

**The OICC's 10<sup>th</sup> International Scientific Symposium**  
**"ICT Impact on Municipal Service Development: Towards E-Government" –**  
**Round II**

The OICC held in collaboration with Doha Municipality its 10<sup>th</sup> International Scientific Symposium entitled "ICT Impact on Municipal Service Development: Towards E-Government" – Round II, in parallel to the 12<sup>th</sup> General Conference of the OICC in Doha, State of Qatar, during the period 18-20 May 2010. It was hosted by Doha Municipality and cosponsored by Islamic Development Bank (IDB) and United Nations Educational, Scientific and Cultural Organization (UNESCO).

The symposium was held in an attempt to pursue the OICC's 9<sup>th</sup> international scientific symposium, which addressed the same theme and took place in Ankara in 2007. This comes in pursuance of the tradition of the OICC of organizing international scientific symposiums to address scientific issues of interest to the municipalities of Islamic capitals and cities and in favor of the realization of one of its foremost objectives, namely that of laying the foundations and evolving appropriate tools for the sustainable development in Islamic cities; and in order to enhance the capacities of the member Islamic capitals and cities in the field of information and communication; and as a step towards the proper implementation and follow-up of the conclusions formulated by the World Summit on the Information Society.

The symposium included the following activities:

- Scientific lectures and keynote speeches covering main topics.
- Scientific researches and working papers.
- Presentation of experiments and experiences of some of the OICC's member Islamic capitals and cities.

37 research and working papers were presented and discussed during the symposium in six sessions within three days.

**Symposium's Objectives:**

- To emphasize the importance of utilizing the Information and Communication technologies and e-Government as a tool for the achievement of sustainable development and enhanced decision making.
- To define the basic, current and prospective, needs, obstacles and electronics-related priority issues in the field of e-government and municipal services.
- To define the strategic and empirical considerations for implementing electronic municipal and e-Government services and e-service documentation and processes.
- To exchange experiences between the different municipalities and specialized agencies, in the field of local e-Government services, and presentation of the best practices at both regional and international levels.

**Symposium's Themes:**

**Technical Aspects:**

- Electronic Municipal services delivery.
- Infrastructure for e-Government and municipal e-services delivery.
- Technical requirements for implementing e-Government.
- Standards of quality and distinction in e-service delivery.

**Economic and Developmental Aspects:**

- E-Government as a tool for economic and social development.

**Legal and Regulatory Aspects:**

- Regulations, systems and applications necessary for e-Government promotion.
- Administrative and regulatory underpinnings and dimensions.

**Information, Awareness and Social Aspects:**

- Awareness dissemination and readiness for ICT utilization.
- Social impact of e-services and e-government utilization.

**Experience and Expertise**

- Review of cities' and municipalities' e-service experience.

**Capacity Building**

- Fields of capacity building.
- Instruments for capacity building.

The symposium issued the following recommendations, which approved by the 12<sup>th</sup> General Conference of the Organization of Islamic Capitals and Cities:

1. To assess periodically the performance of e-government by various means, including public opinion surveys. The samples of surveys must represent all categories of society in order to improve e-government performance, recognize its problems and find out the adequate solutions.
2. To emphasize the importance of reengineering the procedures of all submitted transactions and to set up them in their final formats before starting transformation into e-services.
3. To pay attention to control of system performance that could ensure follow-up of performance in a precise and transparent manner.
4. To stress the importance of offering quality assurance system in all phases of the system to assure the accuracy of the system's inputs and outputs.
5. To carry out continuous training and promotion for the units, which are in charge of providing services in order to raise the efficiency of human resources personnel at the centers of e-services and the centers that provide services to citizens, with a view to deliver distinctive services that meet the needs and aspirations of service's recipients.
6. To support the infrastructure that needed for electronic transformation (communications, services and disaster management), and to assure their authentication and readiness.
7. To follow-up the latest developments in the area of modern technology with regard to e-transformation as well as their supporting systems such as Pocket PC systems and others.

8. To study to what extent the community could accept the idea of e-government as well as its willingness to interact with it, and to form positive trends (emotional viability) towards the application, use and benefit from the e-government services; and to motivate citizens and societal sectors to rely on e-government technologies in obtaining all services and transactions.
9. To complete indexing and documentation of all elements of real-estate wealth in Arab and Muslim countries, with a view to be completely digitalized.
10. To enact legal legislations and to determine the organizational frameworks and systems to protect the users of IT and to preserve the rights of dealers and mongers within the framework of e-commerce environment.
11. To support the cooperation programs among Muslim countries in the field of technology and IT and to benefit from the experiences of other countries in this field, and translate the research papers and scientific and practical experiences, which presented at the conferences took place in the region into shared programs and projects between the OICC's members.
12. To exploit and benefit from e-commerce applications in different economic sectors of each country and to pay attention to invest that in supporting e-commerce swap between Muslim countries.
13. To stress the importance of creating a system for roads upkeep in all Islamic cities to transform from the traditional method that depends on personal expertise to a scientific and methodological system for roads upkeep.
14. To disseminate the Pictrometry system and implement training programs for using the outputs of Pictrometry in Geographic Information Systems (GIS).
15. To benefit from the available technologies and e-readiness in Arab and Muslim countries to expand the types of e-services and transform to the concept of T-Government, which lately applied.
16. To benefit from the available technologies to transform to interactive cities and link them to the systems of e-governments.
17. To shift from development of e-applications in municipalities to installation and operation of integrated Case Management.
18. To prepare the future generations starting from primary schools in order to be acquainted with technological and e-education and the use of the Internet.
19. To affirm the role of media in helping people to know about e-government services and how to benefit from them.
20. To deliver the Internet services to all areas in order to achieve the fairness in delivering services and to enable all sectors of society to benefit from this service and make it affordable for all.
21. To encourage municipalities to develop multilateral projects in the field of ICT training, share best practices and learn from other experiences through utilization of vocational education and training program for OIC member countries (OIC-VET Programme).
22. To explore the possibility of establishing local vocational training centers, with a view to increase the quality of vocational training in Islamic capitals and cities by creating opportunities for citizens.