Capacity Building Programme

AGENDA

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)

Public Governance of Digital Transformation - Digital Government Policy:

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29 September 2021

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 program me 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". Since its adoption, the Recommendation has been applied in numerous OECD Digital Government Studies and Reports 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. 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. 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.

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[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** • Opening remarks – 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	– 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)	– 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	– 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)	- 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	- 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)	- 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	- 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)	• 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	- 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.

Elsa Pilichowski
Director of the Directorate
for Public Governance (GOV)

Ms Elsa Pilichowski is the Director of the Directorate for Public Governance (GOV).

Ms Pilichowski has more than 20 years' experience dedicated to public governance in OECD and Partner countries. She joined the OECD in 2000, in the Public Governance Directorate where she worked until 2012, leading projects and teams on Agencies, Public Employment and various governance and indicator issues. Ms Pilichowski then moved to the OECD Global Relations Secretariat as deputy head of unit for the Eurasia region and in 2014 to the Office of the Secretary-General (OSG) where she was Advisor and then Counsellor to the Secretary-General on the strategic and corporate agenda of the OECD. Prior to joining the OECD, Ms Pilichowski held positions of Research Assistant at the World Bank.
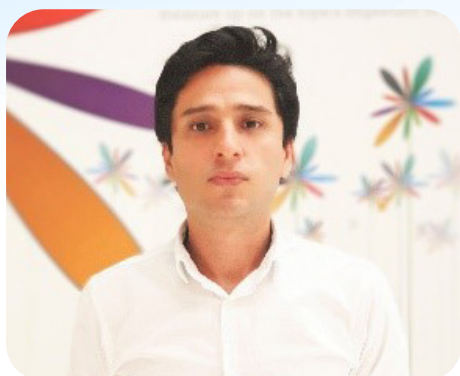
BARBARA-CHIARA UBALDI
Acting head, Division on open and innovative Governments, Head of the Digital Government and data unit, the OECD Public Governance Directorate

Barbara Ubaldi is the Acting Head of the Division on Open and Innovative Governments and Head of the Digital Government and Data Unit, within the OECD Public Governance Directorate.

Barbara leads the work on digital technologies and data to enhance openness, efficiency and innovation in governments, and is responsible for country reviews, for monitoring the implementation of the OECD Recommendation on Digital Government Strategies and for the OECD OURdata Index and Digital Government Index.

Barbara served for eight years as Programme Officer within the United Nations Department of Economic and Social Affairs. She gathered extensive experience working on digital government, ICT and knowledge management for development. A Fulbright Scholar, Barbara holds a M.S. on Public Administration from Northeastern University in Boston. Apolitical listed Barbara among the 2018 and 2019 TOP 20 most influential figures on Digital Government worldwide.

Jacob Arturo Rivera Perez
Policy Analyst, Digital Government and Data Unit, Open and Innovative Government Division in the OECD Directorate for Public Governance

Jacob Arturo Rivera Perez is a Policy Analyst in the Digital Government and Data Unit, Open and Innovative Government Division in the OECD Directorate for Public Governance. Arturo leads and co-ordinates the work on data-driven public sector, which covers the areas of data governance, open data, and data ethics in the public sector, among others. He has authored and co-authored several country studies and OECD reports covering the topics of digital government, public services, and data in different countries and regions, including Europe, Latin America and Southeast Asia.

Among other responsibilities, Arturo manages the development of the OECD's Open, Useful and Reusable Data (OURdata) Index, and the activities of the OECD Working Party of Senior Digital Government Officials' (E-Leaders') Thematic Groups on Data-Driven Public Sector, Emerging Technologies and Digital Democracy, and the OECD Expert Group on Open Government Data. Prior to joining the OECD Digital Government and Data team in 2015, Arturo worked on other areas within the OECD including regulatory policy, open government and risk management from 2011 to 2014 mainly in the Latin American region.

Ethel Hui Yan Tan

Junior Policy Analyst, Digital Government and Data Unit, Open and Innovative Government Division, Directorate for Public Governance, OECD

Ethel Hui Yan Tan is a Junior Policy Analyst in the Digital Government and Data Unit in the Open and Innovative Government Division within the OECD Directorate for Public Governance. She supports the development of the Unit's work on the governance of digital government, public service design and delivery and capacity building with countries across Europe, Middle East and North Africa and the Asia-Pacific region - and on cross-cutting policy areas with open government, policy coherence for sustainable development and the digitalisation of the justice sector. Ethel also supports the activities of the OECD Working Party of Senior Digital Government Officials' (E-Leaders') Thematic Groups on Emerging Technologies and GovTech Commissioning, the Global E-Leaders Initiative and the organisation of the annual E-Leaders meeting.

Hong-Tack Chun
Executive Secretary,
OECD Korea Policy Centre

Dr. Hong Tack Chun serves as the executive secretary of the OECD Korea Policy Centre. He manages five Programmes (Divisions) - Public Governance, Health and Social Policy, Competition, Tax and Operation - that were established for the purpose of sharing exemplary policy experience of the OECD member countries with non-member countries.

Before joining the Centre, as a research economist of the KDI (Korea Development Institute), he devoted his research to the field of public investment, international development and economic cooperation between South and North Korea. He also served as the Vice-President of the KDI as well as the Dean of the KDI School of Public Policy and Management and taught graduate students. He graduated from the Seoul National University and received a PhD from Cornell University in 1985.

Hyunjeong Lee
Director General,
Public Governance Programme,
OECD Korea Policy Centre

Ms. Hyunjeong Lee has been Director General of the Public Governance Programme at the OECD Korea Policy Centre since April 2021 seconded from the Ministry of Interior and Safety.

At the Ministry, she mainly dealt with local government finance issues such as local autonomy and decentralisation, revenue management, and capital investment planning.

Also, she was involved in the making of decision about public entreprise policies at the Ministry examining the financial performance of the public sector entities to ensure the alignment of their activities with government policy

Nguyen Dang Que
Vice President
National Academy of Public Administration
(NAPA), Viet Nam

Dr Nguyen Dang Que is currently Vice President of National Academy of Public Administration (NAPA), Vietnam. He is in charge of international cooperation, public service training, and the academic journal of NAPA. Before promotion to the current position, he used to be General Director, NAPA Branch in Tay Nguyen (Central Highlands).

His research interests are finance–accounting–banking, financial public management, public policy, enterprise governance, and training management. Dr. Nguyen Dang Que is involved in many research projects on public service training, human resource development for sustainable development, and tranformation of education and training.

He is an author of various articles published on domestic and international academic journals on human resource management, impacts of COVID-19, enterprise development and management, competitiveness, financial management of corporations, transperant budgeting, and sustainable development. He made presentations in the international workshops on the fourth industrial revolution and its impact on public governnance, transperant government with integrity.

He writes books on financial management, social management, performance of elected bodied, and coursebooks on tax management, external economic management, training management, and leadership. His recent publication on training for Vice Ministers was in 2020.

At present, Dr. Nguyen Dang Que is leading NAPA's key projects on development of online public service training and transforming NAPA's organizational structure in the digital context.

He got doctoral degree in Public Managment from National Academy of Public Administration (NAPA).

LUU KIEM THANH
Senior Lecturer,
former NAPA Vice President

Assoc.Prof.Dr. Luu Kiem Thanh is currently a senior lecturer at NAPA. He is former NAPA Vice President. As a professor of public policy and public administration, he has had approximately 30 research works published and been teaching subjects of public management such as admintrative documents, office administration, public affairs, civil servants, information in management and optimization of administrative processes and procedures, systems thinking in public management. In recent years, Assoc.Prof.Dr. Luu Kiem Thanh focuses on in-depth research, writing training materials and delivering training courses for senior and high-ranking officials, for general directors and directors working in central and provincial agencies. He also supervises PhD and master students on the dissertation topics of digital governance, e-government, digital government, and digital transformation.

HOANG HUU HANH

Senior Lecturer, Director, International Training Center,
Posts and Telecommunications
Institute of Technology,
Ministry of Information and Communications

Assoc.Prof.Dr. Hoang Huu Hanh is the Director of the International Training Center, Post and Telecommunications Institute of Technology (PTIT), Ministry of Information and Communications. He was recognized as an Associate Professor of Information Systems in 2012. In 2007, he was confered a doctoral degree in Information Systems by the Vienna University of Technology, Austria, and a master of science degree in Information Technology at Hanoi University of Science and Technology. Assoc.Prof.Dr. Hoang Huu Hanh has had a lot of works published in national and international academic journals and actively participated in international conferences and seminars.

Currently, he is spending much of his time studying Semantic Web & Ontological Engineering, Personal Digital Memories, Information Management Systems, Business Processes Modeling, Business Intelligence, Knowledge Discovery, Linked Data and Semantic Data modelling, Ontological Data Analytics.

Sungjoo SON

Director
Digital Government Cooperation Division
Ministry of the Interior and Safety

Sungjoo Son has dedicated over a decade advancing the Korean digital government and international cooperation in the field since he joined the civil service in 2007. He had worked in ubiquitous service planning, information resources management, e-Government policy, and smart government service before joining the digital government cooperation division as a senior deputy director. In February 2020, he took a role as the division director. Before joining the government, he worked as a senior researcher at a development company, SOMANSA Co, Ltd.
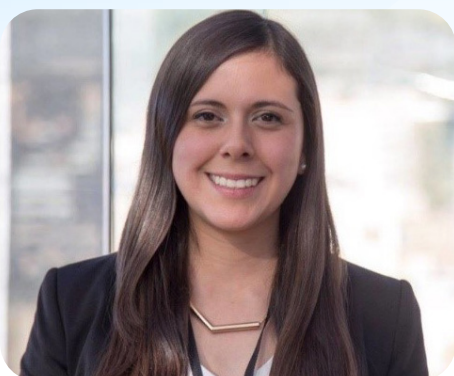
Sungjoo Son holds a BSc in computer science and Engineering from the Seoul National University and a Master of Information Management and Systems (MIMS) from the University of California, Berkeley.

Mark Levene

Lead for Digital Government Partnerships, Digital Change Sector, Office of the Chief Information Officer, Treasury Board of Canada Secretariat, Government of Canada

Mark Levene is the lead for the Digital Government Partnerships team in the Digital Change Sector at the Treasury Board of Canada Secretariat in the Government of Canada. His team is responsible for working across Canada and internationally with partners on a variety of digital government issues. Mark serves as Canada's lead for Digital Nations and also chairs its Greening Digital Government thematic group. Mark joined the Digital Change team after working for several years on open government, which included working internationally with partners on open government policy issues including common licensing, open standards, and leading on the development of the international Open Data Charter. Prior to joining the Treasury Board in 2012, Mark worked for a dozen years at Canada's national archives where he managed multiple projects helping to make Canada's documentary heritage more accessible to the public.

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

Lina Marcela Morales is a Professional and Magister in Computer and Systems Engineering, Universidad de los Andes, and certified as Big Data Professional and Architect by Arcitura. She has more than 10 years of experience in consulting and managing information technology projects, enterprise architecture, innovation and digital transformation for public and private sectors, leading software communities and development teams, and developing technology-based products and services based on artificial intelligence, big data, analytics, and robotic process automation. At the Colombian ICT Ministry, Lina Marcela led enterprise architecture framework and GCIO role creation, and now leads the Digital Government Transformation strategy, which seeks to support Digital Government Policy implementation through the following capacity building strategies: live sessions (workshops, success stories and co-creation), gamification, and a toolbox (free virtual courses, templates and videos).