EUROPEAN COMMISSION FOR DEMOCRACY THROUGH LAW
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Regional seminar for high level civil servants

13th UniDem Med

"PUBLIC ADMINISTRATION FACING THE COVID-19 PANDEMIC: MODERNISATION AND DIGITAL INNOVATIONS"

Videoconference, Palestine*

5-6 October 2021

THE COVID-19 PANDEMIC AS AN ACCELERATOR OF DIGITAL INNOVATIONS AND DIGITAL TRANSFORMATION OF PUBLIC SERVICES: TOWARDS A MORE DEMOCRATIC, OPEN AND INCLUSIVE PUBLIC ADMINISTRATION

by

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ICT: A TOOL FOR IMPROVING PUBLIC SERVICES AND REDEFINING THE VALUE PROPOSITION TO CITIZENS

A LOOK BEFORE, DURING AND AFTER COVID

BY LAURA DOSPINESCU, AHMED ELKHATHEEB

CAIRO, EGYPT

5TH OCTOBER 2021

Ministry of Communications and Information Technology

AGENDA

1. Introduction: ICT strategy to improve public services

2. Egypt: Overview ICT Scene before & during COVID

3. Egypt's performance during COVID

4. Egypt's reactions during COVID

5. National Transformation through ICT & Future Themes

6. Digital Egypt impact on public services

Introduction

OVERVIEW ICT STRATEGY

Under the **ICT 2030 strategy**, the Egyptian government is undertaking a series of **investments, capacity building** and **training programs, digital government services reforms**, and **infrastructure upgrades**.

Under the strategy new initiatives have been launched to maximize the contribution of the ICT sector to Egypt's economic growth by focusing on **capacity building**, enhancing **electronics design** and **manufacturing**, **innovation** and **entrepreneurship**, **digital transformation** of **core government services**, moving towards a digital economy and achieving overall national sustainable competitive advantage.

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OVERVIEW OF INSTITUTIONAL POLICIES

Most important policies focus on:

Capabilities and _Human Development_

Social Institutions and _Social Competencies_

- **Human development** and **improving** citizen's **quality of life**
- The **development** of enhanced **organizational structures, administrative** and **institutional capacities**
- Strengthening **communication** and **coordination** mechanisms between the **authorities of the state**
- Clarification of **roles, responsibilities** and **mandates** (both within entities within the same sector, and within those of different sectors)

DEVELOPMENT PROJECTS: *HIGHLIGHTS*

- ✓ **Decreasing inequality**
- ✓ **Investing in Human Capital**
- ✓ **Education**
- ✓ **Infrastructure development**
- ✓ **Women empowerment**
- ✓ **Relieving urban pressures**
- ✓ **Health**
- ✓ **Climate**
- ✓ **Gaining competitive advantage**
- ✓ **Housing**
- ✓ **Government efficiency**

- **Decent Life**

- **The New Administrative Capital**

- **Knowledge City**

- **The Upper Egypt Local Development Program for Results**

- **The Household Gas Connections Program**

- **The Sustainable Rural Sanitation Program**

- **The Inclusive Housing Finance Program-for-Results**

- **Transforming Egypt's Healthcare System Program via Universal Healthcare Coverage**

- **Catalyzing Entrepreneurship for Job Creation Project**

- **The Egyptian National Railways Restructuring Project**

- **Railway Improvement and Safety for Egypt**

- **Greater Cairo Air Pollution and Climate Change**

EGYPT: INNOVATION

According to the Global Innovation Index 2021 Egypt jumps two positions in the global ranking to 94 (vs. 96 in 2020).

1. Most **notable scores improvements** in:

- Infrastructure (+7 positions to 92)

Improvements in **ICT access, use** and availability of **government services online**

- Government effectiveness (+11 positions to 95 in 2021)

2. Other improvements in human capital and research, institutions, creative outputs

3. **Challenges** in:

Online e-participation, knowledge and technology outputs, business sophistication

EGYPT: OTHER ICT RELATED RANKINGS IN 2020

Egypt has advanced 55 places on the Government AI Readiness Index in 2020, ranking 56th among 172 countries.

Amr Talaat, Minister of Communications and Information Technology: "AI is one of the most important priorities for the Egyptian government at the present time."

Egypt moves up 54 positions to occupy the 41st ranking on the ITU-ICT regulatory tracker of 2020 (vs. being 95 in 2019). Egypt's NTRA is ranked number 2 in Africa reinforcing Egypt's leadership in telecommunication regulation at the international and regional levels.

Egypt ranks **84th** out of the 134 economies included in the Network Readiness Index 2020 . Its main strength relates to **People**. The greatest scope for improvement concerns the governance. (Source: Portulans Institute)

Figure 2: Egypt global ranking, overall and by pillar

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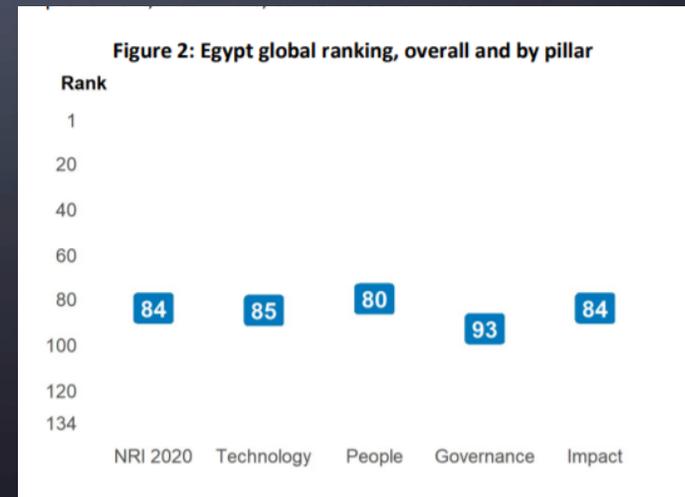
Egypt: ICT Industry

OVERVIEW OF EGYPT'S ICT INDUSTRY

The ICT industry in Egypt is managed by the Ministry of Communications and Information Technology (MCIT) which oversees the following organizations:

Total investments in the ICT sector increased by 35% in 2019/2020 and reached $3.5 billion.

Average internet speed quadrupled from 6.6 Mbps in Feb 2019 to 32.77 Mbps in February 2021.

- National Telecom Regulatory Authority – NTRA
- IT Industry Development Agency – ITIDA
- The Technology Innovation and Entrepreneurship Center – TIEC
- Information Technology Institute – ITI
- National Telecommunication Institute – NTI
- Egypt Post
- Center for Documentation of Cultural and Natural Heritage – CULTNAT
- Smart Villages
- Silicon Waha
- Technology Development Fund

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ICT SECTOR INFRASTRUCTURE INDICATORS

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Internet Penetration 57.3%

1. **Mobile subscribers** reached 98.60 million in April - June 2021, compared to 96.58 million in April - June 2020, representing an annual change rate of **2.08%**.
2. **Mobile penetration** reached 95.96 % in April - June 2021, compared to 95.73% in April - June 2020, representing an annual change rate of **0.23%**.
3. **ADSL subscribers** increased to 9.50 million in April - June 2021, compared to 7.99 million in April - June 2020, representing an annual change rate of **18.9%**

Proportion of households owning computers in **urban areas**: **73.9%**

Proportion of households owning computers in **rural areas**: **55.8%**

The proportion of **males** using internet reached **61.5%**

The proportion of **females** using the internet reached **53%**

ATTRACTING LOCAL AND FOREIGN INVESTMENT IN THE ICT SECTOR

Four-fold approach

1. **Sponsoring emerging companies** through the development of Egypt's **digital innovation centers** in governorates

   - including business **accelerators** and **incubators**
   - implementing **entrepreneurship training programs**
   - **innovation competitions**

2. The **development of small and medium companies** through

   - Incentives to support digital exports
   - Implementation of "Our Digital Opportunity" initiative

3. **Attracting foreign investments** by providing incentives to the data center industry , electronics industry etc.

4. **Maximize digital exports**: "Future Work is Digital" initiative

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Egypt: Performance During COVID

OVERVIEW OF THE ICT INDUSTRY DURING COVID

The emergence of the **COVID pandemic contributed to highlighting** the **importance** of digital transformation and also led to the **intensification** of the state's efforts to implement **digital transformation.**

- **ICT resources consumption increased at unprecedented highs during COVID**

- **Telecom Egypt increased internet bundle quotas by 20% temporarily to accommodate e-learning, remote work at no extra charge for consumers with support from a government subsidy**

- **ICT sector was the country's highest growing sector during the COVID pandemic with a growth rate of 15.2% in 2020**

- **The total income of IT services in 2020 was $4.1 billion**

- **The sector's total contribution to the GDP was 4.4% in 2019/2020 (increasing from 3.5% and 4% in 2017/2018/2019)**

EGYPT DURING COVID

Egypt was one of the few emerging market countries that experienced **a positive growth** rate in 2020. As a result of the government's swift and prudent **policy response**, coupled with **IMF support**, the Egyptian economy showed resilience in the face of the pandemic. (IMF, July 2021)

Positive growth
Egypt is among the few emerging markets that maintained positive GDP growth in 2019–20 and 2020–21.
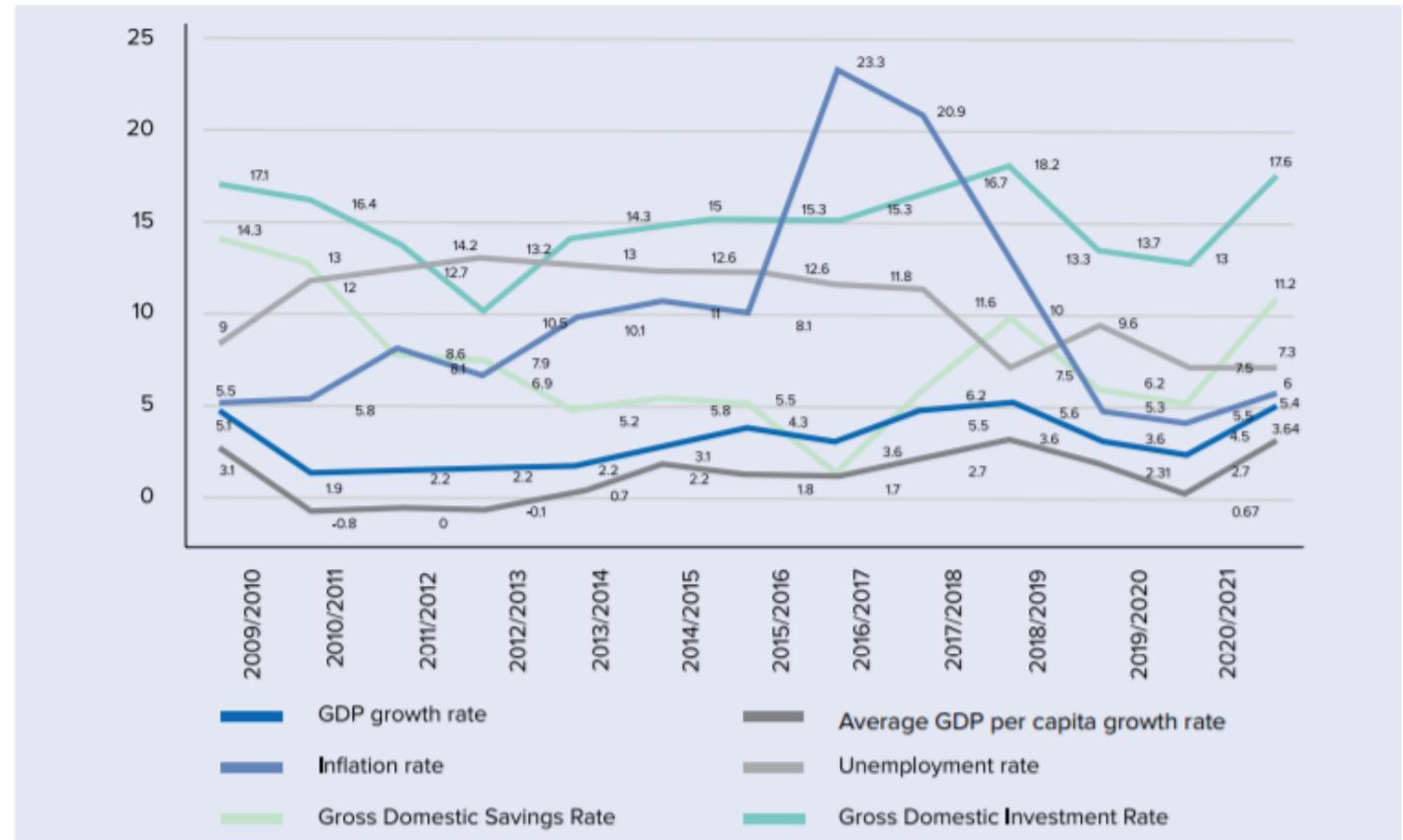(in percent)
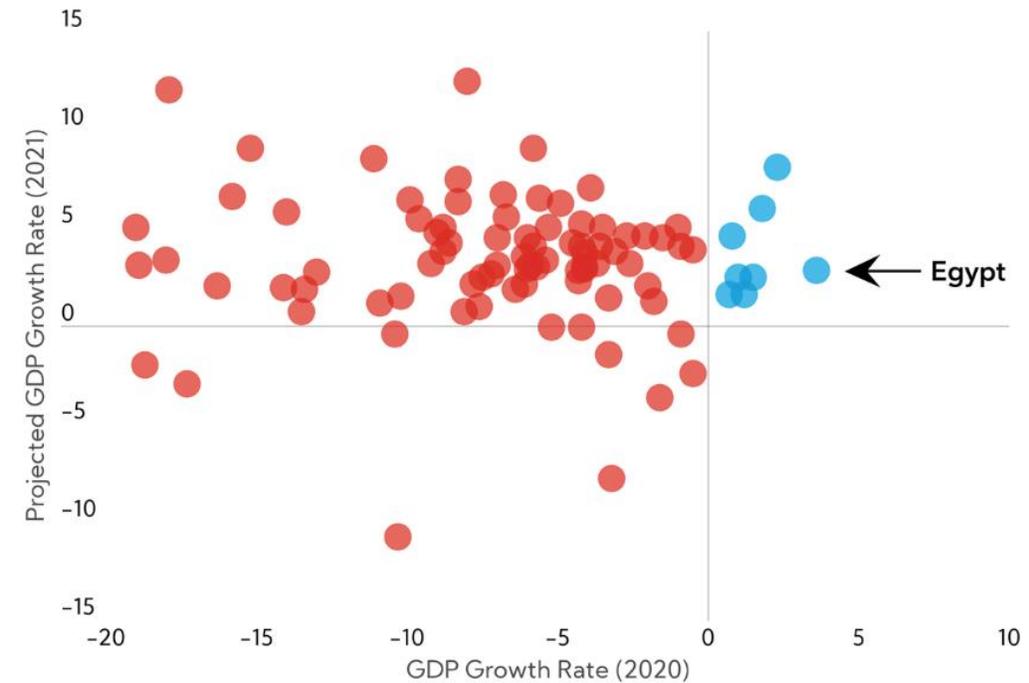
Source: IMF World Economic Outlook.

IMF

EGYPT DURING COVID

The GDP target growth rate for FY 2019/2020 was lowered from the 6% forecasted to an achieved growth rate of 3.6%

The GDP growth rate for FY 2020/2021 was 5.4%

Figure 2.1 Key economic indicators, 2009/2010 to 2020/2021 (%)

Source: Ministry of Planning and Economic Development (2021).

EGYPT'S PREPAREDNESS FOR THE COVID

In general, Egypt was assessed to be at a **<u>medium level of preparedness.</u>**

1. **<u>Human development</u>**:
   - Equality indicators ranks medium-to-low
2. **<u>Health</u>**:
   - Indicators of preparedness within the health system are at a medium/average level.
   - Indicators of nurses and the amount of health spending ranks at a medium/low level.
3. **<u>Connectivity</u>**:
   - Egypt scored better on the connectivity component being at medium/high
   - A high level of mobile phone subscriptions and a high level/close to average of broadband subscriptions

Table 1.16
Countries' Preparedness to Respond to COVID-19*

Country	Human development			Health system				Connectivity	
	HDI (value, (2018	Inequality adjusted HDI (value, (2018	Inequality index - HDI (percentage - (2018	Doctors per 10,000 people (2018-2010)	Nurses and midwives per 10,000 people (2018-2010)	Hospital beds per 10,000 people (2018-2010)	Health expenditure percentage) of GDP - (2016	Mobile phone subscriptions per 100 people (2018-2017)	Fixed broadband subscriptions per 100 people (2018-2017)
Algeria	0.759	0.604	20.4	18.3	22	19	6.6	121.9	7.3
Tunisia	0.739	0.585	20.8	12.7	26	23	7.0	127.7	8.8
Lebanon	0.730	-	-	22.7	26	29	8.0	64.5	0.1
Jordan	0.723	0.617	14.7	23.4	34	14	5.5	87.6	4
Philippines	0.712	0.582	18.2	12.8	2	10	4.4	110.1	3.7
Moldova	0.711	0.638	10.4	32	45	58	9.0	88	15.4
Turkmeni-stan	0.710	0.578	18.5	22.2	46	74	6.6	162.9	0.1
Uzbekistan	0.710	-	-	23.7	121	40	6.3	75.9	12.7
Libya	0.708	-	-	21.6	67	37	-	91.5	4.8
Indonesia	0.707	0.583	17.5	3.8	21	12	3.1	119.8	3.3
Samoa	0.707	-	-	3.4	19	-	5.5	63.6	0.9
South Africa	0.705	0.463	34.4	9.1	35	-	8.1	153.2	1.9
Bolivia	0.703	0.533	24.2	16.1	7	11	6.9	100.8	4.4
Gabon	0.702	0.544	22.5	3.6	26	63	3.1	138.3	1.4
Egypt	0.700	0.492	29.7	7.9	14	16	4.6	95.3	6.7
Morocco	0.676	-	-	7.3	11	11	5.8	124.2	4.3
India	0.647	0.538	16.9	7.8	21	7	3.7	86.9	1.3
Kenya	0.579	0.426	26.3	2	15	14	4.5	96.3	0.7
Pakistan	0.560	0.386	31.1	9.8	5	6	2.8	72.6	0.9
Readiness Level				Low		Medium		High	

Source: UNDP (2020a). COVID-19 and Human Development. Global Preparedness and Vulnerabilities Dashboard *The countries in this table have been selected from the 10 that precede Egypt in the Human Development Report 2020, as well as some non-oil-exporting Middle Eastern and North African countries, and other middle-income countries

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KEY FACTORS FOR SUCCESS

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Egypt is one of the Middle East's most powerful transformation stories (WEF, June 2020)

In 2016, Egypt embarked upon a bold sustainable development strategy called Vision 2030 targeting three dimensions: social, economic and environmental.

As a result, during 2016-2019, Egypt implemented a series of national economic and social reforms to achieve macroeconomic stability.

In alignment with Egypt Vision 2030, and Egypt's digital transformation strategy, the Ministry of Communications and Information Technology (MCIT) has embarked on building Digital Egypt since 2019.

The COVID accelerated the digital transformation efforts

In 2020, during the COVID situation, the Egyptian Government responded swiftly with a comprehensive support plan to tackle the pandemic while maintaining its economic stability (UNDP, Egypt Human Development Report 2021)

Also, Egypt collaborated with WHO preparing for the crisis since January 2020.

Long Term Sustainable Development Strategy & Prior Efforts *Human-centric approach*

Ongoing National Digital Transformation Plan *Leveraging ICT Resources*

Decisive, Rapid, Sound Crisis Management

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Egypt 's reactions during COVID

EGYPTIAN REACTIONS DURING COVID

Blended approach of monetary and fiscal policies to support specific sectors, especially social protection and health, public services digitization, regulations designed to limit the spread of the virus, further social and industry measures.

Highlights

Crisis management

- Online portal through the Crisis Management Unit within the Cabinet's Information and Decision Support Center, which publishes and communicates a wide array of COVID related information to the public through various media channels.
- 24-hour hotline and a smartphone application to enable general access to resources and information on COVID
- H.E. President Abdelfattah Elsisi allocated 100 billion EGP to fight COVID

Social safety net

- The Ministry of Workforce has allocated EGP 50 million (USD 2.9 million) for irregular workers, including women, PWDs, who lost their job due to the coronavirus.
- Expansion of the Takaful and Karama social protection programs to an additional 100,000 households, where women already represent 88% of the programs beneficiaries
- The government also introduced a six-month extension for credit repayments targeting all individuals and businesses, requesting cancellation of the ATM withdrawal fees as well

Health

- An extra EGP 3.8 billion was allocated to meet urgent needs and provide supplies for the Health sector
- Immediate allocation of EGP 1 billion for the Ministry of Doctors and all medical personnel

EGYPTIAN POLICIES AND DECISIONS DURING COVID

1. **Monetary policy reactions**

2. **Fiscal policy reactions**

3. **Social measures**

4. **Industry specific measures**

5. **Digitization of government services**

Monetary Policies

Mainly expansionary monetary policies:

- The interest rate was reduced by 300 basis points, bringing the credit and discount rate to 9.75% to support economic activity.

- Fees on electronic transactions have been lifted for six months to encourage people to rely on electronic payment methods and bank transfers instead of using cash.

- Limits on cash withdrawals and deposits to avoid overcrowding

EGYPTIAN POLICIES AND DECISIONS DURING COVID

<u>Fiscal Policies</u>

Various expansionary tax policies:

- Allocated EGP 20 billion for investment in the stock exchange out of the total financial stimulus program of EGP 100 billion

- The service fees for stock exchange operations were reduced by 20%.

- The decision to specify brokerage commissions and fees for listing securities and stock exchange operations was amended to reduce service fees by 17%.

- Clearing and settlement services for shares, bonds, and other debt instruments were also reduced by 20%.

- The stamp tax and tax on dividends were reduced by 50% to 5% on companies listed on the Exchange.

- Postponing the payment of the real estate tax due on factories and tourist facilities for a period of three months, and allowing them to pay it in monthly installments for previous periods for a period of six months.

- Foreigners were completely exempted from capital gain taxes, which were postponed for residents until the beginning of 2022.

- The tax exemption limit was increased from EGP 8,000 to EGP 15,000, and the income tax segments were reduced.

- The deadlines for submitting tax returns and the deadlines for paying all or part of the tax due have been extended in accordance with the provisions of the Income Tax Law and/or the Value Added Tax Law *conditions apply

EGYPTIAN POLICIES AND DECISIONS DURING COVID

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Social Measures

- Health and safety measures implemented, borders closed March-June 2020
- A total of EGP 50 billion was allocated to support the tourism and hotel sector
- Approximately EGP 30 billion allocated to support poor families
- Additional financial allocations of about EGP 5.1 billion were provided during the fiscal year 2019/2020 to support the health sector in its various tracks across the country and the COVID context
- Increasing remuneration for internship doctors in university hospitals of the Ministry of Higher Education and Scientific Research, and Al-Azhar University hospitals
- An additional EGP 5 billion was made available to the Ministry of Supply and Internal Trade during the fiscal year 2019/2020 to manage the additional needs arising with the crisis
- Government investments were increased by an additional EGP 10 billion during the fiscal year 2019/2020 in a way that contributes to preserving employment, and paying the dues of contractors and suppliers, while improving the level of services provided to citizens.

Industry Specific Measures

- Reducing the price of natural gas for industry to $4.5 per million thermal units
- Reducing electricity prices for industry for ultra-high, high and medium voltage by 10 piasters, and stabilizing electricity prices for other industrial uses for the next 3 to 5 years.
- Providing EGP 1 billion to exporters during the months of March and April 2020 to pay part of their dues, according to the agreed mechanisms (the investment and cash payment initiative announced to exporters)

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EGYPTIAN POLICIES AND DECISIONS DURING COVID

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https://digital.gov.eg/

Digitization of government services

- August 2020, several e-services have been developed and launched for a number of entities: law enforcement, notarization, personal status, family courts, supply, electricity, agriculture, traffic, real estate registration, Mortgage Finance Fund (MFF), and the General Authority for Investment and Free Zones (GAFI).
- Several methods of online payment of service fees were made available.
- 70 services online at Go Live and 90 services to date, planned to reach 108 by 2022

3.3 million users registered
8.3 million requests handled

EGYPTIAN POLICIES AND DECISIONS DURING COVID

Women at the forefront of decision-making during crisis

- Women make up 23.8% of the Egyptian labor force

- The Egyptian government has undertaken important efforts to integrate the specific needs of women in its COVID-19 response plan.

- The National Council for Women (NCW) is part, along with other state institutions, of the committee in charge of designing additional tailored measures to mitigate the impact of the crisis on women and especially on women in the informal sector.

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IMF SUPPORT

The IMF provided aprox. $8 billion in financial support through a two-part plan to help Egypt address the financing needs that resulted from the pandemic.

1. The Rapid Financing Instrument provided $2.8 billion in emergency financial assistance in May 2020 to ensure that the government had enough foreign currency to fund essential imports and other needs.
2. The Stand-by Arrangement (SBA), approved in June 2020, provided the government access to a total of about US$5.4 billion over the subsequent 12 months.
   - The SBA helped the authorities maintain economic stability, rebuild international reserves to restore buffers drawn down in response to the crisis, and progress on key structural reforms, including with measures to strengthen public finances, further fiscal transparency and governance, and advance laws to improve the business climate, to position Egypt for a strong and inclusive recovery.

- Economic policies under the program created a balance between supporting the economy to help lessen the COVID effect and ensuring debt remains sustainable to maintain investor confidence.

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National Transformation Through ICT & Future Themes

THE NEW REPUBLIC: "DIGITAL EGYPT"

*A **national transformational journey** where all state institution collaborate **in harmony** and employ a **holistic approach.***
*The end goal is a **secure** and **interactive digital society.***

- Achieving sustainable development through ICT

- Decreasing inequality through shrinking the digital skills gap

- Moving from consumers of technology to producers of technology, building tech talent

- Focus on creating an environment conducive for innovation and entrepreneurship

- Maximize gains and minimize risks through:

  - **Digital transformation**

  - **Institutional development**

  - **Infrastructure development**

THE NEW REPUBLIC: "DIGITAL EGYPT"

Digital transformation

- Recognizing the ICT role in developing the public sector for the advancement and improvement of services delivered to citizens, MCIT seeks to create public value, in terms of value for individuals through easy access to government transactions and information, and value for government in terms of doing more for less.

- Egypt has been adopting a robust strategy and strong course of action in transforming the existing government services and community ecosystem to an entirely digital and data driven ecosystem, to provide public services in a faster and simpler way. MCIT cooperates with all sectors of the state to achieve digital transformation through two pillars: services provided to citizens and improvement of government performance.

THE NEW REPUBLIC: "DIGITAL EGYPT"

Ministry of Communications and Information Technology

Mission

Create a business model within government institutions through digital transformation, thus supporting their ability to meet citizens' demands and derive their satisfaction.

Objectives

1. Create a new generation of government calibers capable of leading change
2. Increase the efficiency and effectiveness of government institutions
3. Improve the quality of services provided to citizens
4. Promote citizens' digital participation

Values

Efficiency and effectiveness - transparency - quality - excellence - sustainability - partnership

Institutional Development

Strategic Pillars of Institutional Development

- **Digitally enabled environment**
- **Supportive technology and techniques**
- **Qualified and competent government employees**
- **Sustainable operational excellence**

THE NEW REPUBLIC: "DIGITAL EGYPT"

Institutional Development: **Highlights**

Decent Life, unprecedented national development project, is a top priority, working on **digital awareness seminars** followed by working on achieving **digital inclusion**, **digital literacy** and **digital financial literacy**

Digital Transformation Units (DTUs) acting as **change agents** in governorates to drive digital transformation

Several national academies and workshops aiming to improve the quality of local governance as well as local citizens, certificates related to **operational excellence**, project management, computer literacy have been granted to trainees so far among others.

THE NEW REPUBLIC: "DIGITAL EGYPT"

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Legal and Regulatory Framework

Rules and Regulations Processes meant to support transformation and trust in the ICT ecosystem

- Focus on privacy and online safety: the Personal Data Protection Law approved by the Parliament in July 2020, largely molded on the GDPR, to support Egypt's efforts to become a regional data center.

- Possible: There are other regulations under discussion such as data classification and data localization.

- Focus on intellectual property: via Intellectual property Law 82 of 2002

- Focus on creating a secure digital environment for business

- Law No. 190 of 2008 amending Law No. 3 of 2005 on the Protection of Competition and the Prohibition of Monopolistic Practices
- Law No. 67 of 2006 on the Consumer Protection
- Law No. 15 of 2004 on E-signature and Establishment of the Information Technology Industry Development Authority (ITIDA)
- Law No. 3 of 2005 promulgating the Law on Competition Protection and the Prohibition of Monopolistic Practices
- Law No. 10 of 2003 on Telecommunications Regulation
- Law No. 13 of 2002 amending certain provisions of the Law on Investment Safeguards and Incentives issued by Law No. 8 of 1997
- Law No. 151/2020 - Personal Data Protection

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Infrastructure development

Focus on more national ICT infrastructure development

- Egypt is a hub for internet submarine cables with 17 cables transiting through the country and in order to exploit this capacity focus is on improving domestic infrastructure

- The **Port Said CLS** and the **Ras Ghareb CLS** are new cable landing stations which Telecom Egypt is building for 2Africa cable system (Telecom Egypt became a partner in the 2Africa submarine cable project) to provide brand-new terrestrial crossing routes linking the Red Sea and the Mediterranean.

- Building the **rural area** ICT infrastructure via **Decent Life** (Hayah Karima) initiative

THE NEW REPUBLIC: FUTURE THEMES

Public-private research efforts aim to deploy AI, data science and IoT to address specific and pressing challenges in fields such as urban planning, health care, agriculture, water management, education and resource optimization (H.E. , Amr Talaat, Egypt Minister of Communications and Information Technology)

Automation and Industry 4.0

1. **The Industrial Modernization Center**: creating a center of excellency for Industry 4.0 technologies reaping the benefits of automation and digitization

2. **Applied Innovation Center**: to promote the use of AI, data science and the IoT in a variety of areas

Smart Cities

Egypt plans to build 50 smart cities by 2050, with 22 already under development

Innovation

Innovation Labs
Innovation Hubs
Egypt Innovate Platform

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THE NEW REPUBLIC: FUTURE THEMES

Cashless Society

1. **MCIT, World Bank Group and global partners working on the Financial Inclusion Global Initiative (FIGI)**

   - **Supports implementation (China, Egypt, Mexico) and funds** three sets of outstanding challenges for reaching universal financial access: (1) electronic payment acceptance, (2) digital ID for financial services and (3) security

2. The Egyptian Financial Regulatory Authority launched the **Digital Financial Inclusion 2021 Initiative** to boost the rate of non-cash payments especially among smaller enterprises

3. **Fawry Egypt**, the biggest e-payment platform, grew 300% in 2020 to $1.3 billion

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Digital Egypt

DIGITAL EGYPT

Digital Egypt is an all-encompassing vision and plan, laying the foundations for the transformation of Egypt into a digital society.

Key elements: Transparency , Efficiency

"By 2030, the State Administrative Apparatus will become more effective and efficient, managing the national resources in an improved manner transparently, fair, flexible, susceptible to legal investigation, increasing the satisfaction of citizens and the way it interacts and responds to them."

DIGITAL EGYPT STRATEGY

https://mcit.gov.eg/en/Digital_Egypt

Three main pillars:

| Digital Transformation | Digital Skills and Jobs | Digital Innovation |

Digital Infrastructure   **Legislative Framework**

DIGITAL EGYPT GOALS

- Developing the information and communication technology infrastructure
- Demand driven approach to skilling, reskilling and upskilling to match the market needs of the future with revolve around technology and emerging technologies
- Strengthening Egypt's position at regional and international levels through a strong digital economy
- Enhancing digital inclusion and achieving digital literacy and digital financial inclusion
- Promoting and enhancing capacity building efforts
- Encouraging innovation and entrepreneurial efforts
- Ensuring information security and online safety for all citizens

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DIGITAL GOVERNMENT

Distinguished public services

1.**People**: efficient and effective government employee

2.**Processes**: sustainable operational excellence

3.**Tools**: supportive technological instruments

4.**Platform**

- Equipped digital environment
- The Digital Egypt Project aims to supply all government entities with fiber-optic cable connections this process has been completed in 5,300 government buildings across Egypt, and when completed will connect some 32,000 buildings at a total cost of 6 billion Egyptian Pounds (approximately $375 million).

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- **Digital Transformation Units** - centers of excellence to drive national digital transformation

- Port Said - the **first digital governorate** (2019)

- **Egypt Digital Justice Project** - unified technological litigation system, automating the work of courts/ministry/their auxiliaries, facilitating procedures, achieving transparency for citizens and investors

- **Government Gateway** - ease communication between government entities acting as a central communication unit to activate the principles of data integration (**623 government entities already linked**)

- The Government Digital Service Channel - **digital.gov.eg** digital platform

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DIGITAL TRANSFORMATION FOR GOVERNMENTAL ENTITIES AND PUBLIC SERVICES

- **Birth and Deaths Project** – automation of health offices, real time registration and enumeration, support the national planning system

- **Spatial Information Infrastructure Platform** – inventorying and digitalizing state assets inside and outside Egypt to increase operational efficiency

- **Digital Identity Project** - digital identity for government employees

- **Balanced Scorecards for Institutional Development** - developing internal work practices, improving work environment, measure and improve quality of services, enhance capabilities

- **Public Service Centers** – implementing development and capacity building programs of public service center owners and employees

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DEVELOPMENT AND CAPACITY BUILDING OF DIGITAL SKILLS

- The New Administrative Capital (NAC) which aims to be a "Smart City," and is investing heavily in the new city's telecommunications and ICT infrastructure.

- The "Knowledge City" which will be located inside the NAC, had its first phase complete and includes applied research centers for technology to facilitate technical training, software and applications development, and data design (estimated to cost a total of 12 billion Egyptian Pounds ($750 million).

- Egypt Informatics University – not for profit ICT-related specialized university, located in the Knowledge City, to provide world-class education and scientific research, capacity-building programs and consultancy

- Within the city, Creative Innovation Hubs will be established that will provide technical assistance to promote innovation and entrepreneurship.

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DEVELOPMENT AND CAPACITY BUILDING OF DIGITAL SKILLS

- **Our Digital Opportunity** - MCIT initiative to engage with SMEs in the digital transformation process

- **Applied Technology Schools** - part of the state's vision for developing Egypt's technical education and vocational training system, specialized in training qualified technicians to work in the field of ICT

- The Ministry is also working on developing **six technology parks** in the cities of Minya, Menoufiya, Mansoura, Sohag, Qena and Aswan aimed at supporting entrepreneurship and innovation
  - Equipped with hardware design labs, startup incubators and training institutions and integrated systems for AI training, data science, and cybersecurity.

- **ITIDA** - aim to spearhead the **development of Egypt`s ICT industry** to increase its global competitiveness, contributing to the country's economic growth and creating more job opportunities through developing the outsourcing services industry, increasing ICT service exports attracting foreign investment.

- **TIEC** - aims to **drive innovation and entrepreneurship** in the local industry to ensure that both people and businesses benefit from ICT.

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Digital Capacity Building of Citizens

- Decent Life - without digital illiteracy in rural areas

- Digital Tomorrow initiative – building digital capacities for 14-40 year society segments

- Digital Egypt Builders – building highly specialized and innovative calibers in the fields of data science, AI, cybersecurity, robotics, automation and digital arts

- Future Work is Digital initiative – targeting Egyptian youth to ensure they have digital technologies and skills to fit a global remote workforce (ITIDA & Udacity) ultimately increasing Egypt's ICT competitiveness

- Digital Egypt Youth initiative – targeting to build ICT capabilities for 8000 fresh grads and soldiers

- Qodwa Tech initiative – aiming to empower women socially and economically using ICT tools for digital marketing , digital commerce.

INSTITUTIONAL AND DIGITAL EXCELLENCE

- Digital Egypt Award

- Egypt Olympiad in Informatics

- African Olympiad in Informatics

- The International Olympiad in Informatics

THANK YOU