ICT\textsuperscript{4D} Research Aspects

Development of an Integrated e-Government Model

DIeGov Project

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Outline

• ICT as enabler for Socio-Economic Development
• « Living Labs » based R&DI Methodology
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ICT as enabler for Socio-Economic Development

- ICT = indispensable tool to fight against poverty and help developing nations to meet vital development goals such as poverty reduction, basic healthcare, and education far more effectively than ever before

  United Nations Development Program (UNDP) in its report on ICT for development (ICT4D) strategy for achieving millennium development goals (MDGs) [1].

- Opportunities for applying ICTs in supplying information and services in healthcare (e-Health), education (e-Learning) and Public administration (e-Government).

- « e-Gov » refers to the use by government agencies of Information and Communication Technologies, to transform relations with citizens, businesses, and other administrations.

- e-Gov = strategic tool + enabler for both public service innovation and productivity growth

- Traditional Government ➔ e-Government ➔ Connected Government
« Living Labs » based R&DI Methodology

- Living Lab is a concept that refers to a R&D methodology where innovations (services, products and application enhancements) are created and validated in collaborative, multi-contextual empirical real-world settings [2], and seen as a new character in the open innovation chain [3].

- The European Commission in a 2009 report [4] defines Living Labs as "open innovation environments in real-life settings, in which user-driven innovation is fully integrated within the co-creation process of new services, products and societal infrastructures".

- According to Massachusetts Institute of Technology (MIT) [5] "Living Labs brings together interdisciplinary experts to develop, deploy, and test-in actual living environments-new technologies and strategies for design that respond to this changing world".

- Living labs methodologies can be applied in very different contexts:
  - Geographic (or territorial—e.g. urban or rural, local community or region)
  - Thematic (e.g. eWell-being, eServices in Rural or Developing Areas, eDemocracy and eGovernance, ICT for Energy Efficiency, Food Security)

Action Space: Missions “on the field”

- National Jury e-Mtiaze rewarding the best e-Government projects carried out in Morocco
- Moroccan ICT Strategy (e-Morocco 2010 strategy) - Ministry in Charge of General and Economic Affairs
- Governmental Public Domain Information promotion Roadmap (UNESCO)
- Setting up of the Moroccan Government Gateway (OneGov Project)
  - Ministry of Industry, Trade and New Technologies
- Elaboration of Moroccan General Interoperability Framework
- Development of the local e-Government Moroccan roadmap (e-Local project)
- Organisation of the Industrial Information Virtual Network (RNIIM-Project), UNIDO
- Setting up / Scope of public Information System - Ministry of Finance and Privatization; Ministry of Social Development

Six pillars for a connected Government

1. Citizen Centric Evolution Model
2. Standard Interoperability Infrastructure
3. Reorganized Back-Office
4. Clear Governance Modalities
5. Innovative Organisation Models
6. Reinforced Social Inclusion
DIeGov Project - General overview

- **DIeGov** = Development of an Integrated e-Government Model (2011-2014)
- **Objective**: Development of an Enterprise Architecture (EA) based Model for Integrated e-Government Systems and Services, and its application in the case of Moroccan Public Information Systems (PIS)
- **Key words**: e-Government, Strategic Alignment, Strategic Planning, Enterprise Architecture, Data Quality, Interoperability, Collaborative Platform
- **Funded by**: University Mohammed V – Souissi
- **Partners**:
  - Ministry of Finance and Privatization
  - Ministry of Public Service Modernization
  - Management of Pension Agency (Régime Collectif d'Allocation de Retraite)
  - College of Applied Medical Sciences, King Saud University (e-Healthcare applications)
  - Neoxia (IT private sector)
- **Axes**:
  - Axe 2: EA based Interoperability Assessment and Optimization of PIS Interoperability (B. Elmir, A. Taoudi, A. Elmir)
  - Axe 3: Governmental Data Quality and Governance (M. Naoua, A. Farhoune)
  - Axe 4: Setting-up of a Collaborative Platform for e-Government Development in Morocco
## DIeGov Project – Towards “the connected Government”

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<th>Axes</th>
<th>Pillars</th>
<th>P2 - Interoperability</th>
<th>P4 - Clear Governance Modalities</th>
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<td>Interoperability Assessment and Optimization</td>
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### Members, problems and solutions are all treated as resources.

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members
problem1 solves solution1 builds member1
problem describes problem1
problem solves solution
problem solves solution
problem solves solution
problem solves solution
problem solves solution
member2 builds

papers projects software people problems solutions
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- New IT concepts in SA, SP to prepare for IT governance and management of public services.

Public participation, with support for collaborative problem-solving.
Conference papers


Journals papers

Reference


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Thank you

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