Transforming Service Delivery
Towards a Digital and Open Government

João Ricardo Vasconcelos
Policy Analyst
Digital Government and Open Data Team
Reform of the Public Sector Division
Public Governance Directorate / OECD
Open Data is today a very trendy issue.
Open Data is today a very trendy issue

Citizens are used to the best service providers in the world.
NEW CHALLENGES FOR GOVERNMENTS?

• PERSONAL DATA PROTECTION
• DIGITAL SECURITY
• ALGORITHMS, OPPENESS AND ETHICAL ISSUES – BIAS IN DECISION MAKING PROCESSES
• MISINFORMATION AND FAKE NEWS
Open Data is today a very trendy issue.

SERVICES ARE THE FRONTLINE OF GOVERNMENTS’ INTERACTIONS WITH CITIZENS.
Open Data is today a very trendy issue.

Digital and open governments are needed.
OECD RECOMMENDATIONS

APPROVED IN 2014, THE RECOMMENDATION SUPPORTS GOVERNMENTS TO **SHIFT FROM AN E-GOVERNMENT APPROACH TO A DIGITAL GOVERNMENT IMPERATIVE.** ONE KEY RECOMMENDATION ON ICT PROCUREMENT.

APPROVED IN 2017, THE RECOMMENDATION DEFINES A SET OF **CRITERIA THAT WILL HELP ADHERING COUNTRIES TO DESIGN AND IMPLEMENT SUCCESSFUL OPEN GOVERNMENT AGENDAS.**
What are the six dimensions of a Digital Government?

- Digital by Design
- Data-driven
- User-driven
- Proactive
- Government as a Platform
- Open by Default

Data-driven Public Sector
COUNTRY EXAMPLES
MOBILIZING THE STAKEHOLDERS

IN PORTUGAL, THE GOVERNMENT ADMINISTRATIVE MODERNISATION PROGRAM IS BASED ON CITIZENS AND PUBLIC OFFICERS’ INPUTS, MOBILIZES COMPANIES AND BENEFITS FROM HIGH POLITICAL SUPPORT.
Open Data is today a very trendy issue in Tunisia and Morocco, the Open Government Partnership Action Plans highlight digital services and ICT for openness.

Also, initiatives to reuse open data in Tunisia and the portal Chikaya to receive complains in Morocco are good examples.
“CITIZEN-DRIVEN” APPROACHES TO IMPROVE CITIZENS’ TRUST

SPAIN AND THE NETHERLANDS ARE COMMITTED TO INCREASE THE EXCHANGE OF INFORMATION IN THE PUBLIC SECTORS, WITH CITIZENS’ CONSENT.
COLLABORATION FOR IMPROVED TRANSPARENCY AND INTEGRITY

IN ARGENTINA, OPEN GOVERNMENT DATA IS BEING LEVERAGED TO PROMOTE INTEGRITY
Open Data is today a very trendy issue. Brazil is starting to use artificial intelligence for improved auditing.
SERVICES MATTER

PROMOTING A COMMON USER EXPERIENCE IN MEXICO

– INTEGRATION OF PROCESSES
– DIFFERENT CHANNELS, SAME EXPERIENCE
– IMPROVED SATISFACTION FROM CITIZENS
CRITICAL ISSUES TO SECURE FOR AN DIGITAL AND OPEN GOVERNMENT
PROMOTE EFFECTIVE PUBLIC SECTOR COMMUNICATION

BRING ON BOARD AND COLLABORATE WITH THE ECOSYSTEM OF STAKEHOLDERS

ASSURE THAT THE PROPER POLICY LEVERS ARE IN PLACE FOR IMPROVED GOVERNANCE
THANK YOU!

João Ricardo Vasconcelos
joao.vasconcelos@oecd.org

Marrakesh, 15 November 2018