



G7 COMPENDIUM OF DIGITAL GOVERNMENT SERVICES

REPORT PREPARED FOR THE
2024 ITALIAN G7 PRESIDENCY
AND THE G7 DIGITAL AND
TECH WORKING GROUP

15 October 2024

This report presents examples of digital government services, including approaches to digital public infrastructure, provided by G7 members and Ukraine, aimed at improving access to and enhancing the user experience of public services. It also explores key enablers, such as government strategies and leadership, along with human-centered approaches to designing digital government services that prioritises users and their rights, needs and preferences. The report was prepared by the Organisation for Economic Co-operation and Development (OECD) Directorate for Public Governance for the 2024 Italian G7 Presidency and the G7 Digital and Technology Working Group. It was launched during the G7 Digital and Technology Ministerial Meeting in Como, Italy, on 15 October 2024.

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Preface

Governments can leverage transformative innovations in digital technology and data to offer higher quality and more inclusive public services, including bringing them directly into people's homes. Yet, digital government is not as simple as merely moving public services onto the internet. The best digital government approaches acknowledge the continuing value of physical channels for providing government services. They use technology and data to *enhance*, rather than replace, these services and operations.

This compendium summarises the state of key digital government initiatives and approaches amongst G7 members. Ukraine was also invited to contribute selected examples for this publication, in recognition of the country's pioneering work in digital government. The compendium illustrates the accomplishments of G7 members, and supports further dialogue and initiatives in this area. Policymakers across borders are often grappling with similar digital government challenges, although contextual differences exist. Learning from – and building upon – each other's experiences is the best way to ensure our respective digital government practices have the greatest possible benefits for people's lives.

We thank the G7 Digital and Tech Working Group and the G7 members for their request to produce this compendium. We particularly thank relevant ministries within each G7 member state, the European Commission, and Ukraine's Ministry of Digital Transformation, for their input and collaboration on this paper.

Looking ahead, the need for effective digital government approaches will only grow. As citizens increasingly embrace digital technology, they will expect their governments to do the same. The OECD and the G7 remain committed to helping countries improve their digital government capacity, and to promoting dialogue and co-operation on this topic. We trust that this publication serves as a helpful tool in this regard.

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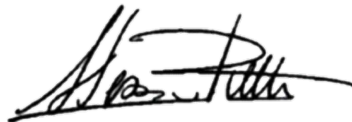


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Executive summary

Governments play a crucial role in providing public services that support the daily lives of people and businesses. As citizen expectations for government digital services rise, leveraging digital technology and data to enhance the quality, effectiveness, and overall experience of these services becomes increasingly important.

A successful digital transformation will enable governments to operate efficiently in the digital environment and deliver public services that are more reliable, simpler, and effective. This transformation can foster greater trust in government, promote social inclusion, and support sustainable economic growth. It is underpinned by a paradigm shift from e-government (putting government operations and services on the internet) to digital government (using digital technologies and data to reshape and improve government operations and services), as underscored by the OECD Recommendation on Digital Government Strategies¹.

This compendium was prepared by the OECD Directorate for Public Governance at the request of the Italian 2024 G7 Presidency and G7 members to inform discussions within the G7 Digital and Technology Working Group. The purpose of the compendium is to share examples of digital government services among G7 members to inform future work within the G7 and other international fora. As part of the G7's close engagement and support for the government of Ukraine - a global frontrunner in digital government - this compendium also showcases examples of digital government services shared by Ukraine's Ministry of Digital Transformation.

The compendium shows that a wide range of digital government services, including approaches to digital public infrastructure, is being made available by G7 members and Ukraine to facilitate access to and improve user experience with public services, demonstrating their commitment to leveraging digital technology for public benefit. While different approaches and tailored solutions are being employed to account for national contexts, many solutions address common needs in areas such as digital identity and data and information sharing. Enablers of these solutions include human-centred approaches to the design and delivery of public services, governance of digital government, and concentrated efforts on interoperability.

Moving forward, G7 members could use this compendium as a resource to inform discussions on digital government under future presidencies. Areas that G7 members could prioritise include public sector data sharing and interoperability, digital talent and skills in the public sector, as well as ensuring proactive and resilient digital government services during crises.

Introduction: Digital government services across the G7

In the 2024 Verona and Trento Declaration, G7 Digital Ministers acknowledged the “*potential of AI and digital systems to help improve governments’ provision of public services and the ongoing international discussions on different approaches to digital identity and other digital government services, including digital public infrastructure (DPI), and the value of sharing examples.*”

This Compendium was developed at the request of the 2024 Italian G7 Presidency and G7 members to provide examples of digital government services. It includes approaches to digital public infrastructure, leveraged by G7 members to facilitate access to public services. The Compendium contributes to advancing G7 work on digital government, which involves the use of digital technologies and data, as an integrated part of governments’ modernization strategies, to create public value (OECD, 2014^[1]).

The Compendium is structured across four areas:

- Digital identity solutions for accessing public services
- Data and information sharing in the public sector
- Other digital government systems, solutions, and initiatives
- Enablers

Examples were gathered through a short questionnaire to G7 members and Ukraine in April-May 2024. The full list of initiatives and solutions captured can be seen in Annex A.

Chapter 1. Digital identity solutions for accessing public services

This section showcases digital identity solutions made available by G7 members and Ukraine that enable access to public services. The solutions are grouped into three categories: single sign-on and federated identity solutions, electronic identification (eID) cards, and digital identity wallets.

1.1. Single sign-on and federated identity

Most G7 members have already implemented single sign-on or federated identity solutions, facilitating streamlined access to online government services (see examples in Box 1). These solutions allow users to log in to various government platforms using a single set of credentials, eliminating the need to manage multiple passwords. This transition to unified authentication methods not only enhances user experience but also strengthens security measures by reducing the likelihood of password-related vulnerabilities.

Box 1. Single sign-on or federated identity solutions

United Kingdom's GOV.UK One Login

[GOV.UK One Login](#) lets citizens sign in and prove their identity so they can access government services quickly and easily. It will allow users to access any government service using the same email address and password and re-use their credentials to access multiple services. Currently thirty government services have onboarded to GOV.UK One Login. By March 2025, the programme expects to have onboarded a total of 145+ public services. All UK citizens and residents have the option to use GOV.UK One Login to access the government service they need. As of April 2024, 1.7 million accounts had been created, 4.1 million identities had been verified, while its app has been downloaded over 5.5 million times.

United States' Login.Gov

[Login.gov](#) provides authentication and identity verification services to federal agencies in the US. Users sign up for a single Login.gov account using an email address, password and MFA device and use this single account to access multiple federal services. When services require a verified identity, Login.gov provides an evidence-based verification process to allow a user to prove that they are who they say they are. Currently, 47 federal agencies and state partners use Login.gov for over 500 applications.

Canada's GCKey and Verified.Me

[GCKey](#) and [Verified.Me](#) (formerly known as [SecureKey Concierge](#)) are digital identity verification systems used by more than one third of Canadian citizens to securely access

government services online. Currently, twenty-eight different federal Departments and Agencies offer over one hundred services using these digital ID verification systems.

Japan's gBizID

[gBizID](#) is a service provided by Japan's Digital Agency that allows users (corporations and individual business owners) to log in to various online administrative services with a single ID and password. As of May 2024, 1.07 million accounts have been verified, and 188 websites provided by thirteen government ministries and agencies and 106 local governments, are accessible using gBizID.

Italy's SPID

Italy's [Public Digital Identity System \(SPID\)](#) is an identification system for accessing online public services and services of participating private companies/organisations. At the time of drafting this report, there were 17.744 administrations/agencies/institutions offering their digital services through SPID as well as 189 non-public service providers (financial services, insurances, others), and roughly 37.5 million Italian citizens that had SPID.

FranceConnect and L'Identité Numérique La Poste

[FranceConnect](#) is a federated identity solution that enables users to access more than 1,400 online public and private services in France and connect using one of the six options that FranceConnect offers via an existing user account. One of the options is [L'Identité Numérique La Poste](#), offered by the La Poste Group, one of France's largest operators of postal, bank, insurance, and mobile communication services.

Ukraine's Integrated Electronic Identification System

Ukraine's Integrated Electronic Identification System (ISEI, [ID.GOV.UA](#)) is a universal platform for e-identification and user authentication in Ukraine. The ISEI allows digital service providers to securely and conveniently identify users accessing their services, either through electronic signatures (stored on file or in the cloud) or via users' existing BankID NBU accounts. To date, the system has enabled five million unique users to access up to 189 services.

1.2. Electronic identification (eID) cards

An electronic identification (eID) card is a digital version of a physical ID card with an embedded chip that securely stores personal information. It can be used to prove the holder's identity offline, authenticate access to offline and online services, and provide legally recognised electronic signatures. To use it online, eID cardholders typically need a card reader or a smartphone with NFC (near-field communication) capabilities. Among G7 members, national eID cards are available in Japan, Italy, France, and Germany, as well as several other non-G7 EU Member States (see examples in Box 2).

National eID cards offer several advantages over traditional ID cards, including enhanced security through advanced encryption, convenient access to a wide range of online services, and improved efficiency by enabling electronic signatures and digital document verification, which reduces the need for paper-based transactions. They can also facilitate interoperability across different services, provide legally binding signatures, and can lead to cost savings for governments and businesses by minimising manual processing.

However, drawbacks include high implementation costs (including costs related to card issuance and management, and promoting uptake), challenges in ensuring compatibility and security, including the risk of cyberattacks targeting the sensitive data involved.

Box 2. National eID cards in Italy, Germany, and Japan

Japan's Individual Number Card

The [Individual Number Card](#) is issued by Japan's Ministry of Internal Affairs and Communications together with the Digital Agency. The card contains an electronic certificate, which can be used by citizens and residents for authentication services, allowing the cardholder to authenticate his or her identity online to access both public and private services.

Italy's CIE

The [Electronic Identity Card \(CIE\)](#) allows the verification of the identity of the holder and access to the online services of the public administrations both in Italy and in the EU. The CIE extends the traditional concept of identity, providing citizens with a unique and secure digital key for accessing online public administration services. At the time of drafting this report, about 43 million CIE had been issued.

Germany's eID (Online-Ausweis)

The eID function of Germany's eID ([Online-Ausweis](#)) is stored on an electronic memory device (microchip) which is part of all ID cards, electronic residence permits, and the eID card for citizens of the European Union and the European Economic Area. The eID may be accepted by all public institutions as well as essential service providers such as payment service providers, insurance companies and postal service providers. Both citizens and residents in Germany can obtain an eID. Between January 2024 and July 2024, the eID was used for over 8 million transactions.

1.3. Digital identity wallets

There is a growing trend to promote digital identity wallets. These wallets mimic physical wallets by enabling users to securely store verified digital attributes and/or credentials. The shift to wallets is focused on enabling citizens and businesses to easily share and store personal identity attributes, and other verified proofs (see G7 examples in Box 3). For example, a proof of age to purchase a train ticket, a proof of the right to drive when renting a car, or of a set of attributes – e.g. first name, last name, date of birth, and address - to authenticate against offline and online services. Wallets can often be used both online and offline.

Box 3. Digital identity wallets in France, the European Union, and Ukraine

France Identité

[France Identité](#) is developed by the Ministry of the Interior and National Agency for Secure Titles. Citizens in France with a national electronic identity card can use the France Identité application to access over 1,500 public services available through FranceConnect, such as taxes, health insurance, retirement sites, family allowance funds, but also a number of local authorities. It can also be used to access up to hundred non-public services currently available through FranceConnect, including services offered by energy companies, banks, and insurance companies. In addition to authentication for accessing public and private services, France Identité allows users to store a digital version of the French national ID card and driver's licence, which they can use for identity verification, and to share attributes or identity credentials.

European Digital Identity Wallet

The [EU Digital Identity Wallets](#) will be available to 100% of EU population by the end of 2026. Users (Citizens, residents, businesses established in any Member State) will be able to download, install, and use the EU digital identity wallets on their personal mobile device. The digital identity wallets will be issued by each Member State, under mandate by Member State, or independently issued but recognised by a Member State.

Ukraine's Diia app

Ukraine's [Diia app](#) allow Ukrainian citizens to store digital documents with the same legal validity as their plastic or paper counterparts – forming a digital identity wallet. There are currently nineteen digital documents available through the app – including the national ID card, foreign biometric passport, driver's license and more.

Chapter 2. Data and information sharing in the public sector

This chapter looks at systems, solutions, and initiatives by G7 members and Ukraine that enable data and information sharing within the public sector to support public service delivery, with a focus on base registries and open government data.

2.1. Base registries

Base registries are central databases maintained by governments that store core information about individuals, organisations, and entities within a specific jurisdiction (European Commission, 2024^[2]). Serving as the official source for essential data like population records, land ownership, businesses, and vital statistics, these registries are a vital asset for public service delivery, and in ensuring that information is accurate, up-to-date, and consistent across agencies, reducing data duplication, errors, and discrepancies (see G7 example in Box 4). Base registries can allow citizens easy access to their own data, and with strong safeguards can be used to support individuals to exercise human rights, engage in civic processes, and make informed choices about their lives and interactions with public services.

Box 4. Italy's National Register of Resident Population

[ANPR](#) is the National Register of citizens' residence and electoral information. It contains the data of all resident citizens, both Italians and foreigners, as well as AIRE (Italians living abroad). It is a centralised database that simplifies registry services and is continuously updated by more than 7,900 Italian municipalities.

ANPR securely exchanges data via the National Digital Data Platform (PDND) with other national official databases, such as labor, education, tax, pension, and social security registers, among others. This network of registers simplifies and automates the processes of checking or recovering verified data to offer more integrated services to citizens, avoiding data duplication. The ANPR has made available 26 e-services on the PDND for authorized parties to confirm citizens' data, in compliance with GDPR.

Solutions enabling the safe and secure sharing of base registry data both inside and outside of the public sector are important as they enhance efficiency, reduce redundancy, and promote transparency. These platforms are what can enable the implementation of the "once-only" principle, ensuring that citizens and businesses do not need to repeatedly provide the same information to public institutions (see G7 examples in Box 5). They can facilitate faster, more efficient administrative processes, improve service delivery, and empower citizens by giving them control over their own data while maintaining high security and privacy standards.

Box 5. Data sharing solutions or platforms for base registries in France, Italy, the EU, Japan, and Ukraine

France's API Enterprise

[API Entreprise](#) is an API used amongst French public services to share sensitive data about French companies. It is a key component of the once only principle applied to companies. Every public administration that produces or uses company related data is likely to use it either to share or use data (or both). API Entreprise handles the contractualisation between the two administrations in the form of a digital contract and the technical interface between the two administrations wanting to share data. The service is managed by the French DINUM.

Italy's National Digital Data Platform (PDND)

The [National Digital Data Platform \(PDND\)](#) enables the interoperability of information systems among public bodies, implementing the once-only principle. Members of the platform can communicate with each other in a simple, fast, and secure manner, without needing citizens to provide information already held by other bodies. Every participating administration can reuse and share data and documents through machine-to-machine communication, subject to user approval. Currently, the platform hosts over 6,000 entities, including 62 Central Public Administrations, around 5,500 Municipalities, 20 Regions, and approximately one hundred private bodies. The platform offers more than 6,000 services.

Once-Only Technical System (OOTS)

The [Once-Only Technical System \(OOTS\)](#) is an EU-wide solution that makes cross-border paperwork in the framework of the [Single Digital Gateway](#) significantly more efficient and less costly for citizens, companies, and public administrations. The common services of the OOTS were launched in December 2023. While remaining fully in control of their own data, citizens and businesses are able to have their documents exchanged automatically within the Single Market simply by asking the relevant authorities to retrieve them directly from authentic sources.

The OOTS forms an EU-wide government-to-government data space, which will be seamlessly integrated into the Common European Data Space for Public Administrations, and link public authorities that act as trusted authentic sources of information (base registries).

Japan's Co-operation Network System for Personal Information

The Digital Agency manages the **Co-operation Network System (NWS) for Personal Information**, which is used to exchange personal information associated with the Individual Number between government agencies and other organisations, as stipulated by the Individual Number Act. This system allows citizens to avoid submitting multiple documents (Certificates of Residence, Certificates of Tax, etc.) when completing various administrative procedures. To protect citizen's privacy, only public sector entities have access to the NWS- private citizens and businesses cannot use it. Additionally, the NWS does not store personal information itself; it only transmits specific data held in a decentralised manner by individual public organisations.

Ukraine's System of electronic interaction of state electronic information resources "Trembita"

The System of Electronic Interaction of State Electronic Information Resources "[Trembita](#)" is a decentralised system that creates a link between base registries and their information systems and implements mechanisms for secure data exchange. The Trembita system is one of Ukraine's key infrastructure elements supporting the provision of digital public services and is based on the Estonian data exchange platform X-Road.

2.2. Open government data

Supporting initiatives to make government data available as open data, where appropriate, is essential for fostering innovation, enhancing transparency, and improving public services (OECD, 2021^[3]). In June 2013, all G7 members signed the [G8 Open Data Charter](#), setting a precedent for global discussions on open data. Today, G7 members continue to advance open data initiatives, including by providing government data through central open data portals or catalogues (see G7 examples in Box 6).

Box 6. Open government data portals in the EU, US, Japan, and Canada

Data.europa.eu

The [data.europa.eu](#) portal provides access to open data from international, EU, national, regional, local and geo data portals. The portal is used by 35 European countries and EU institutions, agencies and bodies publishing in total 185 catalogues and 1.7 million datasets. The portal is based on open-source technology, and accessible in all official EU languages via a web interface, via an API and via a SPARQL endpoint for machines.

The portal addresses the whole data value chain: data publishing, data visualisation, data quality control, data citation, data embedding and data reuse. Going beyond collecting metadata (data about data), the strategic objective of the portal is to improve accessibility, reuse and increase the value of open data.

Data.gov

[Data.gov](#) is the U.S. government's open data site designed to help inform decisions by the public and policymakers, drive innovation and economic activity, achieve U.S. federal agencies' missions, and strengthen the foundation of open and transparent government. It does this by harvesting metadata for datasets maintained by U.S. federal agencies, into a central and continually updated catalogue. Federal government agencies use it to make their datasets more visible to the public. The data.gov catalogue is capable of harvesting metadata from states/cities/counties if they make the metadata for their datasets available at a public URL, and as such the catalogue also features datasets from fifty non-federal entities.

Japan's data portal service

The [Data Portal Service](#) is managed by Japan's Digital Agency and is a portal where individuals can search for open data published by government agencies. The portal also provides the following features:

- Full-text search function that allows users to search the contents of open data.
- A function to visualize open data using charts, graphs, etc.
- A communication function that allows users to share feedback and requests regarding open data, and examples of data re-use.

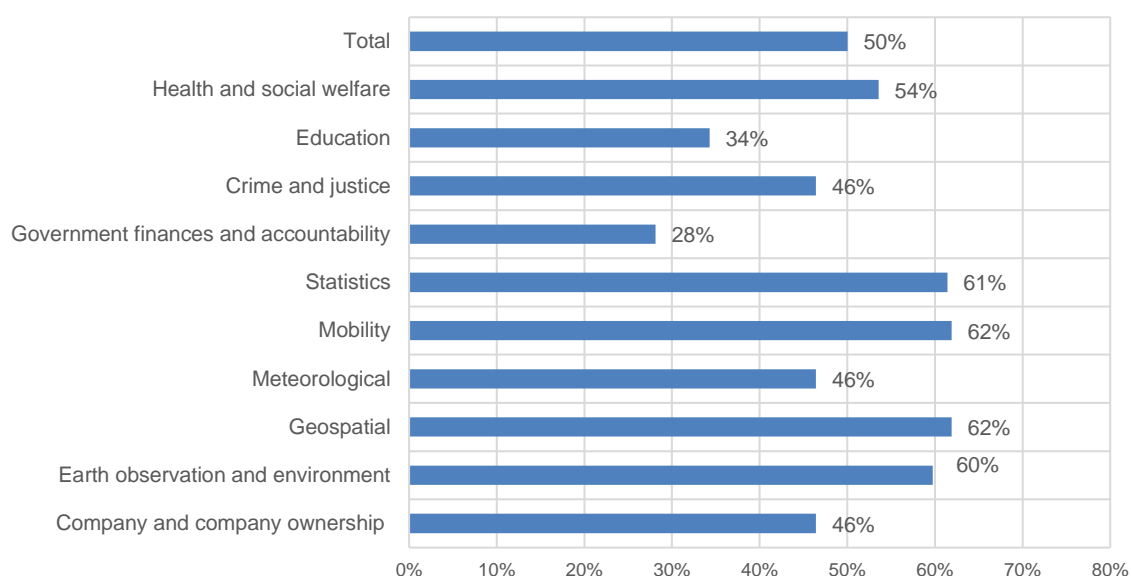
Open.canada.ca

The portal open.canada.ca provides centralized access to a wide range of open datasets and information published by the Canadian government. It supports data sharing across the public sector and with the public, aiming to increase transparency and facilitate innovation. The Portal is the prescribed platform for proactive publications under the Access to Information Act (ATIA). The Portal also provides users with a single source of information and ensures consistency across all federal institutions.

The platform is built using open-source tools and a cloud-based architecture, which enables scalability and adaptability to the growing requirements of open.canada.ca. The OG Portal is also API-enabled which allows data publishers to automate the publishing of data from source systems.

Recent data from the OECD shows that G7 members are well advanced in providing high-value government datasets as open data (Figure 2.1). In total, the G7 provides 50% of the high-value data assessed by the OECD, slightly above the 47% OECD average. G7 members perform better than the OECD average across all high-value data categories except geospatial data and statistics (67% OECD average) and education (37% OECD average) (OECD, 2023^[4]).

Figure 2.1. Availability of select G7 governmental datasets as open data



Note: The graph shows the average value for Canada, France, Germany, Italy, Japan, the United Kingdom and the European Union. It does not include data for the United States. The value for the European Union was calculated as the average value of 21 EU Members States who are also OECD members plus Croatia and Romania. It does not include data for Hungary.

Source: OECD (2022) Survey on Open Government Data 5.0 [Unpublished].

Chapter 3. Other digital government systems, solutions, and initiatives

This chapter explores other digital government systems, solutions and initiatives made available by G7 members and Ukraine and that facilitate access to public services.

3.1. Single digital gateways

Single digital gateways are centralised online platforms that provide a unified access point to various government services and information, simplifying interactions for citizens and businesses (Box 7). By integrating different government services, systems, and databases, these gateways streamline processes, reduce administrative burdens, and enhance service delivery efficiency, making it quicker, more accessible, and convenient for users to complete tasks such as applying for permits, paying taxes, and accessing social services.

Moreover, single digital gateways can enhance transparency by offering clear information about government services and procedures, and by allowing users to track the status of their applications. They could also contribute to significant cost savings by reducing redundancy and lowering operational costs. To accommodate users with diverse needs, these gateways are typically accessible via different channels, such as mobile applications or a website, while providing a consistent experience across them.

Box 7. Single digital gateways in Italy, Germany, Canada, Japan, Ukraine, the EU, and the United States

Italy's IO app

[IO, the app for Italian public services](#), was created to transform the relationship between citizens and public institutions, bringing public services directly into citizens' smartphones. As part of a wider ecosystem of modular, composable, and interconnected platforms that drive the digital transformation of the public sector, IO aims to enhance citizens' life through a new generation of simple, functional, and completely user-centred public services. IO is a mobile application for Italian citizens that consolidates key public service functionalities, including:

- Receiving communications from public institutions
- Managing deadlines (e.g. expiration of identity card, announcements for school enrolment) and adding reminders to personal calendars
- Receiving payment notices for services and taxes (e.g. car tax, school canteen, fines) and pay directly from the in-app message or by scanning a QR code in just a few seconds
- Obtaining certificates (e.g. EU Digital COVID Certificate)
- Storing personal documents in digital format (e.g. tax code)

As of June 2024, the app has been downloaded over 39 million times and is used by an average of 5 million citizens per month. Today, IO offers a variety of national and local services that institutions can request to activate, for a total of 325,000 single services integrated on IO by almost 16,000 institutions.

Germany's Bundesportal and Consular Service Portal

The Federal Portal ([Bundesportal](#)) is managed by the Federal Ministry of the Interior and Community and provides information on the administrative services offered by Germany's federal, state, and local governments. Being the central access point for citizens as well as companies to start their user journey, it features many government services online. In January 2024, the portal reached over one million monthly users.

The **Consular Service Portal** is projected to be available and managed by the Federal Foreign Office in 2025. The portal will be made available to citizens to file requests for visa (foreign citizens) or passports online (German citizens with residency abroad) and is intended to provide access to the full range of consular services in the future. While the German administration is required by law to accept non-digital applications for visa and passports, it is intended that the portal become the standard mode of application, hence aiming at as close to 100 percent of potential applicants as possible.

My Service Canada Account (MSCA) & Canada Revenue Agency's (CRA) My Account

[My Service Canada Account](#) is a secure online portal provided by the Government of Canada that allows Canadian citizens and residents to access a variety of government services and benefits. After a one-time registration, users can access their accounts with a single login. MSCA provides personalized information related to Employment Insurance (EI), Canada Pension Plan (CPP), and Old Age Security (OAS) benefits. Users can view their personal benefits information, update contact details, apply for benefits, and submit documents electronically through the portal. MSCA is managed by Employment and Social Development Canada (ESDC). The primary users of MSCA are Canadian citizens and residents who receive or are eligible for Employment Insurance, Canada Pension Plan, and Old Age Security benefits. This includes a broad demographic, from working-age individuals applying for EI to seniors receiving pension benefits. Furthermore, MSCA also provides Canadian Citizens with the ability to retrieve their Social Insurance Number, access to Social Security Tribunal Appeals, and Self Employment Agreements. Feedback is continuously gathered from users and is leveraged to make iterative enhancements to MSCA to better reflect client needs, to make it easier to use end-to-end, and to enhance service offerings.

Additionally, CRA's [My Account](#) allows clients to file, view, manage, and make/receive e-payments relating to personal income tax and benefits. It can be accessed online or via mobile device using MyCRA Id or Interac's Verified.Me (formerly SecureKey). To better integrate the user experience, CRA and ESDC partnered to provide seamless access to both their CRA My Account and MSCA in a single secure session.

Japan's Mynaportal

Japan's [My Number Portal](#) (Mynaportal) is an online service operated by the Digital Agency. It allows citizens to complete administrative procedures such as childcare and nursing care in one place and allows them to check notifications from government agencies. Specific services include:

- Search and apply online for administrative procedures

- Check personal information held by government agencies
- Check notifications sent by government agencies.
- Display records of information exchanged through the information provision network system.
- Log in to the external sites from My Number Portal

Ukraine's Diia app and portal

[Diia](#) - which is Ukrainian for "action" and an acronym for "state and me" - is a government-issued application and portal that provides a new level of interaction between the state and citizens that is convenient, seamless, and human-centred. It combines a mobile application with digital documents and a portal of public services for citizens and businesses. By the end of the first quarter of 2024, Ukrainians could access up to 118 services on the portal and up to forty-five services through the Diia application.

EU's Your Europe portal

[Your Europe](#) is an EU portal, available in all official EU languages, that is designed to help citizens to move, study, work, travel, or companies to do business, in other European countries – avoiding unnecessary inconvenience and red tape.

Your Europe offers practical, user-friendly information on basic rights under EU law; access to a network of national portals providing information on how EU rules are applied in each EU country for cross-border users, access to online procedures, and free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice. In 2023, Your Europe was the most visited EU site with more than thirty-two million visitors.

USAGov program and USA.gov

The USAGov program creates and organizes timely, needed government information and services to make it easier for people to find and understand the government services and information they need—anytime, anywhere, any way they want. In addition to USA.gov, the official guide to government information and services, the USAGov program serves people through:

- [USAGov en Español](#), USA.gov's Spanish-language counterpart
- The [USAGov Contact Center](#), answering questions in English and Spanish about government services by phone or web chat
- USAGov Outreach, connecting with people in English and Spanish through social media, feature stories, and [a blog](#)

3.2. Notification services

The digital age provides new opportunities for the public sector, citizens, and businesses to communicate more easily and securely with each other. Sharing information with citizens and users of public services requires secure digital communications between citizens and government, as sensitive personal information is often exchanged. At the same time, it is important to provide solutions that make this more user-friendly and consistent across

public services, reaching people where they are, with an omni-channel approach². The provision of a common infrastructure, such as digital post and notifications (Box 8), is therefore relevant.

Box 8. Notification services in Italy and Canada

Italy's SEND

Among the infrastructures created to innovate communication between the state and citizens, SEND takes advantage of digital opportunities to improve the possibilities of receiving, managing, controlling, and storing legal value notices received by agencies. The main proposition of SEND is to provide public bodies with a centralized system to manage the entire notification process in a simplified way. Administrations will only have to deposit the deed to be delivered; SEND will take care of the sending, lowering the risk of the addressee's unavailability and the out-of-pocket expenses associated with the current analogue process.

Citizens will be able to access the sent document directly from their device - anywhere, anytime, through a variety of channels (primarily, the IO app) - reducing delivery time, saving on service costs, and enabling them to download and file documents digitally. For those, however, who wish to continue to rely on traditional methods of service and receipt, the platform will ensure that notices will also be sent in paper format at physical points.

Since its launch in July 2023, more than 3,300 public bodies have started using SEND and around 4 million notifications were sent via this new digital platform, as of June 2024.

Canada's GCNotify

[GCNotify](#) is a free-to-use, secure, cloud-based tool that provides a simple and efficient way for Government of Canada departments to integrate email and text notifications into their services. GCNotify is a government-run service, so using it does not require any external procurement. It provides a bilingual interface and bilingual options for Government of Canada signature branding in email messages by default to ensure compliance with the Federal Identity Program. It is enabled by a robust API that allows connection to other services, including electronic mailing list software like Listserv or other applications to send password resets, email confirmations, or responses to forms.

3.3. Digital payments

A unified digital payment system across the public sector can simplify the process for individuals and organisations to pay for various government services, such as taxes, fines, and fees, by providing a single, consistent interface (Box 9). This convenience can encourage more timely and efficient payments, reducing the burden on citizens and increasing accessibility to government services. Likewise, a common payment solution streamlines the payment process for government agencies, reducing administrative overhead and minimising errors associated with handling multiple payment methods. This

efficiency can lead to significant cost savings for the government, freeing up resources for other essential services and projects.

Box 9. C2G digital payment platforms in Italy, the United Kingdom and Germany

Italy's pagoPA

[PagoPA](#) is a national payment platform that allows Italian citizens to choose how to pay taxes, duties, or fees to the public administration and other participating entities that provide services to citizens. Citizens can decide which among the currently 409 Payment Service Providers (PSPs) is best for them.

For public sector bodies, using pagoPA enables a more centralised and immediate collection management system for reconciling debt positions and is especially effective for receiving any type of payment. Benefits include time and resource savings, automated payments and debt reconciliation, improved user experience, and enhanced traceability by reducing the use of cash payments.

GOV.UK Pay

[GOV.UK Pay](#) is a free service, available to public sector organisations to take online card payments. There is no monthly charge, no set-up fee, and no procurement process. It enables service teams to replace offline payment methods quickly and easily, providing a Payment Card Industry (PCI) fully compliant, secure, and accessible user experience hosted on GOV.UK.

Germany's payment platform ePayBL

[ePayBL](#) (ePayment Bund-Länder) was established as a mandatory basic IT component at the federal government level. With ePayBL the members of the development community (so-called *Entwicklergemeinschaft*) - an association of the federal government (*Bund*) and the participating federal states (*Länder*) - have a powerful eGovernment basic component for payment transactions at their disposal. ePayBL is thus a jointly designed and developed payment component. In connection with the German Online Access Act (*Onlinezugangsgesetz, OZG*), ePayBL is intended to be the central ePayment component for the federal administration, enabling electronic payment and billing for federal administrative services. As a central data hub, ePayBL also ensures the integration of required payment service providers and the forwarding of posting-relevant data to downstream HKR (budgeting, cash management and accounting) and ERP systems.

The payment platform ePayBL offers federal authorities an efficient and simple solution for integrating electronic payment procedures for their fee-based administrative services offered via IT procedures (e.g., administrative portals or web store solutions). Citizens have the option of paying costs and fees with ePayBL using established payment methods that are familiar from the private sector, such as credit card payments. ePayBL can be flexibly integrated into existing specialized procedures and administrative portals. Through its use, billing processes are accelerated, and administrative costs are reduced, while revenues are available in a budget-compliant, secure, and timely manner.

Chapter 4. Enablers

This section covers a selection of enablers and considerations that have led to the successful deployment and use of G7 members' digital government services, including digital public infrastructure.

4.1. Designing digital government services that respond to the evolving needs of society

Experiences from across the G7 membership make clear that good digital government services, including digital public infrastructure, require far more than technology. Digital government services rely on how well they are designed and delivered to respond to the evolving needs of society, which will drive adoption and 'success'. This includes adopting a human-centred approach to designing digital government services, that prioritises users and their rights, needs and preferences. It also includes prioritising standards that facilitate interoperability, open APIs, and open-source technologies wherever feasible. Moreover, it may include developing or leveraging existing digital public goods, such as [GOV.UK Notify](#) and France's [API.gouv](#), while ensuring a risk-based approach to security and privacy. By doing this, governments can enable service providers with resources for creative applications and services that cannot be constructed by governments alone, benefiting the economy and society at large (Welby, 2020^[5]). To support this, governments could also benefit from sound service design and delivery principles, such as the [OECD Good Practice Principles for Public Service Design and Delivery in the Digital Age](#) (OECD, 2022^[6]), which reflect the combined insights of service design and delivery principles gathered from OECD member countries. G7 examples include the [UK's Service Standard](#), [Canada's Digital Standards Playbook](#), and the [United States' Digital Services Playbook](#).

4.2. Improving the governance of digital government

Designing, developing, and deploying successful digital government services, including digital public infrastructure, calls for appropriate governance arrangements. The **OECD Framework on the Governance of Digital Government** (OECD, 2021^[7]) identifies the key governance facets to consider, including:

- **Institutional Models** and their different parameters (e.g. set-up, approach, leadership, role, responsibilities, co-ordination, collaboration) to guide the design and implementation of digital government policies and achieve a sustainable digital transformation of the public sector;
- **Policy Levers** (including strategy, project management tools, financial management mechanisms, regulations, and standards) to support the sound and coherent implementation of digital government strategies and use of digital technologies and data across policy areas and levels of government.

For institutional models, all G7 members and Ukraine have established leadership roles and responsibilities for driving digital government policies (see Table 1). Except for

France, the mandates of these bodies go beyond digital government and include other policies, such as public administration and digital innovation.

Table 1. Leadership roles for digital government, G7 members and Ukraine

	Leadership role	Mandate
Canada	Treasury Board of Canada Secretariat (TBS)	The TBS and its Chief Information Officer (CIO) of Canada are responsible for setting strategic direction and establishing policies related to digital government.
European Union	Directorate-General for Communications Networks, Content and Technology (DG Connect)	DG Connect is responsible for developing and carrying out the European Commission's policies on digital society and economy, including digital public services.
France	Interministerial Directorate for Digital Affairs (DINUM)	DINUM sits under the Prime Minister's Office and is responsible for ensuring the success of the State's digital projects.
Germany	Federal Ministry of the Interior and Community (BMI)	The Federal Ministry of the Interior and Community is responsible for the strategic orientation and development of e-government in Germany.
Italy	Department for Digital Transformation	The Department for Digital Transformation is responsible for the strategic direction, co-ordination and deployment of policies linked to digitalisation in Italy, including digital government, digital economy, digital skills, and cyber security.
Japan	Digital Agency	The Digital Agency sits in the Cabinet and is headed by the Prime Minister. The Agency promotes digitalisation across Japan, focusing on establishing a digital government, enhancing digital competitiveness, and fostering international co-operation, all with the goal of creating an inclusive society with no one left behind.
Ukraine	Ministry of Digital Transformation	The Ministry of Digital Transformation is responsible for developing and implementing policies in the field of digitalisation including digital economy, digital innovations, e-government, e-democracy, and the development of the information society
United Kingdom	Department for Science, Technology, and Innovation (DSIT)	From July 2024, the DSIT is the main body responsible for digital government policy in the UK. DSIT is also responsible for policies on science, innovation, technology, data protection and telecom, AI, digital economy, and online safety.
United States	Office of Management and Budget (OMB)	The Office of the Federal Chief Information Officer (OFCIO) within OMB is headed by the Federal Government's Chief Information Officer (CIO) and develops and provides direction in the use of Internet-based technologies to make it easier for citizens and businesses to interact with the Federal Government.

For policy levers, G7 members have embraced the importance of developing comprehensive national strategies for digital government and government data (Box 10). Setting a high-level strategy at the national level is essential for defining leadership, expectations, roles, and goals, as well as ensuring accountability and guiding change. Complemented by detailed action plans, these strategies offer clear strategic direction, outlining specific goals, priorities, and initiatives. This alignment helps co-ordinate efforts across various government departments and agencies, ensures efficient resource allocation, prevents duplication of efforts, and focuses investments on the most impactful initiatives (OECD, 2019^[8]; OECD, 2021^[7]).

Box 10. Canada's 2023–2026 Data Strategy for the Federal Public Service

Canada's [Data Strategy for the Federal Public Service](#) lays the foundation for sound data and information management, which in turn will enable enhanced use of data and information as strategic assets across the public service, including data sharing and interoperability of data sources.

The Strategy supports government-wide priorities and aims to align and shape the landscape of federal, national, and international digital and data-related initiatives. This includes advancing digital transformation in the Government of Canada by complementing and enhancing Canada's Digital Ambition 2022 and building off the foundation of the Policy on Service and Digital.

Specific to open data, Canada has also delivered several action-oriented commitments as part of their national action plan on open government under the Open Government Partnership. This includes improving standards on government open data and incorporating open data into everyday government practice.

Likewise, G7 members have established enabling regulatory frameworks to support digital government transformation, including rules, guidelines, and standards, (Box 11). Areas often covered by legislation include protecting the digital rights of citizens and businesses (e.g. privacy and personal data protection, once-only principle, access to public sector information, open data, base registries, transparent use of data,); and key enablers and infrastructure (e.g. digital documents, electronic signatures, digital identity, cyber security measures, data interoperability, ICT/digital procurement) (OECD, 2021^[7]).

Box 11. Legislation supporting digital government services in the UK, EU, and Japan

UK's Digital Economy Act

Part 5 of the UK's *Digital Economy Act (2017)* was designed as an umbrella piece of legislation to support data sharing across government around seven themes (chapters in the legislation): Public Service Delivery, Civil Registration, Debt, Fraud, Research disclosures by Revenue and Customs, Statistics.

The Public Service Delivery (PSD) powers in Chapter 1 of Part 5 of the *Digital Economy Act* allow certain named public authorities and other specified bodies to share information they hold in order to achieve objectives specified in the regulations. One of the objectives enabled by s35, Chapter 1 of Part 5 of the Act provides a legal basis for data sharing between UK government departments that takes place in support of identity verification, broadening the scope of government-held data sources available to identity verification services that enable access to public services. This creates more inclusive methods of verifying individuals' identities, and in doing so, strengthens the legal basis for reusing identities that have been previously authenticated.

EU Single Digital Gateway Regulation

The purpose of the *Single Digital Gateway Regulation (SDGR)* is to establish a single-entry point through which EU residents and businesses are able to access information about relevant rights, rules, and obligations of all Member States in a broad selection of administrative areas. This single-entry point is intended to help citizens and businesses who wish to exercise their rights in other Member States, e.g. to travel, live, work, study, and do business. Its public user interface for information and access to procedures is the [Your Europe](#) platform. Its infrastructure to support online procedures and the exchange of official documents is the [Once Only Technical System](#).

Japan's Basic Act on the Formation of a Digital Society (Act No. 35 of 2021)

In light of the fact that the formation of a digital society enhances Japan's international competitiveness, makes lives easier for citizens, and helps address challenges like the rapidly declining birth rate and aging population, the *Basic Act on the Formation of a Digital Society (Act No. 35 of 2021)* aims to effectively implement strategies for the creation of a digital society. It does so by setting basic principles and policies, outlining the responsibilities of the central government, local governments, and businesses, creating the Digital Agency, and establishing a priority policy program. The goal is to support Japan's economic growth and improve the well-being of its citizens.

Chapter 5. The way forward

G7 members have made significant strides in supporting the development of high-quality digital government services, with some approaches to digital public infrastructure. These advances demonstrate their commitment to leveraging technology to improve public service delivery, enhance the citizen experience, and promote inclusive access to government services. The diversity in G7 approaches identified in this compendium reflects the possibility of tailoring digital government services to meet specific national needs, offering valuable lessons and best practices that can be shared globally.

The examples offered by Ukraine demonstrate their commitment to becoming a “Digital State,” in which the state helps, rather than hinders, citizens and businesses to obtain public services with ease and confidence. It further shows Ukraine’s alignment with the digital government ambitions of G7 members.

Looking ahead, this compendium could help guide future G7 discussions on digital government. These discussions could focus on delivering proactive and resilient digital government services, particularly during times of crisis, drawing on lessons from both the G7 and Ukraine. Additional areas to explore include efforts to boost digital talent and skills in the public sector, as well as public sector data sharing and interoperability.

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Annex A. Digital government services across the G7

Examples presented in this report were gathered through a short questionnaire to G7 members and Ukraine in April-May 2024. The full list of initiatives and solutions captured can be seen in this Annex.

Table A A.1. Digital government services across the G7

<i>Digital identity solutions</i>		
<i>Country</i>	<i>Solution</i>	<i>Category</i>
Canada	GCKey and Sign-In Partner	Single sign-on or federated identity
	Interac Document Verification Service	Identity verification service
European Union	EU Digital Identity Wallet	Digital identity wallet
France	FranceConnect and L'identité Numérique La Poste	Single sign-on or federated identity
	France Identité	Digital identity wallet
Germany	Online-Ausweis (eID)	National electronic identity card
Italy	SPID	Single sign-on or federated identity
	CIE	National electronic identity card
Japan	Individual Number Card	National electronic identity card
	gBizID	Single sign-on or federated identity
United Kingdom	GOV.UK One Login	Single sign-on or federated identity
United States	Login.gov	Single sign-on or federated identity
Ukraine	ISEI, ID.GOV.UA	Single sign-on or federated identity
	Diia	Digital identity wallet
<i>Data and information sharing</i>		
<i>Country</i>	<i>Solution</i>	<i>Category</i>
Canada	Open.canada.ca	Open government data
	Business Number Web Validation Service (BNWVS)	Base registries
	GCcollaboration Tools	Other
European Union	Data.europa.eu	Open government data
	Once-Only-Technical-System	Base registries
France	API Enterprise	Base registries
Germany	Social Intranet des Bundes (SIB Box)	Other
	PLAIN – Platform Analysis and Information System	Other
Italy	ANPR (National Register of Resident Population)	Base registries
	ANIS (National Register of Tertiary Education)	Base registries
	National Digital Data Platform - PDND	Base registries
Japan	Mynaportal API	Base registries
	Co-operation Network System for Personal Information	Base registries
United States	Data.gov	Open government data
Ukraine	Register of Damage for Ukraine (RD4U)	Base registries

	System of electronic interaction of executive authorities (SEV OVV)	Other
	System of electronic interaction of state electronic information resources "Trembita"	Base registries
<i>Other digital government systems, solutions, or initiatives</i>		
<i>Country</i>	<i>System, solution, or initiative</i>	<i>Category</i>
Canada	My Service Canada Account (MSCA)	Single digital gateway
	Canada Revenue Agency My Account	Single digital gateway
	GCNotify	Notification services
France	Démarches-simplifiées	Single digital gateway
Germany	Bundesportal	Single digital gateway
	Consular Services Portal (Auslandsportal)	Single digital gateway
	ePayBL	C2G digital payments
Italy	PagoPa	C2G digital payments
	IO app	Single digital gateway
	SEND	Notification services
Japan	Mynaportal	Single digital gateway
	jGrants	Single digital gateway
	e-GOV	Single digital gateway
United Kingdom	GOV.UK Pay	C2G digital payments
United States	USAGov program and USA.gov	Single digital gateway
Ukraine	Diia	Single digital gateway

Note: The table represents a selection of digital government services gathered through a questionnaire, it does not show an exhaustive list of digital government services among G7 members or Ukraine. The categorisation of the solutions has been made by the OECD Secretariat.

Notes

¹ The OECD Recommendation on Digital Government Strategies is available at <https://legalinstruments.oecd.org/en/instruments/OECD-LEGAL-0406>

² An omnichannel approach is about ensuring that no matter the channel someone chooses, they will always be able to seamlessly access a consistent, joined-up and high-quality service (Welby and Tan, 2022^[9])