

Promoting Emerging Technological Trends in Government Services in the Arab region



The United Nations Economic and Social Commission for Western Asia (ESCWA) launched a project in 2016 entitled **"Fostering Institutional Development for Participatory Approaches towards the Achievement of the Sustainable Development Goals in Western Asia"**. The Technology for Development Division (TDD) is participating in this new ESCWA initiative, and will focus on promoting open government in the Arab countries through the use and the adaptation of modern and emerging technologies.

This project aims to build the capacity of ESCWA Member States to increase the transparency and accountability of their public sectors and adopt more effective and efficient citizen engagement approaches through the utilization of technology.

Technology is an essential tool for modernizing the public sector, delivering modern services to all citizens, even in remote areas. It enables the solicitation of input from citizens for improved decision-making and policy making. Unfortunately, and notwithstanding the advances made in e-government in the region, many Arab countries still lag behind the rest of the world in the deployment and use of these emerging technologies and technological trends needed to strengthen public sector institutions and enhance accountability and transparency of governments.

As part of the project, TDD will focus on the use of open data, citizen-centric e-services, open collaboration, open engagement, open dialogue and shared responsibility to facilitate the implementation of open government. It will promote innovation in the public sector and it will encourage service integration, interoperability and standards especially for the development and implementation of inclusive

services to citizens and all stakeholders at national and regional levels.

The purposes of the planned activities in this project are: (a) to define an appropriate open government framework for the Arab region, (b) create awareness and build a common understanding on the use of emerging technological trends in public institutions that will help in achieving the SDGs and (c) to build the capacity of public institutions on open government and the use of emerging trends to increase transparency, efficiency, accountability and citizen engagement in decision making.

Planned activities include:

- The delivery of three studies on a) the status of open government in the Arab region, b) an open government policy framework for Arab countries promoting greater public sector transparency and accountability, and c) innovation in the public sector;
- Expert group meeting to discuss the proposed policy framework for open government;
- Regional and national capacity building workshops on open government.
- Advisory services to ESCWA member countries on open government.

For more information, contact :



Dr. Nibal Idlebi,
Chief of Innovation Section, and Manager
of the project.

Technology for Development Division
UN-ESCWA
Email: idlebi@un.org