



PREFACE

It has been five years since OMSAR developed the first e-Government strategy of Lebanon. Since then much change has taken place both in Lebanon and in the application of ICT technology within governments throughout the world. Specifically, many developments were targeted and used as enhancers and enablers of e-Government. In addition, there have been many innovative and successful e-Government implementations worldwide and much experience to draw on. These developments presented an opportune moment to undertake a full review of our e-Government Strategy to take advantage of the experiences earned to date; learn from the international successes; and furthermore incorporate the innovations and new perspectives.

The successful international practices have been converging towards broadening the e-Government project to encompass the modernization of governments through the transformation of the public sector to cater for greater citizen participation and more integrated involvement. The common focal point of the international trends is that they all emphasize the importance and value of putting the citizen at the center of any e-Government endeavor. From within that spirit arose the need for a renovated and updated strategy aiming to concentrate the focus on the citizen.

The vision of the new strategy aims to place the people and their communities at the core of a new knowledge-based and connected government that is able to provide them with accountable services that they can trust. It is from this vantage point that this strategy aims to achieve its much-aspired objective of going beyond data and systems and more towards the genuine goal of changing how government operates.

The new e-Government strategy presented here builds on the previous strategy by restructuring around new central pillars seeking to provide more innovative and internationally proven methods of enabling a rapid realization of the benefits of e-Government. The objective is to reform government systems and processes leading to better delivery of government services and economic gains through improvements in government productivity. The formulation of this strategy was furthermore based on inputs and opinions expressed by the leading stakeholders of government, academia, civil society and the private industry and their input is gratefully acknowledged and appreciated.



Finally, this strategy sets specific goals and objectives, which when achieved, will not only provide better citizen services, but will eventually result in considerable cost savings for government. Ultimately, the main beneficiary of e-Government will be the government itself. However, the success of this strategy depends on the understanding that applying ICT to government does not necessarily make it better; reforming the underlying business processes - while applying ICT - will certainly do.

More importantly, the success of this strategy depends on the support and commitment of all concerned stakeholders; Members of Parliament, Ministers, Director Generals, public officials and all government employees. In this regards, I would like to take the opportunity to extend my deepest appreciation to H.E. PM Siniora whose attentiveness and dedication to this Strategy were remarkable and can be considered a true model of the level and type of support needed to ensure its successful realization in the future.

I am proud of the accomplishments to date and I am fully confident of the high value of this new strategy for Lebanon. I am entrusting you to commit to its principles and objectives, to own it, and to oversee its successful implementation.

Jean Oghassabian

A handwritten signature in blue ink, appearing to be 'JO' followed by a stylized flourish.

Minister of State for Administrative Reform.
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