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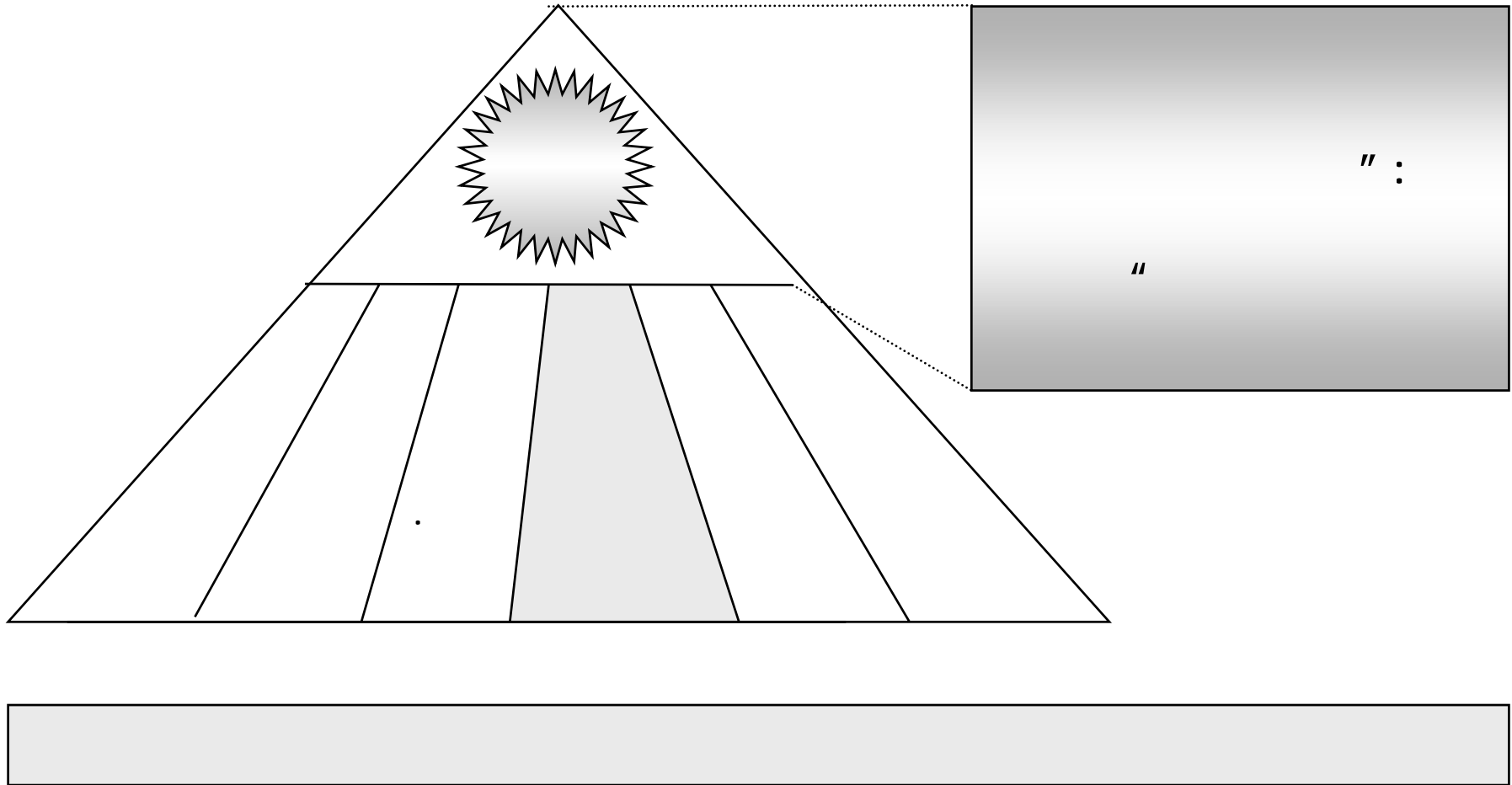
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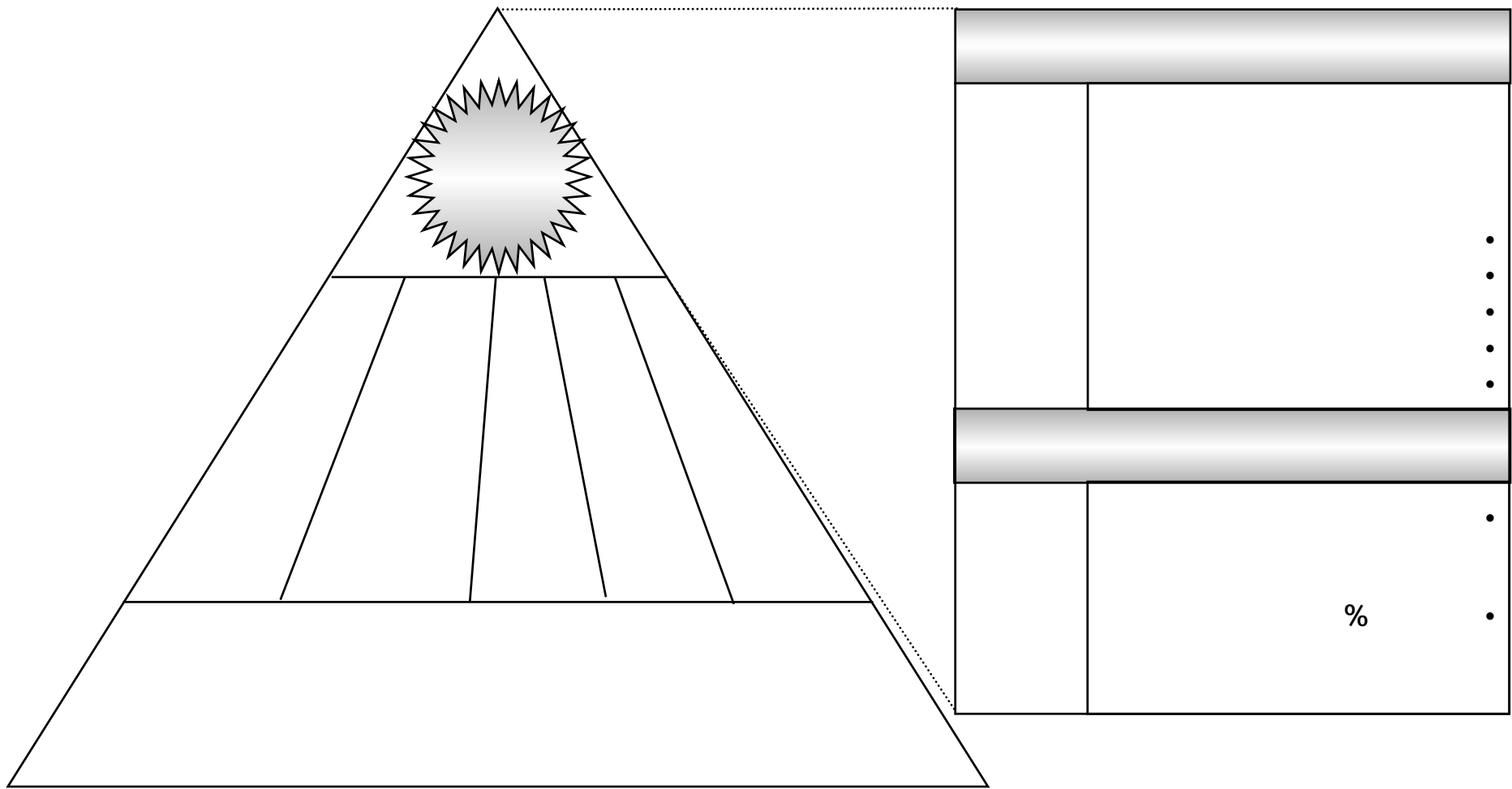
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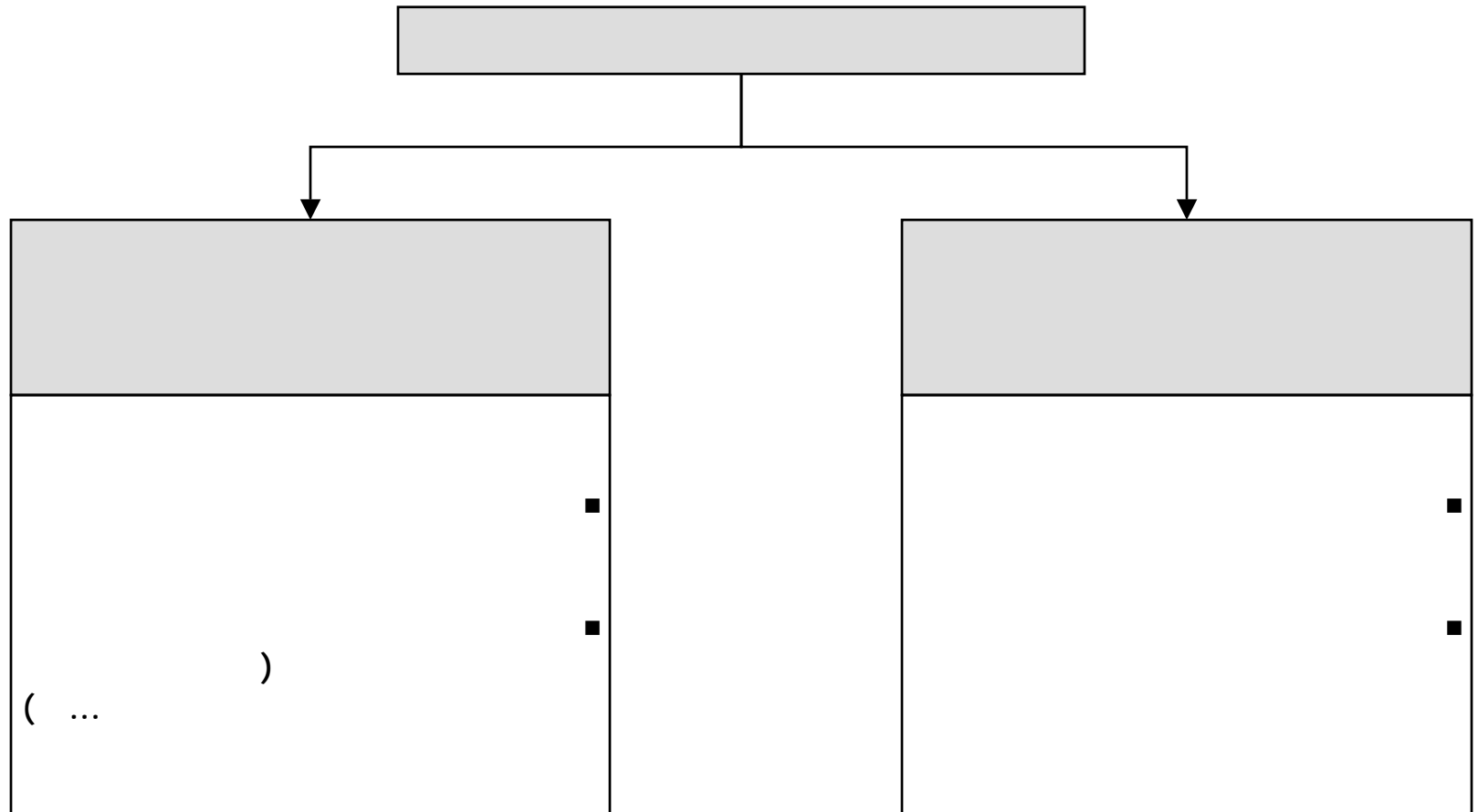
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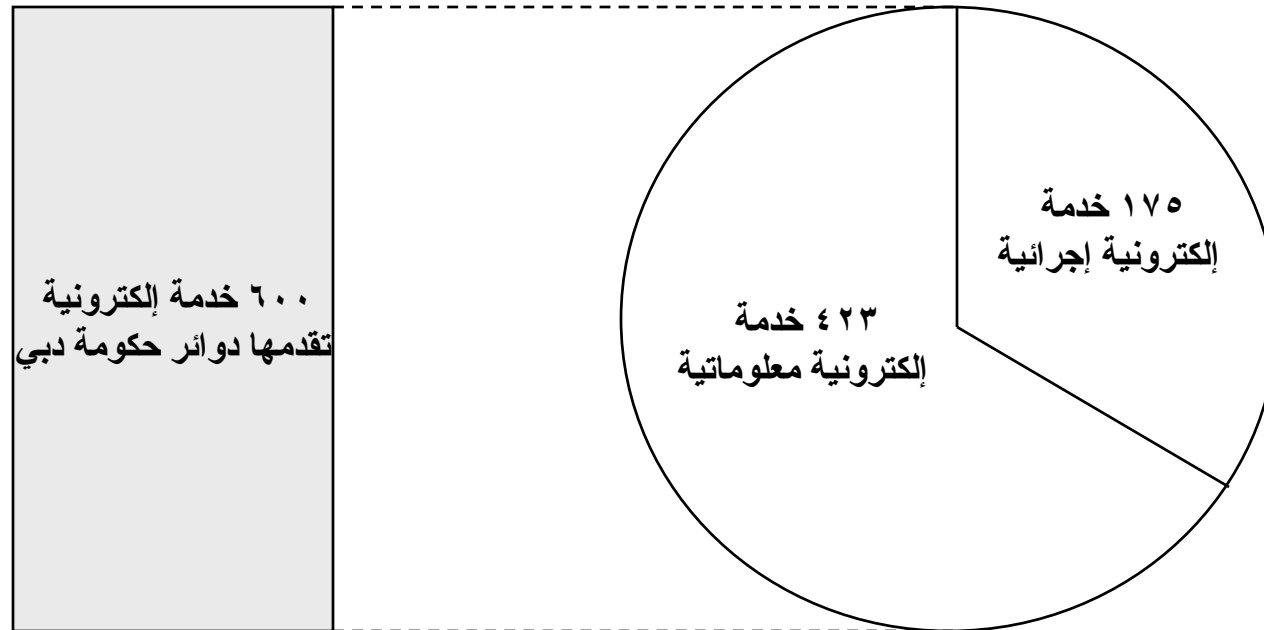
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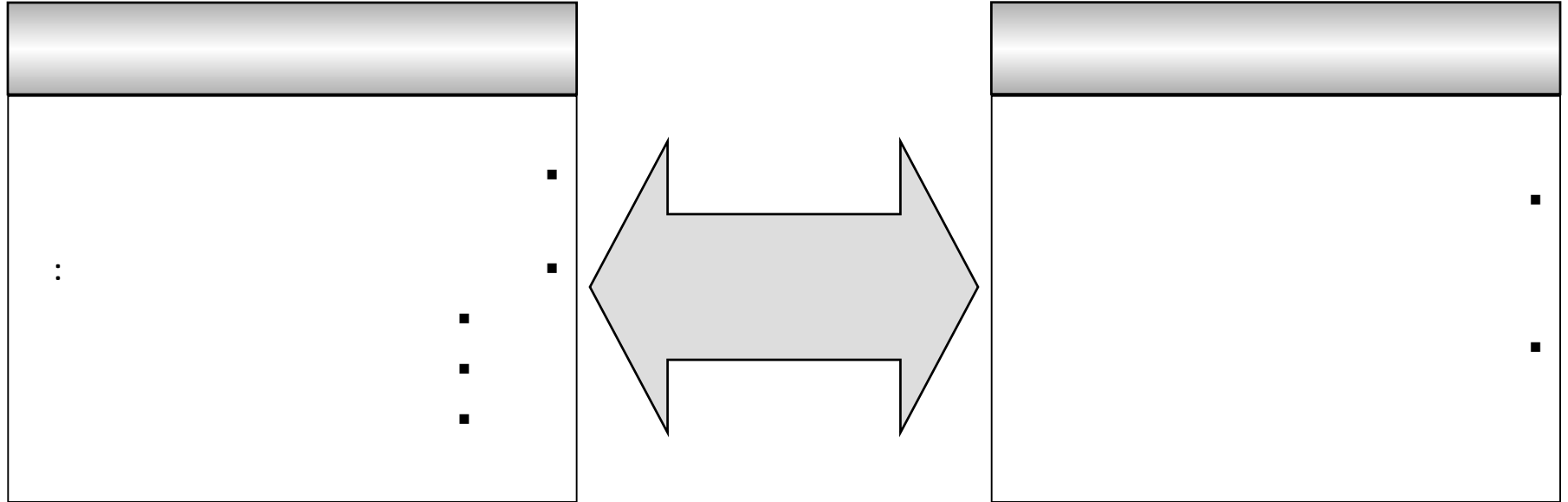


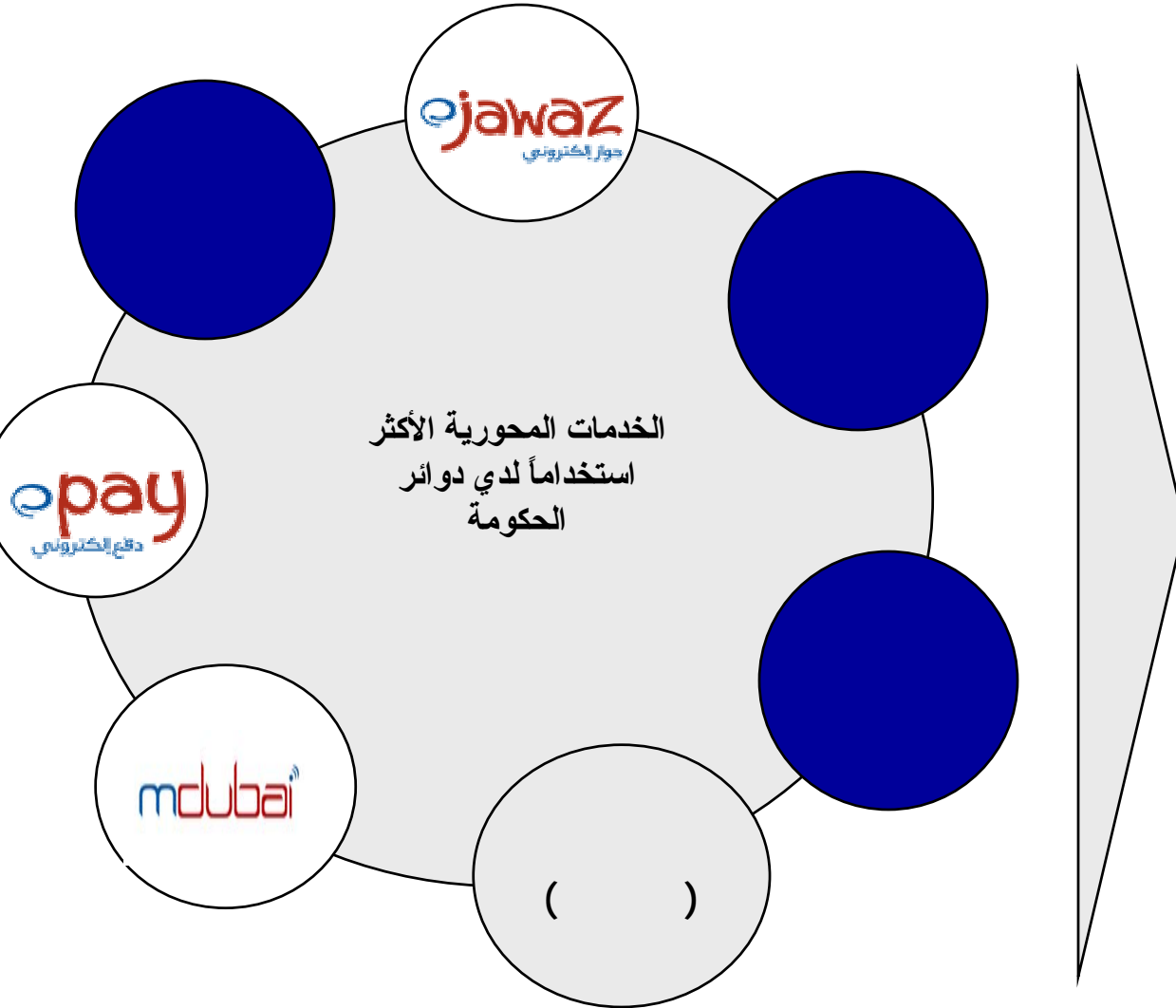


Note: 1. 'COMPASS' stands for 'COMmendable, Progressively Achieved Strategic Statement'









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الاعتراف الدولي والنجاحات

Table 2: The 2001 E-Government Index

High E-gov Capacity
2.00 - 3.25

| | |
|------------------|------|
| USA | 3.11 |
| Australia | 2.60 |
| New Zealand | 2.59 |
| Singapore | 2.58 |
| Norway | 2.55 |
| Canada | 2.52 |
| UK | 2.52 |
| Netherlands | 2.51 |
| Denmark | 2.47 |
| Germany | 2.46 |
| Sweden | 2.45 |
| Belgium | 2.39 |
| Finland | 2.33 |
| France | 2.33 |
| Rep of Korea | 2.30 |
| Spain | 2.30 |
| Israel | 2.26 |
| Brazil | 2.24 |
| Italy | 2.21 |
| Luxembourg | 2.20 |
| Unit. Arab Emir. | 2.17 |
| Mexico | 2.16 |
| Ireland | 2.16 |

Exhibit 8: Overall 'Online Percentage' of eServices in Dubai

| | Total (Actual Stages) | Total (Highest Relevant Stages) | Online Percentage (%) |
|-------------|-----------------------|---------------------------------|-----------------------|
| Individuals | 23 | 36 | 67.69 |
| Businesses | 29 | 35 | 85.18 |
| Overall | 53 | 71 | 76.44 |

Source: Madar Research Group

Exhibit 9: Comparison between Dubai and EU Clusters

| Cluster | Dubai Average Online Percentage (Oct. 2002) | EU Average Online Percentage (April 2002) | EU Average Online Percentage (Oct. 2002 - est.) |
|----------------------------|---|---|---|
| Income generating services | 91.7 | 79 | 96 |
| Registration services | 75 | 53 | 62 |
| Returns | 82.62 | 48 | 56 |
| Permits and licenses | 63.98 | 41 | 49 |

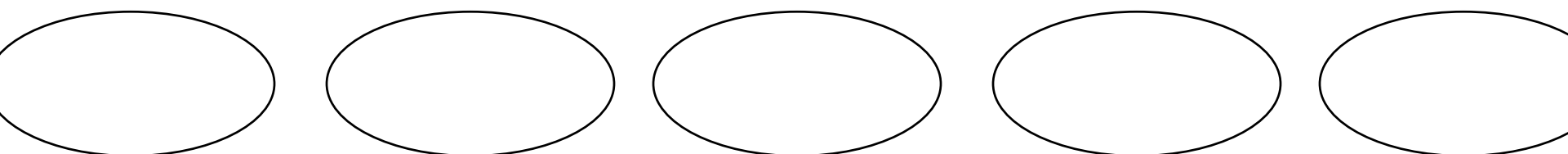
Source: European Commission and Madar Research Group

Source: Dubai on par with top European states in online availability of basic public services – Madar Research Group

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Box 2: The Stages of E-Government

- Emerging:** An official government online presence is established.
- Enhanced:** Government sites increase; information becomes more dynamic.
- Interactive:** Users can download forms, e-mail officials and interact through the web.
- Transactional:** Users can actually pay for services and other transactions online.
- Seamless:** Full integration of e-services across administrative boundaries.



Dubai eGovernment in 3 years

Future

دروس مهمة

- وضوح الرؤية والاتجاه
- القيادة الصادقة والالتزام الحكومي
- استثمار النجاحات السريعة لبناء زخم قوي
- التأني في التفكير والحسم في اتخاذ القرار
- اتباع نهج التضافر
- اتباع برنامج فعال للتواصل مع العملاء بهدف زيادة الوعي والتحول نحو الخدمات الإلكترونية
- إنشاء بنية تحتية مرنة وقوية وقابلة للتوسيع
- الاستفادة من دراسات التقييم الدولية
- ضمان تحقيق التوازن بين التخطيط والتنفيذ

شكراً على الإصغاء

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