

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](https://oecd-opsi.org/case_type/open-government/)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

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.]

Information and Communication Technology

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]

Mada

2.2. Website

[the website about your activity, if existed]

<https://mada.org.qa/>

2.3. Year Your Activity was Put Into Practice

2010

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?

Mada – Assistive Technology Center Qatar is a private institution for public benefit, dedicated to connecting people with disabilities to the world of information and communication technology, which was founded in 2010 as an initiative that aims at promoting digital inclusion and building a technology-based community that meets the needs of persons with functional limitations (PFLs) – persons with disabilities (PWDs) and the elderly in Qatar.

Mada today is the world's Center of Excellence in digital access in Arabic.

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?

People with functional limitations/ disabilities and the elderly people in Qatar have limited accessibility/ knowledge about technological advancements, which makes it hard for them to keep up with the fast-paced age of technology.

Mada – Assistive Technology Center Qatar is a private institution for public benefit, dedicated to connecting people with disabilities to the world of information and communication technology, which was founded in 2010 as an initiative that aims at promoting digital inclusion and building a technology-based community that meets the needs of persons with functional limitations (PFLs) – persons with disabilities (PWDs) and the elderly in Qatar.

Through strategic partnerships, the centre works to enable the education, culture and community sectors through ICT to achieve an inclusive community and educational system.

Mada raises awareness, provides consulting services and increases the number of assistive technology solutions in Arabic through the Mada Innovation Program to enable equal opportunities for PWDs and the elderly in the digital community.

Mada builds the capabilities of digital access specialists through specialized training programs and platforms designed and implemented according to the best international practices and standards to improve the quality of services provided to People with Disability (PWDs) and the elderly.

Mada provides digital accessibility consulting services and accreditation for digital platforms in accordance with international standards to support the right of persons with disabilities and the elderly to access information independently.

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

Providing digital awareness and building digital capabilities to a specific target of people with limited technological accessibility, helping them to keep up with the latest technological progressions.

Mada provides a wide range of services that are not commonly accessed easily for users with limitations/ disabilities (e.g. Digital Accessibility Services, Training & Capability Building, Advisory and Assistive Services, 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.

Education: QCDC, Carnegie Mellon, Community College of Qatar, Ministry of Education and Higher Education – Training & Development Centre, HBKU, Qatar National Library, Qatar Foundation

Community and Culture: Qatar Museums, Qatar Rail, Qatar Central Bank, Supreme Committee for Delivery & Legacy, National Tourism Council

International: Kotra, Seedstars, Ooredoo, Microsoft, Institute for Information Industry

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.

People with functional limitations including people with disabilities and elderly people who have very limited accessibility/ awareness about technological services.

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.

Mada Center has achieved a digital accessibility rate of 94% amongst government websites, while Qatar ranks fifth globally on the Digital Accessibility Rights Evaluation Index (DARE).

Mada has also played a crucial part in the development of the National e-Accessibility Policy, a first of its kind document for the MENA region that addresses accessibility to websites and mobile apps, telecommunications services, ATMs and public access electronic kiosks, and assistive technologies.

Mada has also influenced key policies in the digital sector in Qatar. The Government Website, e-Services and Mobile Services Frameworks make explicit mention of the implementation of digital accessibility standards (W3C WCAG 2.0) to all digital services provided by the government.

Mada continues to work closely with different government agencies to ensure that policies are in place to promote digital accessibility in different sectors.

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?

There is a lack of robust assistive technology and accessibility service infrastructure within the concerned region. The assistive technology industry is a niche market worldwide and even more limited within the Arabic language region. The activities driven by Mada has created an ecosystem that supports the development of this market within the region. However, the local and regional assistive technology and accessibility market is still in its infancy and requires support systems and facilitators like Mada to augment their ability to be sustainable.

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

Such initiative requires mentors/ specialists with specialized teaching capabilities and motivational coaching techniques to satisfy the needs for this segment of people effectively.

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?

Focusing on mentoring users with functional limitations to help them in satisfying their daily needs, helps us achieve technological literacy across Qatar.

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://mada.org.qa/