



**ANNOTATED AGENDA**

**High Level Seminar  
on  
Improving Take-up of  
E-Government Services:  
Challenges, Solutions  
and  
Good Practices**

24 June 2009

Manama, Kingdom of Bahrain

Hosted by the Government of Bahrain

## **Overview of the seminar**

The topic of the high-level seminar is linked to the thematic priority areas identified by the Working Group on E-Government and Administrative Simplification at its 4th meeting which took place in Tunis in May 2008.

The seminar will focus on discussing approaches and methods to improve e-government service take-up. The timing to address this issue is crucial since it is currently at the heart of OECD and non-OECD countries' e-government agenda. Expecting substantial savings and improved user-focused public services, OECD and Arab countries have considerably invested in the development of e-government services over the last 10-15 years. They have done so assuming that by equipping public sector administrations with information and communication technology (ICT) and rendering business processes and procedures more efficient and effective, they could generate substantial benefits to both users and governments. However, experiences show that this is not always the case. E-Government projects do not always deliver the full promised benefits and users do not automatically use available e-government services. The seminar will build on these considerations and be articulated along the following lines:

- discuss the reasons behind the lagging user take-up of e-government services;
- identify and discuss the different obstacles to user take-up;
- present an overview of country approaches, tools and mechanisms used to increase user take-up;
- identify from country practices a number of cross-cutting trends and guidelines for better user take-up.

OECD country experts will be invited to share their country experiences in improving user-take up and learn from the experiences of Arab countries. The OECD Secretariat will also present the results of its work focused on analysing OECD country experiences in this area.

# High Level Seminar on Improving Take-up of E-Government Service: Challenges, Solutions and Good Practices

**Chair: Bahrain**  
**Co-chairs: Dubai, Italy, Korea**

## Agenda

**Wednesday, 24 June 2009**

08.30 – 09.00	Registration
09.00 – 09.30	<b>Opening Session</b>
<p>Welcome, opening remarks, and introduction</p> <p><b>Chair:</b></p> <ul style="list-style-type: none"> <li>• <b>Mr. Mohammed AlQaed</b>, <i>CEO of the Bahrain eGovernment Authority, Bahrain.</i></li> </ul> <p><b>Interventions:</b></p> <ul style="list-style-type: none"> <li>• <b>Minister of Cabinet Affairs Sh. Ahmad Al Khalifa</b>, Bahrain.</li> <li>• <b>Mr. Ahmad Bin Humaidan</b>, Director-General, Dubai E-Government, Dubai, UAE (<i>Chair of Working Group 2 on E-Government and Administrative Simplification</i>).</li> <li>• <b>Ms. Fiorenza Barazzoni</b>, Director-general, Ministry of Simplification and Better Regulation, Italy (<i>Co-Chair of the Working Group 2 on E-Government and Administrative Simplification</i>).</li> <li>• <b>Prof. Sung Kun KIM</b>, Department of Business Administration, Chung-Ang University, Korea. (<i>Co-Chair of the Working Group 2 on E-Government and Administrative Simplification</i>).</li> <li>• <b>Mr. Christian Vergez</b>, Head of the Innovation and Integrity Division, OECD Secretariat.</li> </ul>	
09.30 – 11.30	<p>Session 1: <b>User take-up of e-government services: what is the current state of play in OECD and Arab countries?</b></p>
<p>Over the last 10-15 years of public sector development, governments have been looking at how best to use information and communication technology (ICT) to improve the performance of public sector administrations and deliver high-quality services to users. The purpose of this session is to briefly <i>present</i> current state of the art of e-government development with a special focus on the issue of user take-up of e-government services and applications.</p>	

**Actions required:**

The session will consist of a **Tour de Table** to learn about the current state of service delivery and uptake of services by citizens and businesses.

**Participants are asked to give a max. 5 min presentation** discussing their own country experiences in light of the following questions:

- Which public services are supported by e-government solutions?
- What is the reason for choosing e-government as a tool in public service delivery?
- What is the level of user take-up of e-government services in your country?
- Which services have high user take-up, which have low – and why?

**Background Documents:**

The presentations of this session will be tabled and circulated at the meeting.

11.30 –  
12.00

Coffee Break

12.00 –  
13.30

Session 2:  
**Challenges to increasing user take-up of e-government services**

Notwithstanding efforts in terms of policies and investments, governments have witnessed low adoption and use of e-government services (also known as low user take-up), still far from satisfactory today. Differences in uptake of e-Government services across countries do not seem entirely linked to the quality and quantity of the supply: the explanation is broader and more diversified. This session will focus on the challenges governments and public agencies are facing to increase user take-up of e-Government services and applications.

**Presentations:**

- **Mr. Sameh Bedair**, Ministry of State for Administrative Development, Egypt.
- **Mr. Nazem Bahsas**, Head of the Syrian Telecom Establishment, Syria.
- **Ms. Rim Garnaoui**, Public services adviser and Head of service in the Prime Minister's Office e-Government Unit, Tunisia.
- **Mr. Yih-Jeou Wang**, Head of Unit and Project Leader of the OECD E-Government Project, OECD Secretariat.

**Actions required:**

Participants are asked to prepare short comments and discuss the challenges presented in light of the following questions:

- Is the increase of user take-up a current policy issue that e-government authorities are currently taking into consideration in your country?
- What kind of challenges have government authorities identified in relation to user take-up of e-government services?
- Is there an ongoing dialogue with users (citizens, businesses or employees in government administrations) so as to allow their views to be considered and incorporated in public service delivery policies?

**Background Documents:**

- Executive summary of the forthcoming 2009 OECD report on: "Citizens' and Businesses' Use of E-Government Services".
- The presentations of the session will be tabled and circulated at the meeting.

13.30 – 14.30	Lunch
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14.30 – 16.00	Session 3 <b>Policies, strategies and solutions - country approaches to user take-up</b>
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Different countries have considered very diverse approaches to address the challenges to increasing user take-up of e-government services. Some focused on participation and inclusion, others on accessibility and transparency. The purpose of this session is to illustrate and discuss various country approaches by presenting strategic analysis, formulated policies and identified solutions.

**Presentations:**

- **Mr. Frank Leyman**, International Relations Manager, Federal Ministry of ICT - FEDICT, Belgium.
- **Mr. Mohammed AlQaed**, *CEO of the Bahrain eGovernment Authority, Bahrain.*
- **Mr. Ahmad Bin Humaidan**, Director-General, Dubai E-Government, Dubai, UAE.
- **Ms. Sawsan Taqali**, Head of Quality, Risks and Communications e-Government Programme, Ministry of Information and Communications Technology, Jordan.

**Actions required:**

Participants are asked to prepare short comments and discuss country approaches to policies, strategies and solutions presented in light of the following questions:

- Are citizens and businesses at the centre of the development, implementation and delivery of e-government services? And if so, how?
- What kind of strategies have been or are currently in place to make sure that user take-up is improved?
- Have solutions been identified? Have they already produced concrete and measurable results?

**Background Documents:**

- The presentations of the session will be tabled and circulated at the meeting.

16.00 - 16.30	Coffee Break
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16.30 – 18.00	Session 4 <b>Cross-cutting trends and good practices for improving user take-up and indications for the future</b>
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The limited impact of public policies on user take-up is now targeted, among other things, by shifting attention to user needs of and satisfaction with public service delivery and by systematically tracking users to better understand their needs. This paradigm shift in e-government perspective, from government-centric towards a citizen-centric view of public

service delivery, is determined by governments' intention to reap the full benefits from e-government implementation, now that many services have been put online. The purpose of this session is to discuss and comment on the assumption that this paradigm shift is indeed a cross-cutting trend in most OECD countries and that guidelines can be discussed and agreed upon to make sure that it in fact contributes to increasing user take-up. Special attention will be given to future steps.

**Presentations:**

- **Mr. Yih-Jeou Wang**, Head of Unit and Project Leader the OECD E-Government Project, OECD Secretariat.
- **Mr. Salaheddine Jamal**, Head of Information Systems Division, Ministry of Public Sector Modernization, Morocco.
- **Mr Walid Abou Chacra**, ICT Project Manager, Technical Cooperation Unit, Office of the Minister of State for Administrative Reform, Lebanon.

**Actions required:**

Participants are asked to prepare comments and identify trends and possible good practices for improving user take-up in their countries in light of the following questions:

- How would this paradigm shift fit within the policy situation of your country?
- What measures have been implemented by your country to track user take-up, needs and levels of satisfaction?
- What would you define as elements of successful user focused e-government services?
- Would you list any other cross-cutting trend you identified among Arab or OECD countries?
- What have your governments planned for the short and medium term to address these issues?

**Background Documents:**

- The presentations of the session will be tabled and circulated at the meeting.

18.00	-	<b>Closing Session</b>
18.30		

Conclusions and closing remarks.

**Chair:**

- **Mr. Mohammed AlQaed**, CEO Bahrain eGovernment Authority, Bahrain.

**Closing remarks:**

- **Mr. Ahmad Bin Humaidan**, Director-General, Dubai E-Government, Dubai, UAE. (*Chair of the Working Group 2 on E-Government and Administrative Simplification*).
- **Ms. Fiorenza Barazzoni**, Director-general, Ministry of Simplification and Better Regulation, Italy (*Co-Chair of the Working Group 2 on E-Government and Administrative Simplification*).
- **Prof. Sung Kun KIM**, Department of Business Administration, Chung-Ang University, Korea. (*Co-Chair of the Working Group 2 on E-Government and Administrative Simplification*).]
- **Mr. Christian Vergez**, Head of the Innovation and Integrity Division, OECD Secretaria