



SUPPORTING WIDER PUBLIC SECTOR REFORM: DIGITAL GOVERNMENT AND CROSS-BORDER SERVICES

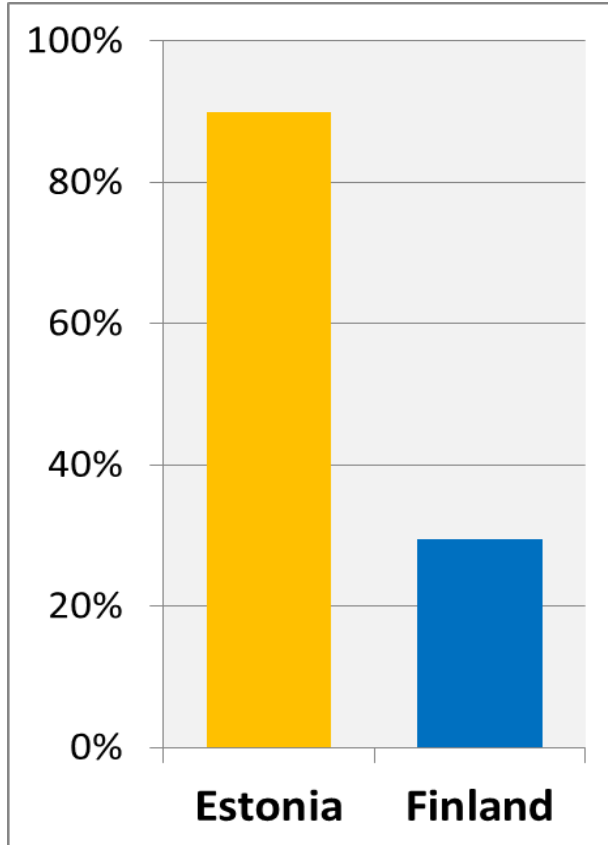
Stéphane Jacobzone
Arthur Mickoleit

OECD
Public Governance and Territorial Development

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The need for one consolidated digital government strategy



Share of central government institutions that perceive national digital government strategy to be of high relevance

Currently at least two digital government strategies in Finland

Low buy-in by ministries and agencies

Challenges:

- Ministries acting as silos for development of information systems
- Legacy and lack of interoperability
- Lack of roadmap with goals & indicators
- Focus on procuring “big IT” solutions instead of promoting lean enablers – interoperability layer, digital ID & signature, common standards



FINLAND WAKE UP!

Learn from UK experience since 2010

UK, 2010

Dear Francis Maude,
DIRECTGOV 2010 AND BEYOND:
REVOLUTION NOT EVOLUTION

...
- Martha Lane Fox

House of Commons
Public Administration Select
Committee

**Government and IT —
“a recipe for rip-offs”:
time for a new
approach**

 **CabinetOffice**

**Government ICT
Strategy**

March 2011

UK, today

UK credibly among the 5 leading digital
governments ... real achievement ... **just how
far we've come over the past 5 years**

- Francis Maude, #Sprint15

 **GOV.UK**

Performance

Performance data for government services

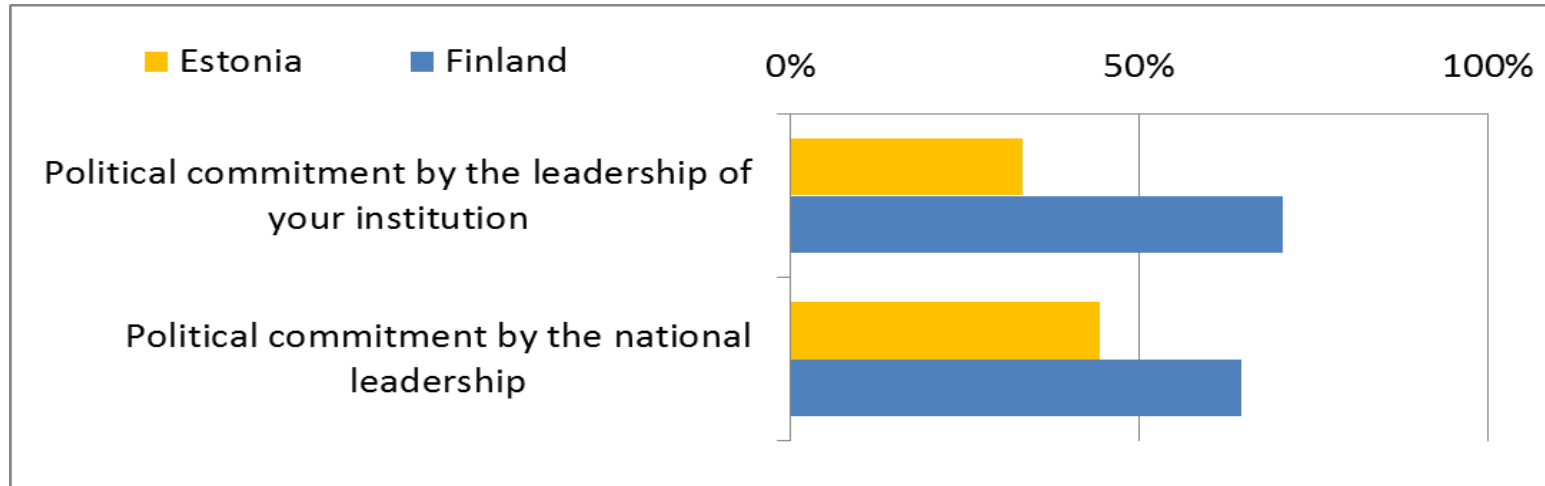
115 service
dashboards

39 web traffic
dashboards



Match digital ambitions with leadership, effective governance and incentives

Question: What drives digitisation in your institution?



Leadership very important driver for central government institutions

Until recently lack of strategic leadership and limited effectiveness of coordination mechanisms.

Need to:

- Review coordination mandates, including national-local.
- Establish a system of incentives.
- Strengthen executive powers to resolve deadlocks.



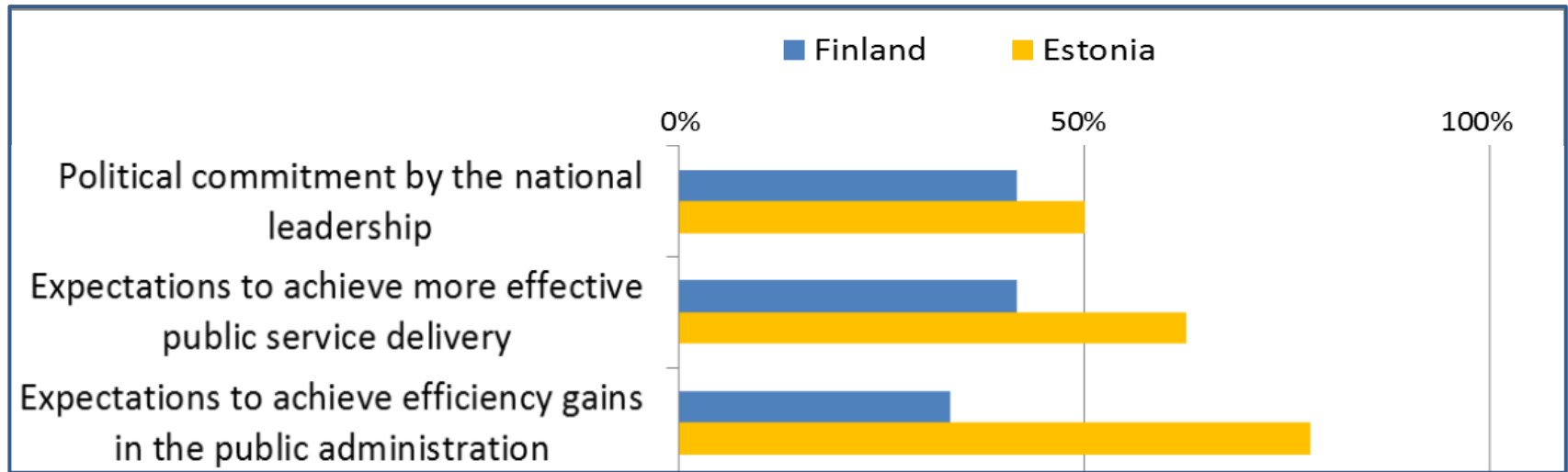
Effective and efficient IT projects implementation

- Avoid large vendor driven or technology driven projects
- Think small, build the business case and maximise incentives : eg. Tax filing
- Adopt user driven and evidence based public sector transformation.
- Pursue interoperability of government information systems as a strategic enabler of agility and transparency



Cross-border services & data exchanges: Joint ambitions and expectations

Question: What drives digital cross-border services development in your institution?



Priority areas identified together: taxation, healthcare, social affairs, business sector.

Finnish institutions do not always see added value clearly enough.

Need to:

- Articulate the business case – domestic, bilateral, international.
- Underline Estonia-Finland cooperation benefits for domestic and international initiatives (EU).



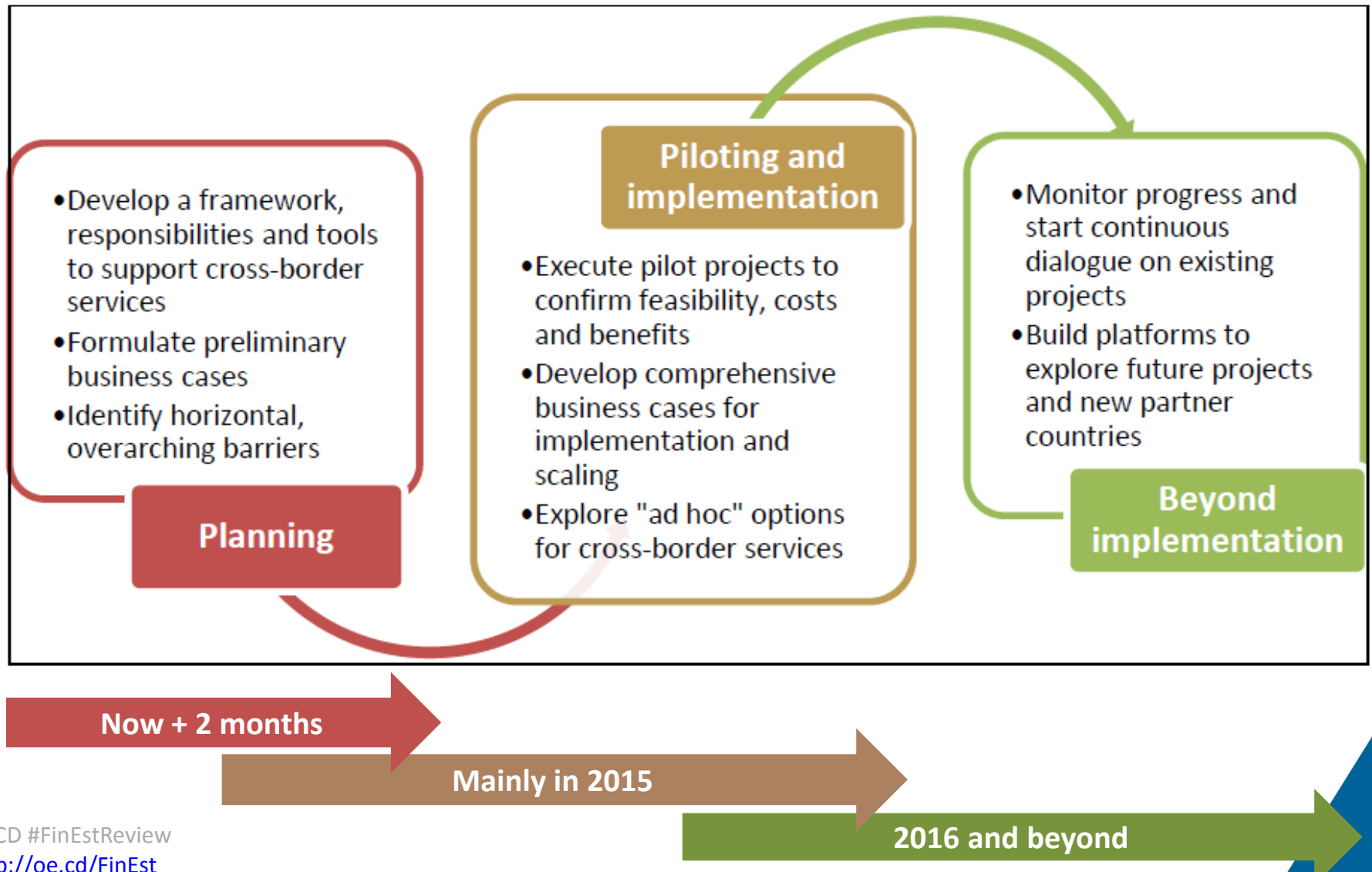
Moving from intentions to implementation: shared coordination, support & governance

National government CIO offices key to lead implementation efforts:

- Developing and applying shared project templates, business case methodologies
- Identifying horizontal barriers
- Liaison with dedicated service managers / owners
- Documentation of progress, decisions, lessons
- Assistance for service transformation and scaling of pilots
- Establishing joint governance mechanisms



Roadmap for development of digital cross-border services





Continue the conversation

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