OECD SURVEY ON DIGITAL GOVERNMENT 3.0

Glossary of Terms

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21st century skills of society

Society as a whole is capable and equipped with the necessary digital, cognitive and socio-emotional skills to thrive in the digital age. This is core for all to have basic confidence in using digital tools and technologies. All efforts to establish a digitally enabled state rely on this grounding.

Source: The OECD Framework for Digital Talent and Skills in the Public Sector, 2021

A/B testing

A user experience testing technique based on the comparison between two versions of a same product or service.

Source: Gallo (2017) and Young (2014)

Accessibility (standards on accessibility)

Refers to the design of products, services or environments that ensure citizens' both "direct access" (i.e. unassisted) and "indirect access" (i.e. ensuring compatibility with a person's use of assistive technology). The concept focuses on making public services and opportunities accessible to all people regardless of their digital abilities. Accessibility is strongly related to universal design which is the process of creating products that are usable by people with the widest possible range of abilities, operating within the widest possible range of situations.

Source: adapted from Disabled World (2022)

Accountability

A key concept in modern management theory and practice. It means that managers are held responsible for carrying out a defined set of duties or tasks, and for conforming with rules and standards applicable to their posts. Thus, the person or body to which the manager must report and answer for his or her actions are made explicit, and he or she may be rewarded for good performance or suffer the consequences of inadequate performance. A manager of an organisational unit may also be held accountable for the actions of subordinate staff

Source: OECD Glossary of Statistical Terms

Advisory responsibilities

Advisory responsibilities include the provision of counsel and guidance on the development of the national digital government strategy; the monitoring of its implementation; the support of the development and implementation of digital government strategies at an organisational-level; the development of technical guidelines for ICT/digital architecture; and horizontal co-ordination among public sector organisations.

Source: The E-Leaders Handbook on the Governance of Digital Government 2021

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Algorithm

An algorithm is a sequence of rules that should be performed in an exact order to carry out a certain task. It is an instance of logic that generates an output from a given input. Algorithms allow computers to solve complex problems, make predictions and take decisions more efficiently, frequently achieving desirable policy goals for society.

Source: based on OECD Algorithms and Collusion: Competition Policy in the Digital Age (2017)

Algorithm register

A specialised tool used to disclose detailed and technical information about algorithms, such as, their purpose, design, data inputs, decision-making processes, potential biases, among others.

Application Programming Interface (API)

Interfaces used by information systems to communicate with each other. These interfaces allow automated access to and exchange of data within the limits established by the information system operator.

Source: OECD Open Government Data Survey

Artificial intelligence

Refers to a machine-based system that, for explicit or implicit objectives, infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments. Different AI systems vary in their levels of autonomy and adaptiveness after deployment.

Source: OECD Recommendation on Artificial Intelligence (2024)

Artificial intelligence guardrails

Policy tools that governments can consider developing for a responsible, trustworthy and human-centred use of AI in the public sector. These may include soft laws and guidance as standards; policies; laws and regulations; enforcement mechanisms; oversight bodies (beyond the executive); monitoring bodies (within the executive); or collective agreements with public sector workforce.

Source: OECD Governing with Artificial Intelligence: Are governments ready? (2024)

Base registries

Base registry refers to a trusted authentic source of information under the control of an appointed public administration or organisation appointed by government. According to the European Interoperability Framework, base registries are: “reliable sources of basic information on items such as persons, companies, vehicles, licences, buildings, locations and roads” and “are authentic and authoritative and

form, separately or in combination, the cornerstone of public services" (*European Interoperability Framework*).

Source: OECD Digital Government Studies, Promoting the Digital Transformation of African Portuguese-Speaking Countries and Timor-Leste (2018)

Blockchain

A blockchain is a tamper-proof distributed database that is capable of storing any type of data, including financial transactions

Source: OECD Digital Economy Outlook 2017

Business case methodology/Value proposition assessment method

A tool to assess and present the value proposition of an ICT project. This implies an ex-ante holistic assessment of investment projects' viability and the value for money (comparing project costs and benefits), ensuring that each initiative drives public value creation and aligns with the government's strategic objectives. The use of business cases is considered essential, for example in IT project management frameworks such as Prince2.

Source: OECD Digital Government Studies, Promoting the Digital Transformation of African Portuguese-Speaking Countries and Timor-Leste (2018)

Central/federal government

Consists of all government units having a national sphere of competence, with the exception of social security units. The political authority of a country's central government extends over the entire territory of the country. The central government can impose taxes on all resident institutional units and on non-resident units engaged in economic activities within the country. The Central/federal government typically is responsible for providing collective services for the benefit of the community as a whole, such as national defence, relations with other countries, public order and safety, and regulating the social and economic system of the country. In addition, it may incur expenditure on the provision of services, such as education or health, primarily for the benefit of individual households, and it may make transfers to other institutional units, including other levels of government.

Source: OECD Open Government Data Survey

Citizen and stakeholder participation

Refers to all the ways in which citizens and stakeholders can be involved in the policy cycle and in service design and delivery, including:

- **Information:** an initial level of participation characterised by a one-way relationship in which the government produces and delivers information to stakeholders. It covers both on-demand provision of information and "proactive" measures by the government to disseminate information.
- **Consultation**: a more advanced level of participation that entails a two-way relationship in which stakeholders provide feedback to the government and vice-versa. It is based on the

prior definition of the issue for which views are being sought and requires the provision of relevant information, in addition to feedback on the outcomes of the process.

- **Engagement**: when stakeholders are given the opportunity and the necessary resources (e.g. information, data and digital tools) to collaborate during all phases of the policy-cycle and in the service design and delivery.

This survey does not cover participation in electoral and partisan processes.

Source: OECD Survey on Open Government (Glossary), 2020

Civil society

Civil society refers to all forms of social action carried out by individuals or groups who are neither connected to, nor managed by, the State.

Source: EU Glossary of Terms

Civil society organisation (CSO)

Encompasses all non-market and non-state organisations outside of the family in which people organise themselves to pursue shared interests in the public domain. In general, CSOs share a number of common characteristics: they are organised (i.e. they possess some institutional structure); they are separate from government; they are non-profit-distributing; they are self-governing; and they are voluntary, at least in part (i.e. they involve some meaningful degree of voluntary participation, either in the actual conduct of the agency's activities or in the management of its affairs). The term includes business associations, trade unions, charities, consumer groups, non-governmental organisations (NGOs), foundations, and other groups. Government representatives, legislators, think tanks, academia and media are not CSOs.

Source: OECD Survey on Open Government (Glossary), 2020

Cloud Storage

A data storage model for enabling service users to have ubiquitous, convenient and on-demand network access to a shared pool of configurable storage resources, which can be rapidly provisioned and released with minimal management effort or service-provider interaction. In cloud storage systems, the physical and virtual resources can be dynamically assigned and reassigned according to user demand.

Source: ITU Terms and Definitions database

Cloud Computing

Cloud computing is a model for enabling ubiquitous, convenient on-demand network access to a shared pool of configurable computing resources (e.g. networks, servers, storage, applications, and services). It relies on sharing of resources to achieve coherence and economies of scale, similar to a utility (like the electricity grid) over a network. At the foundation of cloud computing is the broader concept of converged infrastructure and shared services.

Source: OECD Digital Government Studies, Promoting the Digital Transformation of African Portuguese-Speaking Countries and Timor-Leste (2018)

Co-creation

Refers to the active involvement of citizens and stakeholders in various stages of the policy cycle.

Commercial generative AI tools

These are proprietary AI technologies or products that are available for purchase or subscription by the general public. Examples include but are not restricted to platforms like OpenAI's GPT-4, Claude, and others that provide advanced capabilities for generating text, images, and other content.

Committee/coordination mechanism

Creation of an ad hoc committee (or similar coordination and outreach mechanism) that supports the work of the office in charge of such policies, by ensuring that all relevant stakeholders (from the public sector as well as civil society and private sector) contribute to the development and implementation of policies and initiatives (*OECD Open Government Data Survey*).

Communication strategy

A framework (either nation-wide or per ministry) setting the overall approach to communication and establishing the direction of the communication initiatives to be carried out, together with overarching short, medium and long-term goals. It is the big idea that provides a single, coherent narrative that describes a communications solution to a problem. The purpose is to provide answers to 'what?', 'why?' and 'who'.

Source: OECD Survey on Open Government (Glossary), 2020

Computer Emergency Response Team (CERT)

An institution in charge of implementing and managing cybersecurity measures to potential threats and providing assessment on potential risks and vulnerabilities on the state's digital assets.

Source: based on EU (2013) and EU (2016)

Cross-border services

Refers to services that cover more than one jurisdiction, addressing transboundary or shared issues for users on all sides of the border.

Source: based on OECD Achieving Cross-Border Government Innovation

Data

Refers to recorded information stored in structured or unstructured formats, including text, images, sound, and video. For this survey, data refers only to data in digital form. A value or set of values representing a specific concept or concepts. Data become "information" when analysed and possibly combined with other data in order to extract meaning, and to provide context.

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Source: OECD Survey on Open Government (Glossary), 2020

Data analytics

Refers to the set of techniques and tools used to extract information from data by revealing the context in which the data are embedded, their organisation and their structure. In the case of visual analytics the emphasis lies on data visualisation including (interactive) data exploration. Data analytics reveals the signal from the noise and with that the data's manifold hidden relations (patterns) including correlations, and interactions between facts, entities, and concepts.

Source: based on OECD Data-Driven Innovation Report (2015)

Data inventory

Refers to a fully described record of all data assets maintained by an organisation. These records can be made public or not. The inventory should record basic information about each data asset including its name, contents, update frequency, use license (if any), owner/maintainer, privacy considerations, data source, and other relevant details.

Source: OECD Survey on Open Government Data (Glossary), 2022

Data literacy

Refers to the ability to read, write and communicate data in context, including an understanding of different data sources and constructs, analytical methods and techniques applied. It is a taught skill that empowers users and public servants to pose the right questions of machines and data, and communicate meaning to others.

Source: OECD Survey on Open Government (Glossary), 2020

Data management

Comprises creating, collecting, storing, curating, enriching, deleting, providing access to, and sharing data, as well as using data and managing the associated risks.

Source: OECD Recommendation of the Council on Enhancing Access to and Sharing of Data (2021)

Data quality framework

Refers to a technical standard or recommendation that establishes minimum data quality criteria for assessing and comparing data quality across public sector organisations. The aim is to support increased usability and uniformity of government data.

Data visualisation

A general term that describes any effort to help individuals understand the significance of data by placing it in a visual context. Patterns, trends and correlations that might go undetected in a dataset can be exposed and recognised easier with data visualisations.

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Source: OECD Open Government Data Survey

Decision-making responsibilities

Decision-making responsibilities include the powers and duties to make important decisions with considerable accountability across the government, including the prioritisation and approval of ICT/digital government project investments; ex-ante revisions, evaluation and external reviews of ICT/digital government projects; provision of financial support for the development and implementation of ICT/digital government projects.

Source: The E-Leaders Handbook on the Governance of Digital Government (2021)

Design thinking sessions

Organized meetings to identify and overcome issues by using the "design thinking methodology" which consists of matching the needs with feasible solutions to create value in a ordered and systematic way.

Source: based on OECD Working with Change Systems approaches to public sector challenges (2020) and Brown (2008).

Digital by default

Refers to the decision of making the use of online platforms and channels mandatory or as a clearly preferred means for the interaction of citizens and businesses (e.g. access to public services) with the public sector. According to the OECD's definition, digital by default refers to a situation where the government's interactions with citizens and businesses has to be done strictly and only through online platforms and digital channels. That is, a government that is digital by default excludes all other channels to deliver a public service: the only channel available for the public service is a digital/online channel. This means that citizens are not offered with the opportunity to opt out of the digital channel to select other channels based on their preferences (e.g. face-to-face interaction, filling of forms by paper).

Digital by design

The extent to which a government embeds the full potential of digital technologies right from the start when formulating policies and designing services, e.g. digitalising internal processes ("zero paper administration") with the intent to rethink, reengineer and simplify them and make service delivery efficient, inclusive and sustainable for citizens and businesses regardless of the channel used to interact with the public authorities (OECD Concept Note "Digital Government Framework). Following the OECD definition, the digital by design approach refers to a situation where digital technologies and a digital mind set are rooted in the government. This means that a digital mind set and digital technologies are systematically applied to rethink, improve and simplify the formulation of public policies, the designing of public services and the delivery of those services. However, this does not mean that digital/online channels are mandatory to access a public service, but that rather digital channels broaden the scope of choices citizens have to access a public service and so interact in the most efficient way with public authorities (based on their preferences, i.e. preferred channel of interaction).

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Digital Divide

Refers to the gap between individuals, households, businesses and geographic areas at different socio-economic levels with regard both to their opportunities to access information and communication technologies (ICTs) and to their use of the Internet for a wide variety of activities.

Source: "Understanding the Digital Divide", OECD Digital Economy Papers, 2001

Digital Government

Refers to 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.

Source: OECD Recommendation of the Council on Digital Government Strategies, 2014

Digital talent and skills in the public sector

In an individual, 'digital talent' is the level of aptitude someone has for understanding, implementing and engaging with digital transformation'. At a corporate level 'digital talent' are the people working to successfully make digital transformation happen. Digital skills are defined as a range of abilities to use, apply and understand information in a digital society. They enable people to create and share digital content, communicate and collaborate, and solve problems for effective and creative self-fulfillment in life, learning, work, and social activities at large.

Source: The OECD Framework for Digital Talent and Skills in the Public Sector, 2021

Digital government talent and skills strategy

A Plan to develop the state's human resources abilities to use, apply and understand the drivers of the digital transformation.

Source: The OECD Framework for Digital Talent and Skills in the Public Sector, 2021

Digital government leadership skills

The leadership to establish a digitally enabled state draws on wider investment in the general quality of leadership. However, achieving digital government maturity requires leaders to visibly model digital government user skills and actively shape an environment that encourages digital transformation.

Source: The OECD Framework for Digital Talent and Skills in the Public Sector, 2021

Digital Government Professional Skills

The digital transformation has disrupted existing professions and created new ones. Digital government maturity is supported by building multi-disciplinary teams that draw from, invest in and acknowledge both digital and non-digital professions.

User-centred design skills

Embed a user-centred culture in the public sector and understanding the needs of users and sharing that insight with their teams to ensure a collective recognition of the problems to address in transforming government services.

Service skills

Senior roles with responsibility for the user experience across product, service and organisational boundaries. They should ensure accountability for the end-to-end user experience and combat the proliferation of disparate digital services and duplicated spending.

Product skills

Ensure a balance between the understood needs of users, the technical feasibility of solutions and the broader organisational context. Taking a perspective across multiple products and services.

Delivery skills

Contribute to successful digital government teams by supporting delivery through activities that involve others in the organisation like financial management and recruitment into the team. Focused on the health of teams through encouraging and protecting them from external distraction. They might use Agile or Lean practices to help their teams.

Data skills

Provide strategic direction and vision for an effective data governance. Managing the data collected through the activity of government, monitoring the performance of public services and drawing insights to inform ongoing delivery or new policy development guided by the data ethics and organizations codes.

Technology skills

Contribute several disciplines to effective multi-disciplinary teams. At the most senior has responsibility for consistent architectural decisions and the direction of technology practice in an organisation. At an operational level, different roles may be needed to cover frontend, backend and operations, ensure the resilience, scalability and security of the work that teams are doing and helping to make decisions, build accessible software, maintaining and documenting code, running production services and solving technical problems.

Source: The OECD Framework for Digital Talent and Skills in the Public Sector, 2021

Digital government socio-emotional skills

Achieving digital government maturity involves championing and ensuring a blend of domain specific socio-emotional skills and their associated behaviours. Striking a balance between vision, analysis, diplomacy, agility and protection is essential to the design and delivery of trustworthy and proactive services that put users at their heart.

Source: The OECD Framework for Digital Talent and Skills in the Public Sector, 2021

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Digital Government User Skills

Built on competency in society, the concept covers 5 areas of core skills needed for all public servants to support digital government maturity: Recognising the potential of digital for transformation; Understanding users and their needs; Collaborating openly for iterative delivery; Trustworthy use of data and technology; and Data-driven government.

Source: The OECD Framework for Digital Talent and Skills in the Public Sector, 2021

Digital Literacy

The ability to use information and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills.

Source: The American Library Association – ALA

Digital Skills

Refers to a range of abilities to use, apply and understand information in a digital society. They enable people to create and share digital content, communicate and collaborate, and solve problems for effective and creative self-fulfilment in life, learning, work, and social activities at large.

Source: The OECD Framework for Digital Talent and Skills in the Public Sector, 2021

Digital Technologies

Refer to ICTs, including the Internet, mobile technologies and devices, as well as data analytics used to improve the generation, collection, exchange, aggregation, combination, analysis, access, searchability and presentation of digital content, including for the development of services and apps

Source: OECD Recommendation of the Council on Digital Government Strategies, 2014

Digitally-enabled services

User-centred services build on digital technologies that are simpler, more accessible, and responsive to all user's needs, enabling digital transformation.

Source: The OECD Digital Government Policy Framework, 2020

E-Government

Refers to the use by the governments of information and communication technologies (ICTs), and particularly the Internet, as a tool to achieve better government.

Source: OECD Recommendation of the Council on Digital Government Strategies, 2014

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Engagement

When stakeholders are given the opportunity and the necessary resources (e.g. information, data and digital tools) to collaborate during all phases of the policy-cycle and in the service design and delivery.

Ethical management and use of data and algorithms

All the activities regarding the use of data and algorithms, should be conducted ensuring the public interest without harming anyone, contributing to the development of trustworthy outcomes.

Source: OECD Good Practice Principles for Data Ethics in the Public Sector, 2021

External storage and processing

The use of digital resources not owned by the public sector organization for data processing and storage (e.g. shared public data centres, private data centres, and cloud computing services).

Failure demand

Inquiries caused by failures, poor services or inconvenient when providing services.

First-click testing

A testing method for websites, apps or platforms which examines the "First click" of the users when interacting the system. Aiming to verify the success of completing a task.

Focus groups

Group involving a small number of participants with similar experience gathered together to address a specific issue

Formal requirements

Written guidance provided in an official government document (laws, directives, regulations, guidelines, action plans, executive order, other).

Formal training

Ensuring the development of digital skills for all public servants, creating a learning culture by investing in knowledge. Formal training should be mandatory as part of the standard operations of the public sector.

Source: The OECD Framework for Digital Talent and Skills in the Public Sector, 2021

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Free and open software

Free and open-source software (FOSS) is software that can be classified as both free software and open-source software. That is, anyone is freely licensed to use, copy, study, and change the software in any way, and the source code is openly shared so that people are encouraged to voluntarily improve the design of the software.

Fully transactional digital services

Services delivered through a set of seamless and fully digital or automated transactions that take place between people and public sector organisations— without the use of paper.

Government data

Data (see 'Data') generated, collected and held by the central/federal government and public sector organisations.

Source: OECD Survey on Open Government (Glossary), 2020

Green digital

Refers to efforts that governments are making or can make to reduce possible environmental impact of the digital transformation of the public sector.

Government cloud

Government Cloud Computing (also called G-cloud) is a government programme established to promote the delivery of computing based capability (from fundamental resources such as storage and processing to full-fledged applications) through government-wide adoption of cloud computing.

Govtech

Govtech refers to policies and initiatives to collaborate with an ecosystem of start-ups, innovators and entrepreneurs to procure digital solutions that complement existing public sector digital capacities for agile, innovative and cost-effective public processes and services.

Guidelines

The guidelines are suggestions based on the normative non-binding frameworks that provide common guidance and information on the implementation and adoption of the digital transformation strategies tailoring the state needs.

Source: The E-Leaders Handbook on the Governance of Digital Government (2021), The Path to Becoming a Data-Driven Public Sector (2019) and Cambridge University Press (2022).

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ICT Commissioning

An agile approach that allows better prevention and management of the procurement cycle with open, inclusive, and iterative approach involving a larger range of different stakeholders at different stages of the ICT procurement and evaluation process.

Source: OECD Digital Government Review of Argentina (2019)

ICT/digital infrastructure

All the technological components used by the public sector. Examples of components include networks, systems, processes, hardware, standards, security provisions, and databases, among others.

Source: OECD Digital government toolkit: Netherlands: Generic Digital Infrastructure (2014) and Henfridsson & Bygstad (2013)

ICT Projects

A project is a temporary organisation that is created for the purpose of delivering one or more specified products. An ICT project is a project in which the use of ICT plays a significant part in the delivery of the specified products.

ICT Project management model

A standardized way of managing ICT projects across the public, providing guidelines to organise the projects and templates for generic products, enabling the establishment of specific governance structures regarding digital transformation.

Source: The E-Leaders Handbook on the Governance of Digital Government 2021

ICT Skills

ICT stands for 'Information Communication Technology'. Everyday usage of digital technology includes when you use a computer, tablet or mobile phone, send email, browse the internet, make a video call - these are all examples of using basic ICT skills and technology to communicate.

Source: The OECD Framework for Digital Talent and Skills in the Public Sector, 2021

Information and data life-cycle management

Refers to a policy-based approach to information and data management throughout its life-cycle from creation to deletion to deliver public value

Insource development

Refers to performing internally a business function that could be contracted out, either by conducting the said task independently, or with the help of a third- party provider who performs the task on-site, e.g. an IT

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outsourcing provider may be hired to service a public sector organisation's IT department while working inside the organisation's facilities.

Internal storage and processing

The use of the digital resources owned by the public sector organization for data processing and storage (e.g. data rooms; data centres).

International storage and processing

The use of public or private digital resources located outside the national/federal territory for data processing and storage.

Internet of things

The interconnection via the Internet of computing devices embedded in everyday objects (e.g. vehicles, home appliances, and other items embedded with electronics, software, sensors, actuators, and connectivity) enabling them to send and receive data creating opportunities for more direct integration of the physical world into computer-based systems.

Interoperability

The ability of a client component in a device to communicate and share data with a variety of server components in an unambiguous and predictable manner, to exchange data accurately, effectively and consistently and to understand and use the information that is exchanged.

Source: ITU Terms and Definitions database

Iterative delivery

A philosophy to adopt an agile approach to the delivery of the services produced, using different techniques and tools to make a more collaborative, accountable, and open government.

Source: based on Digital Government Review of Slovenia : Leading the Digital Transformation of the Public Sector (2021).

Legitimate justification

A general list of legitimate justifications, in one or several official documents, laying out the conditions for when government data should not be made available as open data.

Source: OECD Survey on Open Government (Glossary), 2020

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Machine readable

Data in a data format that can be automatically read and processed by a computer, such as CSV, JSON, XML.

Source: OECD Survey on Open Government (Glossary), 2020

Managerial position

Since there is no common definition of managerial positions and the number of managerial levels varies across countries and ministries, for the purpose of this survey D1 will denote the highest managerial level below the minister/ secretary of State (who are designated by the President/ Prime Minister) and appointed by the minister, or sometimes designated by the President/Prime Minister.

D1 Managers (part of ISCO-08 1112)

Top public servants just below the Minister or Secretary of State/junior minister. They can be a member of the senior civil service and/or appointed by the government or head of government. They advise government on policy matters, oversee the interpretation and implementation of government policies and, in some countries, have executive powers. D1 managers may be entitled to attend some cabinet/council of ministers meetings, but they are not part of the Cabinet/council of ministers. They provide overall direction and management to the ministry/secretary of state or a particular administrative area. In countries with a system of autonomous agencies, decentralized powers, flatter organizations and empowered managers, D1 Managers will correspond to Director Generals.

D2 Managers (part of ISCO-08 11 and 112)

Just below D1 managers. They formulate and review the policies and plan, direct, co-ordinate and evaluate the overall activities of the ministry or special directorate/unit with the support of other managers. They may be part of the senior civil service. They provide guidance in the co-ordination and management of the programme of work and leadership to professional teams in different policy areas. They determine the objectives, strategies, and programmes for the particular administrative unit / department under their supervision.

D3 Managers (part of ISCO-08 12)

Just below D2 managers. They plan, direct and co-ordinate the general functioning of a specific directorate/administrative unit within the ministry with the support of other managers usually within the guidelines established by a board of directors or a governing body. They provide leadership and management to teams of professionals within their particular area. These officials develop and manage the work programme and staff of units, divisions or policy areas. They establish and manage budgets, control expenditure and ensure the efficient use of resources. They monitor and evaluate performance of the different professional teams.

D4 Managers (part of ISCO-08 121)

Just below D3. They formulate and administer policy advice, and strategic and financial planning. They establish and direct operational and administrative procedures, and provide advice to senior managers. They control selection, training and performance of staff; prepare budgets and oversee financial

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operations, control expenditure and ensure the efficient use of resources. They provide leadership to specific professional teams within a unit.

Source: OECD Survey on Open Government (Glossary), 2020

Management of data

Comprises different stages of the data value cycle. These stages include, but are not restricted to, data generation, selection, collection, curation, storage, disposal, access, sharing, and use of data.

Source: OECD Good Practice Principles for Data Ethics in the Public Sector, 2021

Mechanism

Refers to a regular practice or process inside government to perform certain tasks. It does not have to be a requirement specified in official documents (laws, directives, regulations) but the frequency and use of the mechanism should be demonstrated somehow (government reports, official documentation, portal information, meeting summary, other).

Medium-term strategy

A medium-term strategy sets a strategic direction and establishes the prioritised actions to be implemented in order to achieve the overarching directives and principles of a policy. Strategies typically define the main actions, main actors, main milestones, main deliverables and systems of monitoring (indicators) that are to be implemented to fulfil the policy.

Source: OECD Survey on Open Government (Glossary), 2020

Monitoring

Policy monitoring refers to a continuous function that uses systematic data collection on specific indicators to provide policy makers and stakeholders with information regarding progress and achievements of an ongoing public policy initiative and/or the use of allocated funds. It contributes to planning and operational decision making, as it provides evidence to measure performance and can help to raise specific questions in order to identify implementation delays or bottlenecks. It can also strengthen accountability related to the use of resources, the efficiency of internal management processes, or the outputs of a given policy initiative.

Source: OECD Survey on Open Government (Glossary), 2020

National digital government strategy (NDGS), or national policy/strategy

Refers to the directives/principles that central governments define (e.g. through and Executive Directive or Decree, as a result of other overarching national policies such as digital government, public sector modernisation or open government) to incorporate digital technologies as a priority for the public administration.

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National storage and processing

The use of public or private digital resources located in the national/federal territory for data processing and storage.

Omnichannel approach

An omnichannel approach implies the integration of all the available channels to deliver public services. Allowing the citizens to move fluidly across public contact points and the public service to offer a comfortable experience enabling an inclusive digital transformation.

Source: based on Digital Government in Chile – Improving Public Service Design and Delivery, 2020

Once Only Principle

The Once-Only Principle refers to the right of citizens and business to provide data to public sector organisations only once, calling to the public sector to establish the governance, standards and infrastructure to share and re-use data respecting data protection and other relevant regulation

Source: OECD Digital Government Index (Glossary), 2019

Open by default

The principle of which government data should proactively be made accessible to the public by default, unless there are legitimate justifications which explains the need to restrict disclosure.

Source: OECD Survey on Open Government (Glossary), 2020

Open data

Open data refers to a specific type of non-discriminatory data access and sharing arrangement, where data can be accessed and shared, free of charge, and used by anyone for any purpose subject, at most, to requirements that preserve integrity, provenance, attribution, and openness.

Source: OECD Survey on Open Government (Glossary), 2020

Open government data

Open data refers to government data (see ‘government data’) made available as open data (see ‘open data’).

Source: OECD Survey on Open Government (Glossary), 2020

Open government data portal

A portal managed by the central/federal government that centralises access to open government data being published by different central/federal public sector organisations. Data provision could take place

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either directly (data is hosted on the portal or harvested to the portal) or indirectly (the portal acts as a window to access other portals).

Source: OECD Survey on Open Government (Glossary), 2020

Open license

A licence agreement that contains provisions that allow individuals and organisations to use, re-use, modify and distribute data for commercial and non-commercial purposes, with at most subject to requirements that preserve integrity, provenance, attribution, and openness.

Source: OECD Survey on Open Government (Glossary), 2020

Open source generative AI tools

These tools are freely available for use, modification, and distribution. Examples include, but are not restricted to models like LLAMA and Deepseek. Open-source generative AI allows users to customise the software to meet specific needs without incurring licensing fees associated with commercial products.

Outsource development

Refers to the fact that a public sector organisation contracts its own internal activity to a third party/company. It involves the contracting out of a business process and operational, and/or non-core functions.

Overarching policy

This is a broad policy setting broad objectives relevant for digital government such as public sector modernisation agenda, national digital agenda, and national development plan.

Personal data

Refers to information relating to an identified or identifiable individual.

Source: OECD Survey on Open Government (Glossary), 2020

Policy

Refers to the decisions, plans and actions undertaken to achieve specific goals in relation to a public issue, such as economic growth, environmental protection or poverty alleviation. An explicit policy can achieve several things: it defines a vision for the future which in turn helps to establish targets and points of reference for the short and medium term. It outlines priorities and the expected roles of different stakeholders; and it builds consensus and informs people.

Source: OECD Survey on Open Government (Glossary), 2020

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Policy document

Refers to a document that outlines decisions, plans, and actions that are undertaken to achieve specific goals. An explicit policy can achieve several things: it defines a vision for the future which in turn helps to establish targets and points of reference for the short and medium term. It outlines priorities and the expected roles of different stakeholders; and it builds consensus and informs people.

Source: OECD Survey on Open Government (Glossary), 2020

Privacy (laws protecting)

“Laws protecting privacy” means national laws or regulations, the enforcement of which has the effect of protecting personal data consistent with these Guidelines.

Source: OECD Privacy Guidelines (2013)

Public consultation websites

A web tool to collect opinions of interested and affected groups for particular issues in order to improve transparency, efficiency and effectiveness of public regulation.

Public sector organisations

Ministries, departments, agencies, and other administrations that deliver public programs, goods, or services at the central or federal level of government.

Private cloud

Private cloud refers to a model of cloud computing where IT services are provisioned over private IT infrastructure for the dedicated use of a single organisation.

Proactive delivery of services

Refers to an approach in which public sector organisations make the first move to serve or help the user customers, e.g. organisations going out of their way to identify potential needs, rights and/or obligations in relation to public services and then address the need or deliver the service before users need to ask for help/or for the service.

Proprietary software

Proprietary software is non-free computer software for which the software's publisher or another person retains intellectual property rights—usually copyright of the source code, but sometimes patent rights.

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Public sector organisations

Public sector organisations are understood as core ministries, agencies, departments and non-profit institutions that are controlled by public authorities.

Public stakeholder

Any interested and/or affected party (see “stakeholder”) from the government or any of its related public entities.

Regulation

The diverse set of instruments by which governments set requirements on enterprises and citizens. Regulation include all laws, formal and informal orders, subordinate rules, administrative formalities and rules issued by non-governmental or self-regulatory bodies to whom governments have delegated regulatory powers.

Source: OECD Survey on Open Government (Glossary), 2020

Regulatory oversight

Regulatory oversight is defined as the variety of functions and tasks carried out by bodies / entities in the executive or at arm's length from the government in order to promote high-quality evidence-based regulatory decision making.

Source: OECD Regulatory Policy Outlook 2018

Requirements

Refers to a condition or capability that must be met or possessed of, and which is described and provided in an official government document, for example a law or directive.

Researchers

Researchers are professionals engaged in the conception or creation of new knowledge, products processes, methods, and systems, and in the management of the projects concerned

Source: OECD Glossary of Statistical Terms

Security Operation Centre (SOC)

Provide the government with the awareness and ability to monitor, prevent and respond digital threats by the development of cooperation, communication, and technical measures to overcome digital risks.

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Service standard

A set of principles that provide a shared definition for the quality and behaviours associated with public service design and delivery. Such principles will usually provide the basis for setting expectations with delivery partners (whether those are public servants or non-governmental suppliers), and in some cases may also be the criteria against which formal assessments of performance are carried out.

Single data inventory

A merge of information and data assets to support governments in requests, consultations, and analysis of datasets simplifying its access.

Source: based on OECD Open, Useful and Re-usable data (OURdata) Index: 2019v

Small and medium-sized enterprises (SMEs)

Small and medium-sized enterprises (SMEs) are non-subsidiary, independent firms which employ less than a given number of employees. This number varies across countries. The most frequent upper limit designating an SME is 250 employees, as in the European Union. However, some countries set the limit at 200 employees, while the United States considers SMEs to include firms with fewer than 500 employees.

Source: OECD, 2005, OECD SME and Entrepreneurship Outlook: 2005, OECD Paris, page 17.

Social media

A group of Internet-based applications that build on the ideological and technological foundations of Web 2.0, and that allow the creation and exchange of user- generated content (Kaplan and Haenlein, 2010).

Standards

Standards are tools for regulating and organizing a wide range of legal and regulatory domains establishing metrics for the implementation process of the digital transformation. Ensuring a fair field for all the stakeholders.

Source: The E-Leaders Handbook on the Governance of Digital Government and Timmermans and Epstein (2010)

Steering Committee

A form of governance body made up by individuals that provide strategic oversight and guidance over a project within an organisation.

Source: OECD Survey on Open Government (Glossary), 2020

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Strategy

Refers to a document (e.g. policy document, white paper) that defines the vision, objectives, goals, main actors, main actions and system of monitoring (indicators) for digital government (e.g. to guide and steer actions and decisions on investments sustaining coordination and alignment with overall objectives and avoiding overlaps).

Subnational government

The sum of local/regional governments.

Transparency

Transparency refers to an environment in which the objectives of policy, its legal, institutional, and economic framework, policy decisions and their rationale, data and information related to monetary and financial policies, and the terms of agencies' accountability, are provided to the public in a comprehensible, accessible, and timely manner (*OECD Glossary of Statistical Terms*).

Usability testing

A testing technique based on the evaluation of a system by its users. Ensuring effectiveness and efficiency; and measuring the degree to which the system is adapted to the user needs.

Source: based on Nielsen (1994) and Bastien (2010).

Use and reuse (of data)

In this survey, the terms use and re-use are adopted interchangeably. Use of data corresponds to a process through which data is processed and transformed into a different specific output. This includes the creation of new, more complete data repositories, data visualisations, applications, scientific research, AI systems, and more. Use of data includes commercial use.

Source: OECD Survey on Open Government (Glossary), 2020

User

A user of digital government services and (open) government data is understood as citizens, legal entities such as businesses or non-governmental organisations, or civil servants within the public sector itself. The user is most commonly understood as citizens and businesses.

Value proposition assessment method

See "Business case methodology/Value proposition assessment model".

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Definitions of data categories (Question 75)

1.1. Companies and company ownership

1.1.1. *Company register*

A list of registered (limited liability) companies in the country including name, unique identifier and additional information such as address, registered activities. A simple company search field alone is not enough for this dataset to be considered available if it is not supplement with any mechanism that facilitates access to the data of any company without requiring knowing the company name or details in advance.

Source: Open Data Barometer

1.1.2. *Company ownership*

Data about the people who owns and ultimately controls, or receive the benefits, from registered companies and corporations.

Original source: adapted from the Open Ownership Data Standard

1.2. Earth observation and environment

1.2.1. *Ortho imagery*

Ortho imagery is geo-referenced rectified image data of the Earth's surface, from satellite or airborne sensors.

Source: http://inspire.ec.europa.eu/theme

1.2.2. *Satellite imagery*

Images of earth collected by imaging satellites.

1.2.3. *Land cover*

Physical and biological cover of the earth's surface including artificial surfaces, agricultural areas, forests, (semi-)natural areas, wetlands, water bodies.
Source: http://inspire.ec.europa.eu/theme

1.2.1. *Land use*

Territory characterised according to its current and future planned functional dimension or socio-economic purpose (e.g. residential, industrial, commercial, agricultural, forestry, recreational).

Source: http://inspire.ec.europa.eu/theme

1.2.2. *Geology*

Geology characterised according to composition and structure. Includes bedrock, aquifers and geomorphology.

Source: http://inspire.ec.europa.eu/theme

1.2.3. *Water bodies*

Geospatial data on hydrographic elements, including marine areas and all other water bodies and items related to them, including river basins and sub-basins.

Source: http://inspire.ec.europa.eu/theme

1.2.4. *Water treatment plants*

Geospatial data with generic facility descriptions for water treatment plants as a spatial object

Source: http://inspire.ec.europa.eu/theme

1.2.5. *Water supply networks*

Geospatial data of node-link-node structured networks for collection, transmission and distribution of water supply

Source: http://inspire.ec.europa.eu/theme

1.2.6. *Mineral resources*

Data on national mineral resources including description and location

Source: http://inspire.ec.europa.eu/theme

1.2.7. *Renewable energy resources*

Data on national renewable energy resources either hydropower, bio-energy resources, wind energy, solar energy or geothermal energy.

Source: http://inspire.ec.europa.eu/theme

1.2.8. *Fossil fuel resources*

Data on national fossil fuel resources either oil accumulation, natural gas accumulations, coal, lignite or peat deposits and Uranium ore deposits.
Source: http://inspire.ec.europa.eu/theme

1.2.9. *Air quality*

Measurement data about the daily mean concentration of air pollutants, especially those potentially harmful to human health.

1.2.10. *Water quality*

Measurement data covering the microbial, chemical, radiological and accessibility aspects of water quality.

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1.2.11. ***Noise pollution***

Measurement data of noise quality using any of the below indicators: Ldn - Day-evening-night-weighted sound pressure level as defined in section 3.6.4 of ISO 1996-1:20161 / Equivalent continuous sound pressure level when the reference time intervals the evening.

1.2.12. ***Protected areas***

Area designated or managed within a framework of international, Community and national legislation to achieve specific conservation objectives. An area of land and/or sea especially dedicated to the protection and maintenance of biological diversity, and of natural and associated cultural resources, and managed through legal or other effective means.

Source: http://inspire.ec.europa.eu/theme

1.2.13. ***Natural risk zones***

Vulnerable areas characterised according to natural hazards (all atmospheric, hydrologic, seismic, volcanic and wildfire phenomena that, because of their location, severity, and frequency, have the potential to seriously affect society), e.g. floods, landslides and subsidence, avalanches, forest fires, earthquakes, volcanic eruptions.

Source: http://inspire.ec.europa.eu/theme

1.2.14. ***Forestry***

Data relevant for, or related to, forest monitoring and conservation (except for land cover, land use, cadastral parcels and meteorological data which are already covered in other datasets), e.g. data on fires and deforestation.
Source: adapted from work done by the Global Forest Watch.

1.2.15. ***Agriculture***

Data relevant for, or related to, agriculture and the agricultural sector, e.g. data on value-chain actors, agricultural laws and regulations, government spending on the agricultural sector, lists of permitted pesticides, and data on projects for rural development.
Source: adapted from work done by Global Open Data for Agriculture and Nutrition.

1.2.16. ***Food security***

Food security means that all people, at all times, have physical, social, and economic access to sufficient, safe, and nutritious food that meets their food preferences and dietary needs for an active and healthy life. Data can be related to cash transfers, promotion of sustainable agricultural technologies, building resilience to shocks, and managing trade-offs in food security.
Source: International Food Policy Research Institute.

1.2.17. ***Fishing***

Data related to monitoring the status and impact of fisheries, e.g. data on fishing vessels and their activities.
Source: adapted from work done by Global Fishing Watch.

1.2.18. ***Hunting***

Data related to regulating, monitoring and collecting practices of protecting wild species and habitats in order to restore, protect or strengthen the natural ecosystems or to maintain a healthy wildlife and

population.

1.2.19. *Energy consumption by end-users*

Data on national energy consumption by end-users, including at least households, industry and transport.

1.3. Geospatial

1.3.1. *Addresses*

Location of properties based on address identifiers, usually by road name, house number, postal code.

Source: http://inspire.ec.europa.eu/theme

1.3.2. *Elevation*

Digital elevation models for land, ice and ocean surface. Includes terrestrial elevation, bathymetry and shoreline. Grid spatial or vector spatial representation for the provision of data.

Source: http://inspire.ec.europa.eu/theme

1.3.3. *Buildings*

Geographical location of buildings. A building is a covered facility, usable for the protection of humans, animals, things or the production of economic goods. A building refers to any structure permanently constructed or erected on its site. Information on location of buildings may be supplied as points or with the actual basic form of the building. Usually buildings are part of cadastre.

Source: http://inspire.ec.europa.eu/theme

1.3.4. *Administrative Units*

Units of administration, dividing areas where States have and/or exercise jurisdictional rights, for local, regional and national governance, separated by administrative boundaries.

Source: http://inspire.ec.europa.eu/theme

1.3.5. *Geographical names*

Names of areas, regions, localities, cities, suburbs, towns or settlements, or any geographical or topographical feature of public or historical interest.

Source: http://inspire.ec.europa.eu/theme

1.3.6. *Cadastral parcels*

A continuous area that is identified by a unique set of homogeneous property rights. Should be available as vector data.

Source: adapted from Dale and McLaughlin (2000), Land Administration, Oxford University Press

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1.4. Meteorological

1.4.1. *Meteorological observations*

Real-time in situ meteorological observations.

1.4.2. *Historical meteorological observations*

Historical archives of meteorological observations.

1.4.3. *Weather forecasts*

Seasonal (3-6 months) and short-term weather forecasts.

1.4.4. *Climatological observations*

Long-term, homogeneous climatic elements data provided by reference climatological stations for the purpose of determining climatic trends.

Source: adapted from WMO Guide to Climatological Practices, (2017)

1.4.5. *Climate change predictions*

Probabilistic statements about the future climate conditions on timescales ranging from seasons to decades or longer, and on spatial scales ranging from local to regional and global.

Source: Encyclopaedia of Atmospheric Sciences (Second Edition), (2015)

1.4.6. *Climatological reference data*

Averages of climatological data computed for the following consecutive periods of 30 years: 1 January 1981 to 31 December 2010, 1 January 1991 to 31 December 2020, etc.

Source: WMO – WCDMP Climatological Normals.

1.5. Mobility

1.5.1. *Road transport networks*

Geospatial data on road transport networks and related infrastructure. Includes links between different networks. Data should be available for the entire country.

Source: http://inspire.ec.europa.eu/theme

Rail transport networks

Geospatial data on rail transport networks and related infrastructure. Includes links between different networks. Data should be available for the entire country.

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Source: http://inspire.ec.europa.eu/theme

1.5.1. *Water transport networks*

Geospatial data on water transport networks and related infrastructure. Includes links between different networks. Data should be available for the entire country.

Source: http://inspire.ec.europa.eu/theme

1.5.2. *Public transport timetables*

Schedules including stops, routes, department times, department frequencies, operational notes and maps of public transport including at least buses and rail services. If no national data is available, please provide data related to the capital city.

Source: Adapted from the Open Data Barometer

1.5.3. *Real-time traffic information*

Real-time traffic information on traffic flows or traffic reports for transport for at least road, rail, or water. If no national data is available, please provide data related to the capital city.

1.5.4. *Motor vehicle registrations*

Data on registered motor vehicles aggregated by at least time period and type.

1.6. Statistics

1.6.1. *Census and demographic indicators*

Population composition by basic demographic indicators (e.g. age and sex) aggregated by time period and geographical area

1.6.2. *Vital statistics*

Data on births, deaths, marriages, or divorces aggregated by at least time period and geographical area.

1.6.3. *Economic Indicators*

Statistics on national unemployment, inflation, gross domestic product, or industrial production by at least time period.

1.6.4. *Connectivity*

Statistics on national broadband subscriptions, fixed telephone subscriptions, mobile cellular subscriptions, or secure internet access by at least time period.

1.6.5. *Wealth*

Statistics on national individual wealth and wealth distribution by at least age group and geographical area.

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1.7. Government finances and accountability

1.7.1. *Public procurement: Planning*

Data related to the planning stage of public procurement processes, e.g. data on budgets, project plans, procurement plans, market studies, public hearing info

Source: Open Contracting Data Standard (OCDS), Open Contracting Partnership

1.7.2. *Public procurement: Call for tender*

Data related to the initiation (tender) stage of public procurement processes, e.g. tender notices, specifications, line items, values, enquiries

Source: Open Contracting Data Standard (OCDS), Open Contracting Partnership

1.7.3. *Public procurement: Awards*

Data related to the award stage of public procurement processes, e.g. details of award, bidder information, bid evaluation, values

Source: Open Contracting Data Standard (OCDS), Open Contracting Partnership

1.7.4. *Public procurement: Contracts*

Data about the actual awarded contracts from public procurement processes, e.g. final details, signed contract, amendments, values

Source: Open Contracting Data Standard (OCDS), Open Contracting Partnership

1.7.5. *Public procurement: Implementation*

Data related to the implementation stage of public procurement processes, e.g. payments, progress updates, location, extensions, amendments, completion or termination info.

Source: Open Contracting Data Standard (OCDS), Open Contracting Partnership

1.7.6. *Detailed data on government budget*

National government budget at a high level (e.g. spending by sector, department, sub-department, etc.). Budgets are government plans for expenditure, (not details of actual expenditure in the past which is covered in the following spend category).

Source: Open Data Barometer

1.7.7. *Detailed data on government spending*

Records of actual (past) national government spending at a detailed transactional level; at the level of month to month government expenditure on specific items (usually this means individual records of spending amounts under $1m or even under $100k). A database of contracts awarded or similar is not sufficient for this category, which refers to detailed ongoing data on actual expenditure.

Source: Open Data Barometer

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1.7.8. ***Election results***

Results by constituency / district for national electoral contests, including registered and invalid votes. If only partial data is available please provide details.

Source: Open Data Barometer

1.7.9. ***Salaries of individual senior civil servants***

Salaries of individual senior civil servants (first and second tiers civil servants, i.e. secretary generals or equivalent and above) in all ministries.

Source: OECD Public Integrity Indicators

1.7.10. ***Government contact points***

Data on government contact points that provides the link across different Ministries, departments and units in place at the central/federal government level.

1.7.11. ***International aid***

Data on international aid including pledges, commitments, planned disbursements and disbursements in line with aid information standards

1.7.12. ***Hospitality and gifts***

Data on hospitality and gifts provided and received by top-two-tiers of public employees in the executive branch, members of the judiciary, national elected officials.

1.7.13. ***Aggregated data on lobbying on public decision making***

Aggregated data on lobbying on public decision making including at minimum data on the identity and field of action of interest representatives met by members of Government and members of Parliament.

Source: OECD Public Integrity Indicators

1.7.14. ***Assets declarations of top-two-tiers of public employees***

Assets declarations of top-two-tiers of public employees in the executive branch, members of the judiciary, national elected officials.

Source: OECD Public Integrity Indicators

1.7.15. ***Interests declarations of top-two-tiers of public employees***

Interests declarations of top-two-tiers of public employees in the executive branch, members of the judiciary, parliament, and government.

Source: OECD Public Integrity Indicators

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1.7.16. *Emergency and disaster relief*

Refers to data on policies taken by the central/federal government in order to manage and respond to risks, emergencies and disasters.

1.8. Crime and justice

1.8.1. *Draft legislations*

Data about the bills discussed within national legislature as well as voting on bills (not to mix with passed national law). Data on bills must be available for the current legislation period.
Source: Global Open Data Index

1.8.2. *Laws and statutes*

All national laws and statutes. Should cover content of the law / statute, date of last amendment, amendments to the law (if applicable)
Source: Global Open Data Index

1.8.3. *Members of parliament*

List of individuals elected by their communities and/or voters representing the people in the country's parliament or national legislative body.

1.8.4. *Judicial decisions*

Data on decisions rendered by higher and/or lower courts at the federal/central level.

1.8.5. *Crime statistics*

Annual returns on levels of crime by at least type and geographical area

1.8.6. *Gender-based violence*

Annual returns on levels of crime categorised as gender-based violence by at least type and geographical area.

Gender-based violence refers to harmful acts directed at an individual based on their gender. It is rooted in gender inequality, the abuse of power and harmful norms. Gender-based violence can include sexual, physical, mental and economic harm inflicted in public or in private. It also includes threats of violence, coercion and manipulation. This can take many forms such as intimate partner violence, sexual violence, child marriage, female genital mutilation and so-called 'honour crimes'.
Source: UNHCR (2021) - https://www.unhcr.org/gender-based-violence.html

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1.9. Education

1.9.1. *List of schools*

List of schools for primary, secondary and upper-secondary (non-tertiary) education by geographical area

1.9.2. *Location of educational facilities*

Geospatial data containing names, types and location of educational facilities for primary, secondary and upper-secondary (non-tertiary) education

1.9.3. *School performance*

Test scores for pupils in national examinations or school attendance rates for primary, secondary and upper-secondary (non-tertiary) education

1.9.4. *Skills statistics*

Educational attainment level aggregated by at least sex and age, or population participation in education and training aggregated by at least sex and age.

1.9.1. *Digital skills statistics*

ICT usage by households aggregated by geographical area, or individuals aggregated by at least sex and age

1.10. Health and social welfare

1.10.1. *Medical prescriptions*

Data on medical prescriptions aggregated by type and geographical area.

1.10.2. *Level of access to healthcare*

Levels of access to healthcare by geographical area

1.10.3. *Health visitor data*

Aggregated health visitor data by medical practice and/or geographical area

1.10.4. *Location of healthcare facilities*

Geospatial data containing names, types and location of healthcare facilities

1.10.5. *Health statistics*

Statistics related to the health status of a population or population groups, for example mortality, life expectancy, morbidity, and communicable diseases aggregated by time period.

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1.10.6. ***Health insurance***

Administrative data on social protection related to health care, for examples government/social health insurance, and private health insurance payments aggregated by at type and time period.

Source: adapted from OECD Glossary of Statistical Terms

1.10.7. ***Social benefits***

Administrative data on cash social benefits for unemployment, housing, old age, incapacity, survivors and/or family.

Source: OECD Social Benefit Recipients Database

1.10.8. ***Housing***

Administrative data related to affordable housing, may include data on housing conditions and affordability, the housing market, and indicators on policies for affordable housing.

Source: OECD Affordable Housing Database

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