Bahrain’s e-Government Journey
Transfer & adaptation of innovative practices for improved public service delivery in Least Developed Countries

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Consultant to CEO
E-Government Authority

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- Bahrain e-Government Journey - Major Milestones
- Before the e-Government Strategy
- E-Government Strategy 2007-2010
The e-Government Journey
The e-Government Journey in Bahrain can be classified into three main phases as follows:

Before the e-Government Program  
<table>
<thead>
<tr>
<th>Strategy 1</th>
<th>Strategy 2</th>
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<tr>
<td>2007 - 2010</td>
<td>2011 - 2016</td>
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Before e-Government

No • eServices
• eService delivery channels
• ePayment services

Limited • Customer satisfaction with government services
• Government transparency
• Citizen participation
• IT literacy

High cost • Human resources
• Facilities
• Archiving documents

Difficult • Use of services
• Process

Lack of • 24/7 service availability
• Service information
• Sharing of information electronically
• National Contact Center
Despite the challenges, The Kingdom of Bahrain undertook a number of initiatives over the last two decades which provided the right ingredients for a successful e-Government program as follows:

- National Data Center
- Government Data Network (FDN)
- Smart Card – Population Register
e-Government strategy 2007 - 2010
Their Excellencies - members of the Supreme Committee for Information and Communication Technology
Partnerships with NGOs
International and private sector partnerships

United Nations Educational, Scientific and Cultural Organization (UNESCO)

Cisco

Microsoft

Zain
E-Services Lifecycle

<table>
<thead>
<tr>
<th>Citizens / Residents</th>
<th>Businesses</th>
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<tbody>
<tr>
<td>Lifecycle Events</td>
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<tr>
<td>Birth</td>
<td>Starting a Business</td>
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<tr>
<td>Education</td>
<td>Employing Staff</td>
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<tr>
<td>Employment</td>
<td>Funding</td>
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<tr>
<td>Family &amp; Youth</td>
<td>Business Operation and Trade</td>
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<tr>
<td>Old Age</td>
<td>Taxation and Finance</td>
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<tr>
<td>Death</td>
<td>Legal and Regulatory</td>
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<tr>
<td>Health</td>
<td>Innovation</td>
</tr>
<tr>
<td>Housing</td>
<td>Premises and Environment</td>
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<tr>
<td>Legal &amp; Justice</td>
<td>Returns and Other Obligations</td>
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<tr>
<td>Public Utilities</td>
<td>Expanding your Business</td>
</tr>
<tr>
<td>People with Special Needs</td>
<td>Selling to Government</td>
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<tr>
<td>Bahrainis abroad</td>
<td>Closing / Selling Your business</td>
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<tr>
<td>Social Welfare</td>
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<tr>
<td>Grievance Handling</td>
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<tr>
<td>Others</td>
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</table>

Examples of Services:
- Birth Certificate, New Born CPR
- Registration, Scholarships
- Employment, Work Permit
- Driving License, Marriage and Divorce
- Social Assistance, House care, Pension
- Death Certificate, Pension, Wealth Distribution
- Lab Results, Appointments, Health Records
- Electricity and Water, Permit, Address, Real Estate
- Labour, Online Cases, Debt collection, Contravention
- Electricity and Water
- ID Cards, Social Assistance, Concessions
- Pilgrimage, Students Abroad, Assistance
- Social Assistance, Training
- All Services and Agencies
- Driving License, Vehicle Registration
- Register Business Approval, Establish Office
- Work Permit
- Banking Services, Private Player Services
- Business, Registration, Real Estate
- Tax GUR
- Business, Registration, Real Estate
- Project Grant for Researchers
- Environment Compliance, Real Estate
- Change of address
- Adding Activity, Operating Branches
- eTendering, Enquiries
- Cancellation of CR, Disconnection of Services

Over 280 e-Services available online today
Channels of Choice

eGovernment Portal
Mobile Portal
eKiosks
eServices Centers
National Contact Center
- Main Delivery channel with over 280 e-services
- Over 50 million Bahrain Dinars collected
- Over 50 million page views
Your transaction was successfully processed!
Reference No: 12345
Receipt No: 11321
Account No: 823114
Amount Paid: BHD 14.000
National Contact Center

- Single Toll Free number **80008001** to avail government services
- State of the Art center with multi medium support
- Voice, Video, IVR, chat, email, fax.
• Started with 15 centers across the country.
• Primarily in Post Offices and Social Welfare centers
• 2 Agents per center to assist customers
• Provides all Portal Services
• Some centers equipped with Kiosks
• Downscaling as demand decreases and population is more tech savvy
35 kiosk machines across the country in government offices and public places such as shopping malls.

Based on a PPP model with a local bank.
eKey System offers a secured and uniformed digital authentication to access all eServices.
• NGI is a platform that integrates systems of government entities which provide data services to other entities and deliver these services in a reusable manner. It also comprise business process execution capability for orchestration purposes.

• Its chief benefits include increasing business agility, lowering maintenance costs and interoperability.
The National Enterprise Architecture Framework (NEAF) was developed. The next phase will focus on increasing the maturity levels, helping government entities to manage IT complexity, IT project portfolios.
Zajel – Integrated Workflow Management system

Zajel handles the interaction between the Parliament and the government using the Government-to-Government (G2G) principles.
The training of 150 Government employees per annum on specialized eGov related skills and 5000 nationals annually on eLiteracy and eServices
Marketing & Awareness
Benchmarking – UN Index

Tangible progress in the United Nations' Online Service Index

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<tr>
<td>eServices Index</td>
<td>62</td>
<td>67</td>
<td>44</td>
<td>8</td>
<td>7</td>
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</table>
Highly-ranked by international organizations as it became an example to share its experience with other nations.

Leader in eGovernment program - regionally and globally

- 9 International Awards
- 10 Arab Awards
- 6 GCC Awards
e-Government strategy 2011 - 2016
Vision

"Achieve next generation eGovernment excellence by delivering high-quality services effectively, valuing efficiency, advocating proactive customer engagement, nurturing entrepreneurship, collaborating with all stakeholders and encouraging innovation."
Mission

“To comprehend the country’s eGovernment vision by defining and managing the implementation of relevant strategies; setting and monitoring compliance to policies and standards; facilitating the transformation of services and advocating incubation of next generation concepts; all in close collaboration with governmental entities and effective partnerships with the private sector and NGOs.”
Strategic Objectives and KPIs for 2016

1. Increase society participation and engagement.
2. Obtain greater innovation and entrepreneurship.
3. Maintain a higher performing, collaborative, integrated, and efficient government.
4. Sustain a heightened protection of information and user rights.
5. Uphold comprehensive and effectively-managed quality service offering.
6. Increase partnerships and private sector ICT readiness.
7. Improve national eLiteracy and government IT skills.
8. Enhance eGovernment channels and user-experience with increased service-uptake.
**Strategic Objectives and KPIs for 2016**

- **Inspire innovations and increase partnerships**
  - Three eGovernment projects will be annually funded and technically supported.

- **Increase society engagement**
  - By 2014, 50% of government entities will interact with constituents through social networks.

- **Build partnerships with private sector, locally and internationally**
  - Two new initiatives triggered annually from international partnerships.

- **Increase awareness and customer satisfaction**
  - eGovernment program awareness increased up to 90% and CSI levels maintained over 80%.
**Strategic Objectives and KPIs for 2016**

<table>
<thead>
<tr>
<th>Objective</th>
<th>Description</th>
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<td>Heightened protection of information and user rights</td>
<td>Information and privacy protection policies implemented at 10 governmental entities within the next two years.</td>
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<tr>
<td>Increase government efficiency and readiness</td>
<td>Two government-wide systems implemented.</td>
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<td>Building employee capabilities in eGovernment</td>
<td>Over 150 government employees trained on eGovernment specialized disciplines annually.</td>
</tr>
<tr>
<td>Increase efficiency in eGovernment project management</td>
<td>Three eGovernment related toolkits developed to manage and implement eGovernment projects.</td>
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Strategic Objectives and KPIs for 2016

Provide smartphone apps and enhance user-experience

Ten new mobile applications developed annually for top mobile application stores.

Enhance and develop eGovernment channels

Three eGovernment channels significantly upgraded and integrated within the next two years.

Effectively manage quality service offering

All government online services are managed through a unified system.

Comprehensive and integrated services

All government service information are available online. 40 eServices deployed annually.
Over 90 initiatives to attain the required objectives (2011 - 2016)
Developing & updating laws and regulations which are required to support the successful implementation and delivery of eGov services and ensuring online transactions security.

Cyber Law focus areas:
- eCommerce & eTransactions
- eSignatures
- ePayments
- Cyber Crimes
- Intellectual Property Rights
- Freedom of Expression
Signing and implementing a new eGovernment portal is to have a portal that delivers advanced features and a practical personalization experience that further increases user satisfaction and enhances international standing.

### Portal+ Key Attributes

1. Stable & scalable infrastructure with sustainable support ecosystem
2. Portal architecture compliant with Enterprise Architecture standards
3. High availability and business continuity
4. Personalization experience
5. Next generation portal features
The adoption of a common service definition, and the development of a tool to manage all government services (i.e., offered through both traditional, as well as electronic channels).
Bahrain has recently launched a comprehensive government eProcurement program

**Strategic Themes**
- Enable Bahrain procurement processes
- Remote and support the local economy
- Raise the standards of transparency, fairness and competition
- Pen up to and attract international suppliers
- Co-operate with suppliers to build mutually beneficial long-term relationships
- Update legal framework to support efficient and effective procurement methods
- Enforce procurement processes to achieve highest quality to price ratio
- Empower buyers to make intelligence-based procurement decisions

**Program Elements**
- **Procurement Portal**
  - eTendering - eCatalogues - eAuctioning
- **Supplier Relationship Management**
  - Contracts - SLAs - Cross-Entity Relationship Management
- **Procurement Intelligence**
  - Spend Statistics/ Aggregation Opportunities Identification
- **eInvoicing**
  - Receive and Automatically Match/ Process eInvoices
- **Procurement Focused Spend Classification**
  - Government Expenditure Classification for Spend Analysis
- ** Buyers and Suppliers Readiness Programs**
  - Assessments - Improvement Programs - Support
- **Cross Government Strategic Procurement Function**
  - Spend Analysis - Strategic Decisions - Platform Owner

Kingdom of Bahrain
eGovernment Authority
The program will bring a multitude of benefits for both government and suppliers in the country.

**eProcurement Qualitative Benefits**

- **Increasing supplier base and competition**
- **Leveraging government spend to support local economy**
- **Removing market entry barriers**
- **Increasing transparency and fairness of public procurement**
- **Increasing the ability to react faster to changes in business demand**
- **Receiving optimal quality for procured goods/services based on intelligence data**
- **Maintaining long-lasting and healthy relationships with suppliers**
- **Decreasing procurement lead time**

**Government vs. Suppliers**
Enhance commercial registration system, process and service delivery to align the Kingdom of Bahrain with its National Economic Vision 2030.

Business Licensing Integrated System (BLIS)

- One-Stop-Shop
- Single System
- Seamless
- User-Oriented

**Background**

**Business**
- Reduce overall time (registration/processing)
- Multiple channels
- Information hub
- Interface with respective entities

**Ministry**
- Streamline business process
- Increase utilization
- Easy access to information
- Scalable in size and performance

**Kingdom of Bahrain**
- Attract foreign investment
- Facilitate economic growth
- Strengthen eGov. program
- More efficient and transparent
Business Licensing Integrated System (BLIS)

New System

- eApplication
- ePayment
- eSubmission

- Online Submission
- Paperless
- Automated Validation
- Integration
- Transparent
### Description
This project aims to engage the public to obtain their feedback and increase their level of participation vis-à-vis important Government matters using Social Media and other tools.

### Benefit
- Increase involvement of the public in policy setting and in services Delivery
- Increase transparency of Government agenda actions

### How?
- Wikis
- Blogs
- RSS Feeds
- Podcasts
- Mashups
Open Data Program

- Expose public, non-sensitive data to allow businesses and the general public to develop web and smartphone applications, increasing innovation and eParticipation.

Green IT

- Develop a strategy to “Green IT” as well as automate existing manual processes which result in high levels of carbon emissions, in order to ensure overall sustainability.

Cloud Computing

- Develop a strategy for cloud computing, focusing on private cloud, public cloud and hybrid/business cloud opportunities, to increase eParticipation and innovation across the Kingdom.
“Advancing Bahrain to New Heights”

Thank You