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Department of  
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Social Affairs



Ministry of Communications  
and Information Technology

# INTERNATIONAL CONFERENCE ON DATA AND DIGITAL GOVERNANCE 2024

19 – 22 October 2024  
Shanghai and Deqing

**Dr. Riham Moawad**  
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Ministry of Communications and Information Technology  
Egypt



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## Background

- Dr. Moawad is a seasoned Information Technology and Strategic Management expert with over 30 years of experience. She has been a key member of the Digital Transformation team at the Egyptian Ministry of Communications and Information Technology since 2014.
- Her expertise has been instrumental in developing national strategic plans and business development strategies.
- Dr. Moawad has also played a significant role in promoting entrepreneurship and innovation. She has mentored startups & SMEs.





**The Egyptian  
Digital Transformation Journey ..  
Going Global**

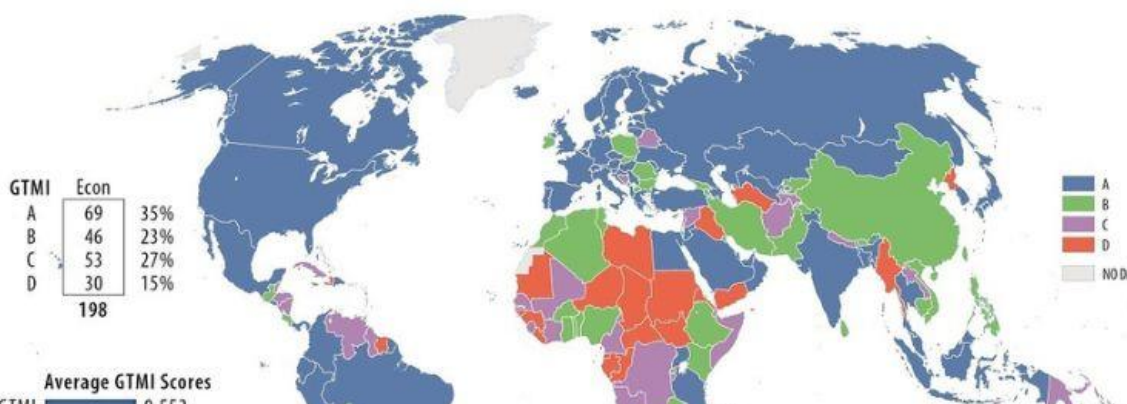






# GovTech Maturity Index – GTMI

2022 GovTech Maturity Index



Year	Digital Gov. Maturity Index GTMI	Service Automation CGSI	Public Service PSDI	Citizen Engagement DCEI	Enablers Index GTEI
2022	A 0.751	0.783	0.795	0.626	0.802
International Average	0.552	0.575	0.649	0.449	0.536
Regional Average	0.595	0.596	0.668	0.515	0.602
2020	B 0.649	0.727	0.639	0.545	0.684

# Digital Transformation of the Public Sector .. To BE



**Whole of Government**

**Whole of Society**





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# Public Sector Digital Transformation Strategic Goals

01

Services

02

Governance

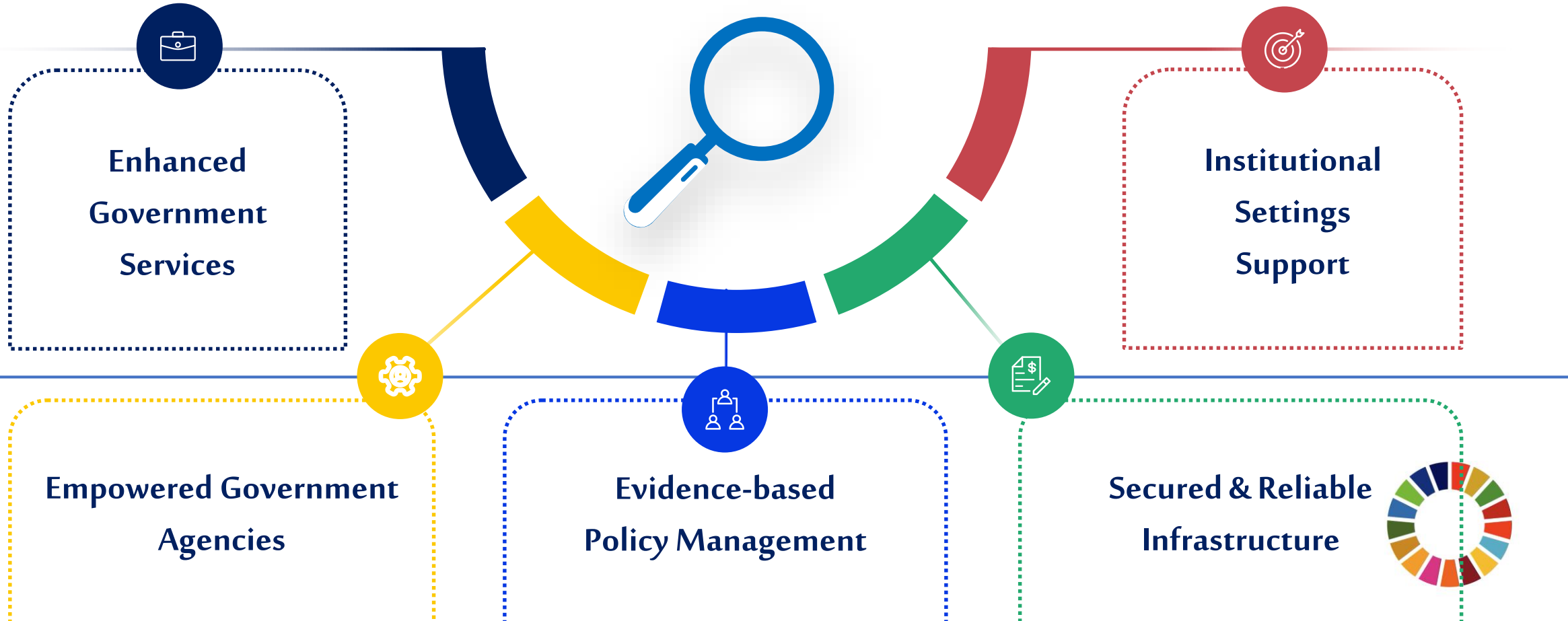
03

Exports





# DT Strategic Directions

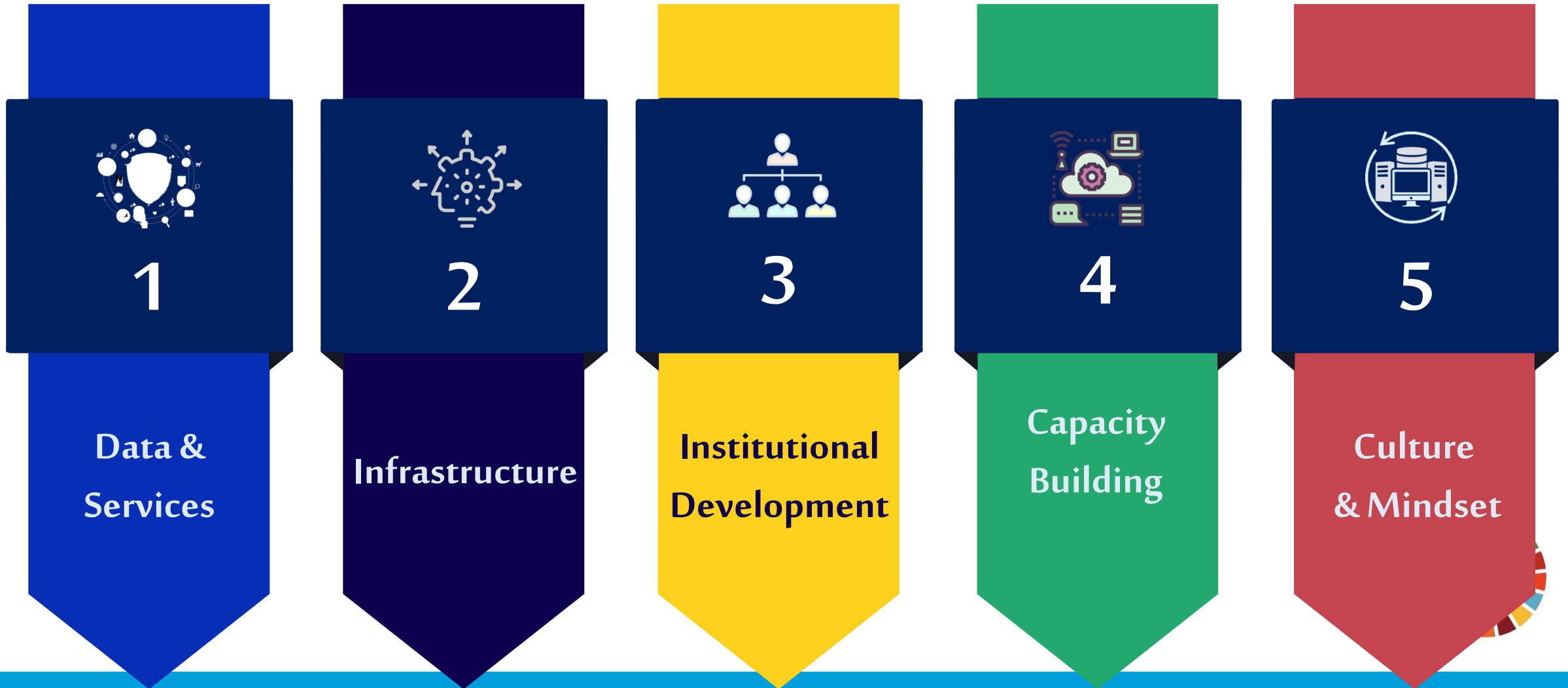




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# DT Strategic Pillars







2. Infrastructure

Cloud First

Security First

Inclusive

Abundance of Computing Power

Speed and Access





## **Organizational**

Digital Transformation Units

Digital Egypt –

The Technical PMO Company

Operational Support

Application Management

Services - Companies

## **Laws & Regulations**

Presidential Decree 511 - 2022

Digital Egypt Fund

Data Classifications

Exchange & Availing Law



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# The Supreme Council for Digital Society

Presidential Decree 511/2022





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4. Industry & Capacity Building



**For 70 Participating Local Companies**







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**5. Culture & Mindset**





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# 1. Data and Services

*Towards Citizen Centricity  
Data-Driven Evidence-Based Approach*



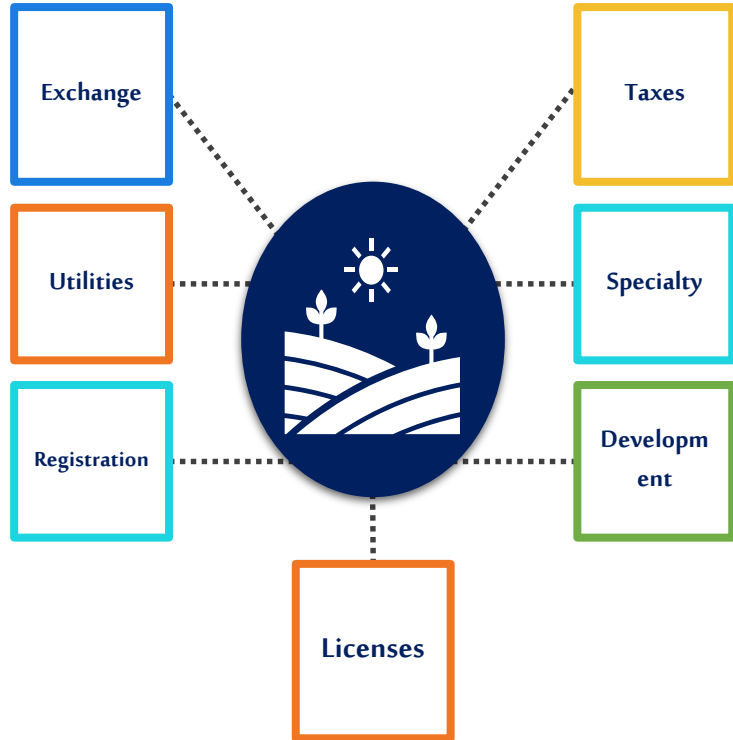


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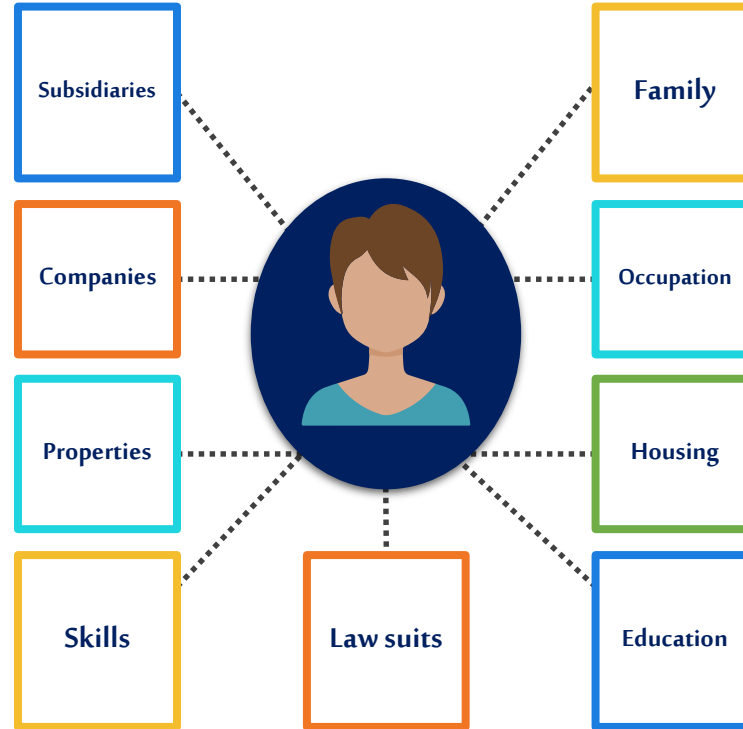
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# Digital Egypt Today .. 360 view

## Land 360



## Citizen 360

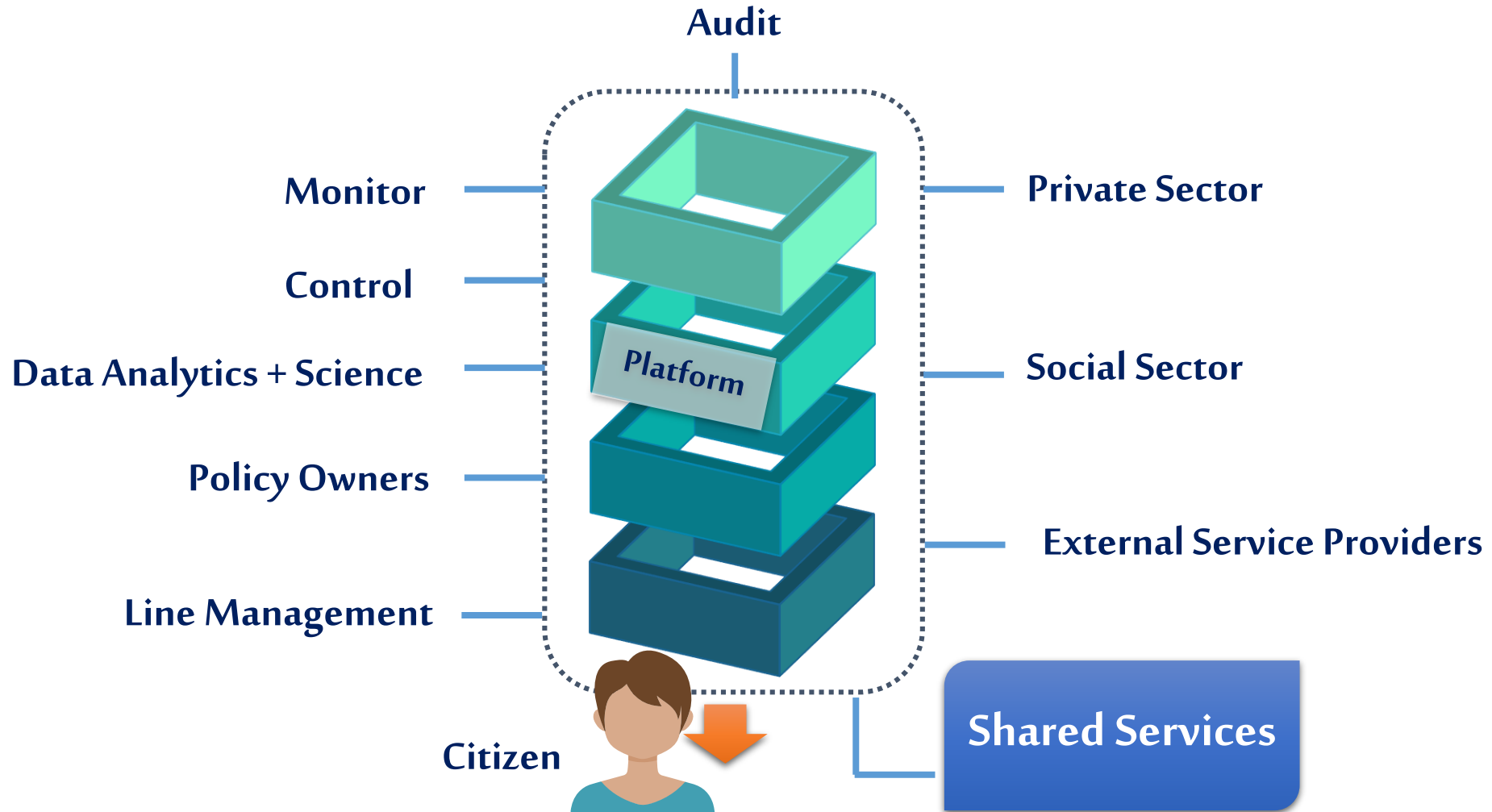


## Company 360





# From Applications to Platforms



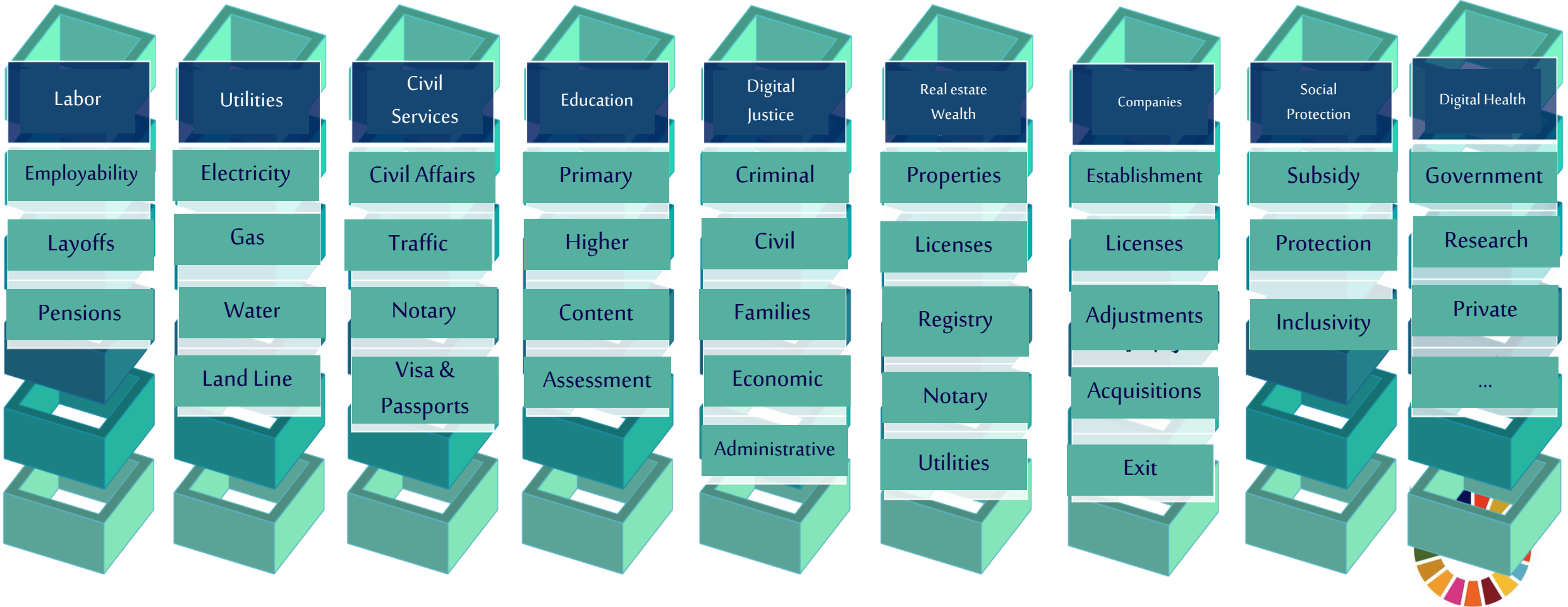




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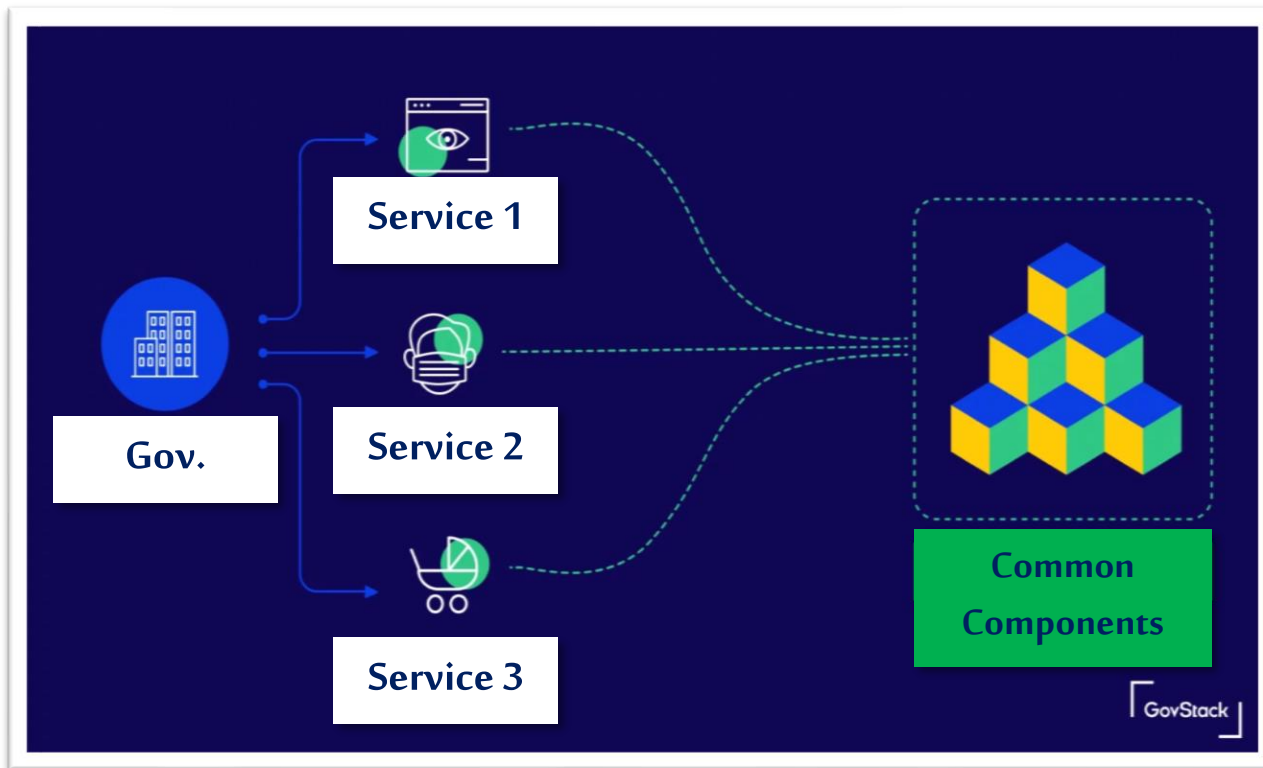
# The Government Platforms





## GovStack

A global multilateral initiative aimed at helping countries benefit from accumulated experience and accelerate the digital transformation of government services



Participate in developing technical specifications for software components and basic components:

- Reusable
- Open source
- Ease of administrative processes
- Applied in multiple use cases and in different sectors
- Interconnected & Interoperable
- Scalable and expandable
- Built on standards





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**Egypt Joined the GovStack community in May 2021**

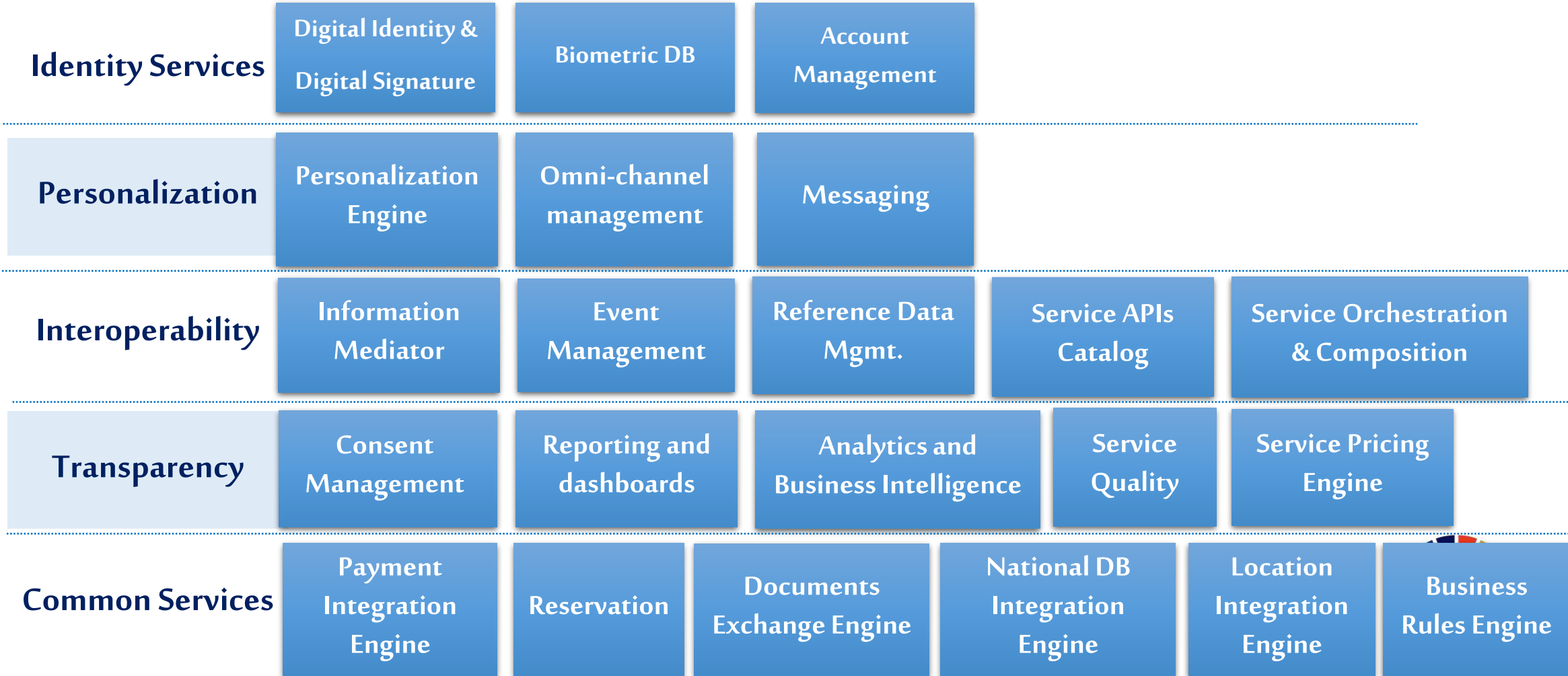






# Shared Services – The GovStack Perspective

Serving All Platforms



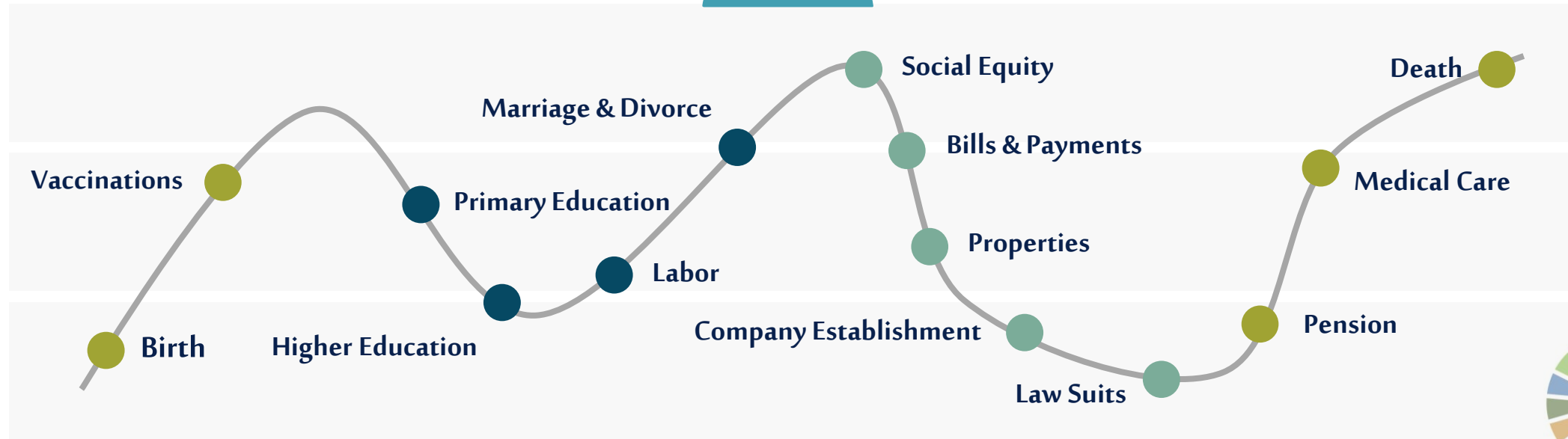




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# Government Services are designed based on The Citizen Life Events & The Personas





# Government Platforms Design Principles

**1**

**Public Administration Reform**  
(Change – Acquisition- Cancelation)

**2**

**Adjustment of Government processes to reduce paperwork**

**3**

**Digital Services proactive integrated & cognitive**

**4**

**Efficient management of Public Sector Expenditure**

**5**

**Enhance Data Quality**  
(timed, accuracy, integration)

**6**

**Cloud by Design**

**7**

**Cyber security**





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# Digital Transformation Platforms ..





# Social Protection Platform



# Impact Dimensions of the Social Protection Domain





# Social Protection Events



**Citizen**



**Ecosystem**



**Shocks**



**Programs**





  
**20/30**  
VISION OF EGYPT



# Economic Establishments





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# GovTech Innovation Lab

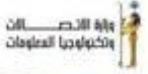






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معمل الابتكار الحكومي



# الرحلة بدأت



#govtechlab





## GovTech drives the sustainability of Digital Transformation

Need for  
Change

- Citizens and the private sector increasingly expect the same performance from government services as they would from private companies.
- Public services provided today need to change to adapt the digital transformation dynamics

Government  
Global Trends

- Whole of Government  
Integration and consensus of all government agencies and institutions on a unified vision
- Whole of Society  
The work of all elements of society to deal with societal problems and opportunities

Digital  
Egypt

### Culture & Mindset of Digital Egypt

- Citizen First
- Digital First
- Holistic & Collaborative
- Government as a platform

### GovTech Conceptual Framework

**Collaborate with the Private Sector Startups, to utilize innovative technologies and deliver digital products to the Egyptian citizen, which are proactive, personalized and specifically designed to address their life time events' needs.**





# MSMEs are at the heart of the Egyptian Economy

## Drivers of Innovation

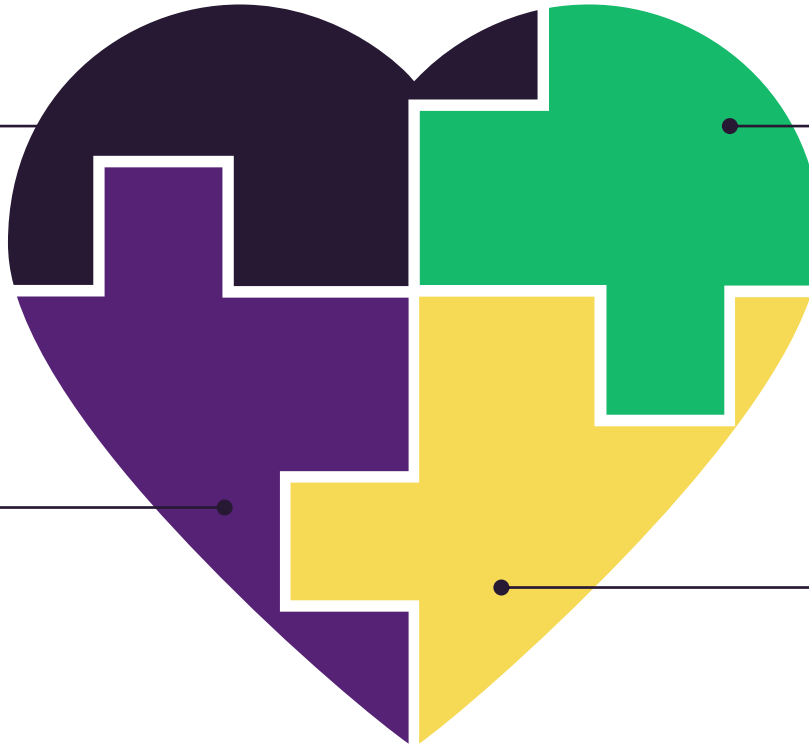


MSMEs are often at the forefront of innovation and are able **to adapt** to changing market conditions quickly

## Job Creation



MSMEs employ around **75%** of the private sector workforce in Egypt



## Social Development

MSMEs play important role in promoting **economic inclusion** and **social development**



## Economic Growth

MSMEs make up over **90%** of all businesses in Egypt





## Value Proposition

Establish a sustainable ecosystem to **enable & qualify GovTech start-ups** in order to **enhance public sector services'** design & delivery processes



## Objectives

- Establish a sustainable ecosystem for qualifying **startups** and enabling their business in **GovTech**
- Enable qualified start-ups to build government service applications in order to enhance the citizen experience in a **Whole-of-Society** fashion
- Introduce innovative style of **co-creation** with **public sector servants, private sector** and the **citizens**





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- Creating the GovTech ecosystem will have a profound and positive impact on the **Egyptian society**, fostering inclusive growth, empowering the private sector as well as improving citizens' lives.
- **Egypt global indicators** for the digital transformation expected to be positively influenced according to the enhancement of the e-participation



**GOVTECH  
INNOVATION  
LAB**

for Public Institutions and Digital Government



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# **Digital Transformation is not a Technology Project .. It is a Mindset & Culture Change**



THANK YOU





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## **1. What are two critical lessons learned in implementing data/digital transformation strategy in your country: what works and what doesn't?**

It is the same every where ..

Government is Government every where

And People are people everywhere

Most important lessons are:

Capacity building and culture change are key factors





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## **2. What are two challenges that you face, and would like to learn from other countries?**

Integration between different sectors (Government domains)

The struggle and challenge of designing and revamping the TO BE while working on the AS IS





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### **3. Suggest one recommendation for further discussion in UN forums; how can the UN and the global community better support countries in advancing effective data/digital governance strategies?**

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s





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شكرا

谢谢

Thank You

Merci

Спасибо

Gracias