



1st CPLP Conference on e-Government 2013
"SMART GOVERNANCE TO LEAD THE FUTURE „
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“THE ROLE OF E-GOVERNMENT IN THE DEVELOPMENT OF ECONOMY AND SOCIETIES”

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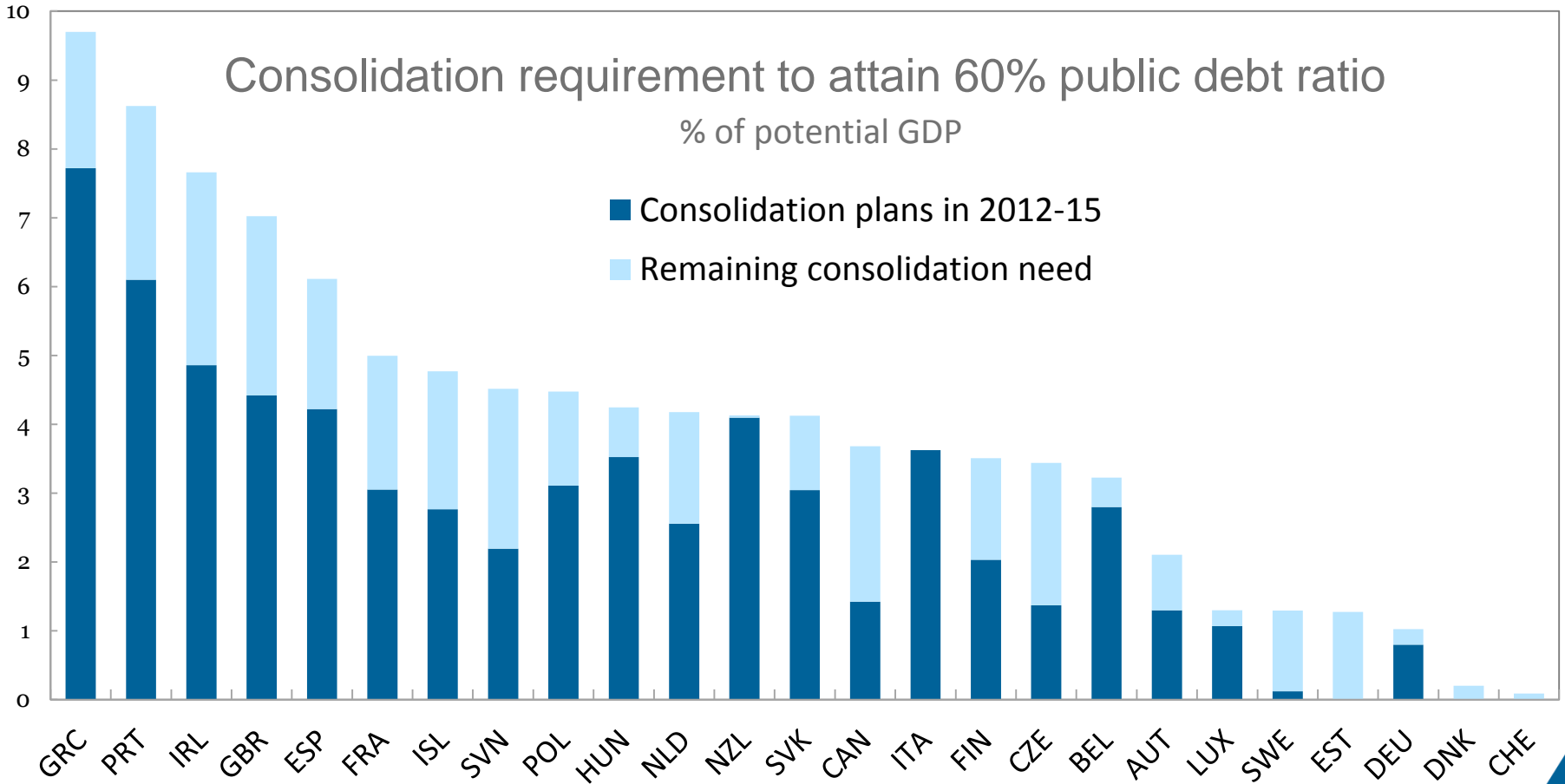


Overall context



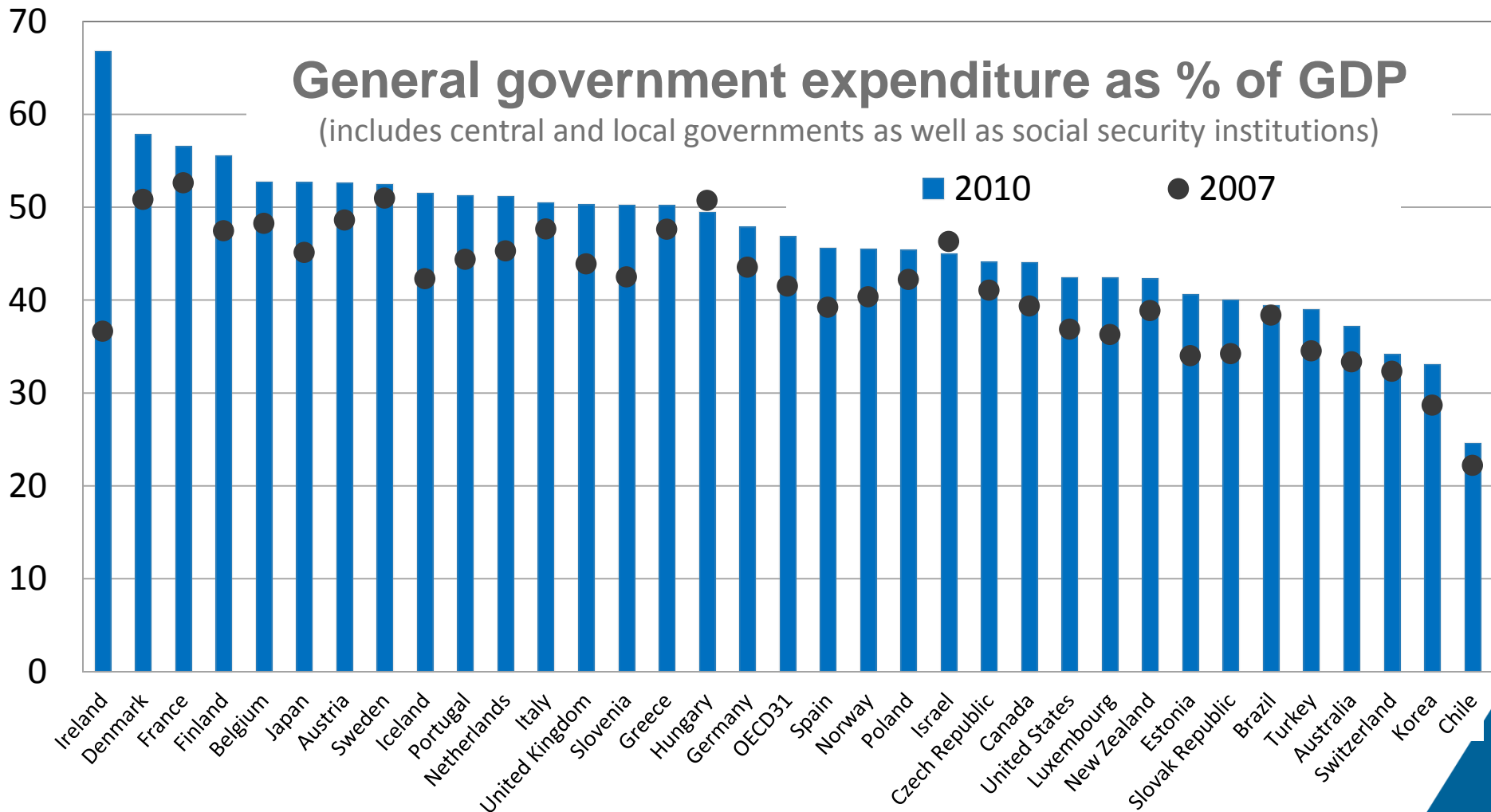


Fiscal space remains limited in OECD





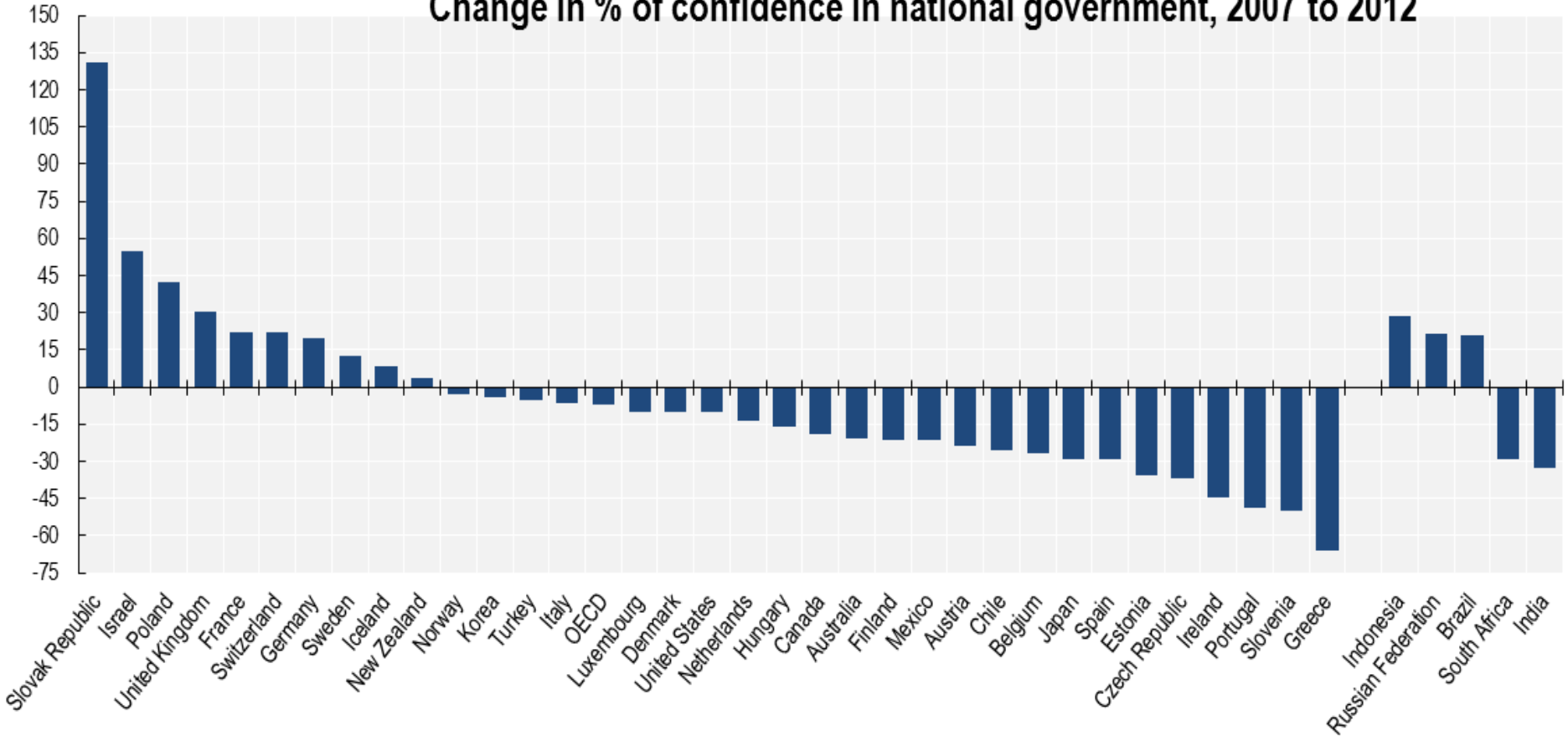
While public expenditure levels rise





Confidence in government hit hard in a long tail of OECD countries

Change in % of confidence in national government, 2007 to 2012





What has changed in the new digital governance context?

- **New “digital” policies, strategies and choices** needed to enable open, participatory and ubiquitous public sector
- **New forms of collaborative and participatory governance** for **joined-up administrations** capable of adopting **whole-of-society approaches** to create public value and **deliver integrated services**
- The paradigm has changed: **from government as provider to government as enabler and convener**
- From **government centred**, to **user-centred** to **people driven** e-government.



What value can e-government help creating?

- **Economic value**
 - National competitiveness
 - Businesses opportunities and start up
 - Simpler and more accessible administration
 - Public sector internal efficiency
 - More efficient service delivery
- **Social value**
 - Public engagement in service design and delivery and policy making
 - More inclusive, participatory and democratic societies
 - Social innovation
 - Joined up approaches and crowd sourced solutions
- **Good governance value**
 - Transparency
 - Openness
 - Accountability



Digital opportunities to help governments work “smarter”

New expectations	Digital opportunities
Show capacity to tackle “wicked” / complex policy issues	“ Smart ” government, “smart” cities, m-government, data mining and analysis
Join up public administration processes and interfaces	Interoperability , horizontal enablers, standards & integrated one-stop-shops, cloud computing
Tailor and align public services	Open Data
Open up for public engagement	Open Data and Social media



What help do governments need in this new context?

- An **environment and ecosystems** that create value, integrate services and **engage users**
- **Bridge gaps, build capacities, raise awareness and use**
- Leveraging **ICT and data** resources to **connect actors** to generate integrated solutions
- **Adopt National Strategies and Action Plans** linked to public sector reform and innovation agendas
- Produce and use **evidence** that show **impact** to guide choices and take **corrective actions**
- **Standards and policy instruments** to be guided through the new (digital) public governance context and facilitate x-border services and cooperation



How can the OECD help?

- **E-Government Reviews:** to revise national policies, plans and initiatives, benchmark with OECD countries, recommend actions to adopt or revise national strategies, road maps and action plans
Denmark, Finland, Norway, the Netherlands, Mexico, Belgium, Turkey, Spain, Portugal, Egypt
- **Capacity Building Initiatives:** to build capacities, raise awareness, share experiences with OECD countries and support implementation
OECD countries, Colombia, Palestinian Authority
- **OECD Principles on Digital Government:** Bringing governments closer to citizens and businesses.



OECD Principles on Digital Government Strategies: Bringing Governments Closer to Citizens and Businesses

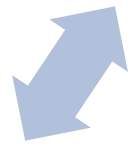
Leveraging ICT to create social, economic and good governance public value:

- **Pillar 1:** Engaging citizens and opening up governments to maintain public trust
- **Pillar 2:** Adopting joined-up approaches to deliver public value
- **Pillar 3:** Strengthen capacities to ensure return on ICT investment

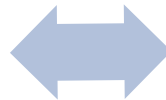


Three pillars for digital strategies

Engage citizens and open government to maintain public trust



Strengthen capabilities to ensure return on ICT investments



Adopt joined-up approaches to deliver public value



Thank You!

We hope you will engage with us and provide comments by **December 20** on the OECD Principles on Digital Government Strategies discussed at the **OECD E-Leaders 2013, 29 October, Switzerland:**

<http://oe.cd/eldrs>

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