

ADMINISTRATIVE SIMPLIFICATION STRATEGIES AND GOOD PRACTICES IN MENA AND OECD COUNTRIES- WAYS TO ADAPT THESE TO THE CONTEXT OF LEBANON

**Use of ICT to promote more efficient and effective government
services**

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Use of ICT to promote more efficient and effective government services

Agenda:

1. The e-Government Strategy in Lebanon
2. Ongoing Initiatives
3. OMSAR experience (three case studies)

e-Government strategy of Lebanon



- The vision for the e-government strategy of 2007 focuses on the attainment of the following strategic objectives:
 - Citizen-centered, not bureaucracy-centered;
 - Results-oriented;
 - Market-based, actively promoting innovation;
 - Good Governance;
 - Economic Development;
 - Social Inclusion.

e-Government Strategy of Lebanon

Four Pillars

e-Reform

Provides the ideal opportunity to **re-engineer government processes** to take advantage of technology and use **ICT as the spearhead of the reform** process.

e-Citizen

Groups together all the **services** that government currently provides to the **citizens** in Lebanon and which are candidates to be provided **electronically**

e-Business

Focuses on those government **services** that are of importance to the **Lebanese business community** and **foreign investors**. More efficient delivery of these services will assist in promoting private sector growth in Lebanon and result in national economic development.

e-Community

There is wide consensus that ICT is central to participation in the emerging **knowledge economy**, hold enormous **potential to accelerate economic growth**, promote sustainable development and **empowerment** and **reduce poverty**

The e-Government strategy is shedding light on critical issues

e-Reform



e-Citizen



e-Business



e-Community



Red tapes

Bureaucracy

Regulatory aspects

Authentication

Available Applications

Access to information

Standards

Shared services

Internet penetration

Infrastructure

Human capacity

Content

Digital divide

Interoperability

E-enabled Initiatives



INFORMS



Standardization and digitization of administrative forms (starting with 100 government transaction)



One-Stop Shops (starting with four ministries: Education, Health, Agriculture and Tourism)



E-Government Portal (single point of entry, virtual one-stop shop for the public administration)

E-Government Roadmap -2015

E-Government Roadmap – 2010

2010

Q 1

Q 2

Q 3

Q 4

2011

Q 1

Q 2

Q 3

Q 4

...2015

Portal Phases

E-Government Portal - Phase 1
Informational content, invoices payment, 100
Standardized Forms
(E-Forms, Tentative E-Payment and Pilot E-
Services)

E-Government Portal - Phase 1
(E-Forms, Tentative E-Payment and Pilot E-Services)

Interoperability

Integration
Standards

Interoperability Framework

Interoperability Implementation Plan

Infrastructure

General
Requirem
ents

RFI for Data Center,
Infrastructure, Portal
and GSB

RFP for Design,
Technical
Evaluation and
Supervision

RFP for Design, Technical
Evaluation and Supervision

Design of the Data Center, Infrastructure,
Portal and GSB and Implementation TORs

Temporary Hosting of the Portal

Hardware, LANs WANs, Basic Software Licenses (OS, Office,
Databases)

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Related Projects

Archiving / DMS / WMS
Enterprise Agreement

Standardization of Forms

Websites Standardization

Archiving / DMS / WMS Projects

Standardization of Forms

One-stop-shop for different Ministries

Websites Standardization

e-Justice – e-Health – e-Civil Registration, others

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Legal & Administrative Prerequisites

OMSAR
Mandate
&
Data Center
Locations

UIN
Adoption

E-
Transactions
Law & IT
Units and
Salaries Law
Adoption

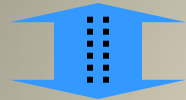
Readiness of
100
Standardize
d Forms

MOF
e-
payment
or
Private
Gateway



Proposed Modern Architecture paradigm

Single window to government
(secured, reliable and seamless interface with citizens and business)



Data Center (s)

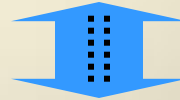
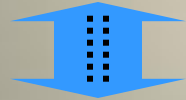


Government Service bus

Interoperability

Shared back-office services

e-Signature



Business applications

Three case studies

1. **Automation of Social & Medical Compensation (COOP)**
2. **Automation of Commercial Registry**
3. **Automation of Work permit**

Case study 3: Automation of Social & medical compensation (COOP)

- Effect on the time required to accomplish a transaction
 - ❖ The process of settling the 1% of the end of service indemnity used to consist of five steps in five floors and used to take at least two hours. After automation the same transaction is currently taking five minutes and can be accomplished in one location.
- Automation led to the following:
 - ❖ It used to take the beneficiary one hour to know the amount of his compensation. After automation this process takes now five minutes.
 - ❖ Better control of prevarication of medical applications.
 - ❖ Availability of accurate and timely statistics for the purpose of budget preparation

Case study 2: Automation of Commercial Registry

- Effect on the time required to accomplish a transaction
 - ❖ Through automation, the inquiry on the basic information of a company (such as name, domain, dates...etc) can be done through a phone call with one of the clerks who can retrieving the information from the system on the spot.
- Impact on staffing (did it reduce the number of staff)
 - ❖ No
- Was simplifying the procedures taken into consideration during the design phase? And How?
 - ❖ The Commercial Register process was quite simple and hence no further simplification was required.
- Did the system became more efficient
 - ❖ The system has become more efficient as a result of computerization, however it will be more efficient when the web based module is deployed.

Case study 1: Automation of Work permit

- **Effect on the time required to accomplish a transaction**
 - ❖ Before automation, the transactions were done within 15 days while it is taking now 4 days (max).
 - ❖ After automation, 130,000 transactions are accomplished per year instead of 80,000.
 - ❖ The automation of the work permits ensured higher and improved control levels, faster delivery of the service and more reliable record keeping for the purpose of general security and protection of the domestic labor market.
- **Impact on staffing (did it reduce the number of staff)**
 - ❖ The automation led to reducing the number of staff. For example five staff were allocated to prepare the work permit "CARD" while now only two staff are involved. The same applies to various departments.
- **Was simplifying the procedures taken into consideration during the design phase? And How?**
 - ❖ Before automation, all applications had to be registered in the "Kalam". After automation, this step was canceled.
 - ❖ No duplication of documents is requested anymore.
 - ❖ It is worth mentioning that the work permit application system is flexible enough to adapt to any new modifications to the procedures that might be suggested by any subsequent study for simplification and enhancement and/or any new laws and regulation.
- **Was the administration/beneficiary willing to simplify procedures?**
 - ❖ Yes. Moreover, the Ministry of Labor is now in the process of working further on simplifying procedures more and more.
- **What are the major obstacles to simplify procedures**
 - ❖ Some employees tried to resist simplifying procedures and wanted to protect the status quo.

The applications for home maids will be available on the internet for the "maid-offices" and for the citizens early 2011. The application will be downloadable and fillable.

Prerequisites

Implement the 4 Stages of e-Government

- E-Signature, PKI, Certification Authority, e-Payment
- Simplification of Procedures, Legal FW

- E-Gov Portal
- Interoperability Gateway
- Shared Services

- Standardize & Publish All Government Transaction Forms

- Strengthen and Expand Informs Portal

Stage 4: Transactional

Complete Online Transactions - Two Way Interaction C2G and G2C

Stage 3: Interactive

Provide Interactive Filled-Online Government Transaction Forms – One Way Interaction: C2G

Stage 2: Publishing

Publish Downloadable Government Transactions Forms – One Way Interaction: G2C

Stage 1: Informational

Develop and Provide Information about Government Transactions

Thanks you for your attention

