MENA-OECD GOVERNANCE PROGRAMME

OECD

Ramallah, 5-7 July 2010

Workshop
E-Government Tools in Practice:
How to Develop a Sound Implementation Road Map

Organised by the
MENA-OECD Governance Programme with the
Palestinian National Authority

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www.oecd.org/mena/governance

AGENDA

Workshop "E-Government Tools in Practice: How to Develop a Sound Implementation Road Map"

This workshop is organized within the MENA-OECD Initiative to Support the Palestinian National Plan. The purpose of this workshop is to provide participants with a practical overview on the most important elements to be included in a sound e-government implementation road map. Issues of leadership, internal coordination, horizontal and vertical integration, quality evaluation and projects prioritisation will be dealt with through presentations from senior experts and then illustrated by real examples from MENA and OECD countries. A session of questions and answers will follow each slot to make sure that information provided are discussed in light of the current situation of the PNA.

In particular, the various sessions will include discussions on how OECD countries have designed and managed the implementation of e-government services by specifically looking at the case of Italy. Additionally, discussions will focus on how to use a quality driven methodology to select and implement e-government projects, drawing from the experience of University of Milan-Bicocca and of the project "*eGovernment for Mediterranean Countries*". The Danish experience will then be key in showcasing the mechanisms of the OECD peer advice system and how it can support national policy making. Finally, participants will benefit from an overview of some of the major international actors in the field of e-government in the PNA with the aim of identifying and assessing potential areas of collaboration.

At the end of the workshop, there will be a joint-session with the Regulatory team to discuss the use of ICT tools to facilitate public consultation and the creation of One-Stop Shops. The workshop is highly interactive and participants are encouraged to share experiences as much as possible.

On the last day, individual advisory sessions will be held to further investigate PNA needs and priorities and to better define how the OECD can address them through the MENA-OECD Initiative to Support the Palestinian National Plan

Monday, 5 July 2010	
9.15 – 9.30	**Registration**
9.30 – 9.45	**Welcome address**
09.45 –11.00	**Supporting the creation of an E-Government Implementation Road Map**

Representatives from the PNA will give an overview of their e-government situation and priorities. A detailed discussion will follow on how the MENA-OECD Governance Programme can assist the PNA in the creation of a successful **E-Government Implementation Road map**. THE OECD E-Government Survey will be explained and circulated in this session, to be collected at the end of the Workshop.

Mr. Alessandro Bellantoni, E-Government Policy Analyst, MENA-OECD Governance Programme, OECD

11.00 –11.30	*Coffee break*
11.30 –12.30	**Policy: DigitPA**

In this session, the President of DigitPA, the agency in charge of the digitalization of the Italian Public Administration, will give an overview of Italy's e-government policies and implementation strategies. Q&A will follow.

Prof. Fabio Pistella , Commissioner of DigitPA, Italy.

12.30 –14.00	*Lunch*
14.00 –15.00	**Policy: The GovQual Methodology, the Italian Case. Overview**

Presentation of the GovQual Methodology: a quality driven methodology for e-government project planning based on the Italian experience and applied in several MENA countries.

Prof. Gianluigi Viscusi, University of Milan-Bicocca. Italy

15.00 - 16.00	**Tools: The GovQual Methodology, the Case of the eGovernment for Mediterranean Countries (eG4M)**

This session will focus on the experience of the eGovernment for Mediterranean Countries (eG4M), a regional project that shows a concrete application of the GovQual Methodology aimed to support Mediterranean countries in establishing and consolidating the most suitable e-Government solutions for their specific context. Practical examples will be presented and will illustrate how the GovQual methodology can be applied in the MENA region and in the PNA in particular. Q&A will follow.

Prof. Gianluigi Viscusi, University of Milan-Bicocca. Italy

16.00 –16.30	**Concluding remarks and end of proceedings of day 1**

Tuesday 6 July 2010	
09.30 –10.30	**Policy: The OECD E-government Peer Review process and the experience of Denmark**
In this session, a representative of the Danish Centre for Administrative Efficiency and E-government will illustrate the main characteristics of an OECD E-government Review process and how it contributed to Danish policy making. Concrete examples and good practices from Denmark will be presented. Q&A will follow. *Mr. Adam Gronlykke Mollerup, Head of Section, Centre for Administrative Efficiency and E-government, Denmark.*	
10.30 –11.00	*Coffee break*
11.00 –12.30	**Policy: Preparing E-Government reforms with a Whole-of-Government Perspective**
In this session, in addition to collecting the previously circulated e-government survey, the OECD Secretariat will present OECD policy recommendations on e-government reforms, main e-government reviews, and provide examples of do's & don'ts in the preparation of e-government reforms. Q&A will follow. *Mr. Alessandro Bellantoni, E-Government Policy Analyst, MENA-OECD Governance Programme, OECD*	
12.30 –14.00	*Lunch*
14.00 –14.30	**Institutions: UNDP**
UNDP Office in Palestine will present and discuss its activities in the field of e-Government. Potential areas of cooperation will be proposed and assessed. GPC Case Study: Development of the HRMIS Human Resources Management system at the GPC-General Personnel Council. Mohammad Hamarsheh, UNDP High Judicial Council Case study: The second presentation will be focused on the MIZAN project work which has been taking place since 2004 to automate the court service administration, the lessons learnt and the benefits so far from the implementation of this new system and the challenges ahead. The presentation will be 15 minutes with Q&A.	
14.30 –15.00	**Institutions: ESCWA**
ESCWA will present and discuss its current and future activities in the field of e-Government in the PNA. Potential areas of cooperation will be proposed and assessed. *Dr. Saleem Zoughbi, Regional Adviser – ICT, UN-ESCWA*	
15.00 –16.30	**Joint-Session with the e-Government and Regulatory Team. Summary of the Key Findings of the Workshops and Future Outlook for E-Government Reforms and the Development and Harmonization of Legislation in the PNA.**
Participants from the PNA and OECD Secretariat	