Workshop on digital government indicators

Designing new digital government indicators: Assessing countries' efforts to leverage digital technologies for public sector productivity and inclusive governance.

6 September 2016, 9:00 – 18:00
OECD Conference Centre, Paris

AGENDA

A new agenda for digital government indicators

Radical changes have occurred in the digital government context in the past few years. Yet, the evidence on the benefit realisation is still shaky. What appears to be missing in the international benchmarks is a solid measurement framework capable to identify the main factors of high-performing digital governments and to link measures on inputs with outputs and outcomes. As governments seek to go beyond targeting the availability of digital services and increasing their uptake, and aim to achieve a digital transformation of their public sectors for better policy outcomes, the lack of a set of indicators capable to provide insights on how digital government strategies are progressively transforming public sectors' operations, service delivery and interaction with non-institutional stakeholders, poses a risk of loss of political and public support for the digital government agenda.

Since 2010, the OECD has been making progresses in the collection of data and in the production of evidence, towards the development of digital government performance indicators. The adoption of the *OECD Recommendation of the Council on Digital Government Strategies* in 2014 has significant implications for the OECD work on digital government indicators. In particular, it underscores the shift from 'e-government' to 'digital government', as the new frontier for governments worldwide in the current economic and social contexts. The *Recommendation* provides a theoretical and normative framework (*de jure element*) to assess governments' actions to use digital technologies to spur more efficient, effective, open and innovative public sectors (*de facto element*).

The OECD Secretariat will develop Digital Government Indicators to compare, and progressively measure, governments' advancements in designing and implementing digital government strategies by undertaking activities related to the 12 principles of the *Recommendation*, i.e. These indicators shall enable to compare the efforts of all 35 OECD member countries, plus 7 non-OECD member countries, adherent to the Recommendation to implement it[1].

---

[1] Colombia, Costa Rica, Egypt, Kazakhstan, Lithuania, Morocco, Russia.

The 2016 Workshop brings together government delegates and representatives of international organisations with the aim to:

- Present the evolution and objectives of the OECD work on digital government indicators;

- Share practices and challenges across OECD countries and international organisations to identify and obtain relevant data to measure digital government;

- Discuss the OECD methodological approach to the development of new digital government indicators and suggest possibilities for data collection to improve availability and quality of indicators to measure countries' progresses in implementing the *OECD Recommendation on Digital Government Strategies*;

- Decide the areas to be covered by the next data collection and agree on the selection of 1 or 2 principles for the 2016 data collection and the development of the new digital government indicator/s to be included also in Government at a Glance 2017;

- Agree on a plan to collect data for 2016;

- Identify a group of countries interested in piloting the survey in the fall of 2016 prior to the official data collection.

Prior to the meeting delegates are expected to:

- Submit information on data and/or indicators in use within their administrations relevant to areas/actions covered by the 12 principles of the OECD Recommendation on Digital Government Strategies
- Identify 1 or 2 principles of the Recommendation to be prioritised for the 2016 data collection and development of new digital government indicator/s.

Agenda of the meeting

Introduction: **Registration, welcoming remarks, coffee**	9:00 – 9:30

The OECD Secretariat welcomes the delegates and establishes the agenda for the day. The objective of the workshop is to determine priorities for the development of a set of digital government indicators that will help assess the implementation of the OECD Recommendation of the Council on Digital Government Strategies (2014) and the contribution of digital government to public sector productivity and inclusive governance.

Session 1: **The OECD work on digital government indicators in light of the Recommendation***	9:30 – 12:30

Purpose: The session will provide the background on the OECD work on digital government indicators since 2010, laying out the evolution from e-government to digital government, and how it impacts the work on data collection and indicators' development. The session will discuss the implications of the new digital government environment and of the adoption of the Recommendation on Digital Government Strategies, for the OECD work on digital government indicators. It will also offer the opportunity to discuss the data being used at the national level to measure digital government performance.

Presentation: Overview of the OECD work on digital government indicators and data collection to capture the trend towards the digital transformation of public sectors, measure progresses in the implementation of the OECD Recommendation and develop new indicators.

Proposed questions for discussion:

- What has the OECD done in the field of e-government/digital government measurement?
- How was the digital government performance survey structured and what areas did it cover?
- What does the OECD Recommendation on Digital Government Strategies imply for the development of OECD Digital Government Indicators?
- What's next in terms of goals and objectives for measuring digital government?

*Please note that this session will include a 15 minute coffee break at 11:00

12:30 – 14:15   Lunch break

| Session 2: **Assessing the landscape: highlighting issues, priorities and practices in OECD, accession and partner countries for measuring digital government** | 14:15 – 15:45 |

Purpose: The session will seek to highlight the key issues in the current landscape of digital government indicators and the priorities for the country delegates as they seek to improve the understanding and evidence availability on high-performing digital government policymaking and implementation. This discussion will influence the design of the new OECD data collection on Digital Government Performance. The data collection will support the development of the OECD Digital Government Indicators that will help progressively monitor the implementation of the Recommendation on Digital Government Strategies and will be included in Government at a Glance 2017.

Presentation: Broad discussion on the possible approaches and methodologies to be used in the development of OECD Digital Government Indicators, in light of country practices and measures in use.

Proposed questions for discussion:

- What are the metrics and indicators used by member countries that could be scaled up and re-use to assess and compare progresses in digital government implementation?
- Which international digital government data and indicators are currently available?
- What are the measurement priorities for delegates?
- When developing the new OECD Digital Government Indicators, which principles of the OECD Recommendation should be prioritised for assessment? To this end, what data should be collected and what approaches should be taken into consideration?

15:45 – 16:00   Coffee break

| Session 3: **Next steps: determining an agenda for Digital Government Indicators** | 16:00 – 17:45 |

Purpose: The session will give delegates the opportunity to: share their views on the next steps to guide the 2016 OECD data collection on digital government; agree on a data collection process; and prioritise the selection of principles in the long-term effort to develop a comprehensive set of Digital Government Indicators.

Presentation: The Secretariat presents a tentative timeline for data collection and indicators development. Foreseen actions by the Secretariat and expectations regarding countries' involvement will be outlined. Delegates will be invited to discuss the proposed steps and express their interest to be included in the short list of countries particularly interested to be more highly involved in the survey design and indicators development.

Proposed questions for discussion:

- How should the OECD approach the 2016 OECD data collection on Digital Government and the development of OECD Digital Government Indicators?
- What are the main challenges to be anticipated to ensure a timely and efficient data collection? How can the delegates help out in managing these risks?

| Conclusion | 17:45 – 18:00 |

Concluding remarks and outline of the next steps for OECD work.