Summary
Day 2 Discussion Groups

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Go forward!

- We cannot go back. What we are doing now will remain
- Reputation of NSOs has been enhanced
- Customer expectations have been raised
  - Responsive NSOs
  - Rapid distribution of relevant statistics
  - Data that reflect the lived experience of users
- Pandemic is a 'Black Swan' event. Others will follow
Customers

- Need to listen attentively to users
- Emphasize customer-centric approaches
  - Product development
  - Product distribution
NSOs

- NSOs have demonstrated new capabilities
  - Agility
  - Innovation
- We cannot continue at this pace
- We cannot sustain relentless innovation
- Need to
  - Operationalize processes
  - Leave some things behind
  - Manage expectations
Products

- Proactive explanations
  - Methods
  - Data limitations
- Social media
- Dashboards
- Measure impact of changes
- Beware unintended consequences
  - Privacy issues surrounding mobile phone data
Contact Information

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