




Capacities for Digital Government Transformation : 4 levels

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Central feature of a holistic approach to digital government transformation



Alignment of institutions, organizations, people, technology, data, and resources

Ecosystem approach: systems thinking + integrated approaches

Home-grown + good practices from across the world

Inclusive + collaborative + people centric

Capacities at the Institutional Level

Institutional ecosystem

- Laws, regulations, policies, guidelines and standards
- Aligned with the broader national objectives of a country.
- Needs of vulnerable groups

The critical of regulators

- From watchdogs, gatekeepers and arbiters to a facilitator and partner

Institutional capacities

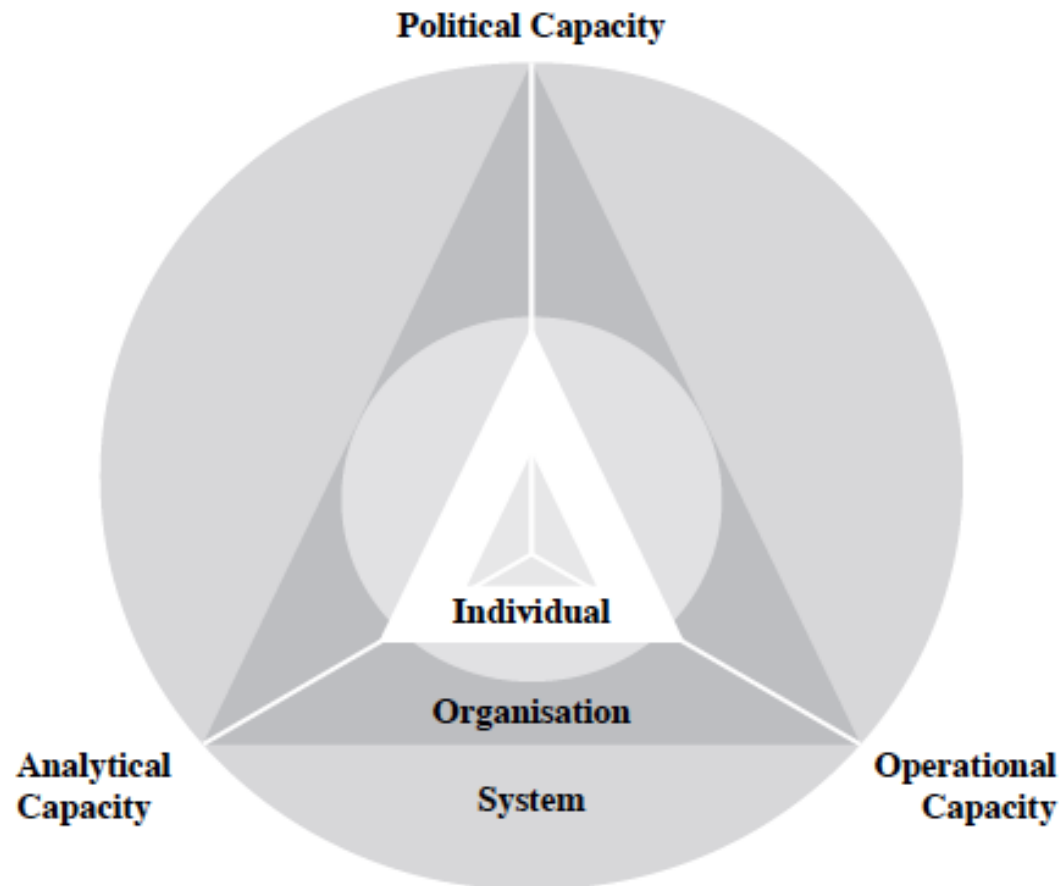
- Analytical, operational and political capacities
- System, organizational and individual levels

Capacities at the Institutional Level



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Figure 7.3 Strengthening policy capacity, competencies and capabilities for digital government transformation



Source: Maria Katsonis, "Rethinking policy capacity, competencies and capabilities", figure 1.A, *The Mandarin* (10 June 2019), available at <https://www.themandarin.com.au/109791-rethinking-policy-capacity-competencies-and-capabilities/>.

- Appropriate horizontal and vertical workflows before starting an automation process
- Whole-of-government approach:
 - ✓ A central coordinating agency with budgetary autonomy
 - ✓ Chief data officers and data protection offices (chief innovation officers)
 - ✓ Councils or advisory groups
 - ✓ Organizational agility and risk management
- Government interoperability
- Changing the organizational culture

- Recruiting, retaining and motivating best digital talent
- Developing digital capacities within government and changing mindsets
- Creating multidisciplinary and multisectoral teams
- Ensuring safe spaces for innovation and experimentation
- A plan to develop individual capacities

- Capacities of all stakeholders in society
- Various forms of inequality and new ‘digital divides’
- Promote digital inclusion
- Vulnerable groups:
 - ✓ Youth
 - ✓ persons with disabilities
 - ✓ older persons
 - ✓ gender



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THANKS!

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