



Shared Prosperity Dignified Life



# 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](#)<sup>1</sup>. Furthermore, the relevant experiences will be featured in the planned Joint OECD-ESCWA 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](mailto:idlebi@un.org), & [escwa-tdd@un.org](mailto:escwa-tdd@un.org)) and to the OECD Open Government Unit ([Opengov@oecd.org](mailto:Opengov@oecd.org)).

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<sup>1</sup> [https://oecd-opsi.org/case\\_type/open-government/](https://oecd-opsi.org/case_type/open-government/)

## 1. Organisation Details

### 1.1. Organisation Name

*Federal Comparativeness & Statistics Authority*

### 1.2. Organisation Type

*[Government, NGO, International, Academia, Private Sector]*

*Government*

### 1.3. Country

*United Arab Emirates*

### 1.4. Primary Sector

*[Economic affairs, Education, Public administration, Health, Transport, etc.]*

*Statistics*

## 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 Open Data Portal "BAYANAT.AE"*

### 2.2. Website

*[the website about your activity, if existed]*

<https://bayanat.ae/>

### 2.3. Year Your Activity was Put Into Practice

*2016*

### 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?

*As UAE always aims to be in the lead, with the highest level of transparency. We found an opportunity that will help in solve the issue of data shearing and enhance data and information enabling for all varies society layers.*

*We developed "BAYANAT.AE", which is the official open data portal for UAE. Where we publish and share data openly to public use. Any (person / entity) can easily access, download, manipulate and present data in the field of his interest or concern.*

*As we mentioned earlier, "BAYANAT.AE" is available for public use, so beneficiaries vary from students until Subject Matter Experts. Any person who is interested, working or expert in data would be able to find data about his field of interest or study.*

## 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?

*We found that people are facing an issue for getting data, this problem created an opportunity for us to find a way that will help users to get an easy access to data with the lowest restrictions level that enable them to analyse, manipulate and present data.*

*We developed "BAYANAT.AE" with an objective to be the official and unified data publishing and sharing hub. By having a central platform that collect and purplish data, it is easier to maintain data availability aspect, time series aspect and on the other hand data presentation and visualisation aspect.*

*We expect that our beneficiaries will be;*

- *Public citizens*
- *Government entities*
- *International entities & boards*

*Our future vision is to;*

- *Increase the number of shared data*
- *Enhance users options (ex. Data table builders, data visualizations, etc.)*

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

*In the year 2016, UAE was the first country in the region to develop such initiative to support the concept of open data and enhance data sharing and enabling*

*In addition to that, "BAYANAT.AE" developed the first "AI" search engine, it's called "Bayan", which user can use easily and it helps him to narrow down his search result to the minimal, so he can get directly to his desired data, without getting lost in many recommended data by normal searching proces. Currently "Bayan" is the only "AI" search engine developed for open data platforms on the international level.*

*On the other hand, "BAYANAT.AE" developed an integration level with Microsoft Cortana software and hardware, this option is enabling users to search published data on "BAYANAT.AE" through their windows desktop search engine. Once search process is done; search results of founded data is emailed to user configured mail.*

## 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.

*"BAYANAT.AE" is a federal level initiative; it won't succeed without all huge effort done by us and our partners. Many partnerships are built with varies partners coming from deferent sectors. we can classify our partners as below;*

#### *Local partners*

- *Government sector partners*
  - *50+ Government Entities, Data providers and publishers*
- *Privet sector partners*
  - *Technology providers (ex. Microsoft, etc.)*

#### *International partners*

- *Open Data Watch*
- *Open Data Collaborative*

### 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.

*"BAYANAT.AE" is built based on users and stockholders' needs, the way we built it makes it very fixable to include future requirement might accrue, we classify "BAYANAT.AE" users as follows;*

1. *Government entity; any entity has a role as data provider, however it still getting benefits from data published by other entities that help the entity to perform its job, issue new role, etc.*
2. *Privet entity; companies in the market are getting benefits to from published data where the always can improve their business, solve an issue they face or create a new opportunity*
3. *International entity or body; "BAYANAT.AE" become a reference to many of internarial entities, they hit it to find data related to their field of interest*
4. *Public individual; any person who is looking for data in a field of interest become a "BAYANAT.AE" user, we can't specify how he is affected, however we are sure that he is getting benefits from finding data he is looking for. As an example of individuals;*
  - *Subject Matter Experts (Statisticians, Researchers, Data Scientists, etc.)*
  - *Students (and we mean students in all education levels)*
  - *Citizen (any person who is willing to find and use data of a field of interest)*

## 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.

*Our goal is to improve the process of data shearing and enabling. We believe we are doing well so far, currently "BAYANAT.AE" has about (3,000) polished dataset, covering most of common aspect related to the Lifestyle in UAE. Different society categories are using it and building cases or proposing solutions based on its content of data.*

*In order to make sure that "BAYANAT.AE" is doing its job and all published data is useful for users. We;*

- *make sure that published data follows international open data standards*
- *track site traffic and usage*
- *organize and participate in data related events (such as Hackathons)*

*By making sure achieving our future vision we believe the "BAYANT.AE" will has a great impact to users and will highly support them to achieve their aims and getting high levels of benefits by using available data.*

### 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?

*As open data was a new concept when we started the project. Our biggest challenge was changing the culture of data privacy. However now we managed to cross that and all partners and stockholders know the importance and benefits of open data. This helped us to build what we call "Open Data Community".*

### 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

*We believe that continues enhancement for the platform is necessary, the more "BAYANAT.AE" become user friendly the more it will be accessed and used. Adding more features to it will keep end user happy.*

*Added to that, maintain the level of data quality "BAYANAT.AE" has will guarantee more usage to it, as user level of trust will increase.*

*Continues review of (Terms & Conditions) is mandatory, as roles keep changing.*

*The more data officers we have the more effective and efficient data we get.*

*Self-motivation and own-believes on importance on open data and value of data is key factor in the success of such project.*

#### **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.

*Now, after the community got to understand the importance and benefits of open data, coble of initiatives had took place on the local government level, they built their own open data platforms, in order to collect, publish and share data on the city level.*

*These initiatives actually is another success for "BAYANAT.AE" as we are planning now to build an integration with these platforms to collect and publish their data.*

#### **4.5. Lessons Learned**

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

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*There is a lot we learned through the journey of this project, and we are still learning. We can summarize these lessons as;*

- 1. Open data concepts (standards, formats, etc.)*
- 2. Open data platforms (requirements, designs, etc.)*
- 3. Data classification mythologies*
- 4. Data preparation/presentation techniques*



### 4.6. Anything Else

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

*[response of no more than 300 words]*

## 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	<i>[https://...]</i>
Link for supporting files	<i>[https://...]</i>
Project-Related Video URL 1	<i>[https://...]</i>
Project-Related Video URL 2	<i>[https://...]</i>
Other related URL	<i>[https://...]</i>

### 5.2. Could you give us the permission to republish the data and information, or part of them, included in this form?

*Yes , yet please share it with us before you republish*

### 5.3. Please provide the correct reference for re-publishing purposes.

*[response]*