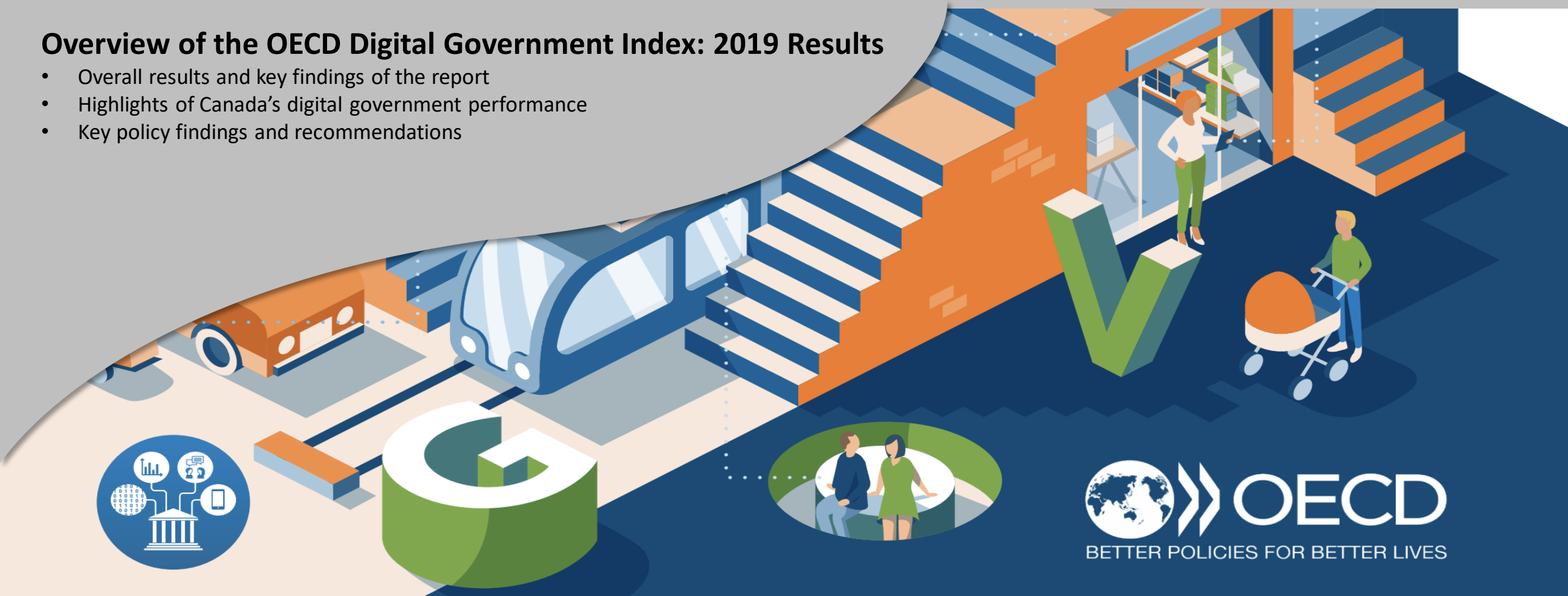


## Overview of the OECD Digital Government Index: 2019 Results

- Overall results and key findings of the report
- Highlights of Canada's digital government performance
- Key policy findings and recommendations



# 1. Introduction

The [Organisation for Economic Co-operation and Development \(OECD\)](#) recently published an annual [report](#) that presents the 2019 results and key policy messages of the [Digital Government Index \(DGI\)](#) and the [Digital Government Policy Framework](#).

The report provides a comprehensive analysis of the level of maturity of the various digital government strategies across OECD member countries. The assessment is the result of the Survey on Digital Government 1.0 and measures digital government maturity along several dimensions of the Digital Government Policy Framework.

Governments are encouraged to increase efforts to strategically use digital technologies and data to ensure that public service is user-driven and more responsive of the needs of citizens.



## Why is the Report Important?

The [Digital Government Index: 2019 Results](#) report warrants a highlight for the following reasons:

- The OECD Digital Government Index (DGI) results for 2019 is extremely topical (published on October 14, 2020)
- The COVID-19 pandemic has accelerated digital progress for governments worldwide. The report presents an opportunity for countries to examine their efforts towards a mature digital government

## What is covered in this executive report?

This report presents a concise snapshot of the [Digital Government Index: 2019 Results](#). It includes the following:

- Introduction
- Overview of the OECD Digital Government Index and the OECD Digital Government Policy Framework
- Description of the survey and methodology
- The overall results and key messages
- A highlight of Canada's digital government performance
- Key policy findings and recommendations

## 2. Overview of the Digital Government Index

The OECD Digital Government index (DGI) was developed as a result of the actions outlined in the OECD Recommendation on Digital Government Strategies (see Figure 1). The DGI responds to the need for “a measurement instrument that tracks the adoption of a strategic approach, policy levers, implementation and monitoring mechanisms for digital government policies across OECD member and partner countries”.<sup>1</sup>

The DGI: 2019 Results is the first report published by the OECD that assesses governments’ adoption of strategic approaches in the use of data and digital technologies.

**Figure 1:** The OECD Recommendation on Digital Government Strategies

Openness and Engagement	Governance and Coordination	Capacities to Support Implementation
<ol style="list-style-type: none"><li>1. Openness, transparency and inclusiveness</li><li>2. Engagement and participation in a multi-actor context in policy making and service delivery</li><li>3. Creation of a data-driven culture</li><li>4. Protecting privacy and ensuring security</li></ol>	<ol style="list-style-type: none"><li>5. Leadership and political commitment</li><li>6. Coherent use of digital technology across policy areas</li><li>7. Effective organizational and governance frameworks to coordinate</li><li>8. Strengthen international cooperation with other governments</li></ol>	<ol style="list-style-type: none"><li>9. Development of clear business cases</li><li>10. Reinforced institutional capacities</li><li>11. Procurement of digital technologies</li><li>12. Legal and regulatory framework</li></ol>

### COVID-19 Has Accelerated Digital Government Efforts

Prior to the COVID-19 outbreak, digital government has been disruptive to the public sector. However, COVID-19 has challenged how governments use digital technologies and data strategically to adapt and respond to the global crisis. Governments around the world are leveraging digital platforms to engage with citizens and businesses, meet their changing needs, and ensure the continuity of public sector programs and services.

Governments are also acting to strengthen digital government strategies and pave the way for the agility and resilience of the public sector in the future. Digital technologies and data are being leveraged to foster new forms of governing that are more participatory and innovative.

According to the report, in this new holistic shift, “digital government can facilitate service transformation and collaboration across public sector organisations to make them more open, user-driven and proactive”.<sup>2</sup>

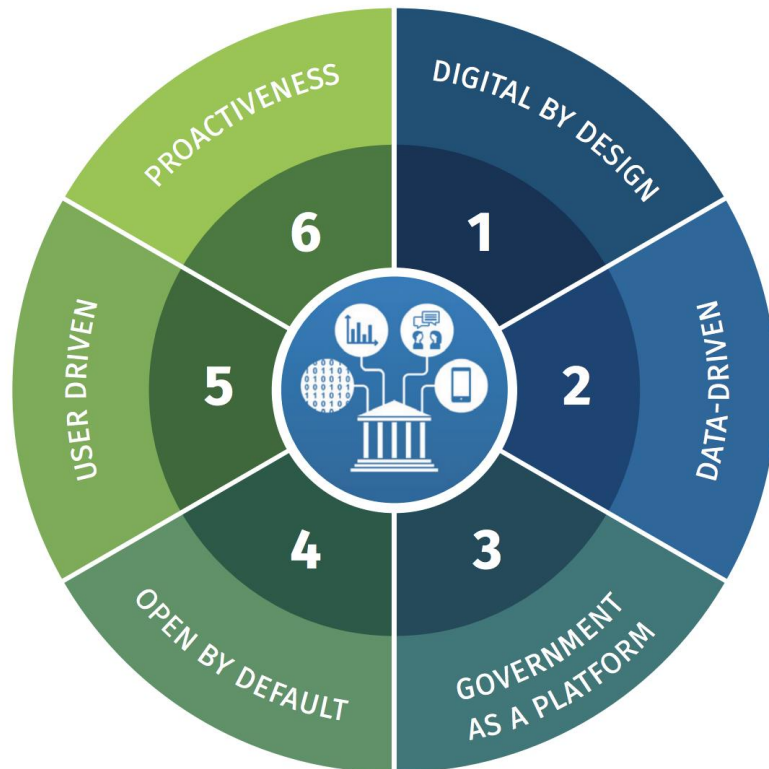
### 3. The OECD Digital Government Policy Framework

The OECD Digital Government Policy Framework is a policy instrument that aims to help governments identify key determinants to effectively design, implement, and sustain digital government strategies in the public sector.

The framework includes a series of indicators that measure digital government maturity across six dimensions (see Figure 2).

**Figure 2:**

The OECD Digital Government Policy Framework



Under the Digital Government Policy Framework (DGPG), a mature digital government:

#### digital by design

leverages digital technologies to rethink public processes, simplify procedures, and create new channels of communication and engagement with stakeholders

#### data-driven

values data as a strategic asset and establishes the governance, access, sharing and re-use mechanisms for improved decision-making and service delivery

#### government as a platform

deploys platforms, standards and services to help teams focus on user needs in public service design and delivery

#### open by default

makes government data and policy-making processes available to the public, within the limits of existing legislation and in balance with national and public interest

#### user-driven

prioritizes people's needs and convenience in the shaping of processes, services and policies; and by adopting inclusive mechanisms that enable this to happen

#### proactive

anticipates people's needs and respond to them rapidly, avoiding the need for cumbersome data and service delivery processes

## 4. Survey and Methodology

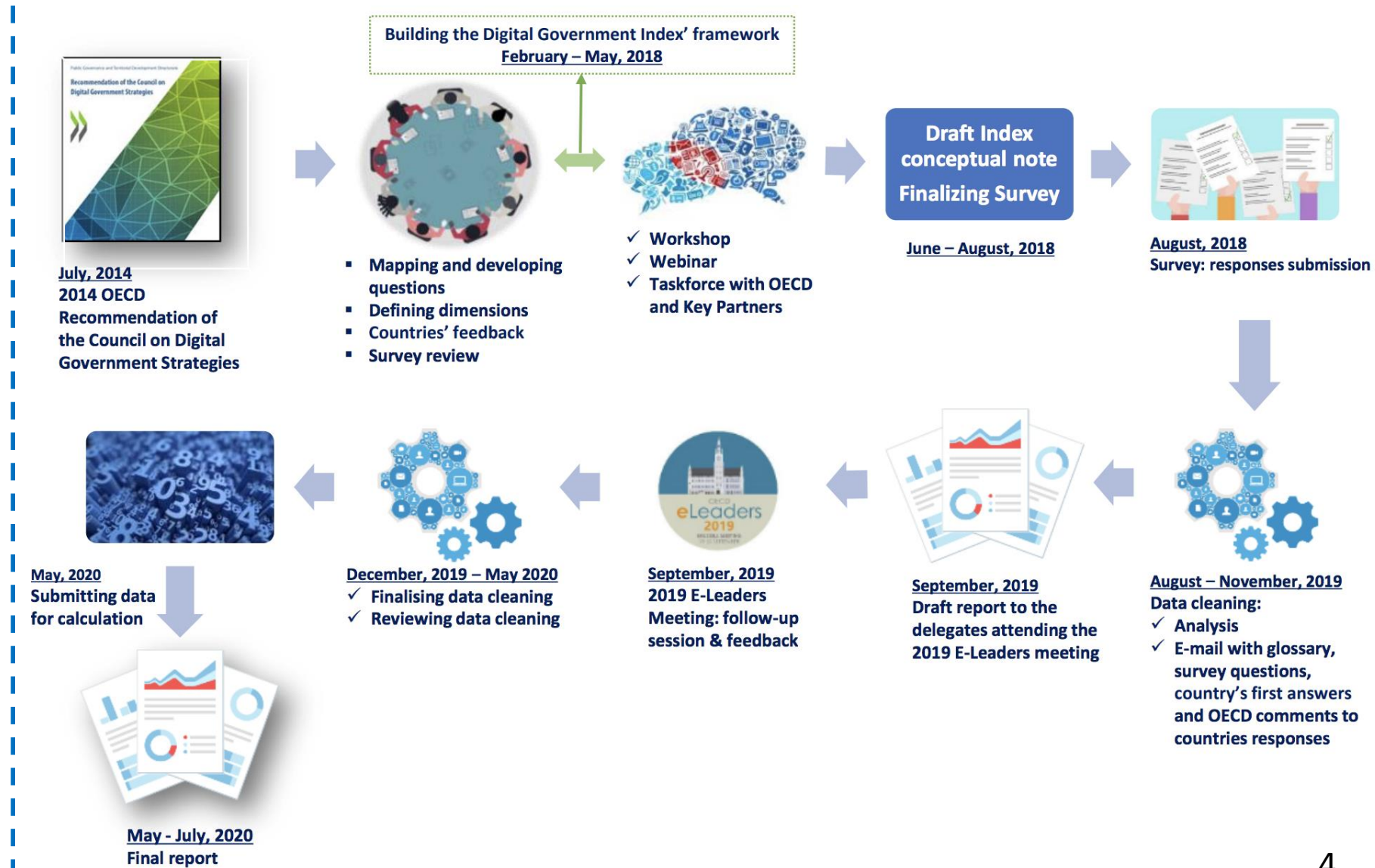
The Survey on Digital Government 1.0 is the first effort to translate the OECD DGPF into a set of indicators to monitor the Recommendation of the Council on Digital Government Strategies, and to benchmark the progress of digital government reforms across OECD member and participant countries.

The Survey utilized a qualitative research methodology and was comprised of 94 questions<sup>3</sup>. Survey respondents included high-level digital government officials from:

- 29 OECD member countries
- 4 non-member countries.

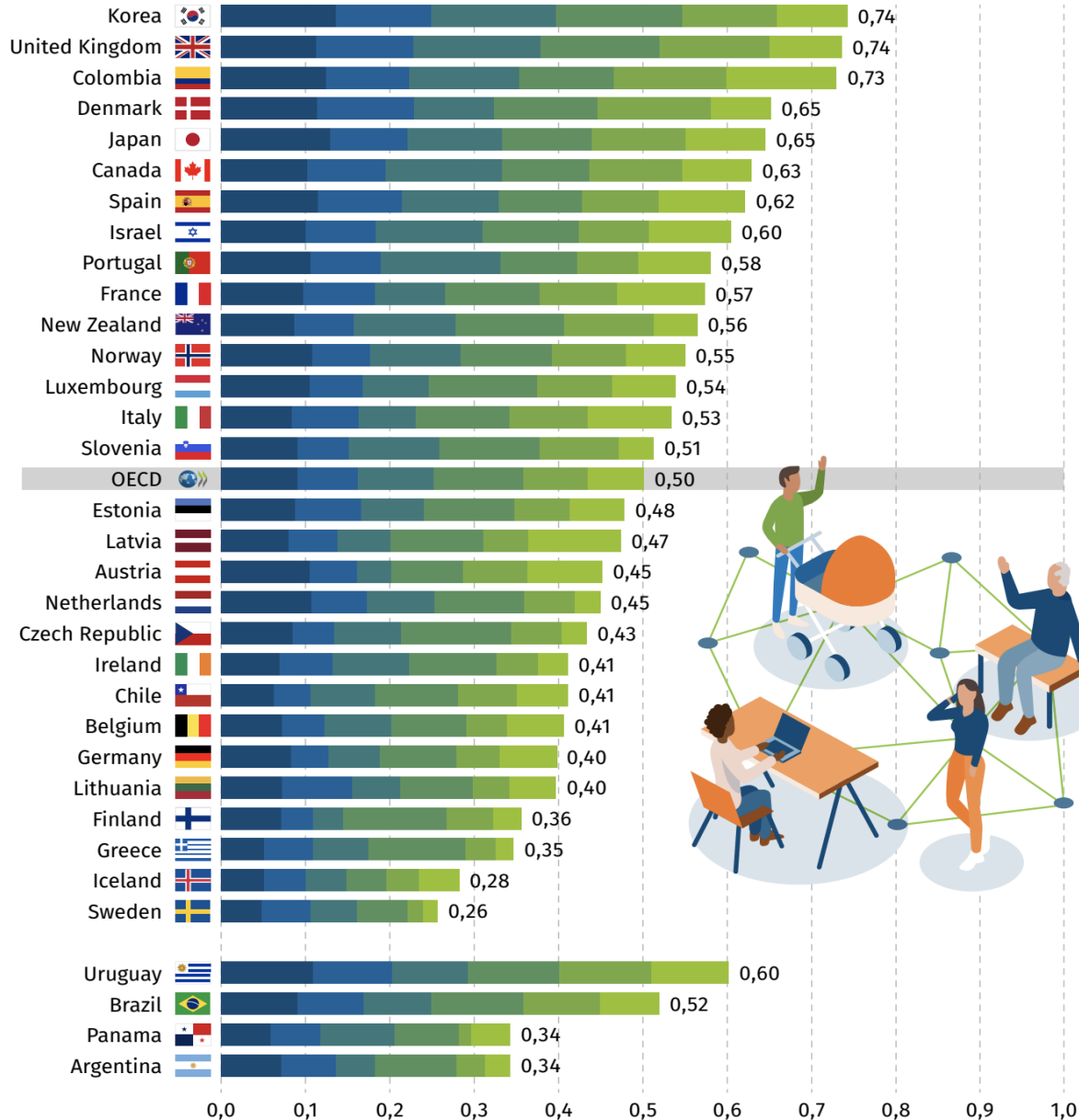
A summary of the data collection, cleaning and publication timeline is shown in Figure 3.

**Figure 3:** Timeline for the Survey on Digital Government 1.0



3. [OECD Digital Government Index \(DGI\): Methodology and 2019 Results](#)

■ DIGITAL BY DESIGN ■ DATA-DRIVEN ■ GOVERNMENT AS A PLATFORM  
 ■ OPEN BY DEFAULT ■ USER DRIVEN ■ PROACTIVENESS



**Note:** Data are not available for Australia, Hungary, Mexico, Poland, Slovakia, Switzerland, Turkey and the United States of America. Source: OECD Survey on Digital Government 1.0

## 5. Overall Results and Key Messages of the Report



Overall, the results of the OECD 2019 Digital Government Index show that **progress towards mature digital governments is promising yet modest**. Only a few countries are progressing toward mature digital governments.



**Digital transformation must be sustained and resistant to political change.** Countries that are successfully progressing towards digital government received high scores across all six dimensions. These countries demonstrate a consistent effort to implement digital government reform. This is predominantly due to long-term institutional arrangements and sustainable strategies.



**High-ranking countries excel in user-driven, digital by default, and data-driven public sector.** Positive performance in digital by design enables the establishment of the governance models and policies required for digital government. These countries receive higher levels of engagement from citizens, businesses, and public servants to support digital transformation efforts.



**A key requirement to achieve mature digital government is solid governance.**

## 6. Key Messages of the Report – Continued



High ranking countries all have clear and easily identifiable **digital government strategies and concrete actions** to achieve digital government reform.



The leading dimensions are: open by default, digital by design and government as a platform. This shows that **countries are focusing on establishing ecosystems for digital government** (i.e. strategies, shared tools, standards and management mechanisms).



In most countries, user and stakeholder engagement is limited. For these countries, **digital government cannot be realized unless the needs, expectations and preferences of users are considered** (specifically around design, implementation, delivery, and monitoring of digitally enabled public service).



Open by default is the top scoring dimension. All countries have a portal for open government data and most (82%) have an action plan on open government data. However, **several countries lack data-driven initiatives to supplement open government efforts**. As a result, **open data policies may be isolated from broader data strategies**.



Governments must **focus on closing the digital skills gap** for the success of digital government policies.



**Public sector data policies and dedicated leadership roles are absent across digital government initiatives**. This limits the ability for countries to move from policies to concrete, sustainable and meaningful action.



**Data-driven public sector data should incorporate open data efforts**. This will ensure an ethical approach to “opening up, sharing, and re-using public data to deliver public value and foster societal well-being”.<sup>4</sup>



As outlined in the Recommendation on Digital Government Strategies, **DGI emphasizes the importance of establishing a strategy and shared tools that align common goals and efforts across the public sector**.



**Monitoring mechanisms must be emphasized alongside digital government implementation**. Countries might be missing valuable opportunities by not leveraging lessons learned from their digital government initiatives.

4. [OECD Digital Government Index: 2019 Results](#)

## 7. Canada's Digital Government Performance

Overall, Canada ranked number 6 (out of 33) indicating a positive performance towards digital government.<sup>5</sup> Accord to the report, Canada is amongst the highest ranking countries (along with Korea, the United Kingdom, Columbia, Japan, and Demark).

All these countries excel predominantly due to their high scores across all six of the dimensions (rather than one or two strong dimensions). The report highlights that these countries truly demonstrate a whole-of-government approach that goes beyond digitizing public services to incorporating each of the six dimensions in overarching efforts.

### Detailed Results: Canada's Scores and Rankings

	Digital by design		Data-driven Public Sector		Government as platform		Open by default		User-driven		Proactiveness		Composite score	
	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank
Canada	0.61	13	0.56	7	0.82	4	0.63	21	0.66	6	0.49	13	0.629	6

Source: [OECD Digital Government Index: 2019 Results](#)

5. [OECD Digital Government Index \(DGI\): Methodology and 2019 Results](#)



## 8. Key Policy Findings and Recommendations

The report highlights five areas to support the design, implementation and monitoring of digital government policies and practices. Focusing on these key areas increases the capacity for public sector organisations better respond to the needs of citizens and businesses.

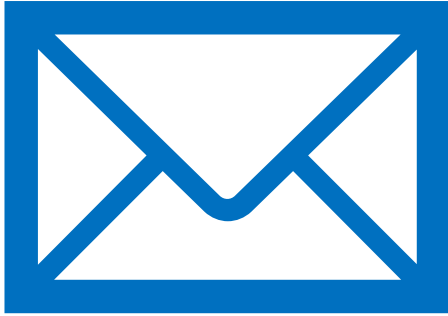
“Adopt a consistent and **comprehensive approach** to designing and implementing coherent digital government reforms”

“**Build and secure the stability of solid governance arrangements** for an effective, coherent and sustainable implementation of digital government strategies”

“**Prioritize political support and capacities** to develop data-driven public sectors”

“Proactively **involve users and stakeholders** in digital government reforms”

“**Develop policy measures and mechanisms to monitor advances** in digital transformation reforms”



## For Further Reading

- [Online shift here to stay](#)
- [Digital Government 2.0: Moving from E-Government to Smart Government](#)
- [Essential Guide: Digital transformation in the public sector](#)
- [Leveraging emerging technologies to transform the citizen experience](#)
- [Trudeau promises to connect 98% of Canadians to high-speed internet by 2026](#)
- [What is the 'New Normal' for IT Modernization?](#)
- [Here's What Government Will Look Like in 2030](#)
- [Contactless Government Is Booming: 10 Ways to Keep the Momentum Going](#)

## Other Noteworthy Articles:

[Canada must regulate AI to protect privacy and human rights: watchdog](#)

[Exploring Public, Private & Hybrid Cloud Strategy](#)

[Data Analytics: Tableau public sector chief on what today's government leaders want in a data platform](#)

[How governments can harness the power of open data](#)

[Is it ethical to use behavioural insights?](#)

[Customer Experience CAP Leaders Leave 'CX Cookbook' for Agencies](#)

## Research Repository

Access the Citizen First Research Repository [here](#).

Recent entries on the research repository:

[Joint Councils Executive Monthly Report October 2020:](#)

The report explores the human impact of the COVID-19 pandemic.



## Trends in the Daily Newsletter



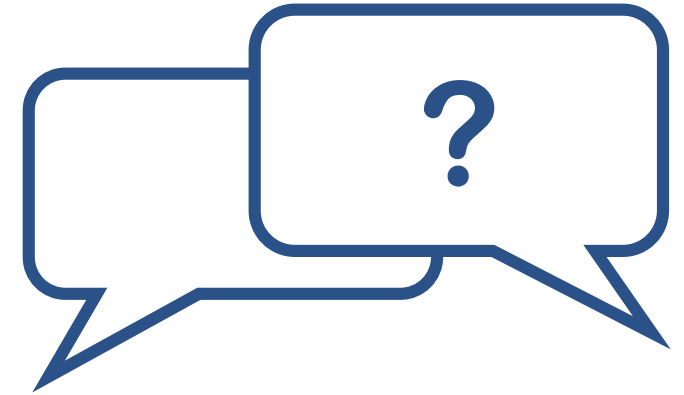
A number of articles highlighted Canada's new privacy regime. According to an article in [IT World Canada](#), the new proposed [Consumer Privacy Protection Act \(CPPA\)](#) is a step in the right direction, but experts are 'baffled' and 'troubled' by key missing pieces.



A [recent article](#) published by the [Global Government Forum](#) addressed the need to leverage data insights to help governments be more resilient. The COVID-19 pandemic has affected governments worldwide. To better prepare for future crises, accessibility to, and better use of, data must be emphasized.



Public sector digitalization has raised questions on the degree to which human-centered design is incorporated in digital platforms. An article published by the [Federal News Network](#) highlights that the public sector should focus less on digital and more on human design.



## We would love to hear from you!

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