



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

*Ministry of Transport and Communications*

### 1.2. Organisation Type

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

*Public Sector*

### 1.3. Country

*Qatar*

### 1.4. Primary Sector

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

*Communications, Public, Industry and Commerce*

## 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]*

*Government Data Exchange*

### 2.2. Website

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

*<https://bit.ly/300PQG2>*

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

*[year]*

### 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>Transparency</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?

*Government Data Exchange platform (GDX) - a centralized back-end platform that facilitates efficient data exchange between Qatari governmental entities in the backside of completing a governmental business process or an online e-service.*

*GDX intends to eliminate the layers of manual processes when conducting online operations in the aim of increasing efficiency and facilitating the automation of services.*

*GDX benefits government entities involved, and users of the online public services.*

## 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 main problem which GDX solves is the lengthy back-end manual process of exchanging data between government entities when conducting a public process / service which results in slowing down the process on the front-end for the public.*

*Government Data Exchange platform (GDX) - a centralized back-end platform that facilitates efficient data exchange between Qatari governmental entities in the backside of completing a governmental business process or an online e-service. GDX intends to eliminate the layers of manual processes when conducting online operations in the aim of increasing efficiency and facilitating the automation of services.*

*Using GDX, entities no longer require the public to submit hard copies of documents for verification purposes. Such verifications could be completed through this system directly with the data sources entities.*

*GDX enhances the delivery of end-to-end services to the public and saves time and efforts of both users and providers*

*Benefits of GDX also include:*

- *Completing Complex services without the need to ask users or to refer to other entities for document verification or missing data*
- *Standardizes integration methods according to best practices*
- *Defines ownership of data and helps entities standardize data models*

*GDX benefits government entities involved, and users of the online public services.*

*Users of the online public services benefit from the enhanced experience GDX offers in regards of completing processes and services efficiently and effectively.*

*GDX has provided government entities with a one-stop shop for data exchange foundations and standards, a registry or index of all available government data sets, provided an admin panel to data providers and consumers to send and receive request and control access rights, standardized integration methods according to best practices, and defined ownership of data and helped entities standardize data models.*

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

*GDX is a smart platform that highly increases efficiency in conducting day-to-day processes and supports automation of public services. Moreover, this projects acts as a convenient one-stop shop for government entities for any issue related to data exchange (e.g. exchange foundations and standards, a registry of all available government data sets, an admin panel for sending/receiving requests and access rights, etc.).*

## 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.

*Due to the nature of GDX, this platform depends on different ministries/entities to function, such as the following:*

- *Ministry of Commerce and Industry*
- *Qatar General Electricity & Water Corporation "KAHRAMAA"*
- *Ooredoo, Vodafone*
- *Ministry of Public Health*
- *Ministry of Justice*
- *Supreme Judiciary Council*
- *Ministry of Municipality and Environment*
- *Ministry of Education and Higher Education*
- *Qatar Financial Centre*

### 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.

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*Users of the online public services benefit from the enhanced experience GDX offers in regards of completing processes and services efficiently and effectively.*

*GDX has provided government entities with a one-stop shop for data exchange foundations and standards, a registry or index of all available government data sets, provided an admin panel to data providers and consumers to send and receive request and control access rights, standardized integration methods according to best practices, and defined ownership of data and helped entities standardize data models.*

## 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.

*GDX supported the automation of services and increased efficiency in conducting public processes on the front end and exchanging data among government entities on the back-end.*

### 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?

*[response of no more than 300 words]*

### 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

*According to the nature of the project, a resilient infrastructure and an uninterrupted network connection is necessary for its proper functioning. Moreover, security rules and policies must be implied to ensure the security and privacy of all transactions and customer data. Also, such initiative requires a fully dedicated team with specific capabilities from different areas to establish and maintain the platform (e.g. IT, legal, Management, etc.).*

#### **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.

*[response of no more than 300 words]*

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

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

*[response of no more than 300 words]*

### 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

*[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.**

*https://bit.ly/300PQG2*