e-Government in Lebanon: an overview and the action plan

Expert Group Meeting on ICT Indicators Adoption and Data Collection
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Office of the Minister of State for Administrative Reform (OMSAR)
Lebanon
Presentation Outline

- e-Government framework
- What has been achieved towards an e-Government status in Lebanon?
- The road ahead
- Evolution of Lebanese e-Government projects
- The Lebanese e-Government action plan
Lebanese e-Government as a part of the National e-Strategy

The NeS Implementation Plan: 8 Tracks

Track 1: Infrastructure

Track 2: National Policies

Track 3: ICT Production Sector

Track 4: ICT for Human Capacity Development

Track 5: ICT for Social Development

Track 6: Business & Economic Development

Track 7: e-Government

Track 8: Media
The Lebanese e-Government Framework
The Lebanese e-Government Strategy

- Legalizing Electronic Information and Services
- Protection of Electronic Information
- Security of Electronic Services

Privacy
Authenticity
Integrity of Information
Non-Repudiation

No PAIN No E-Gain
The Lebanese e-Government Strategy

Module 2: e-Government Framework

- Legal
- Technical
- Capacity-Building Promotion Operations
- Services

TRAINING / AWARENESS

STANDARDS and BRANDING

NATIONAL ID OR e-GOV SMART CARD

DELIVERY AND ACCESS CHANNELS

SERVICES

INFORMATION PORTALS

SERVICES PORTALS

ENABLING APPLICATIONS

PKI

NATIONAL INFRASTRUCTURE FOR GOVERNMENT OPERATIONS

GLOBAL INFRASTRUCTURE FOR EMBASSIES, CONSULATES AND MISSIONS

DATA CENTERS

Input

Output

Internet WWW

The Lebanese e-Government Strategy
ENABLING APPLICATIONS:
- Government Email and Directory Services
- Workflow, Document Management and Archiving
- Information and Decision Support

INFORMATION PORTALS:
- Government Forms and Supporting Documents
- Sector Specific portals – Tourism and Business

SERVICES PORTALS:
- Government to Citizen (G2C and C2G)
- Government to Business (G2B and B2G)
- Government to Employee (G2E and E2G)
- Government to Government (G2G)
The Lebanese e-Government Strategy

- **BUILDING NATIONAL CAPACITY:**
  - Promoting Internet utilization by C and B
  - Developing and offering high quality and affordable Internet services
  - Supporting national ICT industry and promoting investments
  - Enhancing ICT curriculum at all education levels
  - Setting up ICT training centers or academies

- **INTERNAL GOVERNMENT TRAINING AND CAPACITY BUILDING:**
  - Promoting ICT knowledge for civil servants
  - Setting up ICT training centers in government institutes

- **e-GOVERNMENT O & M STRUCTURE:**
  - Government-wide central O & M unit
  - Ministry and agency specific O & M units
  - Establishing ICT cadre and salary scale in government
What has been achieved …

Technical Framework . . .

<table>
<thead>
<tr>
<th>Telecommunications</th>
<th>Modern cabling infrastructure throughout country</th>
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<tbody>
<tr>
<td></td>
<td>Voice and ISDN services in place</td>
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<tr>
<td></td>
<td>Phase I of national MAN infrastructure being</td>
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<td></td>
<td>tested; Phase II and III already scoped</td>
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<td></td>
<td>2 Cellular operators offering GSM and GPRS services</td>
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<td>Government approved plans for privatizing MPT to</td>
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<td></td>
<td>create Liban Telecom</td>
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</table>

| Computer Networks           | Most ministries and agencies have a Local Area    |
|-----------------------------| Network in place using latest standards and protocols|
|                             | Hundreds of servers (750+ across government)      |
|                             | and Thousands of computers and peripherals have    |
|                             | been deployed (11000+ PCs across government).      |
What has been achieved …

Technical / Services Framework . . .

System Applications

A number of vertical applications have been deployed (MOF tax system, customs system, Cadastre land registration system, Port of Beirut DMS, National Archives indexing and optical storage system, Legal Decisions DMS, .. etc.)

Customs system expansion to cover all ports of entry (5 locations); Port tracker system application to address cargo manifest for port of Beirut.

Other vertical applications recently completed include Work Permits, medical benefits and compensation system for Government Employees (COOP), Commercial Registration system

Some horizontal applications have been developed (Information offices, Informs portal, government portal, Budget System, ..etc.). Others in the works include HR database for the civil service, personnel and financial system for agencies, ..etc.

Multitude of General Security applications developed
What has been achieved …

MoET EU-funded project

New Draft Laws (French System)
1. Electronic Communications
2. Data Privacy
3. Electronic signature

Amendments to existing Lebanese Laws:
1. Electronic contracts
2. E-commerce and secure e-payments
3. Cyber-crime
4. Consumer Protection
5. Intellectual property Rights
6. Domain Names

Also drafted by ICT Parliamentary Committee

- Removal of outdated technical controls and updating reforms
- Modernization of national tax system
- Work on simplification of all government procedures
- Work on new organizational structure of ministries and autonomous agencies
- New public sector tendering law drafted along with implementation decrees
- Digital Signature and other e-related legislation prepared by MoET under EU-funded project under review by special parliament committee and near enactment.

ICT laws and regulations
- IPR and online banking laws passed in 1999
## Legal Framework . . . Policies and Procedures

**ICT Policy and Standards**

- Policy and strategy document prepared in 1999
- Ministerial ICT committee appointed by Prime Minister in early 2001 to handle national ICT matters with private-public sector partnerships
- Standards guidelines for ICT projects in the public sector prepared
- E-government strategy document completed and presented to Council of Ministers for approval.

## Capacity Building/Promotion/Operations Framework . . .

**Human resources**

- Good number of civil servants trained on ICT products (OMSAR has trained in access of 6500)
- A sizeable number of civil servants have been trained on administration of ICT solutions (some 450+ through OMSAR projects)
## What has been achieved …

### Capacity Building/Promotion/Operations Framework . . .

**Human resources**
- Assessments of ICT staff requirements for a number of ministries and agencies have been made.
- Draft of new ICT cadre and salary scale for government at large currently under review.

**Capacity building plans**
- With the support of the local industry continuous or in-service training plans are being achieved.
- The new Institute for Public Administration to play a key role in in-service capacity building.

### An E-Society

**ICT awareness campaigns by the government** are being prepared as well as [Multi-purpose community telecenters](#).

**Private sector** ICT awareness through PCA PiPOP initiative and media and organizing successful conference and exhibitions such as Termium.
The road ahead …

1. A “situation” map on all e-government related achievements in the government is being formulated (The National Government Map).

2. All government services forms and their procedures involving ministries and agencies (4550) have been consolidated and documented – the foundations of the ‘digital nervous system’ for the Lebanese E-government. A ‘One-stop-shop’ point of information portal for these forms and procedures has been developed – informs.gov.lb.

3. With 1 & 2, an E-government Strategy and implementation plan has been formulated and presented to senior officials. Strategy and plan cover local, national and international e-government requirements. Sent to Council of Ministers for endorsement.
4. Initial implementation focus will be on revenue generating / cost reducing applications such as bill collections, tourism services and e-procurement applications. Percentage of increased revenues requested to be earmarked for an e-government fund.

5. Cooperation with and technology transfer from international ICT conglomerates and consulting firms will be key throughout the implementation process.

6. Work is to continue on gradually building the optimal ICT cadre in the government to be able to handle ICT usage and administration requirements.

7. The general public, academia and business community will be involved in the e-government implementation plan so as to reach an E-society status in a timely manner. Expertise from Lebanese expatriates will also be solicited.

8. Sharing knowledge and expertise with regional countries will also be key.
## The Lebanese e-Government action plan 1/2

<table>
<thead>
<tr>
<th>E-government Program Component</th>
<th>Anticipated Start / Duration</th>
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<tbody>
<tr>
<td></td>
<td>Start</td>
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<tr>
<td><strong>e-Government Legal Framework</strong></td>
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<tr>
<td>Legalizing Electronic Information and Services</td>
<td>Q1 2004</td>
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<tr>
<td>Protection of Electronic Information</td>
<td>Q1 2004</td>
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<td>Security of Electronic Services</td>
<td>Q1 2004</td>
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<tr>
<td><strong>e-Government Technical Framework</strong></td>
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<tr>
<td>National Infrastructure for Government Operations</td>
<td>Q2 2004</td>
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<td>Global Infrastructure for Embassies, Consulates and Missions</td>
<td>Q1 2005</td>
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<td>Public Key Infrastructure</td>
<td>Q1 2005</td>
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<td>National ID or e-Gov Smart Card</td>
<td>Q1 2005</td>
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<tr>
<td>Standards &amp; Branding</td>
<td>Q1 2004</td>
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<td>e-Government Data &amp; Data Centers</td>
<td>Q2 2004</td>
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<td>e-Government Delivery Channels &amp; Access</td>
<td>Q2 1997</td>
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<td>E-government Program Component</td>
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<tr>
<td><strong>e-Government Services Framework</strong></td>
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<tr>
<td>Enabling Applications (email, DS, WF/DMS, IDSS)</td>
<td>Q1 1998+</td>
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<tr>
<td>Information Portal</td>
<td>Q1 2002</td>
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<tr>
<td>Service Portal</td>
<td>Q2 2005</td>
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<td>Government to Citizen (G2C and C2G)</td>
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<td>Government to Employee (G2E and E2G)</td>
<td>Q3 2005</td>
</tr>
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<td>Government to Government (G2G)</td>
<td>Q2 2003</td>
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<tr>
<td><strong>e-Government Capacity Building/Promotions/Operations Framework</strong></td>
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<tr>
<td>Building National Capacity</td>
<td>Q4 2002</td>
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<tr>
<td>Internal Government Training &amp; Capacity Building</td>
<td>Q1 1998</td>
</tr>
<tr>
<td>e-Government Operations and Mgmt Structure</td>
<td>Q2 2004</td>
</tr>
</tbody>
</table>
The Lebanese e-Government action plan

Module 3: Implementation Planning

- PRIORITY PROJECTS (1 to 2 years):
  - **Legal Framework:**
    - Drafting and enactment of ICT-related legislation and regulation along with implementation decrees.
  - **Technical Framework:**
    - Interconnecting through a secure network information infrastructure central government bodies, a number of key ministries and several international offices.
  - **Services Framework:**
    - Utilities subscription and billing services
    - Civil and criminal records
    - Completion of the online customs system
    - Residence and work permits for foreigners
    - Passport and visa petitions and issuances
    - Vehicle registration and excise tax payments
  - **Capacity-building / Promotions / Operations Framework:**
    - ICT cadre and salary scale; ICT training; training centers; promote e-gov strategy; complete O & M structure and staffing O&M central unit and a few field units.
Useful web site resources:

http://www.informs.gov.lb
http://www.e-gateway.gov.lb
http://www.omsar.gov.lb

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Multi-purpose Community Telecenter

3D Perspective
The National Government Map
The Internet... www.informs.gov.lb

The Hotline... 1700

Informs launched on 21 January 2002
New Informs portal launched in September 2003