

**Initiative on Good Governance for Development (GfD) in the Arab Countries:
Conclusions and recommendations of the thematic panel's meetings convened
during the Dead Sea Conference, 6-7 February 2005.**

**Theme Two
E-Government and Administrative Simplification**

The following are the most important points raised during the discussions and agreements reached.

1. The major features of the experiences of the Hashemite Kingdom of Jordan, Italy, France and South Korea were discussed. The focus of the discussions was placed on the issue of data processing and ensuring the secrecy of the personal information.
2. The French experience emphasized the difficulties facing the countries when applying the electronic government system. These included, in particular, the difficulties in respect of policies, organizational matters inside in public institutions, transparency, personal freedom and legal, financial and technical matters.
3. The Canadian experience emphasized the different phases of developing organizational policies and the lessons learnt.
4. The basic challenges and obstacles that most countries have to address are:
 - The degree of political interest in applying e-government policies and procedures;
 - Limited qualified human resources;
 - Low investments and lack of continued flow of financial resource for spending on this vital dimension of governance.
5. The need for introducing legal amendments for facilitating the adoption of e-government systems in all public institutions including court administration and the management of justice in general.
6. The need to establish a specialized technical agency mandated to install, operate and develop the system. Such agency should be endowed with the necessary authority to achieve harmony among the ministries, public sector enterprises and all units of the three branches of government.
7. The need to draw up a national strategy for information systems and a plan for training and skills development for human resources in all agencies.
8. Time limitations did not permit the discussion of issues related administrative simplification.