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| C:\Users\589307\Desktop\Logos\ESCWA-Logo-Motto-En.jpg | [**ESCWA ENACT Project**](https://www.unescwa.org/enact-project)  Expediting the use of technology and innovation for enhanced operations in Arab Public Institutions |

**SUBMISSION OF CASE STUDIES**

# Introduction

The use of emerging technologies[[1]](#footnote-2) in Government initiatives is accelerating digital transformation and contributing to the development of public services and operations of Arab public institutions. New digital technologies and other technologies, such as geospatial technologies, offer great potential to improve inclusiveness and effectiveness, promote trust in public institutions, and enhance government responsiveness to citizen needs.

ESCWA is implementing the project entitled "Expediting the use of technology and innovation for enhanced operations in Arab public institutions" - [ESCWA ENACT project](https://www.unescwa.org/enact-project), that focuses on the strategic and innovative use and deployment of emerging technologies for enhancing public sector services and back-office operations.

The project covers the areas of enhancing the responsiveness, inclusiveness, trustworthiness, and effectiveness of governments and their services, in support of the Sustainable Development Goals (SDGs), particularly SDG 16 on peace, justice and strong institutions. Project activities target developing effective, accountable, and transparent institutions (target 16.6), ensuring responsive, inclusive and representative decision-making (target 16.7), and ensuring public access to information (target 16.10).

Through this project, ESCWA is collecting case studies that demonstrate the efficient deployment of emerging technologies for developing services and operations of Arab public institutions. Case studies are published on the [Arab Open and Innovative Government Portal](https://opengov.unescwa.org/),[[2]](#footnote-3) under [Case Studies](https://opengov.unescwa.org/case-studies). This activity promotes the exchange of best practices and experiences between Arab countries; and currently, around 60 case studies from 12 Arab countries are published on the portal.

Therefore, ESCWA is inviting all institutions to submit case studies and update existing ones, using this form. Submissions can made in English and/or Arabic by sending completed forms to [idlebi@un.org](mailto:idlebi@un.org) and [escwa-tdd@un.org](mailto:escwa-tdd@un.org), by 30 November 2024[[3]](#footnote-4).

# Case Studies Form

**Tips**

* Arab public institutions can submit many case studies as they want to.
* Each case study must be an innovative or good practice related to the use of new technologies for enhancing responsiveness, inclusiveness, trust, transparency, or effectiveness.
* It is suggested that authorities responsible for national ICT initiatives liaise with other public entities to collect relevant case studies and submit each in a separate form.

| **Fields marked with \* are mandatory.** | | | | | | | | | | | | |
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| **1. Title of initiative \*** (in English and Arabic) | | | | | | | | | | | | |
| Click or tap here to enter text. | | | | | | | | يرجى كتابة الاسم بالعربية. | | | | |
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| **2. Initiative URL(s)** (If any) | | | | | | | | | | | | |
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| **3. Your organization(s) name(s)** \* (in English and Arabic) | | | | | | | | | | | | |
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| **4. Organization URL(s)** (If any) | | | | | | | | | | | | |
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| **5. Country \*** | Click or tap here to enter text. | | | | | | | | | | | |
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| **6. Implementation timeline \*** (Beginning and ending years of the initiative) | | | | | | | | | | | | |
| Year of Launch | Click or tap here to enter text. | | | | | | | | | | | |
| Is it Ongoing? | ☐ Yes | | ☐ No | | | If No, please indicate the year | | | | | | Click or tap here to enter text. |
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| **7. Main aim of the initiative \*** (Please do not select more than 3) | | | | | | | | | | | | |
| ☐ Public sector innovation | | | | ☐ Participation | | | | | | | | |
| ☐ Digital government | | | | ☐ Collaboration & engagement | | | | | | | | |
| ☐ Access to Information | | | | ☐ Cybersecurity | | | | | | | | |
| ☐ Open government | | | | ☐ Data protection | | | | | | | | |
| ☐ Open data | | | | ☐ Other, please specify: | | | | | | Click or tap here to enter text. | | |
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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 do not select more than 4 goals) | | | | | | | | | | | | |
| ☐ 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 the following questions) | | | | | | | | | | | | |
| **Brief description \*** (100 words) | | | | | | | | | | | | |
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| **Principles supported through the initiative \*** (Please select all that apply 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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| **Purpose of the initiative \*** (100 words) | | | | | | | | | | | | |
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| **Contributor(s)/Partner(s) \*** (in English and Arabic) (Please list all entities that participated in developing and/or implementing the initiative. Please select the type of organization using the pull-down menu.) | | | | | | | | | | | | |
| **Name in English** | | | | | **Name in Arabic** | | | | | | **Type of organization** | |
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| **Functions and/or Features** **offered by the initiative \*** (100 words) | | | | | | | | | | | | |
| Click or tap here to enter text. | | | | | | | | | | | | |
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| **Outcomes, impacts & change in experiences because of the initiative** **\*** (200 words) | | | | | | | | | | | | |
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| **Challenges faced during the planning and implementation of the initiative \*** (200 words) | | | | | | | | | | | | |
| Click or tap here to enter text. | | | | | | | | | | | | |
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| **Lessons learned from the initiative’s development and implementation** (200 words) | | | | | | | | | | | | |
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| **Useful link(s)** (Titles and URLs) | | | | | | | | | | | | |
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| **Fields marked with \* are mandatory.** | |
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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.) | |
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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. |
| Phone/Mobile | Click or tap here to enter text. |
| Email(s) **\*** | Click or tap here to enter text. |
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**Thank you**

1. Emerging technologies includes new digital technologies such as Artificial Intelligence, Internet of Things, Big Data, Open Data, Blockchain, 5G, Robotics and Immersive technologies such as Metaverse. [↑](#footnote-ref-2)
2. The [Portal](https://opengov.unescwa.org/) was launched in 2020 to share initiatives implemented by Arab countries to promote digital transformation, open Government, and innovation in the public sector. [↑](#footnote-ref-3)
3. Submissions get published as new or updated [case studies](https://opengov.unescwa.org/case-studies). [↑](#footnote-ref-4)