



Capacity Building Programme

Public Governance of Digital Transformation – Digital Government Policy: International experience and implications for digital governance in Viet Nam

29 September 2021

9:00-11:30 (CEST) / 14:00-16:30 (ICT) / 16:00-18:30 (KST)

AGENDA

**Public Governance of Digital Transformation –
Digital Government Policy:
International experience and implications for digital governance in Viet Nam**

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Background

As a result of the close collaboration between the OECD Korea Policy Centre and the OECD Digital Government and Data Unit (Open and Innovative Government Division, Public Governance Directorate), the OECD Korea Policy Centre and the OECD are jointly hosting the 2021 edition of the Capacity Building Programme (CBP) in partnership with the National Academy of Public Administration, Viet Nam.

The Public Governance Programme of the OECD Korea Policy Centre has been hosting seminars and conferences in close co-operation with the OECD Secretariat on the issues of public governance, inviting OECD member countries and non-member countries to identify policy challenges and appropriate solutions by sharing expertise and good practices. As part of this effort, the Public Governance Programme also provides capacity building assistance to the countries in the Asia-Pacific region since its launch in 2005 and has since successfully carried out a number of capacity building programmes with governments in the region.

At the OECD, the work on digital government and data has been a key policy area for the Public Governance Directorate for over a decade, with the OECD Recommendation of the Council on Digital Government Strategies (2014) being a landmark normative policy instrument that OECD member countries and eight non-member countries have adopted and adhered to. In a bid to reach out to and foster peer-to-peer learning with more non-member countries, the OECD Working Party of Senior Digital Government Officials (E-Leaders) established the Global E-Leaders Initiative as a platform for exchanging insights on digital government practices beyond OECD “borders”.

At the same time, the OECD hosts the Network on Open and Innovative Government in Southeast Asia to discuss cross-cutting opportunities, challenges and priorities in the areas of open government, digital government and public sector innovation towards securing a resilient future for the region. The OECD Korea Policy Centre has been a key contributor in different previous editions of the Network’s meeting.

In light of the above, the 2021 edition of the CBP is organised under the framework of the OECD Global E-Leaders Initiative, and connects to broader OECD work in the region, including the OECD Network on Open and Innovative Government in Southeast Asia. This year’s programme draws on previous editions of the CBP, with the aim of building capacities on digital government and data with non-OECD member countries. The 2021 edition of the CBP will focus on strengthening knowledge and skills among public officials in Viet Nam, and disseminate the value of the OECD Digital Government Policy Framework (DGPF) as a key policy instrument that the government of Viet Nam can use to advance the digital transformation of its public sector.

OECD Digital Government Policy Framework

COVID-19 and the multifaceted crisis that it has caused have disrupted governments, but it has also presented an opportunity to re-examine how digital tools and data can be used to enhance public value for citizens and businesses. In this context, it is imperative for governments to build preparedness and competence to respond promptly to future shocks and increase the resilience of their economies and

societies. Government should also look to designing recovery strategies that are inclusive, equitable and sustainable, and facilitate long-term public sector reform. In order to benefit from this opportunity, governments must make meaningful decisions on digital government policies based on domestic circumstances, rather than just accelerating the pace of digital transformation in government. A strategic and deliberate approach taken in response to this pandemic will guide reforms and decisions that will shape the application of digital technology and data in the public sector for many years to come.

According to the OECD Recommendation of the Council on Digital Government Strategies (2014), digital government is understood as “the use of digital technologies, as an integrated part of governments’ modernisation strategies, to create public value. It relies on a digital government ecosystem comprised of government actors, non-governmental organisations, businesses, citizens’ associations and individuals which supports the production of and access to data, services and content through interactions with the government”.¹ Since its adoption, the Recommendation has been applied in numerous OECD Digital Government Studies and Reports² to support the analysis and frame the formulation of policy recommendations to help governments make the shift from e-government to digital government.

Building on the principles in the Recommendation and drawing on the experience of the OECD in analysing countries’ digital government transition, the OECD Digital Government Policy Framework (DGPF) was designed to identify key determinants of digital government maturity.³ Presented to country delegates during the 2018 E-Leaders meeting in Korea, the DGPF consists of six dimensions that comprise a mature digital government:

- Digital by design
- Data-driven public sector
- Government as a platform
- Open by default
- User-driven
- Proactiveness

Viet Nam and the roadmap towards a digital government

Viet Nam is in the process of transforming from an e-government towards a digital government. On June 15, 2021, the Prime Minister of Viet Nam approved the first E-Government Development Strategy Towards Digital Government in the period of 2021-2025, with a vision to 2030.⁴ Given the ambition of the government to boost Viet Nam’s rank to be among the top 30 countries in the world on the United Nations E-Government Development Index (EGDI), and the alignment of the Strategy with the 2020 United Nations E-Government Survey, it will be very useful to learn from international experience in building a digital government towards maturity.

The 2021 edition of the CBP will combine a series of presentations with discussions based on case studies and practical examples. This will provide an opportunity to discuss questions and possible responses to common digital government problems and challenges.

Target audience

- Public officials from the government with responsibility for digital government policies.
- Staff in NAPA in charge of digital government policies issues.

¹ See: <https://legalinstruments.oecd.org/en/instruments/OECD-LEGAL-0406>.

² See: <https://www.oecd.org/digital/digital-government/>.

³ See: <https://www.oecd.org/governance/the-oecd-digital-government-policy-framework-f64fed2a-en.htm>.

⁴ See: <https://english.mic.gov.vn/Pages/TinTuc/147615/Vietnam-issued-its-first-e-government-strategy-towards-digital-government.html>.

Experts: Ms Barbara Ubaldi, Mr Jacob Arturo Rivera Perez, Ms Ethel Hui Yan Tan (OECD)
 Dr Luu Kiem Thanh, Dr Hoang Huu Hanh (Vietnam)
 Mr Sungjoo Son (Korea)
 Mr Mark Levene (Canada)
 Ms Lina Marcela Morales (Colombia)

Programme schedule

29 September 2021		
Master of Ceremony: Ms Ethel Hui Yan Tan, Junior Policy Analyst, Digital Government and Data Unit, Open and Innovative Government Division, Directorate for Public Governance, OECD		
08:30 (CEST) 13:30 (ICT) 15:30 (KST)	Registration	
Opening		
09:00-09:20 (CEST) 14:00-14:20 (ICT) 16:00-16:20 (KST)	Welcome and Introduction <ul style="list-style-type: none"> • Opening remarks <ul style="list-style-type: none"> - Ms Elsa Pilichowski, Director, Directorate for Public Governance, OECD - Dr Hong-Tack Chun, Executive Secretary, OECD Korea Policy Centre - Dr Nguyen Dang Que, Vice President, National Academy of Public Administration, Viet Nam • Objectives of the workshop 	<ul style="list-style-type: none"> - Welcome and Introduction - Aims and Objectives
Session 1.		
The OECD Digital Government Policy Framework and work on digital government and data		
09:20-09:55 (CEST) 14:20-15:55 (ICT) 16:20-17:55 (KST)	<ul style="list-style-type: none"> - Ms Barbara Ubaldi, Head of Digital Government and Data Unit; Acting Head of Open and Innovative Government Division, Directorate for Public Governance, OECD - Mr Jacob Arturo Rivera Perez, Policy Analyst and Data-Driven Public Sector Lead, Digital Government and Data Unit, Open and Innovative Government Division, Directorate for Public Governance, OECD 	<ul style="list-style-type: none"> - Digital Government Policy Framework - Framework on the Governance of Digital Government - Data Governance Framework - Global E-Leaders Initiative
Break		
09:55-10:00 (CEST)/ 15:55-15:00 (ICT)/ 17:55-17:00 (KST)		

Session 2. Cases of Viet Nam		
10:00-10:20 (CEST) 15:00-15:20 (ICT) 17:00-17:20 (KST)	<ul style="list-style-type: none"> - Dr Luu Kiem Thanh, former NAPA Vice President - Dr Hoang Huu Hanh, Center for International Education, Posts and Telecommunications Institute of Technology, Ministry of Information and Communication 	<ul style="list-style-type: none"> - Digital government challenges and actions to be implemented in Viet Nam - Application of OECD DGPF into Viet Nam
Session 3. International Experiences of Digital Government		
10:20-11:10 (CEST) 15:20-16:10 (ICT) 17:20-18:10 (KST)	<ul style="list-style-type: none"> - Mr Sungjoo Son, Director, Digital Government Cooperation Division, Ministry of Interior and Safety, Korea - Mr Mark Levene, Lead for Digital Government Partnerships, Digital Change Sector, Office of the Chief Information Officer, Treasury Board of Canada Secretariat, Government of Canada - Ms Lina Marcela Morales, Capacity Building and Digital Transformation Team, Sub-Directorate for Strengthening Digital Public Capacities, Directorate for Digital Government, Ministry of Information and Technologies and Communications, Government of Colombia 	<ul style="list-style-type: none"> - Country cases to overcome challenges in the digital government issues - Examples of good practices and opportunities for Vietnam
Overview and Closing		
11:10-11:30 (CEST) 16:10-16:30 (ICT) 18:10-18:30 (KST)	<ul style="list-style-type: none"> • Overview • Closing remarks - Ms Barbara Ubaldi, Head of Digital Government and Data Unit; Acting Head of Open and Innovative Government Division, Directorate for Public Governance, OECD - Ms Hyunjeong Lee, Director General, Public Governance Programme, OECD Korea Policy Centre - Dr Nguyen Dang Que, Vice President, National Academy of Public Administration, Viet Nam 	<ul style="list-style-type: none"> - Overview and Outcomes

Note: The topics listed are the topics proposed and intended to be covered. It may be that certain discussions overrun the designated time frame.