

CONFERENCE REPORT

**World E-GOV Forum
International Conference
November 2014
Israel Summit**

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Glossary

- **B2G** - Business to Government
- **CEO** - Chief Executive Officer
- **CIO** - Chief Information Officer
- **E-GOV** - E-Government (short for electronic government)
- **ERP** - Enterprise Resource Planning System
- **ICT** - The Information and Communications Technology
- **"MERKAVA"** - ("buggy") Israel Governmental ERP
- **OECD** - Organisation for Economic Co-operation and Development
- **"SAAR"** - The name of a document management system in the Israel government offices
- **"TEHILA"** - ("fame") The Israel Government Communications Network

General

E-GOV international conference is a meeting place for government decision makers, executive managers, users, administrators in the government sector, company directors and suppliers.

This year the international annual conference was held on the 26th of November 2014 in Israel - as a start for the next year of 2015.

The agenda of the conference included 2 key issues:

- Digital Israel - Focusing on the government ICT
- Public transportation systems.

The background to convene was a government decision on the restructuring of the government computerization in Israel. Governmental ICT staff transferred to subordination of the Prime Minister and become an authority of the government. A comparison was made about the state of these issues in the world. The conference also included a meeting with the governmental solution providers as part of an exhibition.

The main speakers at the conference were:

- **Mr. Yossi Catrivas, Deputy CEO of the Prime Minister.**
- **Dr. Yair Schindel, head of the Digital Israel project.**
- **Raz Heiferman, Acting Commissioner of the Government ICT.**
- **Uzi Yitzhaki, Director General of the Transport Ministry.**

In addition, there were three panels about the topics: Strategy, Technology and Applications. The main theme of the conference focused on the transferring of the Israel into the digital age and in this context, the promotion of projects including integrated content and advanced technology. It also emphasized the benefit of the decision to establish ICT Governmental Authority, In Prime Minister's Office, as well as the Israel digital project. This combination should result a great synergy on these issues and give benefits to the citizens.

Mr. Yossi Catrivas expressed it well: "The CIO should not deal with technology only. He should be part of the professionals in the strategic team, such as educators in Ministry of Education or doctors in Ministry of Health that will determine the policy, in order to get good result, and to enable and to ensure the implementation. This is a concept that did not exist and the level of CIOs is an important challenge. The CIOs of the ministries are the engine of ICT and they have to share their work with their Colleagues and be in cooperation with the suppliers."

The plenary lectures

Mr. Yossi Catrivas, Deputy CEO of the Prime Minister, presented the situation and the decisions that the government of Israel took about the "digital" issue and he announced:

- The government's intention is to invest in ICT more than half a billion NIS on 2015.
- The Project "Digital Israel" is one of the six strategic issues of the government - It is a social enterprise not only a technological.
- The government has to do better in order to lead the nation of start-ups.

With reference to the comparative situation worldwide:

- The level of the "Digital" - Israel is ranked last out of 29 countries;
- The utilization level of internet infrastructure in schools - Israel is ranked 23rd out of 34 countries;
- The shopping level via the net - Israel is ranked 21st out of 33 countries surveyed.

In conclusion, in order to be among the leaders of the world - state of Israel must act.

Also, Digital Domain includes many opportunities, such as, usefulness, utilities level, efficiency and contribution to the acceleration of the growth. He gave few examples:

- The average cost of a digital service is 50 times lower than that of frontal (i.e. vocal).
- The British economy got big budget savings by taking a decision about the implementation and the use of digital services.
- In the education issue, it needs to create digital content for replacing the classic textbook.

The Government of Israel made some actions and decisions about the "digital" issue by placing the Prime Minister's Office at the forefront of digital government rule, by reorganization of new units and by the beginning of some projects, such as:

- The national cyber headquarters;
- A biometric applications unit;
- The project of Digital Israel;
- A governmental ICT;
- An advanced communication network;
- The Social Gap Project (the digital gap).

With regard to the government's decision regarding the digital theme, the following quote has been taken from the report of the UN (The UN report EGOV – 2014):

"CIOs that are integrated into the President's Office or Prime Minister's Office have a better opportunity to leverage knowledge, resources and above all commitment at all levels".

Also, he marked about the international cooperation that the government of Israel made:

With the OECD:

- Public Governance Committee
- Observatory of Public Sector Innovation
- OECD Recommendation on Digital Government Strategies
- OECD E-Leaders

With the EC (European Commission):

- DG Connect (Directorate General for Communications Networks)
- Digital Champions
- e-commerce Action Plan
- Cloud Computing

With the D5 (Digital 5), The founding members of the group are:

- United Kingdom (GDS)
- South Korea (NCA)
- Estonia (RIA)
- New Zealand (GCIO)
- Israel (DG)

With the UN:

- UN E-Government Development Database

Dr. Yair Schindel, head of the Digital Israel project, presented the challenge and the project Digital Israel itself. He mentioned that it is necessary to combine operation of multi sectors in Israel in order to increase the Transparency as part of open government and to lead international cooperation. In fact, the name of the game is collaboration between the government and all parties involved in the project digital Israel. In other words: "The success of the project requires cooperation among government ministries."

In addition, "Digital Israel" Project goals are, among other things: promoting economic growth and employment, reducing disparities, increasing social welfare, economic efficiency, budget saving and improving service quality for the citizens and to the overall economy.

Level of investment in the world is in a state of decline. Israel as the Nation of start-ups is the world's first in volume of investment. Venture capital funds invest about 175 dollars per man. The amount of the annual exit of Israeli companies came to a total of seven billion dollars.

However, Israel should promote many issues such as online trading, online medicine, access to the Internet and broadband.

The essence of Digital Israel project is socio-economic, rather than technology – a combination of moves and socio-economic applications using advanced technologies.

A quote taken from research showed that "Israel is ranked third in the world in innovation.

And yet, the most difficult problem is the governmental inefficiency".

A study by McKinsey¹, attaches great importance to this web economy actually creates jobs - any place that purports 2.6 jobs are created .

Further to the description above, the lecturer presented the main principles guiding the multi-year planning of the digital Israel project:

- Awareness of the essence of the project - socio-economic and not only technological;
- The technology is designed to be a tool - to serve society;
- Required substantial step forward rather than a gradual improvement, while multi-sectorial partnership and international cooperation;
- Promoting the transparency within open government;
- Combining worlds of health, welfare, education, communications, and e-government, small businesses and other implementation teams in the project.

This year is planned to invite Israeli technology companies and the Israel Institute of Innovation to participate in a Digital Consortium.

The budget of the project for 2015 is 360 million NIS².

In summary, required cooperation, knowledge and information between all parties that involved in the project and those abroad.

Mr. Raz Heiferman, Acting Commissioner of the Government ICT, presented the establishment of the Governmental ICT Authority. The idea of the new authority - ICT as Knowledge Center, will serve as a professional consultant in the Government ICT field, as well as, to act for optimizing network communication, and advancing technological innovation in government offices. The default of the new government services should be digital. That way, it is the most affordable, efficient and good. Providing the digital channel as a service to the citizen is immediate and personal, thus citizens will prefer it.

He described the main milestones of establishment the Government ICT:

- In 1997 established "Tehila" ("fame") - the Government Communications Network, under the Accountant General Treasury.

¹ McKinsey & Company is a multinational management consulting firm

² NIS - New Israeli Shekel

- In 2001 started the "Merkava" Project ("buggy") - Governmental ERP, under the Accountant General.
- In 2010 established governmental service unit in order to improve the services to the citizen .
- In 2011 ICT established as a new wing in treasury ministry, including governmental service unit.
- In 2013 decided to establish national project "Digital Israel" at the Prime Minister's Office.
- And in 2014 it was decided to move ICT under the Prime Minister's Office operations and the establishment of Governmental ICT Authority.

He gave a Review of Government ICT functions:

- Promoting horizontal technology infrastructure;
- Guidance and control of major ICT projects;
- Setting of standards and giving assistance for their adoption;
- Formation of methodologies for project management;
- Initiate of transverse ICT projects and manage them;
- Formulating policy for ICT risk management ;
- Promoting efforts for infrastructure protection;
- Establish of information center about governmental projects and promoting the knowledge sharing;
- Human capital development in the field of ICT;
- Identifying innovative trends and striving for their implementation.

He mentioned: "There is a central system - "SAAR", which will be used for document management system in the government offices. Also, we are planning to use a central cloud and continuing with establishment of central systems - who will work with the same concept.

In this way CIOs will engage with their core roles.

He described the ICT action plan of the government for three years :

- Venture Digital Israel promotion;
- Open government - sharing of information between government agencies ;
- Risk management ;
- Cyber defense ;
- Apply and Implement the professional guidelines ;
- Establish the government's private cloud ;
- Establish telecom network - B2G ;

- Improvement of Government Services ;
- Accelerate the e-government program ;
- Public Participation.

Mr. Uzi Yitzhaki, Director General of the Ministry of Transport, presented the advantages of the technology assimilation that led the change in the ministry. We achieved budget savings, privatization of the test processes and improving the image of the ministry - no longer need to stand in endless queues. Now we are planning to make a revolution in the public transport. Computing took us from the outdated services to the modern age in the areas of vehicle and driver licensing, saving money and manpower, privatization and optimization of image and service to the public. We all need to improve efficiency and reducing the bureaucracy. The Citizens have to demand it from various government offices, so that they will provide solutions depending on their needs. Leadership in the digital process has a strong connection to the ability to make these changes .

He provided specific examples of improvements by the digital use activities :

- The decision to extend the driver's license for five years Led to a saving of 20 million NIS a year.
- Raising the age required for periodic examinations every two years - from age 65 to age 70 , also, changing the frequency of testing every five years - so that only from the age of 80 there is a need to be tested every two years.
- Private garages got authorization across the country to make the annual car tests easier and shorter to the people.
- Changing the theoretical driving exams to be computerized, in order to give people the output results, without waiting for 24 or 48 hours.
- Each of the 20 driving examiners can perform another 16 tests each day.
- The establishment of a call center, which provides service from 7 am to 20 pm, also in Friday, and reduces bottlenecks .
- In addition, you can renew driver's licenses and car online at any time.

About future uses, he summarized: Performing the digital revolution in the field of public transport.

For example :

- Remote loading of smart tickets.
- Enable integrated travel.
- Using the same card in different cities.

The Panels

The panelists that participated in the three panels:

Dr. Ofer Rimon, head of ICT, Ministry of Education.

In the education field:

Satchels will be replaced by Tablets and will be made use of remote services.

The students will use e-books with Digital Tablets.

The parents, through government IT systems, will be more involved.

The teachers will use much more IT facilities, and by receiving remote services.

Dan Ben-Simon, CIO of Enforcement and Collection Authority.

The goal is to reduce number of bureaus and limit the necessity of the arrival.

Our mission is to see how to improve service for all audiences - Debtors, creditors and others.

Hope that it will be a higher level of inter-ministerial cooperation, with more horizontal elements.

Ronen Regev, CEO of the Survey of Israel.

There is to break down the walls between the offices, in order to get all geographic information displayed uniformly, as a one-stop shop.

We will identify each asset in the country, in order to get the same answers from few offices, as well as, the all information about this asset.

Dr. Paul Avrahami, CTO of Enterprise Services Division, HP Israel.

There is a great dissonance in the field of ICT in public .

HP as a company deals a lot in governmental sector worldwide, He mentioned about a big project in Saudi Arabia: The accessibility of the learning system in all regions of the different desert.

Ofra Frankel, CIO of the Ministry of Construction.

The citizen has to receive continuous service without knowing who's in front. The goal is to reduce the bureaucratic burden to citizens.

Also, we have a long way to talk the same terminology - reaching to a state in which all elements of a uniform terminology that all offices will talk.

Yair Frank, CIO of the Ministry of Justice.

The government is supposed to give service to the citizen from end-to-end, by supplying shared services.

Referred to Canada - within 5 years all the legislation will be digital, everyone will get access to the network, and government workers will be able, if they wish - to work from home.

Udi Nissimian, director of business development for the public sector at Oracle European region.

The world of IT is developing rapidly and the government has to adopt more innovative technologies - in favor of improving the government services.

In the UK government, is required to connect the data to a central location. There are to provide services with real online forms. For this to happen, we have to create intelligent identification for the citizen - and it takes years. This situation is called "e-government plus." He concluded by saying that "The technology in the business world is changing, and the government sector to adopt these technologies. Watch what happens in the world - everything will be in the cloud. You have to buy - do not build and develop by yourself. Today IT vendors can sell the requested products and you can make configuration - and assimilate. In addition, we recommend using a development based Agile.

What is needed from the government sector IT is to be creative. And CIOs need to push for progress.

Israel Rum, until recently CIO Prison Service, and now a consultant.

The purpose of CIOs in the government sector is to be a factor that drives progress and proactive innovation

IT suppliers should not compete with the money - only on innovation and creativity which they will provide to the IT managers in the government.

Shlomi Amar, director of the Public Sector, SAP Israel.

He referred to "Merkava" Project that it can continue to grow and continue to go side by side with the vision of the technology of SAP.

In the future, the government can take its services to the mobile world, for the benefit of the accessibility of these services for the customers, public sector workers.

Ilan Nimni, vice president of marketing communications services, Tadiran Telecom.

The Digital era is going on and assimilated in the business world. There is no reason it will not happen also in the governmental sector.

The main issue for the CIOs is to give a favorable environment to the customer - simply and friendly.

Summary and Conclusions

The conference included vision and several aspects from different perspectives that were given by the representative of the management that is leading the subject in the government, the manager of the content project and the manager of the technology infrastructure. Also, by the leader of a unique discipline that participating in the project.

The conference particularly focused on the technological issues and lacked of the method, the control measures and the public's point of view - the citizen as a customer.

Also, to give the point of view of the major players in the space between the citizen and the government, as well as the digital leaders in the ministries that is standing in front of the CIO.

In summary, the conference has been focused on Information Technology projects for the need for an overall view required for cooperation between the ministries, in order to give the citizens an accessible service from end to end, including topics from different disciplines and different ministries, with a minimum of bureaucracy and deduplication.

It is very important to put the quality aside the vision that will yield the success of the project, also the required welfare and the services given by the Government to the citizens.

References and Links

The Conference – Schedule

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The Exhibition

- a. <http://www.pc.co.il/kehila/171955/>
- b. <http://www.pc.co.il/kehila/172055/>
- c. <http://www.pc.co.il/kehila/172163/>
- d. <http://www.pc.co.il/kehila/172315/>

The Israeli Government Portal

<http://www.gov.il/firstgov/english>

The Prime Minister

<http://www.pmo.gov.il/English/Pages/default.aspx>

The Israel Ministry of Transport and Road Safety

<http://en.mot.gov.il/>

The Ministry of Finance

<http://www.financeisrael.mof.gov.il/FinanceIsrael/Pages/En/Home.aspx>

An e-government website of Israel

<http://e.gov.il/Pages/default.aspx>

Conference Brochure

