




Welcome

## E-Government Transformation in Qatar

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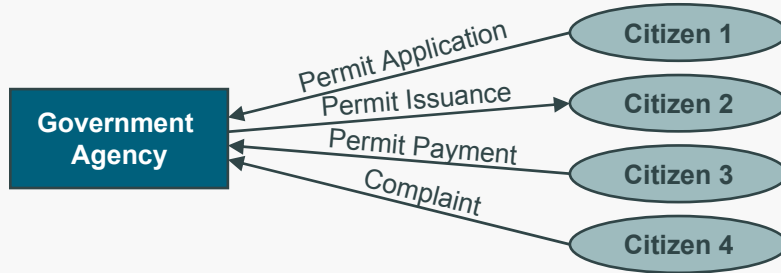
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- A large, thick orange arrow graphic that starts at the top right, curves downwards and to the left, and then curves back up and to the right, pointing towards the bottom right corner of the slide.

# e-Gov is defined by the digital interactions across several Government-to-user models: G2C, G2B, G2G and G2E

## e-Gov Definition: Interaction Models

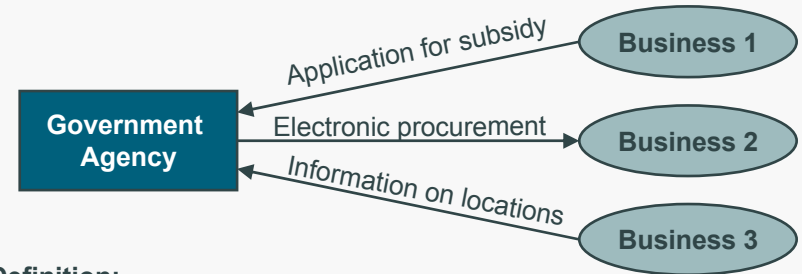
### Government to Citizen Model (G2C)



#### Definition:

In the G2C model, a government agency offers the citizens services, communication and information services via the Internet

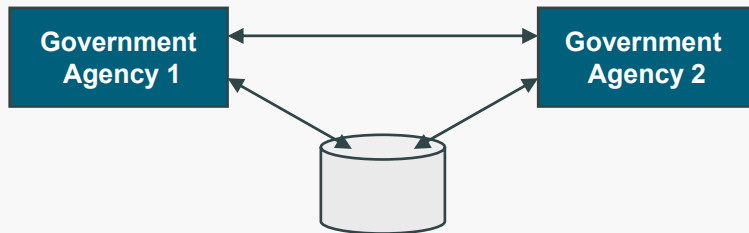
### Government to Business Model (G2B)



#### Definition:

In the G2B model, a government agency offers enterprises the opportunity of exchanging transactions, information and data via the Internet

### Government to Government Model (G2G)



#### Definition:

In the G2G model, different governmental institutions access the same database and communicate via the media Intra-/ Internet

### Government to Government Employee Model (G2E)



#### Definition:

In intra-government approaches, infrastructural prerequisites are determined for the effective deployment of IT and e-Gov

## What is e-Government?

- ▶ the use of digital technologies to ***transform*** government operations in order to improve effectiveness, efficiency, and service delivery



## What is Transformation?

- ▶ An act, process, or instance of change in structure, appearance, or character.




## Phases of Transformations

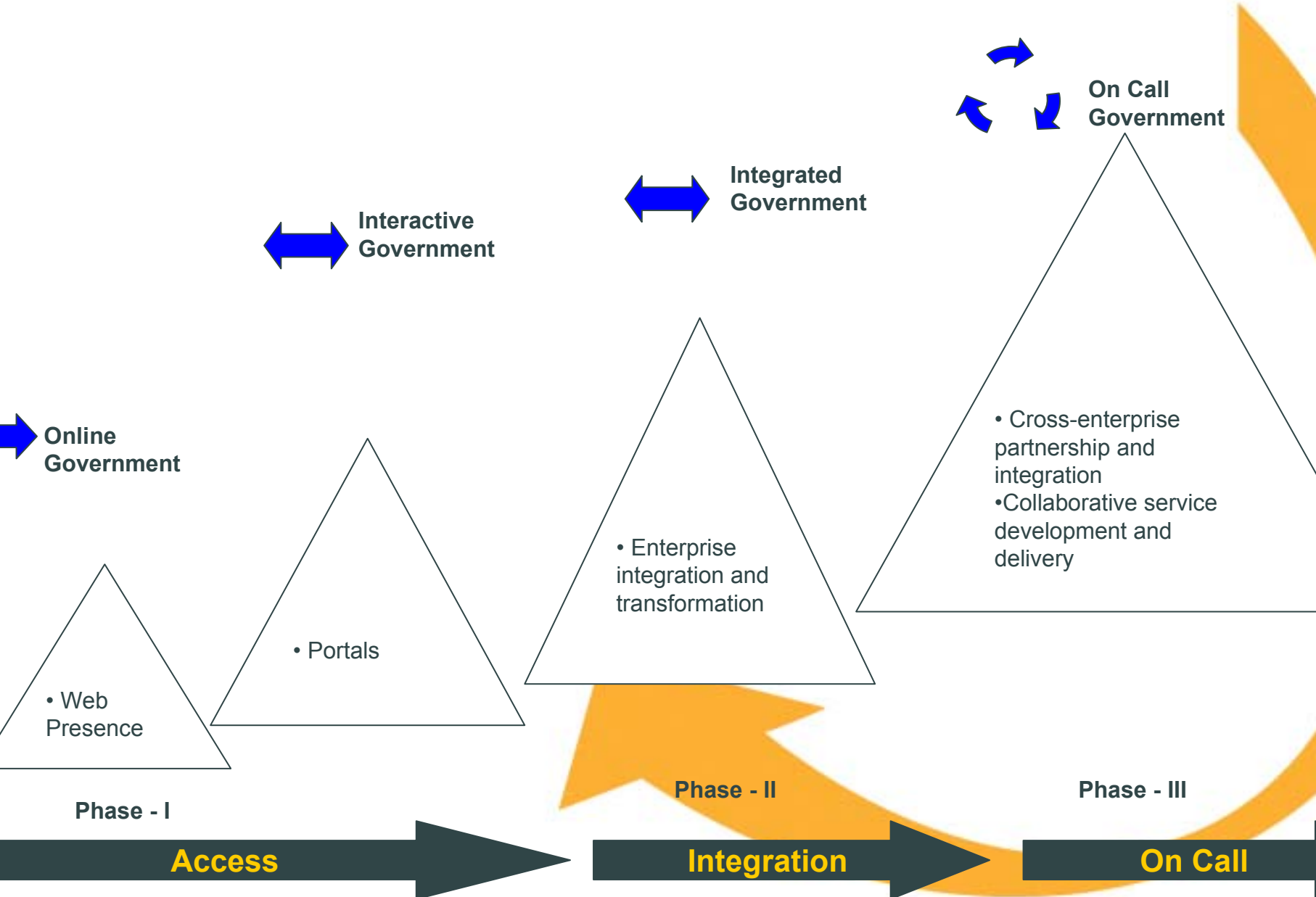
- ▶ Phase I : Changing Rules
- ▶ Phase II: Emphasizing Performance
- ▶ Phase III: Improving Service Delivery
- ▶ Phase IV: Increasing Collaboration



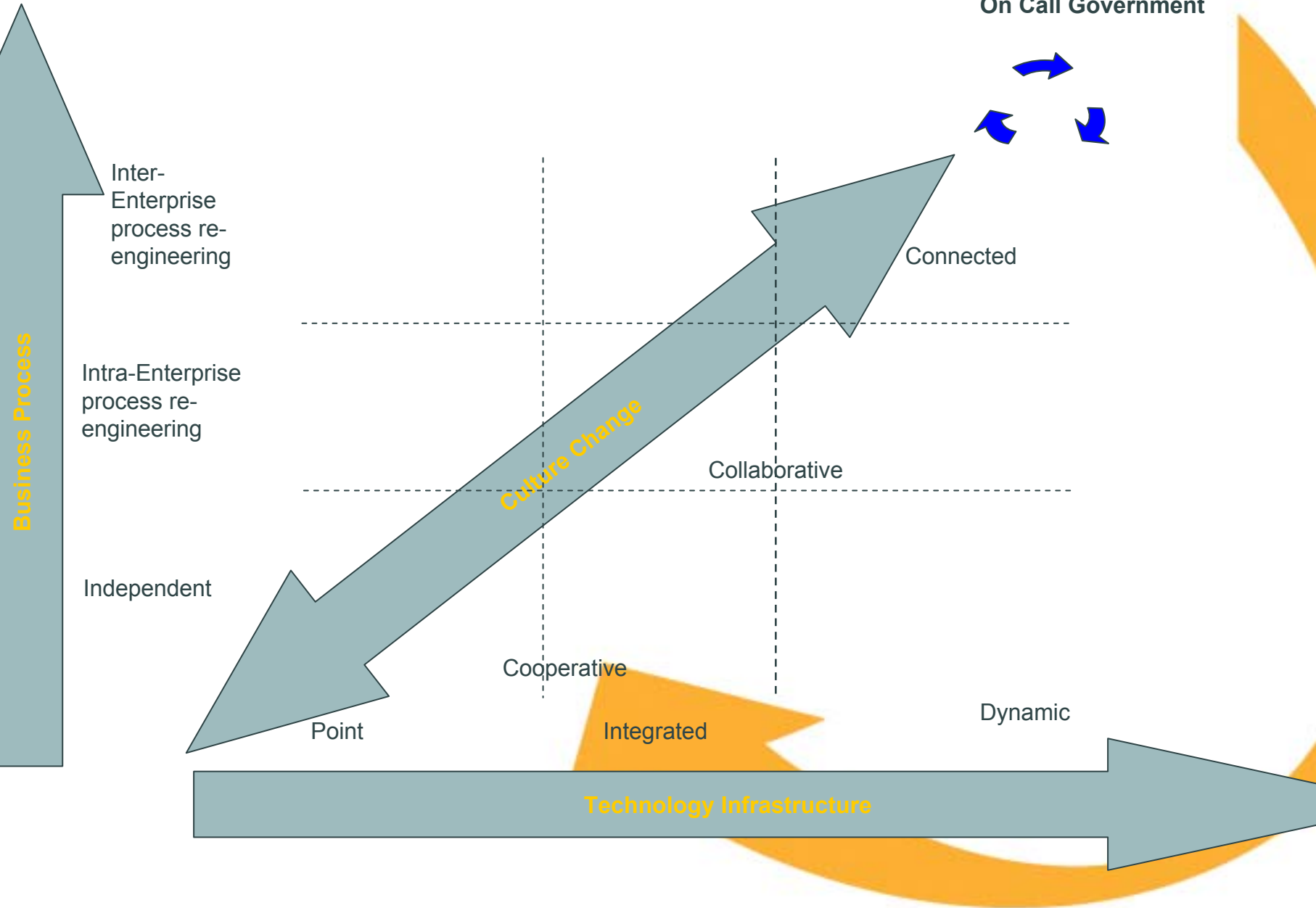
## **A transformed Organization:**

- ▶ will be more partnership-based, results oriented, externally focused and integrated
  - ▶ provide a better balance between their focus on results, customers, and employees
  - ▶ will work better with other government organizations, non-governmental organizations, and private sector to achieve results
- 

# Call Government



# Transformation Roadmap

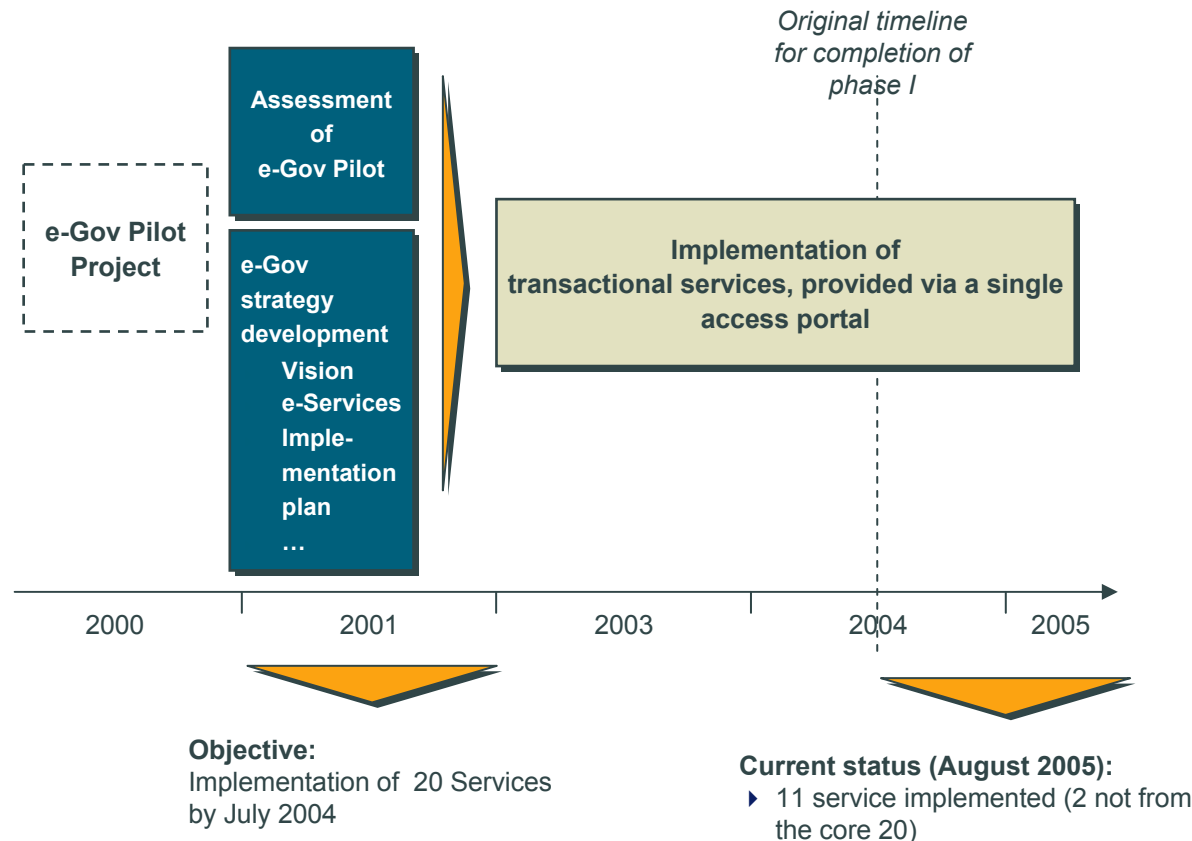


# **Qatar's e-Government**



# Our baseline analysis shows that former e-Gov endeavors maintained limited focus and strategic alignment

## Historical Development of e-Gov in Qatar



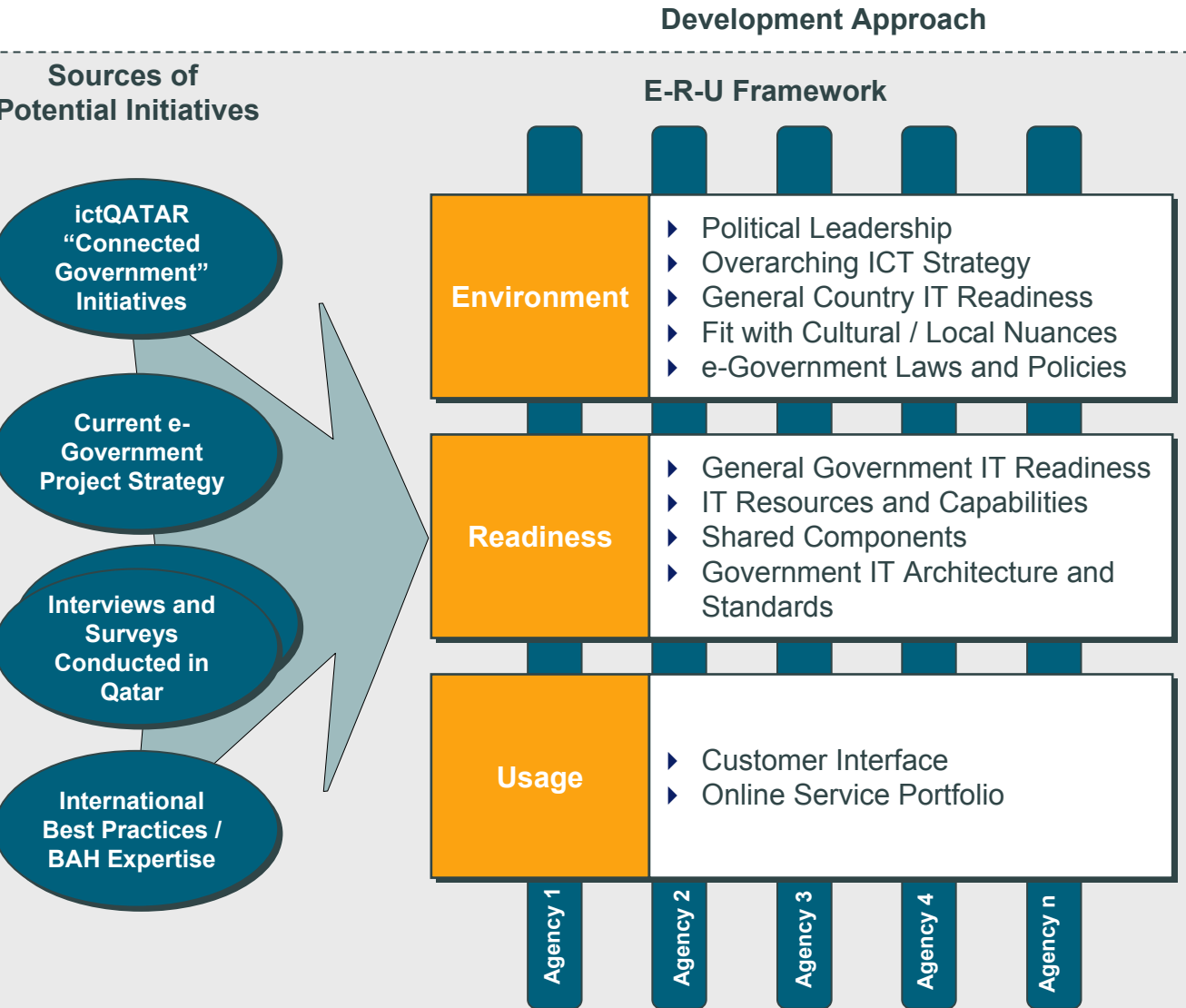
### Project Background

- ▶ Qatar started pilot e-Gov activities in 2000 and first defined a strategy in 2001
- ▶ This strategy was centered around the provision of 20 transactional services online by mid of 2004. As a result, 11 services are available online today via single access portal
- ▶ While activities so far have been driven out of a specific e-Gov Unit (the “e-Gov Project”), responsibility for e-Gov was shifted to ictQATAR in 2005
- ▶ In view of defining a next generation strategy in line with the ambitions of national ICT Masterplan, ictQATAR is fully updating the current e-Gov strategy and operational governance model

# **Vision-Driven Approach & Strategy Framework**



# As a first step, a long list of initiatives will be mapped to the ERU framework

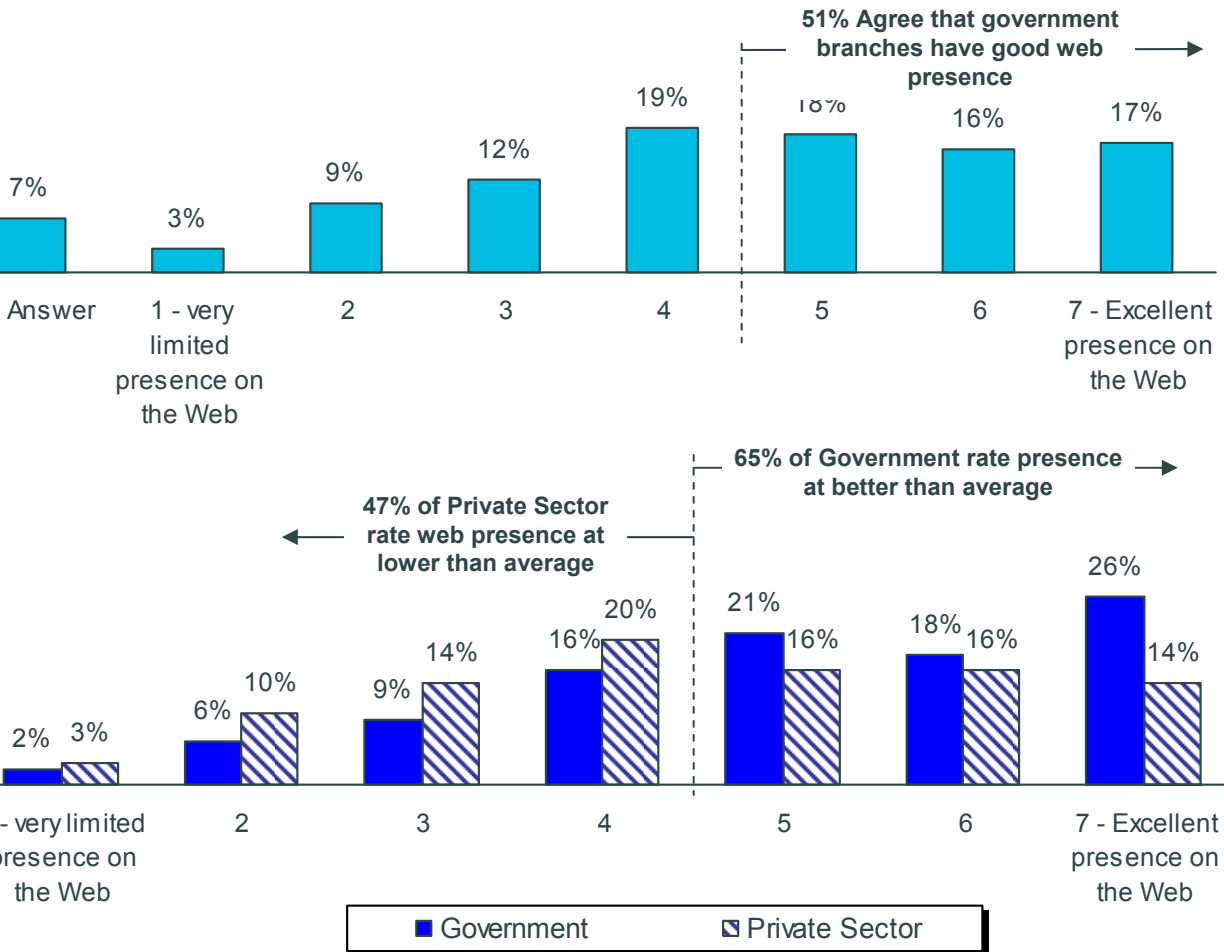


## Benefits of adopting the ERU Framework

- ▶ **Categorization and grouping**  
The ERU framework will allow us to identify duplicate initiatives, and group similar initiatives into manageable programs that could be **cross agency or agency specific**
- ▶ **Sanity-check:** The ERU framework will allow us to check
  - if the identified initiatives are balanced across all dimensions
  - if dependencies and prerequisites are correctly captured

# Individuals believe that Government branches in Qatar have a relatively good web presence, however, further examination of responses show answers vary by segment surveyed

Government Branches web Presence<sup>(1)</sup>

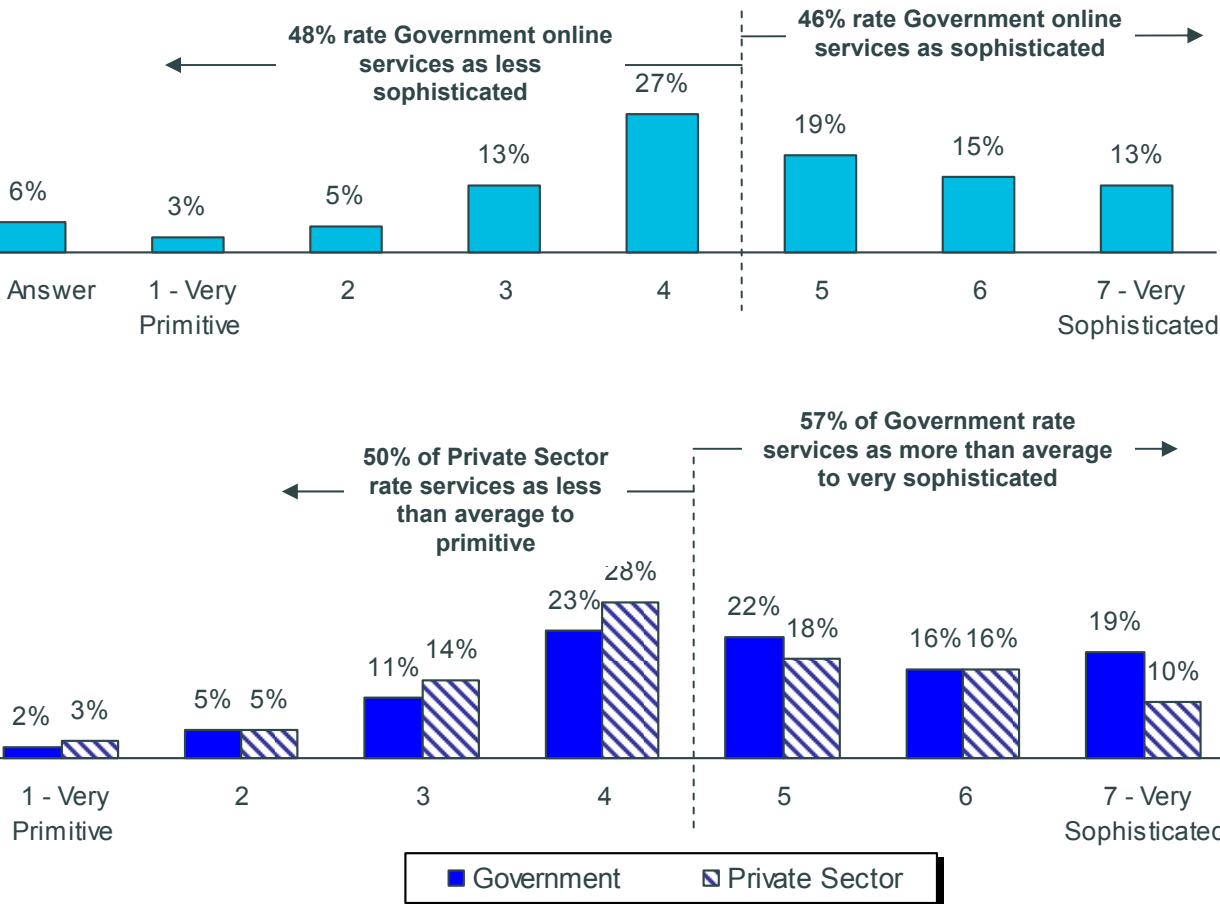


## Key Observations

- ▶ 51% of individuals surveyed overall agree that Government branches have better than average to excellent web presence
- ▶ However, when dividing the answers by segment, it is apparent that Government employees responses are more positive than Private Sector
- ▶ 65% of Government employees rate Government branches' web presence at good to excellent vs. only 46% of private sector employees
- ▶ Further, 47% of Private Sector employees rate the presence lower than average to limited

# Similarly, Individuals believe that the Government's online services are average in term of sophistication, with Government employees having more favorable ratings than others surveyed

Government online Services Sophistication<sup>(1)</sup>

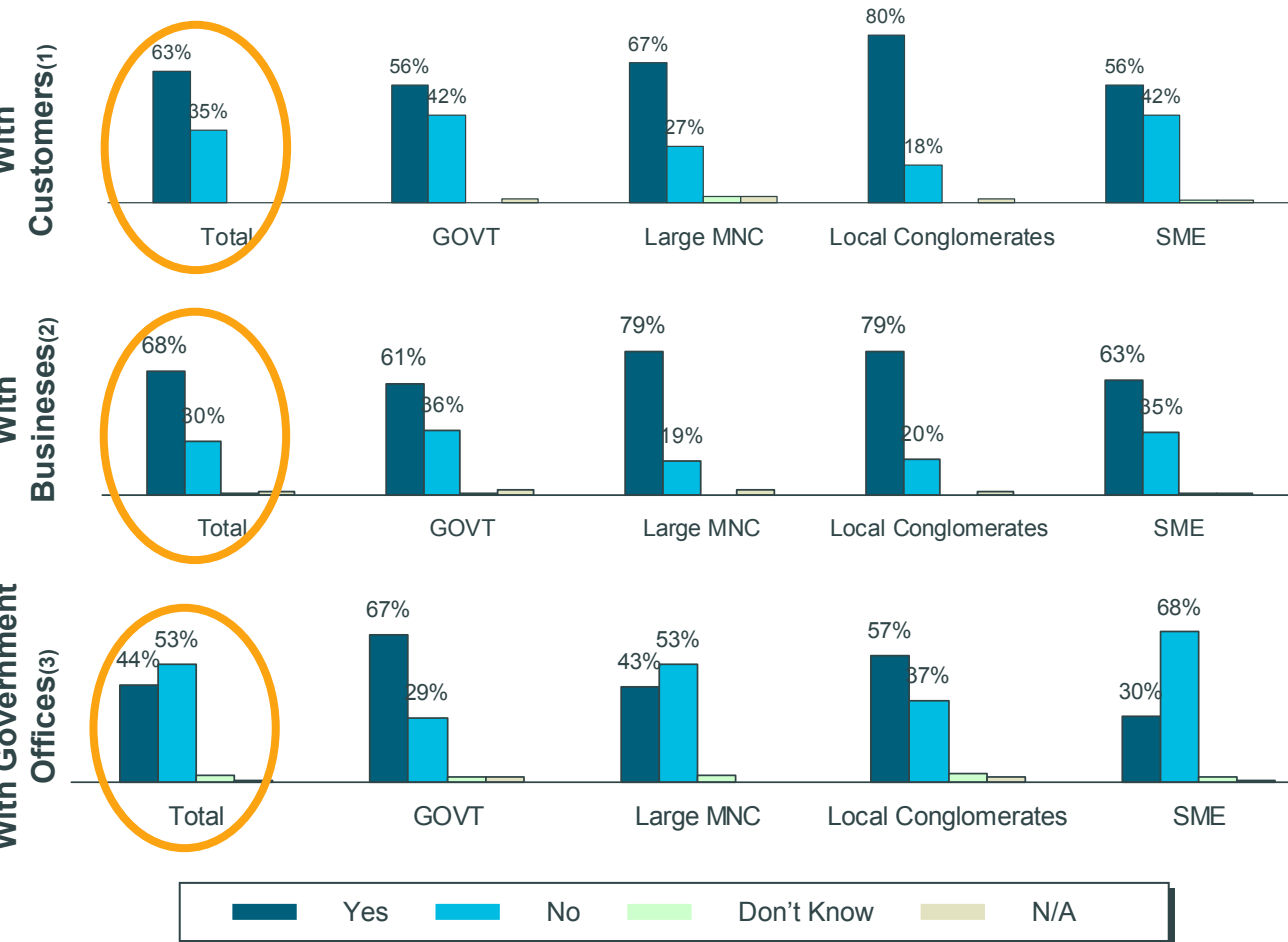


## Key Observations

- ▶ Overall, individuals surveyed rated the Government's online services average in terms of sophistication with 48% leaning more toward the simple to primitive side
- ▶ However, when dividing the answers by segment, it is apparent that Government employees responses are more positive than Private Sector
- ▶ 57% of Government employees rate services as sophisticated while only 44% of private sector employees do so
- ▶ Further, 50% of Private Sector employees rate online services at simple to primitive and only 42% of Government employees rate online services as sophisticated

# Further, establishments have benefited from internet usage to improve communication, but only with customers and businesses, and not with governmental offices

## Internet Utilization to Communicate



### Key Observations

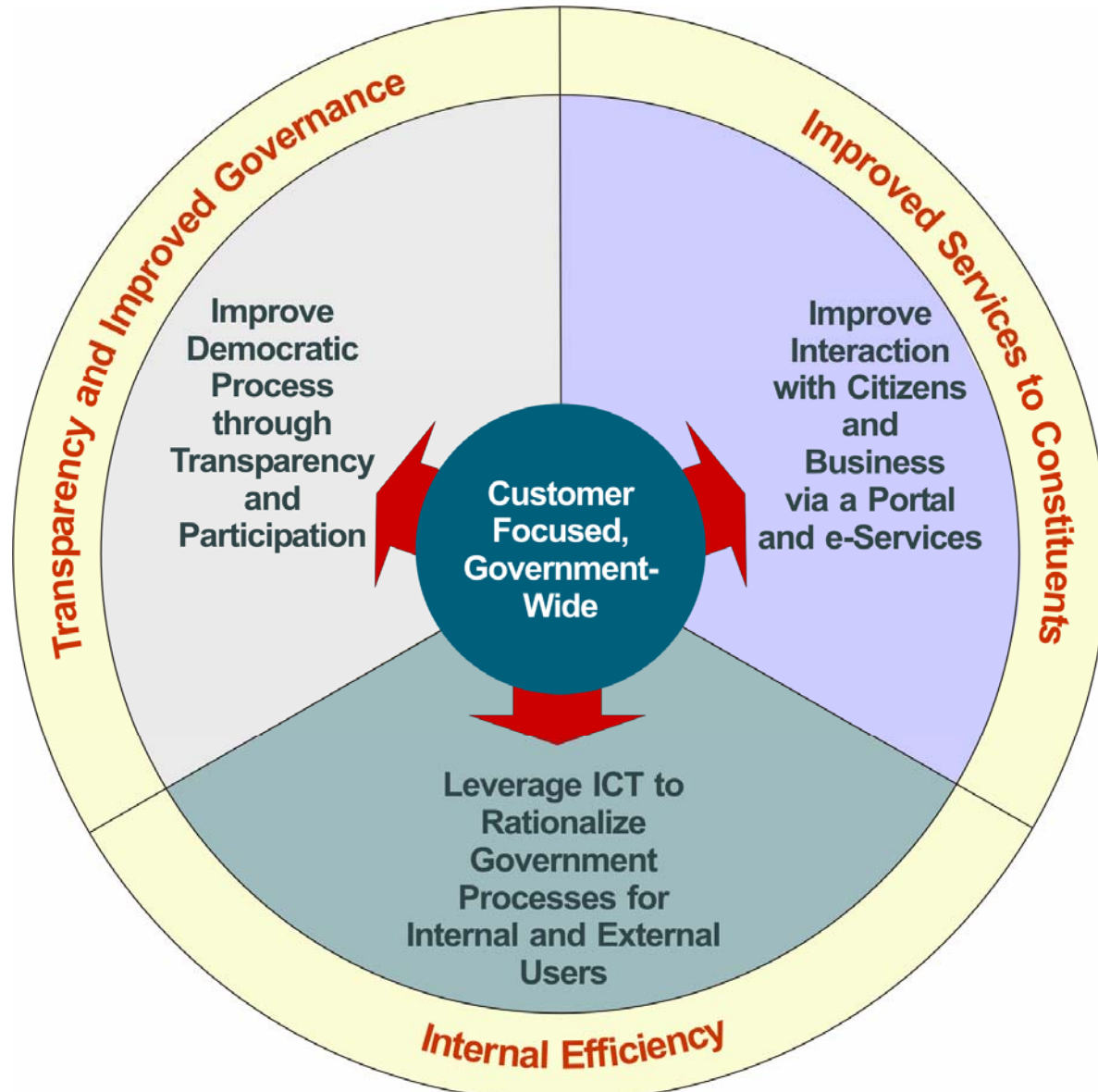
- ▶ Internet usage has improved communication for all establishments to a degree
- ▶ However, it is apparent that communication with customers and other businesses has improved the most in comparison to communication with government offices
- ▶ Government offices registered the most improvement in communicating with government offices
- ▶ Large corporations (local and multi national) registered the most improvements from using the computer/internet technologies to communicate with customers and other businesses

Does your establishment use the internet to communicate with customers?"  
 Does your establishment use the internet to communicate with other businesses or other branches of the company?"  
 Does your establishment use the internet to communicate with government offices?"

# Next e-Gov Strategy

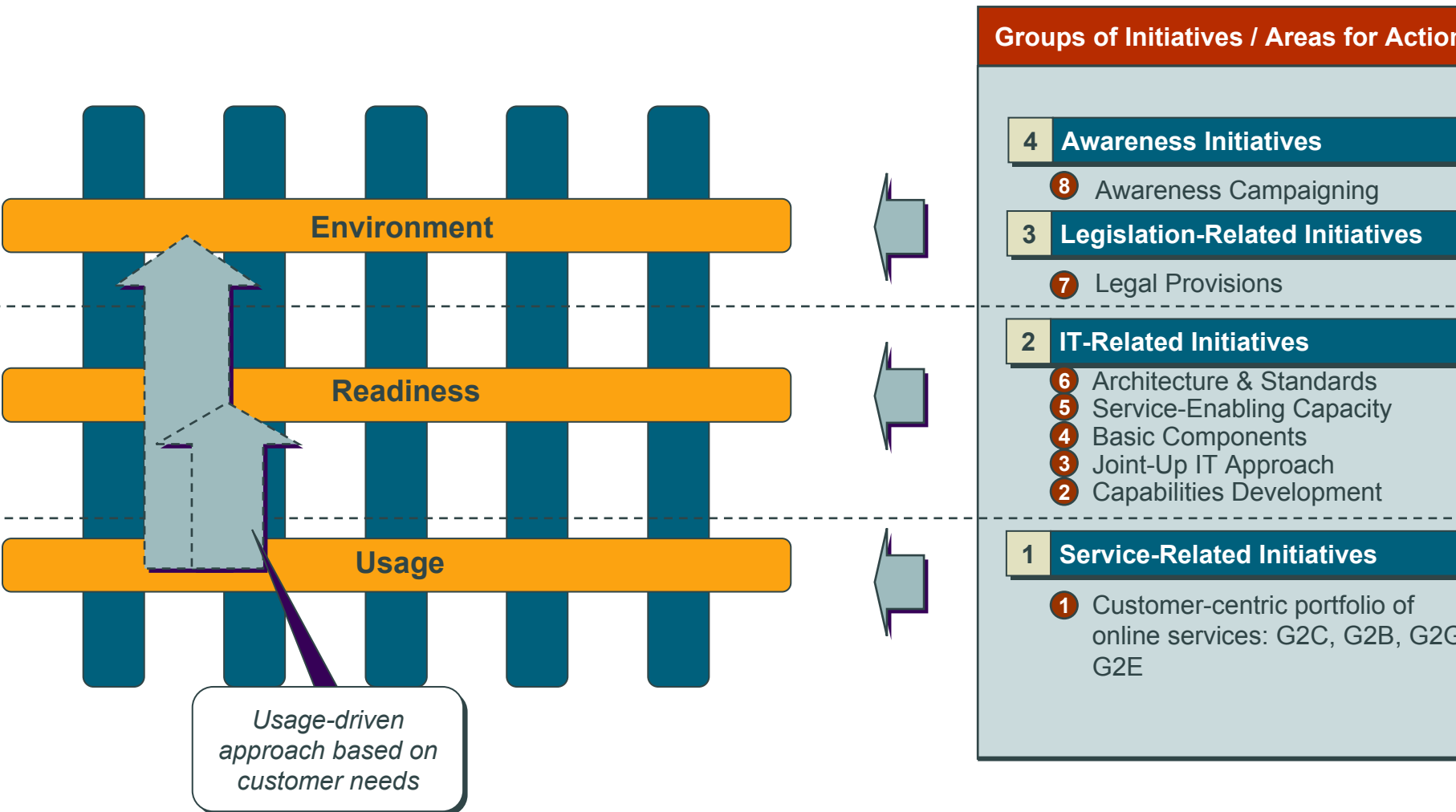


Therefore, Qatar's "next generation" e-Gov strategy is designed to be *Customer Focused / Government Wide*



# As a result, the e-Gov strategy is comprised of key initiatives in three areas along all three dimensions of the E-R-U framework

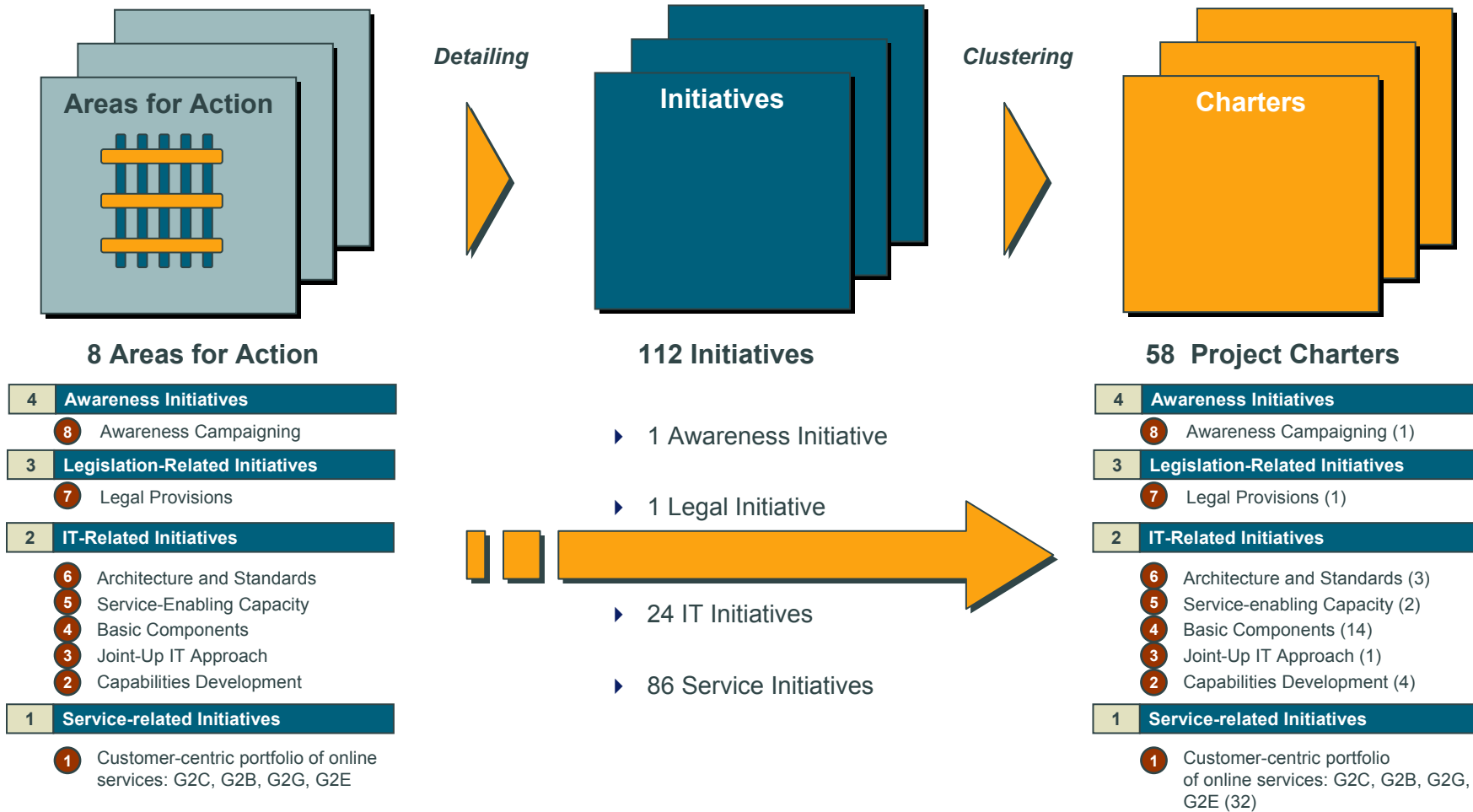
## Initiatives & Action Area Driven by the “E-R-U” Framework



# All the initiatives have been appropriately detailed and in turn, clustered into actionable project charters for implementation

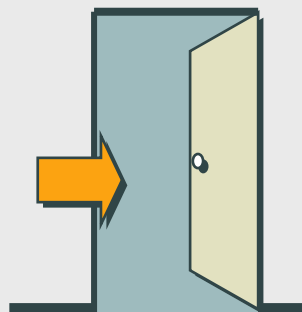
## Overview of Areas for Action to Initiatives to Charter Mapping

Areas for Action



# Customer-Focused / Government-Wide first translates into a central gateway, offering one face to the customer

## Cornerstone of Customer Focus: Central Gateway



24 x 7 week  
One Gateway



7 am – 2 pm, 5 d / week  
Heterogeneous entry points

### Requirements

- ▶ Expand current portal from focus on transactions to government-wide gateway built around customers' needs:
  - Redesign interface around typical user groups and customer-centric topics in a Government-Wide approach
  - Expand this interface to include information and communication / dynamic information
  - Ensure all government websites including their content are linked to the Gateway and can be found via its categories

## Conclusion

e-Government is about transforming the way government interacts with others.

- It requires a coherent strategy, beginning with an examination of the nation's political will, resources, regulatory environment, and ability of the population to make use of planned technologies.
- It requires fundamentally changing how government works and how people view the ways in which government helps them

Critical to the success of e-Government transformation is the understanding that e-Government is about the creation of new processes and new relationships between agencies.

- requires strong political leadership.
- new relationships among government agencies as well as partnerships with the private sector to ensure quality and accessibility of e-Government should be explored.
- e-Government initiatives depends on an engaged citizenry.



***Thank you***



**Transformation is about creating  
the future rather than perfecting  
the past**

[www.e.gov.qa](http://www.e.gov.qa)