



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)



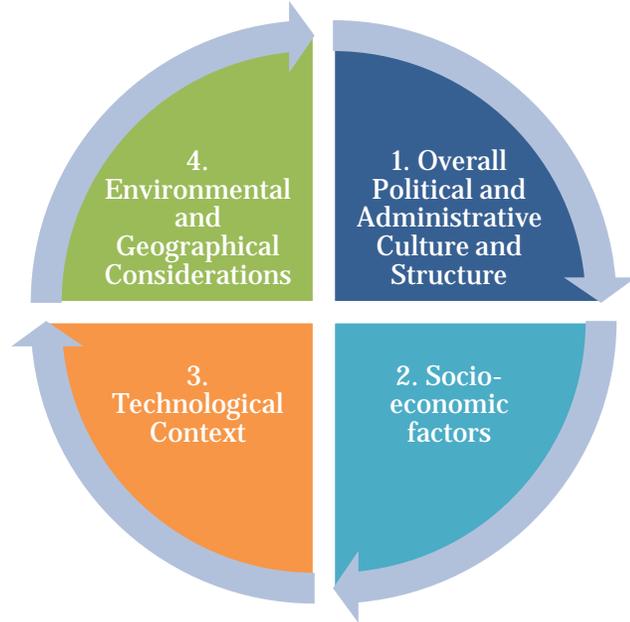
The fundamentals for Digital Government maturity

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

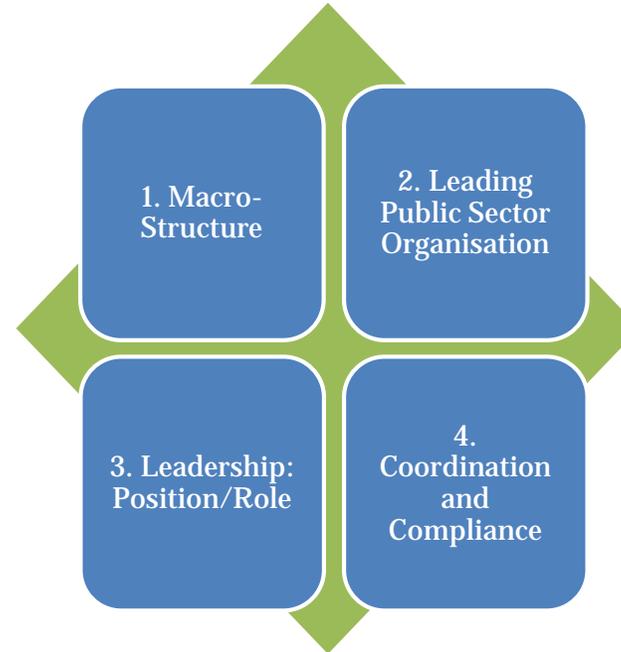


The Three Governance Facets of Digital Government

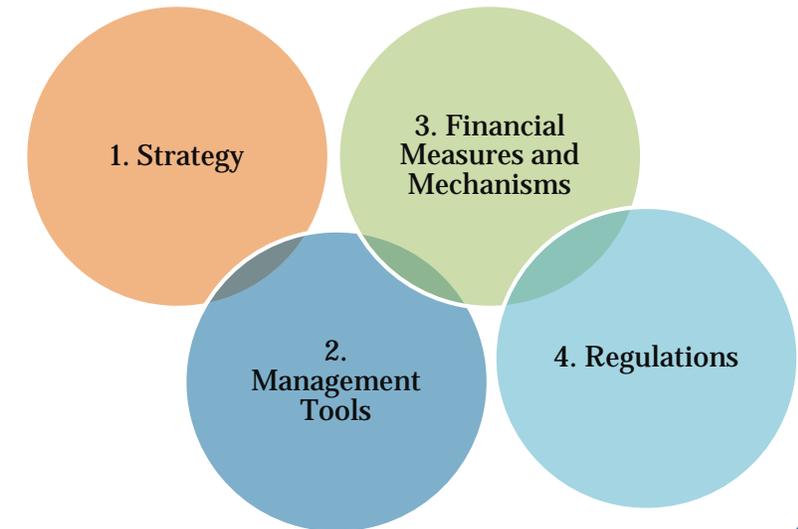
1. Contextual Factors



2. Institutional Models



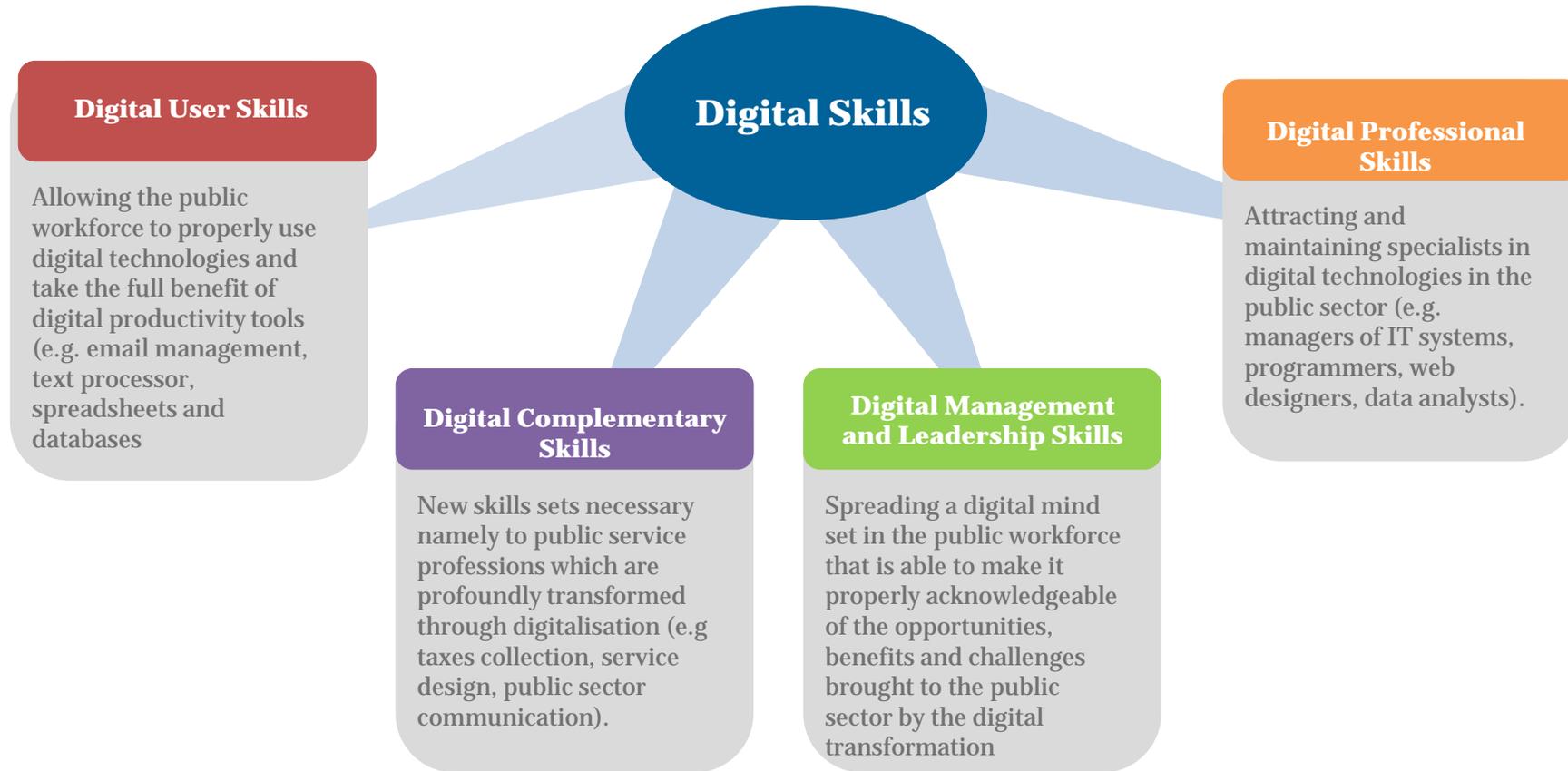
3. Policy Levers



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

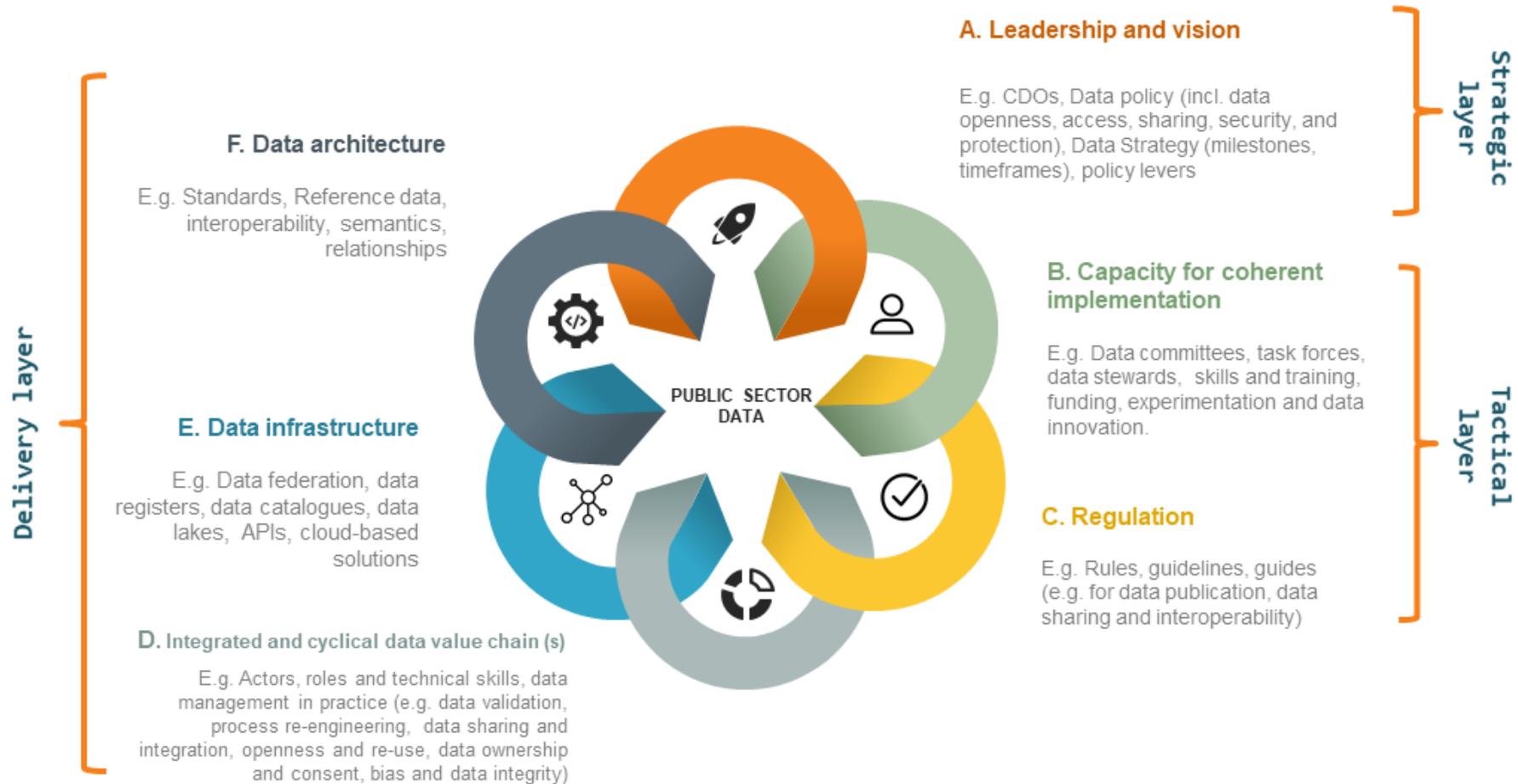


Digital Government Requires Digital Skills



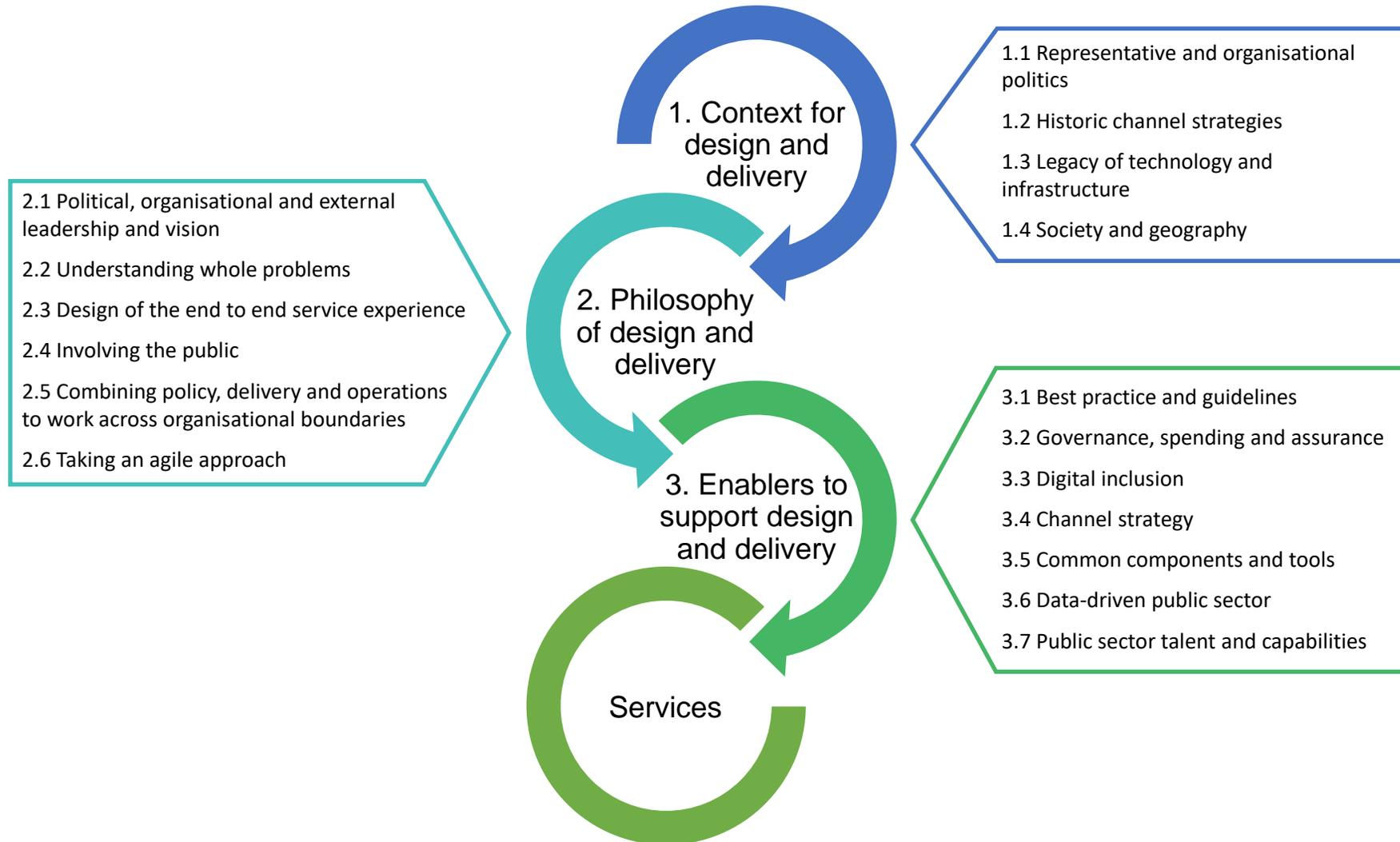


Public Sector data governance



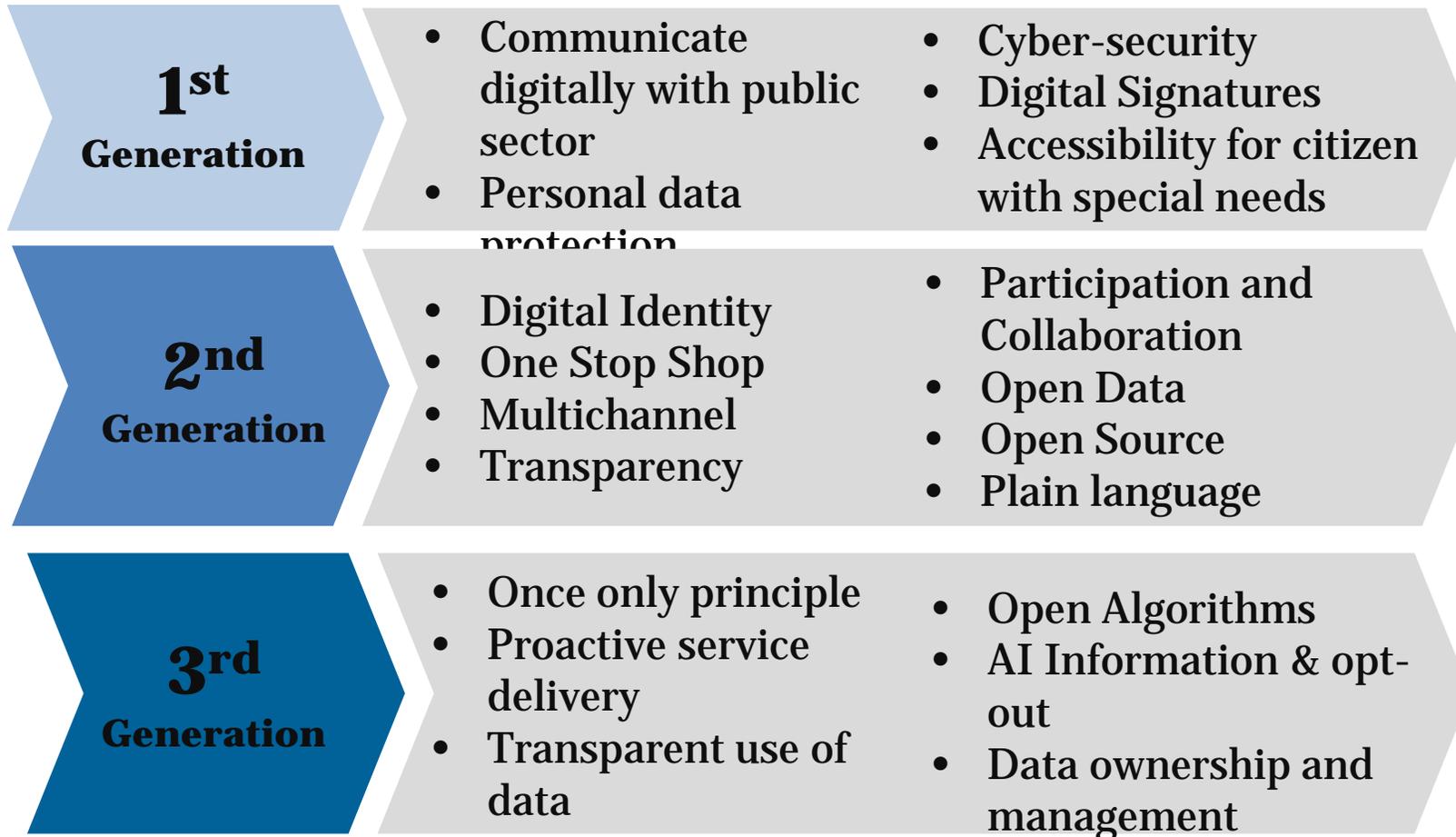


Transforming Service Design and Delivery





Digital Rights are needed



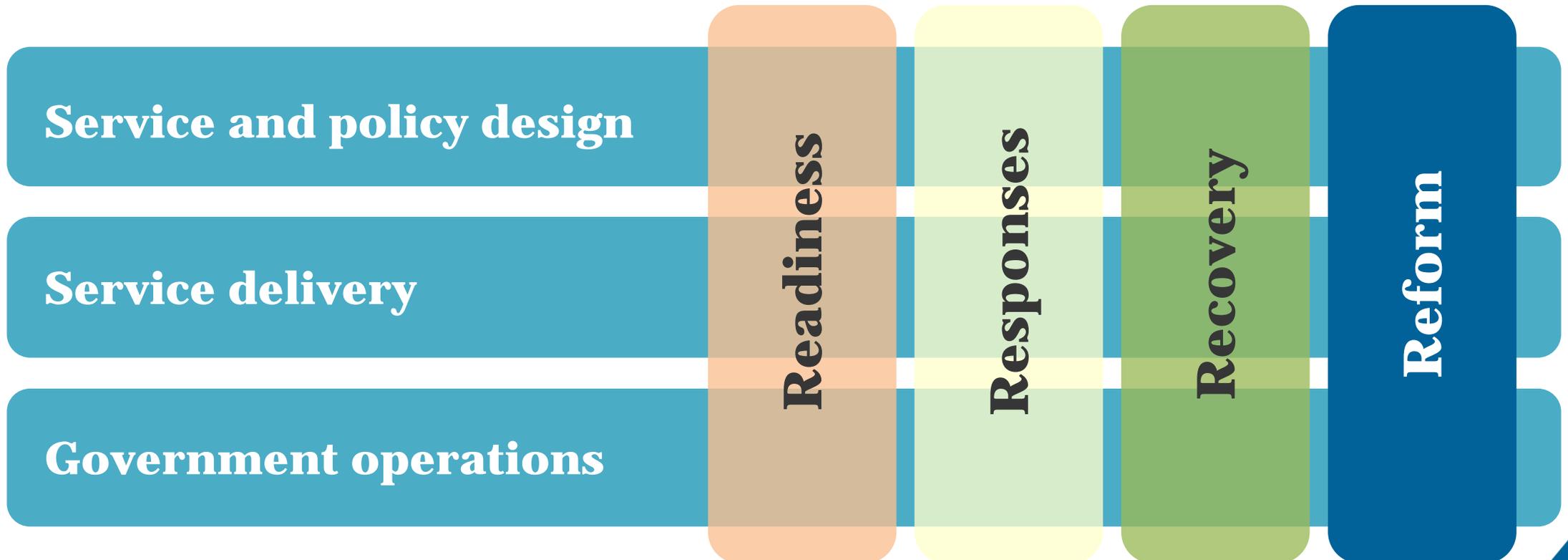


Covid-19: Accelerated digital transformation of governments



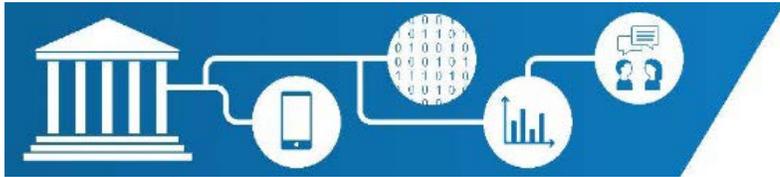
COVID-19 response is **digital and data-driven**

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

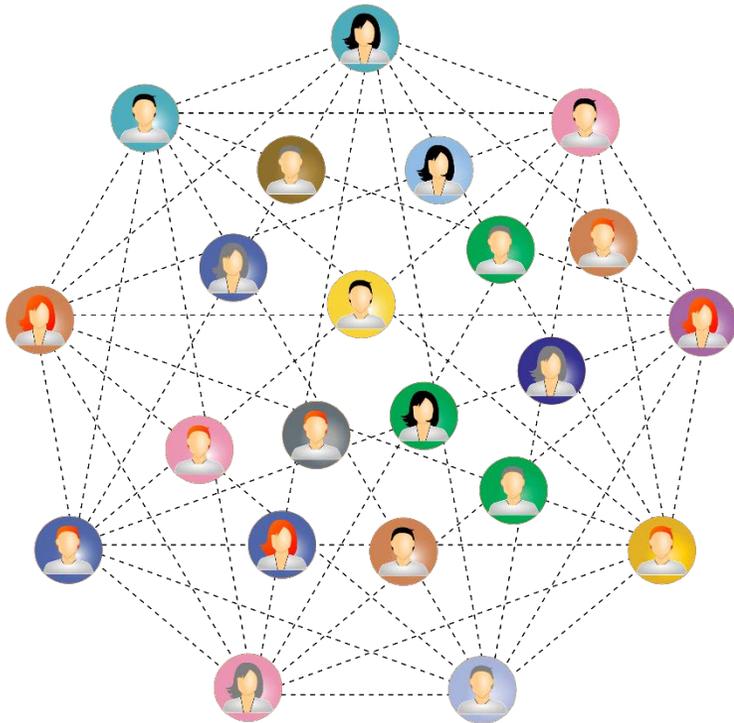


The COVID-19 recovery will be **digital and data-driven**

- 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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