e-Government in Tunisia

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Presidency of the Government

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# Summary of Tunisian E-Gov Development (2010 to 2020)

## Evolution of E-Government Development Index (EGDI) and its components

<table>
<thead>
<tr>
<th>Year</th>
<th>Rank</th>
<th>Rank in Africa</th>
<th>EGDI</th>
<th>Online Service Index</th>
<th>Telecomm. Infrastructure Index</th>
<th>Human Capital Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>91</td>
<td>4</td>
<td>0.6526</td>
<td>0.6235</td>
<td>0.6369</td>
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<tr>
<td>2018</td>
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<td>0.6254</td>
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<td>2016</td>
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<td>0.6397</td>
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<tr>
<td>2014</td>
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<td>0.5390</td>
<td>0.6378</td>
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<tr>
<td>2010</td>
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</tr>
</tbody>
</table>

## Summary of Tunisian E-Gov Development (2010 to 2020)

<table>
<thead>
<tr>
<th>Year</th>
<th>Rank</th>
<th>E-participation Index (EPI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>91</td>
<td>0.6526</td>
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<td>0.5390</td>
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<table>
<thead>
<tr>
<th>Year</th>
<th>Open Government Data Index (OGDI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
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</tr>
</tbody>
</table>

Source: United Nations E-Government Survey (from 2010 to 2020), United Nations Department of Economic and Social Affairs (UNDESA)
Evolution of the Tunisian EGDI Index

Human Capital Index

Infrastructure Index

Online Service Index

EGDI
Integrate

1. Develop end-to-end, accessible, multi-channel online services centered around the needs of citizen, enterprise and administration.
   (7 projects)

2. Rethink internal processes and dematerialize procedures by taking advantage of digital technologies.
   (1 project)

3. Evolve toward a fully interoperable and interconnected administration facilitating the e-exchange of data while ensuring the protection of personal data.
   (5 projects)

4. Modernize the Information Systems of the State to allow a better user orientation.
   (21 projects)

Open

5. Promote mutualization and rationalization of resources and infrastructures.
   (5 projects)

6. Establish a data openness framework that promotes transparency and reuse of public data.
   (7 projects)

7. Establish a citizen participation framework that fosters participatory democracy.
   (6 projects)

8. Strengthening digital trust in On-line administrative services.
   (1 project)

Center

By the approbation of the digital
e-Government Projects: Progress Status

Cadrage
- Portail services publics et E-services au citoyen
- Déploiement Cloud National
- SI ETAT
- SI Justice Numérique
- Portail de la justice numérique
- E-Visa
- E-Consulat
- Réforme INSAF
- Renouvellement Convention Microsoft
- Conduite de changement et Communication
- Réforme Compensation

Exécution
- SI Identifiant Unique Citoyen
- SI Etat Civil
- Connected Gov plateforme (Interop)
- La Poste Numérique (LRE)
- ERP de la Poste
- E-payment Tuneps (Paiement en ligne des commandes publiques)
- GEC Généralisation
- Portail (TIA) de l’investisseur - généralisation
- SI CNAM Smart Card
- E-Collectivité
- Connected Gov - cadres réglementaire et organisationnel
- Refonte RNE – identifiant Entreprise

Finalisation - clôture
- IUC Registre National (au service des secteurs prioritaires)
- IUC - Cadres réglementaire
- Collaborative Gov (Office 365)
- Digi-GO
- GEC Pilote
- Intranet Services de base
- Connected Gov – services prioritaires (4)
- QR Code CEV – texte et applications (RC, diplômes..)
- Etude Cloud National
Intensive use of e-gov services due to COVID-19

• Rush on online services & e-commerce
• Heavy use of Mobile payment for e-commerce & social assistance
• New online services dedicated to the management of the crisis
• Issuing circulation permits during confinement
• Exceptional financial assistance for professionals
• Collect of donations for the crises online
• New laws issued during the Covid-19 crises: decree-laws on electronic exchange of data between public institutions, Unique Identifier and teleworking
• Remote work, Remote learning, Remote Medical assistance
• Public-private sectors full collaboration & solidarity
• Telecom & internet infrastructure overused (but resisted)
Thank You