ENABLERS FOR DIGITAL GOVERNMENT: A DATA – DRIVEN PUBLIC SECTOR

Realising the digital transformation

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DigiGov
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New policy scenario = Digital Transformation...
Business as usual won’t do!

More convenient digital services
- Greater data production, storage, sharing and processing capacity
- Mobile technologies
- Cloud computing, APIs
- Blockchain
- AI

More open, transparent and participatory forms of governance
- Rise of millennials, more informed and connected citizens
- Diminishing trust in institutions

Tailoring services to needs
- Users increasingly expect services to respond to their need
- Big data analytics, cloud computing

Tackling complex issues
- Fiscal pressures
- Environmental challenges
- Growing inequality

GOVERNMENT AS A PLATFORM
WHAT DO WE MEAN BY DIGITAL TRANSFORMATION?

MAKING GOVERNMENTS DIGITAL BY DESIGN
Open Data is today a very trendy issue.

"The use by the governments of information and communication technologies (ICTs), and particularly the Internet, as a tool to achieve better government."

"The use of digital technologies, as an integrated part of governments' modernisation strategies, to create public value. It relies on a digital government ecosystem comprised of government actors, non-governmental organisations, businesses, citizens' associations and individuals which supports the production of and access to data, services and content through interactions with the government."

What is really changing for policy makers?

- New discussion on governance
- Impact on how strategies are being designed, implemented and monitored
- Engagement and crowdsourcing
- New collaborations based on: open source, shared responsibilities, data, processes, results
- Acknowledging the powerful role of data
- “Be fast, cost-effective, efficient, innovative”
- New measurement and accountability tools
HOW DO WE SEE GOVERNMENTS REACTING TO THESE CHANGES?
Rethinking governance... is a new agency the solution?

The Digital Transformation of Public Services

GOV.UK

Government Digital Service

Putting the public first in delivering digital public services

ICT.govt.nz

The U.S. Digital Service

Australian Government

Digital Transformation Office
Data-driven public value creation?

Public sector intelligence and public value

Government data and big data
Three areas of opportunity

**Foresight**
- Trends spotting
- Proactive decision-making
- Forward-looking, evidence-based policymaking

**Delivery**
- Stakeholder engagement in policymaking: new perspectives on needs, solutions and impacts
- User-driven services

**Performance**
- Productive and effective use of public resources
- Organisational learning and continuous performance improvement

Sustainable and inclusive governance
Creating new survival strategies for future mega disasters

Calculating the energy potential of French rooftops

Making city buildings safer in New York City

Percentage of dangerous buildings identified in first 25% of inspections

Building data-driven public sectors is still a challenge for governments!

Aligning data-relevant strategies

- Digital Government Strategy
- Open Data Strategy
- Public Sector Innovation Strategy
- Human Resource Management Strategy
- Risk Management Strategy
- Sector-specific strategies

Obtaining useful data

- Availability
- Quality
- Relevance

Data sharing, discover ability and interoperability

- Organisational resistance
- Awareness and discoverability
- Interoperability

Human and technical capacities

- Diversified digital skills
- Leadership skills
- Investment in data analytics tools
- Outsourcing human and technical resources

Legitimacy and public trust

- Digital security risks and identity management
- Accountability and Checks and Balances
- Data ethics, privacy and freedom rights
- Transparency
- Action imperative

Enabling frameworks

OECD (2016)
Open government data: for what?

- **Economic Value**
  - Growth and competitiveness in the wider economy
  - Fostering innovation, efficiency and effectiveness in government services (internal and external)

- **Social Value**
  - Promoting citizens’ self-empowerment, social participation and engagement

- **Improved Governance Value**
  - Improving accountability, transparency, responsiveness and democratic control
Digital Transformation: delivering innovative public services?
BUT BEING STRATEGIC AND EFFICIENT IS NOT EASY!

WHAT SHOULD BE DONE?
Creating a virtuous cycle

Digital Government Governance

Data

Digital government Strategy

Integrated Service Delivery

Monitoring and measuring impact
New Digital Government Indicators
Focus on the results of the Digital Transformation!

- Understanding user needs and letting users “in”, to drive the change
- Convenient and integrated service delivery channels
- Cost-effective engagement and participation mechanisms
- **Breaking down silos**: culture of collaboration, integration and sharing
- **Greater public sector intelligence** (data driven public sectors for informed decision-making) and **new needed talent**
- **Innovating to be at the cutting hedge** (blockchain, robotics, AI, etc.).
Measure the change!

Indicators showing...

– If the digital infrastructure is changing operations
– How we spend on ICT
– Assessment of projects’ broader impacts

OR

Result: Effective decision-making
Helping the transformation happen: OECD Recommendation on Digital Government Strategies

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 Coordination

5) Leadership and political commitment
6) Coherent use of digital technology across policy areas
7) Effective organizational 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

Creating Value Through the Use of ICT

WHAT HELP ARE GOVERNMENTS ASKING THE OECD TO PROVIDE?
A new governance to support a better strategy?

- Rethinking the governance of digital government
- Designing a new digital government strategy
How to make Open Government Data fit?

Co-creating value with data re-users...including from within the public sector!
Monitoring for strategic decision-making?

Strategic framework: Gobierno en Línea

Indicators framework, monitoring system & business case component

Strategic decisions, continuous improvement & results
Boosting the Digital Transformation

Leveraging excellent “digital” basis to foster a system-thinking and user-driven modern administration.
But remember…

No “one size fits all” when it comes to the digital transformation!
Thank you!

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