Agile Government Responses to the COVID-19 Pandemic in the Arab Region

Accelerating digital transformation

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The Arab region is heterogeneous in digital development. We can identify at least 3 clusters:

- **1st cluster** GCC: most developed
  - UAE, Bahrain, KSA, Qatar, Oman, Kuwait

- **2nd cluster** include Jordan, Tunisia, Lebanon, Morocco and Egypt

- **3rd cluster**: other countries (crises and least developed)
  - Iraq, Syria, Palestine, Sudan, Yemen and Libya
E-Government Development in the Arab region

UN-DESA E-Government Development Index 2016, 2018, 2020

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Government Electronic and Mobile Services in the Arab region

- ESCWA started the deployment of GEMS in collaboration with its member countries in 2016.
- GEMS measures availability of e-services, use of e-services and outreach.
- In 2018, 12 Arab countries.
- 14 Arab countries are participating in 2020.
Emerging Trends in Digital Transformation - COVID-19

- Openness and sharing up-to-date data and information on digital platforms.
- Delivery of new and innovative services to respond to COVID-19.
- Interaction and collaboration among government and other stakeholders.
- Formulating policies and strategies for accelerating digital transformation.
- Using emerging technologies especially AI, Big data & Robotics to provide advanced services.
ESCWA Webpage Prevalence of COVID-19 in the Arab Region
Open Government Principles

- **Access** to information
- **Openness** for better transparency and accountability
- **Participation and Collaboration** between government and citizen
- **Engagement** of stakeholders in government decision making.

ESCWA Framework for Open Government

In 2020-2021
ESCWA and OECD
Preparation of a report on “Economic and Social Impact of Open Government: Recommendations for the Arab region”.