



Governance for Development Initiative (GfD) in Arab Countries

Working Group 2 on E-Government and Administrative Simplification

AGENDA

DOCUMENT NO. 1BIS (ENGLISH VERSION)

**3RD HIGH LEVEL SEMINAR ON PERSONALISED SERVICE PORTALS AND SPECIAL
SESSION ON EXCHANGE OF EXPERIENCES IN E-GOVERNMENT**

**Pierre Mendès France Conference Centre
Ministry of Economy, Finance and Industry
Paris, France
11 December 2006, 9.30-18.00**

**Monday 11 December
HIGH LEVEL SEMINAR ON PERSONALISED SERVICE PORTALS
Pierre Mendès France Conference Centre
Ministry of Economy, Finance and Industry**

Registration of participants	9.00-9.15
Opening of the Morning Session	9.15-9.55
<p>Welcome and Introduction by Meeting Chair: <i>M. Jean-Jacques Léandri</i>, Advisor for E-Government, Ministry of Economy, Finance and Industry, France (7 minutes)</p> <p>Responses:</p> <ul style="list-style-type: none"> • <i>M. Vincenzo Schioppa</i>, Minister Plenipotentiary, Ministry of Foreign Affairs, Italy, and Co-Chair, Working Group 2 on E-Government and Administrative Simplification (2-3 minutes) • <i>M. Christian Vergez</i>, Head, Innovation and Integrity Division, Public Governance and Territorial Development Directorate, OECD (2-3 minutes) <p>Action required: “Tour de Table”: All delegates and experts will be asked to briefly introduce themselves (1 minute each).</p> <p>Presentation of Agenda and Meeting Objectives by Meeting Chair (3 minutes)</p>	
Session 1: What do personalised service portals entail – View from France and Arab countries	9.55-11.30
<p>This session will introduce the theme of personalised service portals. The first presentation will be the French experience, detailing the steps in developing a government portal for accessing public services online. The French example will be followed by a series of presentations on Arab countries’ experiences. The focus will be identification of principles and objectives that support the creation, implementation, and development of portals (for example improved access, simplification, and user trust issues) and their link with overall e-government strategies.</p> <p>Presentation:</p> <ul style="list-style-type: none"> • France: From putting forms online to personalised portals: Principles, objectives and critical steps in the French experience <i>Benoît Boute</i> and <i>Alexandre Tisserant</i>, Mon.Service-Public, DGME-SDAE, Ministry of Economy, Finance and Industry (15 minutes) <p>Responses:</p> <ul style="list-style-type: none"> • Morocco: The National Portal of Morocco – maroc.ma and services- 	

<p>publiques.ma</p> <p><i>M. Aziz Rabbah</i>, ICT Advisor to the Minister of EGA (10 minutes)</p> <ul style="list-style-type: none"> • Lebanon: The Lebanese Government Portal for Information and Forms – informs.gov.lb <p><i>Mr. Ziad Ghorayeb</i>, Web Specialist, Office of the Minister of State for Administrative Reform (10 minutes)</p> <ul style="list-style-type: none"> • Egypt: The Egyptian Government Services Portal – Egypt.gov.eg <p><i>Eng. Ashraf M.Fawzy</i>, E-Gov Infrastructure Program Manager, MSAD-Ministry of State for Administrative Development (10 minutes)</p> <ul style="list-style-type: none"> • Tunisia: The National Portal of Tunisia <p><i>Ms Khédija Zammouri</i>, Director General, E-government Unit, Office of the Prime Minister (10 minutes)</p> <ul style="list-style-type: none"> • United Arab Emirates: The United Arab Emirates Portal <p><i>Mr. Abdulla Al Majid</i>, CIO and UAE eGovernment Program Director, Ministry of Development for Government Sector (10 minutes)</p> <p>Action required: The selected respondents will be asked to comment on the presentations, and share lessons learned from their own country experiences.</p> <p>Discussion: (30 minutes)</p>	
<p>Session 2: Strategies to improve access to and takeup of online information and services</p>	
<p>This session will focus on:</p> <ul style="list-style-type: none"> • the opportunities that personalised service portals offer to improve access to and quality of online information and services (for example, 24-hour-per-day access to information from any location, life-cycle event services, and coverage of national and local contexts). • country strategies to increase takeup of online services (for example, personalised help desk services). <p>Presentation:</p> <ul style="list-style-type: none"> • France: <i>Benoît Boute</i> and <i>Alexandre Tisserant</i>, Mon.Service-Public, DGME-SDAE, Ministry of Economy, Finance and Industry (10 minutes) <p>Responses:</p> <ul style="list-style-type: none"> • Portugal: <i>Ms. Sofia Carvalho</i>, Advisor, Office for Public Services Reform (10 minutes) • Palestinian Authority: <i>Ms. Lily Habash</i>, Director General of Reform, Prime Minister’s Office (10 minutes) <p>Discussion: (30 minutes)</p> <p>Action required: The selected respondents will be asked to comment on the</p>	<p>11.30-12.30</p>

presentations, and share lessons learned from their own country experiences.	
Lunch Buffet	12.30-13.30
Session 3: Administrative simplification	13.30-14.30
<p>This session will feature discussion of the impact of personalised portals on the conduct of administrative procedures by users (for example, management and monitoring of multiple administrative procedures from a single point of entry, the sequencing of administrative procedures and management of feedback, possibility to act on someone else's behalf, consistency between online and offline procedures). The focus will be on challenges public administration has to face, such as better back-office integration and management of multiple service provision channels.</p> <p>Presentation:</p> <ul style="list-style-type: none"> • France: <i>Bénédicte Roullier</i>, Chief of Product, Mon.service-public, Documentation Française, Ministry of Economy, Finance and Industry (10 minutes) <p>Responses:</p> <ul style="list-style-type: none"> • Egypt: <i>Eng. Ashraf M. Fawzy</i>, E-Gov Infrastructure Program Manager – MSAD, Ministry of State for Administrative Development (10 minutes) <p>Discussion: (30 minutes)</p> <p>Action required: The selected respondents will be asked to comment on the presentations, and share lessons learned from their own country experiences.</p>	
Session 4: Establishing trust between the public sector and users of government services: Security and privacy protection issues in portal management	14.30-15.15
<p>The provision of online services is based on use, exchange and/or sharing of information held by public sector agencies. This session will focus on issues related to management of data contained in public administration databases – in particular, how to respect privacy and protect personal information from breaches in access; how to ensure that services put in place are in compliance with national legislation on databases.</p> <p>Another focus will be the question of authentication systems for access to services available through portals – in particular, how to ensure adequate levels of protection while allowing users to select the mode of authentication that best meets their needs.</p> <p>Presentation:</p> <ul style="list-style-type: none"> • France: <i>Bruno Deschemps</i>, DGME-SDAE, Ministry of Economy, Finance and Industry (10 minutes) <p>Responses:</p> <ul style="list-style-type: none"> • Belgium: <i>Mr. Jacques Ernoux</i>, Program Manager, Belgian Portal, FEDICT (10 minutes) <p>Discussion: (30 minutes)</p> <p>Action required: The selected respondents will be asked to comment on the presentations, and share lessons learned from their own country experiences.</p>	

Coffee Break	15.15-15.45
Session 5: The process of experimentation	16.45-17.00
<p>This session will aim to identify the different steps involved in implementing a personalised service portal, and on lessons learned.</p> <p>Presentation (introduction of theme):</p> <ul style="list-style-type: none"> • France: <i>Pierre Pécastaings</i>, DGME-SDAE, Ministry of Economy, Finance and Industry (10 minutes) <p>Responses:</p> <ul style="list-style-type: none"> • Italy: <i>M. Francesco Vargui</i>, Area Progetti Applicazioni e Servizi CNIPA (10 minutes) • Tunisia: <i>Ms. Khédiya Zammouri</i>, Director General, E-government Unit, Office of the Prime Minister (10 minutes) • Jordan: <i>Hasan Hourani</i>, Director, E-Government Program (10 minutes) <p>Discussion: (30 minutes)</p> <p>Action required: The selected respondents will be asked to comment on the presentations, and share lessons learned from their own country experiences.</p>	
Closing Session: Synthesis of discussions, conclusions and closing comments	17.00-18.00
<p>Synthesis of discussions and conclusions:</p> <ul style="list-style-type: none"> • <i>M. Jean-Jacques Léandri</i>, Advisor for E-Government, Ministry of Economy, Finance and Industry, France • <i>M. Christian Vergez</i>, Head, Innovation and Integrity Division, Public Governance and Territorial Development Directorate, OECD <p>Action required: Participants will be asked to comment on and approve the conclusions of the day's discussions. Participants will also be asked to indicate, during a "tour de table", the areas of future work that best fit with their national priorities on portals, and those which can be addressed on the regional level (for example, creation of a regional expert group, exchange of technical assistance among countries, etc.)</p> <p>Closing comments:</p> <ul style="list-style-type: none"> • <i>M. Frank Mordacq</i>, Director General for Modernisation of the State, France • <i>M. Vincenzo Schioppa</i>, Minister Plenipotentiary, Ministry of Foreign Affairs, Italy, and Co-Chair, Working Group 2 on E-Government and Administrative Simplification 	

Tuesday 12 December
SPECIAL SESSION ON EXCHANGE OF EXPERIENCES IN E-GOVERNMENT
Monaco Meeting Room, Monaco Annex
OECD

Opening of the Meeting	9.30-9.45
<p>Welcome, Introduction and Presentation of the Agenda by the OECD Secretariat</p> <ul style="list-style-type: none"> • <i>M. Christian Vergez</i>, Head, Innovation and Integrity Division, Public Governance and Territorial Development Directorate, OECD (5 minutes) <p>Responses:</p> <ul style="list-style-type: none"> • <i>M. Vincenzo Schioppa</i>, Minister Plenipotentiary, Ministry of Foreign Affairs, Italy, and Co-Chair, Working Group 2 on E-Government and Administrative Simplification (2-3 minutes) 	
Session 1: OECD e-government activities	9.45-10.25
<p>The OECD E-Government Project: Principal activities and results</p> <ul style="list-style-type: none"> • <i>M. Edwin Lau</i>, Project Leader, OECD E-Government Project, Innovation and Integrity Division, Public Governance and Territorial Development Directorate (10 minutes) <p>E-Government activities within the Governance for Development in Arab Countries Initiative</p> <ul style="list-style-type: none"> • <i>M. Vincenzo Schioppa</i>, Minister Plenipotentiary, Ministry of Foreign Affairs, Italy, and Co-Chair, Working Group 2 on E-Government and Administrative Simplification (10 minutes) <p>Discussion (20 minutes)</p> <p>Action required: Participants are invited to comment on the presentation.</p>	
Session 2: OECD Peer Reviews on E-Government Policy – Presentation and lessons learned	10.25-11.10
<p>The OECD E-Government Peer Review methodology, overview of peer review results, and followup actions by review countries</p> <ul style="list-style-type: none"> • <i>M. Edwin Lau</i>, Project Leader, OECD E-Government Project, Innovation and Integrity Division, Public Governance and Territorial Development Directorate (10 minutes) <p>OECD Peer Review of E-Government in Turkey: Assessments, proposals for action and lessons learned</p> <ul style="list-style-type: none"> • Presentation by <i>Dr. Bruno Lanvin</i>, Senior Advisor, E-Strategies; Regional Coordinator for Europe and Central Asia; Head, Client Capacity Building, The World Bank (10 minutes) <p>Discussion (25 minutes)</p>	

Action required: Participants are invited to comment on the presentation.	
Coffee Break	11.10-11.40
Session 3: Current policy issues in e-government	11.40-12.30
<p>Technology-enabled transformation of government: Framework for analysis of the role of data sharing in public administration transformation processes</p> <ul style="list-style-type: none"> • <i>M. Edwin Lau</i>, Project Leader, OECD E-Government Project, Innovation and Integrity Division, Public Governance and Territorial Development Directorate (15 minutes) <p>Discussion (20 minutes)</p> <ul style="list-style-type: none"> • Action required: Participants are invited to comment on the presentations. 	
Roundtable discussion: How to integrate lessons from the meeting into your country's current e-government priorities?	12.30-13.00
Closing Session	13.00-13.15

PRACTICAL INFORMATION

Meeting location and contacts:

Seminar (11 December)

Pierre Mendès France Conference Center
Ministry of Economy, Finance and Industry
139, Rue de Bercy, 75012 Paris
Métro : Bercy or Gare de Lyon

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OECD Meeting (12 December)

Monaco Annex
2, Rue du Conseiller Collignon, 75016 Paris
Métro : La Muette

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