2002 - OMSAR developed The first e-Government Strategy for Lebanon

2003 - The e-Government Strategy was followed by an e-Strategy and e-Readiness studies and reports.

2007 - A full review of Lebanon’s e-Government Strategy was undertaken to take advantage of the experiences earned to date and learn from the international successes.
The new e-Government strategy builds upon four new central pillars seeking to provide more innovative and internationally proven methods of enabling a rapid realization of the benefits of e-Government.
Lebanon has initiated different priority projects as part of the e-government Strategy Document:

- e-government smart card for multi applications (starting with health services)
- Single window to government portal
- Interoperable/shared services
- Common and unique ID
- e-procurement
The overall objective for choosing e-Government is to improve the quality-of-life for all citizens and realize economic and social growth.

This will be achieved by:

- Relieving the citizen and the community in general from paperwork and increase in transaction processing speed.
- Relieving citizens from current transactions burden.
- Enabling shared services, cost and effort reductions in e-Government.
- Better understanding of the citizen’s requirements and enhanced service delivery to meet their needs.
Evolution of E-government and current state of affair in Lebanon

Stage 1: Informational
- Compile Transaction Processing Instructions
- Standardize and publish all government transaction Forms
- E-gov portal, interoperability gateway and shared services

Stage 2: Publishing
- Develop and Provide Information about Government Transactions
- Complete online transactions - C2G and G2C

Stage 3: Interactive
- Provide Interactive Online Government Forms: C2G
- Publish Downloadable Government Forms: G2C

Stage 4: Transactional
- Complete online transactions - C2G and G2C
- E-signature, PKI, certification authority, e-payment, simplification...
Level of user take-up of e-government services

Stage 1: Informational
0% accomplished

Stage 2: Publishing
50% accomplished

Stage 3: Interactive
30% accomplished

Stage 4: Transactional
0% accomplished

Identified problems need to be properly tackled

Presence of Challenges between government and public due to privacy, confidentiality and security issues.

The Lebanese public rely more and more on the government portal before heading to government offices and perform their transactions

Informs portal has gained a wide confidence from the public, with 35,000 user per month and 300 calls per month
Thank You

Walid Abouchacra
ICT Project Manager
Office of the Minister of State for Administrative Reform
wabouchacra@omsar.gov.lb

http://www.omsar.gov.lb