



Strengthening data literacy for more mature digital governments

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eGovernment

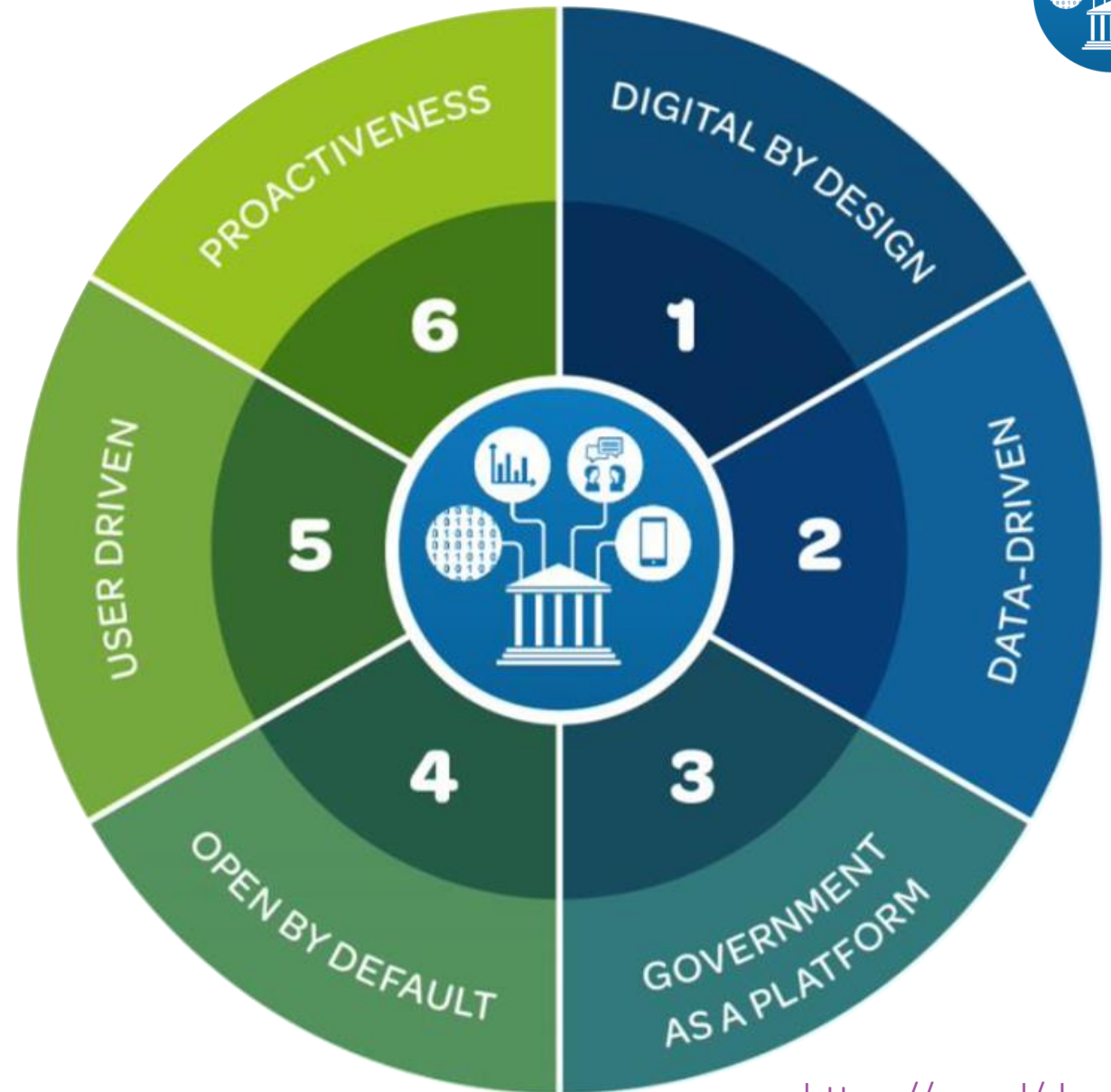
- Digitisation of analogue procedures
- Technology focus
- Government-centered services

Digital Government

- Re-engineering and re-designing services and processes
- Technology as an enabler
- User-centered services



The **Digital Government Policy Framework** sets out the **6 essential characteristics** of digital government maturity





The OECD Framework for Digital Talent and Skills in the Public Sector



1. Create an environment to encourage digital transformation



2. Skills to support digital government maturity

3. Establish and maintain a digital workforce



Pillar 1: Create an environment to encourage digital transformation



1. Create an environment to encourage digital transformation



2. Skills to support digital government maturity

- Leadership
- Organisational structure
- Learning culture
- Ways of working

3. Establish and maintain digital workforce

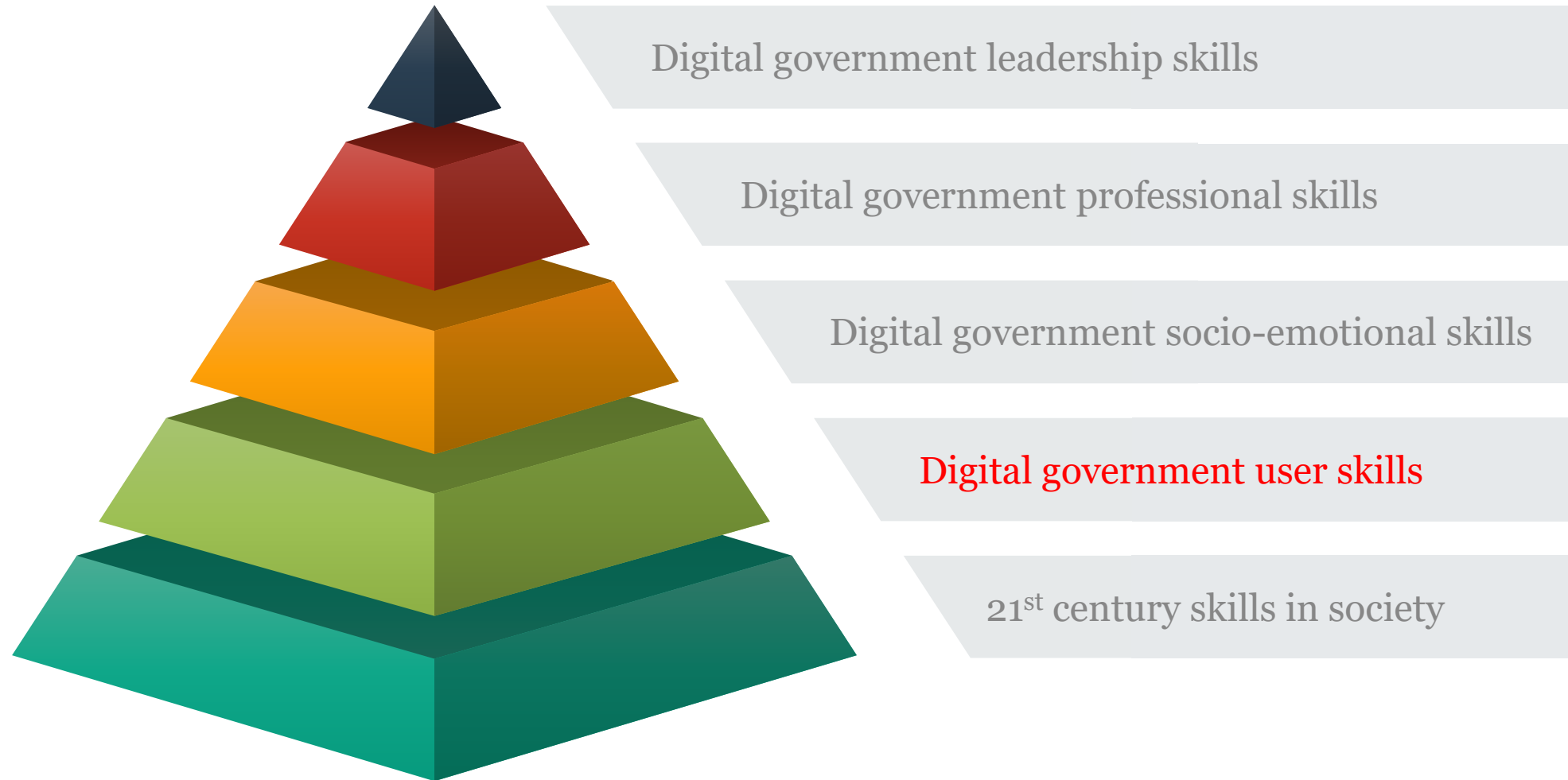


>> Pillar 2

**Skills to support digital
government maturity**

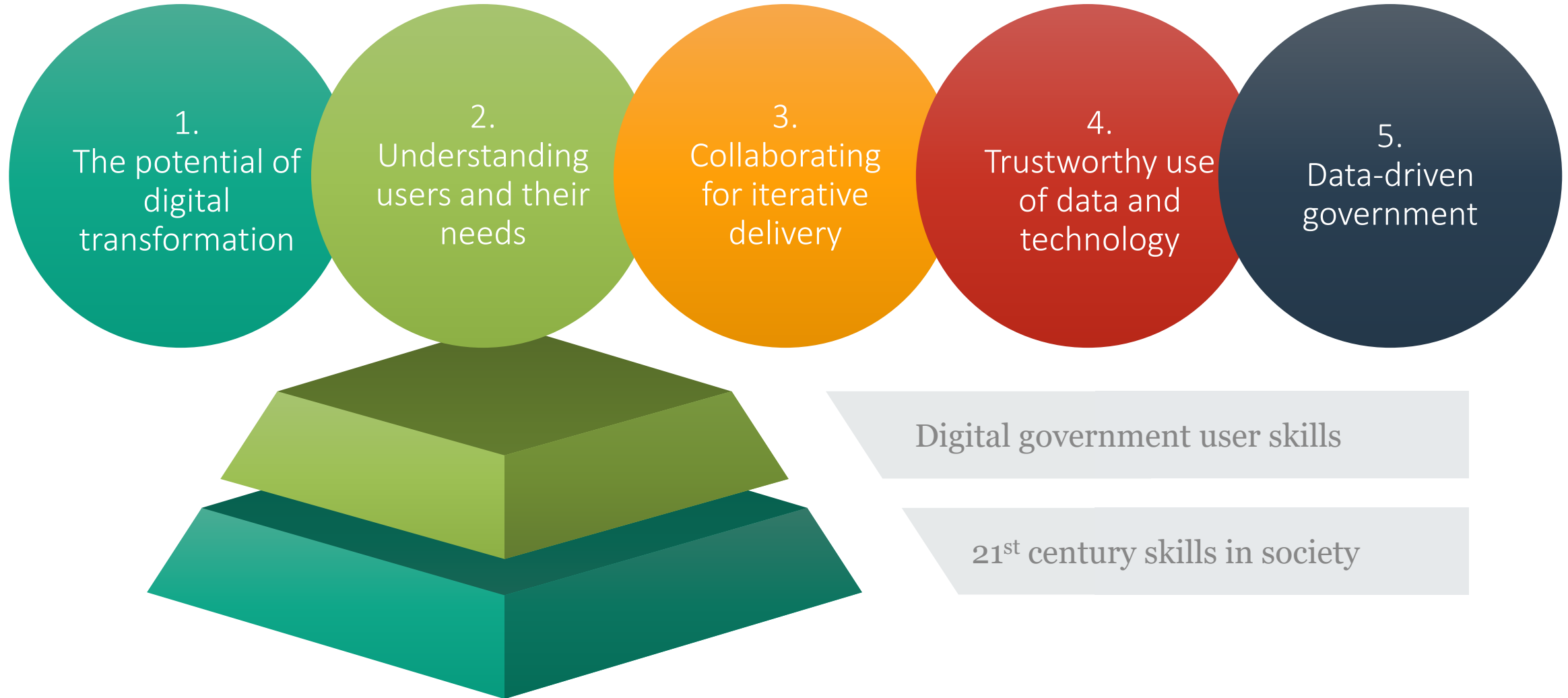


Pillar 2: Skills to support digital government maturity





Pillar 2: Skills to support digital government maturity



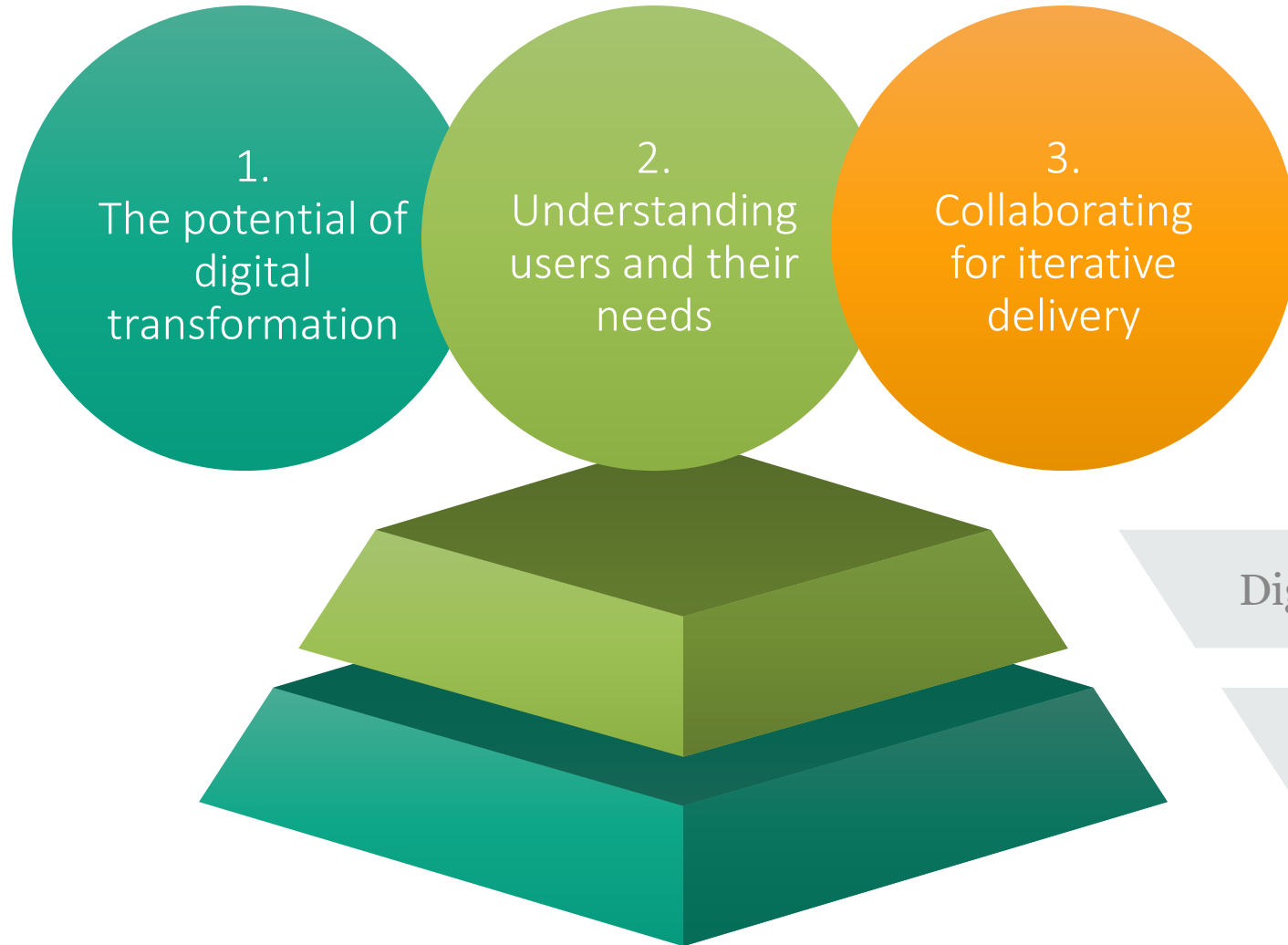


The potential of digital transformation is to:

- Deliver better and more accessible services
- Make civic participation easier
- Allow new types of collaborations
- Increase transparency
- Better inform policy making



Pillar 2: Skills to support digital government maturity





Collaborating openly for iterative delivery involves:

- ‘open by default’
- participatory approaches
- working with open source code and their communities
- diverse, multi-disciplinary teams
- involving policy, delivery and operations
- researching, prototyping, testing and learning

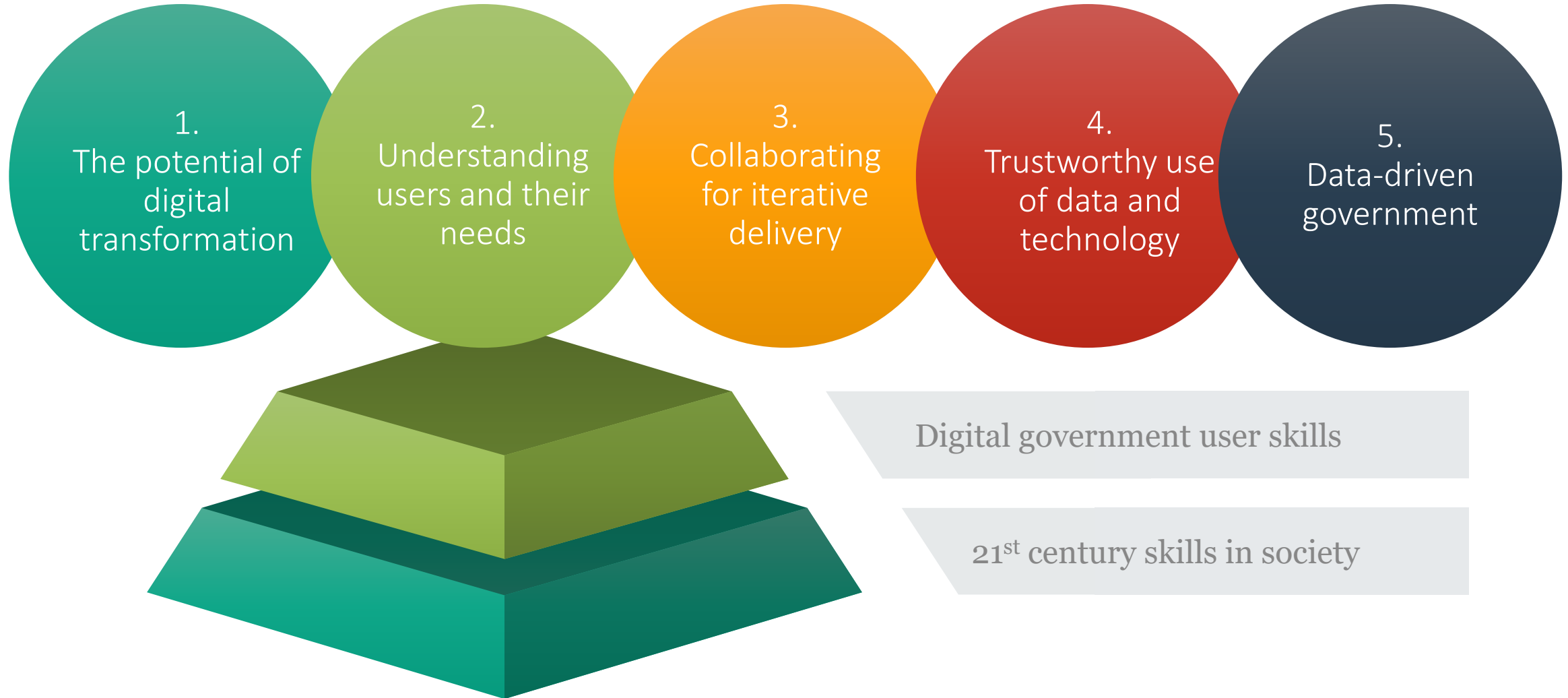


Proficiency in the trustworthy use of data and technology involves:

- Digital security
- Data handling
- Ethical practices
- Accountable procurement
- Service reliability



Pillar 2: Skills to support digital government maturity





Grounding in the data-driven public sector involves:

- Being aware of who is responsible for the data agenda
- Familiarity with governing access to, and sharing of, data
- Confidence in personal legal and ethical obligations around data handling
- Spotting opportunities for data to support the better design of services
- Empirical approaches to anticipating and planning, delivering and monitoring
- Understanding the value of Open Government Data
- Data literacy goes well beyond bringing on board data scientists



1. Create an environment to encourage digital transformation



2. Skills to support digital government maturity

3. Establish and maintain a digital workforce



Pillar 3: Create an environment to encourage digital transformation

- Recruit
- Retain
- Develop skills
- Allocate skills
- Reform the environment

2. Skills to support digital government maturity

3. Establish and maintain a digital workforce



- OECD Recommendation on Digital Government Strategies: <https://oe.cd/2BR>
- Digital Government Policy Framework: <https://oe.cd/dgpf>
- OECD Framework for Digital Talent and Skills in the Public Sector: <https://oe.cd/il/3CO>
- An updated OECD framework on drivers of trust in public institutions to meet current and future challenges: <https://oe.cd/4LM>
- Good Practice Principles for Data Ethics in the Public Sector: <https://oe.cd/dataethics>
- Good Practice Principles for Service Design and Delivery in the Digital Age: <https://oe.cd/sdd-gpps>



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