



الاسكوا  
ESCWA

40  
YEARS

# ESCWA INITIATIVE ON DIGITAL ECONOMY AND SMART SOCIETIES

United Nations Economic and Social Commission for Western Asia

**AYMAN EL-SHERBINY**

**CHIEF OF ICT POLICIES, UN-ESCWA**

WORLD GOVERNMENT SUMMIT, 8-10 Feb 2016

8 FEB 2016



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**B2 - The Project**

### **C. Study on Smart Governments & Smart Sectors for Smart Societies**



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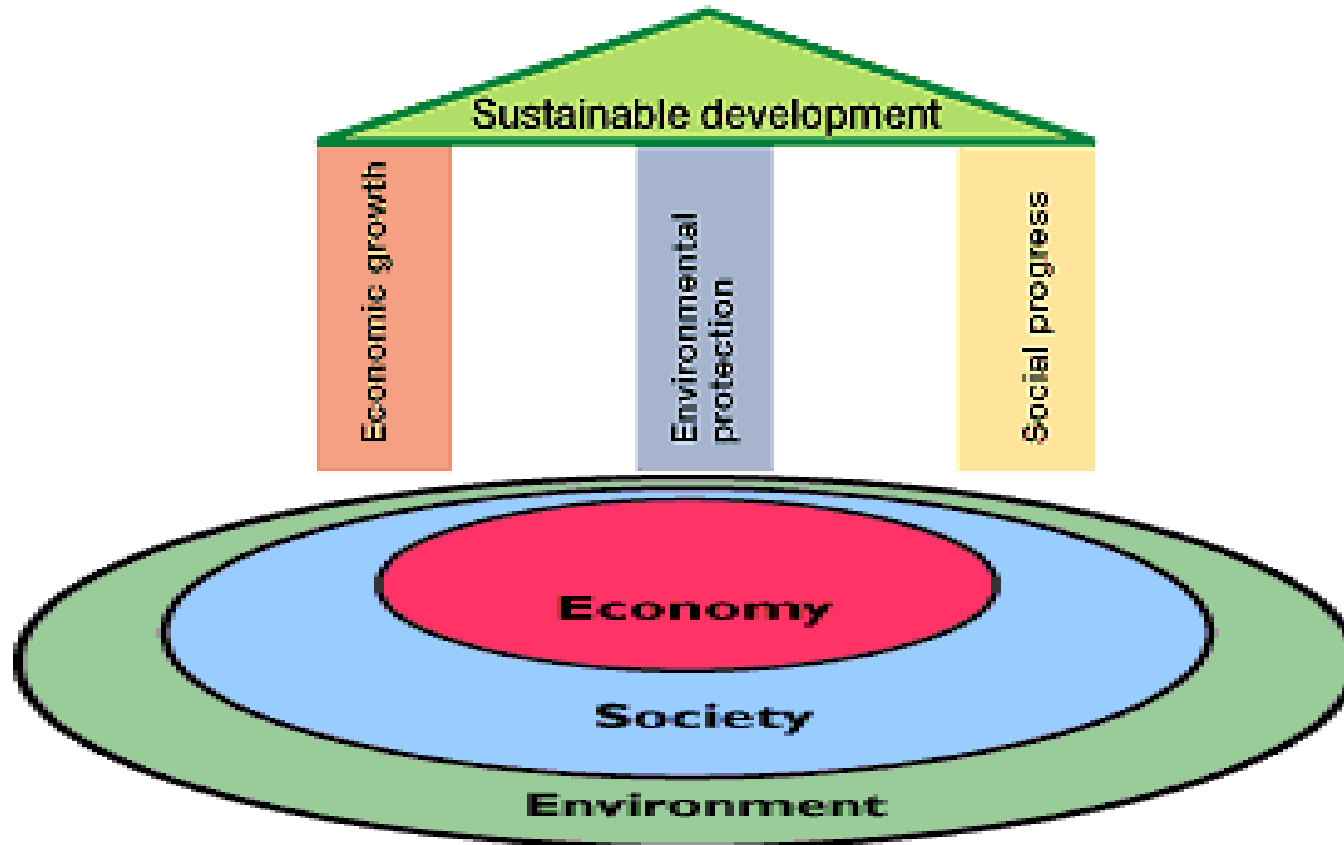
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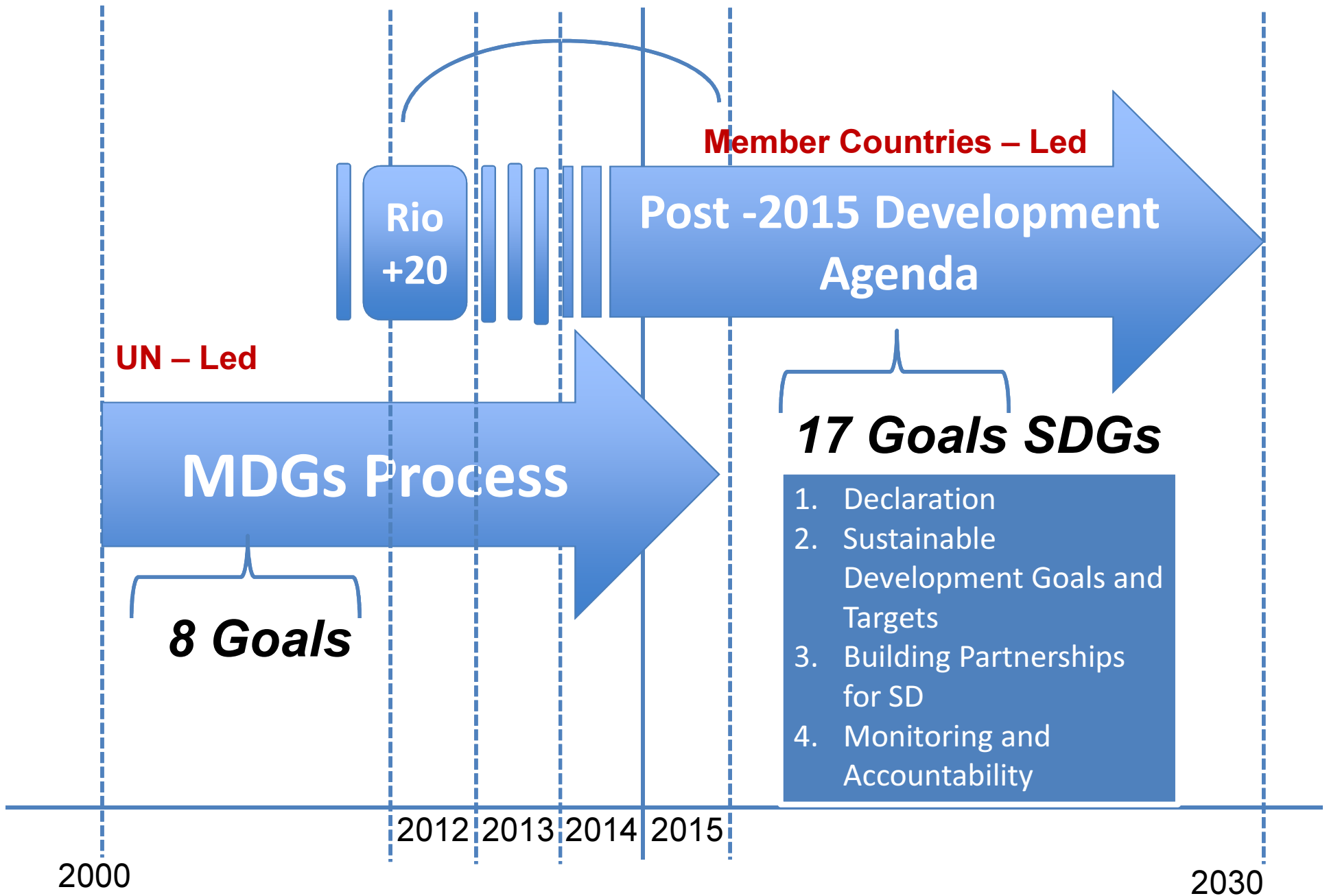
## A. Strategic Perspective

### 1. WSIS and SDGs

The three pillars  
of sustainable development



# Post-2015 Development agenda, MDGs to SDGs



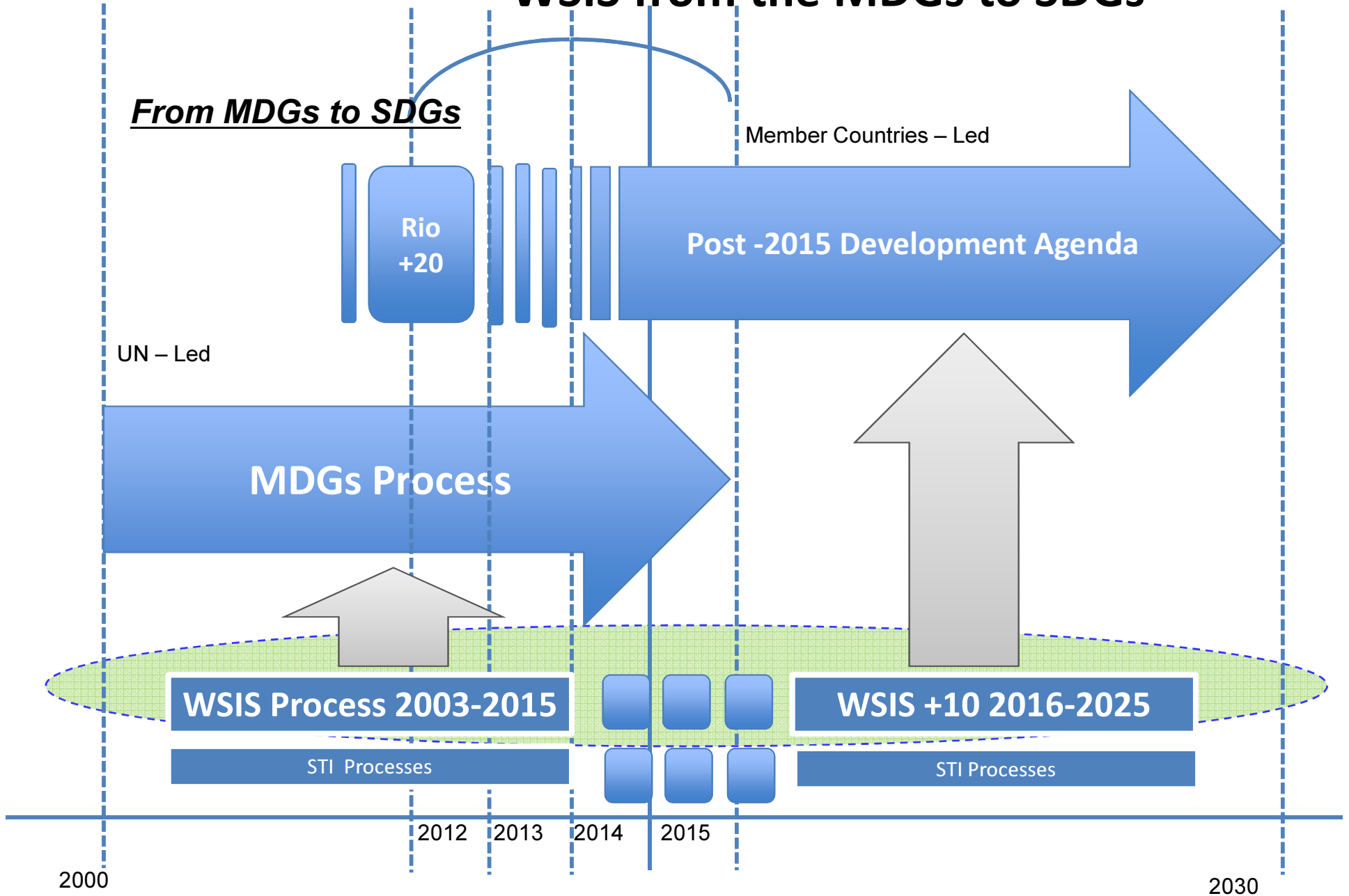


world summit  
on the information society  
Geneva 2003 - Tunis 2005

## WSIS 11 Action Lines

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C2. Information and communication infrastructure
- C3. Access to information and knowledge
- C4. Capacity building
- C5. Building confidence and security in the use of ICTs
- C6. Enabling environment
  - E-government
  - E-business
  - E-learning
  - E-health
  - E-employment
  - E-environment
  - E-agriculture
  - E-science
- C8. Cultural diversity and identity, linguistic diversity and local content
- C9. Media
- C10. Ethical dimensions of the Information Society
- C11. International and regional cooperation

# WSIS from the MDGs to SDGs





world summit  
on the information society  
Geneva 2003 - Tunis 2005

## WSIS 11 Action Lines

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
- C2. Information and communication infrastructure
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- C5. Building confidence and security in the use of ICTs
- C6. Enabling environment
- C7. ICT Applications
  - E-government
  - E-business
  - E-learning
  - E-health
  - E-employment
  - E-environment
  - E-agriculture
  - E-science
- C8. Cultural diversity and identity, linguistic diversity and local content
- C9. Media
- C10. Ethical dimensions of the Information Society
- C11. International and regional cooperation





# Sustainable Development Goals

- Goal 1** End poverty in all its forms everywhere
- Goal 2** End hunger, achieve food security and improved nutrition and promote sustainable agriculture
- Goal 3** Ensure healthy lives and promote well-being for all
- Goal 4** Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
- Goal 5** Achieve gender equality and empower all women
- Goal 6** Ensure availability and sustainable management of water and sanitation for all
- Goal 7** Ensure access to affordable, reliable, sustainable and modern energy for all
- Goal 8** Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
- Goal 9** Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
- Goal 10** Reduce inequality within and among countries



# Sustainable Development Goals

- Goal 11** Make cities and human settlements inclusive, safe, resilient and sustainable
- Goal 12** Ensure sustainable consumption and production patterns
- Goal 13** Take urgent action to combat climate change and its impacts\*
- Goal 14** Conserve and sustainably use the oceans, seas and marine resources for sustainable development
- Goal 15** Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss
- Goal 16** Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
- Goal 17** Strengthen the means of implementation and revitalize the global partnership for sustainable development

*\* Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change*

## ICT Centricity in the SDGs

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The Sustainable Development Goals (SDGs) has the footprint of ICT in all of the goals, particularly **Goals 9 and 17**.

**Goal 9** refers explicitly to infrastructure, including **ICT (Information and Communication Technologies) Infrastructure, industrialisation and innovation, and is a stand-alone goal** which indicates a strong footprint of Technology, including ICTs in the post-2015 development agenda.

**Goal 17 is cross-cutting** and concerned with the means of implementation of the SDGs at large. Hence, contributing to this goal is actually a vehicle to **contribute to the implementation of SDGs**.



## WSIS+10 and SDGs

### Outcomes of the WSIS Forum 2015 “Innovating Together: Enabling ICTs for Sustainable Development”, ITU Headquarters, Geneva, 25–29 May 2015

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- The WSIS 2015 Forum attracted more than 1800 WSIS Stakeholders from more than 140 countries.
- Several high-level representatives of the wider WSIS Stakeholder community graced the Forum with more than 60 ministers and deputies, several ambassadors, CEOs and Civil Society leaders contributing passionately towards the programme of the Forum.
- The Forum has proven to be an efficient mechanism for coordination of multistakeholder implementation activities, information exchange, creation of knowledge, sharing of best practices and continues to provide assistance in developing multistakeholder and public/private partnerships to advance development goals.
- This forum provided structured opportunities to network, learn and participate in multi-stakeholder discussions and consultations on WSIS implementation.
- The outcomes of the WSIS Forum 2015 were presented on the last day, 29th May, and submitted to the Commission on Science and Technology (CSTD), the UN General Assembly and ITU Council
- **WSIS - SDG Matrix (Linking WSIS Action Lines with Sustainable Development Goals).**

# WSIS 11 Action Lines

## Action Line

C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development

C2. Information and communication infrastructure

C3. Access to information and knowledge

C4. Capacity building

C5. Building confidence and security in the use of ICTs

C6. Enabling environment

C7. ICT Applications

- E-government
- E-business
- E-learning
- E-health
- E-employment
- E-environment
- E-agriculture
- E-science

C8. Cultural diversity and identity, linguistic diversity and local content

C9. Media

C10. Ethical dimensions of the Information Society

C11. International and regional cooperation



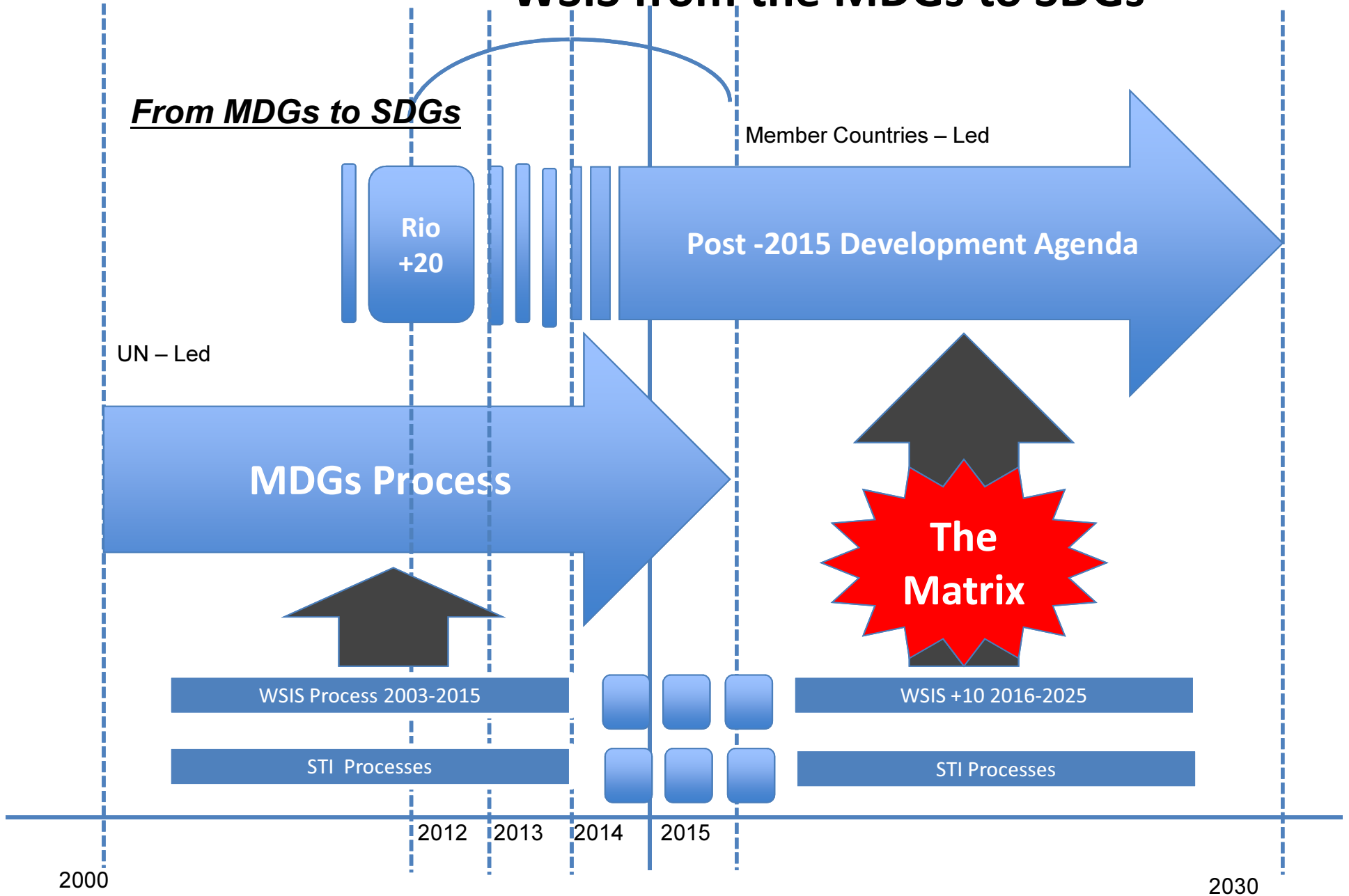
## I. WSIS Action Lines -SDGs Matrix (at a glance)

	C1	C2	C3	C4	C5	C6	e-gov	e-bus	e-lea	e-hea	e-emp	e-env	e-agr	e-sci	C8	C9	C10	C11
SDG 1																		
SDG 2																		
SDG 3																		
SDG 4																		
SDG 5																		
SDG 6																		
SDG 7																		
SDG 8																		
SDG 9																		
SDG 10																		
SDG 11																		
SDG 12																		
SDG 13																		
SDG 14																		
SDG 15																		
SDG 16																		
SDG 17																		

### III. WSIS Action Lines and SDGs Matrix

WSIS Action Lines	SDGs
<a href="#">A1: The role of governments and all stakeholders in the promotion of ICTs for development</a>	Goal 1, 3.8, 3.d, Goal 5, 10.c, 16.5, 16.6, 16.10, 17.18
<a href="#">A2: Information and communication infrastructure: an essential foundation for the Information Society</a>	1.4, 8.2, 9.1, 9.a, 9.c, 11.5, 11.b
<a href="#">A3: Access to information knowledge</a>	Goal 1, Goal 2, Goal 3, Goal 4, Goal 5, Goal 6, Goal 7, Goal 8, Goal 9, Goal 10, Goal 11, Goal 12, Goal 13, Goal 14, Goal 15, Goal 16, Goal 17
<a href="#">A4: Capacity building</a>	1.b, 2., 3.7, 3.b, 3.d, 4.4, 4.7, 5.5, 5.b, 6.a, 12.7, 12.8, 12.a, 12.b, 13.2, 13.3, 13.b, 14.a, 16.a, 17.9, 17.18
<a href="#">A5: Building confidence and security in the use of ICTs</a>	1.4, 4.1, 4.3, 4.8, 5.b, 7.1, 7.a, 7.b, 8.1, 9.1, 9.c, 11.3, 11.b, 16.2, 17.8
<a href="#">A6: Fostering employment</a>	2.a, 4.4, 5.b, 8.2, 8.3, 9.1, 9.c, 10.3, 11.3, 11.b, 16.3, 16.6, 16.7, 16.10, 16.b, 17.6, 17.14, 17.16
<a href="#">A7 ICT Applications: I. e-government</a>	9.c, 16.6, 16.7, 16.10, 17.8
<a href="#">A7 ICT Applications: II. e-business</a>	1.4, 2.3, 5.b, 8.3, 8.9, 8.10, 9.3, 17.11
<a href="#">A7 ICT Applications: III. e-learning</a>	Goal 4
<a href="#">A7 ICT Applications: IV. e-health</a>	1.3, 1.4, 1.5, 2.1, 2.2, Goal 3, 3.3, 3.8, 5.6, 5.b, 17.8, 17.19
<a href="#">A7 ICT Applications: V. e-employment</a>	4.5, 8.5, 10.2, 12.6, 17.9
<a href="#">A7 ICT Applications: VI. e-employment</a>	9.4, 11.6, 11.b, 13.1, 13.3, 13.b, Goal 14, Goal 15
<a href="#">A7 ICT Applications: VII. e-architecture</a>	1.5, 2.3, 2.4, 2.a, 3.6, Goal 4, 5.5, 8.2, 9.1, 9.c, 12.8, 13.1, 13.3, 17.16, 17.17
<a href="#">A7 ICT Applications: VIII. e-schools</a>	1.5, 4.7, 6.1, 6.a, 7.a, 13.1, 13.2, 13.3, 14.a, 15.9, 17.6, 17.7
<a href="#">A8: Cultural diversity and identity, linguistic diversity and local content</a>	2., 4.7, 6.4, 8.3, 8.9, 11.4, 12.3
<a href="#">A9: Media</a>	5.b, 9.c, 12.8, 16.10
<a href="#">A10: Ethical dimensions of the Information Society</a>	1.5, 2.3, 3.8, 4.7, 5.1, 8.9, 9.1, 10.2, 10.3, 11.3, 12.8, 13.3, 16.7, 16.10, 17.6, 17.7, 17.8, 17.18, 17.19
<a href="#">A11: International and regional cooperation</a>	17.9, 17.16, 17.17

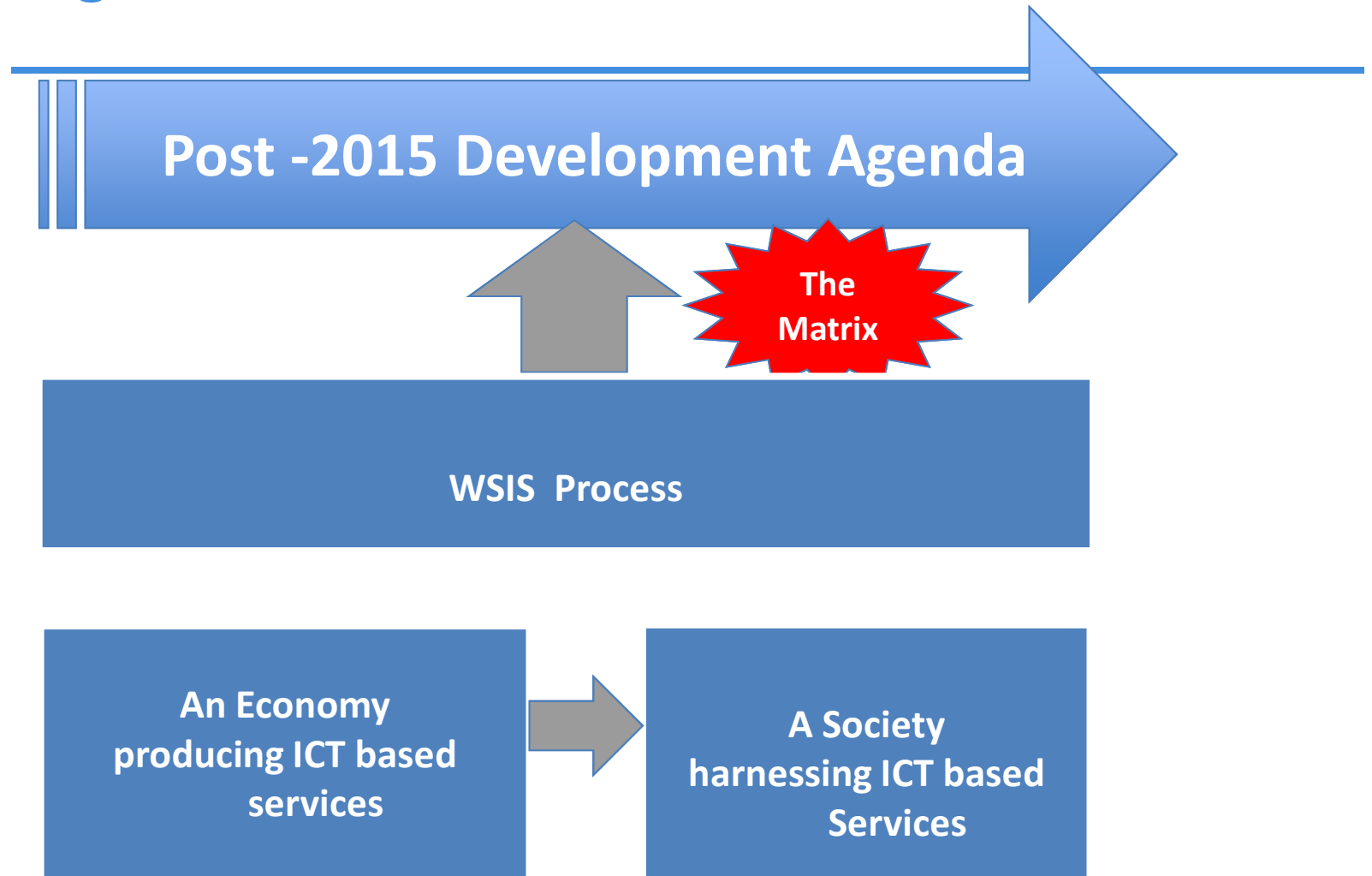
# WSIS from the MDGs to SDGs





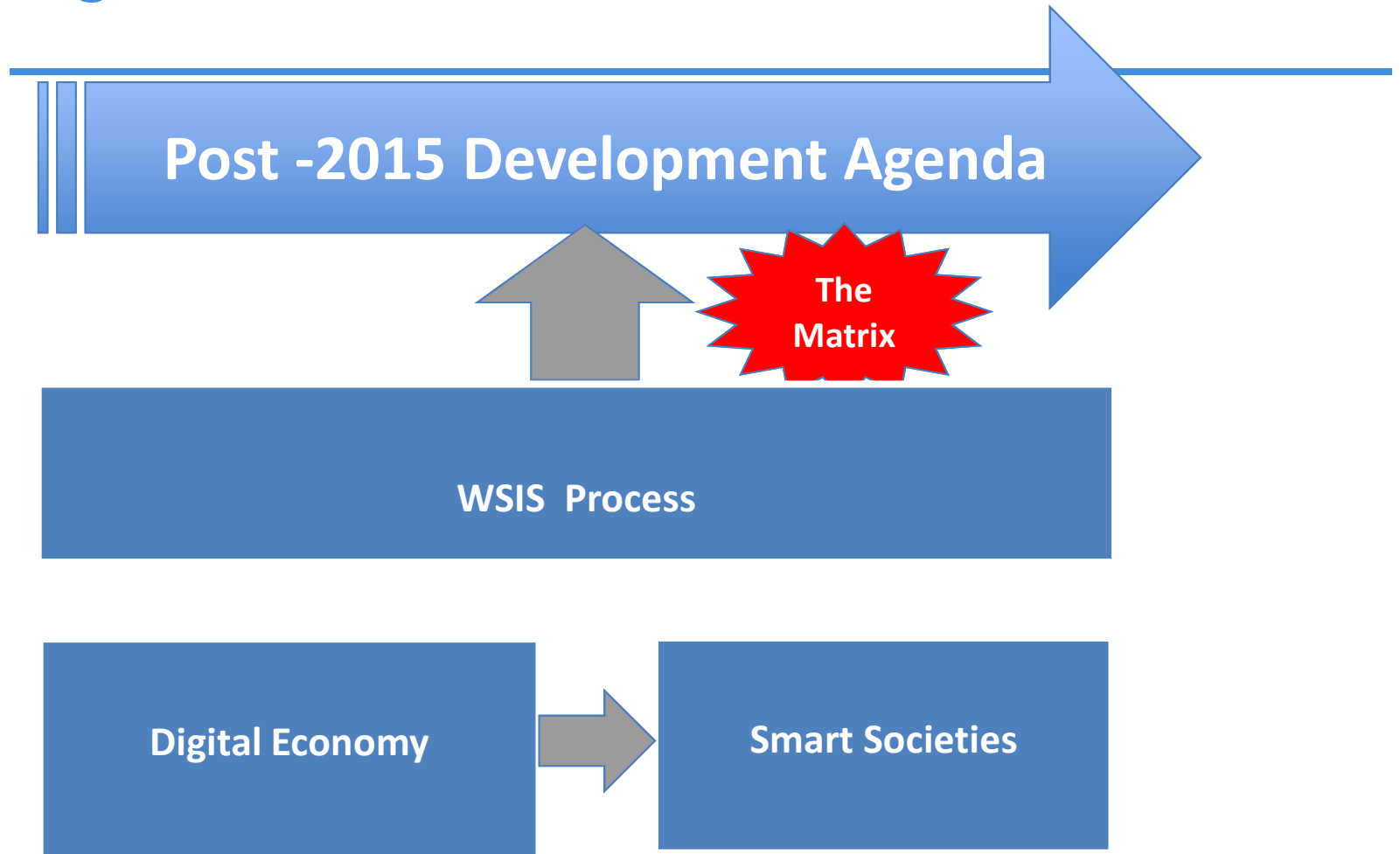
A. Strategic Perspective

# Big Picture



A. Strategic Perspective

# Big Picture



## A. Strategic Perspective

### 2 Digital Economy

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- The digital economy **permeates the world economy** in its various sectors. **ICTs** are transforming **social interactions** & relations, communication and broadcast **networks** are converging, and devices and objects are more **connected** to form the **Internet of Things**.
- Growing fast and driving economic growth, the **digital economy is transforming society as a whole**, and it has the **Internet, broadband networks, mobile applications, IT services and hardware as its foundations**.
- Examining the **ICT sector, telecom markets, and broadband infrastructure and services** and related **indicators** would highlight the region's **capacity and role of its ICTs industries** in economic growth and wealth creation in the **digital economy paradigm**.

## A. Strategic Perspective

### 2 Digital Economy

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- In **2016**, the **magnitude of the Internet economy in the G-20 countries** is expected to expand to **4.2 trillion USD** (Boston Consulting Group, 2014), and it is crucial for the Arab region to benefit from the **opportunities** offered from the growing digital and Internet economy at both the regional and global levels. In 2015, **the ICT venture capital** investment is increasing and back to its highest level after the dot com bubble.
- It is essential for the Arab countries to develop their **national digital agendas** for boosting economic growth, and to aspire to develop their **digital economies** in a manner that promotes **ICT venture capital investments**, increases **employment** and contributes to **alleviation of poverty and inequality**.



## A. Strategic Perspective

### 3. Smart Societies

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➤ The term "**Smart**" describes a better way of implementing activities in the various sectors of the economy, and reflects on the activities that respect sustainability and involve investing in ICTs and connectivity and in Internet-enabled services that allow the administration and people to face the life and urban challenges. **Smart societies** use smart **methods** in their development, and have the **knowledge and skills** that enable them to be **competitive** in a global and developing world.

According to the ITU Focus Group on Smart Sustainable Cities (2014),

***“A smart sustainable city uses ICTs to provide enhanced quality of life to its citizens, improved efficiency of services and sustainable development. Such a city meets the needs of today without sacrificing the needs of future generations with respect to economic, social and environmental aspects”.***



## A. Strategic Perspective

### 3 Smart Societies

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The smart society has evolved with the use of **smart technologies** and through the enhanced **government-citizen relationship** and more effective and efficient **procedures and smart e-government services/tools**, and the **cooperation** amongst the various sectors of the economy. The people in smart societies are sometimes called "**digital citizens**" and are able to strive within a developed information society and knowledge economy where ICTs, innovation and knowledge management are key factors in the social and economic development processes of both cities and societies.

The development of the **ICT sector** contributes to the transformation to smart societies, where the use of **ICTs and related innovative solutions** can support better life and work conditions of all citizens and make the living ecosystems more inclusive, greener and sustainable. Other sectors, such as education and health, transport and real estate, and social development sectors are also main pillars in a smart society.



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## B. Arab Hub on Digital Economy and Smart Societies

### B.1 Strategic Tracks – Activities

#### WSIS and SDGs

##### Economy

Production,  
Competitiveness  
of ICT Sector and  
Economic  
Growth

##### State

Governance,  
Policy and Legal  
Environment

##### Society

Transformation  
of Public  
Administration  
and Social  
Inclusion

#### Capacity Building



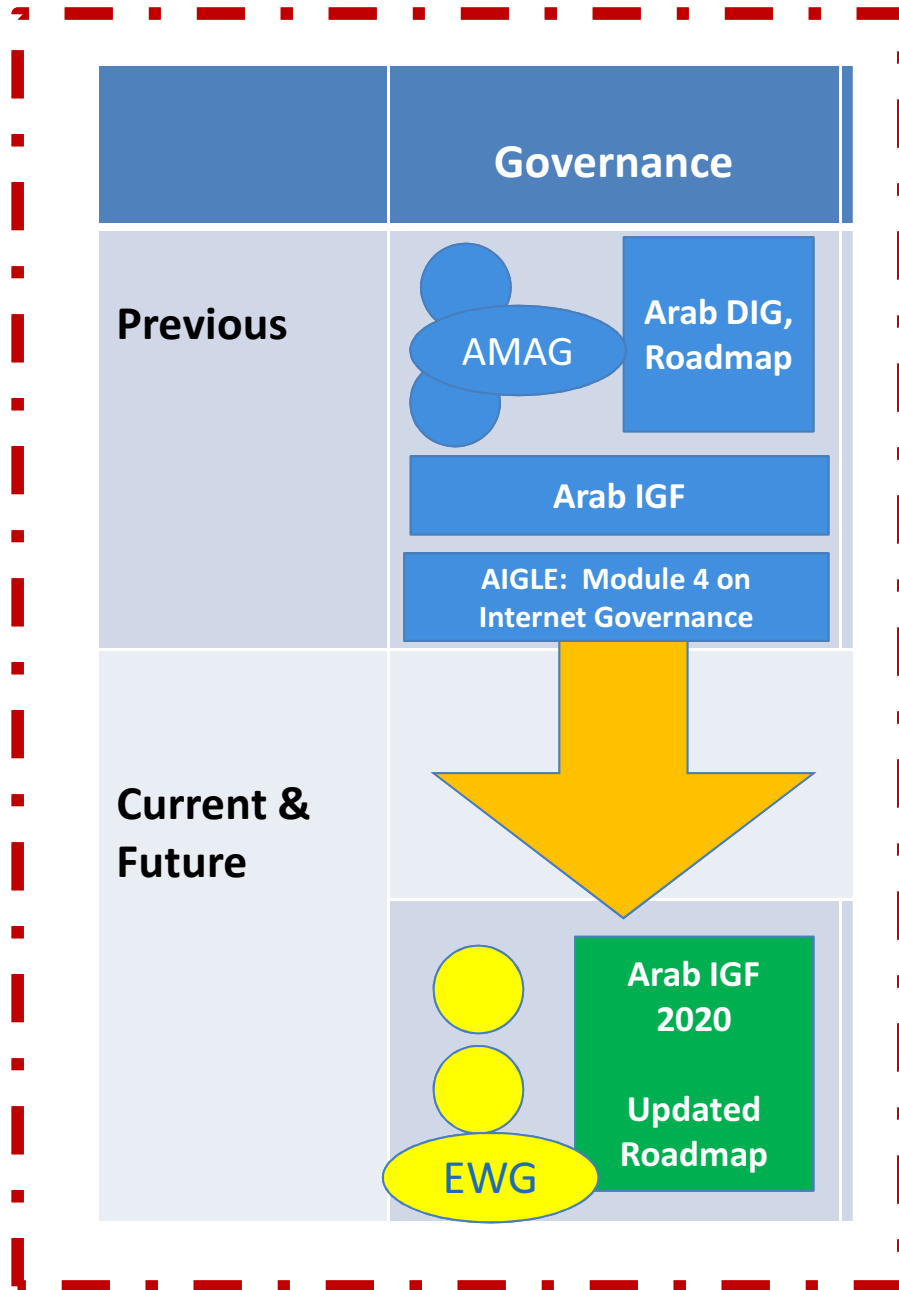
## B. Arab Hub on Digital Economy and Smart Societies

### 2.1 Strategic Tracks

#### GOVERNANCE, POLICY AND LEGAL ENVIRONMENT

- **2009** Study: **Internet Governance**: Challenges and Opportunities for ESCWA Member Countries
- **2010** Initiative: Launch of the Arab Dialogue on Internet Governance (**ArabDIG**) initiative
- **2010** Study: Arab Regional **Roadmap for Internet Governance**: Framework, Principles and Objectives
- **2012**, Forum: Establishment of the Arab Internet Governance Forum (**Arab IGF**) and convening of Four Annual Arab IGF Meetings.
- **2015**, Initiative: Launch of the **AIGF2020 initiative** that aims to analyze and develop the Arab IGF process in its second mandate 2016-2020.
- **2016** and **2017** Study and 2 Meetings: **Internet Governance Beyond 2015**







## B. Arab Hub on Digital Economy and Smart Societies

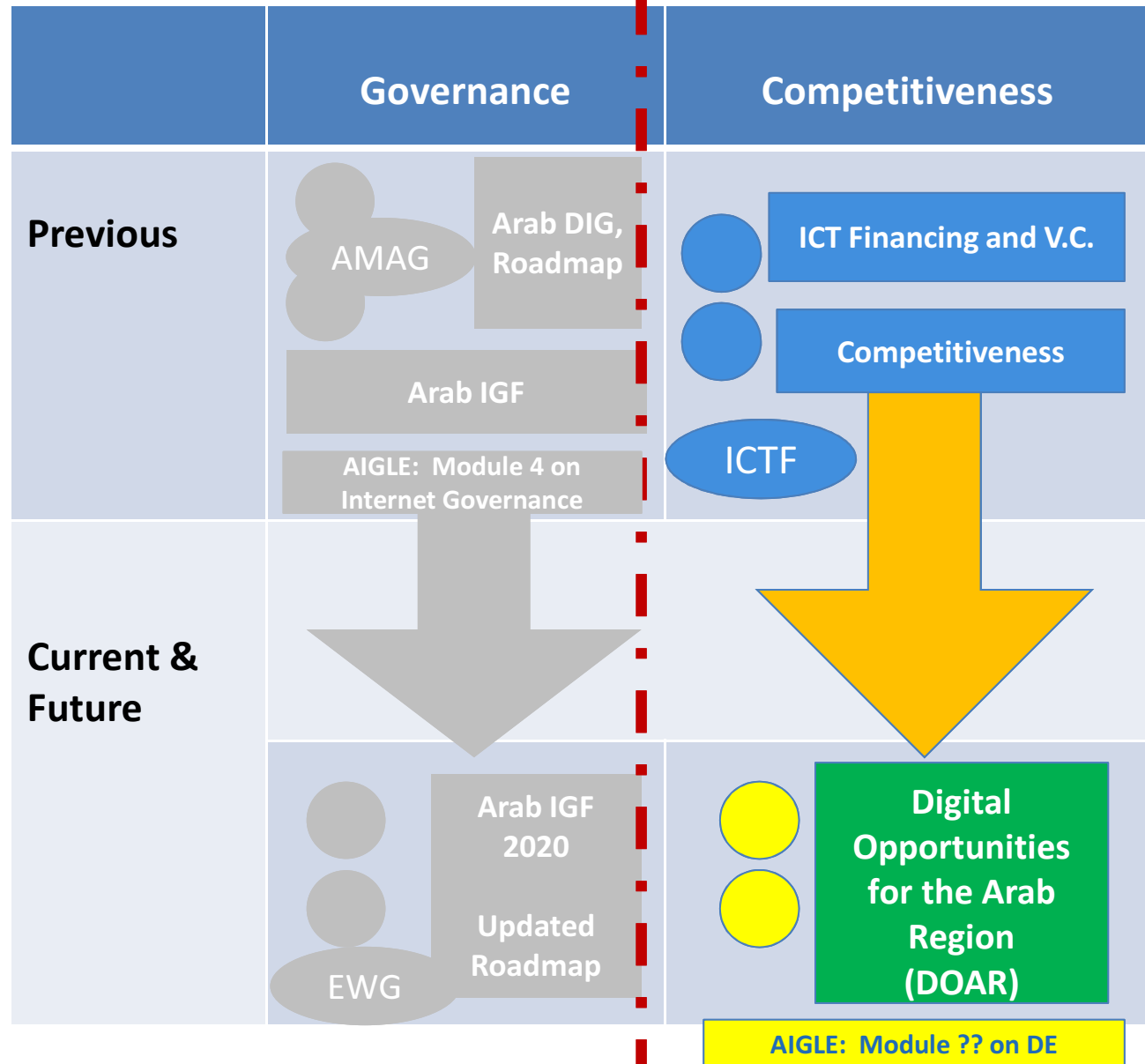
### 2.1 Strategic Tracks

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#### PRODUCTION, COMPETITIVENESS OF THE ICT SECTOR AND ECONOMIC GROWTH

- **2007** Study: Information and Communication Technology Financing, Venture Capital and Entrepreneurship in the Region
- **2011** Study: Promoting the ICT Sector to Meet the Challenges of the Knowledge Economy (Ar)
- **2013** Study: Regional Competitiveness of the ICT Sector in the Arab Region – Innovation and Investment Imperatives
- **2013**, Forum: Arab Forum on the ICT Sector (Tunis, 7-10 May 2013)
  - Meeting on Investment, Research, Development and Innovation in the ICT Sector
  - Conference on Investment and Finance of the ICT Sector in the Arab Region
- **2015**, Study: Transition to Knowledge-Based Economies in the Arab Region: Space and Satellite Technologies for Development
- **2017**, Study: Selected Priority Areas to promoted the Digital Economy in the Arab Region







## B. Arab Hub on Digital Economy and Smart Societies

### 2.1 Strategic Tracks

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#### TRANSFORMATION OF PUBLIC ADMINISTRATION AND SOCIAL INCLUSION

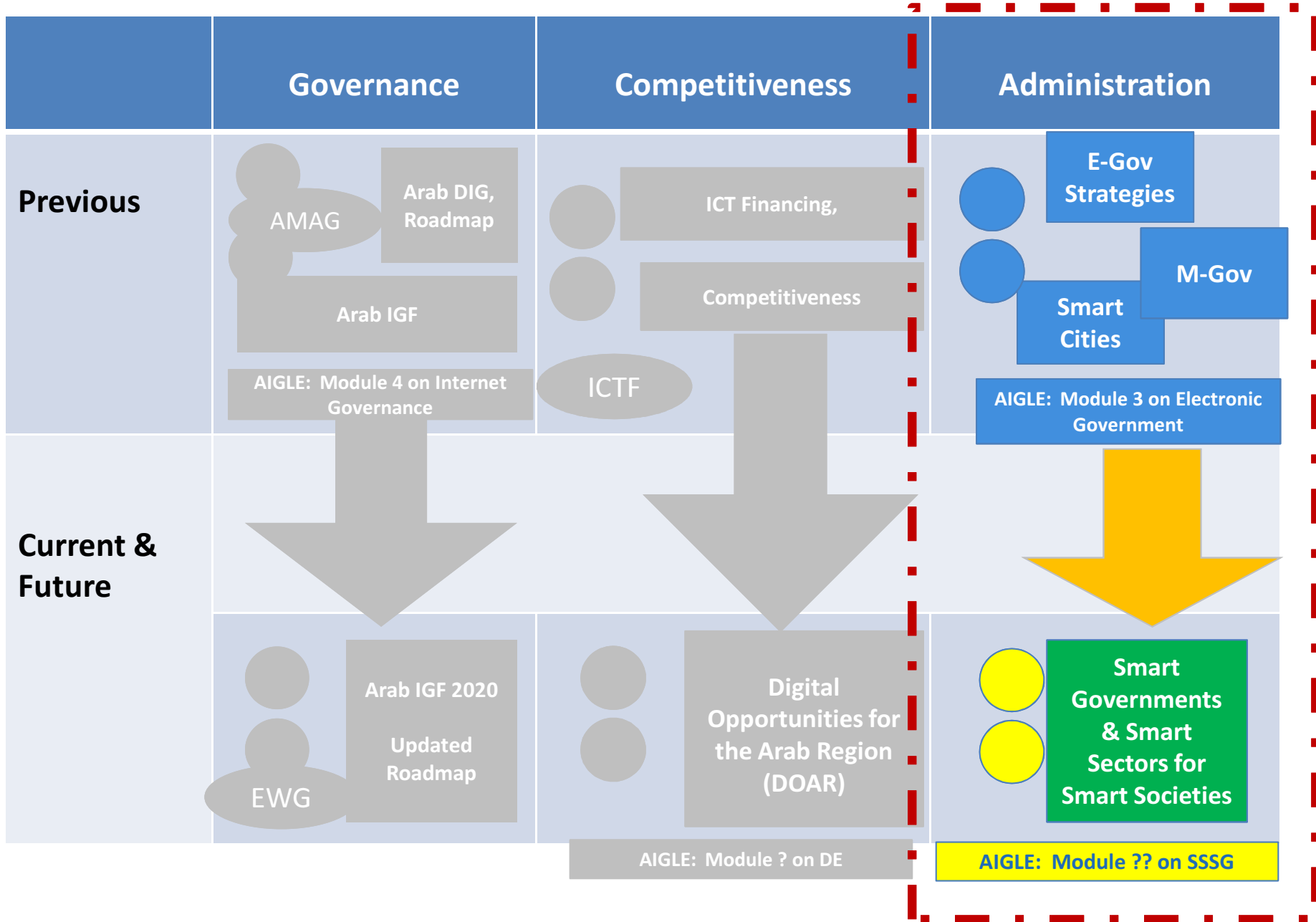
2013, Study: **E-Government Strategies** in Arab Countries: Current Status and Development Prospects (Ar)

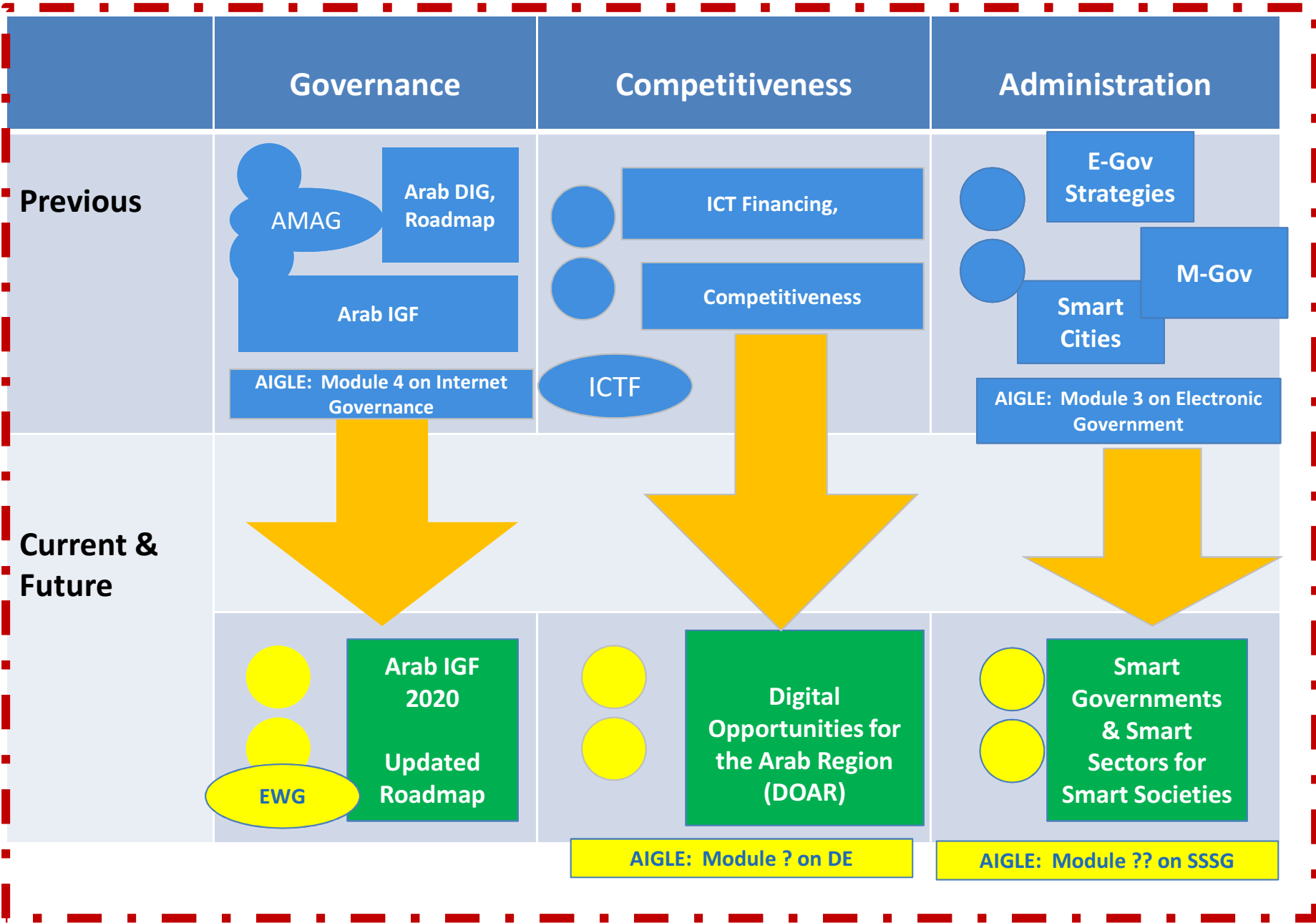
2014, Study: **Smart Cities**: Regional Perspectives

2014, Study: **Mobile Government** Applications In the Arab Region: Opportunities and Prospects

2017, Study: **Smart Governments and Smart Sectors for Smart Societies in the Arab Region**











## B. Arab Hub on Digital Economy and Smart Societies

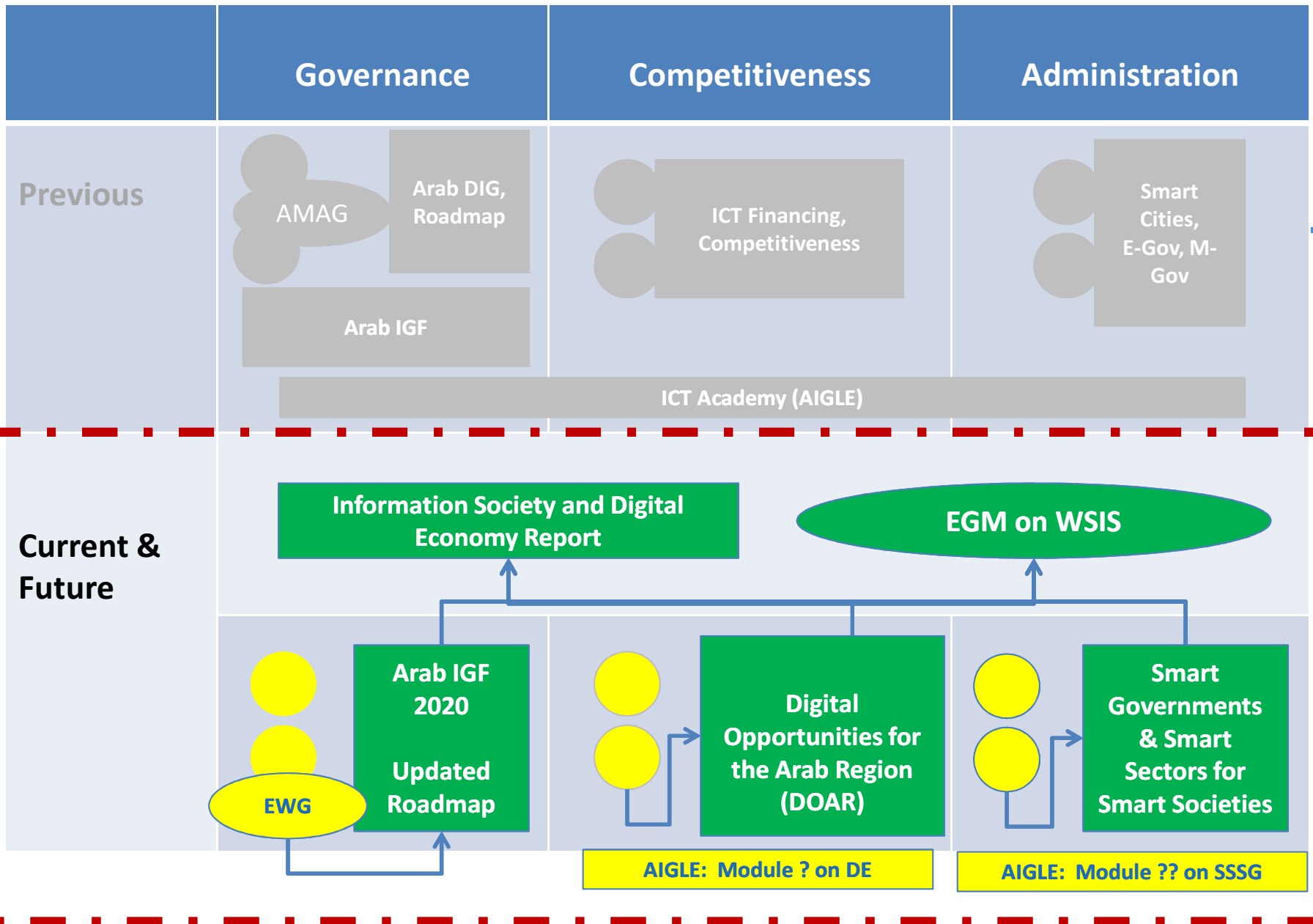
### B.1 Strategic Tracks

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#### WORLD SUMMIT ON THE INFORMATION SOCIETY, SUSTAINABLE DEVELOPMENT GOALS, AND CAPACITY BUILDING

- **2005** Regional Plan of Action for the WSIS
- **2009** Regional conference on WSIS+4
- **20013-2016** Academy of ICT Essentials for Government Leaders
- **2017**, Study: Information Society and Digital Economy: Strategic Perspectives and Selected Priority Issues for the Arab Region
- **2017** EGM on WSIS Beyond 2015: Strategic Perspectives, Selected Priority Issues and Action Plans for the Arab Region







## B. Arab Hub on Digital Economy and Smart Societies

### B.2 The Project

#### B2.1 Objective and Duration

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#### ➤ Objective and Expected Accomplishment:

- enhanced capabilities of policy-makers and various stakeholders from the business sector, civil society and academia on promoting the digital economy and smart societies in the region;
- increased initiatives that contribute to the transformation towards smart and sustainable societies and promote innovation and inclusive growth.

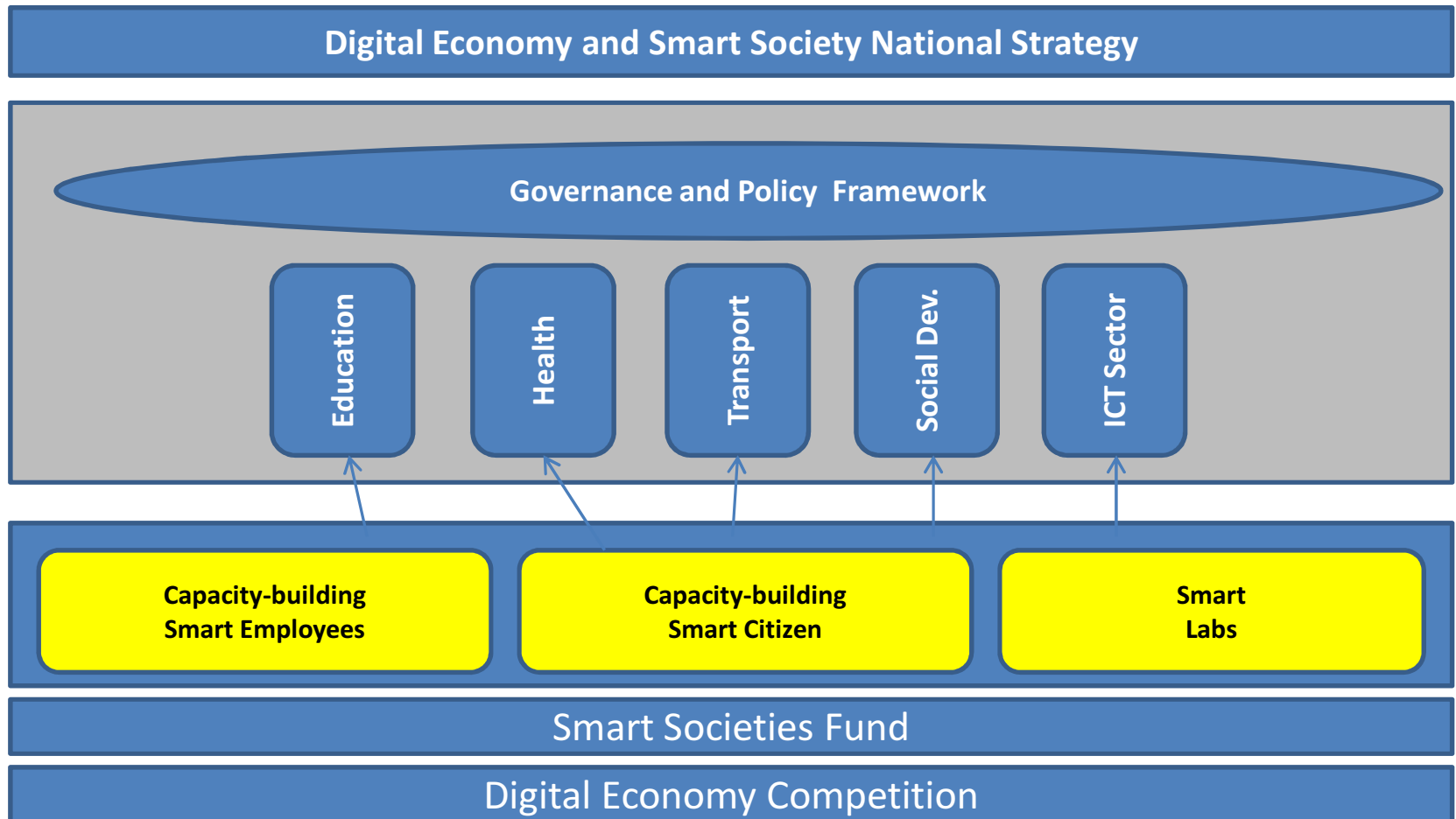
#### ➤ Project duration:

Four (4) years, from 2016 to 2020, as a pilot period followed by an assessment.

## B. Arab Hub on Digital Economy and Smart Societies

### B.2 The Project

#### B2.2 Conceptual Framework





## B. Arab Hub on Digital Economy and Smart Societies

### B.2 The Project

#### B2.3 Activities and outputs

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#### ➤ Main activities/mechanisms:

- Studies, including the biennial Arab Digital Economy Report, national and regional digital economy, smart society, and Internet governance plans as well as their related surveys;
- Training programmes and curricula, including ICT for development themes on e-government, ICT Policies, Internet governance, social media, smart cities and sectors;
- Meetings and Workshops covering thematic areas, such as the digital economy, smart sectors, smart government, Internet of things, peaceful uses of outer space, ICT innovation labs;
- Forum on Internet related issues;
- Digital economy and smart society labs for incubation of ICT initiatives and ventures;
- Competitions and awards;
- Venture capital fund/ financing mechanism



## B. Arab Hub on Digital Economy and Smart Societies

### B.2 The Project

#### B2.3 Activities and outputs

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#### ➤ Main outputs of the project:

A flagship publication entitled the **Arab Digital Economy and Smart Societies Report**, a biennial series starting 2017 and 2019, which would be one of the main outputs, in addition to the **Arab Internet Governance Forum (Arab IGF)**, and the **Arab ICT Academy (AIGLE)**; 3 TMs



## B. Arab Hub on Digital Economy and Smart Societies

### B.2 The Project

#### B2.4 Implementation spectrum

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#### ➤ **Sectors and programmes:**

The sectors that would receive attention through **AHDESS** include, among others,

- ICT Sector,
- Financial sector,
- Public administration,
- Trade, Transport, Energy, Education, Health, Social development

**Programmes that will be covered include the smart labs, smart funds, and capacity building/engagement and better governance programmes.**



## B. Arab Hub on Digital Economy and Smart Societies

### B.2 The Project

#### B2.4 Implementation spectrum

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##### ➤ **Implementation Modality:**

ESCWA has already been providing funds for most of the above activities of AHDESS. However, the project is still open for partnership with relevant stakeholders, from the region or from the international arena. For more than a decade, ESCWA has been established as a trusted think tank and program management player in the information society domain through track record Multistakeholder partnerships on a variety of themes. Partnership can be modular and customised on selected themes or selected activities.

##### ➤ **Project partners:**

Various and multi-stakeholders with mutual interest in the project, and who could complement efforts on the project through both financial and in-kind contributions to its activities and towards attaining its objectives.





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## C. Study on Smart Governments & Smart Sectors for Smart Societies

### Smart Societies - Revisited

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- The development of the **ICT sector** contributes to the transformation to smart societies, where the use of **ICTs and related innovative solutions** can support better life and work conditions of all citizens and make the living ecosystems more inclusive, greener and sustainable.
- Other sectors, such as **education** and **health, transport** and **real estate**, and **social development** sectors are also main pillars in a smart society.

## C. Study on Smart Governments & Smart Sectors for Smart Societies

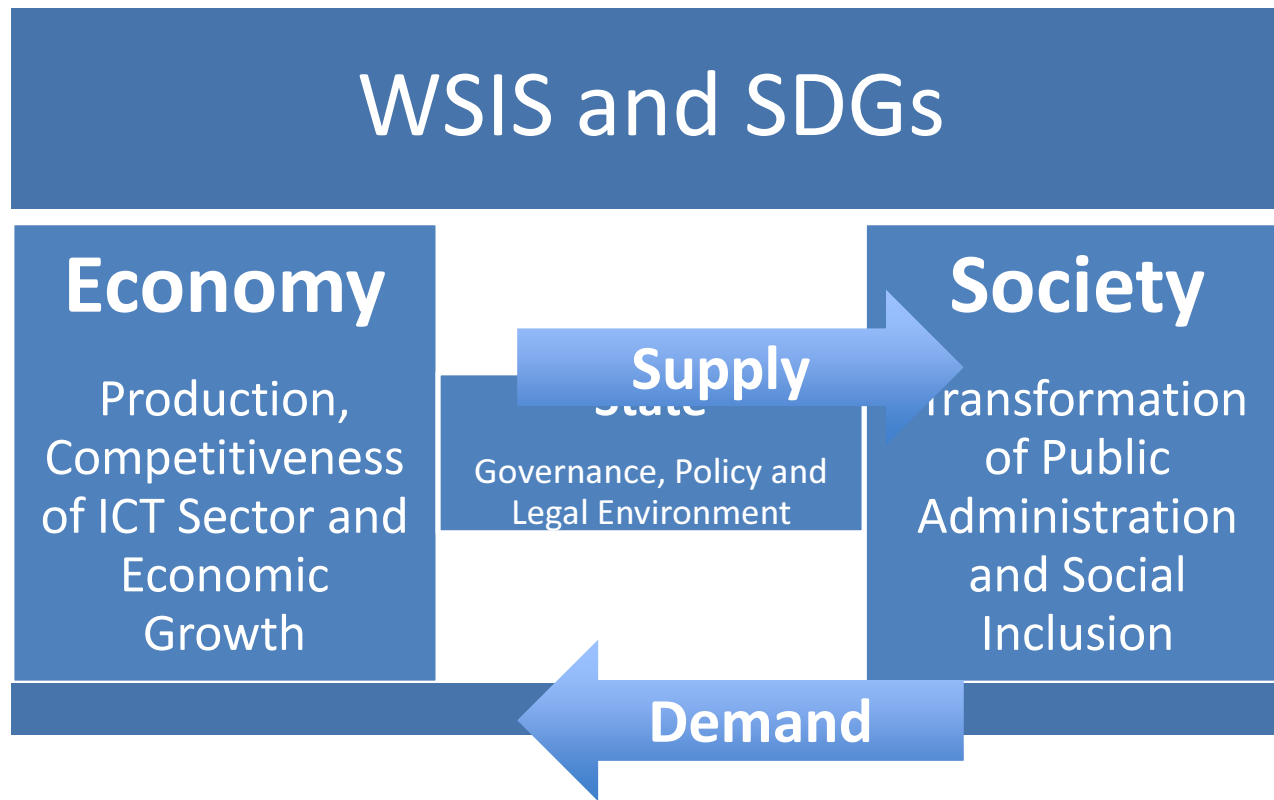
### Smart Societies - Revisited

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- The smart society has evolved with the use of **smart technologies** and through the enhanced **government-citizen relationship** and more effective and efficient **procedures and smart e-government services/tools**, and the **cooperation** amongst the various sectors of the economy.
- People in smart societies are sometimes called "**digital citizens**" and are able to thrive within a developed information society and knowledge economy where ICTs, are key factors in the social and economic development processes of both cities and societies.

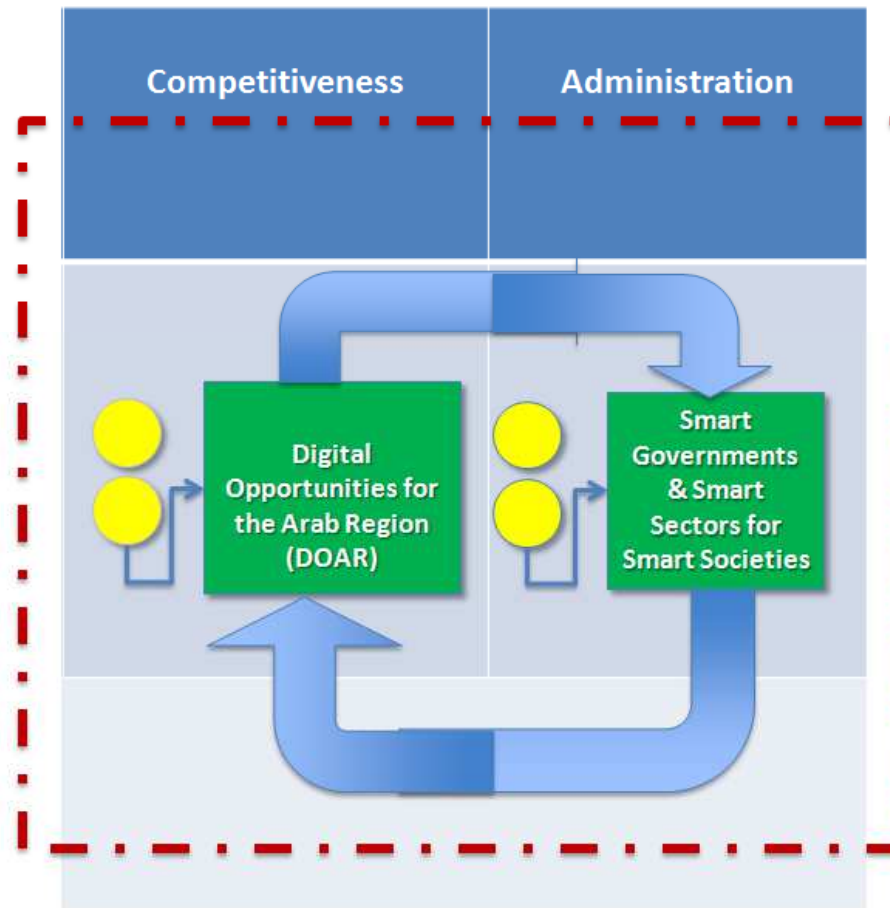
## C. Study on Smart Governments & Smart Sectors for Smart Societies

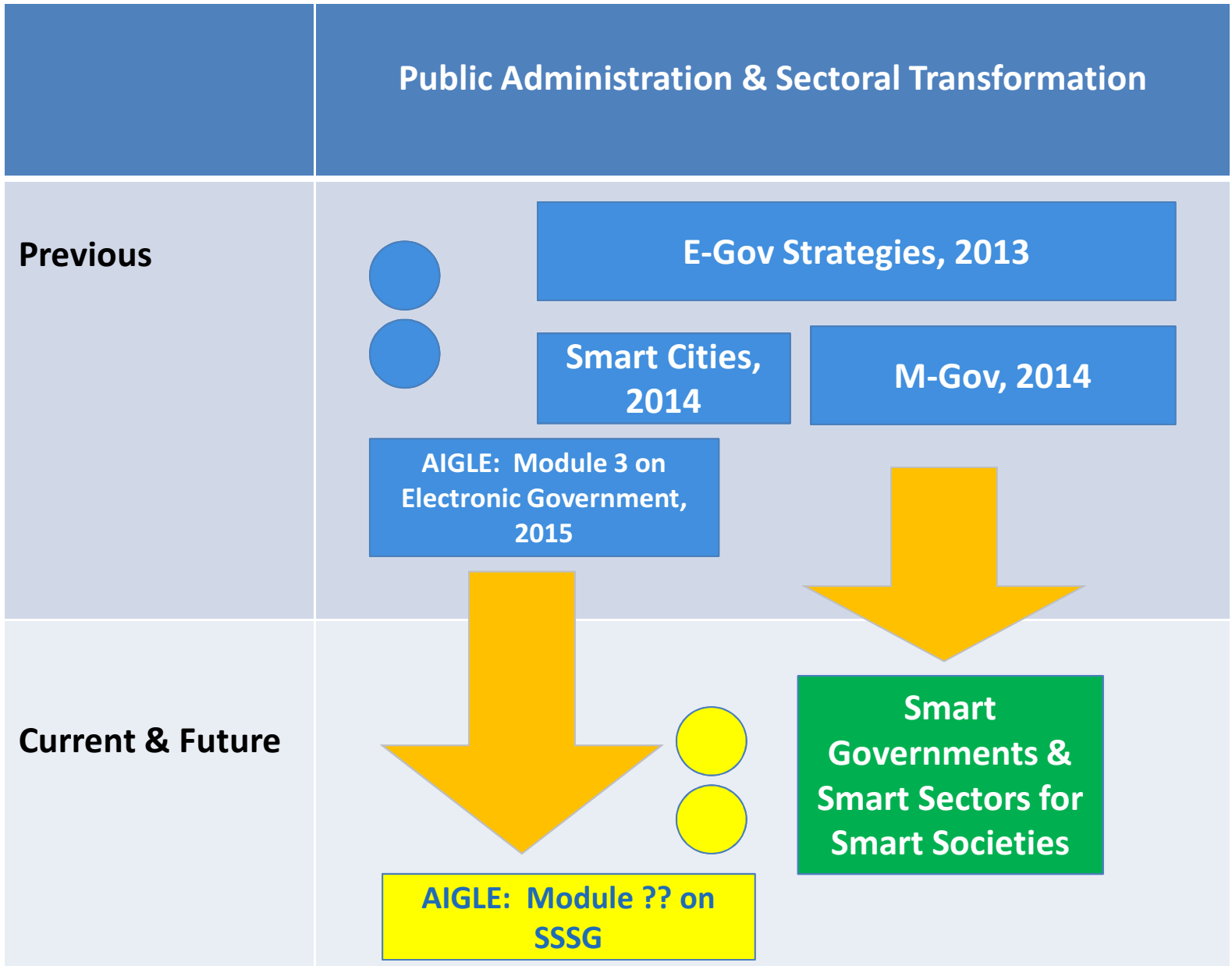
**From Smart Societies to Digital Economy and vice-versa**

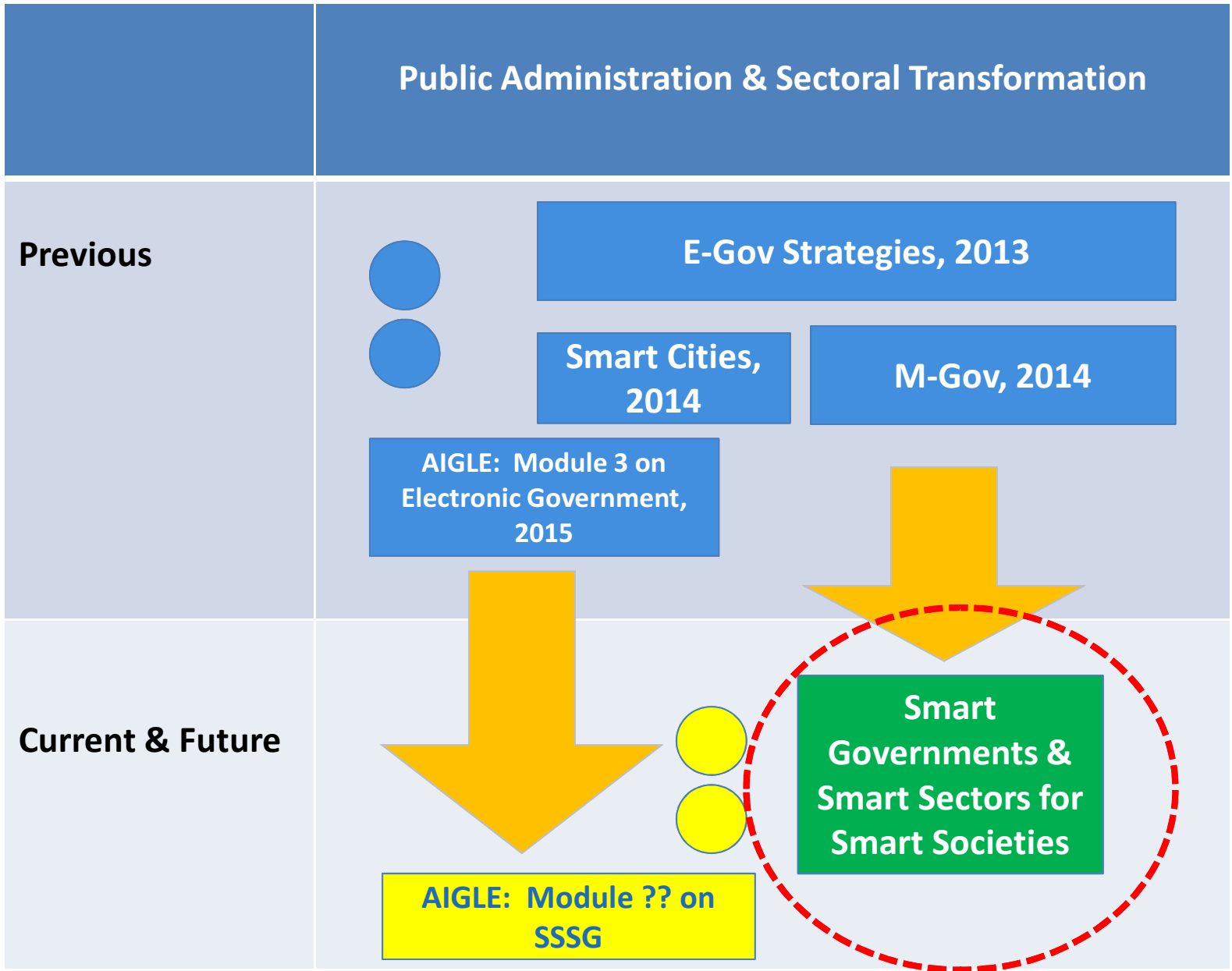


## C. Study on Smart Governments & Smart Sectors for Smart Societies

**From Smart Societies to Digital Economy and vice-versa**









## C. Study on Smart Governments & Smart Sectors for Smart Societies

### Smart Government – Situational Analysis



- 1) Many Governments started the move beyond e- and m-government to smart government (London, Singapore, UAE Vision 2021, Tunisia Smart Gov2020).
- 2) There is no single definition of smart government.
- 3) There are many frameworks for the smart paradigm in general and the related pillars.
- 4) Linkages between the e-government sector and the ICT sector in most Arab countries are not sufficient to create transformation.
- 5) So far, the smart city approach is the only tangible scope of implementation when smart government is put in practice.
- 6) There is no unified or formalized guidelines to assess the smartness of cities.
- 7) Different regions in the world view the need for smart government differently, which also applies within the Arab region.



## C. Study on Smart Governments & Smart Sectors for Smart Societies

### E-Government NEEDS ASSESMENT

## Objective of the Survey

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Growing needs in the region for **deeper, advanced and contextualized training modules on e-government** in the light of the UN's Sustainable Development Goals (SDGs)

**A global survey to assess the needs for e-government capacity building training modules**

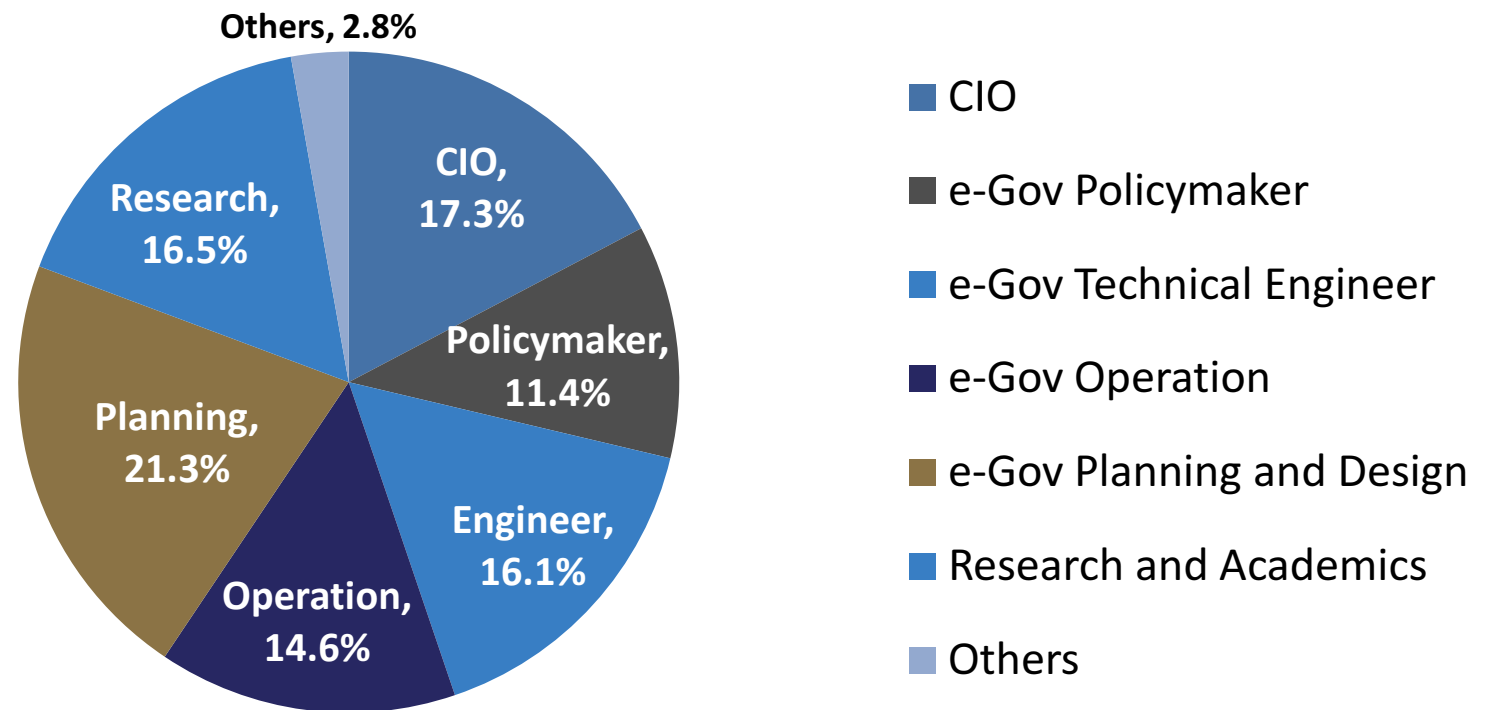
*To identify the specific topics in demand and the coverage of the advanced-level e-government training module of the APCICT's Academy Programmes*



## C. Study on Smart Governments & Smart Sectors for Smart Societies

### E-Government NEEDS ASSESMENT

## Job Category



## C. Study on Smart Governments & Smart Sectors for Smart Societies

### E-Government NEEDS ASSESSMENT APCICT/NIA 26 training modules by five categories

	Category	Items
A.	Overview of e-government	<ul style="list-style-type: none"> <li>• Understanding of e-government Policy</li> <li>• e-government Law and Regulation</li> <li>• Planning and Strategies for e-government</li> <li>• Government Enterprise Architecture(EA)</li> <li>• Critical Success Factors of e-government</li> </ul>
B.	Managing e-government	<ul style="list-style-type: none"> <li>• Operation and Maintenance of e-government System</li> <li>• Process of e-government Project Development and Budgeting</li> <li>• e-government Resource Management</li> <li>• Methodology of e-government Project Management</li> <li>• e-government Assessment Tool</li> <li>• Evaluation of e-Government</li> </ul>
C.	Enhancing e-government	<ul style="list-style-type: none"> <li>• Resident ID Management Policy</li> <li>• Information Security Policy of e-government</li> <li>• Security and Privacy in Residential Information</li> <li>• Sharing and Use of Public Data</li> <li>• Administrative Information and Knowledge Digitization Policy</li> </ul>
D.	Transforming to Smart Government	<ul style="list-style-type: none"> <li>• Mobile Government Policy</li> <li>• Geospatial Information Policy</li> <li>• Smart City Service Model</li> <li>• Smart Work and Green IT Policy</li> <li>• e-government Open Source Software</li> <li>• Integrated Government Data Center</li> </ul>
E.	Empowering governance	<ul style="list-style-type: none"> <li>• Governance and CIO for National Digitization</li> <li>• Local Government Automation</li> <li>• Digital Divide Policy</li> <li>• Government 3.0</li> </ul>

## C. Study on Smart Governments & Smart Sectors for Smart Societies

### Ranking by Region - APCICT Needs Assessment Survey on e-Government

- Considerable differences between Europe vs. Asia/Middle East/Africa
- Europe (developed countries) ranked smart technologies and governance issues higher
- Other regions (developing countries) prioritized the overview and management issues

Source: APCICT Needs Assessment Survey on e-Government, UNESCAP with ESCWA data.

	Category	Asia-Pacific	Middle East	Africa	Europe
A	Overview of e-government	1 (4.26)	1 (3.97)	1 (4.23)	4 (3.41)
B	Managing e-government	2 (4.22)	2 (3.88)	2 (4.19)	5 (3.25)
C	Enhancing e-government	3 (4.07)	3 (3.58)	3 (4.14)	3 (3.54)
D	Transforming to Smart Government	4 (4.02)	4 (4.02)	5 (3.95)	1 (3.58)
E	Empowering governance	5 (3.99)	5 (3.99)	4 (3.96)	2 (3.56)



## C. Study on Smart Governments & Smart Sectors for Smart Societies

### Level of Interest by Region - APCICT Needs Assessment Survey on e-Government

- Again, considerable regional differences in the interested modules between European and Asian/Middle East countries
- Europe prioritized the latest ICT issues
- Asia/Middle East were interested in management and operation methods

(planning, project management, operation, evaluation, etc.)

➤ *Source: APCICT Needs Assessment Survey on e-Government, UNESCAP with ESCWA data.*

Region (N)	Asia-Pacific	Middle East	Europe
Level of Interests Ranking	1) Planning and Strategies for eGov 2) Method of eGov project management 3) Understanding eGov Policy 4) Operation and Maintenance of eGov System 5) Information Security of eGov	1) Critical Success Factors of eGov 2) Method of eGov project management 3) Planning and Strategies for eGov 4) Understanding eGov Policy 5) Evaluation of eGov	1) Sharing and Use of Public Data 2) Government 3.0 3) eGov Open Source SW 4) Integrated Government Data Centre 5) Smart City Service Model

## C. Study on Smart Governments & Smart Sectors for Smart Societies

### Summary - Needs Assessment Survey on e-Government

- ⇒ *Regional differences in the needs for e-gov training (Asia/Middle East/Africa have their own training needs specific to their contexts)*
- ⇒ *Needs for providing practical guidelines on how to plan, implement, manage, evaluate e-gov services in the context of developing countries*

➤ *Source: APCICT Needs Assessment Survey on e-Government, UNESCAP with ESCWA data.*

	Asia/Middle East	Europe
<b>Category Ranking</b>	<ol style="list-style-type: none"> <li>1. Overview of e-government</li> <li>2. Managing e-government</li> <li>3. Enhancing e-government</li> </ol>	<ol style="list-style-type: none"> <li>1. Smart Government</li> <li>2. Empowering Governance</li> <li>3. Enhancing e-government</li> </ol>
<b>Module Ranking</b>	<i>Planning and Strategies of eGov, Understanding eGov policy, Critical success factors of eGov, eGov project management, eGov assessment tools, Evaluation</i>	<i>Sharing &amp; Use of Public Data, Government 3.0, Smart city, Integrated data center, eGov open source software</i>



## C. Study on Smart Governments & Smart Sectors for Smart Societies

### The study

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➤ **Objective :**

The study will help stakeholders establish guidelines to create smart government vision, policies and strategies. These policies and strategies will help countries of the region to:

- (a) set short- and long-term visions for the development of an advanced smart government platforms, services, and governance modalities that places the citizen needs at the forefront and the core of performance requirements for service delivery;
- (b) establish policies to develop, and foster the effective and wide use of smart services in their countries;
- (c) achieve economic growth, and increase employment opportunities; supporting the transition to the digital economies.





## C. Study on Smart Governments & Smart Sectors for Smart Societies

### The study

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#### ➤ **Scope:**

It is essential for the countries of the Arab region to develop policies and strategies that will leverage the various smart services and applications, the study shall explore the existing smart government paradigms, assess the different potential frameworks and come up with an appropriate framework for the Arab region that could be customized to the region's needs.

#### ➤ **Implementation Modality:**

ESCWA will conduct the study in cooperation with e-Government Directors and ICT Ministries focal points and other related Ministries.



## C. Study on Smart Governments & Smart Sectors for Smart Societies

### The study

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➤ **Provisional outline:**

1. Explore and assess the global situation in the smart paradigm in both developed and developing countries:

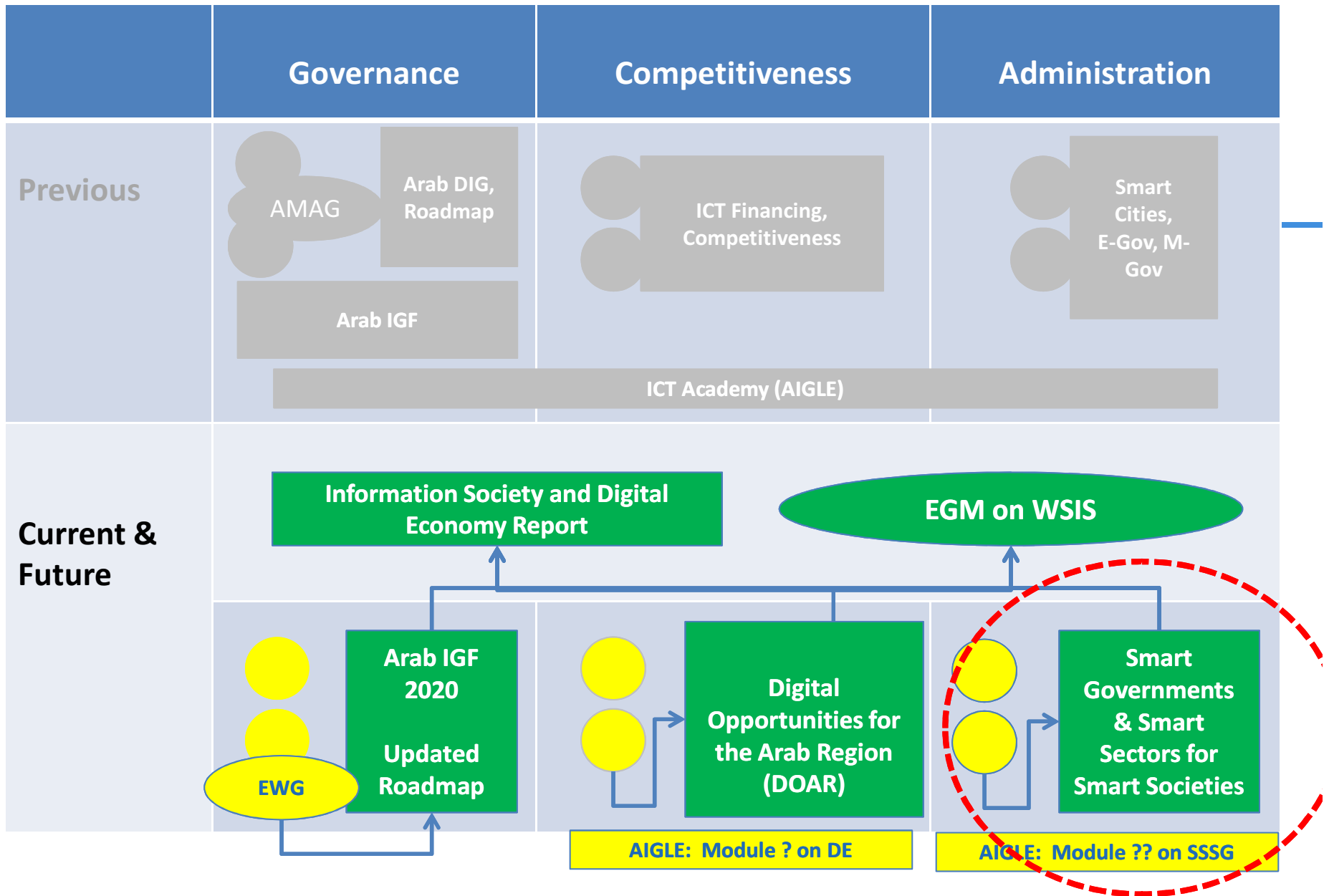
- Existing approaches, frameworks and strategies
- Latest trends and disrupting technologies
- Pre-requisites for the transition to smart government
- Challenges and issues in the transition to smart government
- Best practices

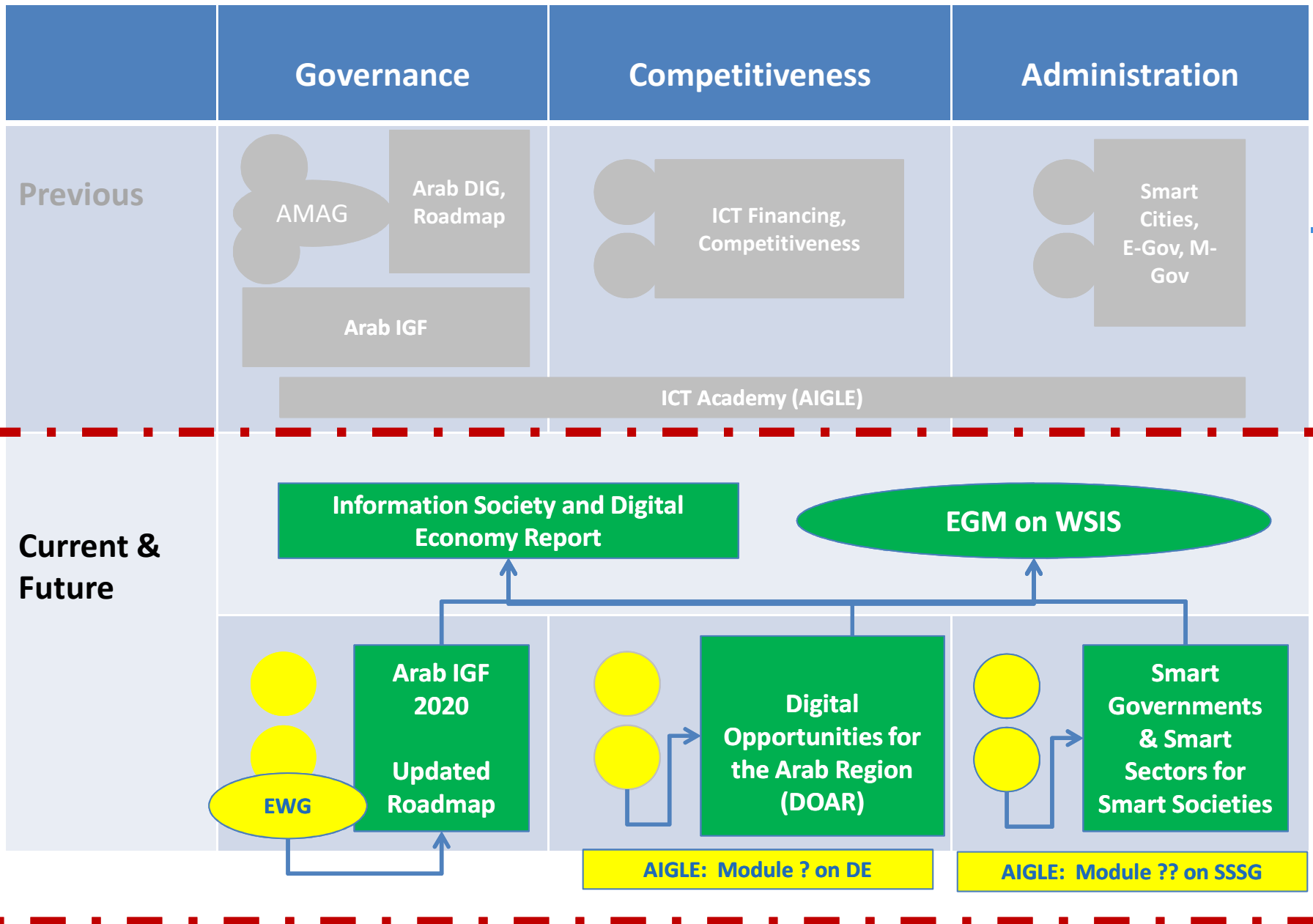
## C. Study on Smart Governments & Smart Sectors for Smart Societies

### The study

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- **Provisional outline (cont'd):**
- 2. Explore and assess the situation at the Arab region's level:
  - Existing approaches, frameworks and strategies
  - Benchmarking with the global best practices
  - Challenges and issues facing the region
  - Best practices
- 3. ESCWA Framework for transition to smart government:
  - Guidelines for transition to the smart government in the Arab region
  - Derivative projects at the national and regional levels.







## B. Arab Hub on Digital Economy and Smart Societies

### B.1 Strategic Tracks – Activities

#### WSIS and SDGs

##### Economy

Production,  
Competitiveness  
of ICT Sector and  
Economic  
Growth

##### State

Governance,  
Policy and Legal  
Environment

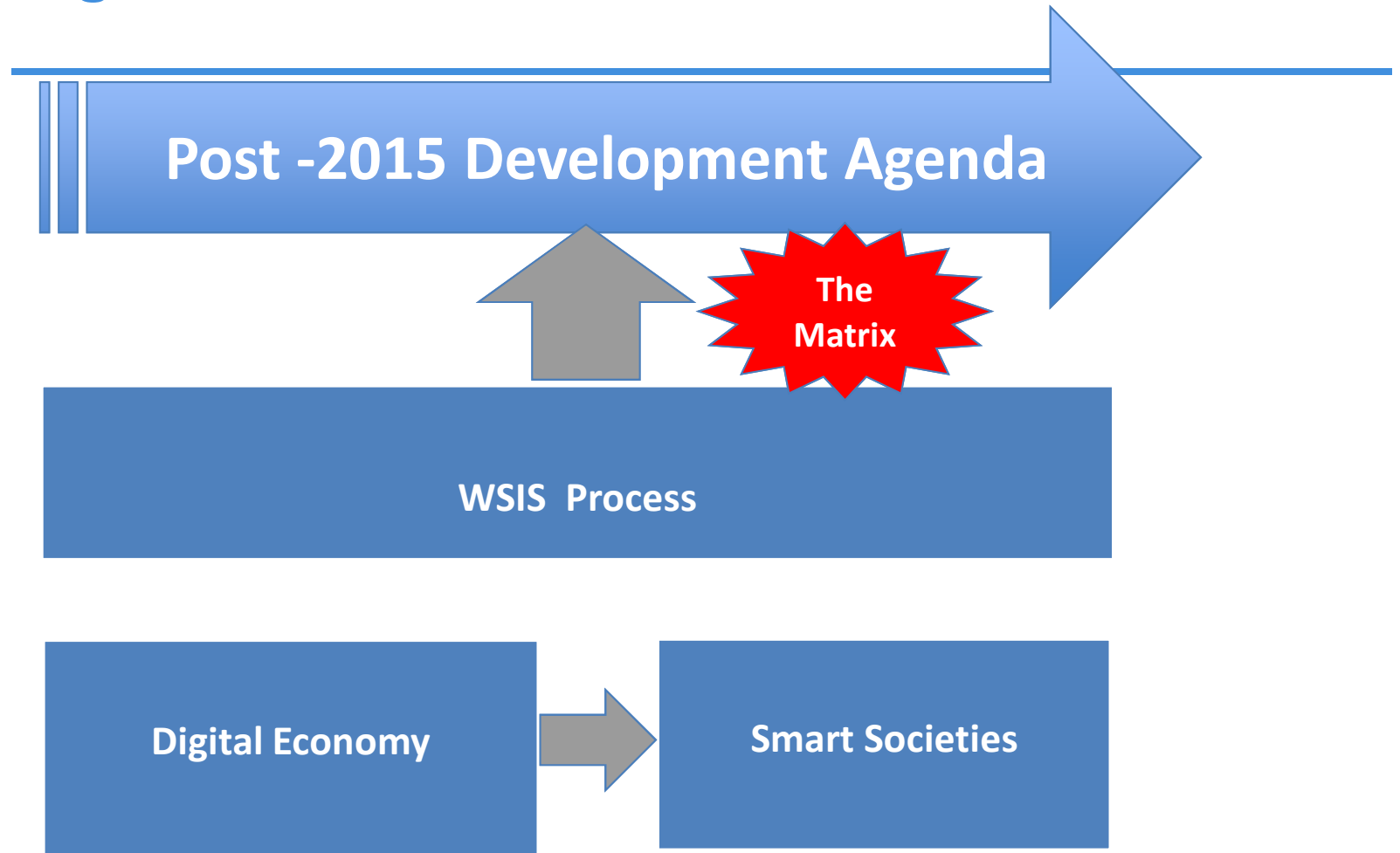
##### Society

Transformation  
of Public  
Administration  
and Social  
Inclusion

#### Capacity Building

A. Strategic Perspective

# Big Picture



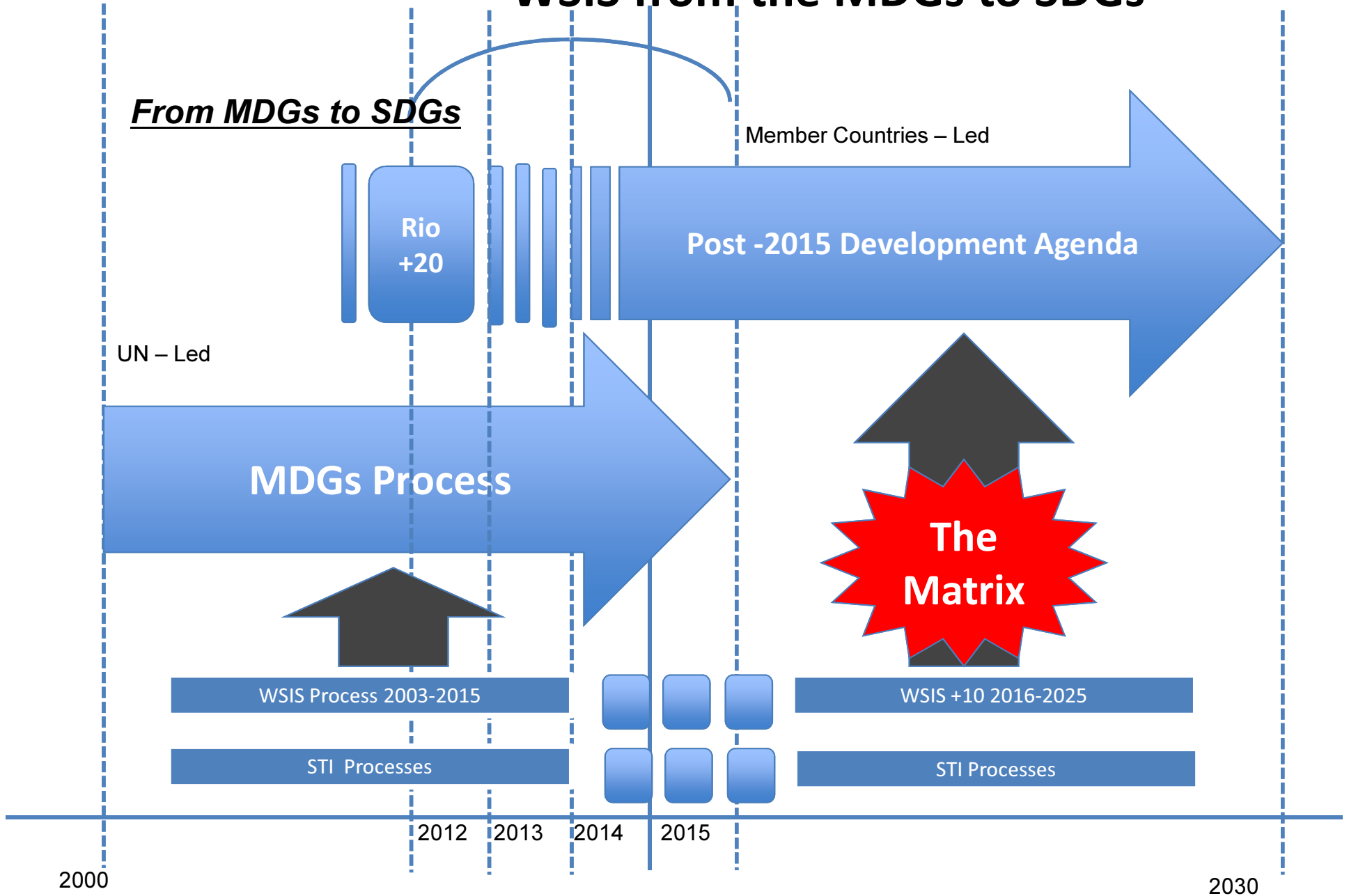


## I. WSIS Action Lines -SDGs Matrix (at a glance)

	C1	C2	C3	C4	C5	C6	e-gov	e-bus	e-lea	e-hea	e-emp	e-env	e-agr	e-sci	C8	C9	C10	C11
SDG 1																		
SDG 2																		
SDG 3																		
SDG 4																		
SDG 5																		
SDG 6																		
SDG 7																		
SDG 8																		
SDG 9																		
SDG 10																		
SDG 11																		
SDG 12																		
SDG 13																		
SDG 14																		
SDG 15																		
SDG 16																		
SDG 17																		



# WSIS from the MDGs to SDGs





الاسكوا  
ESCWA

40  
YEARS

United Nations Economic and Social Commission for Western Asia

**THANK YOU**