

ITAPA Conference 2012
Bratislava, 11 May

E-Government Trends and Strategies in OECD countries

Barbara – Chiara Ubaldi

Head of Unit, E-Government

Directorate for Public Governance and
Territorial Development/OECD.

Content of the presentation

- E-Government in the OECD context: main challenges and trends
- OECD Countries' strategic responses
- How can the OECD help?

OECD context: challenges and trends

- Important trends in the economic and digital environment are changing e-government prioritisation
- Main pressing challenges for governments:
 - Re-organising public sectors in times of budgetary constraints and fiscal consolidation
 - Developing new models of service delivery, new content and services
 - Facing the “governance deficit”

E-Government in the current context

Re-organising PS

2/3 fiscal consolidation measures in OECD include cuts in public spending



- Impact on e-government of programme expenditure cuts and operational expenditures cuts
- Cloud computing to increase savings and collaboration

New service delivery models

Tight budgetary environments and complex societal problems



- Constraints to maintain current service delivery models
- M-Government for more responsive services and "governments on demand".

"Governance Deficit"

Financial crisis : emergence of the "governance deficit" and need to increase trust



- Fostering transparency
- Increasing accountability
- Showing agility
- Enhancing civil society engagement
- Social media, open data and big data for unmediated communication, national competitiveness and informed policy making

← Changing role and responsibilities of E-Leaders →

Strategic priorities in OECD countries

- **Meeting of OECD Network of Senior E-Government Leaders [E-Leaders 2012/March 26-27, Mexico City): ICTs to...**

... defragment governments and support policy outcomes (e.g. New Danish E-Government Strategy “The Digital Path to the Future” : exploiting new welfare technologies to provide new tailored services to chronic ill)

Strategic priorities in OECD countries (2)

... **improve government agility to meet public expectations** (e.g. M-government to change service delivery, Cloud computing to rationalise expenditures and increase collaboration)

`...**ICTs to promote open data, open government and open innovation** (e.g. open data portals like in US and the UK, innovative public accountability mechanisms such as the ‘openness barometer in the SR’, online e-petitions portals like in the SR, prizes to encourage the use of government data like in Italy) .

The way ahead: working together

- **Benchmark OECD Peers** to showcase good national practices and improve results [**OECD Case Studies Project and OECD National Peer Reviews**]
- **Improve data collection on user groups to assess needs, monitor uptake and impact** [**OECD E-Government Indicators Project** to foster better data analytics, evidence-based policy making and improve performance and Evaluation Framework of E-Gov Projects].
- **Sustain long-term achievements:** effective e-governance model , international coherence, peer benchmarking [**OECD Principles on E-government**].
- **Comparative analysis** of strategic priorities and trends [**OECD M-Government Report (2011), OECD Report on New ICT Solutions for Public Sector Agility**

Thank you!

Barbara.Ubaldi@oecd.org

www.oecd.org/gov/e-gov

