Agile Government Responses to the COVID-19 Pandemic in the Arab Region

Accelerating digital transformation

Dr. Nibal Idlebi
Chief of Innovation Section
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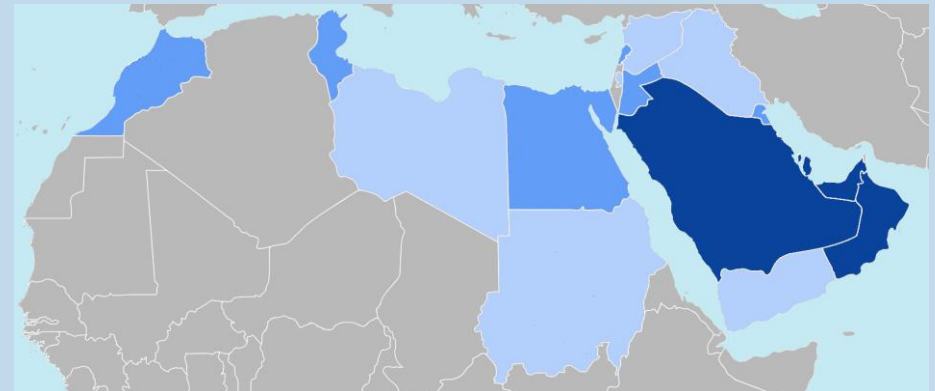# Digital Transformation in the Arab region

The Arab region is heterogeneous in digital development.
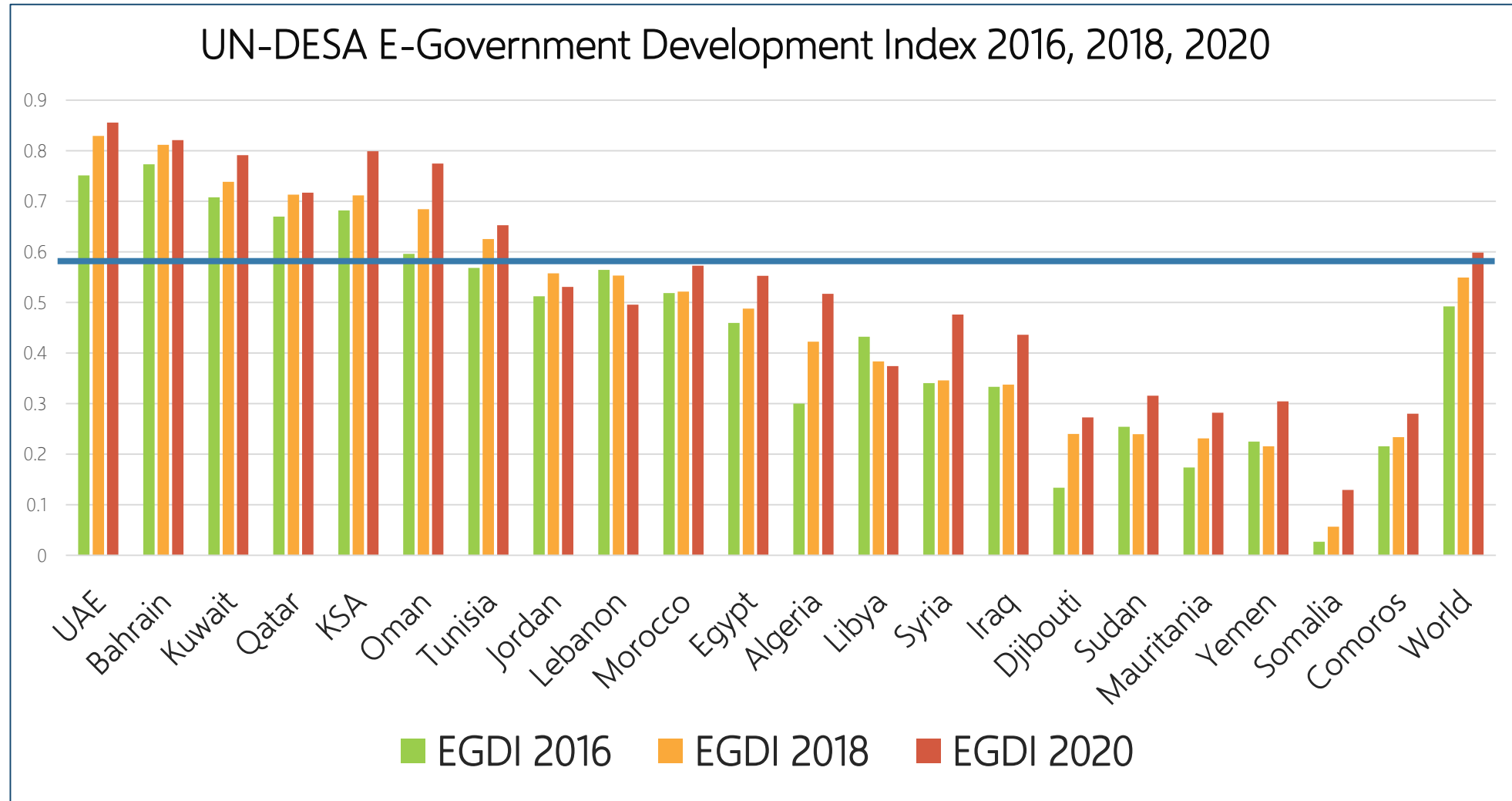We can identify at least 3 clusters

- 1st cluster GCC: most developed

- 2nd cluster include Jordan, Tunisia, Lebanon, Morocco and Egypt

- 3rd cluster: other countries (crises and least developed)

Digital Development in the Arab region

First cluster: most GCC: UAE, Bahrain, KSA, Qatar, Oman, Kuwait

Second cluster: Tunisia, Jordan, Egypt, Morocco, Lebanon

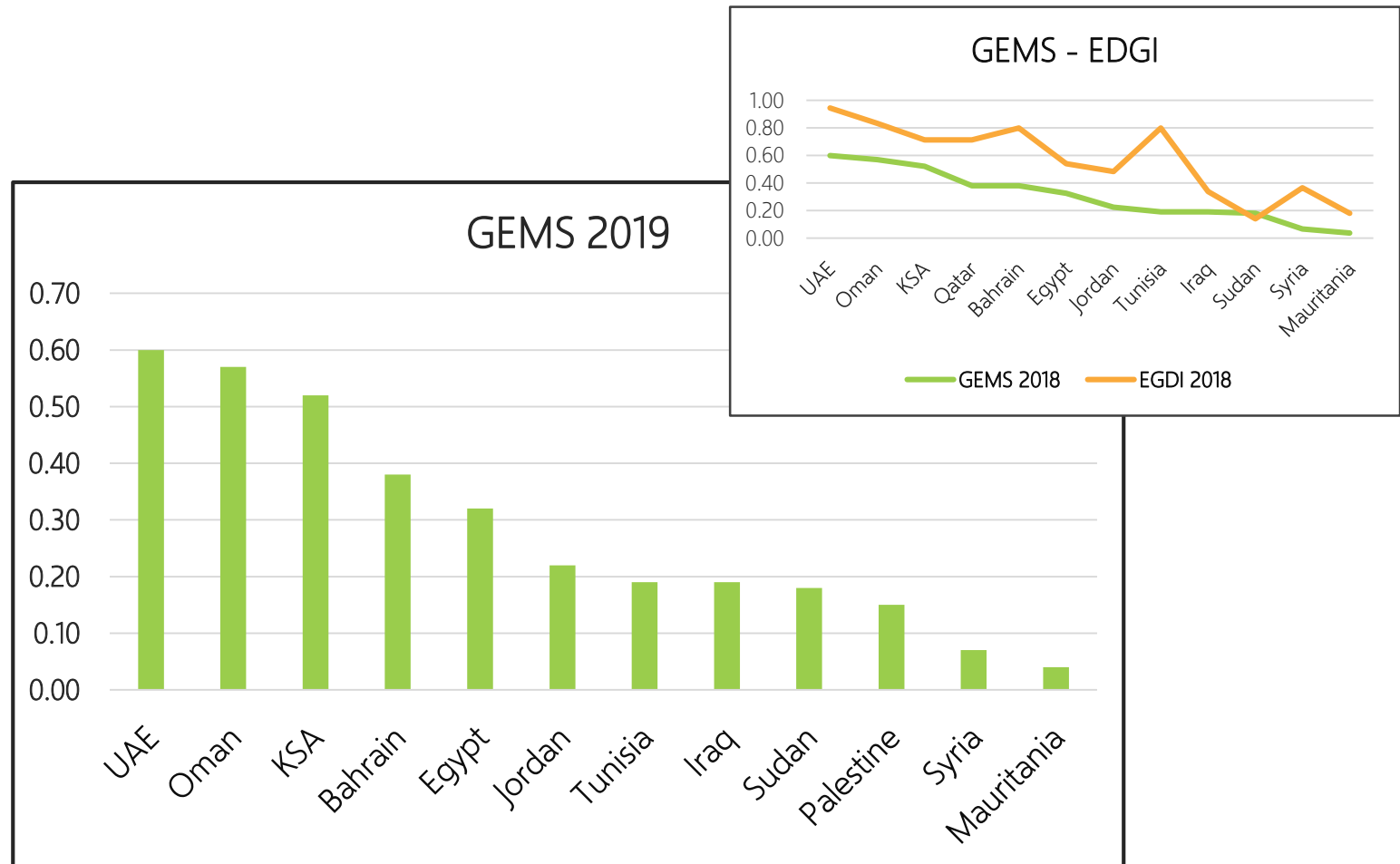*Third cluster:* countries under crises, Iraq, Syria, Palestine, Sudan, Yemen and Libya

E-Government Development in the Arab region

UN-DESA E-Government Development Index 2016, 2018, 2020

Legend: EGDI 2016, EGDI 2018, EGDI 2020

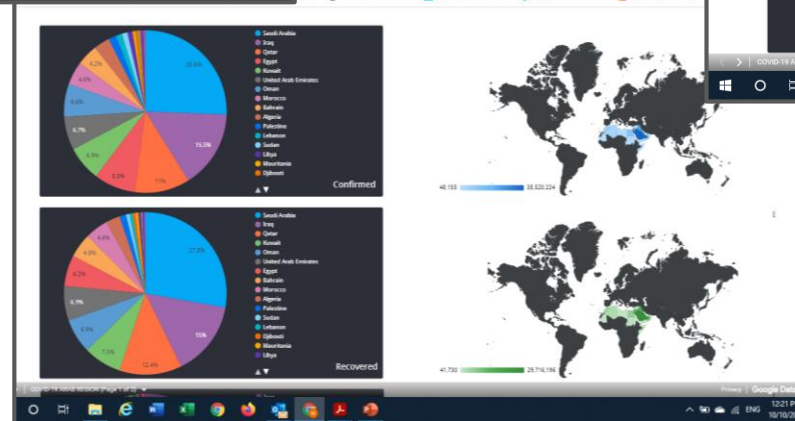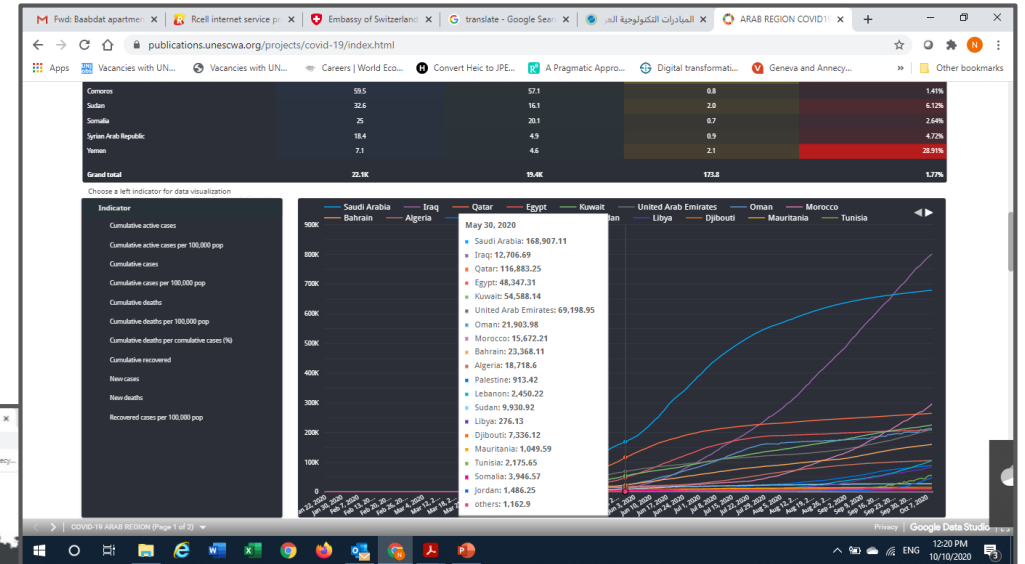# Government Electronic and Mobile Services in the Arab region

- ESCWA started the deployment of GEMS in collaboration with its member countries in 2016

- GEMS measures availability of e-services, use of e-services and outreach.

- In 2018, 12 Arab countries.

- 14 Arab countries are participating in 2020.

GEMS 2019

GEMS - EDGI

Emerging Trends in Digital Transformation - COVID-19

➢ Openness and sharing up-to-date data and information on digital platforms.

➢ Delivery of new and innovative services to respond to COVID-19.

➢ Interaction and collaboration among government and other stakeholders.

➢ Formulating policies and strategies for accelerating digital transformation.

➢ Using emerging technologies especially AI, Big data & Robotics to provide advanced services.

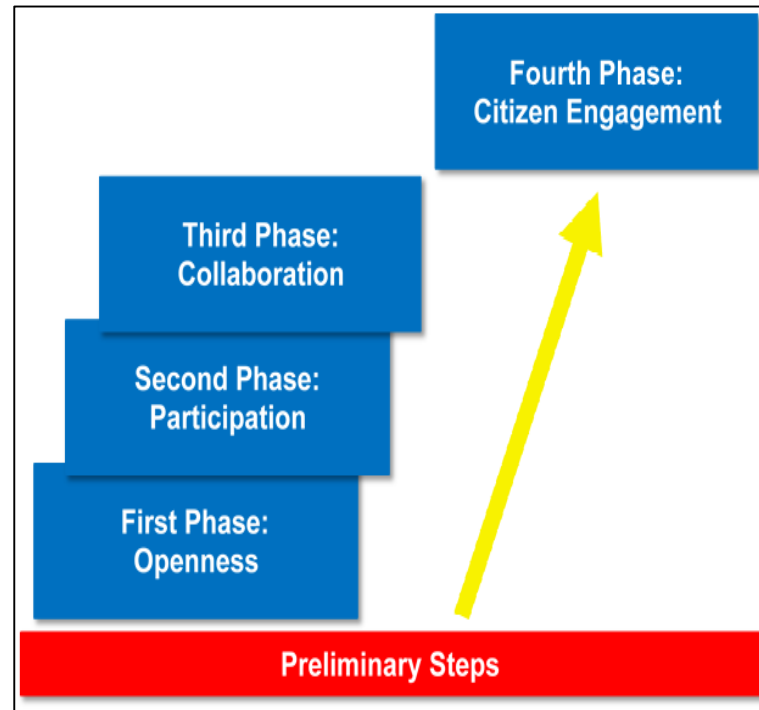# ESCWA Webpage Prevalence of COVID-19 in the Arab Region

Fostering Open Government in the Arab Region

Open Government Principles

- **Access** to information

- **Openness** for better transparency and accountability

- **Participation and Collaboration** between government and citizen

- **Engagement** of stakeholders in government decision making.

ESCWA Framework for Open Government

Fourth Phase:
Citizen Engagement

Third Phase:
Collaboration

Second Phase:
Participation

First Phase:
Openness

Preliminary Steps

In 2020-2021

ESCWA and OECD

Preparation of a report on

"Economic and Social Impact of Open Government: Recommendations for the Arab region".