e–Government in Tunisia

Khaled Sellami
Director General of the e-Government Unit
Presidency of the Government

September 23, 2020

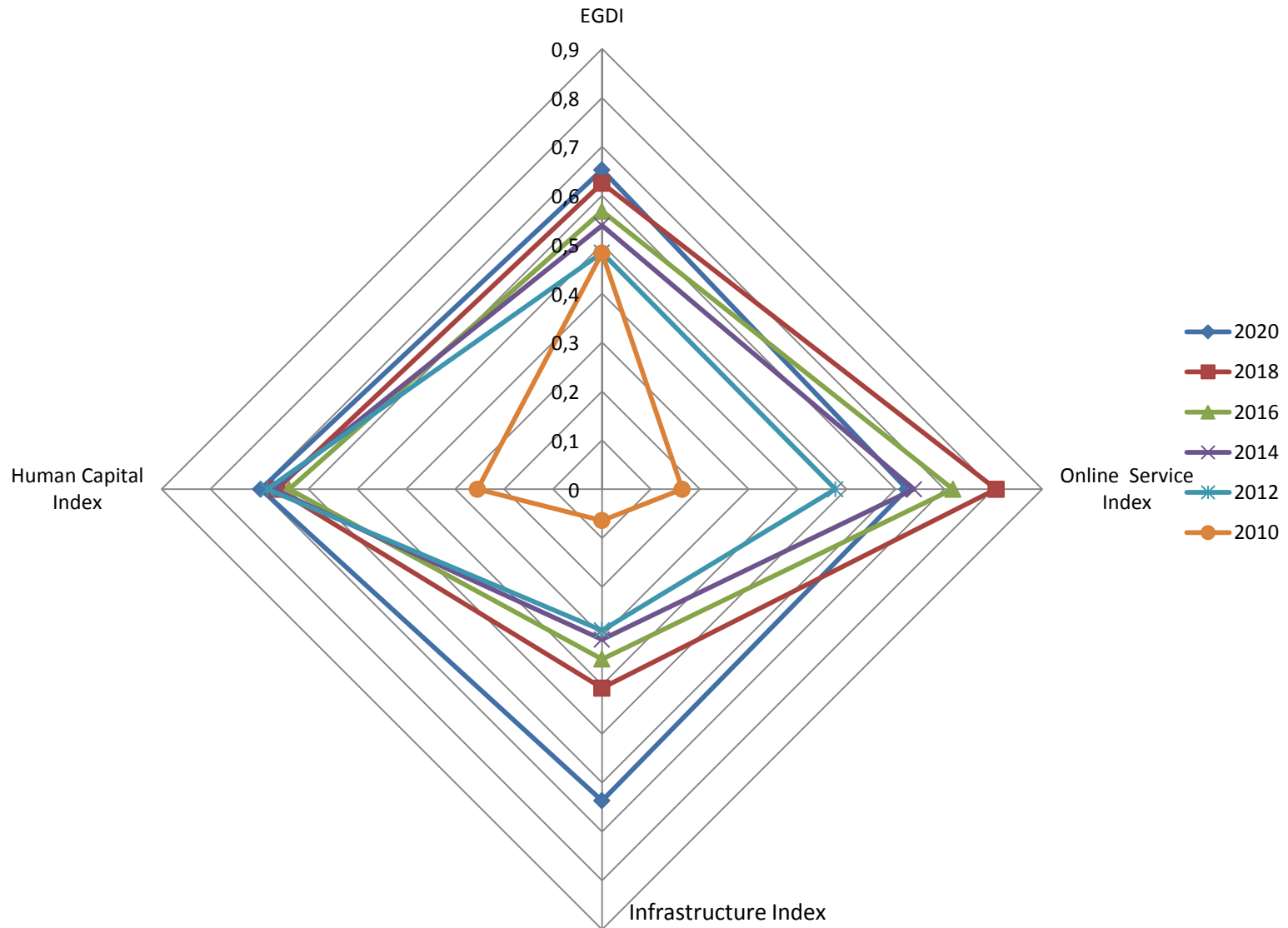# Summary of Tunisian E-Gov Development (2010 to 2020)

Evolution of E-Government Development Index (EGDI) and its components

Year	Rank	Rank in Africa	EGDI	Online Service Index	Telecomm. Infrastructure Index	Human Capital Index
2020	91 ↘	4 ↘	0.6526 ↗	0.6235 ↘	0.6369 ↗	0.6974 ↗
2018	80 ↘	3 ↘	0.6254 ↗	0.8056 ↗	0.4066 ↗	0.6640
2016	72 ↗	2 ↗	0.5682 ↗	0.7174 ↗	0.3476 ↗	0.6397
2014	75 ↗	2 ↗	0.5390 ↗	0.6378	0.3074	0.6717
2012	103 ↘	5 ↘	0.4833 ↗	0.4771	0.2886	0.6841
2010	66	2	0.4826 ↗	0.1641	0.0641	0.2544

Year	Rank	E-participation Index (EPI)
2020	91 ↘	0.6526 ↗
2018	80 ↘	0.6254 ↗
2016	72 ↗	0.5682 ↗
2014	75	0.5390

Year	Open Government Data Index (OGDI)
2020	0.7938

Source : United Nations E-Government Survey (from 2010 to 2020), United Nations Department of Economic and Social Affairs (UNDESA)

Evolution of the of Tunisian EGDI Index

Smart Gov Program : Strategic Orientations

By the approbation of the digital

Integrate

1 Develop end-to-end, accessible, multi-channel online services centered around the needs of citizen, enterprise and administration

(7 projects)

2 Rethink internal processes and dematerialize procedures by taking advantage of digital technologies

(1 project)

3 Evolve toward a fully interoperable and interconnected administration facilitating the e-exchange of data while ensuring the protection of personal data

(5 projects)

4 Modernize the Information Systems of the State to allow a better user orientation

(21 projects)

Open

Center

5 Promote mutualization and rationalization of resources and infrastructures

(5 projects)

6 Establish a data openness framework that promotes transparency and reuse of public data

(7 projects)

7 Establish a citizen participation framework that fosters participatory democracy

(6 projects)

8 Strengthening digital trust in On-line administrative services

(1 project)

e-Government Projects : Progress Status

Cadrage — 11

Exécution — 12

Finalisation - clôture — 9

idéation	Cadrage & financement — 11	Passation de marché — 6	déploiement — 6	Recette et MES — 3	Bilan — 6

Cadrage & financement
- Portail services publics et E-services au citoyen
- **Déploiement Cloud National**
- SI ETAT
- SI Justice Numérique
- Portail de la justice numérique
- E-Visa
- E-Consulat
- Réforme INSAF
- Renouvellement Convention Microsoft
- Conduite de changement et Communication
- *Réforme Compensation*

Passation de marché
- SI Identifiant Unique Citoyen
- SI Etat Civil
- Connected Gov plateforme (Interop)
- La Poste Numérique (LRE)
- ERP de la Poste
- E- payment Tuneps (Paiement en ligne des commandes publiques)

déploiement
- GEC Généralisation
- Portail (TIA) de l'investisseur - généralisation
- SI CNAM Smart Card
- E-Collectivité
- Connected Gov -cadres réglementaire et organisationnel
- Refonte RNE – identifiant Entreprise

Recette et MES
- IUC Registre National (au service des secteurs prioritaires)
- IUC – Cadres réglementaire
- Collaborative Gov (Office 365)

Bilan
- Digi-GO
- GEC Pilote
- Intranet Services de base
- Connected Gov – services prioritaires (4)
- QR Code CEV – texte et applications (RC, diplômes..)
- Etude Cloud National

Intensive use of e-gov services due to COVID-19

- Rush on online services & e-commerce

- Heavy use of Mobile payement for e-commerce & social assistance

- New on line services dedicated to the magement of the crisis

- Issuing circulation permits during confinement

- Exceptional financial assitance for professionals

- Collect of donations for the crises on line

- New laws issued during the Covid-19 crises : decree-laws on electronic exchange of data between public institutions , Unique Identifier and teleworking

- Remote work, Remote learning, Remote Medical assitance

- Public-private sectors full collaboration & solidarity

- Telecom & internet infrastructure overused (but resisted)

Thank You

الإدارة الإلكترونية التونسية
Tunisia e-Government

Unité de l'Administration Electronique