The Covid-19 crisis: a catalyst for digital governance transformation

- How individual governments have digitally responded?
  - Infection control or tracking measures
  - Strengthening public communication and data sharing
  - Adjusting service delivery to the crisis context
  - Social solidarity and "care mongering"
  - Leveraging and redeploying existing resources and solutions
  - Crowdsourcing ideas and solutions through open calls, hackathons…
  - Adaptive responses by legislatures

What do these developments suggest?

- Contribution of digital and open data tools to strengthening governments' agility and responsiveness in times of uncertainty

- Innovation, investing in technology, and relationships with non-government actors are fundamental to a government's ability

- Final impetus necessary to accept and embrace digital transformations that had already been underway for some time

- Government as a platform approaches proved to be effective

- Data transparency and ownership –as well as open algorithms –have become fundamental conditions for a fair and ethical use by governments of digital tools

- The convergence of digital governments, within and between countries, becomes essential to ensure alternative, fast and inclusive responses

- Digital divide offered very different manifestations of the same experience

Short-term responses but with an eye on the long-term?

- What is good during a crisis might not be good for all conditions...
- ...but it has provided real-life experience that some of the hurdles and restrictions in government are somewhat arbitrary or not absolute
- Opportunity to reprioritize and reshape existing agendas
- Need for an ongoing engine
- The pandemic has illustrated the challenge for governments of knowing exactly what they should be experimenting
- Governments should also reflect on where system-wide stewardship, national and international, might become necessary