

## B1: Examples of multi-agency and cross-government data governance and IT working groups

- Who is this tool for? Health and other social protection practitioners looking to understand best practice models of data governance to draw on as part of their own data integration efforts.
- How was it produced? As no participants within the collaborative itself felt that their country was a best practice example in this regard, external examples have been drawn on below.

Four best practice examples of multi-agency data governance and/or cross-government IT working groups are listed below for consideration by health and non-health officials looking to this aspect of their data linkage initiative. Ideally these arrangements would already be in place in countries, in which case practitioners can just follow domestic guidance. However, if this is not the case then the following may be of use to generate ideas and lessons

### **Singapore GovTech** (<https://www.smartnation.gov.sg/about-smart-nation/sndgg>)

The Government Technology Agency (GovTech) is the whole of government technology lead agency for Singapore. It sits under the Prime Minister's Office, giving it reach and authority across all relevant public agencies, and is the implementation unit of the Smart Nation and Digital Government Group.

[Click here for the Digital Service Standards for whole of government by GovTech.](#)

[Click here for the Government Technology Agency \(GovTech\) Fact Sheet;](#)

### **Moldova E-Government Agency** (<https://www.egov.md/en/about>)

This Agency was established in 2010 under the Prime Minister's Office to carry out the following goals:

1. Modernize public services through re-engineering and digitization. Electronic services facilitate the interaction and communication between citizens and the Government, generating benefits to both: accessible, inclusive and efficient services for the citizens and increased citizens' trust in the Government.
2. Increase governance efficiency by ensuring data exchange between public service providers, operating and interacting on a joint technologic platform for data exchange – MConnect. Personal data will be provided to public authorities only once, and will be further reused by the public institutions to deliver government services.
3. Diversify access channels to public services. To diversify the public service delivery channels citizens will be offered the choice to receive services either online through government portal of



public services <http://servicii.gov.md> or offline at the Universal Centers for Public Service Delivery (CUPS) on such platforms as: the Multifunctional Centers of the Public Services Agency, Novateca modernized libraries, post offices.

4. Ensure information security.

[\*Click here to access the Moldova Inter-Operability Framework Law, 2019.\*](#)

### **Uruguay: Electronic Government and Information and Knowledge Society Agency (Agesic)** (<https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/#>)

Agesic is an executing unit under the Presidency of Uruguay. It was created by article 72 of Law N ° 17,930 of 2005. This establishes the creation of an Honorary Board of Directors (CDH), and is assisted by three honorary councils: Council for the Information Society, Business Advisory Council and Public Informatics Advisory Council. It has three main areas of focus:

1. Leadership in digital government, including development of normative frameworks, regulations and good practice guides that help each organization to advance digitally;
2. Digital development: Agesic works to develop initiatives and programs that seek to positively impact people's lives through new technologies and solutions that allow users to save time and money, improve experiences and have greater security; and
3. Innovation in digital government.

More specifically, it is tasked to:

- Formulate policies, plans and the national strategy for development of Electronic Government and Open Government.
  - Collaborate in the formulation of policies, plans and development programs in the area of Information and Knowledge Society.
  - Assist and advise public, state and non-state entities, in the formulation of Electronic Government plans and policies, as well as in their execution, dictating the necessary legal norms and regulations.
  - Regulate the execution of everything related to implementation of specific plans and projects in the field of Electronic Government, through articulation of mechanisms such as competitive electronic government funds, capacity building, and electronic government master plans, among others.
  - Prepare policies, plans and national strategy in matters of Governance, integration, interoperability, Government Business Architecture, human capital and acquisitions related to Information and Communication Technologies in Public Entities.
  - Dictate technical standards related to products and services related to ICT in public entities, as well as the performance of audits, their monitoring and evaluation.
  - Recommend norms and procedures related to the administrative contracting of computer goods and services or their development.
  - Develop specific plans and programs related to the development of online procedures and services and interoperability for modern, effective and efficient public management.
  - Analyze trends related to the advancement of ICT and their relationship with legal aspects, technological innovation in products and processes and their impact on existing or proposed policies, norms, standards and procedures.
-

- Promote and develop plans and projects related to strengthening the relationship between citizens and the State, access to technology, digital inclusion, and citizens' electronic participation.
- Define the policies, methodologies and good practices in Information Security, assisting in their implementation.
- Establish relationships with peers in other countries and with national and international, public and private entities, related to the subject of their competence.
- Supervise and audit compliance with current regulations in their area of competence.

### **Mexico: National Digital Strategy Unit at the Office of the President.**

*Digital Government in Mexico: Sustainable and Inclusive Transformation. OECD 2020. Available at: <https://www.oecd.org/publications/digital-government-in-mexico-6db24495-en.htm>*

This external report details the efforts of the Mexican Government to build a stronger system of digital government under the Coordination of the National Digital Strategy of the Office of the President. It presents the key policy actions, achievements and coordination challenges, and looks at how policy objectives are implemented. The study examines the main initiatives for promoting digital inclusion, reinforcing public sector capacity, and achieving efficient public service design and delivery. The report also assesses the state of data governance, open government data and its strategic use, and the sharing of public sector data both within and beyond the public sector.