

Self-Assessment of Stages of Development in Digital Government

Principle 7: Effective organisational and governance frameworks to co-ordinate the implementation of digital government strategies

This overview provides a basis to identify key characteristics of countries that have achieved early, intermediate and advanced stages of development for this principle, and the practices and policies that should be considered to progress in its implementation.

CHARACTERISTICS OF EARLY STAGE DEVELOPMENT

- *Dispersed or confusing ICT governance frameworks, limiting efficiency gains and causing duplication of investments*
- *Lack of a coordinating unit for public sector ICT at central government (CIO or equivalent) supporting the use of new technologies to improve efficiency and effectiveness that is able to set guidelines and standards that ensure interoperability and integration*
- *Lack of a clear governance to ensure effective coordination of key strategic decisions across levels of government*

- Identification of clear roles and responsibilities in ICT Governance
- Creation of a CIO for central government level (or position/role with equivalent responsibilities) in charge of coordinating government-wide ICT policy

CHARACTERISTICS OF INTERMEDIATE STAGE DEVELOPMENT

- *Defined governance structure with clear roles and responsibilities in the development of the national digital government strategy/agenda (setting national priorities)*
- *Has CIO (or equivalent) position in charge of co-ordinating ICT Policy at the central level of government*

Policies and practices to be considered

- Establishment of institutional coordination mechanisms within and across levels of government (e.g. unit responsible for co-ordinating and processes/mechanisms of engagement in core decisions of representatives from across levels and parts of the public sector)
- Creation of a function or unit in charge of supporting the digital transformation across the public sector through coherent strategic decision-making (e.g. on government data management, on digital service delivery).

CHARACTERISTICS OF ADVANCED STAGE DEVELOPMENT

- *Defined governance framework with clear roles and responsibilities in the development of the national digital strategy and in co-ordinating and monitoring its implementation across the public sector*
- *Effective coordination mechanisms within and across government levels promoting higher engagement of the different stakeholders across levels of government in the definition of the national strategic objectives, integration and interoperability*
- *Defined governance ensuring a co-ordinated development and alignment of related strategies (e.g. digital government strategy, public procurement, service delivery, public sector innovation)*

Policies and practices to be considered

- Creation of a body or unit with the mandate to co-ordinate the design and implementation of the digital government strategy and powers to lead common decisions on the deployment of digital solutions across the public sector, e.g. decisions on “digital by default” based on users’ preferences, efficiency measures, etc.