08:00 – 08:50  Day One Registration and Welcome Refreshment (10th May 2015, Sunday)

08:50 – 08:55  Recitation of Holy Quran and Welcome Address by naseba

08:55 – 09:05  Welcome Remark by the Chairperson

Dr. Haidar Fraihat
Director, Technology for Development Division
United Nations – ESCWA

09:05 – 09:25  VIP Opening Speech

His Excellency Eng. Ali bin Saleh Al Soma
Advisor to the Minister and Director General, The Saudi e-Government Program (Yesser)
Ministry of Communications and Information Technology

09:25 – 09:45  VIP Keynote Address
Pioneering the Smart Government Transition – The Case of Dubai Smart Government

Citizens, businesses and even governments desire enhanced services and improved collaboration. High level strategic planning coupled with adoption of smart technologies is playing a prominent role in the way one connects with the governments, and will soon give raise to the emergence of a smarter public sector.

This keynote address will highlight the Dubai Smart Government’s achievements in enabling various government agencies to transform into the smart model, as well as for automating their internal operations to be linked to the central systems that run all the basic operations of the Government of Dubai.

His Excellency Ahmad bin Humaidan
Director General, Dubai Smart Government
Deputy Director General, Dubai Ruler’s Court

09:45 – 10:45  GCC VIP Panel Discussion
Smart Governance, Government and Nation Transition

GCC countries have consistently outperformed several countries in the e-Government domain during the past 3-5 years. From e-Government to m-Government to now Smart-Government, the region is focusing on as many possible methods to transform the way services are delivered to citizens, businesses, governments and all other stakeholders of their country and the region.
This panel discussion will highlight how governments and government leaders tasked with transforming and integrating governments, cities, and countries are planning, developing and monitoring projects and performance.

**This discussion entails:**
- Executive leadership and innovating thinking
- High level strategic planning and whole-of-government implementation
- Integration of service capabilities and seamless information exchange
- Driving productivity and citizen engagement (e-Participation)
- KPIs, competitiveness criteria and measurement framework
- Ensuring stability and security of government systems and information

**Speakers:**

**His Excellency Ahmad bin Humaidan**  
Director General, **Dubai Smart Government**  
Deputy Director General, **Dubai Ruler’s Court**

**Eng. Qusai Ibrahim Al Shatti**  
Deputy Director General  
**Central Agency for Information Technology, Kuwait**

**Nezar Maroof Omar**  
Director of Strategy Management and IT Process Reengineering  
**eGovernment Authority (eGA), Kingdom of Bahrain**

**Eng. Hadi Al-Maashi**  
Senior Advisor, The Saudi e-Government Program (Yesser)  
**Ministry of Communications and Information Technology**

**Moderator:**

**Dr. Ahmed Shabana**  
Chief Executive, Smarter Cities  
IBM Saudi Arabia

10:45 – 12:15  
**Dhuhr Prayer, One-to-One Business Meetings and Networking Coffee Break**

12:15 – 13:15  
**Technology Briefing and e-Government Showcase**

Innovating and Achieving Excellence in Smart, Mobile and e-Government Domains

Led by an industry expert, each presentation will be focused on a specific technology, technique or roadmap. Delegates will witness key challenges and practical solutions to embrace e-Government through effective planning and application of innovative tools, techniques and solutions.

**Brief 1 (15 minutes): The Holy Makkah Smart City and e-Government Action Plan**

**Dr. Ibrahim Abdullah**  
Vice Mayor for Information Technology  
**Holy Makkah Municipality**
Brief 2 (15 minutes): Automated Citizen Services - Engaging Constituents like Never Before

Anwer Kotob
Manager, Industry Value Engineering, Public Services, MENA
SAP

Brief 3 (15 minutes): Innovation in Managing Government Content

Amer Zein El Abdin
Senior VP of Business Development
Ever Team KSA

Brief 4 (15 minutes): Government Cyber Security

Asim Azmi
Regional Sales Manager, Gulf - Kaspersky Fraud Prevention
Kaspersky Lab Middle East

13:15 – 14:00 Interactive Panel Discussion
Smart Government Cloud Computing and Shared Services

Governments are facing significant challenges such as: reduced funding, doing more with less, the duplication of IT operations within a myriad of agencies, and a lack of integration between key legacy applications and newer web-based systems. Hence, cloud computing and shared services as a comprehensive service delivery model has grown enormously and become an attractive alternative.

This panel discussion will address the key elements, share relationship between cloud and shared computing, discuss the risks and clarify challenges thus enabling governments to make appropriate decisions.

Viewpoints of discussion include:
• Effective strategy, architecture and infrastructure for smart government
• Cloud computing and shared services capabilities
• Integrating capabilities across multiple service options – SaaS, IaaS, PaaS
• Process management, data storage and governance
• Cloud security, risk management and disaster recovery
• Towards a national strategy or common framework

Speakers:

Eng. Osama Aabed AlRayyes
GM, Strategy and Governance
Ministry of Civil Services

Dr. Abdullah Al-Wehaibi
Advisor to the Minister and CIO
Ministry of Health
Eng. Mohammed Suhebani  
Chief Technology Officer  
Ministry of Finance

Dr. Mansour A. Aldajani  
Governor’s Advisor and Chief Information Officer  
Electricity and Co-generation Regulation Authority (ECRA)

Moderator:

Khaled Abdelaal  
Country Manager  
Ultimus ME

14:00 – 15:00 Networking Lunch Break

15:00 – 16:00 Workshop  
Simulation for Effective ITSM and Real Time Decision Making

Simulation has become an essential tool for the study and analysis of IT Service Management (ITSM). It brings to life the service management and process issues faced by governments and encourages strategic partnership between IT and the business. Through realistic, exhilarating scenario, this session lets participants to directly relate to and have actual experience on ITSM.

Up-to 14 attendees will participation while the rest will be witness to an effective, fun and an original way of simulating reality to:

• Get a real time understanding of which processes are running in parallel and identify which are important or mission critical
• Become aware of the interdependencies of processes
• Face time-sensitive decisions and choices that need to be made promptly
• Help understand how priorities change over time
• See the cost of error and wrong decisions

Workshop presenter:

Feras Abou Shackra  
Founder & Chairman  
IT Service Management Forum (itSMF Gulf)  
Executive Partner  
Service Management Centre of Excellence (SMCE)

16:00 – 16:30 Asr Prayer and Open Business Meetings

16:30  End of Day One
08:00 – 09:00  Day Two Registration (11th May 2015, Monday)

09:00 – 09:50  Welcome Refreshment and One-to-One Business Meetings

09:50 – 10:00  Welcome Remark by the Chairperson

Dr. Haidar Fraihat  
Director, Technology for Development Division  
United Nations – ESCWA

10:00 – 10:20  VIP Keynote Address

**e-Government Automation, Innovative Workflow Management and Performance Measurement**

The Saudi Arabian Ministry of Hajj is widely accredited as the first entity in the Kingdom to embrace e-Government. Under the visionary leadership and leveraging the power of ICT, the Ministry is continuously taking several positive strides in the e-Government and Smart-Government domains.

**This presentation will highlight two key projects/aspects of the Ministry of Hajj:**
1. Automation of services to issue e-Pass for Hajj pilgrims
2. Integrated systems and innovative workflow for resource management and performance measurement

His Excellency Dr. Eissa Rawas  
Deputy Minister of Umrah Affairs  
Ministry of Hajj

10:00 – 11:00  Interactive Panel Discussion

**The Big Deal: Big Data, Analytics and Other Disruptive Technologies for e-Government Decision Making**

Governments produce and require massive amounts of data, often unstructured and increasingly in real-time. This data comes from numerous sources including historical, video, audio, cell phones, geospatial, imagery, sensors, social media, and much more. From crime prevention to transportation, defense, national security, revenue management, environmental stewardship and social services, governments must wrestle every day with managing and using this data.

This session will discuss how big data, analytics and other disruptive technologies and techniques can improve efficiency and effectiveness across the broad range of government responsibilities, by improving existing processes and operations and enabling completely new ones.

**Viewpoints include:**
- Key challenges in capturing and framing the data environment
- The need for data-driven decisions and how government information can support decisions
- Information and data driven citizen engagement
- Differentiating big data and open data
- Managing data access, privacy control and security
- Connected applications/platforms, big data and security
Speakers:

Eng. Sami Al Hussayen
Assistant Vice Governor and CIO
Technical and Vocational Training Corporation

Eng. Mohammed Suhebani
Chief Technology Officer
Ministry of Finance

Dr. Abdullah Al-Wehaibi
Advisor to the Minister and CIO
Ministry of Health

Eng. Saleh Al Omary
Chief Information Officer
Qassim Municipality

Moderator:

Dr. Bandar Alhaqbani
General Director, IT Services, Technology and Health Informatics, KSAU-HS
President, Saudi Association for Health Informatics

11:15 – 11:45 Technology Briefing and Demonstration
Innovating and Achieving Excellence in Smart, Mobile and e-Government Domains

This session is led by an industry expert focused on a specific technology or technique. Delegates will be shown the key challenges and practical solutions to embrace e-Government through effective planning and application of innovative tools, techniques and solutions.

Brief 1 (15 minutes): Social Media and e-Participation for Collaborative and Engaging Government

Eng. Hani AlGhofaily
Director, Department of e-Media
AlRiyadh Newspaper

Brief 2 (15 minutes): A Successful Approach towards Integrating Applications and e-Services

Hamad Al Harbi
Chief of Safeer Program
Ministry of Education

11:45 – 12:15 Dhuhr Prayer, One-to-One Business Meetings and Networking Coffee Break
12:15 – 13:15 Interactive Panel Discussion
Smart and Mobile Government: Offering Effective and Available Government Services

In this era of mobility, the demand for access to information, services and applications through smart-devices is surging and government departments are putting in place numerous measures to enhance their service delivery. More types and complexity of information are needed, ranging from access to documents and status updates on initiatives to value based transactions and sharing of sensitive information.

This session will look at how a government department can effectively develop a smart mobility strategy and the privacy and security issues that need to be considered.

Discussion will cover:
• Why and how smart mobility and ubiquitous computing is necessary
• Integrated mobile strategy, implementation and performance measurement
• Improving engagement and participation through innovative applications
• Building secure and compliant m-Government systems
• Ensuring security of services, information and mobile devices

Speakers:

Dr. Yousef Al-Ohali  
Counselor and General Supervisor of IT, Higher Education Sector  
Ministry of Education

Dr. Waleed Al-Jandal  
Dean of IT  
Al-Imam University

Dr. Ali Al Edrisy  
Chief Information Officer  
Royal Commission for Jubail and Yanbu

Ashraf Abdelazim  
Director of Sales and BD - MEA  
Kaspersky Lab Middle East

Moderator:

Nasser El-Hout  
Managing Director  
Service Management Center of Excellence (SMCE)

13:15 – 13:20 Closing Remark by the Chairperson

Dr. Haidar Fraihat  
Director, Technology for Development Division  
United Nations – ESCWA

13:20 – 15:00 Networking Lunch and End of the Summit

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