

FORO INTERNACIONAL

GESTIÓN Y DESEMPEÑOPARA LA INNOVACIÓN PÚBLICA

TOTON I ODLIOA

23 DE MAYO DE 2019









Towards Digital Government Maturity



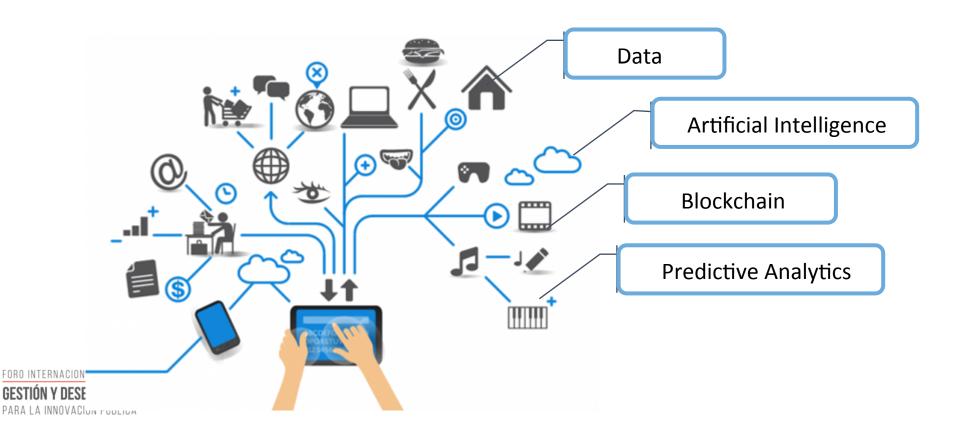
João Ricardo Vasconcelos

Digital Government Team
Reform of the Public Sector Division
Public Governance Directorate



The world is going digital

Emerging technologies + wealth of **data** are rapidly transforming economies and societies' needs and behaviors



What actions are needed from governments?





- REGULATORY FRAMEWORK
- DIGITAL RIGHTS
- TRANSPARENCY FOR ACCOUNTABILITY
- SKILLS
- RETHINKING PUBLIC PROCUREMENT
- **INCLUSIVE** PROCESSES





Digital Transformation of the Public Sector

Digital governments for digital economies and societies

Analog government

Closed operations and internal focus, analogue procedures

E-Government

Greater transparency and user-centred approaches, ICT-enabled procedures

Digital Government

Open and user-driven approaches, process and operational transformations



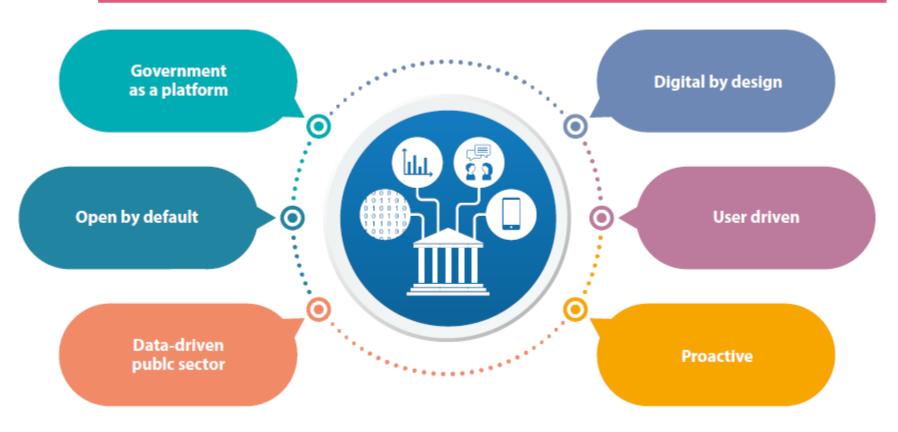
OECD Recommendation on Digital Government Strategies

Towards Digital Government Maturity





What are the main characteristics of a Digital Government?

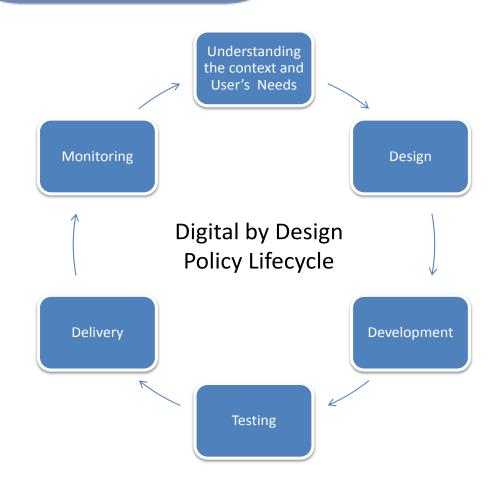




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Digital by design



THE UNITED KINGDOM AND AUSTRALIA HAVE IMPORTANT DIGITAL SERVICE STANDARDS



Digitalisation of Service Delivery

Different Approaches

Digital by Default

Online service delivery as the primary option to interact with citizens and businesses.

VS

Digital By Design

Embed digital technologies from the start into governments' efforts to modernise service delivery, namely through multichannel approaches









Government Centred

User-Centred

User-Driven Approach

- COMMUNITIES' ENGAGEMENT IN FINDING SOLUTIONS TO SOCIETAL MATTERS AND POLICY ISSUES (CROWDSOURCING)
- **PERSONALISATION** OF PUBLIC SERVICES
- CO-CREATION OF PUBLIC VALUE







Open by default

ONLINE PARTICIPATION, OPEN
GOVERNMENT DATA AND OPEN
SOURCE SOFTWARE AS GOOD
EXAMPLES FOR TRANSPARENCY
PURPOSES, BUT MOSTLY FOR VALUE
CO-CREATION.

COLOMBIA URNA DE CRISTAL FRANCE OPEN SOURCE POLICY AND MEXICO OPEN DATA INFRASTRUCTURE





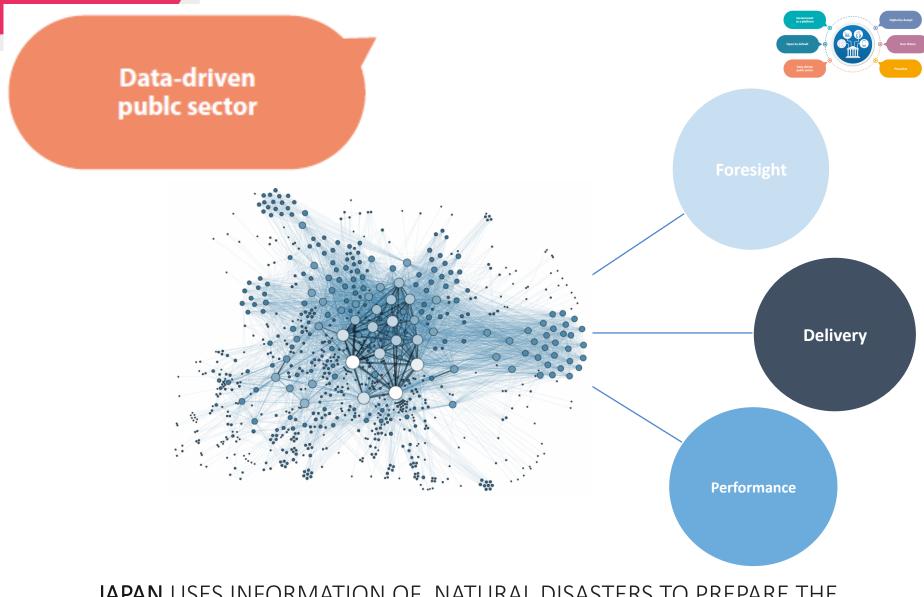
Government as a platform





CREATING THE RULES OR
SECURING THE BASES FOR AN
ACTIVE INVOLVEMENT OF THE
ECOSYSTEM OF STAKEHOLDERS.
THE DIGITAL IDENTITY SYSTEM IN
NORWAY OR THE DIGITAL MARKET
PLACE IN UNITED KINGDOM AS
GOOD EXAMPLES







JAPAN USES INFORMATION OF NATURAL DISASTERS TO PREPARE THE PUBLIC SECTOR. AND THE AI SMART AGENTS IN **FINLAND** FOR SERVICE DELIVERY



Proactive

CAPACITY TO ANTICIPATE
CITIZENS' NEEDS TAKING THE
FULL BENEFIT OF DATA. **DENMARK** AND SERVICES FOR
HAVING A CHILD.



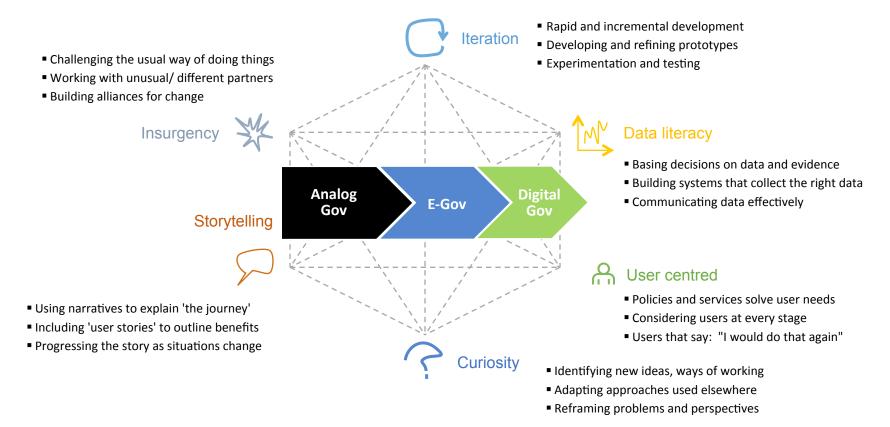


What skills for a transformed public sector?



SIX CORE SKILLS AREAS FOR PUBLIC SECTOR INNOVATION









A 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).



Gracias!

