



## ESCWA Meeting on Technology and Innovation for Arab Public Institutions

Amman, 28-29 February 2024 (and [Online](#))

### PRELIMINARY AGENDA

#### DAY ONE

WEDNESDAY, 28 FEBRUARY 2024

09:00-09:30 Registration

#### 09:30-10:00 Setting the Scene

- **Welcoming remarks and overview of ESCWA ENACT Project**  
Ms. Nibal Idlebi, Acting Director, Statistics, Information Society and Technology Cluster, ESCWA
- **Government Electronic and Mobile Services (GEMS-2023) Maturity Index**  
Mr. Mohamad Nawar Al Awa, Regional Advisor on Technology for Development, ESCWA
- Q & A

#### 10:00-11:00 Digital Transformation: Trends and Orientations

**Moderator:** Ms. Nibal Idlebi, Acting Director, Statistics, Information Society and Technology Cluster, ESCWA

- **Thinking Differently about the Digital World**  
Mr. Mohamed Sear, Government and Public Sector Advisory Associate Partner, Ernst and Young, Dubai-UAE
- **The State of Artificial Intelligence and Data Governance in the Arab Region: Current State and Future Policy Directions**  
Mr. Fadi Salem, Director of Policy Research, MBRSG, Dubai-UAE
- Discussion

11:00-11:30 Coffee break

#### 11:30-12:45 ESCWA Report – Policies and Best Practices

**Moderator and discussant:** Mr. Rami Zaatari, Senior Data and Technology Officer, Statistics, Information Society and Technology Cluster, ESCWA.

- **Policies and Best Practices for Harnessing Emerging Technology and Innovation in Arab Public Institutions**  
Ms. Maysoun Ibrahim, President of the Palestinian Syndicate for Information Sciences and Technology – ESCWA Consultant
- Discussion

12:45-14:15 Lunch break

#### 14:15-15:30 ESCWA Report – Effectiveness and Decision-making

**Moderator and discussant:** Mr. Federico Cocchioni, Senior Technology Officer, Statistics, Information Society and Technology Cluster, ESCWA.

- **Emerging Technologies and Innovation for Enhancing Effectiveness and Decision-making in Arab Public Institutions**  
Mr. Emilio Bugli Innocenti, International Consultant on Digital Transformation - ESCWA Consultant
- Interventions from member states
- Discussion

15:30-16:00 Coffee break

## DAY ONE

WEDNESDAY, 28 FEBRUARY 2024

### 16:00-16:30 Presentation from the World Bank (Remotely)

- **Digital Government in the Time of Artificial Intelligence**  
Ms. Samia Melhem, Lead Policy Officer in Transport and ICT Global practice, World Bank, Washington DC
- **Q & A**

## DAY TWO

THURSDAY, 29 FEBRUARY 2024

### 09:30-11:00 Emerging Technology for strengthening Arab Public Institutions

**Moderator:** TBD

- **Cybersecurity as the Backbone of Digital Innovation in the Arab Public Sector**  
Mr. Mohamed Hamdi, Lead Cybersecurity Expert, AICTO, Tunisia
- **Enabling Artificial Intelligence to Serve the Purpose of Development in the Arab Region: Context, Prospects and Key-factors**  
Mr. Driss Kettani, Computer Science Professor, Al Akhawayn University, Morocco
- **Digital Evolution of the Future Arab Public Administration**  
Mr. Saleem el Zoghbi, Senior Associate Expert on Policy-Driven Electronic governance, UNU-EGOV
- **Discussion**

11:00-11:30 Coffee break

### 11:30-12:45 ESCWA Report – Innovation model

**Moderator:** Mr. Federico Cocchioni, Senior Technology Officer, Statistics, Information Society and Technology Cluster, ESCWA.

**Discussant:** Ms. Lize Denner, Associate Programme Management Officer, ESCWA

- **An Innovation Model to Enhance the Operations and Services of Arab Public Institutions**  
Mr. Dimitris Gouscos, Assistant Professor, University of Athens, Greece – ESCWA Consultant
- **Discussion**

12:45-14:00 Lunch break

### 14:00-15:00 Experiences from Member States: KSA Digital Government Authority

**Moderator:** TBD

- **The Inclusivity and Accessibility in the Digital Governmental Services**  
Dr. Mohanna Al Mohanna – Consultant at the Innovation Center, DGA Saudi Arabia
- **Whole of Government**  
Eng. Turki Al Turki - Director of Government Products Department, DGA Saudi Arabia
- **Discussion**

15:15-15:30 Coffee break

### 15:30-16:30 Recommendations and Conclusion

**Moderator:** Ms. Nibal Idlebi, Acting Director, Statistics, Information Society and Technology Cluster, ESCWA.

- **Key Messages**  
Ms. Maysoun Ibrahim, President of the Palestinian Syndicate for Information Sciences and Technology– ESCWA Consultant
- **Discussion**