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YEARS

# OPEN GOVERNMENT IN THE ARAB REGION

*PROMOTING EMERGING TECHNOLOGICAL  
TRENDS FOR GOVERNMENT SERVICES*

United Nations Economic and Social Commission for Western Asia

**Innovation Section**

**Technology for Development Division**

# Emerging Technological Trends for enhancing service delivery

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- 1. Open Government** for improved citizen engagement and greater government transparency and accountability
- 2. Innovation in Public sector** to renew internal administrative process and deliver new services.
- 3. Integration of Service Delivery** in the Arab region: role of standards and interoperability

# Promoting Emerging Technological Trends for enhancing service delivery

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## Links to the Sustainable Development Goals (SDGs)

**Goal 16:** Promote peaceful and inclusive societies for sustainable development, **provide access** to justice for all and build elective, **accountable and inclusive institutions at all levels** (16.6, 16.7, 16.10)

**Goal 17:** Strengthen the **means of implementation** and revitalize the global partnership for sustainable development (**Technology:** 17.6, 17.7)

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# New ESCWA Initiative for Institutional Development

**Fostering Institutional Development for Participatory Approaches towards the Achievement of the Sustainable Development Goals in Western Asia**

## **Objective:**

*to build the capacity of ESCWA Member States to utilize technology to increase transparency and accountability and to adopt more effective and efficient participatory approaches in order to address root causes of conflict and prevent its potential relapse.*

# Emerging Technological Trends for Government Services in the Arab region

## Main Activities : Studies and reports

- ★ The status of Open Government in the Arab region
- ★ Guidelines for promoting open government for greater transparency and accountability in service provision in the Arab region
- ★ Training materials for promoting open government in the Arab region
- ★ Best innovative public sector practices for improved services

# Emerging Technological Trends for Government Services in the Arab region

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## Main Activities : Meeting and Workshops

- ★ An expert group meeting to discuss the draft reports on the use of emerging technological trends in the government services (2017)
- ★ Two regional capacity building workshops (2017).
- ★ Three national capacity building workshops (2018)
- ★ Advisory services (2017 & 2018)



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**THANK YOU**

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