

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

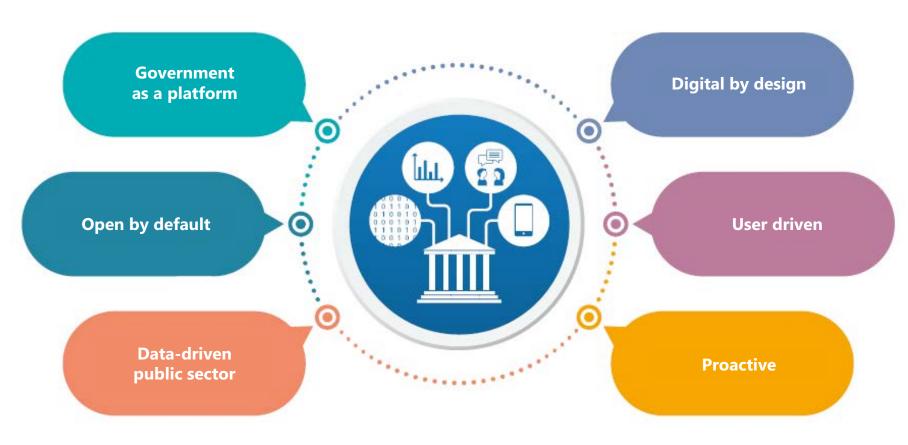
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The Six Dimensions of Digital Government



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



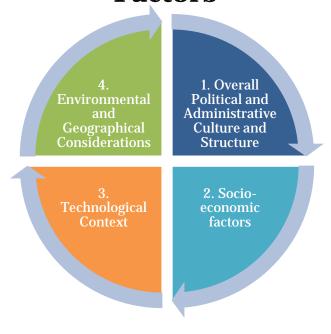
The fundamentals for Digital Government maturity

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



The Three Governance Facets of Digital Government

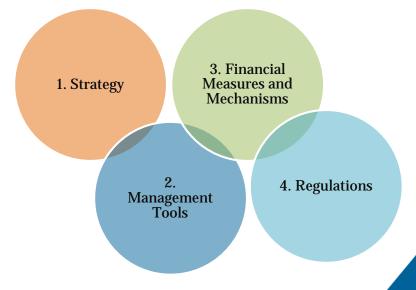
1. Contextual Factors



2. Institutional Models



3. Policy Levers



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



Digital Government Requires Digital Skills

Digital User Skills

Allowing the public workforce to properly use digital technologies and take the full benefit of digital productivity tools (e.g. email management, text processor, spreadsheets and databases

Digital Skills

Digital Complementary Skills

New skills sets necessary namely to public service professions which are profoundly transformed through digitalisation (e.g taxes collection, service design, public sector communication).

Digital Management and Leadership Skills

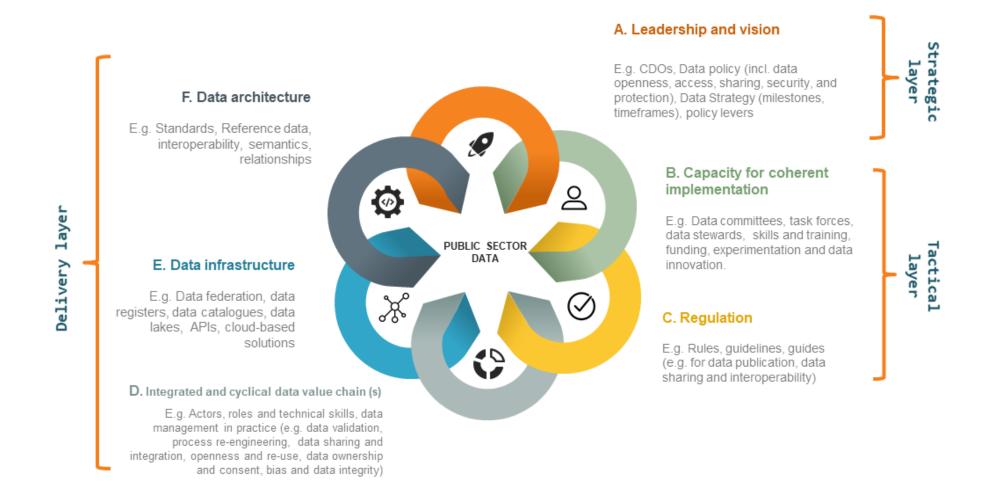
Spreading a digital mind set in the public workforce that is able to make it properly acknowledgeable of the opportunities, benefits and challenges brought to the public sector by the digital transformation

Digital Professional Skills

Attracting and maintaining specialists in digital technologies in the public sector (e.g. managers of IT systems, programmers, web designers, data analysts).



Public Sector data governance





Transforming Service Design and Delivery

- 2.1 Political, organisational and external leadership and vision
- 2.2 Understanding whole problems
- 2.3 Design of the end to end service experience
- 2.4 Involving the public
- 2.5 Combining policy, delivery and operations to work across organisational boundaries
- 2.6 Taking an agile approach

Context for design and delivery

2. Philosophy of design and delivery

Enablers to support design and delivery

Services

- 1.1 Representative and organisational politics
- 1.2 Historic channel strategies
- 1.3 Legacy of technology and infrastructure
- 1.4 Society and geography

- 3.1 Best practice and guidelines
- 3.2 Governance, spending and assurance
- 3.3 Digital inclusion
- 3.4 Channel strategy
- 3.5 Common components and tools
- 3.6 Data-driven public sector
- 3.7 Public sector talent and capabilities



Digital Rights are needed

1st Generation

- Communicate digitally with public sector
- Personal data

- Cyber-security
- Digital Signatures
- Accessibility for citizen with special needs

2nd Generation

- Digital Identity
- One Stop Shop
- Multichannel
- Transparency

- Participation and Collaboration
- Open Data
- Open Source
- Plain language

3rd Generation

- Once only principle
- Proactive service delivery
- Transparent use of data
- Open Algorithms
- AI Information & optout
- Data ownership and management



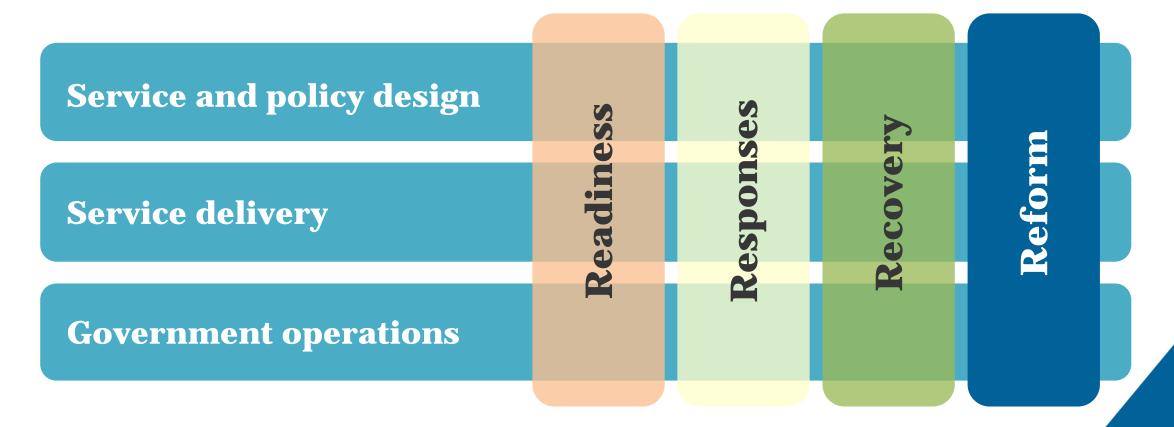
Covid-19: Accelerated digital transformation of governments





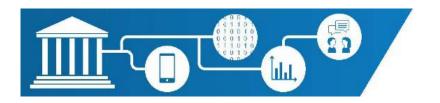
COVID-19 response is digital and data-driven

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 <u>leading two international</u>
 <u>collaborations</u> 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

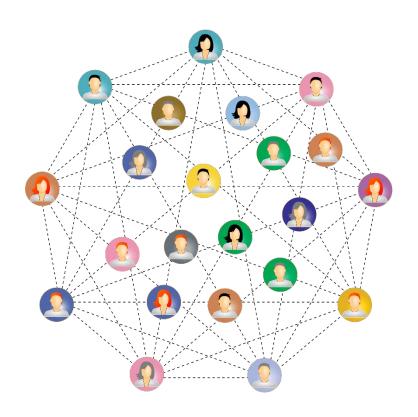


The COVID-19 recovery will be digital and data-driven

- <u>Digital preparedness</u> 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
 <u>accelerated digital transformation of governments</u>, from digital service delivery and
 operations to remote working arrangements for public servants
- A new normal will stress the need for <u>coherent and integrated strategies for digital</u> <u>government and data-driven public sectors</u>, 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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