



## DRISS KETTANI

### Presentation of the Speaker

Driss Kettani holds an M.Sc. and a Ph.D. degrees from the computer Science Department of Laval University, Canada. He also holds a Certificate in Business Administration from the Business School of the same University and a Certificate in Geomatics from the Environmental System and Research Institute (ESRI). On September 2000, Driss Kettani joined Alakhawayn University in Ifrane as a professor of Computer Science. Further to his teaching duties, he is leading two major projects:

1. An e-Tourism project that aims at developing a set of software tools to render a variety of services such as guidance, landmarks identification, Way finding, SOS support, tracking, to tourists in big cities and remote regions of Morocco.

2. An e-Government project funded by the International Development Research Center (Canada) that aims to develop a pilot E-Government system for the city of Fez to allow citizens to online request/receive governmental services in an easy and efficient way.

Dr Kettani's current research interests are axed on ICT4D.

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<b>Data of the represented Institution/Organization</b>	School of Science and Engineering, Alakhawayn University in Ifrane
<b>Thematic Workshop</b>	1- "e-Administration and e-Democracy"
<b>Title of the presentation</b>	"The importance of user centric approach in ICT4D applications : the case of Fez eGovernment Project in Morocco."
<b>Executive summary of the presentation</b>	<p>Fez-eGovernment is a project that aims to develop a pilot E-Government system to provide the municipal government of Fez in Morocco with an advanced Information and Communication Technologies (ICT) platform that enables online delivery of citizen-oriented services to the local community. Further to its technological challenges (developing a platform that enables online delivery of services to citizens), the main research goals of this project include the elaboration of a road map to support the development of E-Government systems in Morocco and the assessment of the impacts of such systems on Moroccan's everyday life and on governance in general.</p> <p>The Fez E-Gov. system has been implemented towards initiating the introduction and the use of ICTs in municipal service delivery, especially the delivery related to the bureau of "Etat Civil" (BEC). Accordingly, the project aims at automating the back-office and enabling an electronic front-office. As a first service, the team worked on computerizing the BEC citizens' records for the back office, and on developing a portal and a related kiosk, for the front office, available for public use and adapted to illiterate end-users in order to facilitate the request of birth certificates.</p> <p>We are heavily relying on the help of the officers, employees and citizens of this municipality in order to develop our project and we think this help is crucial and invaluable. Our presentation in this summit will focus on the importance of involving the municipality employees, officials and citizens as a key factor toward the success of any ICT4D project like ours.</p>