PROMOTING EMERGING TECHNOLOGICAL TRENDS FOR GOVERNMENT SERVICES IN THE ARAB REGION

ESCWA

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Emerging Technological Trends for enhancing service delivery

1. **Open Government** for improved citizen engagement and greater government transparency and accountability

2. **Innovation in Public sector** to renew internal administrative process and deliver new services.

3. **Integration of Service Delivery** in the Arab region: role of standards and interoperability

Promoting Emerging Technological Trends for enhancing service delivery

Links to the Sustainable Development Goals (SDGs)

Goal 16: Promote peaceful and inclusive societies for sustainable development, **provide access** to justice for all and build elective, **accountable and inclusive institutions at all levels** (16.6, 16.7, 16.10)

Goal 17: Strengthen the **means of implementation** and revitalize the global partnership for sustainable development (**Technology**: 17.6, 17.7)

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e-Government in the Arab Region

➢ 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.
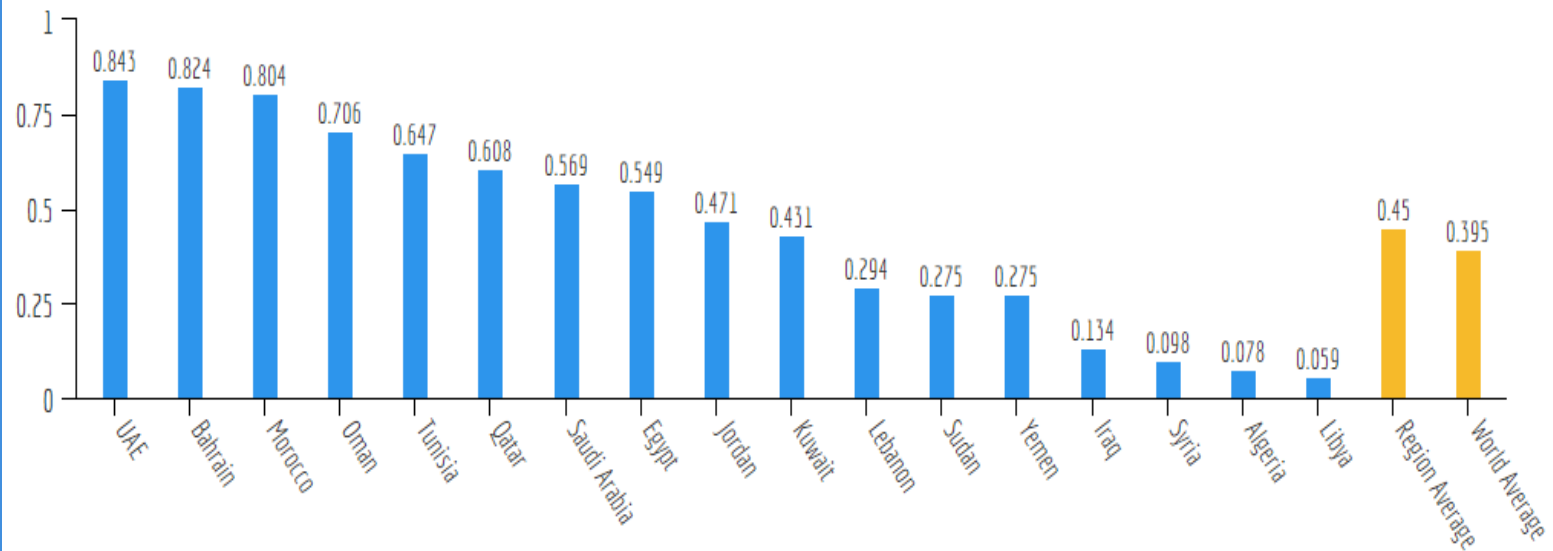
e-Government in the Arab Region, 2014
- Based on EGDI -

➤ Arab countries have great differences in EGDI

➤ **Bahrain**, one of the world's leaders in e-Government

➤ **Sudan**, one of the world's least developed countries in e-government

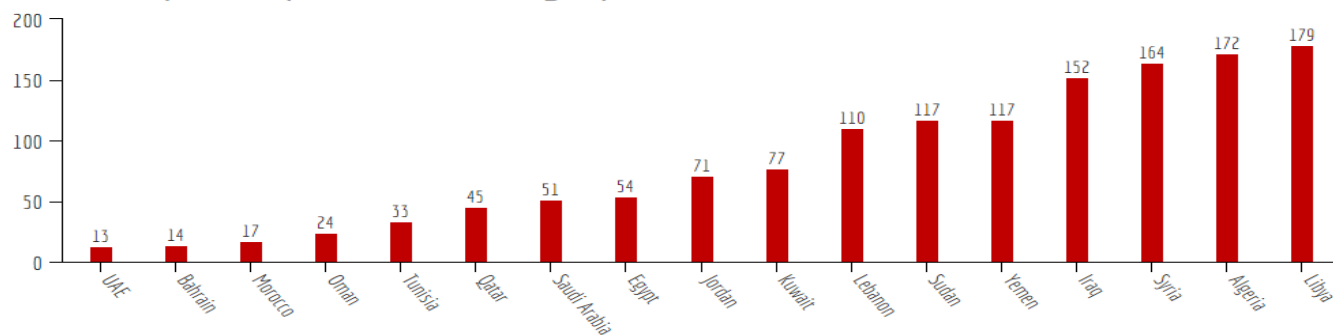➤ The political crisis negatively affected the eGovernment development in Syria, Yemen,.....

Ref: E-Government Survey 2014

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-participation Index in selected counties in the Arab region 2014

Country	Index
UAE	0.843
Bahrain	0.824
Morocco	0.804
Oman	0.706
Tunisia	0.647
Qatar	0.608
Saudi Arabia	0.569
Egypt	0.549
Jordan	0.471
Kuwait	0.431
Lebanon	0.294
Sudan	0.275
Yemen	0.275
Iraq	0.134
Syria	0.098
Algeria	0.078
Libya	0.059
Region Average	0.45
World Average	0.395

E-participation ranking of selected Arab countries in 2014

Country	Rank
UAE	13
Bahrain	14
Morocco	17
Oman	24
Tunisia	33
Qatar	45
Saudi Arabia	51
Egypt	54
Jordan	71
Kuwait	77
Lebanon	110
Sudan	117
Yemen	117
Iraq	152
Syria	164
Algeria	172
Libya	179

Open Government Index 2015 in selected Arab countries

Country	World Ranking	Overall Score	Score by Dimension			
			Publicized Laws	Right to Information	Civic Part.	Complaint Mech.
Tunisia	59	0.51	0.43	**0.5**	**0.65**	0.46
Morocco	60	0.51	0.48	0.48	**0.51**	**0.56**
UAE	69	0.48	**0.62**	0.47	0.36	0.47
Jordan	76	0.46	0.46	0.44	0.43	**0.5**
Lebanon	81	0.45	0.36	0.38	**0.6**	0.46
Egypt	91	0.42	0.43	0.41	**0.52**	0.34

Ref: World Justice Project 2015: http://worldjusticeproject.org/open-government-index

New ESCWA Initiative for Institutional Development

Fostering Institutional Development for Participatory Approaches towards the Achievement of the Sustainable Development Goals in Western Asia

Objective:

to build the capacity of ESCWA Member States to utilize technology to increase transparency and accountability and to adopt more effective and efficient participatory approaches in order to address root causes of conflict and prevent its potential relapse.

New ESCWA Initiative for Institutional Development

★ Arab Institutional Governance and Effective Institutions

★ Developing Economic Governance standards

★ Civil society dialogues series exploring new frontiers

★ Emerging technologies for greater government transparency and accountability

★ Engagement and participation of Arab women in decision making

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Emerging Technological Trends for Government Services in the Arab region

Main Activities : Studies and reports

★ The status of Open Government in the Arab region (2016)

★ Guidelines for promoting open government for greater transparency and accountability in service provision in the Arab region (2016)

★ Training materials for promoting open government in the Arab region (2017)

★ Best innovative public sector practices for improved services (2017)

Emerging Technological Trends for Government Services in the Arab region

Main Activities : Meeting and Workshops

⭐ An expert group meeting to discuss the draft reports on the use of emerging technological trends in the government services (2016)

⭐ Two regional capacity building workshops (2017).

⭐ Three national capacity building workshops (2018)

⭐ Advisory services (2017 & 2018)

Emerging Technological Trends for Government Services in the Arab region

Implementation Considerations

⭐ Interaction/survey with member countries to customize the outputs & activities according to the needs of the Arab countries

⭐ Interaction with other divisions at ESCWA to maximize the benefits and the impact of the project

⭐ Collaboration with other International Organizations

⭐ Interaction with other regional organizations, private sector and NGOs

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**

Service integration for SMART Governance

Provides integrated seamless government services

1) Back-office integration of services

- Interoperability (legal, organizational, technical) & use of known open standards for data exchange, security, etc.

2) Front-office service integration

- Channel integration (web, mobile, face-to-face) and Integration around service functions or user characteristics

Strategic framework for government service integration in the Arab Region

1) E-GOVERNMENT STRATEGY & IMPLEMENTATION
- Policy
- Governance
- Legal
- Action plans
- Quick wins
- Monitoring

4) BACK-OFFICE INTEGRATION OF SERVICES

Building blocks & tools:
- Infrastructure
- Interoperability & standards
- Base registries & data exchange
- Data security & quality

Actors & levels:
- Public sector
- Private sector
- Civil sector
- Centralized / decentralized
- National, local
- International

5) FRONT-OFFICE INTEGRATION OF SERVICES
- Service functions
- User characteristics
- User involvement
- Channel integration
- Locational integration

3) IMPACT ON DEVELOPMENT & GOVERNANCE
- Efficiency
- Effectiveness
- Governance

2) E-GOVERNMENT CONTEXT
- Geographic
- Demographic
- Economic
- Social
- Cultural
- Political

Good practices from the Arab Region

SELECTED INTEROPERABILITY APPROACHES

1. Multi-channel front-office, one-stop-shops for multiple entities: Most countries e.g. Egypt, United Arab Emirates

2. Shared infrastructures across multiple entities: e.g. Bahrain, Jordan, Sudan

3. Public-private partnerships across multiple entities: e.g. Saudi Arabia

Service Integration at regional level: Cross-boarder services

- 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

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

Arab Region collaboration and sharing

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, etc

THANK YOU

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