IRAQ: e-Government issues

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Background

- **June 2004**: in Resolution 1546, the United Nations calls on Member States to help the new Iraqi government for institution building.

- **July 2004**: the Italian Minister for Innovation and Technologies and the Iraqi Minister of Science and Technology sign a Memorandum of Understanding in which the Italian Government commits to provide technical and financial assistance for the construction of an Intranet linking the Ministries of the new Iraqi Administration.

- **October 2004**: the Italian Ministry of Foreign Affairs endorses an agreement assigning the operational control of the project and the administration of the funds for the construction phase to Innovazione Italia SpA, an agency whose functions include the practical execution of projects emanating from the Ministry for Innovation and Technologies. The **project starts with a budget of 3,1 million euro**.

- **October 2005**: the Italian Minister for Innovation and Technologies and the Iraqi Minister of Science and Technology, Ms. Basima Yousuf Putros, meet in Rome for the official inauguration of GovNet and the launch of a second extended phase of the project, which is scheduled for completion in December 2006. The **second phase of the project starts with a budget of 2,1 million euro**.
The **Government Intranet** project represents the first step for the development of an efficient E-Government Platform, able to support the reconstruction of the Country.

An efficient **communication network (intranet)** is essential for the functioning of government offices ensuring secured data sharing and managing application systems.
Organisational architecture: continuous cooperation and problem solutions

- Ministry of Science and Technology (M.O.S.T.)
- IT Directorate
- Promotion and coordination
- Operative Structure
- Italian Ministry for Innovation and Technologies
- Technical Unit E-government for Development
- Innovazione Italia
- Market
- Italian Ministry of Foreign Affairs
The **project plan** has been developed in **two phases**

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**I Memorandum of Understanding**

**IRAQI GOVERNMENT INTRANET**

**First Phase**

**II Memorandum of Understanding**

**IRAQI GOVERNMENT INTRANET**

**Second Phase**

*e-Solutions*
First Phase of the Project:

- Construction of the Government Intranet
- Capacity Building
- Assistance and Remote Control Center
Government **Intranet Infrastructure** in Baghdad consists mainly in a **Laser backbone** connecting selected Ministries in order to guarantee voice, video and data sharing.
The Laser backbone represents an innovative and efficient solution
The **Coordination Center** implemented at the MoST with its 8 servers coordinates all the activities and provides a basic array of services.

**Intranet Coordination Center – MoST**

- Web and application server
- Mail Server
- DNS
- Secure User Profile database
- Firewall
- switch/router
- Laser
- Satellite Connection
- Internet
- Remote Control Center in Rome

**Other Ministries**

- switch/router
- Firewall

**Important remarks**

- Open Source Software platform assures independence from proprietary solutions
- Large bandwidth on the backbone
- Scalability in the number of connected sites
- Laser technology for Network connection:
  - High security
  - Easiness of integration
The entire Infrastructure can rely on both “on field” Assistance and “on line” Assistance through the Remote Control Center in Rome, directly connected to the M.o.S.T.
Second Phase of the project:

- Network consolidation and integration
- Government Portal and Applications
- Capacity Building
Government **Intranet consolidation and integration** deals with the proper management of the infrastructure, **Radio Back up solutions** and Network **integration**.

The integration represents a huge opportunity to enhance a better “asset management” and to improve services distribution.
The Infrastructure allows for the development of the Government Internet Portal that will enhance services and applications.
**Capacity Building** represents the fundamental instrument to guarantee self-sustainability and further knowledge crossover.

**Scope**
- Strengthen the developed skills
- Widen Technicians Base
- Improve management skills

**Modality**
- Formal class courses held in Italy
- e-Learning
## Challenges vs. Solutions

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<th>Challenge</th>
<th>Solution</th>
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<td>Very Poor IT Infrastructure</td>
<td>Build ideal example for IT infrastructure of the NCIO</td>
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<td>Lack of IT experience and competency of Government employees.</td>
<td>Implement a program to Build the HR capacity in IT</td>
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<td>Lack of inter-ministerial communication</td>
<td>Partner with CIO’s and include them in a national program</td>
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Adaptability

- Security (migration of Experts/Capital)
- Social
- Culture
- Education
- Centralisation verses Team work
e-Solutions

- **Manual/Electronic Workflow:**
  To simulate and enhance the manual workflow in the Ministry; the Electronic Workflow should provide a comprehensive toolset to control the flow of work to securely manage their electronic assets, track, audit, and store process and resulting documents, records and other content objects.

- **Automatic tools for content management:**
  set of technologies used to capture, store, preserve, manage, secure and deliver the contents of electronics documents based on the ministry business policies, procedures and requirements. CM tools and strategies allow to manage various types of both structured and unstructured electronics information of the ministry's Directorates and make them seamlessly available for end-users to be able to share, connect and accomplish their daily operation easily.

- **Ministry Intelligence MI:**
  Is the system that provides the Ministry-strength query, reporting, and On-Line Analytical Processing (OLAP) functionality to fulfil the needs of all users.

- **Document Imaging:**
  To enable the Ministry to quickly and cost effectively turn paper documents into digital assets, supporting instantaneous retrieval and management of critical information.

- **Radio-Frequency IDentification RFID:**
  Is an automatic identification method, relying on storing and remotely retrieving data using devices called RFID tags or transponders. RFID is used for efficient inventory tracking and management.
e-Solutions Cont....

- **Digital Signature:**
  
  Is an electronic signature that can be used to authenticate the identity of the sender of a message or the signer of a document. Digital Signature is a vital factor for document electronic processing.

- **Record Management RM (Document Retention System):**
  
  This system is used to identify, classify, archive, preserve, and destroy both physical and electronics records.
System Engineering Services for e-Solutions

• **System Integration:**
  Uses of software and computer systems architectural principles to integrate a set of enterprise computer applications.

• **Network Infrastructure Design & Management:**
  Is the use of engineering concepts and best practices experience to build and construct the required networking foundation to achieve the highest level of systems performance and reliability.

• **Data Storage & Contingency planning:**
  Is the engineering field of enterprise data availability, backup, disaster recovery and system redundancy.

• **Application Development:**
  Involves a wide range of software customisation and coding to the required product and/or functional operation. Also it should includes the software life cycle management and software process integration.

• **Systems security and policy Enforcements:**
  Design and implement a secure environment by the use of standard security measures and tools like Firewalls, Intrusion Preventing System IPS, Antivirus etc.. In addition to developing a proper security **policy** and **rules**.
Thank You

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