Strengthening data literacy for more mature digital governments

Barbara-Chiara Ubaldi, Deputy Head of Open and Innovative Government Division, Head of Digital Government and Data Unit, OECD

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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
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

https://oe.cd/il/3CO
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 a digital workforce

https://oe.cd/il/3CO
Pillar 2: Skills to support digital government maturity
Pillar 2: Skills to support digital government maturity

- Digital government leadership skills
- Digital government professional skills
- Digital government socio-emotional skills
- Digital government user skills
- 21st century skills in society

https://oe.cd/il/3CO
Pillar 2: Skills to support digital government maturity

1. The potential of digital transformation
2. Understanding users and their needs
3. Collaborating for iterative delivery
4. Trustworthy use of data and technology
5. Data-driven government

Digital government user skills
21st century skills in society

https://oe.cd/il/3CO
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

1. The potential of digital transformation
2. Understanding users and their needs
3. Collaborating for iterative delivery

Digital government user skills
21st century skills in society

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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

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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

1. The potential of digital transformation
2. Understanding users and their needs
3. Collaborating for iterative delivery
4. Trustworthy use of data and technology
5. Data-driven government

Digital government user skills
21st century skills in society

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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

https://oe.cd/il/3CO
1. Create an environment to encourage digital transformation

2. Skills to support digital government maturity

3. Establish and maintain a digital workforce

https://oe.cd/il/3CO
Pillar 3: Create an environment to encourage digital transformation

1. Create an environment to encourage digital transformation
   - Recruit
   - Retain
   - Develop skills
   - Allocate skills
   - Reform the environment

2. Skills to support digital government maturity
   - 2. Skills to support digital government maturity

3. Establish and maintain a digital workforce
   - 3. Establish and maintain a digital workforce

https://oe.cd/il/3CO
Useful links and resources

• 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