



Arab Republic of Egypt
Ministry of State for
Administrative Development

2009 United Nations Public Service Awards

Category 2 Award - Improving the delivery of services
Western Asia Winner

Egypt *University Enrollment Project* *(e-Tansik Service)*

United Nations, New York
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AT – UNPSA – New York
24/6/09-1/35



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Background:

- For more than 40 years the manual University enrollment system “Tansik” with paper admission was used.
- Hundred thousands of students apply every year.
- Tansik is a period of escalating tension for all the family members
- Online Tansik was offered for students 5 years ago “optional”
- Since 2007 On line Tansik was the only channel.
- Online Tansik is one of the Egyptian E-Government Portal Services (Bawaba).





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Before Initiative Situation

Application Submission Phase:

- Manual filling of Application form (48 choices)
- Once application submitted and filed, no changes allowed
- At least 2 visits/student to the office (transportation and accommodation costs)
- Application Form Cost 40 EGP equivalent to 7\$
- 19 offices around Egypt for Application for admission to Public Universities
- 450000 students yearly
- Application process performed in 3-4 phases





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Before Initiative Situation

Application Processing Phase:

- Applications processed through centralized offices
- Limited time frame between declaring results and start of academic year
- Enrollment results notified to students by post mail

Process performed in 3-4 phases

After Admission Results Phase:

- Student joins his/her college
- No transfer allowed between similar colleges before following year





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E-Tansik (enrollment) Initiative

Overview

- **Replace paper process by a comprehensive web-based application**
- **Provide E-Tansik service through Egyptian Government Portal 'BAWABA'**
- **24X7 Call Center for students support**
- **FREE ACCESS to service through:**
 - **600 IT clubs (government subsidized internet café)**
 - **19 University Labs**
- **Offered in parallel with Manual process (2004-2006)**
- **Solely online since 2007**
- **Totally FREE service**
 - **Ability to update/modify selections any no. of times**



E-Tansik (enrollment) Initiative



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Stakeholders

- **Initiative led by:** Ministry of State for Administrative Development (MSAD) as responsible for the e-Government program
- **Project Coordinator & Technical Consultant :** MSAD
- **Owner:** Ministry of Higher Education (MOHE) –
University Enrollment Coordination (UEC) office
- **Others:** Ministry of Education (MOH)
Ministry of Communications & Information technology (MCIT)
National Sports Council (NSC)
Local Sponsors
System Developers & Testers (Outsourcing)





E-Tansik (enrollment) Initiative



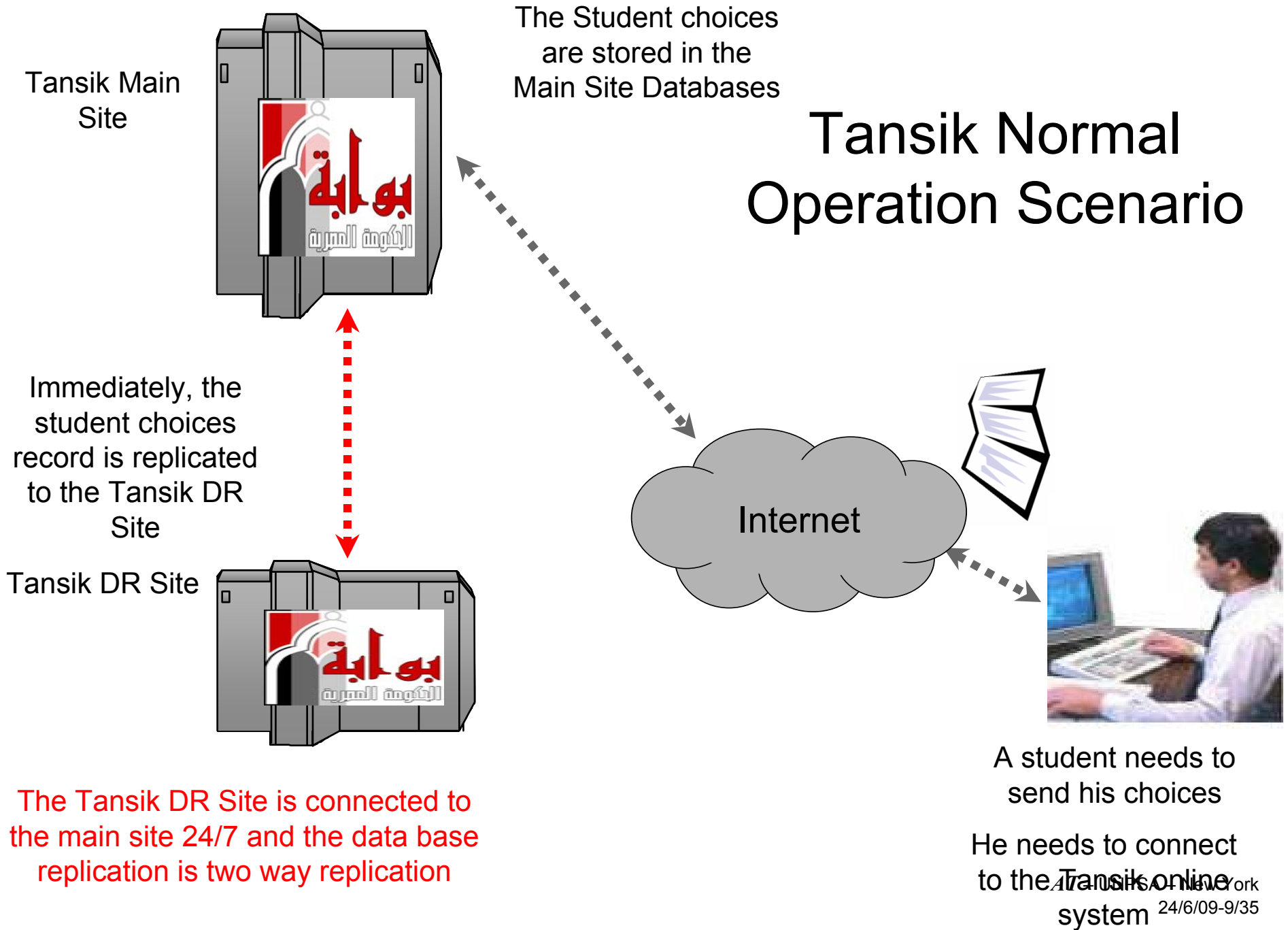
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Strategies:

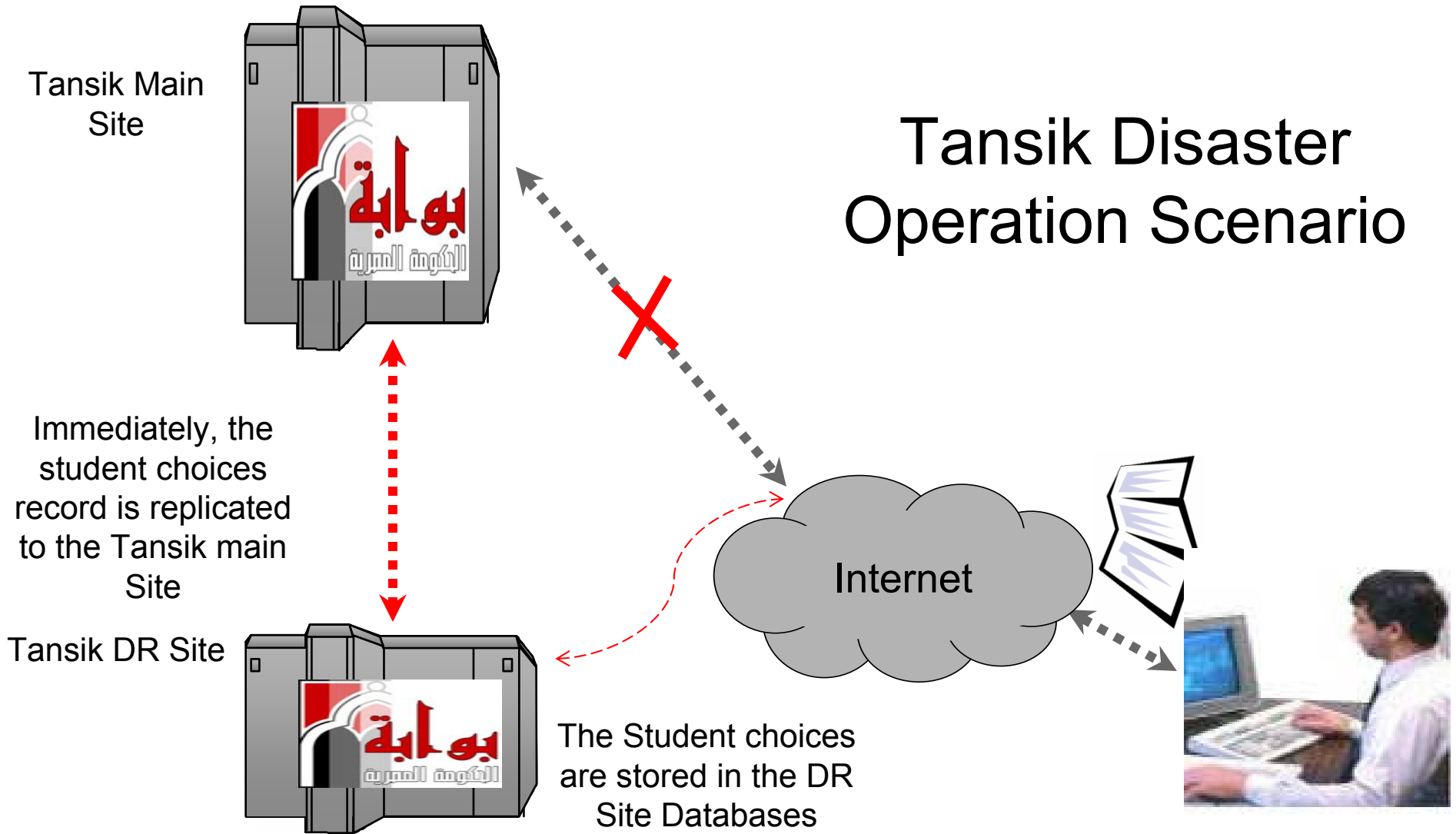
- Offer a more convenient channel for service delivery
- Use ICT for interactive communication with citizens
- Develop flexible & scalable system
- Provide continuous auditing system support through CRM
- Contingency :
 - Disaster recovery Site
 - Internet connections from 4 different service providers
- Not to go for a big-bang approach – Stick to a ramp-up strategy:
 - 2004 : Online & Manual in parallel – 3500 applications online
 - 2006 : Online & Manual in parallel – 20,000+ applications online
 - Starting 2007 only Online – 400,000 applications online



Tansik Normal Operation Scenario



Tansik Disaster Operation Scenario



Immediately, the student choices record is replicated to the Tansik main Site

Tansik DR Site

The Student choices are stored in the DR Site Databases

A student needs to send his choices

He needs to connect to the Tansik online system

The Tansik DR Site is connected to the main site 24/7 and the data base replication is two way replication



E-Tansik (enrollment) Initiative



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Key Benefits:

- Huge savings for the public and government
 - US \$ 7 million - transportation and accommodation
 - US \$ 40 million - students transfer before start of academic year
- Huge operational Costs saving (Paper forms, Seasonal staffing, ...etc)
- Improved Efficiency
- Reliability:
 - No data clerks = no errors
 - Student Pin Code = No mix between Students
- Build citizens trust in e-government services
- Indirect benefit:
 - Using accumulated experience in other government sectors (Doctors Char Office)

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E-Tansik (enrollment) Initiative



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Innovation Replication :

- Start of Paradigm Shift : utilization of technology:
 - Automation
 - Easy access to service
 - Remove human errors on both sides
 - **Sustainability**
- Public-Private Partnership model
 - No need for additional fund from national budget
 - Might be source of national revenue (sponsorships)





E-Tansik (enrollment) Initiative



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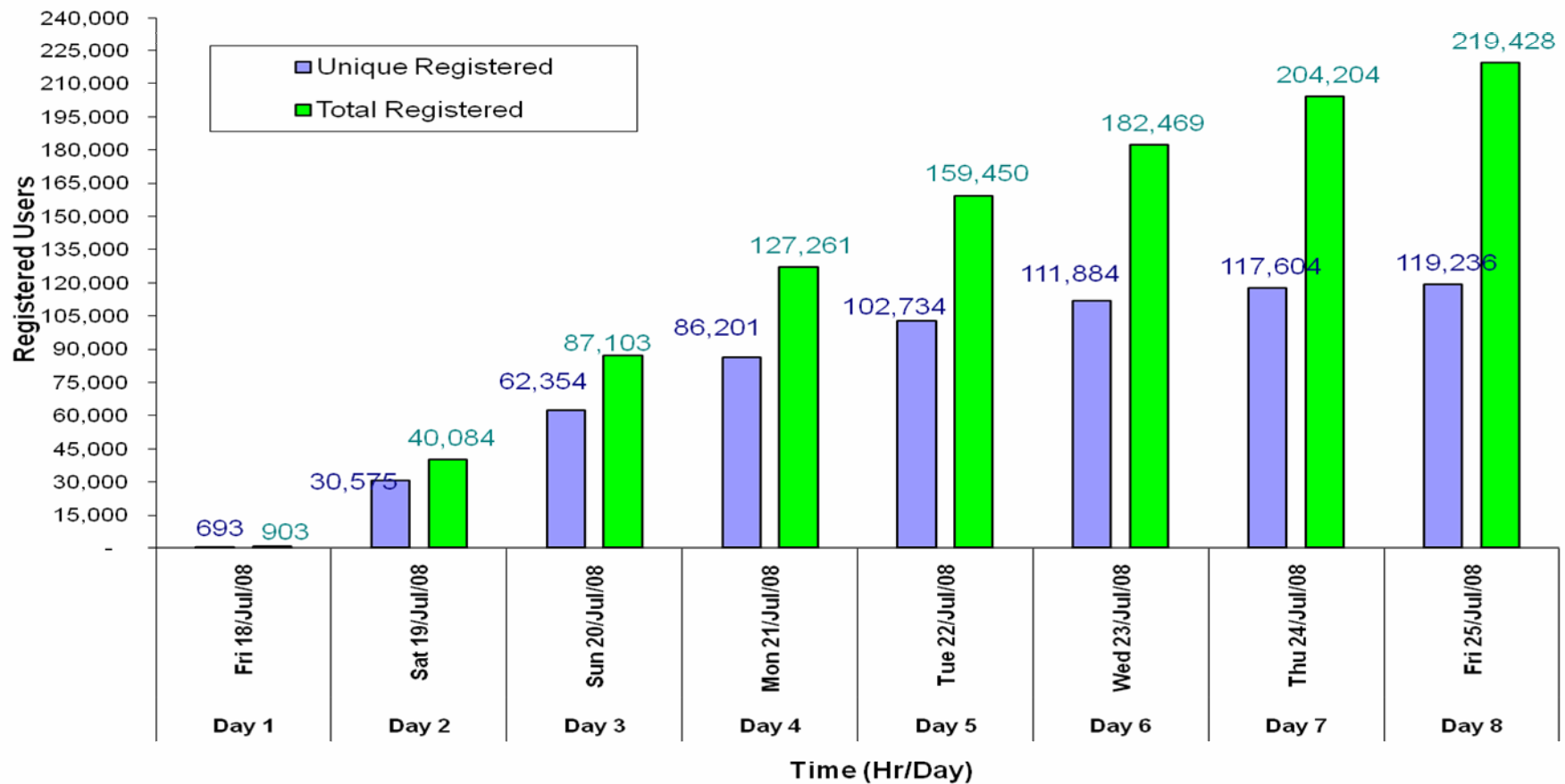
Key Lessons to promote culture of Innovation :

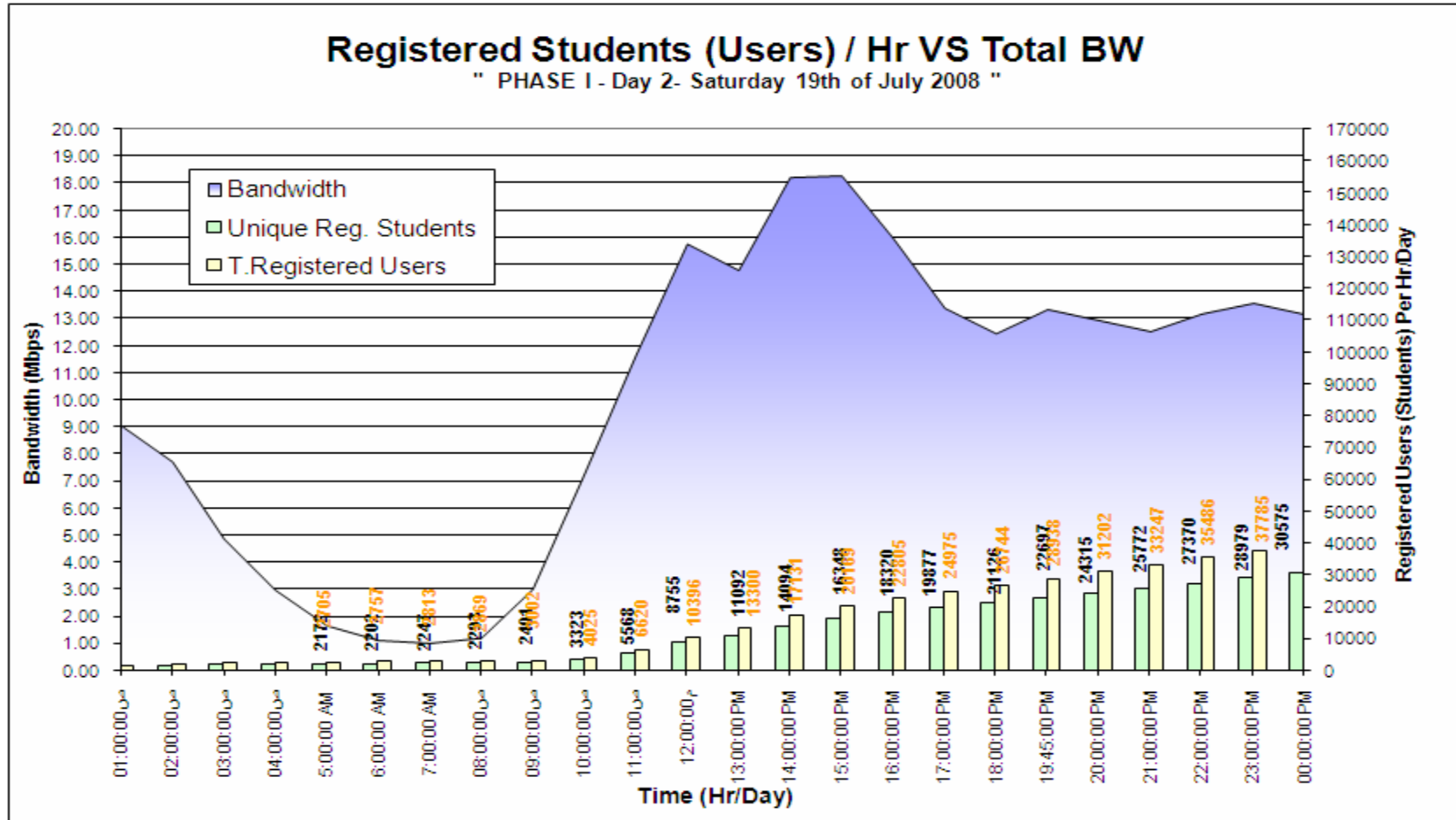
- System Reliability, Convenience and Efficiency
- Effective Project Management & Coordination (5 government organizations)
- Quality testing
- Data integrity
- Continuous Auditing
- involvement of private sector
- Promotion of successful services
- Scalability and aggregation





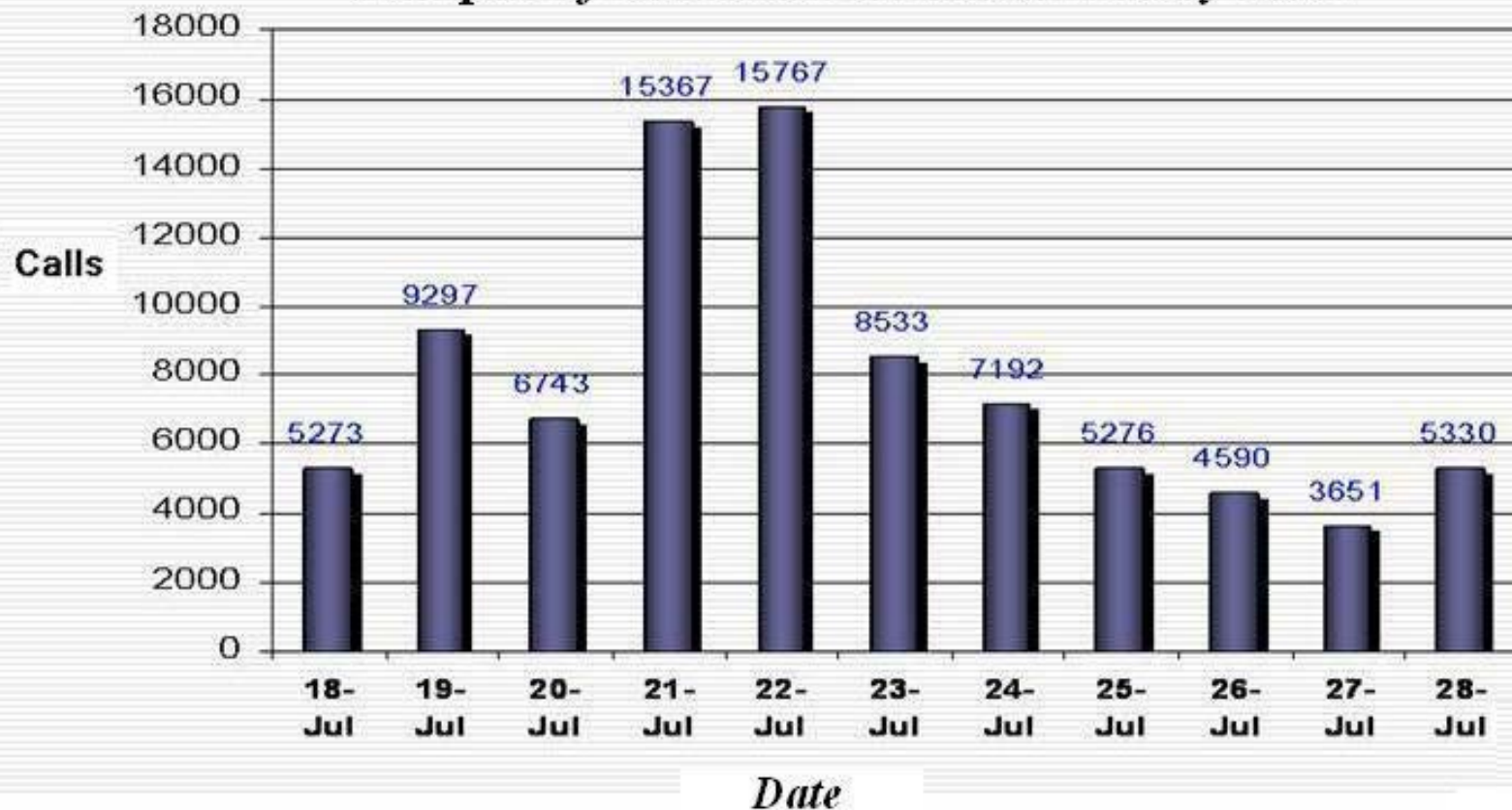
T.Unique & Total All Registered Students (Users) / Day " PHASE I - Day 8- Friday 25th of July 2008 "







Online Tansik Call Center Sample of the received calls in July 2007





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We believe that the main barrier here is ...
a **CULTURE** barrier

We are a paper society

We trust **papers & stamps**

Tansik is a period of escalating tension for
all the family members

Tansik is stressful for

- Parents
- Students

Equally

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Thank You

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