



LOG-IN Africa Project - Preparatory meeting

e-Fez

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- The project adopts a **defined theoretical framework**: we do not develop ICT applications for the sake of technology; rather, we conduct technology related research in order to implement concrete ICT applications that are useful to society and human development. In this respect, the theory underlying Fez e-government project rests on the idea that e-government is a useful tool for improving local good governance.

- The ICT introduction to public service delivery will have **beneficial socio-organizational outcomes**, including:
 - simplifying procedures to request and receive services
 - speeding up the delays of requesting and receiving services
 - achieving equal opportunity for processing requests and delivering services;
 - increasing transparency /visibility of administrative procedures;
 - Allowing online access to generale information about Fez regarding a variety of domains (tourism, economy,histoy, architecture, weather, etc);
 - Making efficient use of the government human resources by simplifying/reorganizing tasks.

The Project Approach

- The successful implementation of the project rests on **the participatory approach**. Therefore, we identified the project stakeholders who include Fez parliamentarians, politicians at Fez local government, administrative executives at Fez local administration, and citizens. Throughout the different phases of the project, we engage these stakeholders to ensure that the project meet the local needs. Since they are local actors, these stakeholders are our agents of change who assist us to effect change on the ground

- To facilitate the project implementation, we made the project sensitive to the **organizational and socio cultural local context:**

The organizational and socio cultural local context

- On the ground, we discussed with stakeholders the local social needs in order to ensure that the project develops **ICT applications that matter to the local community**.
 - Therefore, the project has been implemented towards initiating the introduction and the use of (ICT) in Fez municipal service delivery, especially the delivery related to the bureau of “Etat Civil” (BEC). BEC is a government office that is in charge of registering birth and death facts and delivering certificates related to birth, life, death, marriage, and divorce as requested. Though BEC has daily and direct contact with the local community by providing citizen oriented services, it has remained archaic: the service delivery is conducted in manual, paper-based manner. Accordingly, the archaic functioning of this bureau involves various problems in delivering services to citizens.

The organizational and socio cultural local context

- **Digital divide** not only is reflected in lack of access to ICT but also is reflected in executives and employees' ignorance of the possibility of using ICT in delivering services to citizens. ICT related ignorance made these executives and employees resist the project implementation at the beginning. When we invested time in explaining the project and answering their questions and concerns, project resistance became project appropriation and passion (eg Barrada). Now, these executives and employees are looking forward to seeing the project fully operational

The organizational and socio cultural local context

- **Morocco's legal and regulatory policies** are lagging behind ICT progress. To enable though the project implementation, we invested time on the ground to understand the legal framework regulating the area where we are introducing ICT. Such an understanding is perquisite for developing ICT applications that comply with the exiting legal policies, and thus, maintaining the trust of the executives.

The main social issues of the project

- The need to develop e-government portal usable by local community, including illiterate users (in order to avoid socially excluding the illiterates that further contributes to the problem of digital divide)
 - To improve the portal usability, we are working with the local community towards developing useful content in Arabic language and a user-friendly GUI supported with expressive icons and sound effects.

The main social issues of the project

- The need to develop ICT applications acceptable to the local community. The project acceptability is a key for the project success. Therefore, we engage the local community throughout the stages of the project in order to facilitate the project appropriation among members of Fez local community.

The main social issues of the project

- The need to generate knowledge on the implementation of such projects motivates us to track and assess the project outcomes. These fall into different categories related to:
 - » citizens
 - » local administration,
 - » legal and regulatory issues, and
 - » the governance process

The main social issues of the project

- The need to produce a roadmap that provides guidelines for future e-government systems in Morocco. Such a roadmap will be useful in that it will save time, energy, and effort in project implementation.