

Summary

Day 2 Discussion Groups

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UNECE Dissemination and Communications

7-9 September 2020



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



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