



This is not an ADB material. The views expressed in this document are the views of the author/s and/or their organizations and do not necessarily reflect the views or policies of the Asian Development Bank, or its Board of Governors, or the governments they represent. ADB does not guarantee the accuracy and/or completeness of the material's contents, and accepts no responsibility for any direct or indirect consequence of their use or reliance, whether wholly or partially. Please feel free to contact the authors directly should you have queries.

# ENABLING AN ENVIRONMENT FOR DIGITAL GOVERNMENT

*Building the foundations for a Digitally Competent  
& Mature Government*

**Barbara-Chiara Ubaldi**

Head of Digital Government and Data Unit

Open and Innovative Government Division

OECD Public Governance Directorate

27 October 2021

# Contents

- 1. Framing the digital transformation of governments**
- 2. Measuring to advance digital government competence and maturity in Asia**



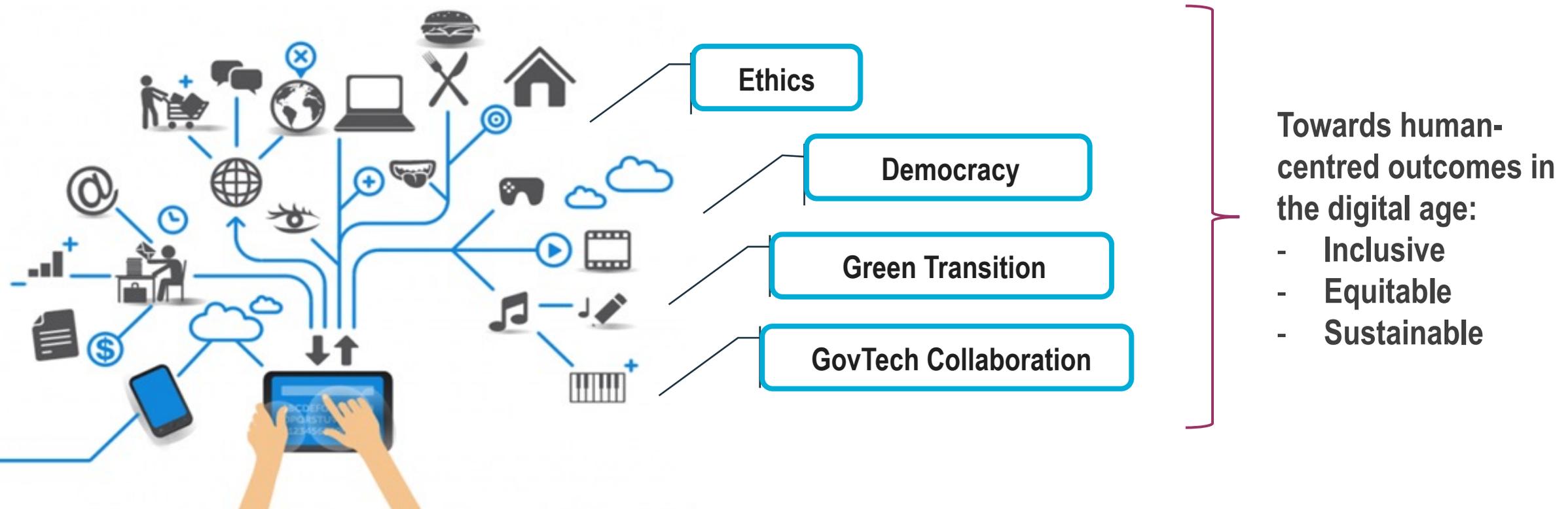
» 01

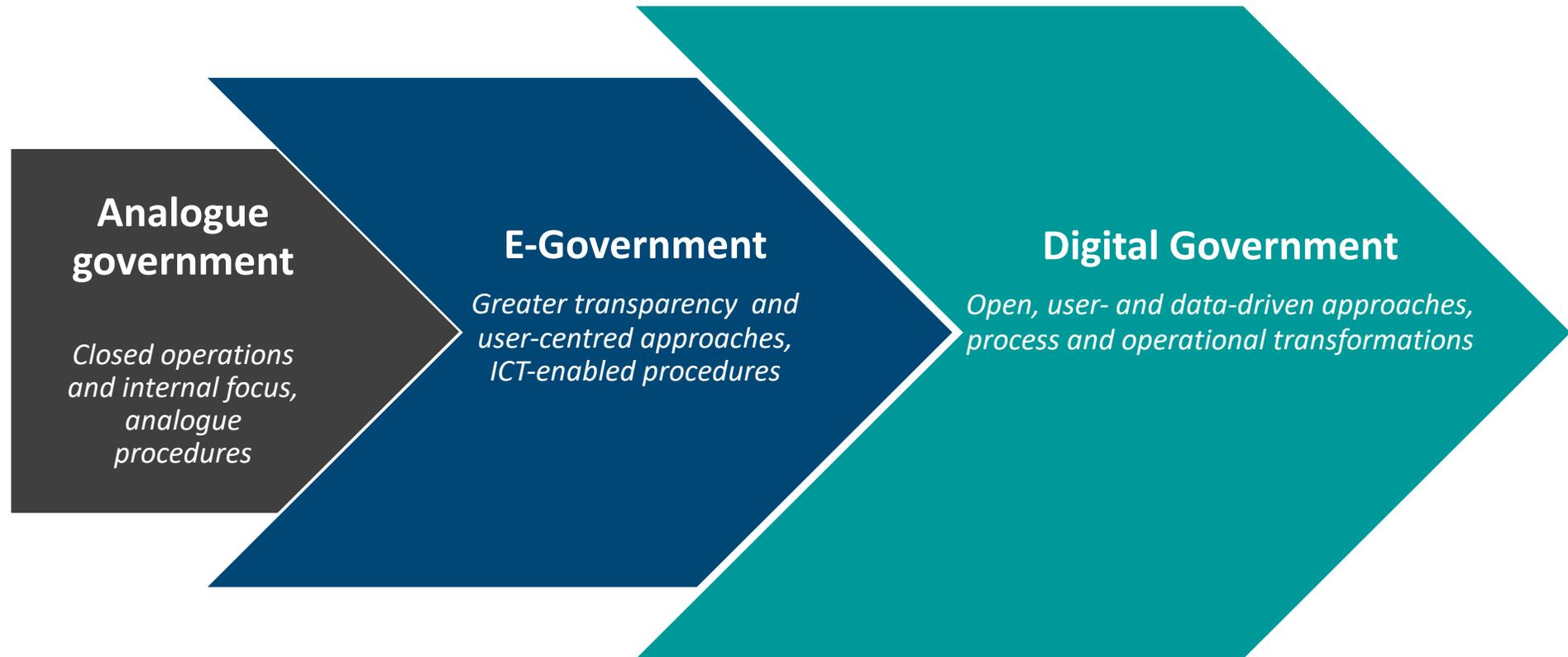
**Framing the digital transformation of governments**

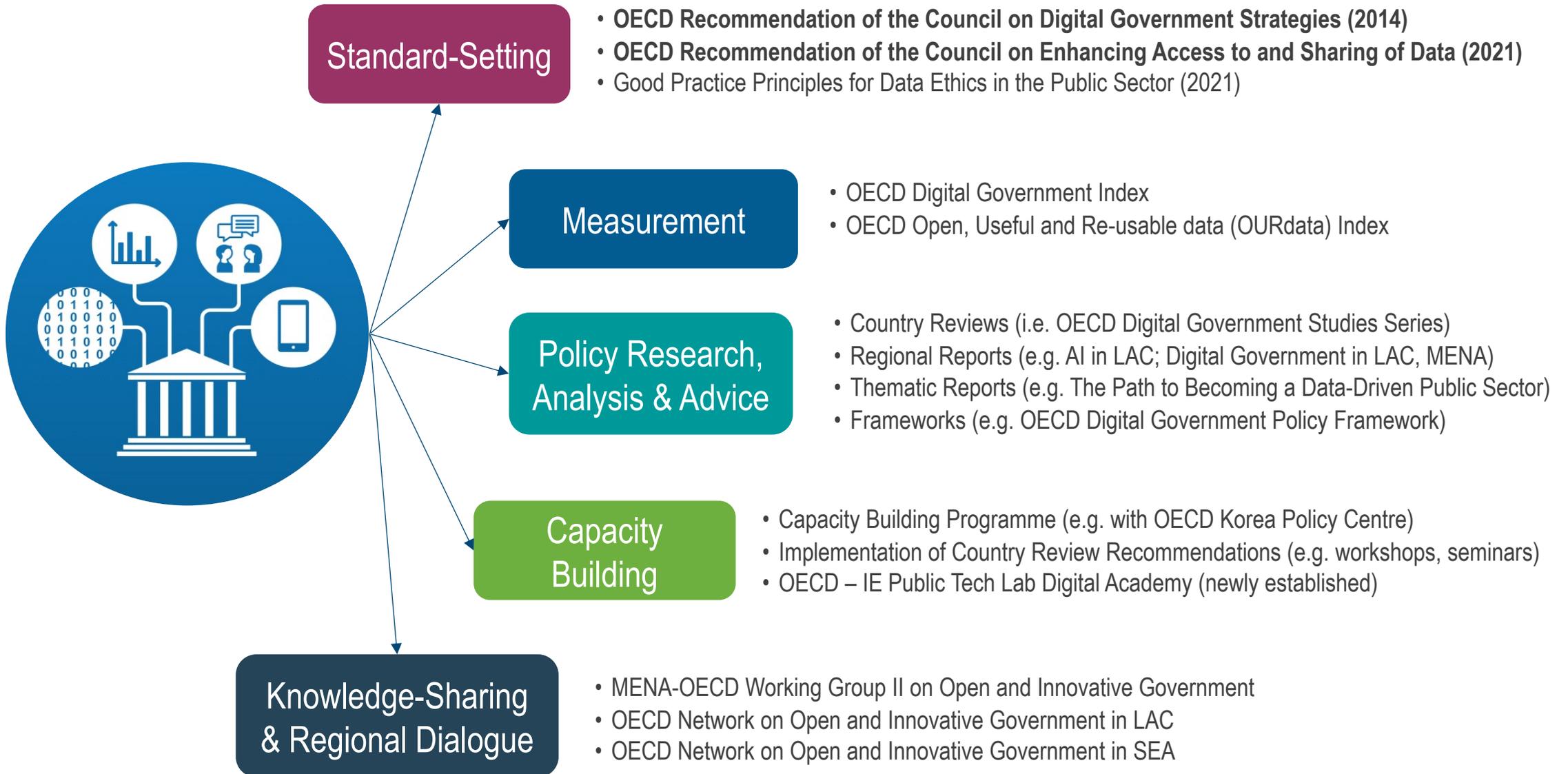


# The important role of digital governments in tackling national and international challenges

- > **The world is becoming digital**, and it needs competent and mature digital governments to set new rules and guidelines on the use of digital tools and data
- > **Emerging technologies + wealth of data** are rapidly transforming economies and societies' needs and behaviours







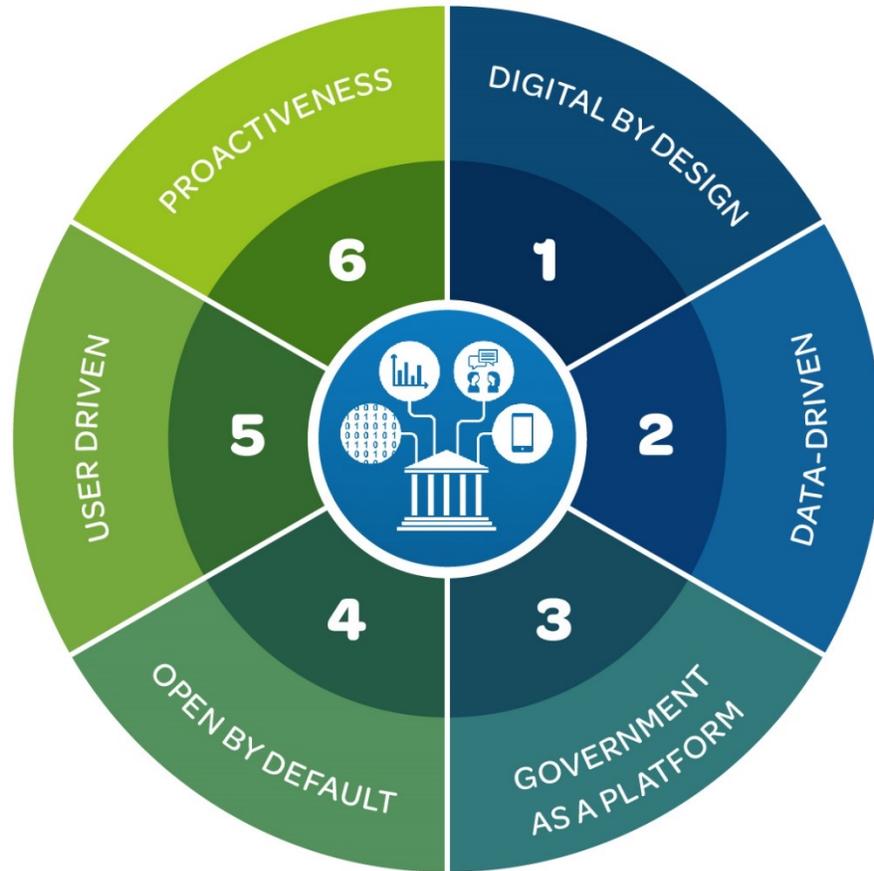


# The OECD Recommendation of the Council on Digital Government Strategies (2014)



8 non-OECD countries adopted

Non-member countries: Argentina, Brazil, Egypt, Kazakhstan, Morocco, Panamá, Peru, Russia



Six dimensions to **characterise and measure** digital government competence and maturity:

## Foundational

1. Digital by design
2. Data-driven
3. Government as a Platform
4. Open by default

## Transformational

5. User-driven
6. Proactiveness

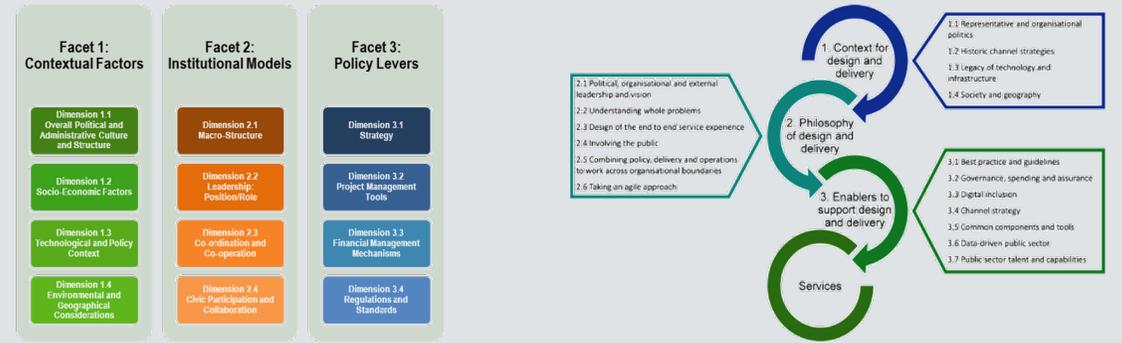


# From Going Digital to Being Digital: Applying the OECD Recommendation (2014)

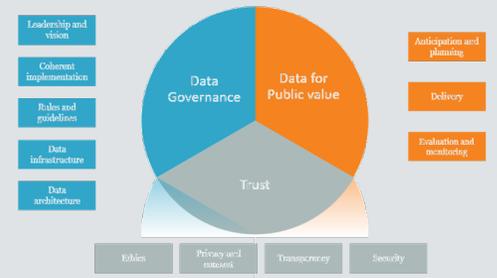
## 2014 Recommendation on Digital Government Strategies



## OECD CONCEPTUAL FRAMEWORKS

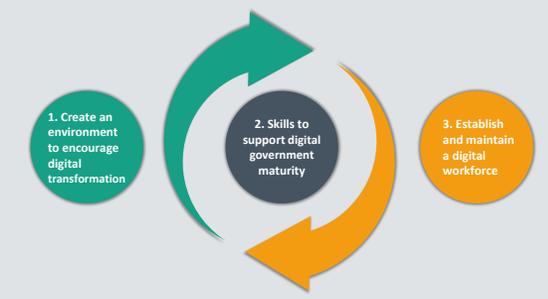


### GOVERNANCE OF DIGITAL GOVERNMENT



### DATA-DRIVEN PUBLIC SECTOR

### SERVICE DESIGN AND DELIVERY



### DIGITAL TALENT AND SKILLS

## NEW/POTENTIAL INSTRUMENTS

Enhanced Access to & Sharing of Data Recommendation	Good Practice Principles for Data Ethics in the Public Sector
Governance of Digital Identity Recommendation	Good Practice Principles for Public-GovTech Collaboration on AI Implementation in the Public Sector
Ethics in the Digital Age Instrument	Good Practice Principles for Service Design and Delivery in the Digital Age

Reinforcing Democracy

Public Sector Capacity

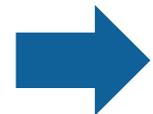
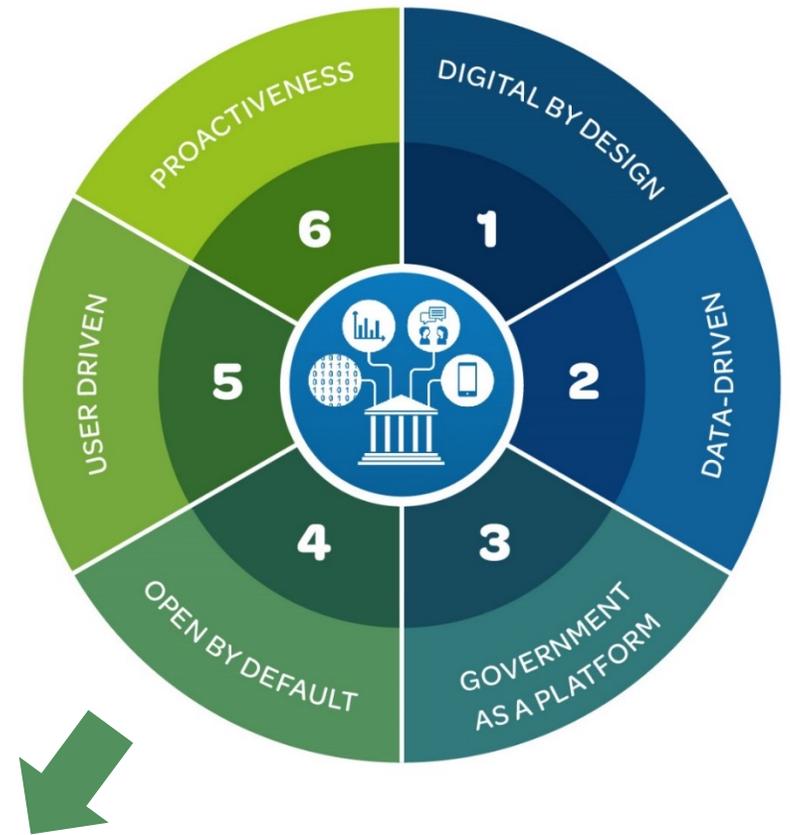
Governing Green

» 02

**Measuring to advance digital government  
competence and maturity in Asia**



# Measuring to secure the foundations and enabling environment for digital government



OECD  
**Digital Government  
Index 2019**



**OECD OURdata index**  
(Open, Useful & Reusable data index)



# Measuring progress is fundamental to promoting digital government and building capacity

## OECD Digital Government Index and OURdata Index Measurement Work + Capacity Building

### Data-Driven Public Sector

- Digital Connectivity
- Data Interoperability
- Data Sharing
- Data Accessibility, Availability and Re-usability
- Open Data

### Public Service Design & Delivery

- Digital Identity
- Talent and Skills

### Trust & Ethics in the Digital Age

- Ethics
- Transparency
- Privacy
- Security
- Digital Rights
- Public-GovTech Collaboration
- Digital Democracy

### Financial Management

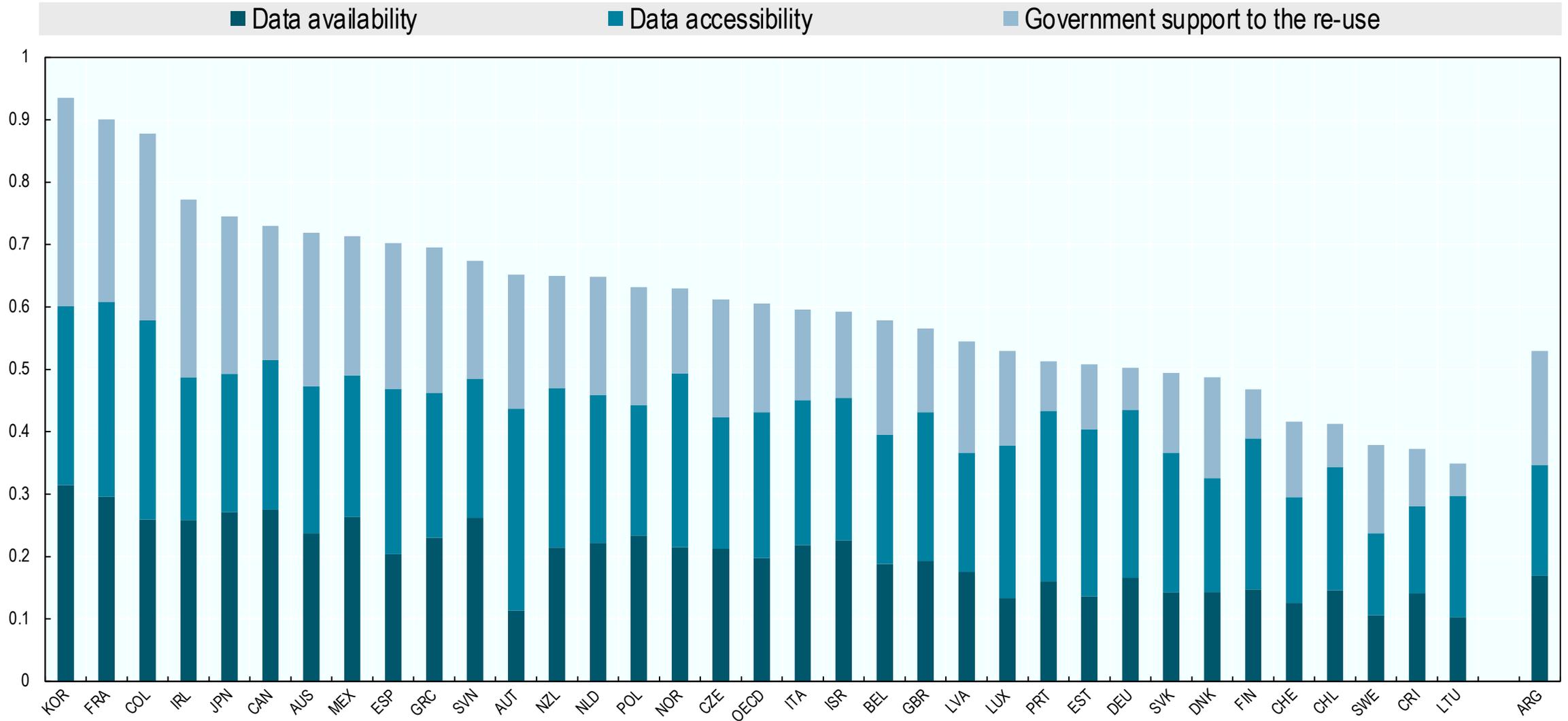
- Digital Government Investments
- GovTech Commissioning

### Policy Tools & Levers

- Business Cases
- Project Management
- Public Procurement
- Legal and Regulatory Frameworks



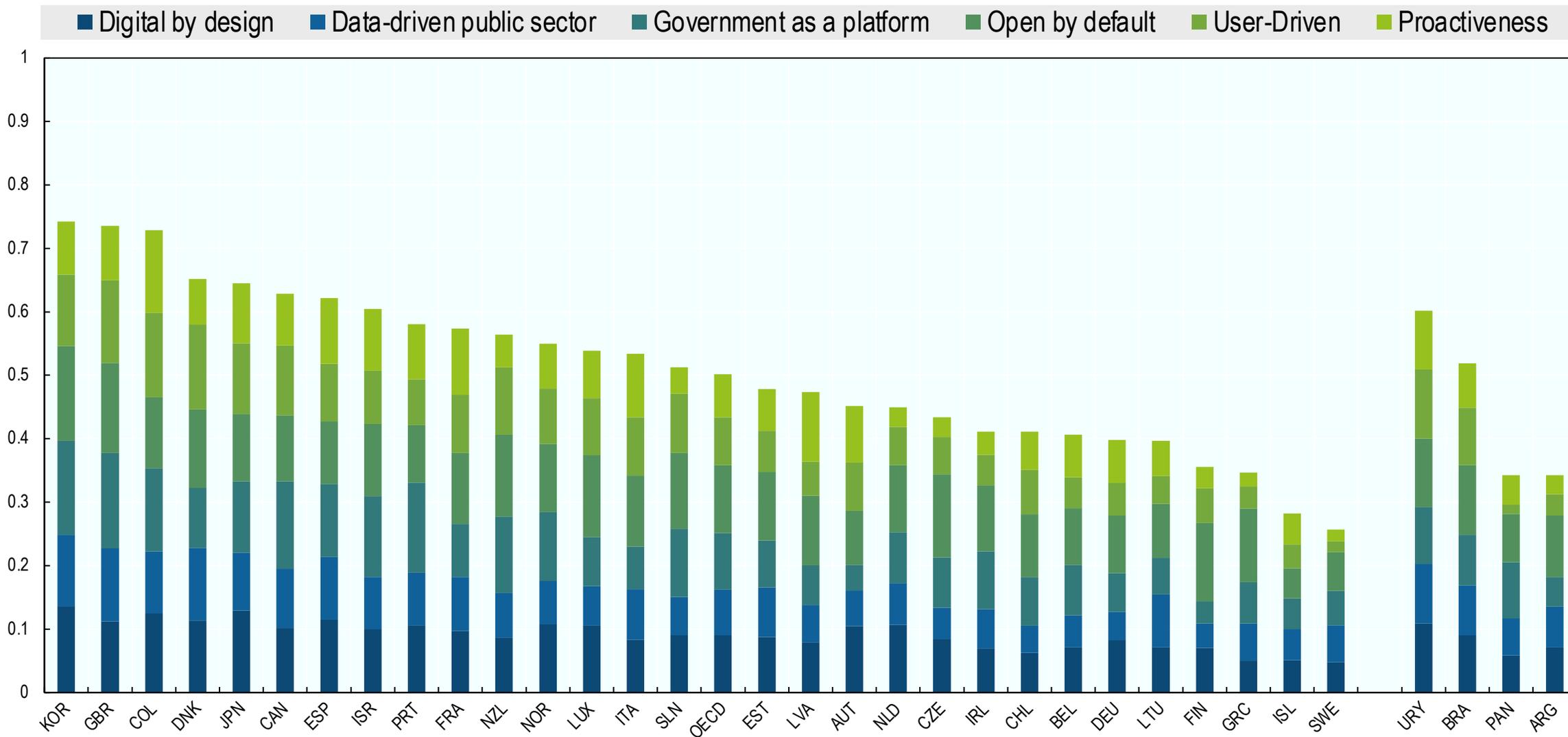
# The OECD Open, Useful and Re-usable data (OURdata) Index (DGI) 2019



Source: OECD Open Government Data Survey 2018. Data for Costa Rica was collected from the IDB-OECD Open Government Data Survey 2018.  
 Note: Data is not available for Hungary, Iceland, Turkey and the United States (Information on data for Israel : <http://dx.doi.org/10.1787/888932315602>.)



# The OECD Digital Government Index (DGI) 2019



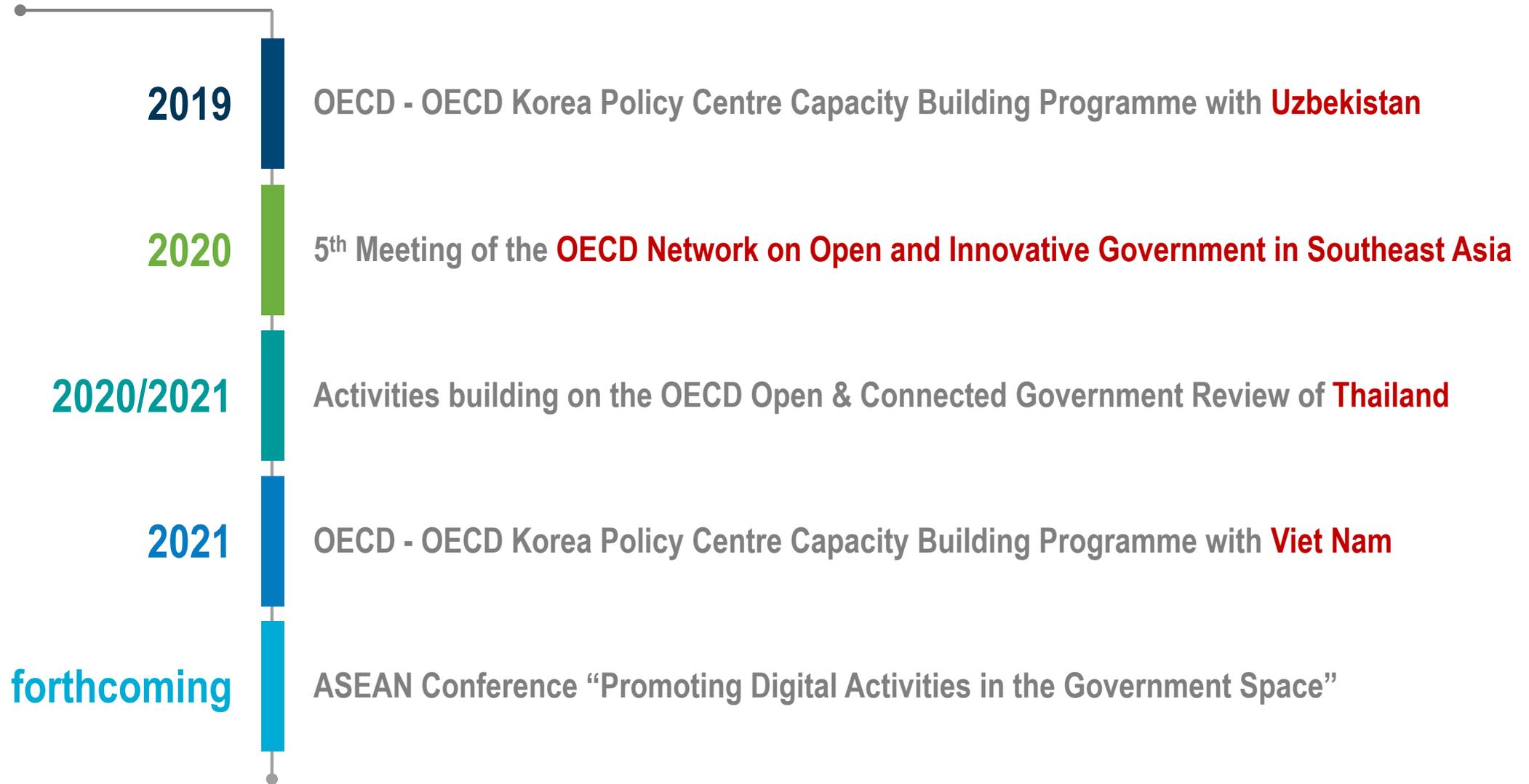
Source: OECD Digital Government Index (2020) <https://oe.cd/dgi-2019>  
Information on data for Israel: <http://dx.doi.org/10.1787/888932315602>.

Digital government co-operation across borders is essential for handling today's challenges.





## Our recent work in Asia under the Global E-Leaders Initiative (GELI)







# Thank You!

Barbara-Chiara Ubaldi

[barbara.ubaldi@oecd.org](mailto:barbara.ubaldi@oecd.org)

<http://www.oecd.org/gov/digital-government>



*@BarbaraUbaldi*

*@OECDgov*

*#digitalgov*

*#opendata*

*#digitaltransformation*