

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 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, & escwa-tdd@un.org) and to the OECD Open Government Unit (Opengov@oecd.org).

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

1. Organisation Details

1.1. Organisation Name

[response]

1.2. Organisation Type

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

[response]

1.3. Country

[response]

1.4. Primary Sector

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

[response]

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]

*Integrated Solid Waste Management System (ISWMS)
(through an EU grant managed by OMSAR)*

2.2. Website

[the website about your activity, if existed]

[https://...]

2.3. Year Your Activity was Put Into Practice

2020

2.4. Which of the following best describes your activity?

[Please mark the main category]

	<i>Open Data</i>
	<i>Participation</i>
	<i>Collaboration</i>
	<i>Citizen Engagement</i>
<i>x</i>	<i>Transparency</i>
<i>x</i>	<i>Accountability</i>
	<i>Public Sector Innovation</i>

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?

The integrated software is composed of three main modules:

- *Weighbridge data management module at OMSAR facilities*
- *Back-office Monitoring Module for OMSAR Monitoring back-office*
- *Administration and users management module*

The objective is to be used by public and municipalities' officials to calculate cost of various waste management activities such as sweeping, collection, sorting, composting, biogas, landfilling, pyrolysis, etc.

The concerned users are OMSAR SWM Program, Facilities' weighbridge systems operators , Authorized persons from municipalities and Unions of Municipalities and MoE authorized users

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?

The integrated software is composed of three main modules:

- **Weighbridge data management module at OMSAR facilities**

This module enables weighbridge systems operator at OMSAR facilities to manage and print weights ticket with search capabilities by using references data of registered vehicle and suppliers (Weight of inert materials going to the landfill, of recyclables generated and sold from each facility and of compost produced at the facilities). In addition, it enables the facilities to send securely weights tickets electronically to OMSAR back-office for audit and validation.

The main functionalities provided with this module are listed below:

1. Record weigh ticket
2. Search weight tickets
3. Back-up weight tickets
4. Send weight tickets electronically to OMSAR for audit and validation.

This module will be deployed in 12 facilities all around Lebanon.

- **Back-office Monitoring Module for OMSAR Monitoring back-office**

This module enables users to receive weights data recorded at OMSAR facilities by Weighbridge data management module, to analyze facility data and visualize generated outputs related to facility performance indicators, total performance indicators by OMSAR, monitoring reports for selected periods, monitoring reports for selected streams, seasonal effects. It will also enable OMSAR to calculate weight of inert materials going to the landfill, weight of recyclables generated and sold and weight of compost produced at the facilities.

The main functionalities provided with this module are listed below:

1. Receive tickets from facilities
2. Search weight tickets
3. Control received tickets
4. Run comparison and screening including weight reports, and facility and OMSAR KPI
5. Archive tickets
6. Configure parameters related to mass balances and KPIs

- **Administration and users management module**

The objective is to enable OMSAR IT Officer to manage users, groups and access rights on the modules.

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

A reliable estimate of the quantity of solid waste generation in each facility is very important for proper solid waste planning and management. The way in which waste is produced and discarded gives us a key insight into how people live, and the quality of waste management services is a good indicator of a country's governance.

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.

The Concerned services and users are

- *Facilities system operator are system operators of Facilities' weighbridge that use the computer to print weight bridge and requires access to weight bridge data management and to other functionalities in the weighbridge module*
- *OMSAR Audit officers : are OMSAR officers that monitor and audit the data recorded and the receipt printed at the weighbridge of facilities*
- *OMSAR IT officers : manage users, groups and access rights on the modules*
- *Municipalities and External authorized users : Authorized persons from municipalities and Unions of Municipalities : Supervise the facilities system operator*

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.

The software will help municipalities and public officials to calculate cost of various waste management activities such as sweeping, collection, sorting, composting, biogas, landfilling, pyrolysis, etc.

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.

The software is currently being tested at one facility and at OMSAR headquarter. Currently, there are no tangible results. In the future, it will allow monitoring reports for selected periods, for selected streams, seasonal effects (based on inert materials weights, recyclables weights, compost produced) and KPI reports.

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?

The challenges are as follow:

- *Preparation of the computer for the installation and configuration to comply with the requirements including the communication with the weighbridge terminal and the dot-matrix printer*
- *Placing the computer in a physically protected location and accessible only to authorized persons .*
- *Provision of setup of references data for each facility (Vehicles, drivers, suppliers, clients, contractor, etc.) to be setup.*
- *Deployment on a SWM facility site and communication with the weighbridge, printer and OMSAR server*
- *Training the facility operators*

Mainly the installation and setup were delayed by the covid-19 crisis.

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

- *Availability of supporting infrastructure and services*
- *Availability of human and financial resources (facility operators and OMSAR staff) and their swift training on the system*
- *Sustainability of the system in terms of human and financial resources*

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.

N/A

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 software is deployed at one facility and so far we have not drawn any lessons learned

4.6. Anything Else

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

N/A

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://...]

Link for supporting files

[https://...]

Project-Related Video URL 1

[https://...]

Project-Related Video URL 2

[https://...]

Other related URL

[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]