"3rd Generation GCC e-Government"

e-Government Projects Trends:
A Closer Look at UAE and GCC Countries

18th GCC eGovernment & eServices Conference
May 19-23, 2012 | Ritz Carlton Hotel – DIFC | Dubai, UAE

Time: 9:00, May 21, 2012 (Monday)

Federal Authority | هيئــــة اتحـــــادية

Our Vision: To be a role model and reference point in proofing individual identity and build wealth informatics that guarantees innovative and sophisticated services for the benefit of UAE

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Presentation Content

- e-Government: A review of the Field
- e-Government in the Middle East & GCC
- UAE e-Government Strategy 2012-2014
- Federate Architecture
- e-Government Challenges

Presentation Content

- **e-Government Field Review**
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- e-Government Challenges

Governments Role

- Improving **Quality of life**.

- Policy making - **ensuring regulations and controls**, enabling <u>access</u> & <u>participation</u>, service <u>delivery</u>, enhance <u>social security</u>, etc.

Policy Making

Regulation

Citizen Quality of Life
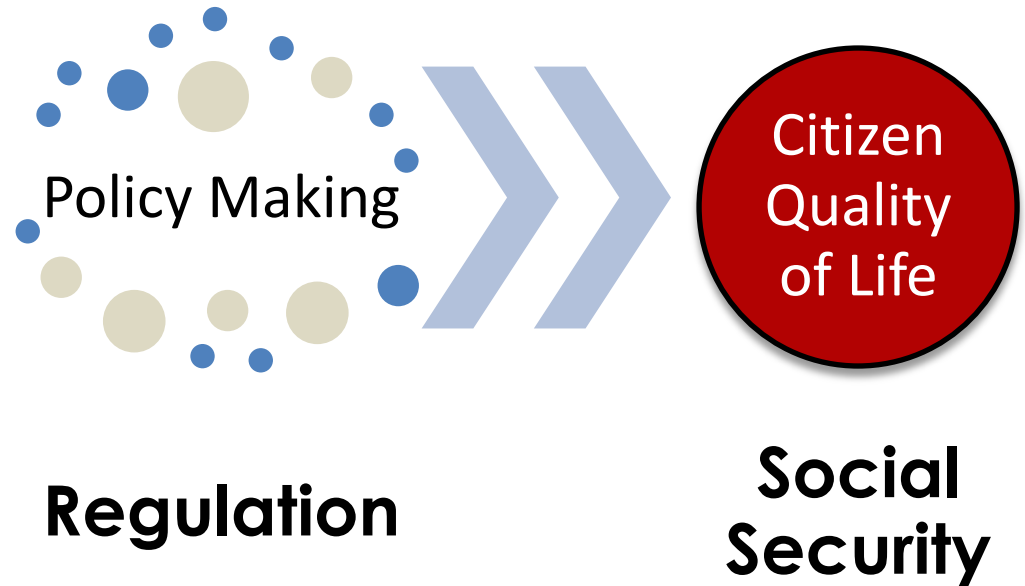
Social Security

Governments Role

- Improving **Quality of life**

enabling <u>access</u> & <u>participation</u>, service <u>delivery</u>, enhance <u>social security</u>, etc.

e-Government

Regulation

Social Security

e-Government: Simple Definition

Use of **ICT**, to provide **access** to government **information** and **delivery** of public **services** to **citizens** and business **partners**.

Value-Driven
Better Decision-Making
Better Service Provision
Better Safety / Security

Citizen Driven
Transparency
Participation
Shared Governance

Collaborative e-Governmnet

Technology Driven
Collaboration Tools & Platforms

Economic/Cost Driven
Cost Reduction
Resource/Process Efficiency

Governments world over

- **Strive to transform** into *service oriented,* **citizen centric** models.

- **Paradigm shift** in how citizens interact with the government.

- Citizens are transformed from **human entities to "e" entities** (eCitizen).

Central node: **Future of governance**

Purpose and role of government
- Public value
- Mission
- Information stewardship
- ROI
- Intergovernmental relationships
- International law
- Legal framework
- Transparency
- Role of private sector
- Role of civil sector
- Outsourcing
- Accountability
- Capabilities of the public service
- Business process design and integration
- Diversity of governmental units

Societal trends
- Demographics
- Economic development
- Distribution of wealth across social groups and generations
- Mobility
- Information economy
- Digital Divide
- Migration
- Social tensions
- Sectarian conflicts
- Institutional change
- Multi-culturalism
- Privatization
- Political participation
- Globallization

Changing technologies
- Cyberinfrastructure
- Ambient intelligence
- Architectures
- Building blocks
- Shared services
- Intelligent interfaces and reasoning
- Security
- Visualization
- Forensics
- Sensors
- Authentication
- Mobile and wireless technologies
- Automatic data gathering and monitoring
- Intelligent agents
- Virtualization
- Social software

Human elements
- Integrity of the individual
- Choice
- Trust
- Access
- Privacy
- Autonomy
- Identity
- Information overload
- Adjustment and learning
- Role of users
- Acceptance of change

Information management
- Information quality and integrity
- Knowledge management
- Information search and retrieval
- Metadata
- Digital libraries
- Information forensics
- Digital preservation
- Ontologies
- Digital archives
- Reference models

Interaction and complexity
- Distributed and multi-agent systems
- Self-organizing systems
- Collaboration
- Dynamics among subsystems
- Cooperation
- Competition
- Cross boundary interaction
- Risk management
- Multi-channel access and delivery
- System interoperability
- Governance mechanisms

e-Government Development Stage Model
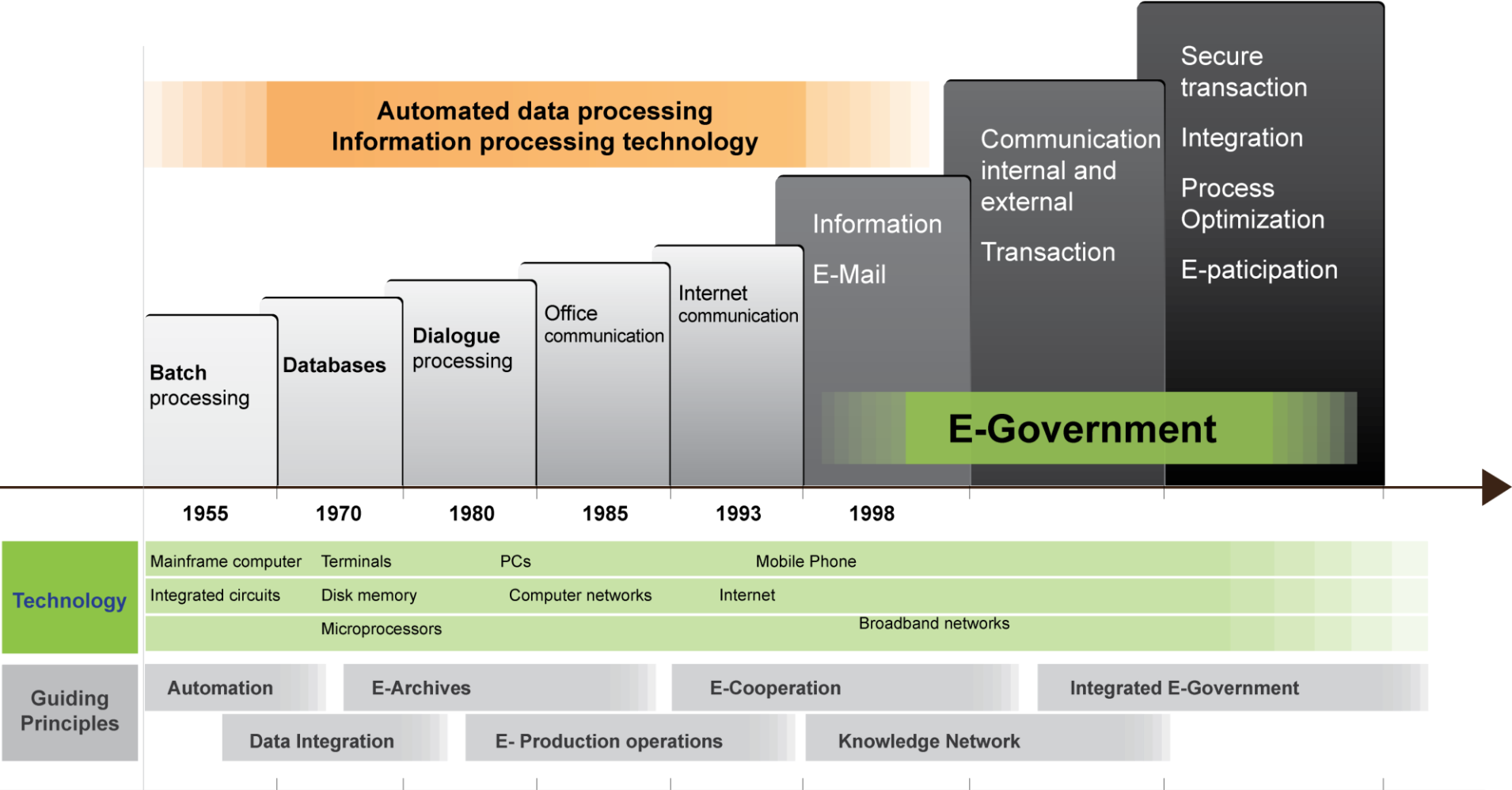
Stages of Development Towards Integrated E-Government

The **third-generation of e-government** is more about **innovative approaches to "integration" and "consolidation"** at different levels of **communications, data, and processes.**
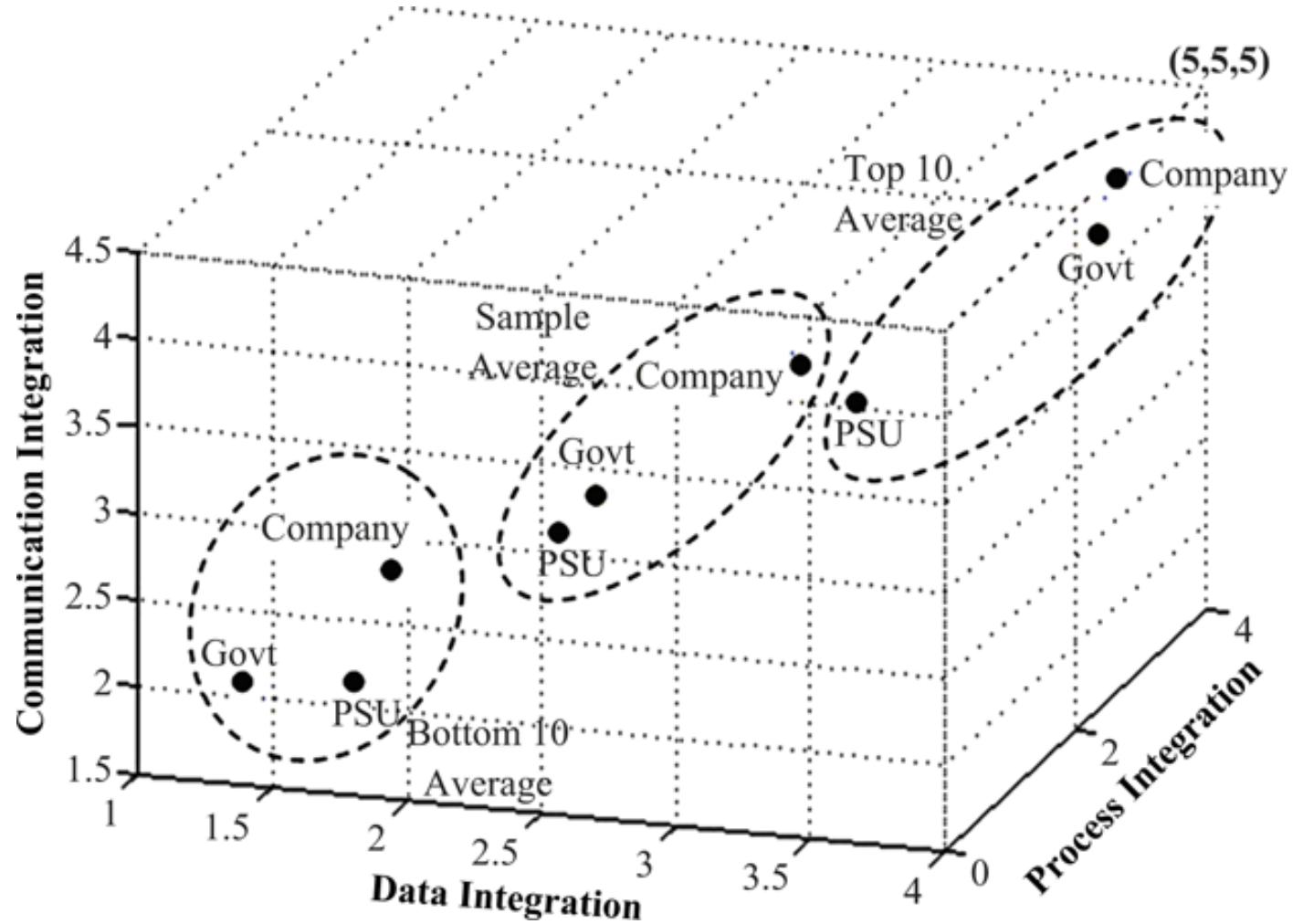
Future e-Government Themes 2020

A research project, identified 13 themes emerged from international workshops and a global survey

- Data **privacy** & personal **identity**

- **Trust**

- Information **quality**

- **E-participation** & engagement

- **Knowledge** management

- **public-private** relationships.

- Assessing the **value of government investments.**

- Goals & **performance** management

- Crossing borders & governance **capabilities**

- Role in **virtual world**

- **socio- demographic change**

- **interoperability** of public services

- **Cyber-infrastructures**

Digital communication and Connectivity

- Government interact with citizens over **virtual networks**.

- **Conventional physical trust vs.** need to identify physical entities in **virtual networks**.

- **Complexity:** citizens playing **multiple roles** while interacting with the government.

Imperative government initiative:

to own

Identification Process

to provide secure unique tamper-proof digital identities to its population

Business Explosion

IDC estimates that by **2020**, **business transactions** on the internet-business-to-business **(B2B)** & business-to-consumer **(B2C)** will reach **450 billion per day.**

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- **e-Government in ME and GCC**
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- e-Government Challenges

Internet Usage in the Middle East

- Internet Usage in ME, is **well above world average**.

- Penetration: world average **32.6%** **vs.** ME has **35.6%**.
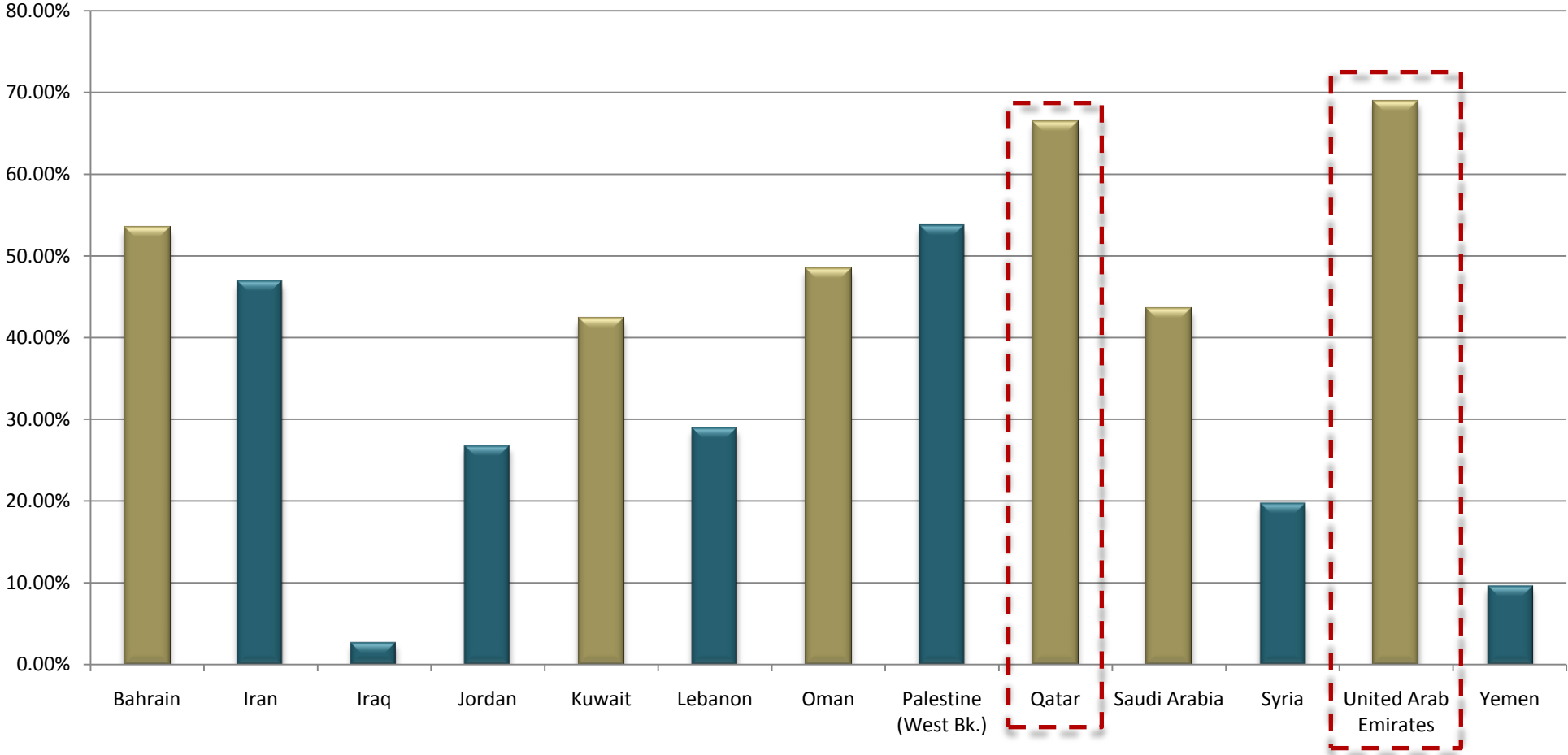
INTERNET USERS IN THE MIDDLE EAST AND IN THE WORLD						
MIDDLE EAST REGION	**Population (2011 Est.)**	**Pop. % of World**	**Internet Users 31 Dec 2011**	**% Population (Penetration)**	**Users % World**	**Facebook 31-3-2012**
Total Middle East	216,258,843	3.1 %	**77,020,995**	35.6 %	3.4 %	20,247,900
Rest of the World	6,713,796,311	96.9 %	**2,190,212,747**	32.6 %	96.6 %	815,277,380
WORLD TOTAL	6,930,055,154	100.0 %	**2,267,233,742**	32.7 %	100.0 %	835,525,280

NOTES: (1) Internet Usage and Population Statistics for the Middle East were updated as of December 31, 2011, and Facebook subscribers were updated for March 31, 2012. (2) Population numbers are based on data contained in the US Census Bureau (3) The most recent Internet stats come mainly from data published by Nielsen Online , ITU , Facebook and other trustworthy sources. (4) Data on this site may be cited, giving due credit and establishing an active link back to InternetWorldStats.com .

Copyright © 2012, Miniwatts Marketing Group   Source: http://www.internetworldstats.com

Internet Usage in the Middle East

Middle East Country Wise Internet % Population (Penetration)

ME Citizen Today

- The **average citizen** in the Middle East is **Internet Savvy**.

- High usage of **Social Networks**.

- **Peer connections**.

- Heavy **dependence on digital communications.**

- Numbers are **growing everyday**.

ME Internet Users

77,020,995

GCC= 20m

1.245 m in 2000

ME Facebook

20,247,900

GCC=10 m

GCC countries

- **Leading the region** in e-Government

- **Infrastructure readiness** to interact proactively with citizens.

- **UNDP Report** on e-Gov shows **high level of preparedness** in ME, well above world average.

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UAE e-government development methodology

UAE Vision — 2021

UAE Government Strategy — 2011 - 2013

UAE Government ICT Strategy — 2009 - 2013

Government Services Development Strategy

UAE Federal Budget

vision & Mission

Strategic Intents — 3

Strategic Goals & Objectives — 5

Work Themes — 4

Initiatives — 38

Schedual (Plan) — 3 Years

Budget

Current state assessment

Comparisons reference (benchmarking)

Vision:
Advancing the **competiveness** of the United Arab Emirates through the application of **world class practices** in all areas of **e-government.**

UAE e-government development methodology

UAE Vision — 2021

UAE Government Strategy — 2011 - 2013

UAE Government ICT Strategy — 2009 - 2013

Government Services Development Strategy

UAE Federal Budget

Pyramid (top to bottom):
- vision & Mission
- Strategic Intents — 3
- Strategic Goals & Objectives — 5
- Work Themes — 4 | Initiatives — 38
- Schedual (Plan) — 3 Years | Budget
- Current state assessment | Comparisons reference (benchmarking)

Mission:

Innovative e-government, committed to contributing to raising the **competitiveness of UAE**, and **provide world-class, multi-channel services**, that are based on **customer needs**, through an **integrated** and **efficient government**, benefiting from advanced **digital infrastructure** and qualified **human resources** within an intelligent government framework.

Strategic intents, goals, and work themes

Strategic Intents

eServices

eReadiness & Government Agencies

ICT Environment

Strategic Goals

1 advancing/raising the e-transformation levels in government services

2 improving the competitiveness of UAE in the field of e-Government.

3 Establishing advanced infrastructure and promote cooperation between government agencies.

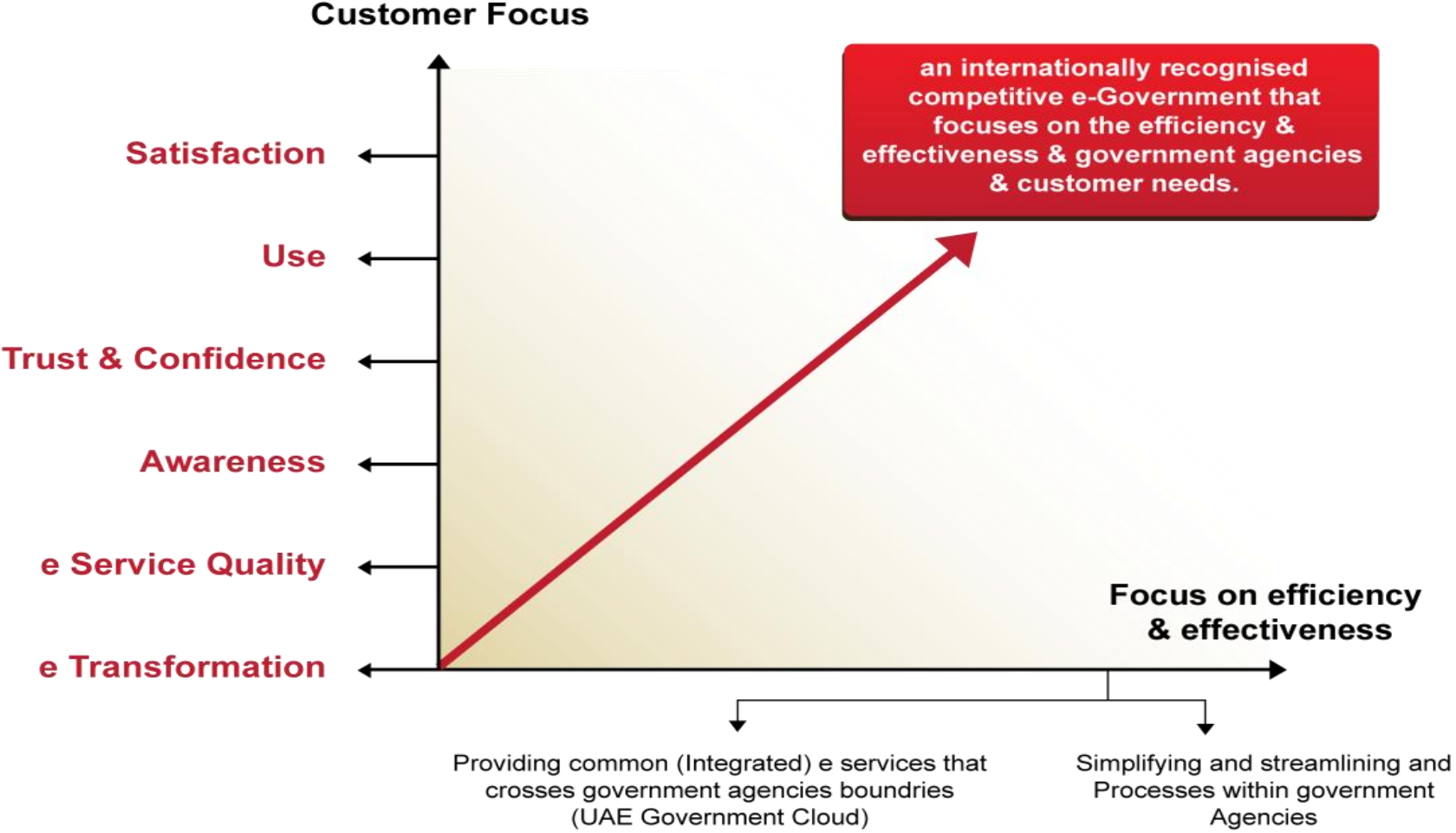4 promotion of e-readiness in government agencies and governance models

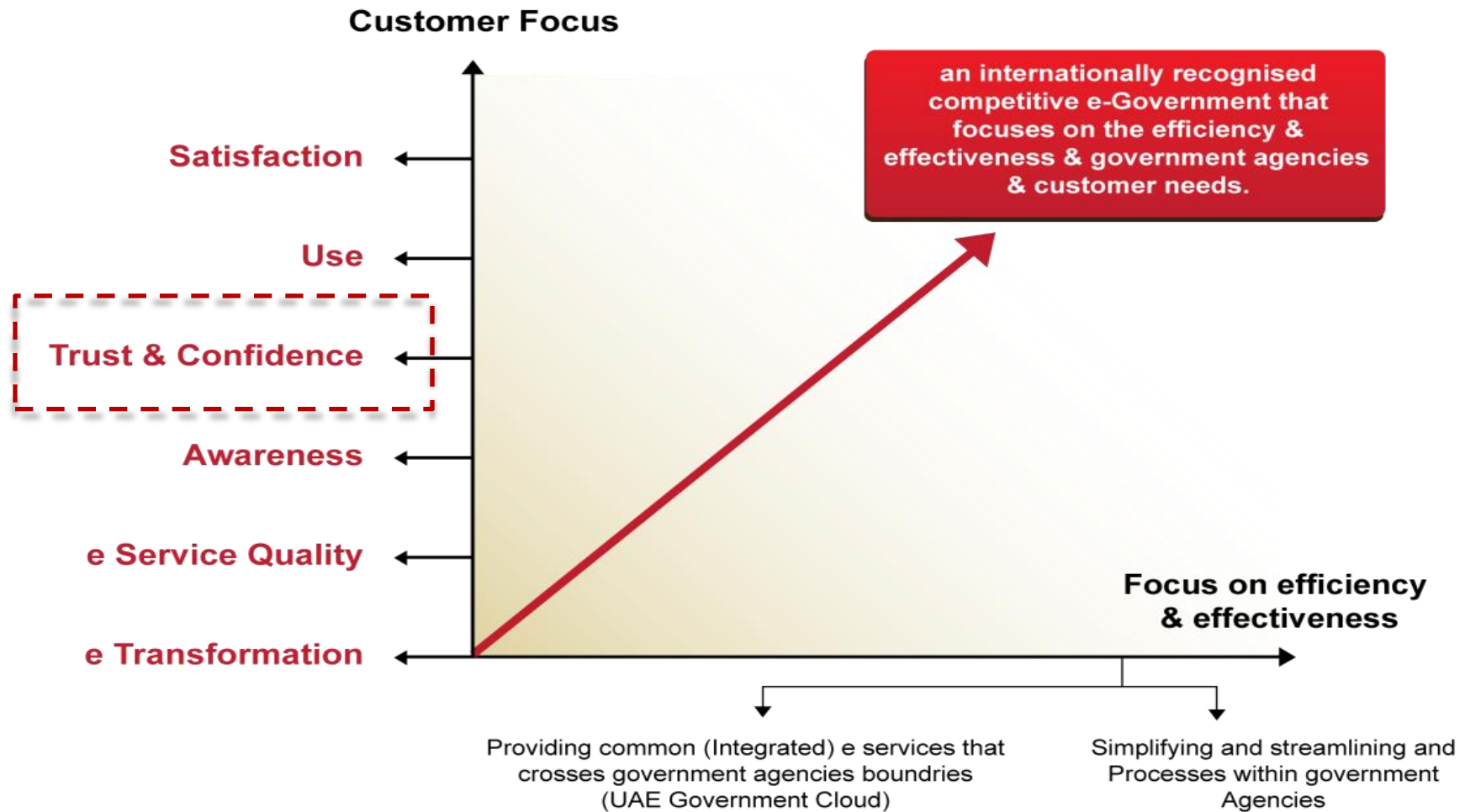5 Provision of legislative and legal to ensure the success of e-government strategy.

Work Themes

1 Strengthening the regulatory framework and governance mechanisms for e-government in the country.

2 Supporting ICT infrastructure development in the UAE.

3 Provisioning of e-government applications and services.

4 Developing effective mechanisms for performance management.

13　　**6**　　**11**　　**8**

Operating Model

Customer Focus

- Satisfaction
- Use
- Trust & Confidence
- Awareness
- e Service Quality
- e Transformation

an internationally recognised competitive e-Government that focuses on the efficiency & effectiveness & government agencies & customer needs.

Focus on efficiency & effectiveness

Providing common (Integrated) e services that crosses government agencies boundries (UAE Government Cloud)

Simplifying and streamlining and Processes within government Agencies

Operating Model

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- **Federate Architecture**

- e-Government Challenges

focus on accessibility, **use of open standards and open source.**

Accessibility of e-Government will be a priority so that all citizens can enjoy the benefits of this additional channel of service delivery

Accessibillity

Citizen Services

e-Government will Improve services to the bublic

.. integrating different e-services is established with the **federated architecture**

E-Business Processes

e-government systems will be developed based on sound business reasons.

.. **information exchange**, **efficiency**, good **user experience**

Partnerships with IT

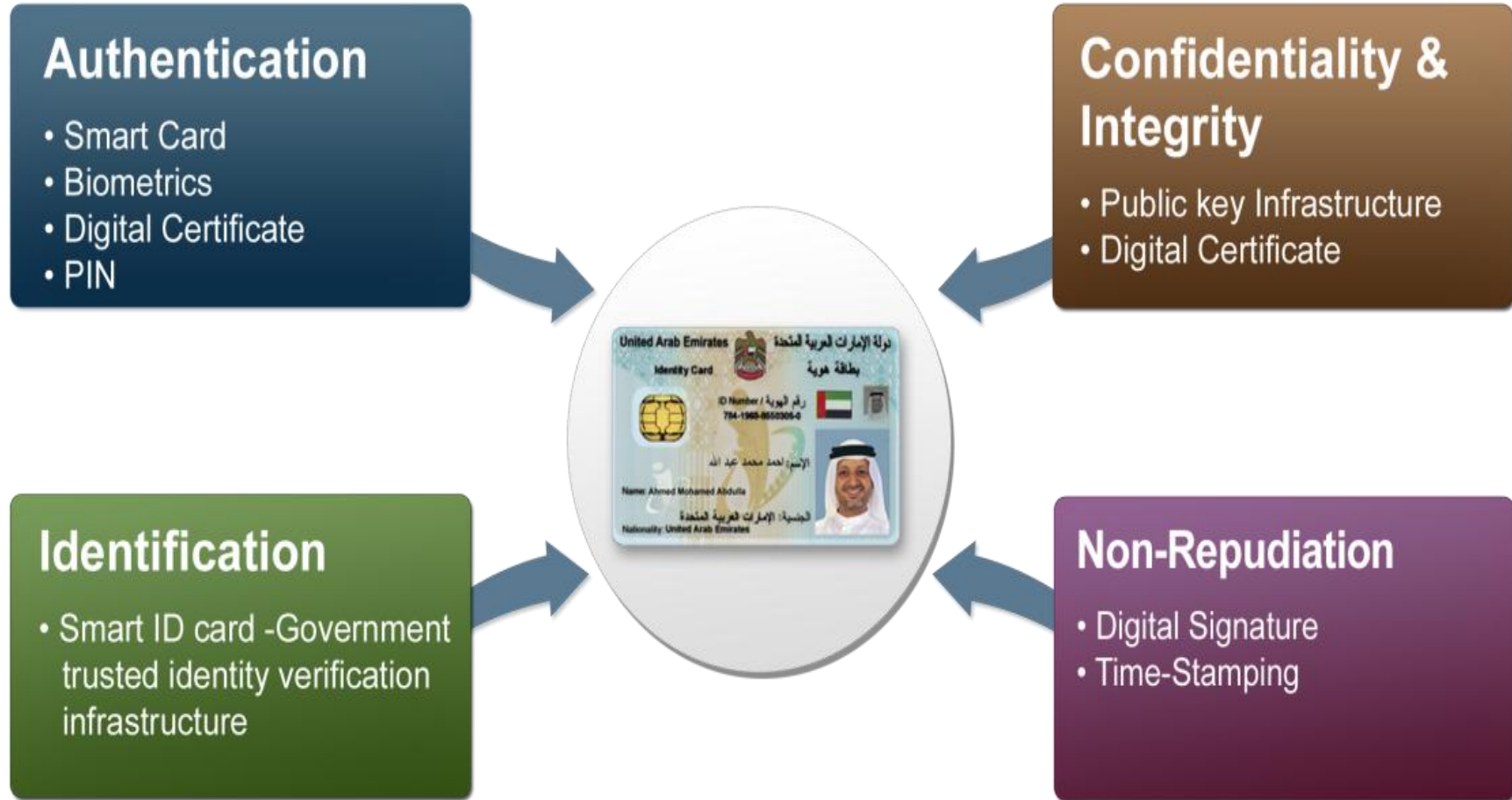Strategic partnerships will be encouraged and forged across city, governmentfor all e-government initiatives.

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Accessibillity

Citizen Services

e-Government will Improve services to the bublic

.. integrating different e-services is established with the **federated architecture**

Security
(Trust)
authentication, digital signing

E-Business Processes

e-government systems will be developed based on sound business reasons.

.. information exchange, **efficiency**, good **user experience**

Partnerships with IT

Strategic partnerships will be encouraged and forged across city, governmentfor all e-government initiatives.

Case:

- Undertaking strategic initiatives and implementing numerous **ICT projects at national levels** to support e-Government.

- **Key program:** National **Identity Management Infrastructure**

- Smart Card: world most advanced and secure

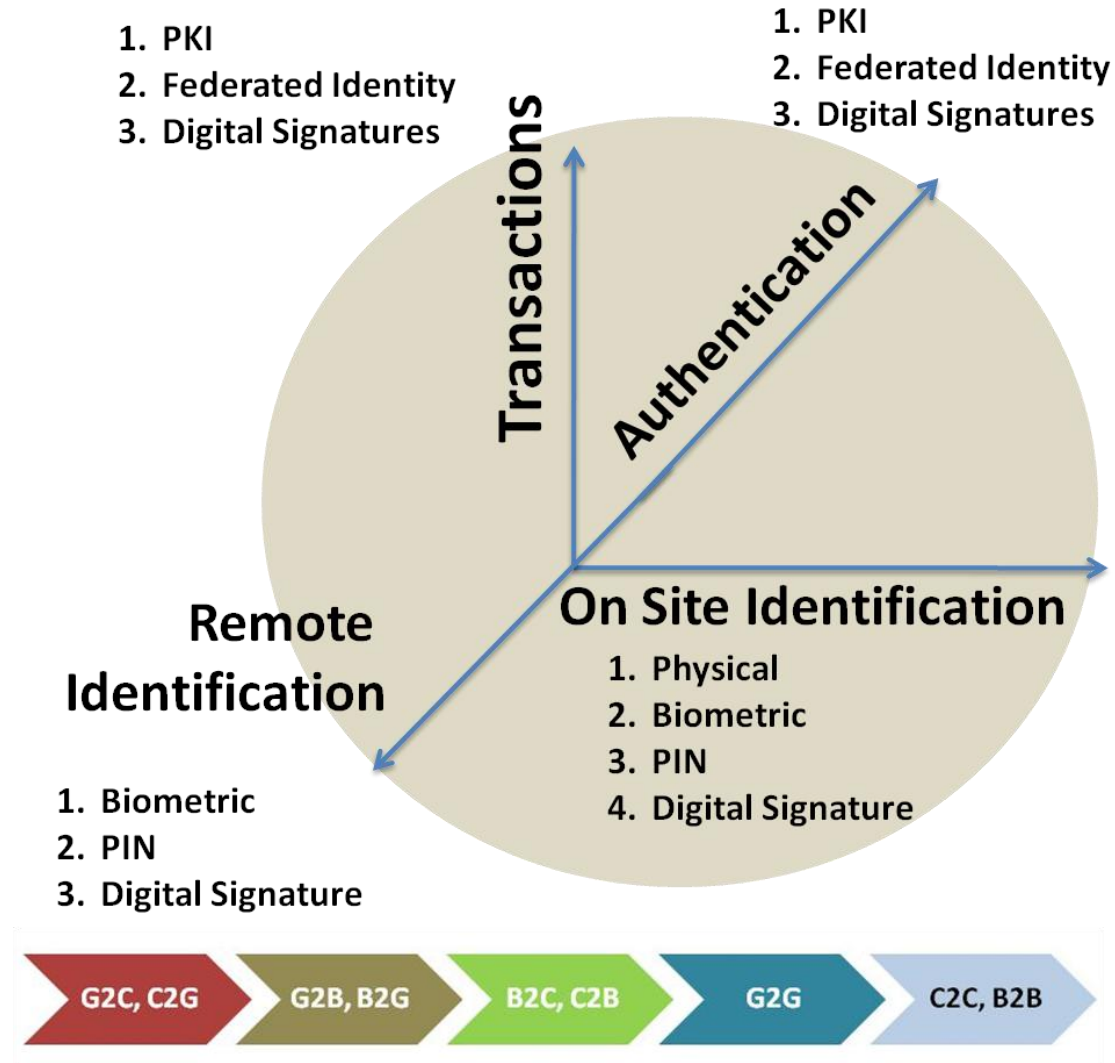# National ID Card: Key Enabler for UAE e-Gov

Authentication
- Smart Card
- Biometrics
- Digital Certificate
- PIN

Confidentiality & Integrity
- Public key Infrastructure
- Digital Certificate

Identification
- Smart ID card -Government trusted identity verification infrastructure

Non-Repudiation
- Digital Signature
- Time-Stamping

- **Smart Card**

- **PIN**

- **Biometrics**

- Digital Certificates

- Digital Signature

- Time Stamp

National ID Card: enabling secure eGov Transactions

1. PKI
2. Federated Identity
3. Digital Signatures

1. PKI
2. Federated Identity
3. Digital Signatures

Transactions

Authentication

Remote Identification

1. Biometric
2. PIN
3. Digital Signature

On Site Identification

1. Physical
2. Biometric
3. PIN
4. Digital Signature

| G2C, C2G | G2B, B2G | B2C, C2B | G2G | C2C, B2B |

National ID Card: enabler for e-Gov

ID Card: sets corner stone for enabling e-Gov and eServices.

Citizens

e.g., e-Gate biometric authentication, Abu Dhabi Portal: eServices and utility payments.
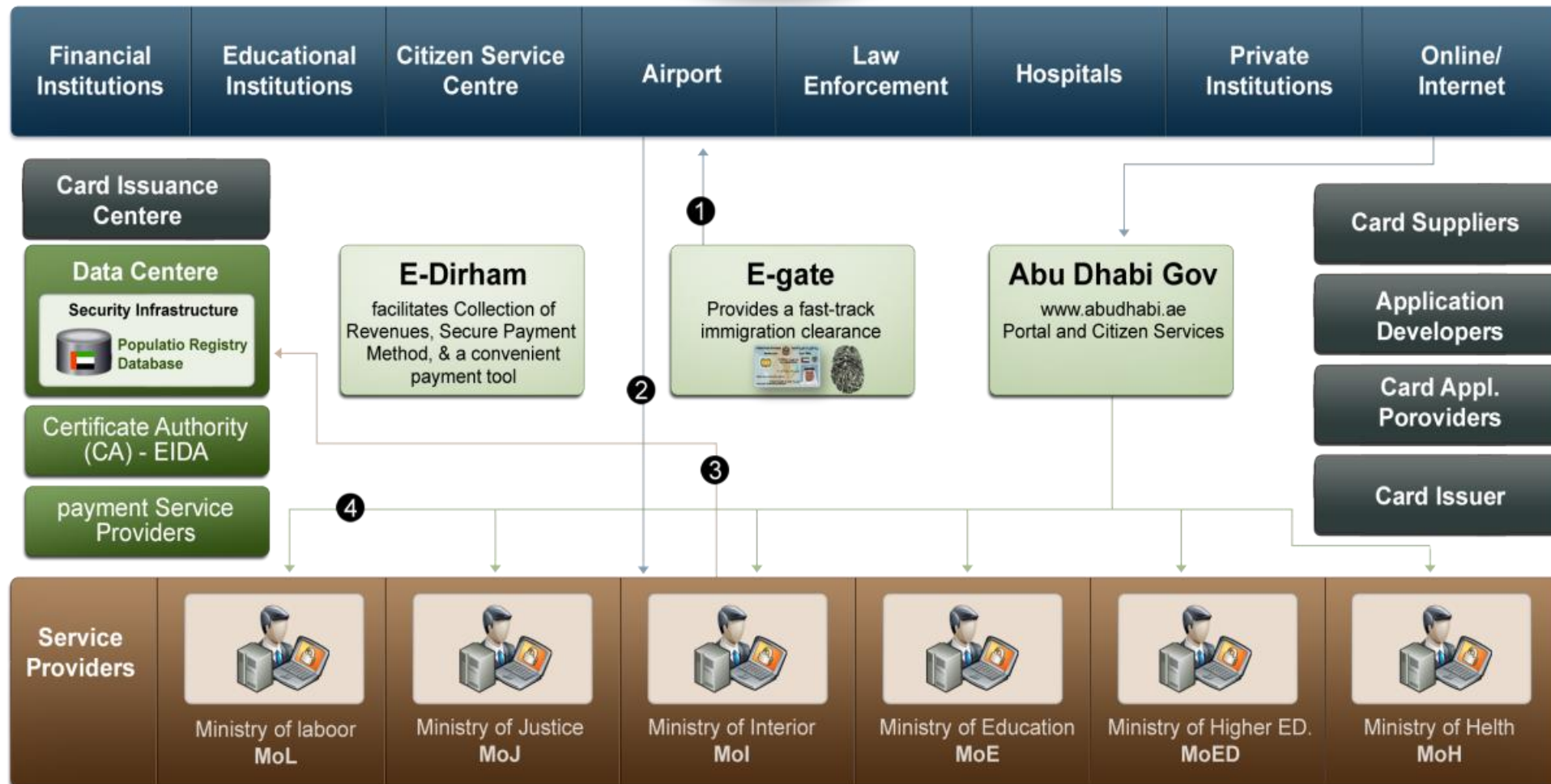
United Arab Emriates

- **Rapid strides in integrating** National **ID card** to realise various benefits for population.

- **Integration**: local and federal

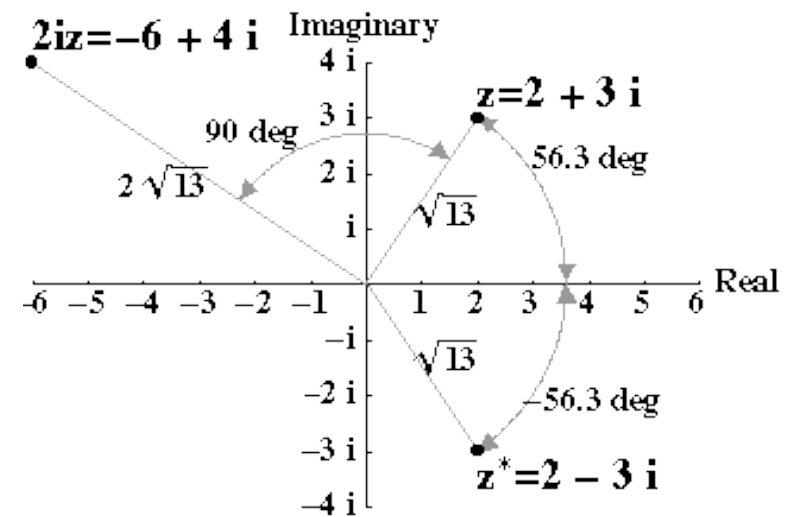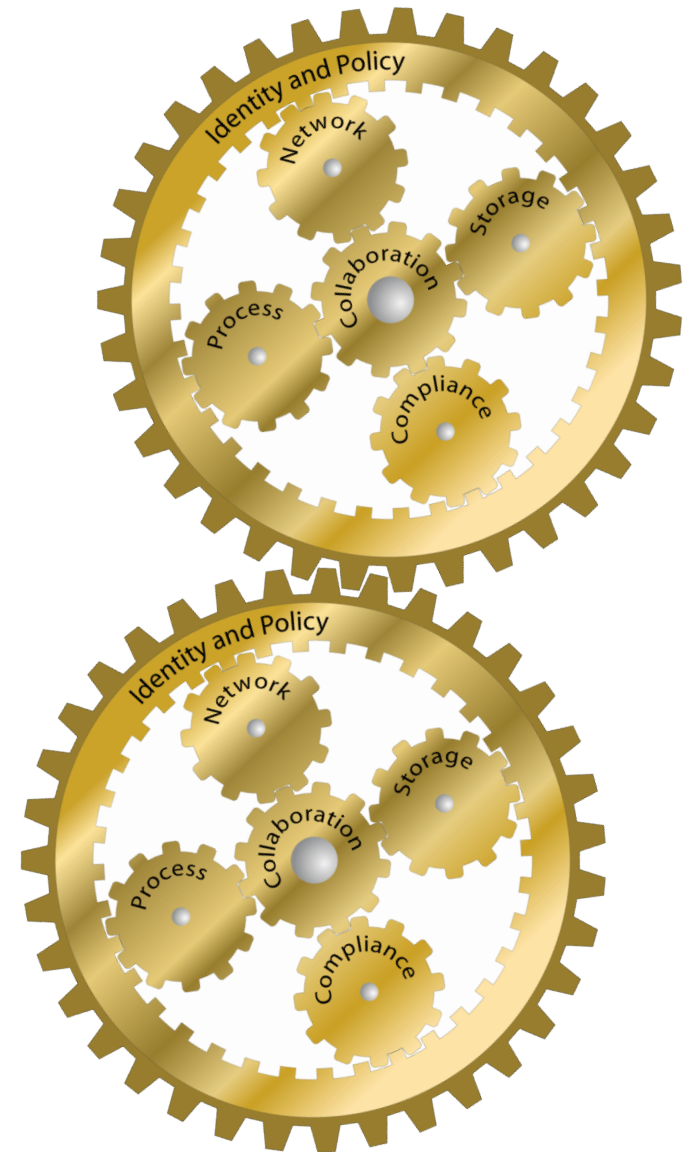- Examples: e-Gate: biometric authentication Abu Dhabi Portal: eServices and utility payments

Fig 6: The Complex Plane

Interoperability

- Standardization, interoperability of systems, business process integration, data exchange and information exchange.

- To ensure that the **Government cooperation** is extended to their citizens.
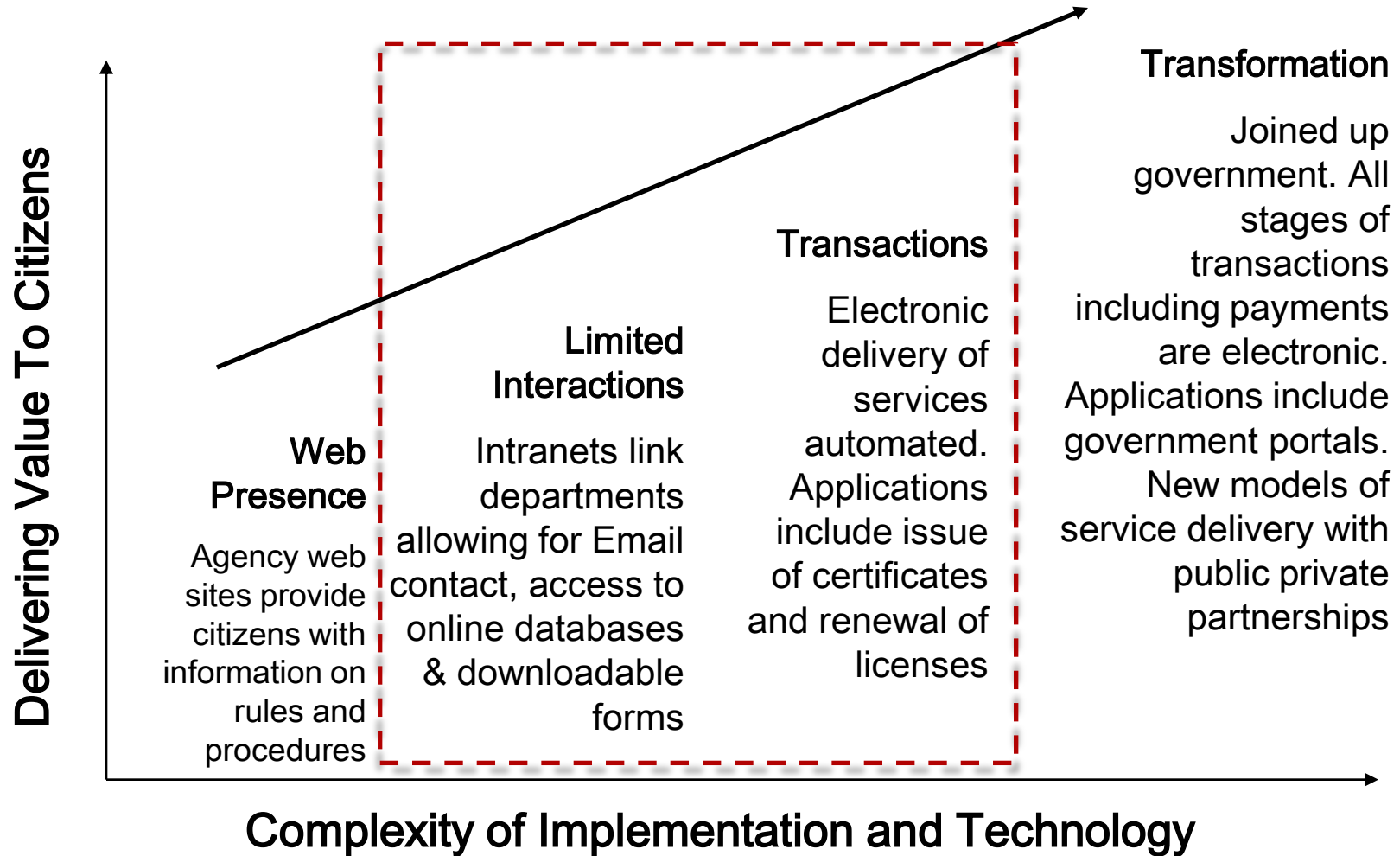
(GCC) e-Gov initiatives: will succeed when citizens are able to transcend the physical borders to carry out their transactions.

eGovernment Evolution

Delivering Value To Citizens (vertical axis)

Web Presence
Agency web sites provide citizens with information on rules and procedures

Limited Interactions
Intranets link departments allowing for Email contact, access to online databases & downloadable forms

Transactions
Electronic delivery of services automated. Applications include issue of certificates and renewal of licenses

Transformation
Joined up government. All stages of transactions including payments are electronic. Applications include government portals. New models of service delivery with public private partnerships

Complexity of Implementation and Technology (horizontal axis)

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Federal Compliance Manager

Senior Union Member

Logistics Manager

PR Manager

City Permit Officer

Safety Compliance Manager

Union Steward

Project Manager

Vito, Local Mobster

Product Development Manager

Jose

GOVERNMENT AT WORK

- Creating organisations that are **capable to deliver services** that meets the **expectations of their citizens**.

- Public **needs are changing** as societies become more **diverse, complex and fragmented**.

Challenges ...

- **e-Government Fatigue**: a state when public sector officials become **cynical, exhausted and drained**!

- Approaches of the past are no longer sufficient.

Challenges ...

- No "**one-size-fits-all**" approach!

- **Shape of e-government** depends on government's **ability to anticipate the public needs**.

- The **challenge** to governments is to move away from **personal** development models towards more **strategic approach**.

- E-government has been **running as a decentralised system**, but is important to **maintain coherence in the progress of development process**.
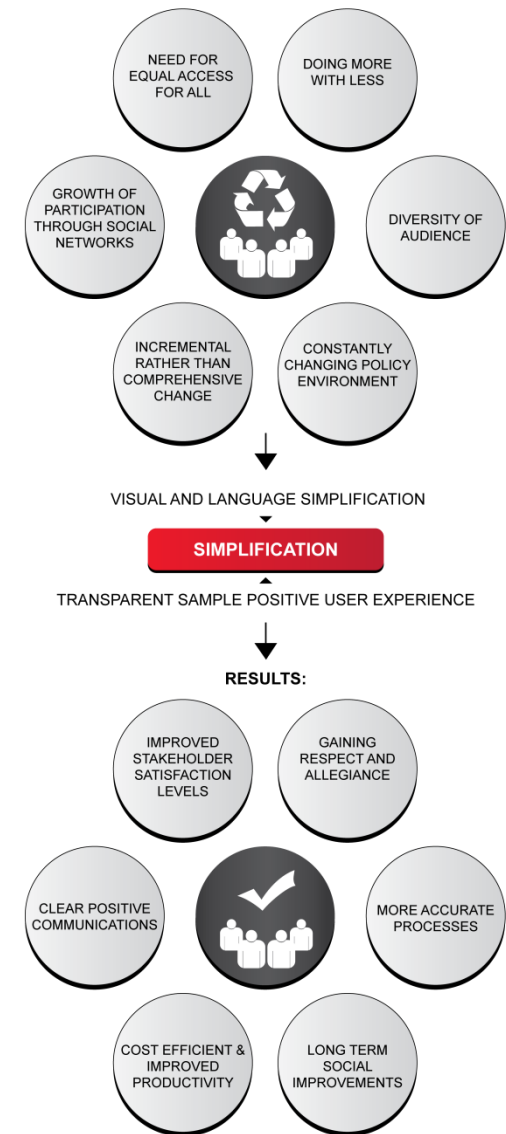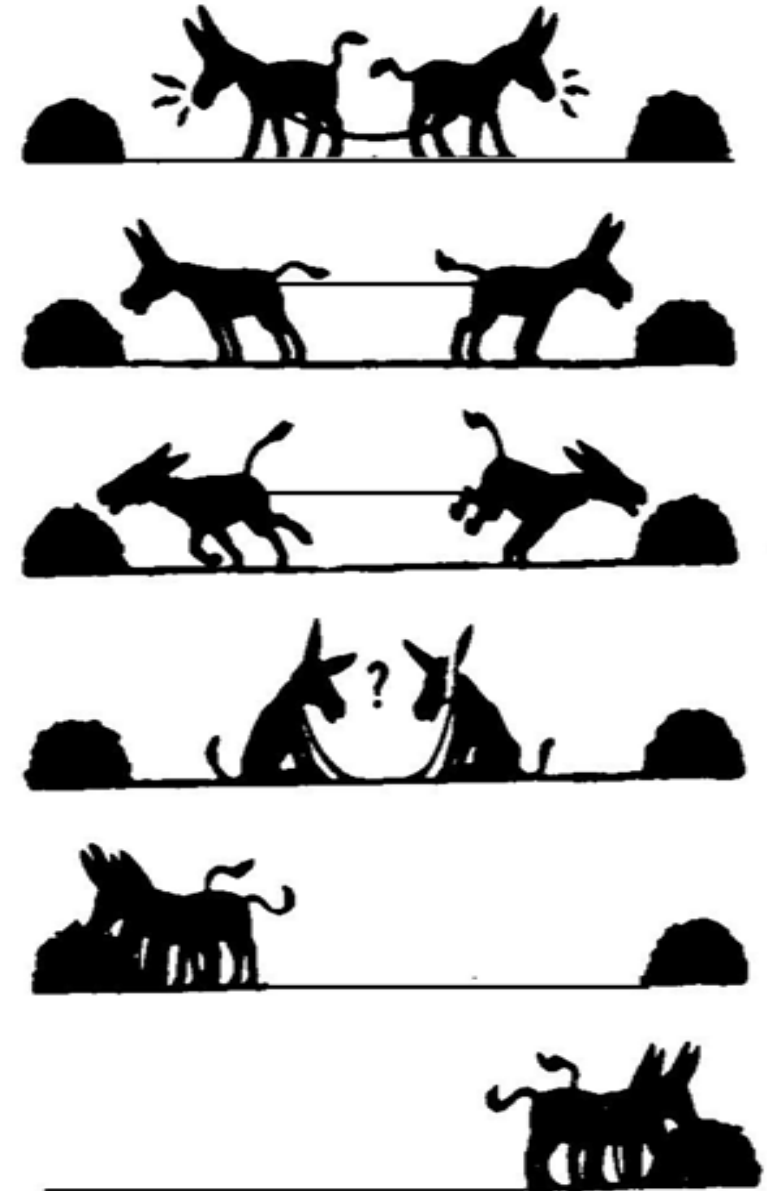
- Avoid e-government **buzzwords or jargon** that **lack both content and meaning**.

- Need to differentiate between **activities/actions** and **outcomes**.

- **Focus on results** in the form of **improved service outcomes.**
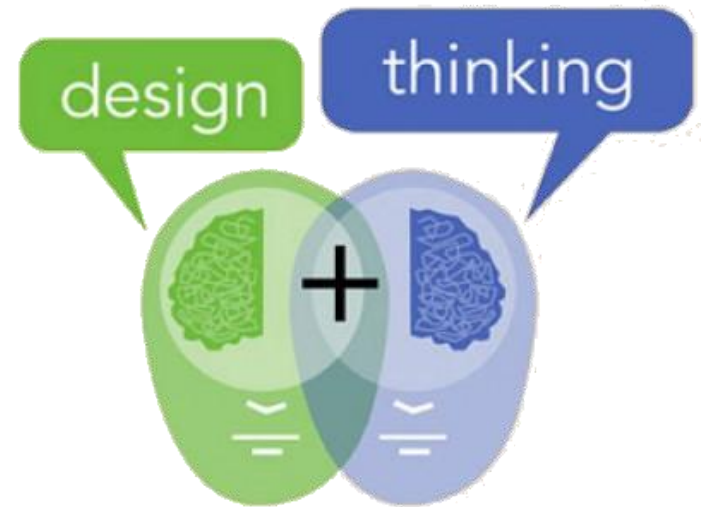
Challenges …

- Foster **cooperation** rather than **coordination**

- **Reducing the segmentation** of tasks

- Putting the **emphasis on global performance.**

- **Focus of governments on excellence**

- allowing new **leaders to emerge ..**

- More **innovation**, **flexibility**, create a **sense of ownership** and **accountability for results**.

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Thank you

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