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40  
YEARS

# INTEGRATION OF SERVICE DELIVERY IN THE ARAB REGION

United Nations Economic and Social Commission for Western Asia

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1. e-Government in the Arab Region
2. Integration of Services for enhancing e-governance
3. Strategic framework for government service integration in the Arab Region

# e-Government in the Arab Region

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- The development, adoption and use of e-government in the Arab region has been **steadily evolving** in the past years in most countries.
- **Many factors helped the progress of e-government:**
  - Growing number of Internet users,
  - rapid uptake of mobile devices and
  - social media.
- However the **political instability** has negatively affected the development of e-government in many countries.

# e-Government in the Arab Region, 2014

*- Based on EGD I -*

- Arab countries have great differences in EGD I
- **Bahrain**, one of the world's leaders in e-Government
- **Sudan**, one of the world's least developed countries in e-government
- The political crisis negatively affected the eGovernment development in Syria, Yemen,.....

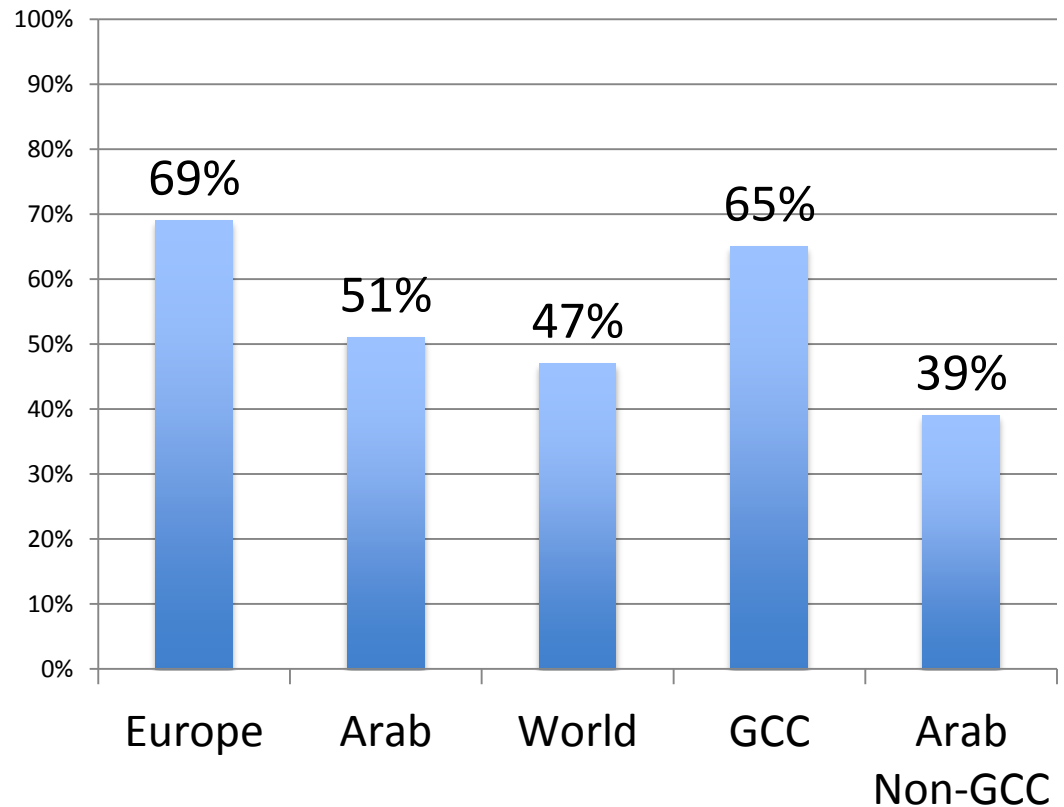
Country	EGDI	Rank
Bahrain	0.8089	18
UAE	0.7136	32
Saudi Arabia	0.69	36
Qatar	0.6362	44
Oman	0.6273	48
Kuwait	0.6268	49
Tunisia	0.539	75
Jordan	0.5167	79
Egypt	0.5129	80
Morocco	0.506	82
Lebanon	0.4982	89
Libya	0.3753	121
Iraq	0.3141	134
Syria	0.3134	135
Yemen	0.272	150
Sudan	0.2606	154

# e-Government in the Arab Region, 2014

- Based on EGDI -

- Europe is **today's world leader** in eGovernment
- Arab countries can be classified as GCC and Non-GCC countries
- GCC countries are **only 4% behind Europe**

## EGDI





# Integration of Services for developing e- governance in the Arab region

- Efficiencies for the government
- Effectiveness for users
- Better Governance
- Better integration at national and regional levels

# Regional Integration through e-Government Worldwide

- European Commission **proved a successful** implementation of its effective action plan
- Potential net impact of the **“Only Once” strategy** at EU level is of €5 billion/Y by 2017.
- CARICOM achieved **20% decrease** in government expenditure at the end of its action plan 2010-2014
- GCC showed the **opportunity in the Arab region** for regional cooperation and integration



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# Service integration (1)

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## **SERVICE INTEGRATION FOR SMART GOVERNANCE**

- Provides integrated seamless government services
- Places citizen at centre in service delivery
- Requires collaboration, communication, interoperability and use of common standards



# Service integration (2)

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## BACK-OFFICE INTEGRATION OF SERVICES

- Interoperability: legal, organizational, technical
- Standards: use of known open standards for e.g. data exchange, security, operating system, content, ...etc

# Service integration (3)

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## FRONT-OFFICE SERVICE INTEGRATION

- Channel integration, e.g. web, mobile, kiosk, call centre, face-to-face
- Integration around service functions, user characteristics, e.g. personalisation based on need, status, age, gender, location

# Service integration (4)

## Cross-border integration

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### **REGIONAL LEVEL**

- Implementation of harmonized legal and regulatory framework for E-Government
- Interoperability of platforms and services
- Implementation of regional services

### AND ALSO

- Promoting success stories
- Exchange of experience
- Organizing regional workshops and meetings

# Good practices from the Arab Region

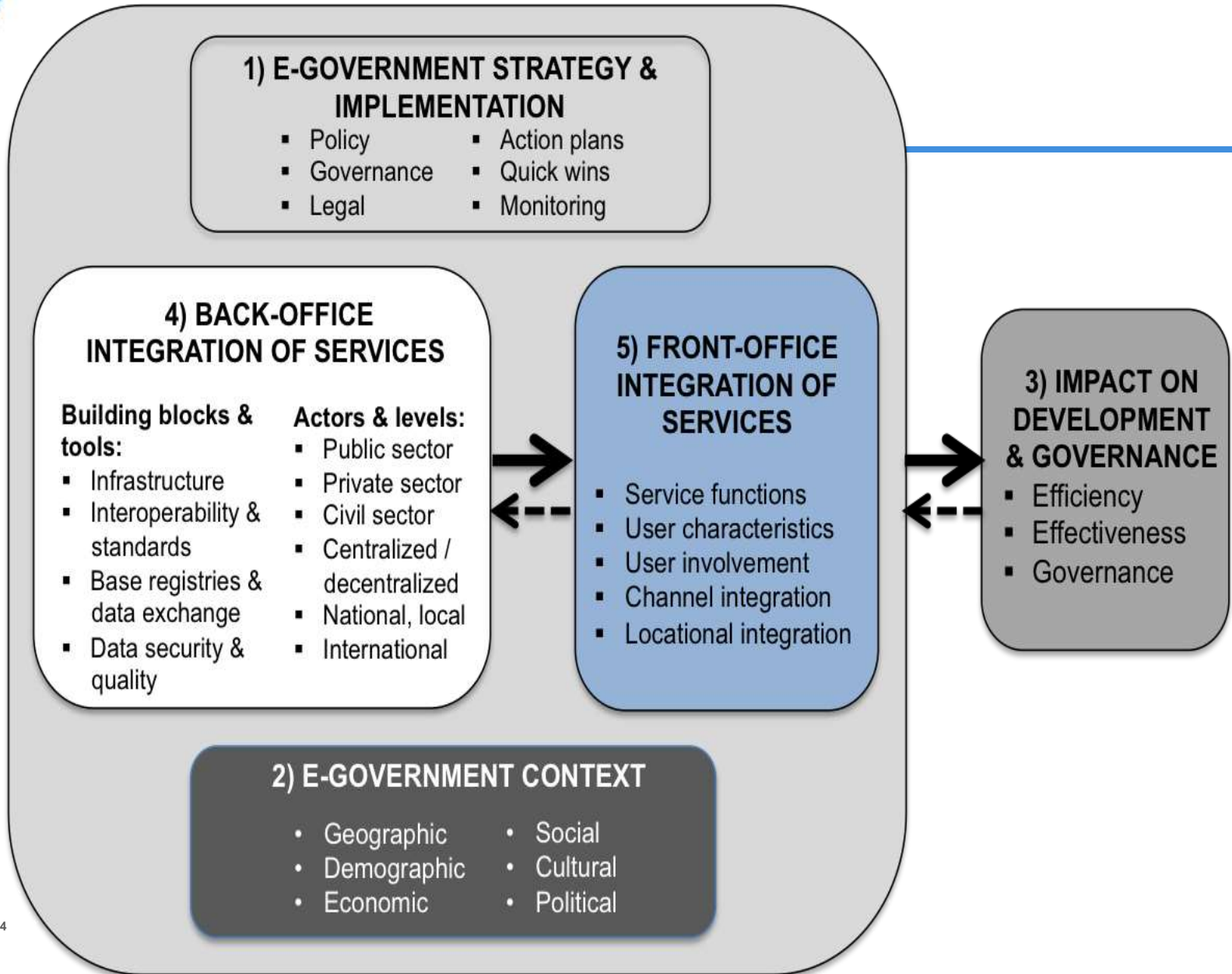
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## SELECTED INTEROPERABILITY APPROACHES

1. Initiate and test in one entity, then stepwise roll-out: e.g. Morocco, Oman, Lebanon
2. Multi-channel front-office, one-stop-shops for multiple entities: Most countries e.g. Egypt, United Arab Emirates
3. Shared infrastructures across multiple entities: e.g. Bahrain, Jordan, Sudan
4. Public-private partnerships across multiple entities: e.g. Saudi Arabia



# Strategic framework for government service integration in the Arab Region





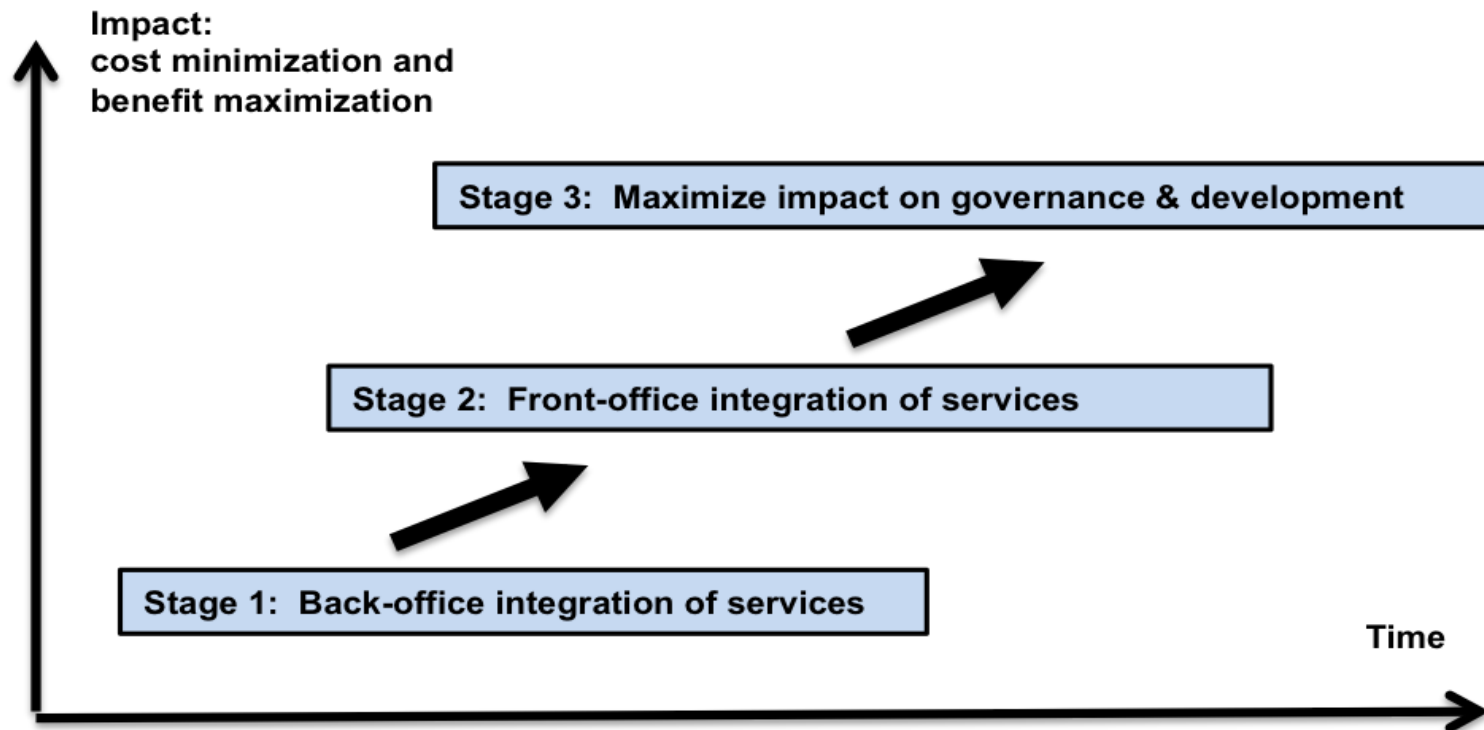
# Guidelines for e-government as a platform for service integration

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- Long-term policy and strategy and political will
- Implementation plan : coordinated from the top level with clear role and authority of various institutions
- Legal and regulatory basis to enforces the building blocks like eID, e-authentication, security, data exchange and data protection
- Quick wins: to demonstrate impact and elicit buy-in

# Strategic Framework for Service Integration in the Arab region

## THREE MAIN STAGES: INTERLINKED AND CUMULATIVE







# Strategic Framework for Service Integration in the Arab region

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## STAGE 1: BACK-OFFICE INTEGRATION OF SERVICES

- The 'once-only' principle and base registries
- Data issues: Data exchange, data quality and data protection
- Implementation of interoperability
- Use of standards



# Strategic Framework for Service Integration in the Arab region

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## STAGE 2: FRONT-OFFICE INTEGRATION OF SERVICES

- Access, affordability and inclusiveness
- Multi-channel service delivery including face-to-face
- Service simplification and personalization
- User-centred design: rather than government-centred design



# Strategic framework for service integration (3)

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## STAGE 3: IMPACT ON DEVELOPMENT AND GOVERNANCE

- Monitor and evaluate impacts
- Ensure the contribution to economic and social development
- Maximizing benefits which requires:
  - Wide availability of ICT systems, services and skills
  - Digital by default strategies: making the 'e' channel the preferred option for all appropriate services and users

# Arab Region collaboration and sharing

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## **Ambitious and realistic approaches are needed**

- **Collaboration initiatives**, e.g. registers of expertise, capacities building, good practices, workshops, awards ....
- **Shared enablers**, e.g. Arab Interoperability Framework, eID, e-procurement, e-payments
- **Shared services** appropriate to Arab population, e.g. e-customs, e-trade, residency permits, tourism, m-government



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**THANK YOU**

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