Keynote Speech 4:

Al-Madina Munawwarah e-Goverment Program

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Abstract

As populations grow and the developed world further advances into the Information Age, the Government's role in meeting the needs of it's citizens becomes ever so difficult whilst maintaining conventional service methods. Integration between Government agencies is at best as efficient as the messenger who carries information between them. Such a system has necessitated the birth of the eGovernment as implemented by many nations, and now championed by HRH Emir of Al-Madinah Al-Munawarah to be implemented and further developed to cater for the needs of his citizens; In short, this concept has inspired the formation of the Al-Madinah Al-Munawarah eGovernment (MeG).

The vision of the MeG is "to create a knowledge-based society, where services are made available in a distinguished socio-economic environment". The MeG is envisioned to spearhead the Province into the Information Age by catalyzing productivity improvements through higher quality, more efficient provision of services, as it will serve as the key impetus in creating a knowledge-based society. The mission of the MeG is "to provide information and services with quick response and high quality to achieve distinguished economical, social and intellectual development in the province of Al-Madinah Al-Munawarah". Guided by the mission, the MeG will enhance the delivery of effective and efficient Government services using Information and Communication Technology as an enabler. The implementation of eGovernment is envisioned to improve both the way the Government agencies in Al-Madinah Al-Munawarah operates internally as well as the delivery of services to the people of Al-Madinah Al-Munawarah. It seeks to improve the convenience, accessibility, and quality of interactions with citizens, residents and businesses; simultaneously, it will improve information flows and processes within Government agencies to improve the speed and quality of policy development, co-ordination, and enforcement.

HRH the Emir of Al-Madinah Al-Munawarah has mandated Integrated Visions (IV) to develop the strategy as well as the implementation plan for the program. The Strategic Study of Al-Madinah Al-Munawarah eGovernment project started with Phase I and a total of eight agencies were involved in the Strategic Studies. The Study was completed in December 2003. As a result of the study, the Government has extended IV's mandate to continue the study to cover Phase II and Phase III beginning May 2004. A total of sixty (60) Government agencies will be involved in the various stages. The main objective of the Strategic Study is to assess the viability of implementing an eGovernment in Al-Madinah Al-Munawarah. Among the key tasks in this Strategic Study include conducting situational assessments on the various Government agencies operating within the Al-Madinah Al-Munawarah region, identifying the gaps based on the current level of eReadiness of the various Government agencies against the minimum required level of eReadiness, as well as formulating the strategic direction and implementation roadmap for Al-Madinah Al-Munawarah eGovernment project. In order to achieve the objective of the Strategic Study, IV is working together with a number of consulting firms with experience in formulating eGovernment strategies to deliver various parts of the scope relating to Business, Information Technology, Human Resources, Change Management and Program and Knowledge Management.