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 in featured in the planned Joint OECD-ECSWA 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).

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[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.]*	*Transport, Logistics, Environmental, Healthcare, Sports, 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]*	*TASMU Smart Qatar Program*	
2.2. Website *[the website about your activity, if existed]*	*https://tasmu.gov.qa/en*	
2.3. Year Your Activity was Put Into Practice	*2017*	
2.4. Which of the following best describes your activity? *[Please mark the main category]*		*Open Data*
	✓	*Participation*
	✓	*Collaboration*
	✓	*Citizen Engagement*
		Transparency
		Accountability
	✓	*Public Sector Innovation*

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 TASMU Smart Qatar Program harnesses advanced technology and innovation to drive sustainable economic diversification and improve the quality of life for Qatar's citizens, residents and visitors. It was developed to address key national challenges across five sectors: Transportation, Logistics, Environment, Health care and Sports. It was created as the digital response to Qatar National Vision 2030 pillars, to enhance the delivery of public services in Qatar across these five priority sectors.

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?

TASMU's mega-project, the TASMU Central Platform, forms the principal digital foundation of Qatar's transformation into a smart country. Built on top of a highly resilient, scalable and secure, cloud-based platform that supports deep cross sectoral and agency application integration, featuring dynamically managed scalable virtualization and an AI enhanced data management eco-system.

The Central Platform is a truly multi-layered fusion of AI, decision support systems, advanced heuristics, data management and predictive analytics designed to provide comprehensive sectoral cross platform interoperability.

It empowers cross-sector collaboration, orchestrates dynamic data sharing, delivers business intelligence insight creation and provides an essential foundation layer underpinning innovation and digital enablement across the country and its evolving digital landscape.

The goal behind the development of this project was to enhance the delivery of public services in Qatar across fives priority sectors: Transport, Logistics, Environment, Healthcare, and Sports.
In the Transportation sector, TASMU aims to facilitate mobility through safe and environment-friendly transport network to achieve a 20% reduction in road network delays, a reduction of road fatalities to 6 per 100,000, and a 10% reduction in average vehicle trip emissions.

In the Logistics sector, TASMU aims to grow a competitive logistics sector that promotes international trade and business development. TASMU seeks to cut import costs by 50%, raise Qatar's Logistics Performance Index ranking to 12th, and increase GDP contribution of the logistics sector to 10%.

In the Environmental sector, TASMU aims to drive sustainable consumption of natural resources, and ensure water and food security. TASMU seeks to reduce energy consumption per capita by 20%, reduce water consumption per capita by 35%, and produce 40% of overall food consumed locally.

In the Healthcare sector, TASMU aims to generate an increment in population access to quality healthcare and reduce the risk of chronic diseases. TASMU seeks to reduce the rate of obesity by 5%, reduce the rate of smoking by 30%, and improve timely access to medical attention.

In the Sports sector, TASMU aims to establish a world-class destination for sports fan experience, athlete training, and sports innovation. TASMU seeks to develop Qatar's capabilities to successfully manage sporting events with up to 150,000 visitors annually, raise Qatar's Olympics ranking to be in the top 50, and raise Qatar's active population to 40%.

The TASMU Smart Qatar Program aims to drive sustainable diversification and improve the quality of life for Qatar' citizens, residents and visitors.

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

TASMU is a mega-project that incorporates the latest technological advancements in the world (e.g. AI, data analytics, etc.) in order to enhance the delivery of public services and in Qatar across different sectors and improve the quality of life, while realizing a superior digital economy and a smart future.

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 TASMU program collaborated with several ministries and entities across the nation as it operates through 5 different sectors (e.g. MoTC, MoPH, etc.).

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.

TASMU program benefits all citizens, residents, and visitors of Qatar.

Through the advanced projects produced by the TASMU team, The quality of all citizens, residents, and even visitors of the nation will drastically improve as most of their initiatives focus on utilizing the latest technologies to increase effectiveness and efficiency in conducting public 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.

TASMU will increase the productivity and efficiency of the nation and enhance the quality of life of its citizens and residents by launching more than 1,600 electronic services related to all the segments of society. Moreover, it highly improved the innovation ecosystem in Qatar and boosted growth in the ICT sector of the country.

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

[response of no more than 500 words]

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://tasmu.gov.qa/en*