**Submission of Case Studies**

# Introduction

Driven by the spread and adoption of emerging technologies and the outbreak of Covid-19, all countries including Arab countries, have accelerated their efforts towards digital transformation. In fact, emerging technologies and other technologies, offer great potential to enhance government responsiveness, improve inclusiveness, promote trust, and boost effectiveness. The use of technologies in operations and services that is based on these principles can create more open and innovative governments that leave no-one behind.

Improving government operations and services requires information, knowledge, tools and examples to help shape new ideas and initiatives. This portal serves as a hub, offering easy access to interesting information that is collected from Arab countries, international, regional and national organizations, United Nations Entities and the general Internet.

ESCWA collects and shares examples of initiatives from Arab countries to showcase their achievements and to share information, ideas and lessons learned. By disseminating these examples, we want to spark further ideas and innovations in government service delivery and operations.

We invite all national and local Arab institutions to share their initiatives by completing and submitting the form (in Arabic or English) via <https://opengov.unescwa.org/contact/feedback>.

# Case Studies Form

***Tips***

* Any Arab public institution can submit as many case studies as they want to.
* Each case study must be an innovative or good practice related to responsiveness, inclusiveness, trust, transparency or effectiveness.

***Fields marked with an \* are mandatory.***

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1. Title of initiative\*** *(English and Arabic)***:** | | | | | | Click or tap here to enter text. | | | | |
|  | | | | | | | | | | |
| **2. Initiative URL** *(If any)***:** | | | | Click or tap here to enter text. | | | | | | |
|  | | | | | | | | | | |
| **3. Country\*:** | | | Click or tap here to enter text. | | | | | | | |
|  | | | | | | | | | | |
| **4. Your organization\*** *(English and Arabic)***:** | | | | | | | Click or tap here to enter text. | | | |
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| **5. Organization URL** *(If any)***:** | | | | | Click or tap here to enter text. | | | | | |
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| **6. Primary sector(s) that the initiative addresses\*:** (*Please select all that apply)* | | | | | | | | | | |
|  | | | | | | | | | | |
|  |  | Agriculture | | | | | |  | Mineral resources & energy | |
|  | Arts and culture | | | | | |  | Public administration | |
|  | Education | | | | | |  | Public works & infrastructure | |
|  | Emergency & Disaster management | | | | | |  | Social and economic development | |
|  | Environment | | | | | |  | Technology | |
|  | Finance | | | | | |  | Tourism | |
|  | Health | | | | | |  | Trade & industry | |
|  | Justice and Law Enforcement | | | | | |  | Transport | |
|  | Labour & Employment | | | | | |  | Other *(please specify)*: | Click or tap here to enter text. |
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| **7. Main aim of the initiative\*:** (*Please select no more than 3)* | | | | | | | | | | |
|  | | | | | | | | | | |
|  |  | Public sector innovation | | | | | | | | |
|  |  | Digital government | | | | | | | | |
|  |  | Access to Information | | | | | | | | |
|  |  | Open government | | | | | | | | |
|  |  | Open data | | | | | | | | |
|  |  | Participation, collaboration & engagement | | | | | | | | |
|  |  | Protection of people, systems, information and data | | | | | | | | |
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***Fields marked with an \* are mandatory.***

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| **8. Technology focus of the initiative\*:** (*Please select all that apply)* | | | | | | | | | | | |
|  | | | | | | | | | | | |
|  |  | Connectivity (high speed internet/broadband) technologies | | | | | | | | | |
|  |  | Cloud computing | | | | | | | | | |
|  |  | Cybersecurity technologies | | | | | | | | | |
|  |  | Data centres | | | | | | | | | |
|  |  | Artificial intelligence | | | | | | | | | |
|  |  | Big data | | | | | | | | | |
|  |  | Open Data | | | | | | | | | |
|  |  | Immersive technologies (extended reality technologies such as VR, AR & Mixed Reality (MR)) | | | | | | | | | |
|  |  | Blockchain | | | | | | | | | |
|  |  | Geospatial technologies (GIS, GPS and remote sensing) | | | | | | | | | |
|  |  | Internet of Things | | | | | | | | | |
|  |  | Other, *please specify*: | | | Click or tap here to enter text. | | | | | | |
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| **9. Sustainable Development Goals of the initiative\*:** (*Please select all that apply)* | | | | | | | | | | | |
|  | | | | | | | | | | | |
|  |  | Agenda 2030 | | | | | | |  | SDG9: Build resilient infrastructure | |
|  | SDG1: End poverty | | | | | | |  | SDG10: Reduce inequality | |
|  | SDG2: End hunger | | | | | | |  | SDG11: Inclusive cities | |
|  | SDG3: Ensure healthy lives | | | | | | |  | SDG12: Responsible Consumption & Production | |
|  | SDG4: Inclusive and quality education | | | | | | |  | SDG13: Climate Action | |
|  | SDG5: Achieve gender equality | | | | | | |  | SDG14: Life Below Water | |
|  | SDG6: Clean Water and Sanitation, | | | | | | |  | SDG15: Life on Land | |
|  | SDG7: Modern and affordable energy | | | | | | |  | SDG16: Peaceful and inclusive societies | |
|  | SDG8: Promote economic growth | | | | | | |  | SDG17: Implementation mechanisms | |
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| **10. Description of the initiative and its purpose:** *(Please answer all the following questions)* | | | | | | | | | | | |
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| a. | **Brief description\*:** *(100 words)* | | | | | | | | | | |
|  | Click or tap here to enter text. | | | | | | | | | | |
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| b. | **Implementation timeline\*:** *(Beginning and ending year(s) of the initiative)* | | | | | | | | | | |
|  | Year of launch: | | Click or tap here to enter text. | | | | | | | | |
|  | Is it ongoing? | | Yes: |  | | No: |  | If No, *please indicate year*: | | | Click or tap here to enter text. |
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***Fields marked with an \* are mandatory.***

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| c. | **Contributor(s)/Partner(s):** *(List all entities that participated in developing and/or implementing the initiative. Please select the type of organization using the pull-down menu and name the role each entity played,)* | | | | |
|  | **Contributor/Partner Name** | | | **Type of Organization** | **Role played (25 words)** |
|  | Click or tap here to enter text. | | | Choose an item. | Click or tap here to enter text. |
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|  | Click or tap here to enter text. | | | Choose an item. | Click or tap here to enter text. |
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| d. | **Purpose of the initiative\*:** *(100 words)* | | | | |
|  | Click or tap here to enter text. | | | | |
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| e. | **Functions and/or Features offered by the initiative\*:** *(100 words)* | | | | |
|  | Click or tap here to enter text. | | | | |
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| f. | **Principles supported through the initiative\*:** *(Select all that applies to the initiative)* | | | | |
|  |  | **Responsiveness:**  *Ability and willingness of government to, timely and effectively, address the needs, concerns, and feedback of citizens.* | | | |
|  |  | **Inclusiveness:**  *Extent to which all people in the society are represented, engaged, and included in decision-making processes and access to public services.* | | | |
|  |  | **Trust:**  *Belief of citizens that public institutions will act in their best interest and fulfill their responsibilities and obligations with integrity, transparency, and accountability.* | | | |
|  |  | **Effectiveness:**  *Commitment of government to develop effective policies and programs, and measure and evaluate its performance to meet goals and targets and delivering quality public services.* | | | |
|  |  | **Transparency:**  *Openness, accountability and accessibility of government information, decision-making process and operations.* | | | |
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| g. | **Outcomes, impacts & change in experiences as a result of the initiative\*:** *(200 words)* | | | | |
|  | Click or tap here to enter text. | | | | |
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| h. | **Challenges faced during the planning and implementation of the initiative\*:** *(200 words)* | | | | |
|  | Click or tap here to enter text. | | | | |
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| i. | **Lessons learned from the initiative’s development and implementation:** *(200 words)* | | | | |
|  | Click or tap here to enter text. | | | | |
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| j. | **Useful links:** *(title and URL)* | | | | |
|  | Click or tap here to enter text. | | | | |
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| **11. Contact person(s)\*:** *(Please provide at least one contact person for the initiative. This information will not be published and it will only be used to follow-up on the submission, if needed)* | | | | | |
|  | | | | | |
|  | Name\*: | | Click or tap here to enter text. | | |
|  | Functional title: | | Click or tap here to enter text. | | |
|  | Organization: | | Click or tap here to enter text. | | |
|  | Email\*: | | Click or tap here to enter text. | | |
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|  | Name: | | Click or tap here to enter text. | | |
|  | Functional title: | | Click or tap here to enter text. | | |
|  | Organization: | | Click or tap here to enter text. | | |
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|  | Functional title: | | Click or tap here to enter text. | | |
|  | Organization: | | Click or tap here to enter text. | | |
|  | Email: | | Click or tap here to enter text. | | |
|  | Phone: | | Click or tap here to enter text. | | |

***Thank you***