

Foreword

Government leadership, especially in overseeing the strategic use of data and technology, is critical if countries are to reap the benefits of the digital revolution and improve social well-being.

The study, *Digital Government in Chile – Making the Digital Transformation Sustainable and Long-Lasting*, assesses the evolution, achievements and challenges in the design and implementation of digital government strategies in Chile since 2004. It aims to support the Government of Chile in framing and implementing future strategic decisions and developing digital capacity throughout the public sector. In particular, it looks at how Chile can build a whole-of-government approach to embed digital approaches into everyday government operations.

The study builds on the 2016 OECD publication, *Digital Government in Chile: Strengthening the Institutional and Governance Framework*, which delivered the policy recommendations that guided subsequent reforms to the institutional framework for digital government in Chile. These reforms were critical in underpinning the current ambitions to promote greater digital maturity across the Chilean public sector.

Chile is a widely recognised leader in Latin America when it comes to digital government. This achievement reflects the commitment to establishing a sound governance framework, developing an ambitious Digital Transformation Strategy and upgrading the country's legal framework.

Nevertheless, to ensure the sustainability of this progress, Chile should work towards shared ownership of, and responsibility for, the digital government strategy throughout the public administration. To do this the study highlights the need for engagement and coordination within and between government institutions, the importance of building technical leadership and digital skills in recruitment and training as well as proposing new approaches to funding and the evaluation of delivery. Above all, for Chile's digital government approaches to increase citizen well-being through more responsive, protective and trustworthy government, the study calls for developing service design and delivery approaches that prioritise user research, recognise the value of data and foster digital inclusion.

This study was requested by the Ministry General Secretariat of the Presidency (*Ministerio Secretaría General de la Presidencia*, MINSEGPRES) and the Ministry of Finance (*Ministerio de Hacienda*). It is based on the OECD Recommendation of the Council on Digital Government Strategies and draws on the insights gathered through the comparative assessment of the design and implementation of digital government strategies in several OECD member and non-member countries.

This study also contributes to the global policy debate on the digitalisation challenges and opportunities across different policy areas, including digital government. This work is part of the Going Digital Project, which is the OECD flagship initiative designed to address this important policy issue.

Acknowledgements

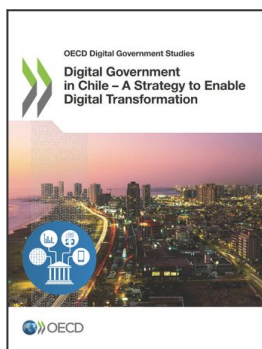
The study *Digital Government in Chile – Making the Digital Transformation Sustainable and Long-lasting* was prepared by the OECD Directorate for Public Governance (GOV), under the leadership of its Director, Marcos Bonturi.

The study was produced by the OECD Reform of the Public Sector Division (GOV/RPS). It benefitted from the strategic orientation and revisions of Barbara-Chiara Ubaldi, Acting Head of Division and lead of the Digital Government and Open Data Team.

The study was drafted by Rodrigo Mejia Ricart, digital government policy consultant under the supervision of, and with contributions from, Benjamin Welby, Digital Government Policy Analyst, Reform of the Public Sector Division, OECD. The authors are grateful to Liv Gaunt for editorial support.

The study benefitted from the expertise of the OECD Working Party of Senior Digital Government Officials (E-Leaders). This project would not have been possible without the support of the Chilean Ministry General Secretariat of the Presidency, the Ministry of Finance and its State Modernisation Programme.

Finally, the Secretariat would like to acknowledge the invaluable contribution of Andrés Bustamante, Head of the Digital Government Division of the Chilean Ministry General Secretariat of the Presidency, and Kareen Schramm, Policy and Digital Government Research Co-ordinator of the same institution. The OECD would also like to warmly thank Randall Ledermann and Felipe Gonzalez Zapata, Project Coordinators of the State Modernisation Programme, Ministry of Finance, Chile.



From:
Digital Government in Chile – A Strategy to Enable Digital Transformation

Access the complete publication at:

<https://doi.org/10.1787/f77157e4-en>

Please cite this chapter as:

OECD (2019), "Foreword", in *Digital Government in Chile – A Strategy to Enable Digital Transformation*, OECD Publishing, Paris.

DOI: <https://doi.org/10.1787/afe44d81-en>

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