Open Government Case Study - Sample Case Submission Form

[Open Data, Participation, Collaboration, Citizen Engagement, and Public Sector Innovation]

Important Information

The Economic and Social Commission for Western Asia (ESCWA) and the Organisation for Economic Co-operation and Development (OECD) are conducting a joint study on the economic and social impact of open government for the Arab region. The study will reflect on literature review and previous studies and reports made by OECD and ESCWA and other organizations, and it will consider case studies and best practices from Arab and OECD countries. As such, and for the preparation of the study, this Sample Case Submission Form is intended to help the collection efforts for inspiring case studies and best practices from government entities and agencies in the Arab region. It should be noted that selected cases may be published within the ESCWA portal for the open government, which is under design and implementation, as well as the OECD Open Government case platform[1]. Furthermore, the relevant experiences will be in featured in the planned Joint OECD-ECSWA meeting of the MENA Working Group on Open and Innovative Government this year, in coordination and collaboration with authorities concerned by these experiences.

The attached form serves as a submission form for open government activities that have been or are currently being developed and implemented at any level of government, and specifically those authorities that are working on open government development in the country, including local levels. The Case Study might cover one of the following topics: Open Government, Open Data, Stakeholder Participation, Collaboration, Citizen Engagement, Transparency, Accountability or Innovation in the Public Sector.

In the context of the attached form, an "activity" refers to any processes and actions taken to work towards the achievement of open government at national, area or local levels. An activity can consist of one or more actions. Participants can submit as many activities they wish, and it is preferable to choose activities with an economic or social impact. ESCWA will make the analysis of the contributions and may contact participants with follow-up questions.

To share a case, please complete the MS Word form, either in English or in Arabic, as many times as you wish. We must receive all submissions no later than [15/05/2020]. Should you have any questions, do not hesitate to send an email to Ms. Nibal Idlebi, chief of Innovation at ESCWA (email: idlebi@un.org, & escwa-tdd@un.org) and to the OECD Open Government Unit (Opengov@oecd.org).

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[1] https://oecd-opsi.org/case_type/open-government/

1. Organisation Details

1.1. Organisation Name	*Telecommunications Regulatory Authority*
1.2. Organisation Type *[Government, NGO, International,* *Academia, Private Sector]*	*Government Agency*
1.3. Country	*United Arab Emirates*
1.4. Primary Sector *[Economic affairs, Education, Public* *administration, Health, Transport, etc.]*	*Telecommunications*

2. Activity Case Study

Now, we are going to ask you several questions about your activity. We are very excited to find out what you did, how you did it and who benefited from it. The more comprehensive your answers are, the easier it will be for the reviewers and readers to appreciate the aims and achievements of your activity.

2.1. Title *[a title for your activity]*	*UAE Hackathon*
2.2. Website *[the website about your activity, if existed]*	*https://hackathon.ae*
2.3. Year Your Activity was Put Into Practice	*2018*

2.4. Which of the following best describes your activity?
[Please mark the main category]

➡️	*Open Data*
	Participation
	Collaboration
➡️	*Citizen Engagement*
	Transparency
	Accountability
	Public Sector Innovation

2.5. Summary (Short and Simple Explanation)

The summary should describe your activity and be short and simple (few sentences), and it should use clear language, compel the reader to continue reading, use simple, not sector-specific terminology (no idioms, slang, or domain-specific "buzz" words). The summary should answer the following questions:

- What the activity is?
- Why it was developed or the problem/opportunity being addressed?
- And who it benefitted?

UAE Hackathon is a public event which under its motto "Data for Happiness and Well-being," It aims to develop innovative solutions and ideas that contribute to the happiness index of the many communities in the UAE. These solutions and ideas will be derived from the data that exist within and among government entities.

This motto was chose as the wise leadership of the UAE places community happiness and well-being at the forefront of its objectives, which are embodied in the government's strategies and plans. Data is the foundation by which these strategies and plans were developed. With implement UAE Hackathon Government entities were encouraged to share their open data with public in order to find innovative solutions for their challenges.

Anyone residing in the UAE can participate in the hackathon as the UAE Hackathon not only for IT-oriented men and women but for entrepreneurs, engineers, thinkers, artists, strategists, business men and women, and anyone with an imagination to make things better.

2.6. Case Study Overview

The Overview is an overview of the activity and outcomes. You will have the opportunity to elaborate on some of the details. Please tell us:
- What problem the activity solves or what opportunity was taken advantage of
- What the activity is
- Objectives
- Beneficiaries
- How is it envisioned for the future? For example, how will it be institutionalised in its current context? How will it scale even bigger?

UAE Hackathon viewed as the largest data event at the national level, It comprises a number of hackathons which will take place at specific locations throughout the seven emirates. The UAE Hackathon reflects the efforts of Telecommunications Regulatory Authority (TRA) to disseminate the culture of digital transformation in the country. This project provides an opportunity to different sections of the community including university and high school students, entrepreneurs, employed people and IT experts to use open data as a tool for coming up with solutions based on specific themes and challenges listed for the hackathon which faces different governmental organizations. The UAE Hackathon is also an integral part of the national innovation strategy, and it aims to draw attention to the high value of the data and the solutions inherent within it when dealing with daily challenges with regard to the economic, social, environmental and scientific aspects of life.

UAE Hackathon has many main objectives which are:

- *Participating effectively in the technology renaissance which the world is witnessing now in different industries by generating new innovative ideas and solutions that contributes to spread happiness and luxury all over UAE and the world.*

- *Searching for innovative solutions which are characterized by flexibility and adaptability to confront the rapid change in the new technology trends.*

- *Spreading the knowledge and the innovation culture and going ahead in the Data industry for enhancing competencies of the youth.*

- *Helping the winners in turning their ideas into projects by attracting the winners and dive them the needed support.*

TRA plans to scale the UAE Hackathon in many parts of it, like the number of the challenges, the number of the participants and the number of the innovative ideas which will be got the needed support to turn into a real product.

2.7. What Makes Your Activity Different, Unique, or Innovative?

UAE Hackathon is the largest data event at the national level. This is can be illustrated in the following points:
1- *UAE hackathon has many partnerships with governmental organizations, these organizations provides the UAE Hackathon with the real challenges they faced to be shared with the participants from the seven emirates of UAE.*
2- *UAE hackathon has a large diversity and also anyone can participate, this diversity helps in exchanging the ideas between different people with different cultures.*
3- *UAE Hackathon uses the open data that be shared from the governmental organizations through bayanat.ae, which helps the participants to work on the challenges with a real data to provide a suitable solutions.*

3. Development

3.1. Collaborations & Partnerships

Were there partners involved? Describe what each brought to the table and why it was important to the case. These may include: Citizens, Government officials, Civil society organisations, and Companies.

UAE Hackathon works with governmental organizations, universities, technology companies, and citizens from different nationalities, ages and professional backgrounds.
1- *Governmental organizations participate in the UAE Hackathon by their challenges and they also nominate experts to work through the hackathon as mentors and judges. The mentors work with the teams on their organizations challenges to help and support the teams with data, and the real knowledge about their challenges.*
2- *Technology Companies provide experts with technical sessions which are related to the challenges and through these sessions, they provide many technology tools and facilities that help the hackathon teams in working on their ideas.*
3- *Universities host the event in their venues with all facilities and provide mentors and judges to support the hackathon teams during their work on the ideas.*
4- *Citizens are the participants who make groups and choose one of the hackathon challenges to provide an innovative solution for it.*

3.2. Users, Stakeholders & Beneficiaries

Who are the users, beneficiaries, and stakeholders targeted? How each group are affected. These may also include: Citizens, Government officials, Civil society organisations, and Companies.

- *Citizens are the users of the UAE Hackathon, they participate and work on their own ideas to provide solutions for the challenges.*
- *The first beneficiary is the governmental organizations as the share the challenges which they face in their organizations, and work with the participants in order to reach innovative solutions for their ideas. The second beneficiary is the technology companies, these companies introduce their tools and services and provide them to the participants. This helps the companies in linking the citizens with the technology trends and make the participant use them if they like. The third beneficiary is the TRA itself, TRA achieve their goal in spreading the innovation culture and going ahead in the data industry.*
- *The governmental organizations are the main stakeholder as they provide their challenges waiting for innovative solutions to adopt and incubate them.*

4. Reflections

4.1. Results, Outcomes & Impact

- What results and impacts have been observed from the activity so far?
- How have the results and impacts been measured (e.g., methodologies used)?
- What results and impacts do you expect in the future?
- To the extent possible, please indicate the tangible or numeric results.

One of the main objectives of the UAE Hackathon is to spread the innovation culture, make citizens aware with the new era of the technology specifically in the data industry, and generate a real innovative ideas and the solutions for the challenges. In the first two versions, about 3183 participants the UAE Hackathon in 414 teams developed more than 400 idea by using 1412 datasets. As a result of this, there were 161 innovative ideas which are got interest from different organizations.
In the third version, there were 3133 participants in 350 teams developed more than 350 ideas by working with 2154 datasets, this led to have more than 112 innovative ideas including ideas will participate in world summit on the information society, ideas attracted the attention of EXPO2020, and other ideas be supported by TRA and governmental organizations. In the third version also, there were many corporates and technology companies like Intel, Microsoft, Google, Here, Amazon, Noon, and many other companies for the first time that help in increasing the quality of the content and the developed ideas too.
UAE Hackathon expects to have an increase of 40-60 % over the number of participants who attended in the third version of the event. It expects also an increase of the innovative ideas and solutions that will be doable.

4.2. Challenges

- What challenges have been encountered?
- What failures have been encountered along the way (e.g., structural failures or significant setbacks)?
- And how, if at all, have those challenges and/or failures been responded to?

One of the challenges that faced the UAE Hackathon is how to manage all the internal operations in the seven hackathons with the large number of the participants. UAE Hackathon to build a complete digital system to manage and monitor all the operational processes in an effective ways. In the UAE Hackathon 2020, Hackathon team can manage more than 3000 participants in seven hackathons which are happened in 4 weeks in a great way starting from registration to the online judging for the innovative ideas.

Second challenge was the number and quality of the datasets that have been shared by the governmental organizations, TRA went with an agreement with the different governmental organizations to share their datasets on the official data portal of the UAE government (bayanat.ae).

4.3. Conditions for Success

What conditions do you think are necessary for the success of your activity? Conditions for success may include:
- Supporting infrastructure and services
- Policy and rules
- Leadership and guidance
- Human and financial resources
- Personal values and motivation

With the leadership and guidance of TRA, UAE Hackathon got the suitable human and financial support and made different partnerships with many organizations that help the UAE Hackathon to achieve its objectives.

4.4. Replication

Has the activity been replicated to address similar problems? If so, how? In your opinion, what is the potential for it to be further replicated in the future? You may wish to discuss how the activity has already been used by others, as well as how you believe it could be used by others in the future. These others may be in: Other organisations, within your organisation, larger or smaller agencies, organisations or governments.

UAE Hackathon launched its first version in 2018. Till now, UAE Hackathon made three versions of the activity to continue in spreading the awareness of the innovation culture, make citizens aware with the data industry, and providing innovative solutions for the challenges. TRA Encourages the different governmental organizations to have its own hackathon that will serve its goals, and also encourage universities and schools to have their own hackathons to be trained in how to deal with open data and gain problem solving skills. If UAE hackathon goes to be replicated in different entities, that will participate in achieving the main goals of the wise leadership of the UAE wants about putting UAE an active role in the era of the Fourth Industrial Revolution, primarily, artificial intelligence and smart city.

4.5. Lessons Learned

What lessons from your experience would you like to share with others like you? Where there any pitfalls to avoid?

- *The first lesson was defining the problems, not the solutions. In the three months leading up to the hackathon, we went in in-depth research and workshops to explore the problems and state the challenges. At the kick-off the hackathon, we presented all the challenges that we gathered and we aimed to solve very clearly. We were able to answer the different questions of the participants in the same time they asked. Without this step, the challenges and the hackathon would have been unguided mess.*
- *The second lesson was providing fresh datasets, APIs, and technological tools. This helped the teams and the participants in their work on developing the ideas and the innovative solutions and also showed the governmental organizations and technology companies the potential of this data, tools, and also the hackathon itself.*
- *The third lesson was building a digital system to manage and monitor all the operation points in the hackathon. This led participants to effectively consume the time only working on their ideas and helped the hackathon team to manage the hackathon in a great way.*

4.6. Anything Else

Is there any other information you would like to share about the activity?

No, thanks

5. Materials

5.1. Materials

Do you have online materials you would like to include with your submission? Please use the fields below to insert your links.

Link for images	*https://hackathon.ae/Home/Media* *https://www.instagram.com/stories/highlights/17851898515774351/* *https://www.instagram.com/stories/highlights/18024465817054693/* *https://www.instagram.com/stories/highlights/17877956488194901/* *Media files* *Media Files*
Link for supporting files	*UAE Hackathon 18 Report* *UAE Hackathon 19 Report*
Project-Related Video URL 1	*https://www.youtube.com/playlist?list=PLHzUYwMrs31laU-ET1d6DyNh6H9gKlbic*
Project-Related Video URL 2 Other related URL	*[https://...]* *[https://...]*
5.2. Could you give us the permission to republish the data and information, or part of them, included in this form?	*[Yes]*
5.3. Please provide the correct reference for re-publishing purposes.	*[response]*