



E-Government in the PA

Alessandro Bellantoni

E-Government Analyst

MENA-OECD Governance Programme

alessandro.bellantoni@oecd.org

MENA-OECD INITIATIVE TO SUPPORT THE PA

1st PHASE



Collaboration between the Organisation for Economic Co-operation and Development (OECD) and the PA:

The MIP (MENA-OECD Initiative to Support the PA)

Participation in the activities of the MENA-OECD Governance Programme

- Greater involvement in the activities of the Working Groups and Focus Groups.
- Peer advice and capacity building provided
- Increased regional networking with MENA and OECD countries

REGULATORY

- Assessment report and recommendations for the legislative law-drafting manuals
- Practitioners' guide on public consultation and rule making process

INTEGRITY

- Benchmarking the draft Code of Conduct for PA civil Service to good practices from MENA and OECD countries.
- Proposal to support implementation of the updated PA Code of Conduct.

E-GOVERNMENT

- OECD E-Government Survey of the PA.
- Report: Modernising the Public Administration: The Case of E-Government in the Palestinian Authority.

With the **Ministry of Telecommunications and Information Technologies** it produced an evaluation of the Palestinian Authority's e-government policies and their implementation.

- The Report, titled “**Modernising the Public Administration: The Case of E-Government in the Palestinian Authority**”, includes an overview of the current situation in the relevant Palestinian institutions and presents policy options and good practices based on OECD countries' experiences.
- It is based on the adapted **OECD E-Government Survey**
- Extensive **discussion** with all PA e-leaders and feedbacks

Modernising the Public Administration: The Case of E-Government in the Palestinian Authority

SUMMARY

The report provides an overall picture of **e-government policies and implementation** in the PA. It identifies main trends, highlights opportunities for improvement and suggests further developments, based on MENA and OECD countries' experiences and good practices.

- The PA is in a crucial moment of its e-government implementation;
- It aims at a full-fledged modernisation of its public sector through extensive use ICT ;
- Its goals are: to increase **efficiency, effectiveness and transparency** of the state machinery, to offer **better services to citizens** and to **promote business sector** development and economic growth.

The analysis highlights areas for improvement and gives concrete recommendations in various fields, with a special focus on the following:

- **Institutional coordination** among line ministries and across levels of government;
- **Provision of e-services** to the Palestinian population.

Modernising the Public Administration: The Case of E-Government in the Palestinian Authority

IMPACT

- Provided the PA with **data and analyses** on e-government implementation and an assessment of its strengths and areas for improvements;
- **Increased institutional coordination** by raising awareness on the cross-sectoral nature of e-government systems;
- Stressed the importance of **including the use of ICT in all relevant policies**, both at the national level (i.e. administrative simplification) and in the sectoral strategies (i.e. HR management);
- The recommendations contained in the report are been included in the new **e-government policy paper** currently being developed by the PA's Ministry of Telecommunications and IT.
- As result of the policy dialogue promoted by the Programme, the University of Milan - Bicocca and the Birzeit University of Ramallah joined forces and created an academic exchange programme to teach and research on e-government issues.

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RELEVANCE

- The report has direct relevance for the implementation of the following national and sectoral policies of the PA:
 - Ministry of Planning, **Palestinian Reform and Development Plan 2008 - 2010**;
 - Ministry of Planning, **Administrative Development Plan**, 2010;
 - Ministry of Telecommunications and IT, **National Strategy for ICT and Post in Palestine**, 2010;
 - PA, First year programme of the 13th Government of the Palestinian Authority: **“Ending the Occupation, Establishing the State”**, 2009;
 - PA, Second year programme of the 13th Government of the Palestinian Authority: **“Homestretch to Freedom”**, 2010.

E-government is well integrated in all broader national policies of the Palestinian Authority and is described in detail in ad hoc strategies. An updated e-government policy document could improve alignment with current PA priorities and address some of the issues highlighted in this Report.

▪ Proposed Actions:

- Update the E-Government Strategy by producing an E-Government Policy Document that articulates the PA's new vision in the field of ICT in the public sector.
- Involve all stakeholders in the process by creating *ad hoc* mechanisms for broad institutional involvement and wider public consultation.

Co-ordination

The greatest drive for e-government comes from central government and all Palestinian institutions perceive e-government as a priority. The co-ordination role of the MTIT could be reinforced to improve the implementation of e-services.

■ Proposed Actions:

- Map administrative processes and existing applications in order to gain a clear picture of administrative workflows and institutional responsibilities.
- Redefine the PA's e-government-related procedures with a “whole-of-government” approach and guarantee a more effective co-ordination role for the MTIT.

Enabling Environment

The enabling environment has a direct impact on a government's capacity to transform its stated goals into e-government services. The Palestinian Authority has recently established E-Government Teams of the MTIT to focus on this area.

▪ Proposed Actions:

- Prioritise legislative actions and infrastructure projects that enable the immediate delivery of key strategic services.
- Develop a medium- and long-term plan to increasingly implement all the remaining legal and infrastructure reforms.

Implementation

Basic e-government systems and applications are present in all ministries. Implementation could be improved by greater involvement of the private sector and by increasing the availability of dedicated funds.

■ Proposed Actions:

- Increase awareness among the PA's public officials of the benefits and modalities to support a more direct inclusion of the Palestinian private sector in electronic service design and delivery.
- New strategies based on the principles of good management (i.e. management by objective and performance-based budgeting) could increase the allocation and effective use of existing funds for e-government projects.

User centricity

The delivery of user-centered services is a priority for the PA. More citizen engagement in policy formulation, and increased efforts to bridge the digital divide in the population would help transform this policy priority into practice.

▪ Proposed Actions:

- Creating focus groups, using online surveys and institutionalising public-private forums would allow greater involvement of Palestinians in policy making, and service identification and delivery.
- Implement specific actions to increase access to the Internet and reduce the digital divide through *ad hoc* training programmes and infrastructure projects.

Conclusions

The PA is in a key moment of its e-government implementation. After the initial phases, it is now moving toward modernisation of its public administration through extensive use of ICT to increase efficiency and effectiveness, to offer better services to citizens, and to promote economic growth.

■ Way Forward:

- Finalization of the new E-government Policy Paper.
- New E-government Implementation Roadmap.
- Support to the implementation...

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THANK YOU!