Arab Republic of Egypt

The Egyptian Information Society Initiative

EISI- Government

for Government Services Delivery

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Delivering services to customers at their finger tips according to their taste and style with appropriate efficiency and allowing them to participate in the decision making process

Thus, …

ICT is only a tool not an objective in its own

Customers:
Citizens, Business men, Investors, Companies, …
Citizen centric service delivery:
The program slogan is "government now delivers" which reflects government intention to develop a one stop shop e-services approach focused at citizen's needs.

Community participation:
EISI Government is a project with nation wide impact, thus community participation is a must. Citizens' demands are constantly being analyzed and reflected, and private/public sector companies are active participants in project's implementation and management.

Efficient allocation of government resources:
The project proposes techniques for increasing the level of efficiency of the Egyptian government. Productivity, cost reduction, and efficient allocation of resources are among the major expected outcomes from project implementation.
Objectives

- Tailoring government services to meet citizens expectations.
- Creating a conducive environment to investors.
- Availing accurate and updated government information.
- Increasing Government efficiency through modern management techniques and new working models.
- Reducing government expenditure
- Fostering local competitiveness and increasing globalization readiness
Objectives

Enhancing Egyptian government readiness to accept a strong local program and to smoothly integrate in the global community.

Legal and regulatory:
Remote authentication mechanism.
Security and privacy issues.

Technological:
Lack of unified standards
Multiple service providers
Isolated communication islands of government bodies.

Culture and economic:
Poor penetration of credit cards
Inexistence of suitable e-payment method.

Basic Infrastructure Project

- E-signature and Public Key Infrastructure.
- Document of standards.
- Government gateway.
- Government communication network.
- Simple but comprehensive e-payment framework.
Objectives:
Providing timely, customized and quality measured government services to the citizens and investors through convenient delivery channels.

Challenges:
Government:
- Reputation of quality of services.
- Inconvenience of delivery mechanisms.

Citizen:
- Overlap among service providers.
- Computer illiteracy.
- Low PC and internet penetration.

Service Delivery Project:
- Reengineering services and availing them.
- Establishing service centers.
- Establishing programs to distribute PCs.

Ministry of State for Administrative Development
E-Government Program
Objectives

Increasing efficiency and reducing expenditure.

Challenges

- Reluctance and mistrust of automation.
- Inflexibility to modify workflows (wrongfully thinking it's illegal).
- Multiple auditing bodies.
- Overlapping authority among government bodies.
- Adopting new philosophies and practices of modern management.

Back office Automation Project

- EISI-Government ERP
- Document management and electronic archiving.
- Business process automation.
Objectives

Providing accurate and updated information to serve investors and to support the decision making process.

challenges

- Reluctance of information sharing among government bodies.
- Security and privacy issues.
- Ownership and copyrights issues.
- Lack of unified data dictionary and definitions.

Economic Databases and Decision Support Project

- Creation and update of databases.
- Drafting standards and laws for information sharing, copyrights, and ownership.
<table>
<thead>
<tr>
<th>Challenges</th>
<th>Solutions</th>
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<tbody>
<tr>
<td>No document of standards</td>
<td>Draft and Publish Standards</td>
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<tr>
<td>No legal framework to authenticate persons over networks</td>
<td>E-signature law and PKI Infrastructure</td>
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<tr>
<td>Fear of electronic payment</td>
<td>Simple e-payment framework</td>
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<tr>
<td>Low penetration of credit cards</td>
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<tr>
<td>No payment tools for simple citizens</td>
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<tr>
<td>Low ICT readiness of government enterprises</td>
<td>Multinational Contracts</td>
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<tr>
<td>Complexity, overlapping and variety of service providers</td>
<td>Government Gateway</td>
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## Objectives and Components

<table>
<thead>
<tr>
<th>Components</th>
<th>Objectives</th>
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<tbody>
<tr>
<td>Basic Infrastructure Project</td>
<td>Readiness (Local and International)</td>
</tr>
<tr>
<td>Service Provision Project</td>
<td>Distinguished services Attract Investors</td>
</tr>
<tr>
<td>Business Process Automation</td>
<td>Enhance Efficiency Reduce Expenditure Readiness (Local and International)</td>
</tr>
<tr>
<td>Local Governorates</td>
<td>Accurate Updated Information for Decision Makers and Investors</td>
</tr>
<tr>
<td>Doc Arch &amp; Mang.</td>
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<tr>
<td>Gov Net</td>
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<tr>
<td>Intranet</td>
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<tr>
<td>Economic Data Bases Projects</td>
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<tr>
<td>ERP</td>
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<td>Procurement</td>
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Work Groups

- **Legal group**
  - E-Signature ✓
  - E-Contracting
  - Cyber crime

- **Technical group**
  - Networking ✓
  - Information security ✓
  - Interoperability ✓
  - Document management ✓
  - PKI ✓
  - Services for special needs

- **Financial group**
  - e-Payment framework ~
Citizens Companies
Investors
Suppliers
Service Centers
Internet
Telephony
Networks
Firewalls
Government Network
Bawaba
(Ministries)
National Database
Infrastructure
- Networks Standards
- Security Specifications
- PKI
- Application development
- E-Payment Standards
- Doc. Classification & Handling
- E-Signature
Special service needs
Government wide initiative not MSAD owned
Outsourcing implementation
Public Private Partnership
Encouraging new models for financing
Non-centralization
Incentive programs for adoption and ICT employees
…
Integrate with multiple back ends
Connect various platforms
Customer centric interface
Higher security and privacy
Higher return on Investment
Egyptian Bawaba

Ministry of State for Administrative Development

E-Government Program

Portal

Information and services

Gateway

Financial Institutions

Ministries

Brokers

Business men

Citizens
Welcome to Egypt’s government services portal where you will find information related to more than 700 services provided by the various ministries. You can also access services online such as retrieving and paying your phone bill online.

Popular services:
- Request a Birth Certificate (Civil Status Organization)
- Request National ID Replacement Card (Civil Status Organization)
- Tourists Complaints (Tourism & Antiquities Police)
- Check Your Phone Bill (Telecom Egypt)
- Taxation and Customs Services (Taxation)
- Vehicles Licenses Renewal (Gize Traffic Department)
- Electricity Bills For Business (NEDCO & SEDCO Companies)

Click here for a full list of all available services
Service Levels

- Information services.
- Inquiry services.
- Full transaction.
- Integration between agencies
- Push Vs Pull
- Interaction
- Personalization based on AI.
Citizens

Telephone Network

IVR

SMS

Government Gateway

Call centers

Intermediaries (Post offices..)

Citizens - SMEs

• Citizens
• Businessmen
• Companies

Service providers

Service providers

Service providers
## Return on Investment

<table>
<thead>
<tr>
<th>Economical</th>
<th>Social</th>
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<tbody>
<tr>
<td><strong>Direct</strong></td>
<td>Services</td>
</tr>
<tr>
<td>1-3% savings in procurement = 20-60M L.E.</td>
<td>Better environment</td>
</tr>
<tr>
<td>Utilizing 0.5% of dead inventory = 200M L.E.</td>
<td>Less interaction of employees and public!</td>
</tr>
<tr>
<td>Savings from 100K transactions on line = 9 M L.E.</td>
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<tr>
<td><strong>Indirect</strong></td>
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<tr>
<td>Increase local demand on ICT</td>
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<tr>
<td>New jobs</td>
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<td>Less traffic</td>
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<td>...</td>
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It is very easy to get two computers to talk to each other …

Try to do the same with government employees and government agencies !!
Where are we?

Step 4 (four) on a very long road …
But for sure it would have been longer if we did not start

When will the program end?
We hope by 2007 we have remarkable achievements but the cycle of progress never ends …
Thank You

For more information please visit
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