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	*e-Government Unit at the Presidency of the Government*
1.2. Organisation Type *[Government, NGO, International, Academia, Private Sector]*	*Government*
1.3. Country	*Government*
1.4. Primary Sector *[Economic affairs, Education, Public administration, Health, Transport, etc.]*	*e-Government, public administration*

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]*	**Membership of Tunisia to the OGP initiative**
2.2. Website *[the website about your activity, if existed]*	http://www.ogptunisie.gov.tn/en/
2.3. Year Your Activity was Put Into Practice	**2014**

2.4. Which of the following best describes your activity? *[Please mark the main category]*		*Open Data*
	x	*Participation*
		Collaboration
		Citizen Engagement
	x	*Transparency*
	x	*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 membership of Tunisia to the OGP initiative is considered one of the most tangible impacts of the revolution that Tunisia witnessed. Indeed, presenting this exceptional experience aims to highlight and valorize the multiples efforts made by stakeholders to strengthen the modalities of public governance. It also aims to expose the lessons learned and best practices adopted which enabled Tunisia to join this intentional network.

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?

Overview of the project and issues to be resolved

After the revolution of 2011, Tunisia has witnessed a paradigm shift in the new vision of the post-revolution public administration and its relationship with its users.

Indeed, various factors have promoted the idea to move from the classic administration to an open administration. Among these factors, it can be mentioned the limited mechanisms for consultation and citizen participation, the existence of a large list of reforms required to lead this change, as well as the need to establish a framework for coordination and collaborative work between government and civil society. This post revolution period was characterized by the convergence of aspirations of government and civil society to adopt a common goal "Open Government" thanks to the heightened awareness of all stakeholders on the importance of this reform approach.

These aspirations of reforms have been consolidated by a set of measures already adopted, such as the integration of ICT in government work, the elaboration of a clear strategic government vision (anti-corruption strategy, action plan for the access to information, design of tax reform process since 2011, …)

In this context, the Tunisian government has expressed its aspirations to join this network.

Through this project, the Government and citizens will both benefit from the positive impacts and achievements carried out in this context

The main objectives of this membership process are :

- Consecrate the commitment and aspirations of the Tunisian government to establishing a new public governance model more transparent and more responsive to citizens' expectations and to claims of the people after the revolution of 2011
- Promoting transparency, accountability and combating corruption as well as further involving citizens through the use of Information and Communications Technology (ICT), thus improving citizens' quality of life and their relationship with the government.
- Take advantage of the opportunity to exchange experiences and best practises in fields of transparency, corruption fight; improvement of public services; citizen participation in public policies process and integration of ICT within the governmental actions

The envisioned measures for the future are articulated around :

- Maintain the membership of Tunisia within this international network
- Valorize and maintain the achievements completed under the OGP program and ensure the sustainability of the various projects carried out
- strengthen the collaborative framework and the co-creation process

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

> *[response of no more than 100 words]*
> *Despite the context and the political instability that Tunisia has witnessed since the revolution, It took advantage of the OGP initiative to instaure the open government principles wihin the government work. Indeed, the participatory approach and the co-creation process, in addition to the existence of an active and engaged civil society have made it possible to achieve various tangible results and reforms. Moreover, the PGO program has been designed to respond to the citizens' aspirations by implementing projects and reforms aimed at improving the citizens' life. Also, designing and implementing the different OGP action plans took into account the continuity and sustainability of the reforms undertaken.*

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.

> *[response of no more than 100 words]*
> – *Ministries : in charge of the implementation of commitments included in each action plan*
> – *CSOs supporting the OGP program which contribute to further organize and coordinate civil society participation in the OGP program and support the implementation of some commitments*
> – *Donors: some donors provide the technical required assistance to enhance the implementation of the OGP action plan*
> – *Open Government Forum : an open space bring together all stakeholders involved in this program comprising the members of the OGP steering committee*

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.

- ***Beneficiaries*** : citizens are considered as a first beneficiary of the OGP program given that reforms carried out within the OGP program emanating from the citizens' needs and expectations. Also, Government could benefit from this program to improve the governmental actions, to enhance transparency and integrity.
- ***Stakeholders***: Government (Ministries, local authorities) are the main stakeholders in the OGP program. In addition and NGOs have an important contribution in the success of the program implementation by providing the required support for commitments which are generally carried out within the framework of cooperation between the government and non-governmental actors and donors having an important contribution to support this process.
- **Users** : includes Government, citizens, CSOs and NGOs. Given that OGP program concerns all national and local stakeholders

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.

[response of no more than 300 words]

Tunisia joined the OGP initiative on January 14, 2014. It has developed and implemented three action plans. Each action plan provided a framework for concerted government-civil society efforts across all action plan stages.

The Open Government Partnership program enabled the achievement of several reforms and initiatives in this area that have had a positive impact at the national and local levels. Thanks to these achievements, Tunisia improved in 2018 its rating and obtained 13 out of 16 points to maintain its membership in the OGP.

The OGP program has been concrtized by 03 OGP action plans comprising 48 commitments. It allowed completing tangible legal, technical and organizational achievements. That can be categorized as follow:

1. **Enhancing transparency of government actions and public data release** : by enshrining the principles of "Open Gov" in the Constitution, adopting the Organic Law No.2016-22 on the right of access to information, establishing the access to information authority, consecrating several open data initiatives

2. **Promoting integrity and combating corruption in the public sector** : through establishing a legal frameworks on reporting corruption, and on the disclosure of income and liabilities.

3. **Enhancing participatory approach and local governance** : by the Constitutionalization of decentralization principles, the development of an open data platform for municipalities, developing an integrated electronic civil petitions system "e-people" , developing an e-participation portal

4. **Good Governance of national financial revenues and natural resources**: though developing an open data portal for the hydrocarbons and mining sectors in accordance with international standards , developing an open budget portal "Mizaniatouna"

Tools and measures aiming to assess the OGP program progress :

- Periodic meetings of the steering committee with the stakeholders involved in the implementation of the action plan
- Consecrate a follow-up dashboard through the national OGP portal to follow-up of the implementation of action plan
- Several assessment mechanisms provided by the OGP forum (self-assessment reporting, IRM)

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?

Several challenges have been encountered by Tunisia like :
- *The fragile post-revolution context of Tunisia and political instability delayed the membership process of Tunisia. As well as the multiplicity of reforms required to satisfy the membership's conditions given political, economic and social challenges.*
- *Multiplicity of issues that Tunisia should to invest in and which are seen as aligned with the open government values such as transparency, accountability, integrity, citizen participation and use of ICTs. To accelerate this process, various preparatory works for more than two years have been achieved and enabled the implementation of several required reforms for Tunisia's membership, such as: publishing the state budget, preparing the citizens' budget, establishing the legal framework of access to the information, and developing a portal for public participation*
- *Organizational challenges and the change management represent a main issue to be resolved in order to accelerate the membership process. For that, an organizational framework in charge of the preparatory works aiming to join the initiative has been established through a steering committee at the level of the presidency of government. This committee brings together representatives of government departments and civil society working within a collaborative framework to prepare for the membership process of Tunisia to the OGP forum*
- *Weak human, material and financial resources devoted to the membership process, in addition to the weak of officials' expertise in this area. In this regard, several donors have provided a technical assistance to the Tunisian government in order to accelerate the membership process, such as the OECD which has prepared a study on open government situation in Tunisia. This study made it possible to identify the priority axes and reforms that the government must adopt.*

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

The specificity of Tunisia's OGP experience is that it emanated from a common needs and aspirations between government and citizens aiming to reform and modernize the public governance system. This shared goal allowed designing a specific framework of coordination and cooperation between all national stakeholders, which could be considered as one of the most important success keys of this experience. Joining the OGP initiative, done on January 14, 2014, represents a confirmation of and explicit commitment by the Tunisian Government to the open government principles and its ongoing work to apply these principles within the framework of governmental and administrative action mechanisms.

At the practical level, since 2014, Tunisia has developed and implemented three national action plans. Each action plan provided a framework for concerted government-civil society efforts across all action plan stages, including its design, implementation, follow-up, and evaluation.

Besides, this program allows implementing several reforms and projects at the technological, institutional and legal levels.

These tangible achievements have contributed to improve the coordination and co-creation mechanisms and establishing an integrated ecosystem and dynamic for this program by extending the perimeter of stakeholders involved, standardizing the working and collaboration tools, in addition to the consolidation and valuation of efforts made in order to ensure the sustainability of the reforms undertaken.

Furthermore, the co-creation approach and the participatory approach to reform, which contributed to the success of Tunisia's OGP process which , has had palpable positive impacts, most notable of which is the increase in public interest in and awareness of the OGP process, commitments, and achievements. This has been confirmed through a survey undertaken by the e-Government unit at the Presidency of the Government. Moreover, social media platforms have played an important role in informing citizens, journalists, and various stakeholders on the OGP program news and developments in Tunisia.

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.

Tunisia is considered as one of the first African countries members of the OGP initiative. This membership allowed to build an important potential, competencies and expertise in the open government field that enable Tunisia to support to other countries wishing to join this network.

At the national level, the government aims to instantiate the national OGP program and its philosophy at the local level through several initiatives to apply the OGP principles within municipalities and local authorities. Indeed, these aspirations are designed within the framework of the third OGP action plan which includes a project (commitment number 11) aiming to establish initiatives on open government at the level of twelve (12) municipalities, in a similar fashion to the OGP initiative launched at the national level, through adopting the same participatory approach.

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 specificity of the OGP initiative is that its foundation and its concretization is done by two partners, the government and the civil society, which must work in close concertation. This coordinative framework represents the key factor for the success of Tunisia's experience in this area given the establishment of a co-creation participation framework throughout this process. . Besides, the leadership, the commitment of the government to implement change management and the involvement of official is a success key for the achievement of this action plan.

Also, the government's commitment and its desire to adopt the open government principles and to maintain its membership in this international network push all other stakeholders to support it through providing the required assistance. It could be mentioned, also, that the change management and the involvement of officials is a success key for the achievement of this action plan.

During the recent years, the OGP program allows government to achieve various reforms thanks to the rational approach adopted in the whole OGP action plans which are designed in accordance to the national visions and stratgies and aiming to prioritize the reforms to be implemented. the government aims, through this program to valorize and ensure the sustainability of completed reforms and projects, as well as building new reforms based on previous initiatives and further enrichment of current achievements.

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	URL adress of the Tunisian OGP portal that includes all information and news about this program : http://www.ogptunisie.gov.tn/en
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, No]*
5.3. Please provide the correct reference for re-publishing purposes.	*[response]*