



25th July 2020
Paris/Santiago/The Internet

OECD Recommendations for Digital Transformation in Chile

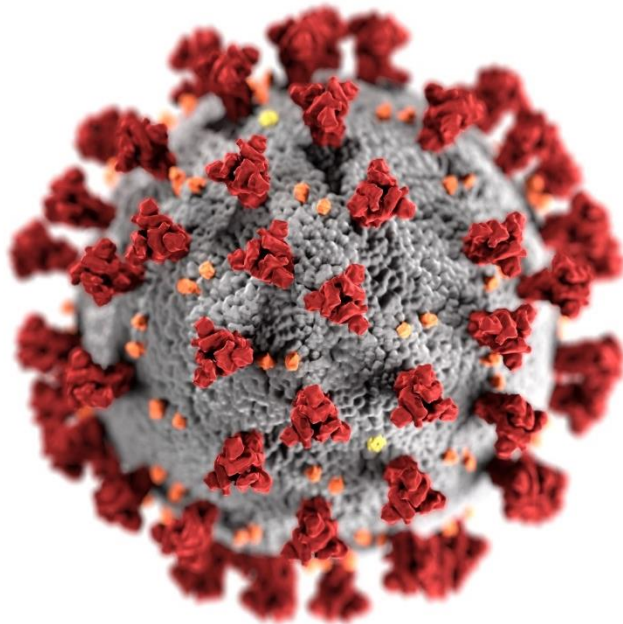
Barbara-Chiara Ubaldi

Acting Deputy Head of the Open and Innovative Government Division
Head of the Digital Government and Open Data Unit
Public Governance Directorate - OECD

The world is going digital



Digital tools, emerging technologies and data are transforming economies and societies' needs and behaviors



COVID-19 has only made this clearer.

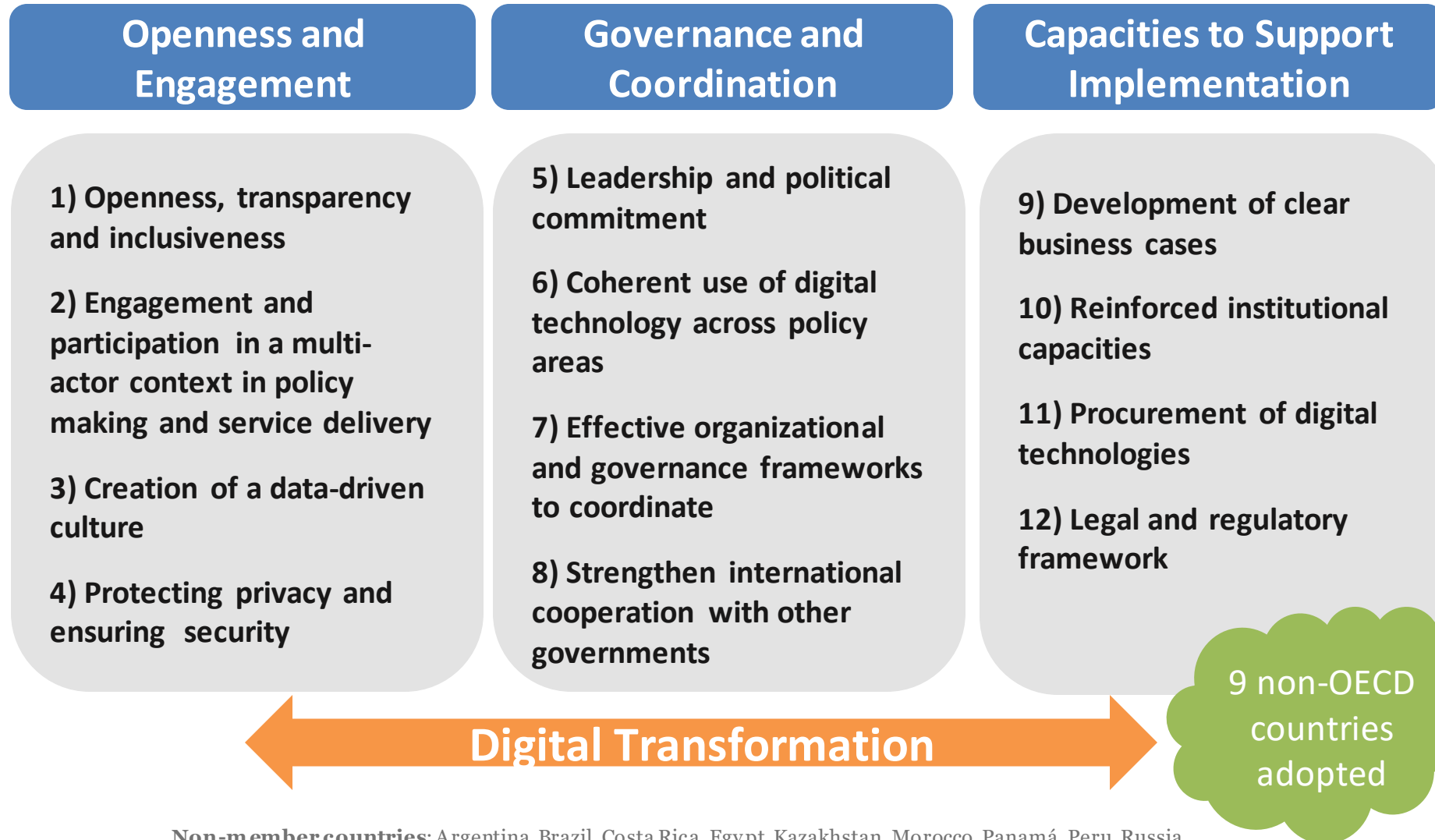


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Government's use of digital technologies, digital practices and data are critical in helping countries achieve this ambition.

OECD Recommendation on Digital Government Strategies



The world is going digital and it needs a digital government



Digital government maturity?

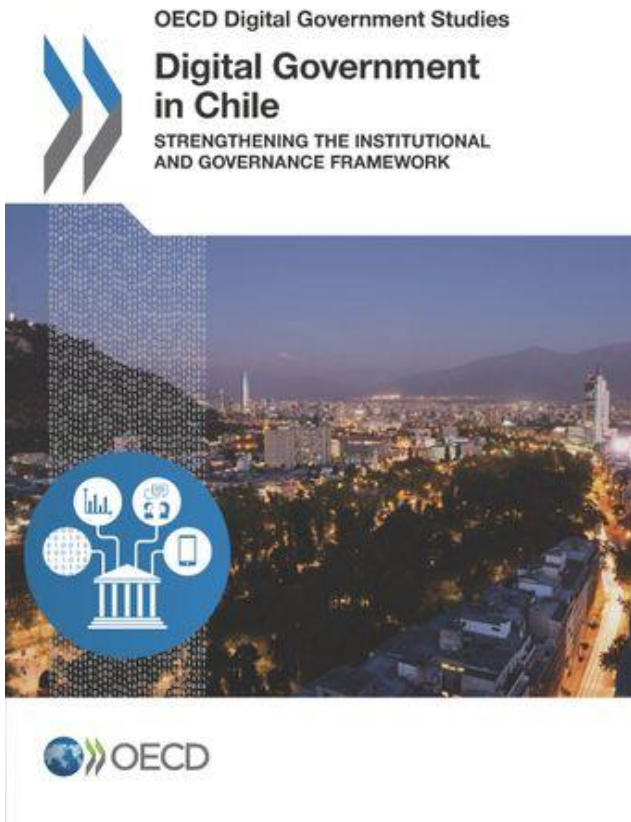


- Is the product of hard work: it doesn't happen overnight
- Is a question of changing the culture of government
- Technology enables but is not the solution
- Virtuous circle between governance, strategy, data and identity
- Recognises the importance of learning and iterating



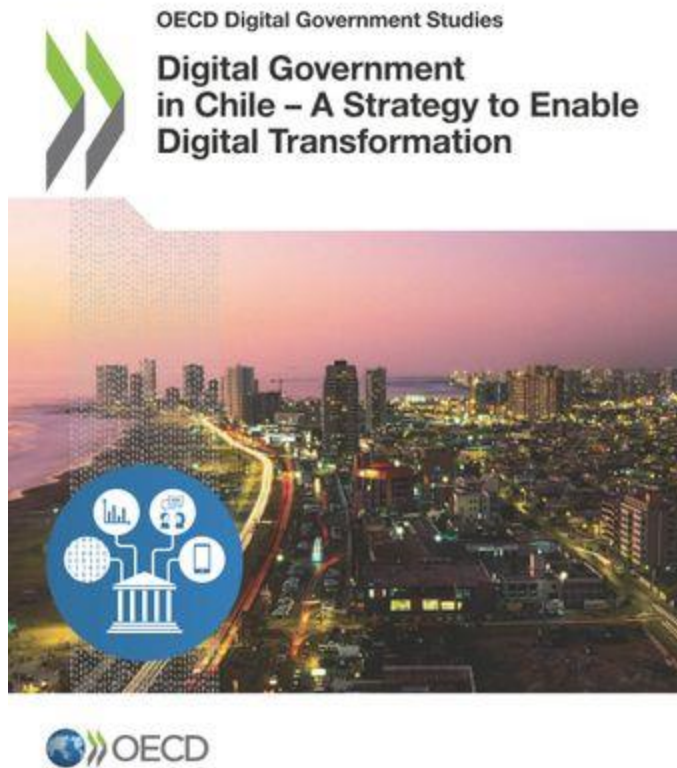
A long-term relationship between Chile and the OECD

Digital Government in Chile: Strengthening the Institutional and Governance Framework



- Governance and institutional leadership are fundamental to digital government
- Led to the creation of the Digital Government Division, MINSEGPRES
- Digital government maturity depends on maintaining the mandate and funding to set standards, provide central resources and break down government siloes.

Digital Government in Chile: A Strategy to Enable Digital Transformation



- Assessed the design and implementation of digital government strategies in Chile since 2004.
- Informed Chile's Digital Government Strategy and Digital Transformation Law
- Not just for those in digital or data teams, their implications are for the whole public administration

RECOMENDACIONES OCDE #TRANSFORMACIÓN DIGITAL EN CHILE

Seminario 25 y 26 de junio

Avances y desafíos para la Transformación Digital en Chile y
países OCDE
0900 – 0945 Viernes 26 de junio

ORGANIZAN:



COLABORAN:

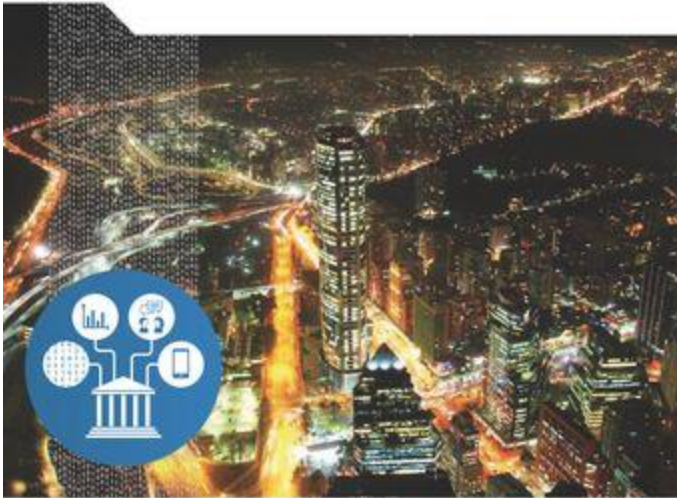


Digital Government in Chile: Digital Identity



OECD Digital Government Studies

Digital Government
in Chile – Digital Identity



- Digital identity helps protect against fraud and deliver core public services.
- It empowers individuals.
- But it's critical to think in terms of **identity as a service**
- An ambition for *ClaveÚnica* to be the digitally equivalent to the *Cédula*
- Study drew on experience from 13 OECD member and non-member countries.

RECOMENDACIONES OCDE #TRANSFORMACIÓN DIGITAL EN CHILE

Seminario 25 y 26 de junio

Identidad Digital: avances, desafíos y hoja de ruta
1045 – 1145 Viernes 26 de junio

ORGANIZAN:



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Digital Government in Chile: Improving Public Service Design and Delivery



OECD Digital Government Studies
Digital Government in Chile
– Improving Public Service
Design and Delivery



- ChileAtiende makes government services available throughout Chile but just one part of a landscape involving multiple organisation specific channels.
- Many services only accessible in person.
- Service design helps physical, offline and digital elements of a service work together in meeting user needs

RECOMENDACIONES OCDE #TRANSFORMACIÓN DIGITAL EN CHILE

Seminario 25 y 26 de junio

Servicios en el estado: diseño y entrega centrada en el ciudadano
0945 – 1030 Viernes 26 de junio

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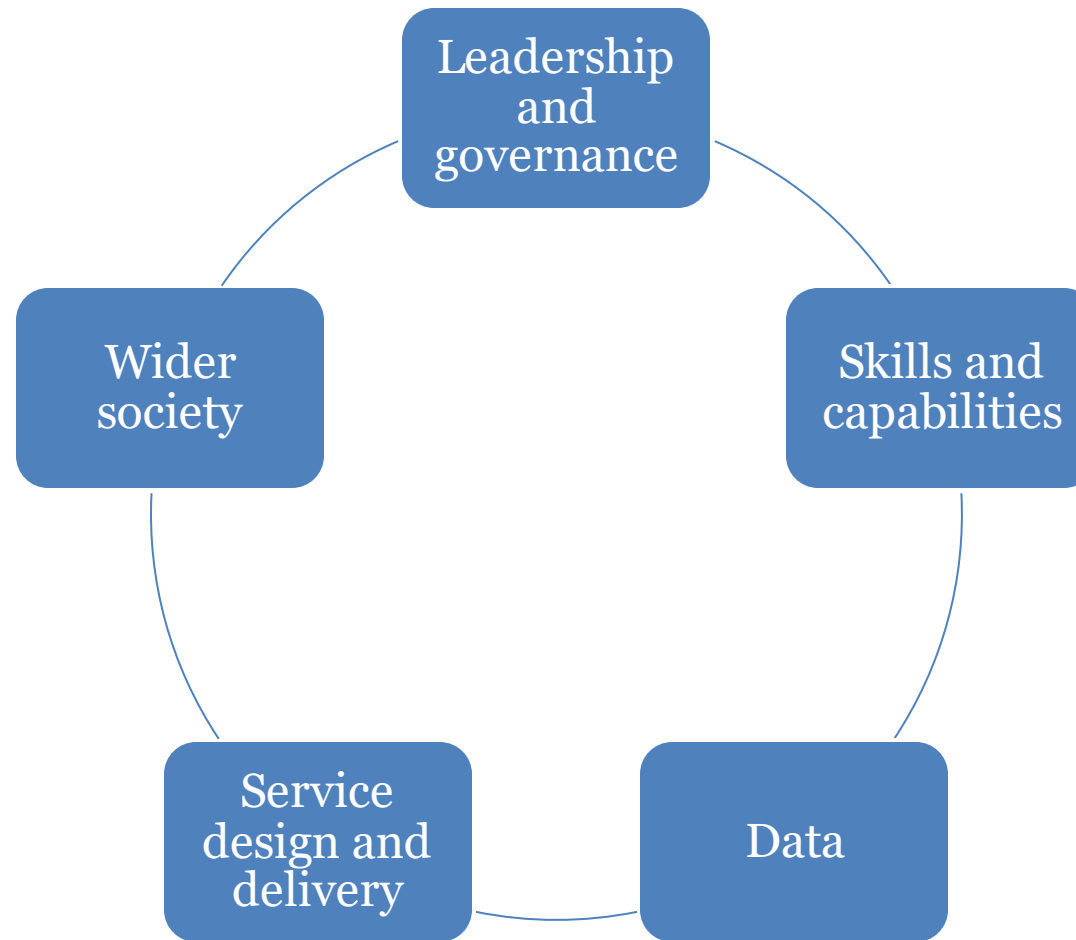




There are over 100 recommendations in these reports.

But they break down into 5 key areas

Five areas of focus



Leadership and governance



- Identifying senior leadership with responsibility for the strategy, digital identity and service design
- Clarifying institutional responsibilities while ensuring a strong mandate for DGD
- Further enhancing and developing levers such as a service standard, spend controls, procurement legislation
- Strengthening coordination between different organisations, and tiers, of government

Skills and capabilities



- Building communities of practice between digital leaders and those involved directly with delivery
- Removing barriers to hiring the right talent across government
- Investing in training for public servants and society at large
- Building partnerships with suppliers and further embedding agile commissioning practices to augment in-house staff

Data



- Critical to develop a national data strategy that covers both the publication and use of Open Government Data *and* the use of data internally
- Unblocking technical interoperability is an important part of the solution but just a part of it
- Put the use of data to design policy, deliver services and evaluate performance at the heart of government
- Acknowledge and work on doing so in an ethical way that underlines privacy, consent, transparency and digital security

Service design and delivery



- Understand user journeys from first attempt to final resolution (from end to end)
- Address citizen-facing experiences and back-office processes as a single continuum rather than two separate models (from external to internal, and vice versa)
- Create consistency of access and experience across and among all channels (omni-channel).
- Develop the ‘Government as a Platform’ toolkit of enabling resources for service teams, government suppliers and the public

Wider society



- Develop partnerships between the public and private sector to co-design policy and service interventions
- Invest in the infrastructure and support to make digital connectivity available for all
- Support digital inclusion, accessibility and skills
- Use face-to-face locations as hubs for civic participation and digital inclusion, not just service delivery



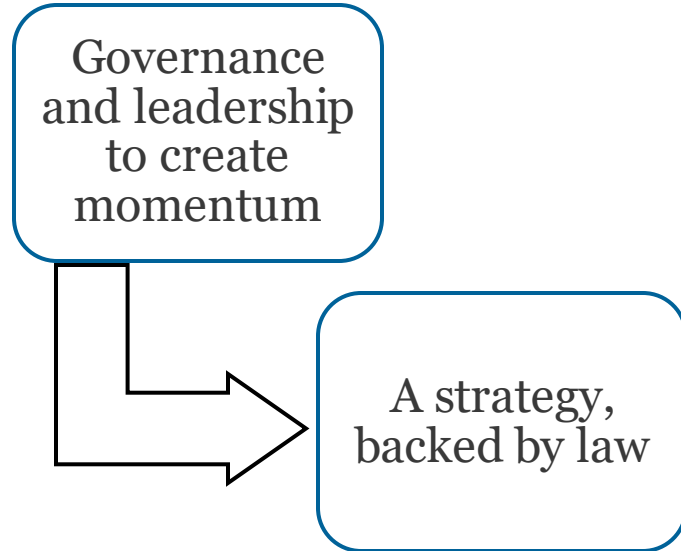
Creating the conditions to lead, implement and embed
digital government practices

These reports should be understood together

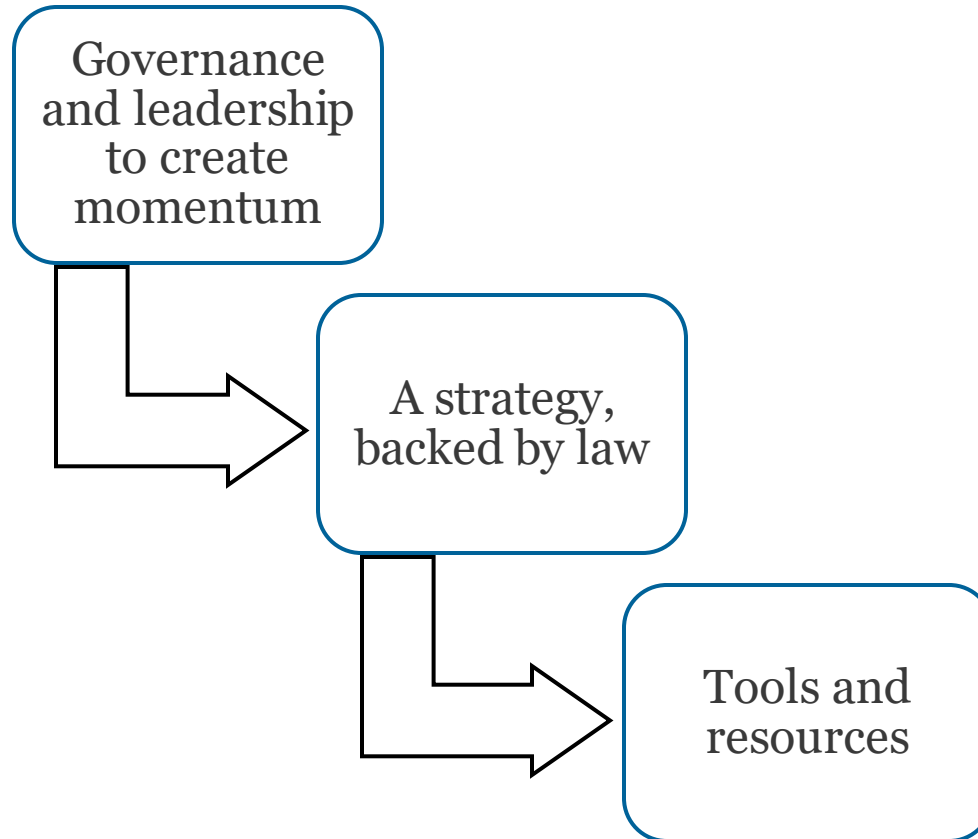


Governance
and leadership
to create
momentum

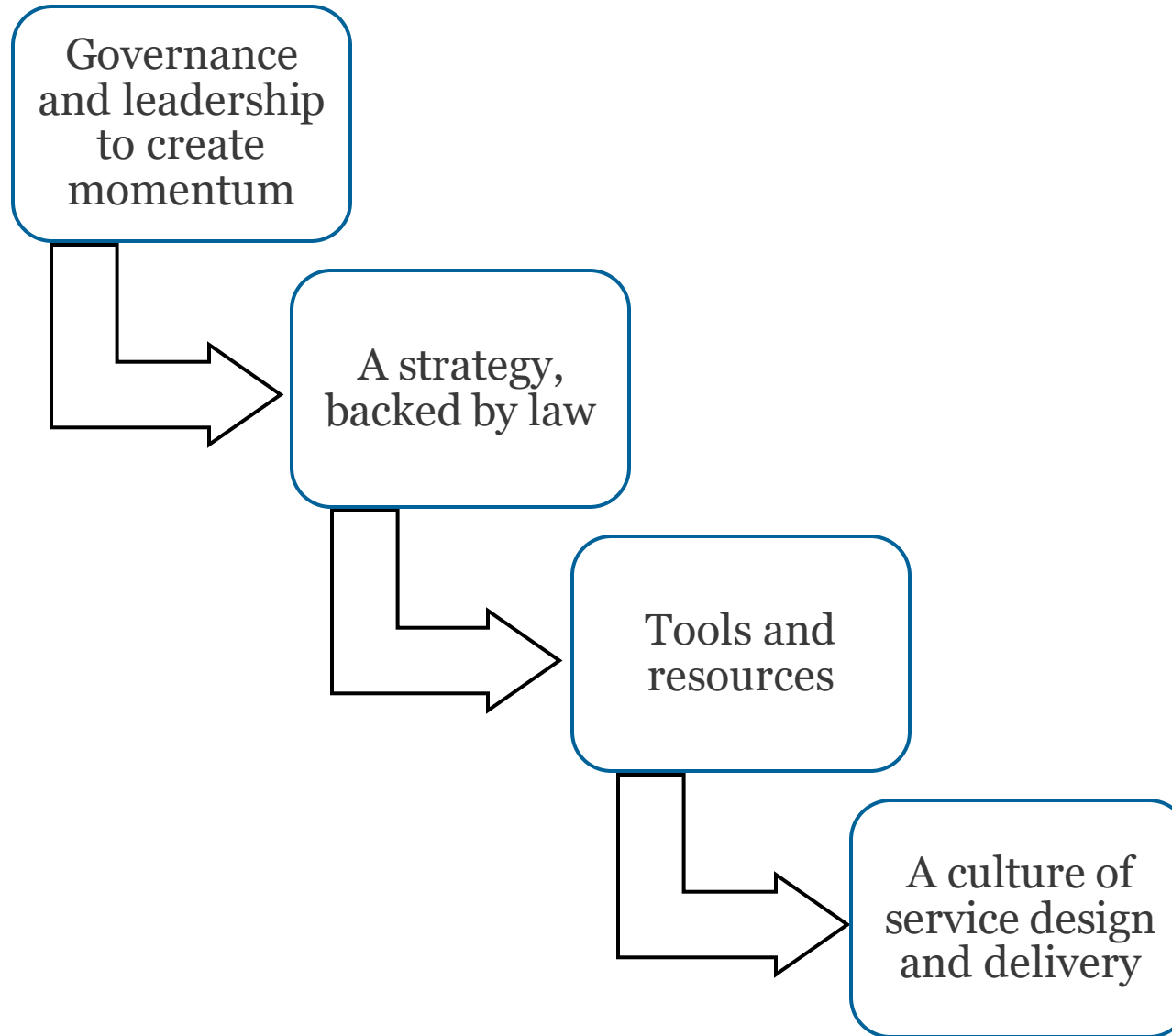
These reports should be understood together



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Those reports pose three challenges:

Establish a culture of meeting user needs

Equip teams with the resources to succeed

Ensure ongoing institutional alignment and agility

Establish a culture of meeting user needs



- Secure political, organisational and societal leadership
- Understand, and respond to, whole problems
- Make sense of the end to end service experience
- Involve the public in design and delivery
- Multi-disciplinary work across organisational boundaries
- Take an agile approach

Equip teams with the resources to succeed



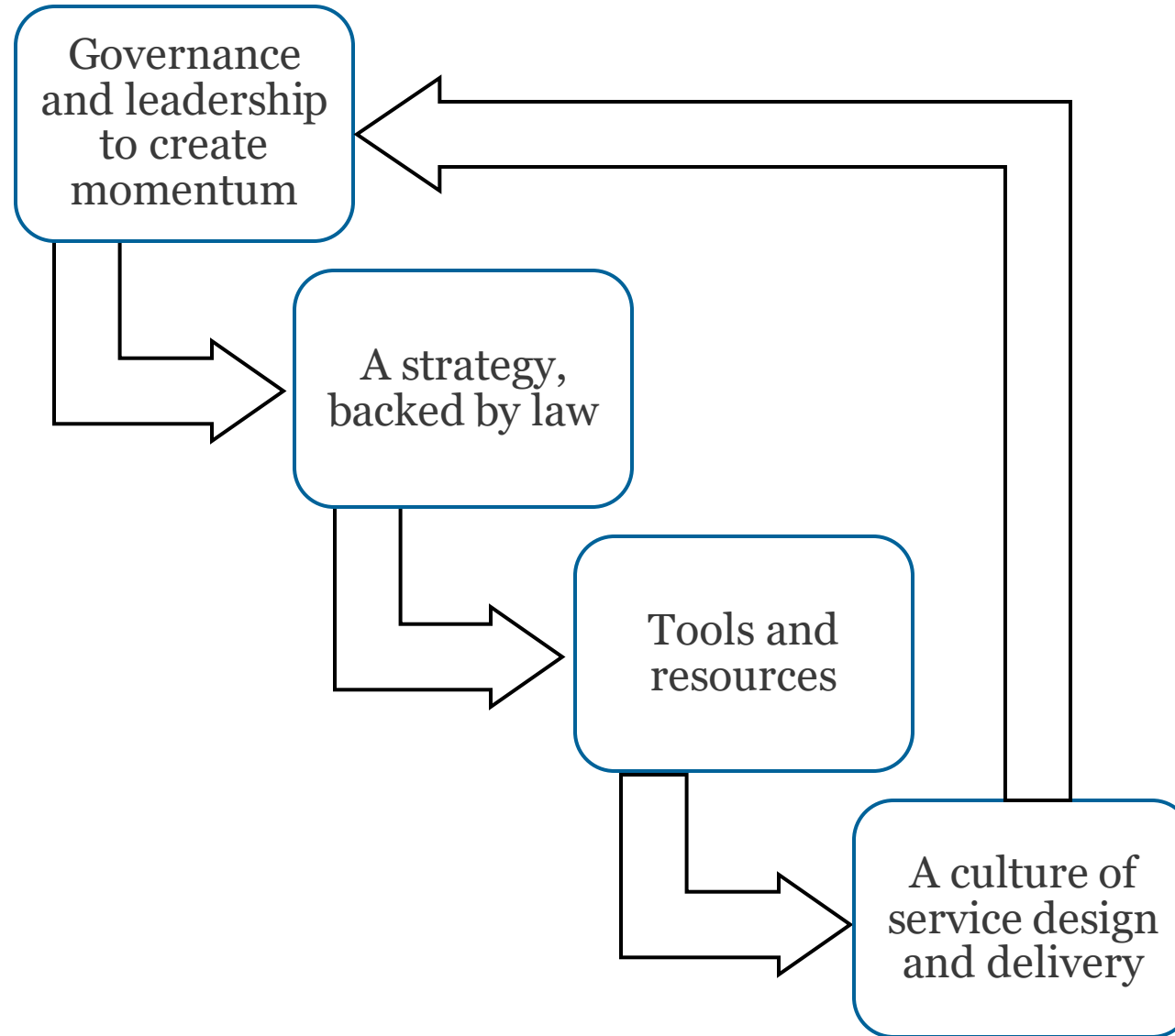
- Establish best practices and provide guidance
- Assure quality, monitor spending and provide resources
- Digital inclusion for all
- Provide a clear channel strategy
- Build, maintain and iterate common technical solutions
- Treat data as a priority
- Develop public sector talent and capability

Ensure ongoing institutional alignment and agility



- Renew mandate and provide sufficient resources to become a core, non-partisan function of government
- Take multi-disciplinary approaches to governance that build common purpose between otherwise siloed organisations.
- Develop communities of practice across senior government as well as amongst practitioners
- Iterate corporate policies and bureaucratic activity just as much as public facing services.

These reports should be understood together



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