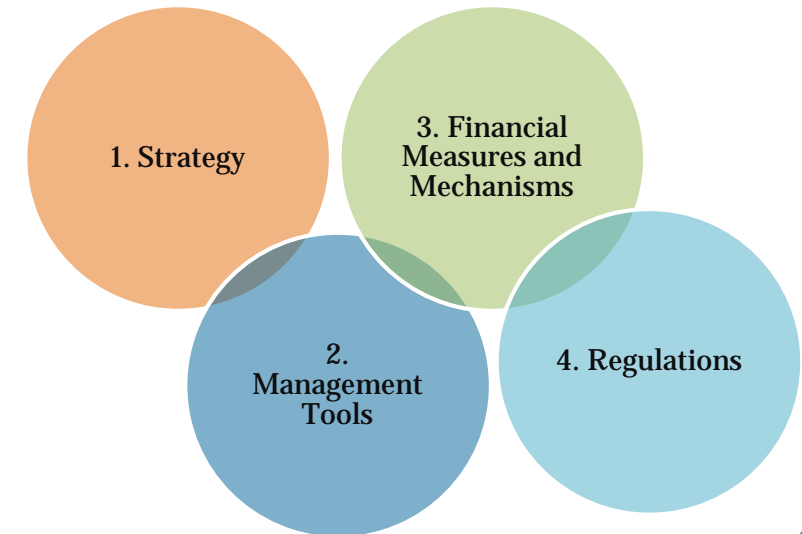
## 1. Contextual Factors



## 2. Institutional Models



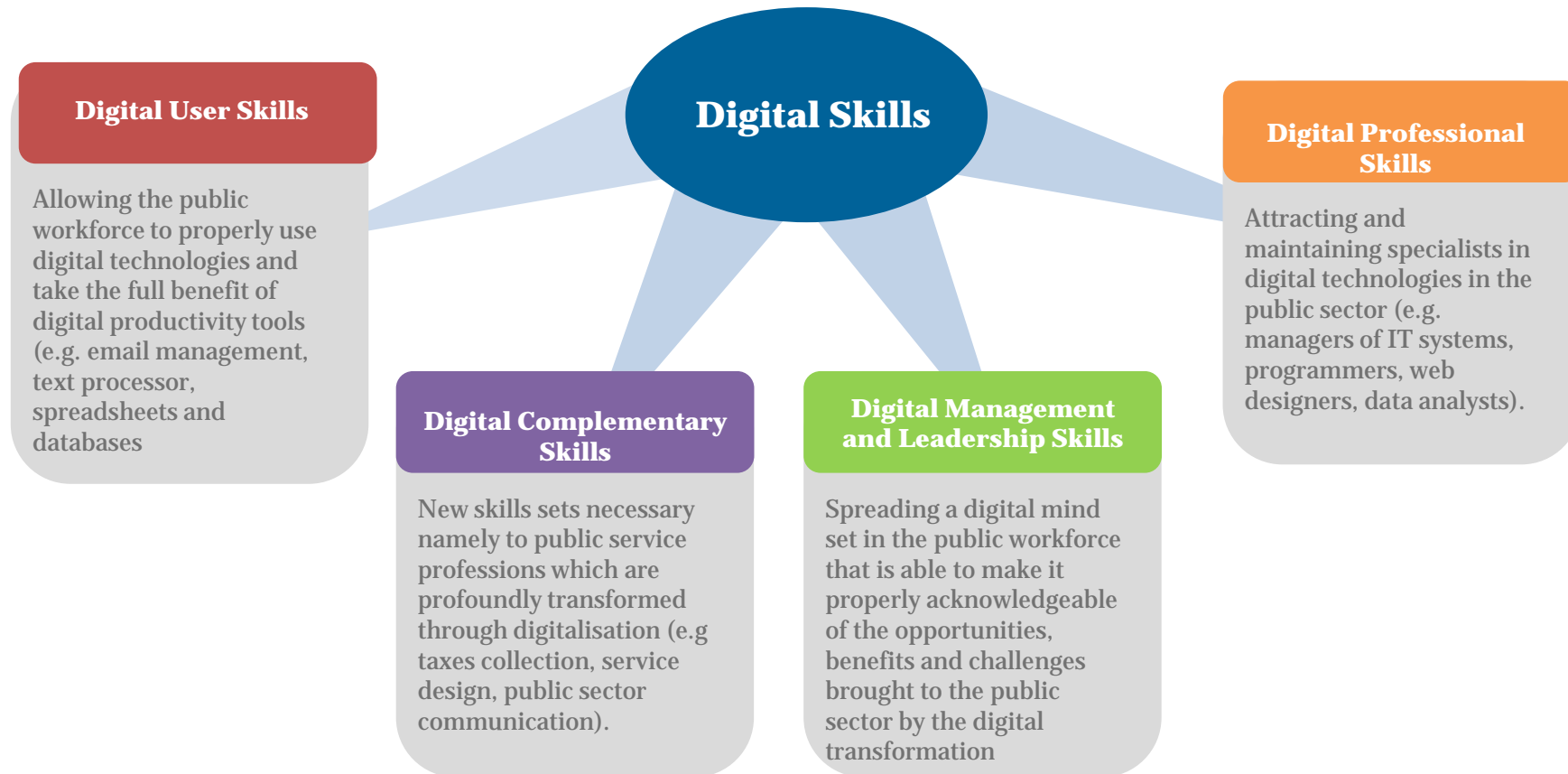
## 3. Policy Levers



Source: OECD E-Leaders Handbook on Digital Government (2019)

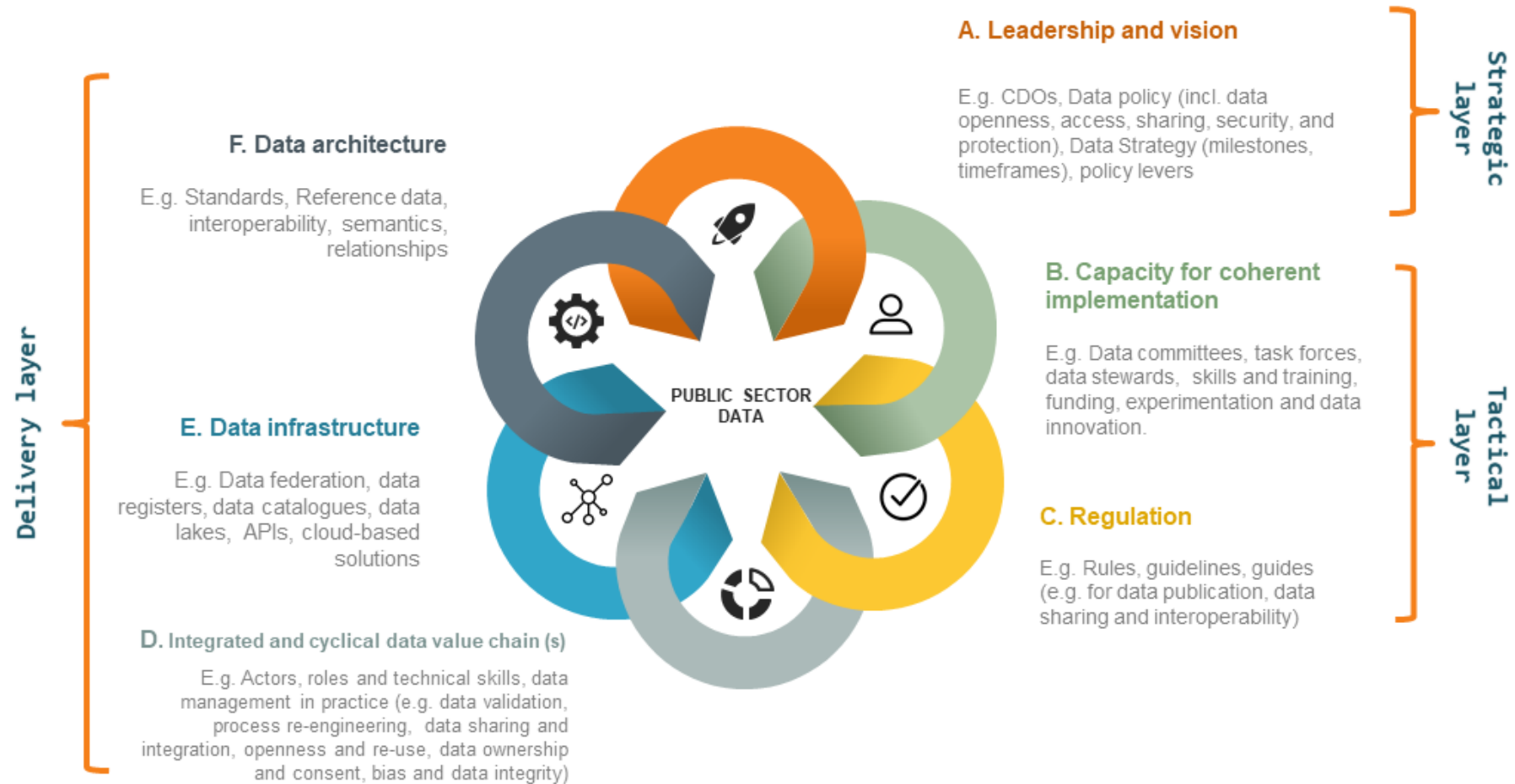


# Digital Government Requires Digital Skills



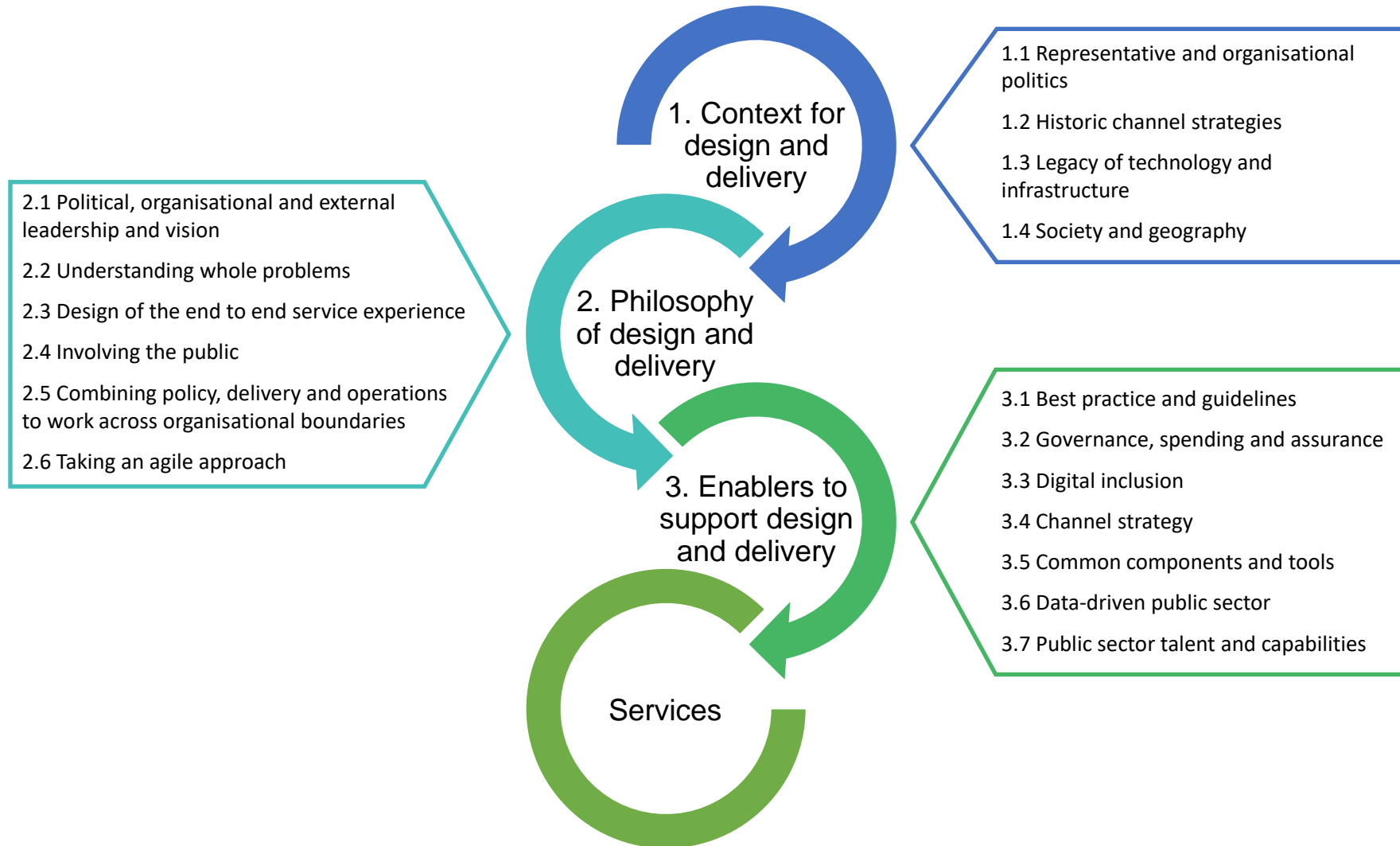


# Public Sector data governance



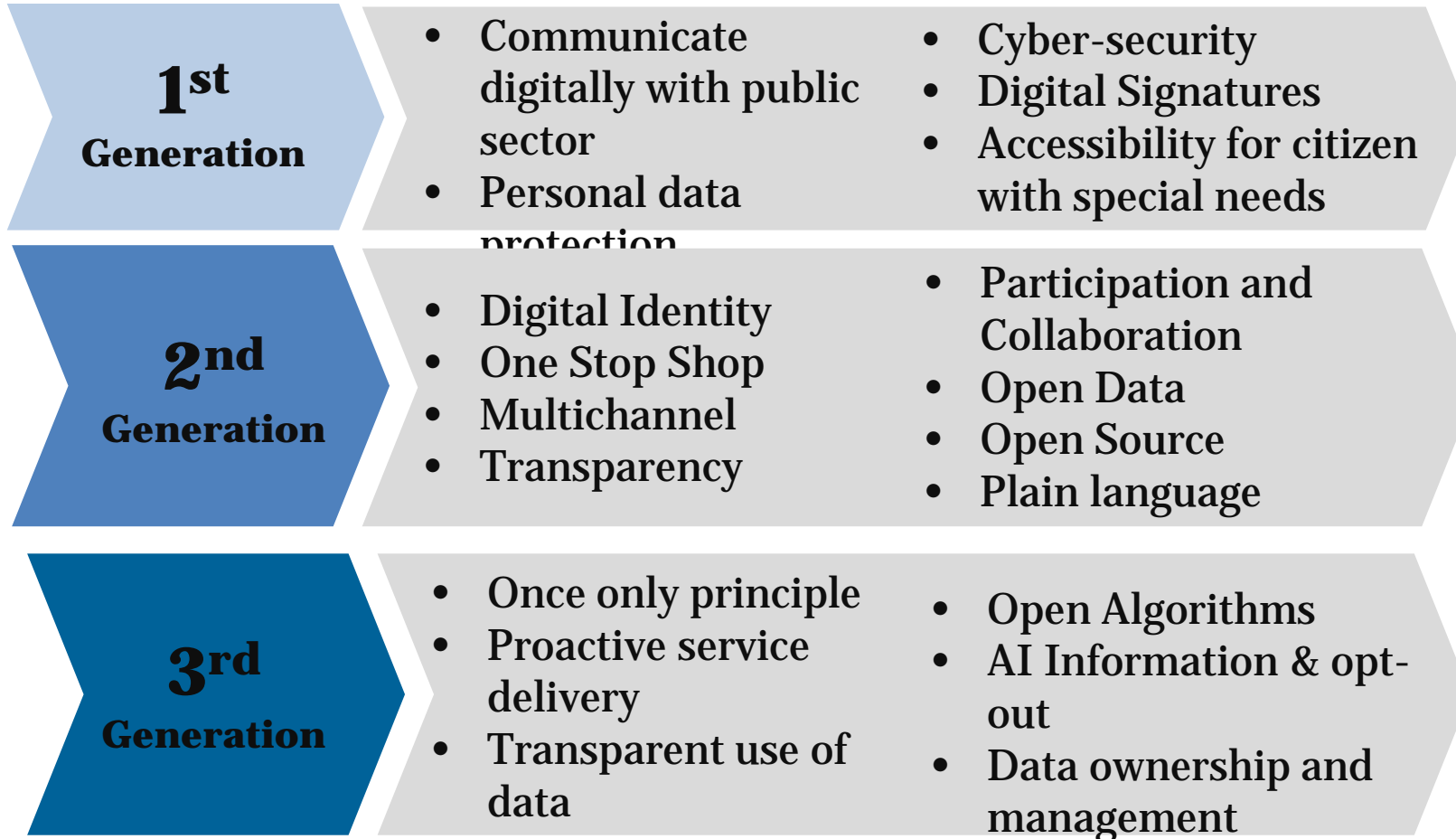


# Transforming Service Design and Delivery





## Digital Rights are needed





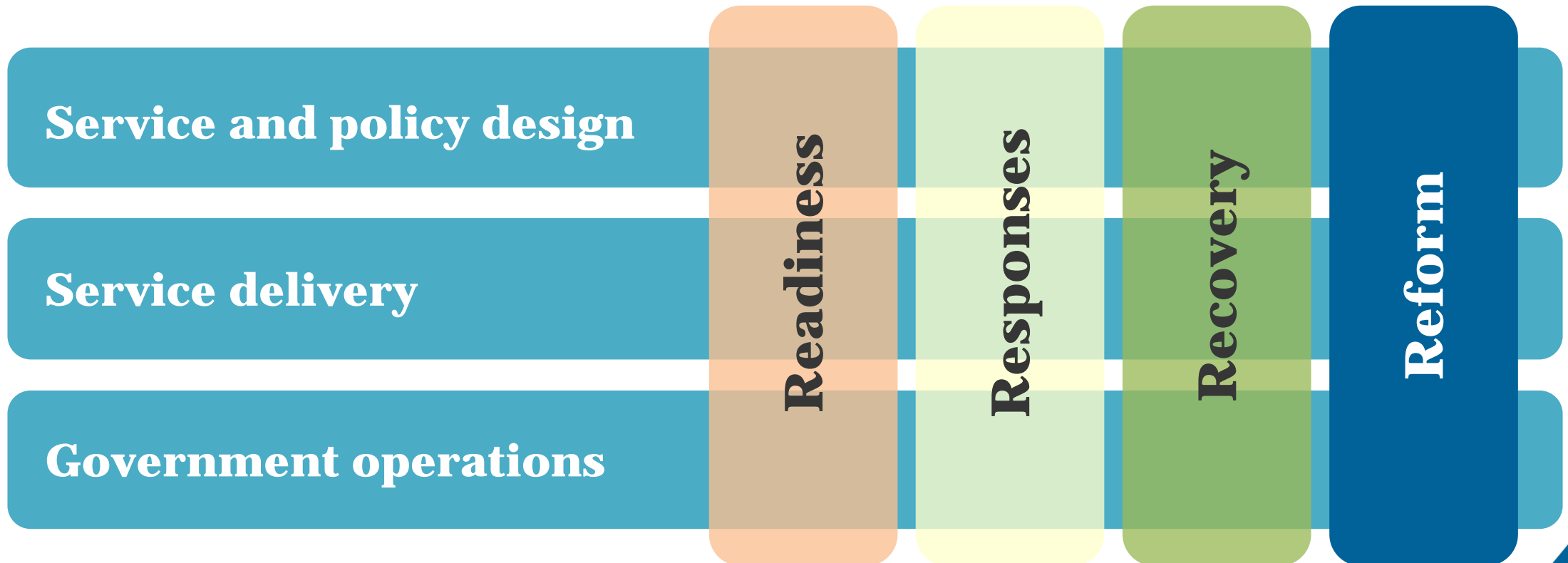


# **Covid-19: Accelerated digital transformation of governments**



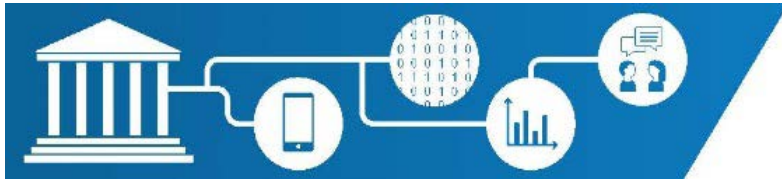
## COVID-19 response is **digital and data-driven**

Framing the OECD analysis on the challenges and opportunities of COVID-19 for a Digital Transformation of the Public Sector





# Mitigating the crisis through **digital and data** solutions



## Readiness

- Use of existing **service delivery** building blocks (e.g. single government websites, digital identity, interoperability) : *Austria, Denmark, Estonia, UK*
- **Telework** capacity to keep public services operational: *Belgium, Canada, Italy, Korea*
- The crisis has revealed **gaps in digital government and data readiness**: infrastructure, skills, data governance, structure and coordination of public services to take advantage of digital tools.

## Responses

- Co-ordination of **public, private** and **civil society partnerships** : *Brazil, Finland, Greece* and *Spain* on healthcare sector partnerships and agile development of new services.
- **Digital projects** that had been postponed are now **moving fast**: *Morocco, Lithuania*
- **Open data as a strategic mechanism** to engage multiple stakeholders in identifying policy actions and solutions
- **Dashboards and trackers** to communicate status and progress of the pandemic exist in most of countries, both through government-led initiatives (*New Zealand, UK, Chile*), and through engagement with critical stakeholders (Ireland, Germany).
- **Developing service delivery apps** e.g. to identify availability of masks (Korea); facilitating access to home delivery services (France).



# Understanding the relevance of **open government data** for tackling Covid-19



- The OECD is leading two international collaborations with strategic partners to identify open data solutions and policy gaps in tackling Covid-19
  - Understanding the use of open data in *public communications, service design and delivery and stakeholders' engagement* with [The GovLab-NYU](#)
  - Identifying the *multiple open data needs in responding and recovering* from Covid-19, including health, policy actions and socio-economic and environmental impacts with the [Open Data Charter \(ODC\)](#)



# Covid-19 response: need for additional investments in **digital readiness and data governance**

## Recovery



- Test, isolate and trace suspected cases (**Tracing apps**). *Korea and Singapore* had the earliest experiences, but many countries have now adopted this approach.
- Support for **critical economic sectors** (e.g. Tourism, Culture). *Portugal* is working on an app to support tourism.
- Re-thinking and iteration of national **digital government** and **data strategies**. The COVID-19 crisis has revealed that Digital Transformation is unavoidable, but the gaps go beyond equipment and connectivity.
- The need for accessing and sharing data will require stronger **data governance**:
  - Identifying data needs for enabling recovery
  - Ensuring timely, consistent and quality data
  - Leadership and funding
  - Robust data ethics frameworks

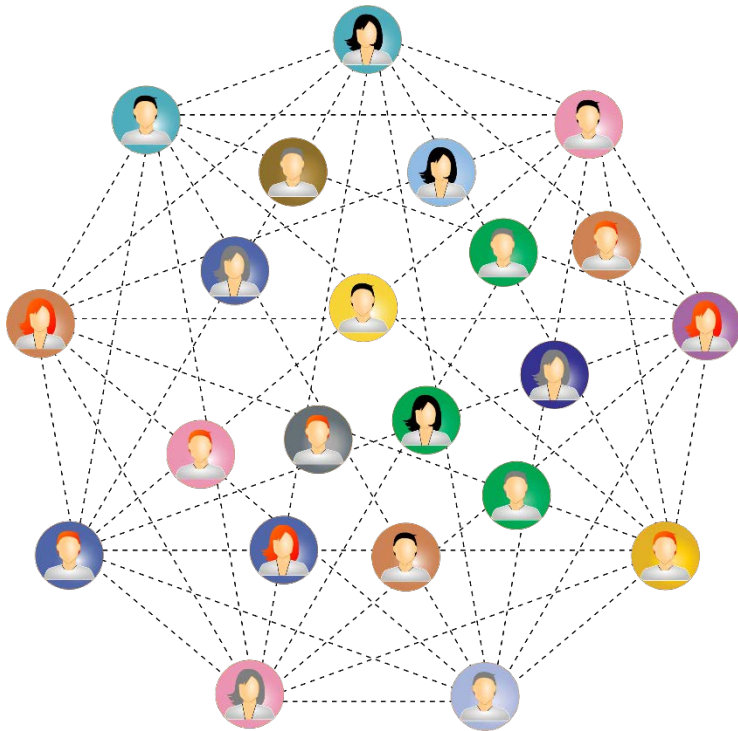


## The COVID-19 recovery will be **digital and data-driven**

- Digital preparedness across OECD countries contributed to a better policy response, including in securing the continuity of government operations and public service delivery.
- The pandemic and extended confinement periods are creating the conditions for an accelerated digital transformation of governments, from digital service delivery and operations to remote working arrangements for public servants
- A new normal will stress the need for coherent and integrated strategies for digital government and data-driven public sectors, as well as for rethinking the meaning and relevance of the digital divide.
- Governments will need to strengthen digital policies and initiatives to
  - Develop secure and comprehensive digital identity systems
  - Develop integrated public service design and delivery strategies in a digital new normal
  - Create the conditions to enable access to and sharing of data



# A digital new normal



## Reform

- **Data-driven public sector** that is resilient, adaptable, agile
- Co-ordinated approach towards **digital transformation** for improved readiness for future crises



# THANK YOU!

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