



El servicio público
es de todos

Función
Pública



FORO INTERNACIONAL

GESTIÓN Y DESEMPEÑO

PARA LA INNOVACIÓN PÚBLICA

23 DE MAYO DE 2019



Towards Digital Government Maturity

João Ricardo Vasconcelos

Digital Government Team

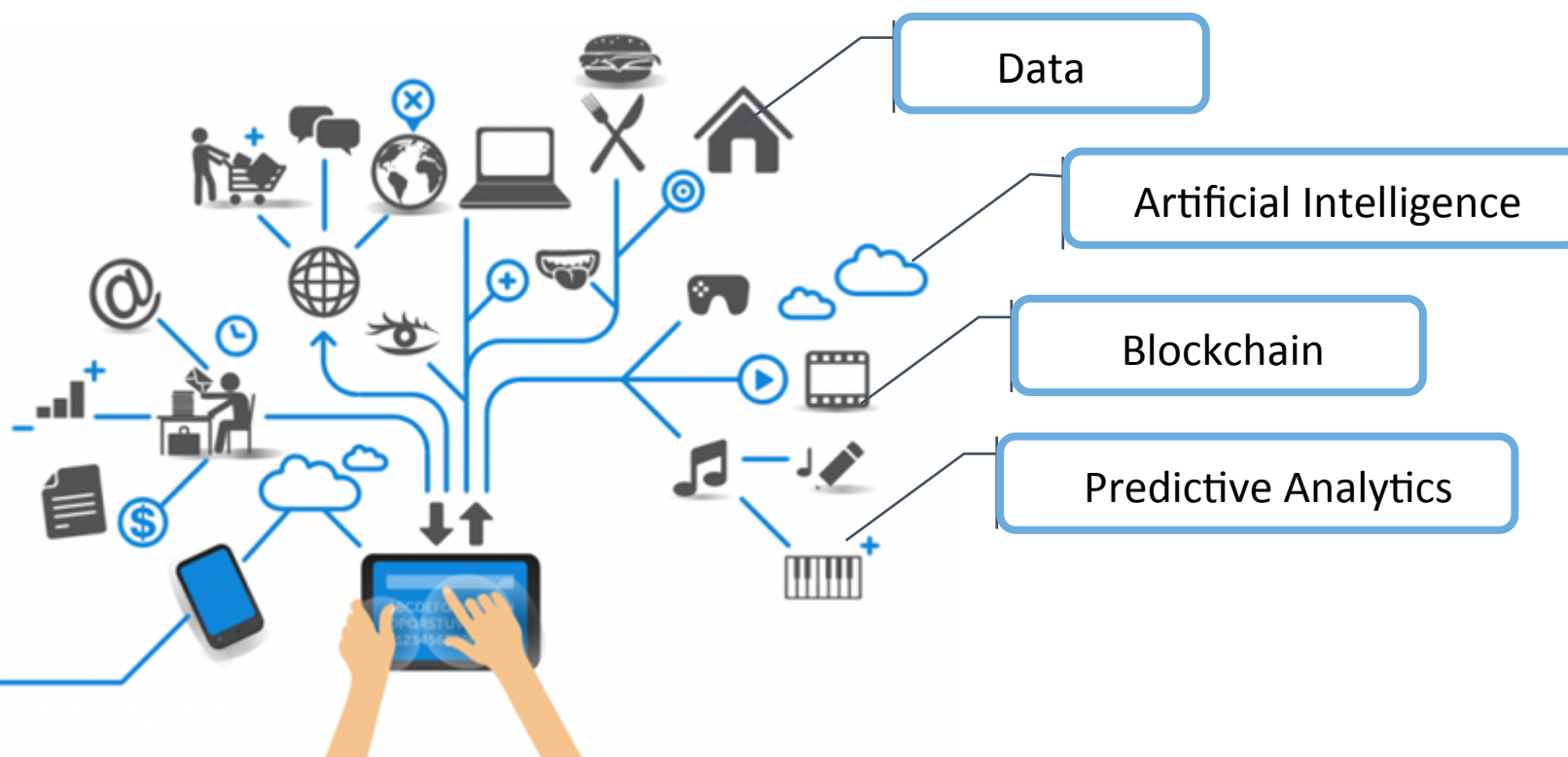
Reform of the Public Sector Division

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?



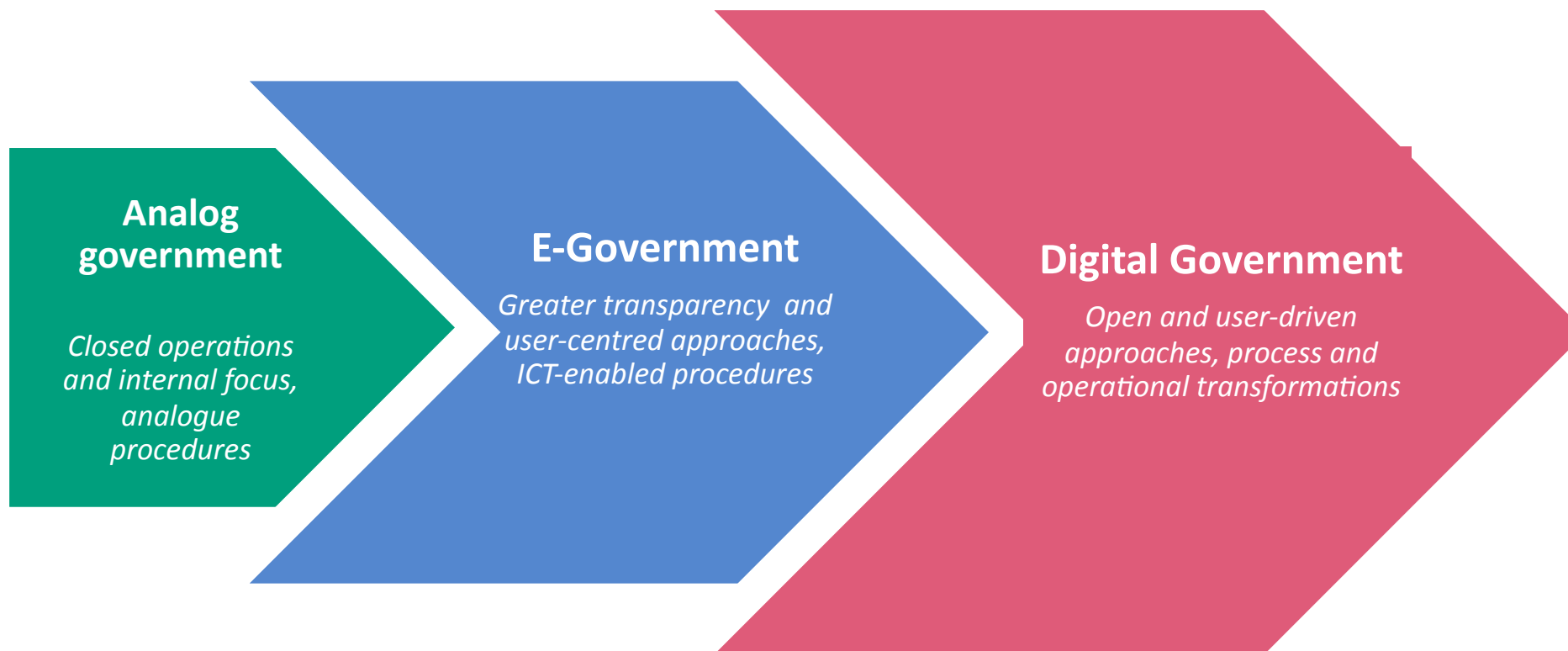
- **REGULATORY FRAMEWORK**
- **DIGITAL RIGHTS**
- **TRANSPARENCY FOR ACCOUNTABILITY**
- **SKILLS**
- **RETHINKING PUBLIC PROCUREMENT**
- **INCLUSIVE PROCESSES**





Digital Transformation of the Public Sector

Digital governments for digital economies and societies



FORO INTERNACIONAL
GESTIÓN Y DESEMPEÑO
PARA LA INNOVACIÓN PÚBLICA

OECD Recommendation on Digital Government Strategies

Towards Digital Government Maturity



FORO INTERNACIONAL
GESTIÓN Y DESEMPEÑO
PARA LA INNOVACIÓN PÚBLICA



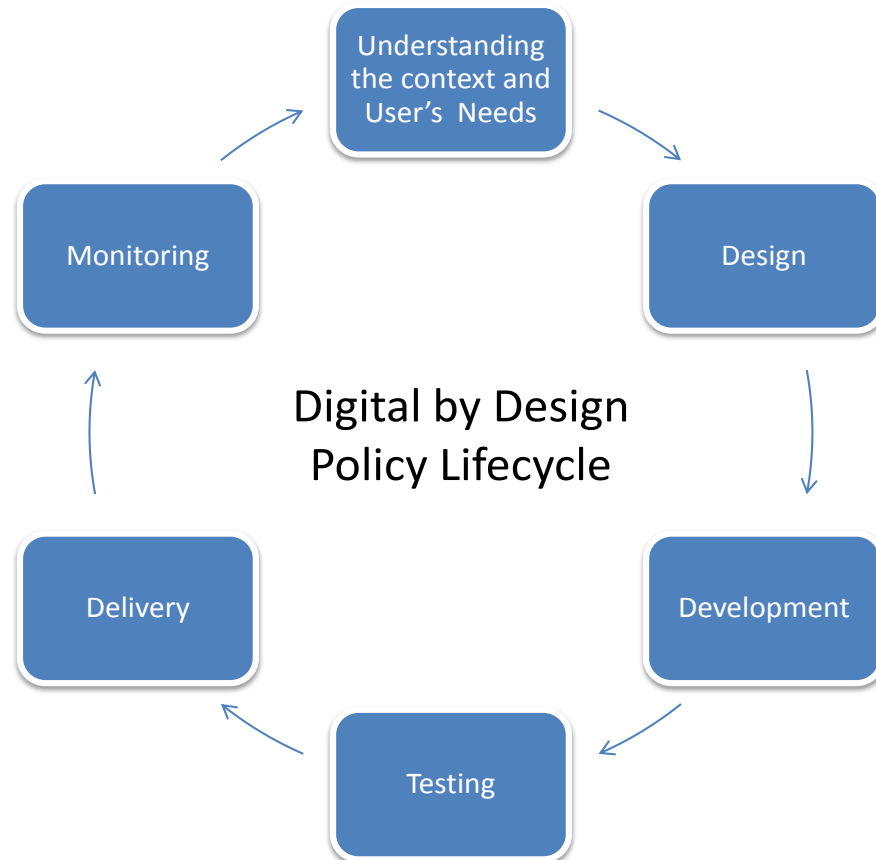
What are the main characteristics of a Digital Government?



© OECD

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

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

PORTUGAL HAS AN AMBITIOUS MULTICHANNEL SERVICE DELIVERY APPROACH





User driven

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





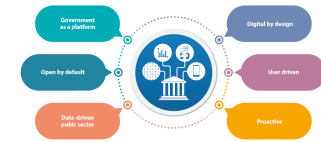
Open by default

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



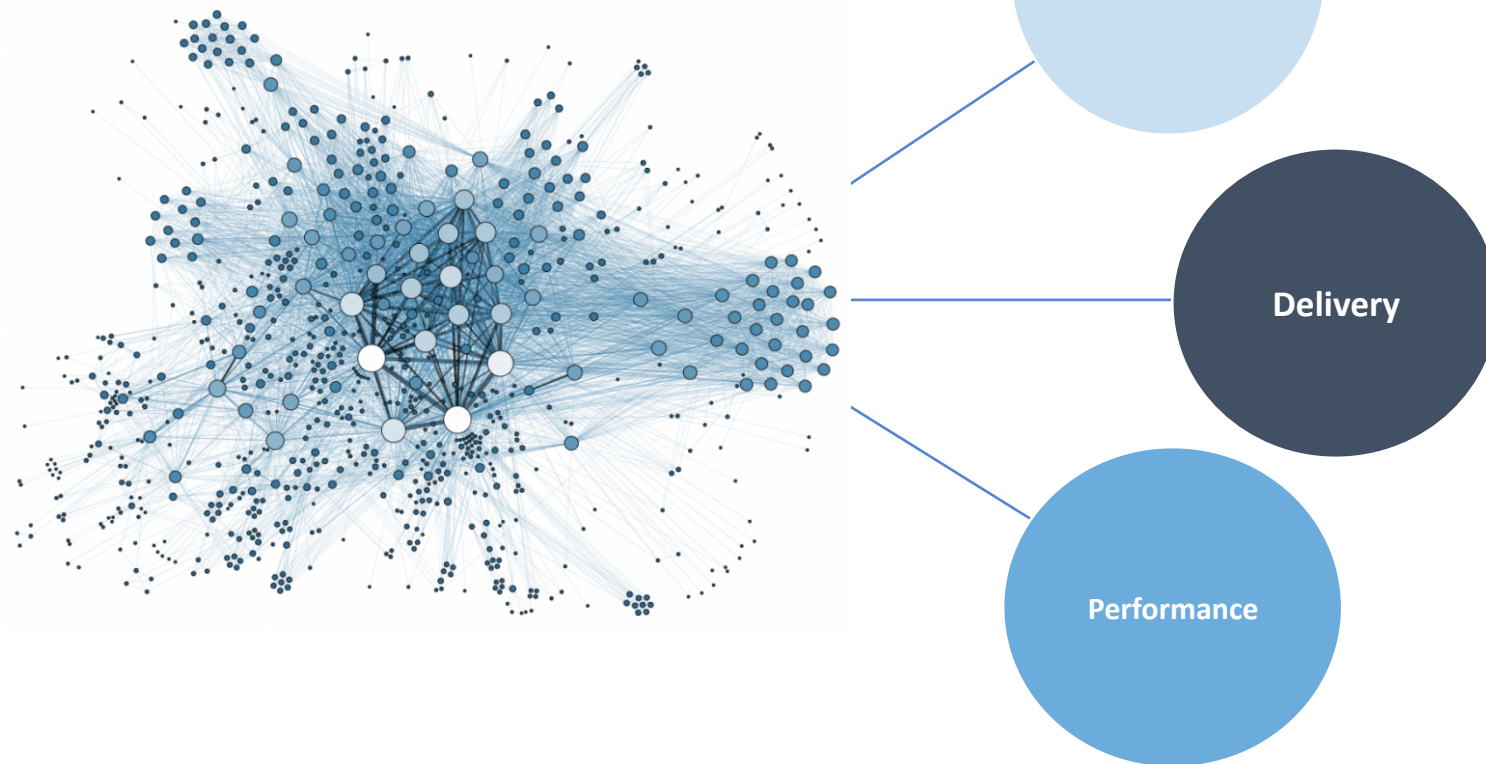
Government as a platform



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



Data-driven
public sector



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





Proactive

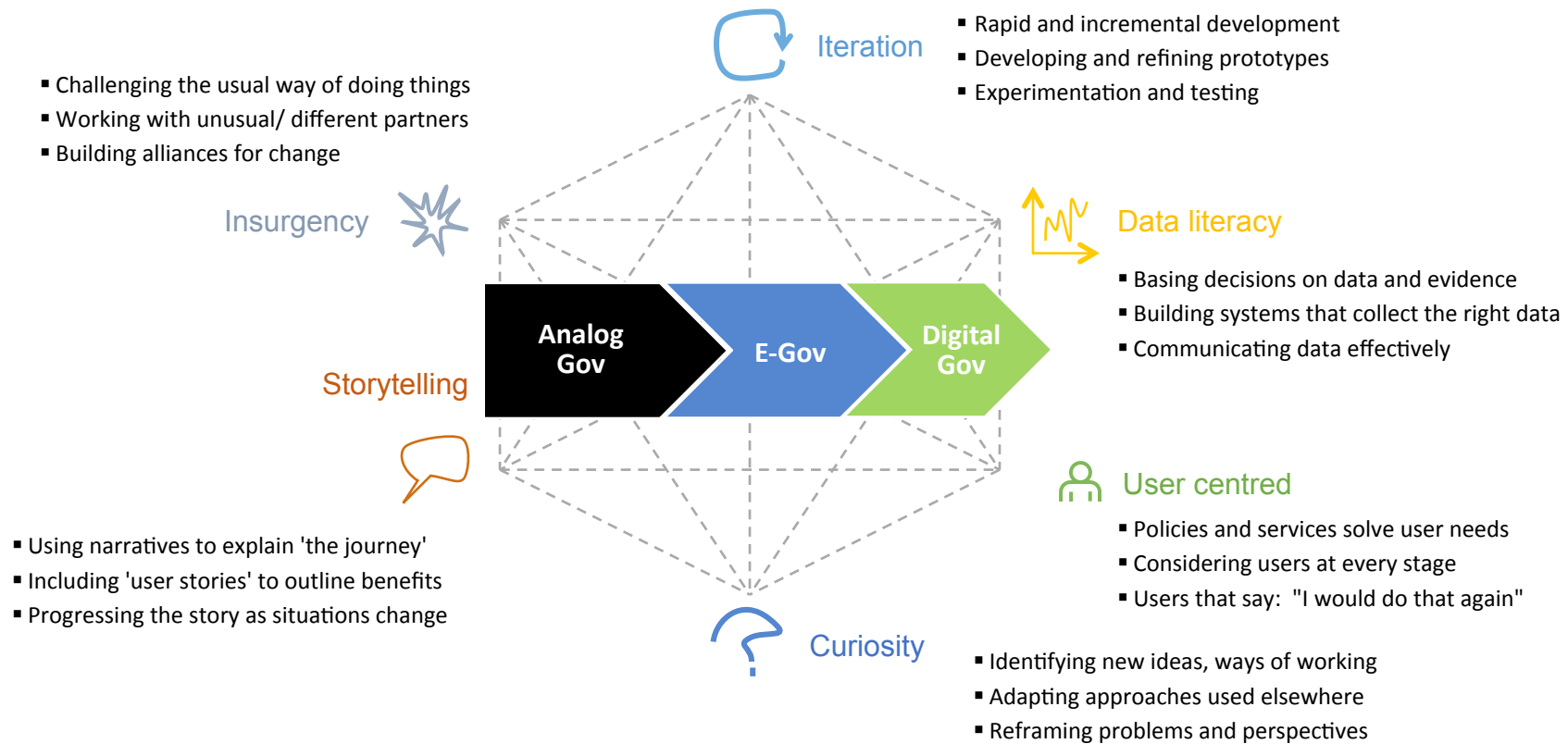
CAPACITY TO ANTICIPATE
CITIZENS' NEEDS TAKING THE
FULL BENEFIT OF DATA.
DENMARK AND SERVICES FOR
HAVING A CHILD.



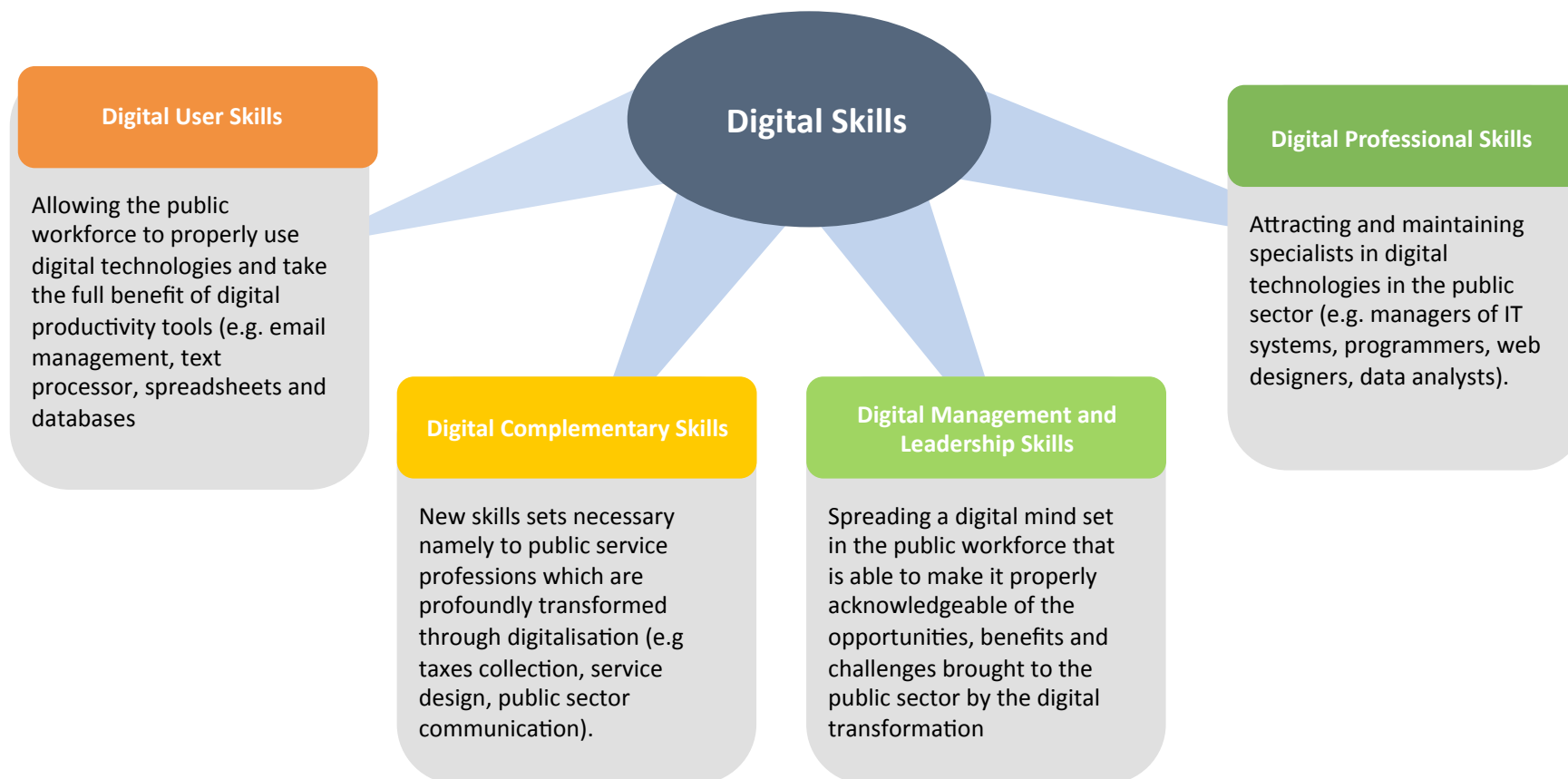
What skills for a transformed public sector?



SIX CORE SKILLS AREAS FOR PUBLIC SECTOR INNOVATION



A Digital Government requires Digital Skills



Gracias!



FORO INTERNACIONAL
GESTIÓN Y DESEMPEÑO
PARA LA INNOVACIÓN PÚBLICA