



**Open Government Partnership**  
**Self-Assessment Report on the Action Plan**  
**Submitted to the OGP in April 2012**



The Government of Israel



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## Introduction and background

The Government of Israel decided on April 1, 2012 to join the Open Government partnership:

"Pursuant to the Prime Minister's declaration of the Government of Israel's commitment to foster the principles of Open Government in his letter to the White House of August 22, 2011, and as a supplementary step towards the Government of Israel joining the international Open-Government- Partnership (hereinafter: the " Open Government Partnership ") and to advance the Open Government policy in the Government of Israel on the basis of the following principles:

### Principle of Transparency and Active Reporting to the Public

The Government of Israel is committed to freedom of information and to promoting transparency and active reporting in the public sphere. Consequently, the Government will take action to promote transparency and active reporting and to make information of public importance accessible to the public, while taking into account the rights of the individual and other interests. The Government of Israel declares that the information in its possession is a public resource, and that it will therefore take steps to provide the public with maximum access to it, and to enable the public to process and improve it, and will also take steps to make personal Government services and personal-Government information accessible, and to increase public control of the Government's performance. All the above is subject to the limitations prescribed by law.

### Principle of Public Participation

The Government of Israel will take steps to formulate a policy to engage the public in key planning and performance processes and in the work of Government, in order to contribute to the decision-making processes, to

improve the implementation of Government policy, and to strengthen public trust in the systems of government.

## Principle of Accountability

The Government of Israel will strive to foster the principle of accountability (the responsibility of elected officials towards their constituents) as part of a worldview that seeks to realize the public's right to critique Government performance and to examine the performance of elected officials and Government Ministries according to clearly defined benchmarks. The Government will take steps to make public information on the work plans of the Government Ministries and on their annual performance targets, to assess the standard of Government services provided, as well as the amount of red tape involved. It will also examine the level of public satisfaction with the Government's activities while continually striving for improvement and excellence.

## Implementation of Innovative Technologies

The Government of Israel will strive for the implementation of innovative and interactive information technologies and for the development of technological tools capable of improving Government services to the public, the flow of Government information and the discourse between the Government and the public".

Government decision no. 4515:

<http://www.pmo.gov.il/Secretary/GovDecisions/2012/Pages/des4515.aspx>

In the spirit of this Government decision, and from the time the Government joined the OGP, the Government has advanced many and varied schemes and projects which we shall report on in this summary report. Joining the organization and ministerial responsibility on this issue were concentrated in the hands of Minister in charge of Improvement of Government Services, Knesset Member Michael Eitan, who laid the foundations for the Government's activity in this area. Knesset elections were held in Israel last January and a new Government was formed in March 2013. Accordingly,

efforts focused on approving the State Budget for 2013, and a Minister has not as yet been appointed to take charge of this issue. In the past year, three Governmental units have led the handling of Open Government:

- a. The Government CIO, Ministry of Finance, in charge of E-Gov and the Improvement of Government Services Unit.
- b. The Department for Governance and Social Affairs in the Prime Minister's Office is responsible for public participation and for monitoring the work plans of the Government Ministries.
- c. The Freedom of Information Unit in the Ministry of Justice.

Until the appointment of a responsible Minister, the activity within Government has been instituted by the establishment of an Open Government Council in January 2013 which includes representatives of the relevant Government agencies, together with a senior representative from the Civil Service Commission.

## The report structure

The report consists of two main parts:

- a. Tracking and review of the commitments presented in the action plan submitted by Israel upon joining the OGP.
- b. Additional activities promoted by the Government in the framework of an Open Government policy and plans that it intends to advance in the near future.

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## **Part A: Self-Assessment Report on the Action Plan (April 2012 – October 2013)**

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<b>Commitment</b>	<b>Timeline</b>	<b>Status</b>	<b>Responsibility</b>	<b>Grand challenge</b>
<b>Establishing a unit for improving Government public services</b>	End of 2012	Fulfilled – staffing not yet final	Finance Ministry, CIO	Improving public service
<b>Establishing a national information technology (IT) admin unit headed by the Government CIO</b>	June 2013	Fulfilled – staffing not yet final	Finance Ministry, CIO	Transparency, public participation, accountability, and implementation of innovative technologies
<b>Online catalog of Government services ("Maaseh")</b>	End of 2012	Not met	Finance Ministry, CIO	Transparency and implementation of innovative technologies
<b>Creating a Government contact center (meeting point for private citizens): drafting of a detailed specification for the Government contact center and reaching a decision as to whether to publish a tender for a company that provide support services over the phone.</b>	2012	Not met	Finance Ministry, CIO	Improving public service
<b>Inter-ministerial committee for improving the processes of doing business – the steering committee will strive to launch a business portal in 2012.</b>	2012-2013	Partially fulfilled - portal has not gone live yet	Finance Ministry Budget Department	Improving public service

Commitment	Timeline	Status	Responsibility	Grand challenge
<p><b>Developing technology infrastructures for providing Government services:</b></p> <p>(1) Examining and developing standards for a system of remote identification of citizens</p> <p>(2) Developing the Government's forms and payments server: the Government of Israel will continue to work on developing and making 120 to 150 new form services accessible.</p> <p>(3) Developing information infrastructures to facilitate access to Government information and services by cellular phones</p>	2012-2013	Partially fulfilled	Finance Ministry, CIO	Improving public service and implementing innovative technologies
<p><b>Establishing a Freedom of Information Unit in the Justice Ministry</b></p>	2012	Fulfilled	Justice Ministry, Freedom of Information Unit	Transparency and active reporting
<p><b>Public participation in policy making processes:</b></p> <p>(1) Developing the technological</p>	2012-2013	1. Partially Fulfilled	Finance Ministry, CIO Prime Minister's	Public participation and implementation of innovative technologies

Commitment	Timeline	Status	Responsibility	Grand challenge
<p><b>infrastructure for public participation: the Government of Israel will launch a central technological infrastructure for public participation, which will be placed at the disposal of the Government Ministries.</b></p> <p><b>(2) Establishing a policy for public participation processes.</b></p> <p><b>(3) Expanding public discussion in the policy making process</b></p>		2. Partially fulfilled 3. Partially fulfilled	Office, the Department for Governance and Social Affairs	
<p><b>Cooperation between the Government and the public in developing online applications</b></p> <p><b>(1) Government support for civil society organizations that advance awareness of freedom of information and develop online services.</b></p> <p><b>(2) Government grant for developers of Government information apps.</b></p> <p><b>(3) Promoting the data.gov.il portal: Continuing to develop the portal and adding tools</b></p>	2012-2013	1. Not met 2. Fulfilled 3. Fulfilled	Finance Ministry, CIO  Prime Minister's Office, the Department for Governance and Social Affairs  Justice Ministry, Freedom of Information Unit	Transparency and implementation of innovative technologies
<b>Establishing a</b>	End of	Not met	Finance	Transparency

<b>Commitment</b>	<b>Timeline</b>	<b>Status</b>	<b>Responsibility</b>	<b>Grand challenge</b>
<b>system of measurement &amp; control and publication of the Government service report to the public</b>	2012		Ministry, CIO	and improving service
<b>Publication of the work plans in the Government Ministries</b>	December 2013	Fulfilled	Prime Minister's Office, the Department for Governance and Social Affairs	Transparency and active reporting, accountability
<b>Making State Budget information accessible</b>	-	Fulfilled	Finance Ministry, Budget Department	Transparency and active reporting, accountability
<b>Establishing a cross-sector forum to promote Open Government</b>	-	Partially fulfilled	Finance Ministry, CIO	Transparency, public participation, accountability

## Details on the Implementation of the Commitments Presented in Israel's Action Plan

### Commitment to improve public services and to cut red tape

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#### 1. Establishing a unit for improving Government public services

The Government is currently establishing a central HQ unit for improving Government service to the public. This unit will develop guidelines for Government customer service, establish standards and develop key projects for improving services. The unit will measure and control Government services and publish an index (measure) of Government services to the public. The unit will provide professional guidance and coordinate its activities with officials in charge of services in the various Government agencies.

Goals: The Government will proceed to complete the establishment of the unit, recruit its personnel and formulate a detailed work plan for the unit. The unit will conduct ongoing measurement of the standard of service provided by Government agencies and publish a Government Service to the Public Report for 2012. The unit will conduct ongoing activity vis-à-vis other Government agencies in order to establish a binding and agreed standard for the levels of service required in the various units.

#### **Performance:**

The Unit for Improvement of Government Public Services and Reduction of Bureaucracy was established. The unit's manager, Ms. Tzofit Hay, was appointed after she was selected by a committee headed by the Director General of the Ministry of Finance, and assumed her new role at the end of October 2012. To date, three of the four staff allotted to the unit have been recruited, and another staff member will be recruited shortly.

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The unit has begun to define and institute the organizational structure of service units in the various Government agencies, and in the course of this year, the unit mapped the service policy and service tools in the large agencies serving the public, as a basis for the unit's activity. A draft Government public service policy is currently being distributed for comment to various agencies, both Governmental and non-Governmental, and in the future will be distributed for comment to stakeholders in the general public. The policy sets out the vision, the values and the strategy proposed for the Government public services.

The unit conducts various activities to deepen the knowledge and strengthen the professionalism of the service providers by creating professional forums and holding seminars and training. The unit also helps various agencies with various activities to improve service. For example: helping the establishment of call centers, and the establishment of service units, etc.

The Government contact center: a preliminary specification was drafted for the center. The catalog of the services currently being built will constitute the basis for the information provided by the contact center. The cost of establishing and operating the contact center is currently being calculated. Establishing the center requires the approval and allocation of resources.

Over the past six months, a key process was completed for selecting a company to measure the quality of the service the public was provided with by the Government Ministries. The aim is to make these results public once a year. The company is currently starting its work.

In addition, pursuant to the decision of the committee to cut red tape under the leadership of the Government CIO, of April 17, 2013, the unit is working to promote transfer of information proactively and automatically between the various Government agencies, in order to prevent recurrent requests for information by citizens and businesses and in order to provide better Government service.

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## 2. Establishing a national information technology (IT) unit headed by the Government CIO

To improve the coordination and sharing among Government information systems, the Government decided to establish a national CIO, headed by a Government CIO. The unit has been vested with extensive authorities, including developing the Government's IT strategy, developing Government-wide IT projects, imparting a unified architecture and standards for the Government's IT units, and promoting sharing of databases and professional knowledge between Government agencies. The Government CIO will also be responsible for the e-Gov unit, which promotes digital Governmental services to the public and develops a broad-scope technological infrastructure for administrative services. The Government of Israel approved the appointment of the Government CIO in Government Decision No. 4375 of March 11, 2012.

Goals: the Government CIO was appointed recently. Staffing the unit will be completed at the end of the first half of the year. Once established, the unit will draft a detailed and budgeted work plan and institute its activities vis-a-vis the Government agencies.

### **Performance:**

The Government CIO, Ms. Carmela Avner, was appointed by the Government to the position in March 2012, after being chosen by a search committee headed by the Director General of the Ministry of Finance. Over the past 18 months, Ms. Avner managed the setting up of the unit, laying of the foundations for the operation of the unit and regulating of its authorities. The establishment of the Government IT unit included determining its organizational structure and purpose, building a vision and national strategy for connecting the Government to the digital age, recruiting professional personnel (to date, nine of the 15 allotted positions have been filled, including the CISO, the Government CTO, etc.), setting up professional broad-scope work forums, setting up an IT risk management entity and building a map of the risks in the Government IT systems, which will serve as tools in the decision making process on the budgeting and prioritization of Government IT

resources, governance and control of government IT, and bridging of large-scale projects in the Government Ministries. In addition, all the systems that provide services across the board to Government Ministries, including E-Gov and "Merkava"(ERP), were assembled under one managing division, which coordinates all the Government IT operating activity and which has also taken responsibility for the Unit for the Improvement of Public Services. The Government CIO initiated regulatory mechanisms vis a vis the IT units in the Government Ministries in order to ensure standardization and a uniform architecture across Government. In addition, a uniform disaster recovery plan was devised and a plan to establish a central data center was drawn up. In addition, work arrangements were organized with all the other Government administrative agencies including the Israeli Law, Information and Technology Authority, the National Cyber Bureau, the National Economic Council, etc.

Ms. Avner places considerable emphasis on initiating flagship projects that will provide the foundations for a digital Israel, on making services accessible to cellular communication, on starting implementation of Sa'ar - the system for document management and enterprise knowledge management, and on initiating establishment of the Government Cloud. Also during this period, the IT system was drilled for the first time on emergency preparedness, defensive activity and defining of conduct in cyberspace in the face of cyber-attacks.

**The goals of Government CIO are:**

- To promote the use of advanced technologies in the provision of Government services, to integrate the use of technology in order to realize the Government's goals and Ministries' strategic plans - an IT policy that provides support for the public policy spearheaded by Government.
- To bring about increased efficiency by means of the Government's IT systems.
- To protect digital assets of the Government of Israel.
- To spearhead and implement a uniform technological language throughout all the Government Ministries.

- To promote innovative Government services on the basis of advanced IT.
- To initiate and oversee national IT projects.
- To support decision making that is based on "intelligent and comprehensive information" - Government databases.
- To advise the Government and all its agencies on IT procurement and on preparedness for global trends.
- To develop the human resource in technological areas.
- To encourage development of innovative technological products in public areas (education, healthcare, welfare, etc.).
- To promote information sharing between all the Government's technological units by means of broad-based forums and subject-specific forums.

### 3. Online catalog of Government services

An online catalog based on a system of collaborative content. The catalog will contain extensive information about Government services, using a uniform interface, with defined metadata. The catalog will describe the service, terms of eligibility, times and places where services are provided, user responses and additional information provided by other stakeholders from civil society. Government agencies will regularly update the information in the catalog. At a later stage, the catalog will present additional metadata, including more complex information about rights, calculators, simulators and search engines.

**Goals:** staff are currently being recruited for this project. During the year, a pilot project will be conducted to set up a catalog of services for three to 10 Government Ministries that provide an extensive range of public services.

#### **Performance:**

At the end of 2012, a special E-Gov team was appointed to build a "catalog of the Government's services". **The purpose of the catalog of services** is to constitute a gateway to all the online services of all the Government Ministries, to provide reliable, readily available information on the Government

services, with emphasis on processes that extend across Ministries, to cut the red tape for citizens and business, and to help them find their way in these processes. **The catalog of services** is the extension of the gov.il portal, the Government portal to the Government's online services. The catalog of services is built on the following principles:

- Ease of use; services, forms and branches in one location.
- SEO; live updating content.
- Referral of users to relevant content.
- Making Government information accessible to users.
- Database for a call center.
- Cutting red tape.

**The advantages of the catalog of services:**

- Connecting all the Ministries with each other.
- Information extending across Ministries.
- Shortcut to the Administration of Population website.
- Accessibility: people with disabilities, end-user devices, languages.
- Databases providing a central Government response.
- Helps reduce the load on the service call centers.

In the past year, and after a pilot in December 2012 involving four Government Ministries, a decision was taken to launch the catalog, representing and containing all the Government services, not only the limited number of Government Ministries that we committed to in respect of the OGP, because the reliability and effectiveness the catalog's use depends on the ability of the citizen to find everything relevant to him/her, including broad-based services that extend across several Government Ministries. Accordingly, 200 of the most popular Government services among citizens were reviewed, and those will be the first to be uploaded in the updated format. Because this involves setting up a complex and intricate process that requires the harnessing of all the Government Ministries and support units in terms of the transfer of all the information required, and furthermore, creation of a fast and smart updating mechanism that enables segmentation according

to the user's needs, etc., the launch of the catalog of services to the public has been postponed to mid-2014.

#### **4. Creating a Government contact center (meeting points for private citizens)**

As part of this project, we will examine the option of establishing a call center that provides information about Government services, based on the online catalog of services. For this purpose, project specifications will be drafted and a cost-benefit analysis conducted. During this year, the Government will decide whether to implement the project and assess possible follow-on stages for the project. Furthermore, it will explore options to have the contact center provide basic services such as setting up of appointments, execution of payments, filling out of forms, etc., as well as routing and tracking of the handling of inquiries submitted by the public to Government Ministries to completion. In drafting of the specification, the possibility will also be examined of the center that integrates the existing call centers of various Government units; the possibility will also be examined of integrating the existing centers into one central Government contact center.

**Goals:** drafting detailed specifications for the Government contact center and deciding whether to publish a tender for a company to provide the phone support services.

#### **Performance:**

Over the past year, the subject of the Government contact center was studied and a preliminary specification drafted in response, including various models of operation with the catalog of services currently being set up and forming the basis for the information provided in response. The response is expected to serve as a single central address that the public can contact to obtain information about Government services and to receive support for online services. The response will use the various communications channels with the customers: chat, e-mail, SMS, etc. It will provide answers in several languages and will be accessible to people with disabilities. The cost of

setting up and operating this response is currently being calculated. It should be noted that setting up the response requires Government approval and allocation of resources by it.

## 5. Inter-Ministerial committee to improve the doing of business

Pursuant to the establishment of the steering committee to improve the doing of business and increase the efficiency of doing business in Israel (see section 2.1.2.2), the committee will strive in 2012 to launch a business portal that includes comprehensive, concentrated information about services for business. The committee will also continue to review processes that extend across Ministries in order to cut red tape and to improve the service provided to businesses.

### **Performance:**

The World Bank publishes a Doing Business report annually that addresses the performance of bureaucracies in doing business in 185 countries worldwide, and compares and ranks them. The ranking of the countries in the report is based on 10 indicators of efficiency in the execution of various stages in operating a business. Israel is ranked 38<sup>th</sup> in the 2013 report.

In order to improve doing business in Israel and make it more efficient, and in line with Government Decision No. 452 of June 21, 2009, an inter-ministerial steering committee was set up to improve and increase the efficiency of doing business in Israel (hereinafter, "the Committee"). Several subject areas were chosen from a list of subject areas measured by the World Bank, as well as several additional areas, and a subcommittee was set up to head and advance each of the subject areas.

[Under Government Decision No. 177](#) of May 13, 2013, in the framework of the Economic Arrangements Law 2013-2014, the work of the Committee was extended to December 31, 2015, and the Committee's work plan was defined, which included measurable goals for the various areas of activity.

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The following are the subject areas dealt with by the Committee, the status and the goal set in the Decision:

<b>Area of activity</b>	<b>Led by</b>	<b>Status</b>	<b>The goal in the Government Decision</b>
<b>Setting up a business</b>	The Tax Authority	The time has been shortened due to a change in the frequency of the transfer of information between the Registrar of Companies, the Tax Authority and the National Insurance Institute.	To improve the process and make it more efficient, as measured in the World Bank's Doing Business report, from 21 days to 10 days – by December 31, 2015
<b>Electricity connection</b>	The Electricity Authority	A sub-committee was appointed to examine the whole process and to identify points of failure.	
<b>Registering an asset</b>	Ministry of Justice	The duration of handling at the Tax Authority was reduced by amending the legislation, the essence being the submission of a self-assessment	To present, within 3 months of the date of publication of the decision, a plan to significantly improve the asset registration process, including a measurable goal as expressed in the World Bank's Doing Business report, and timetables for implementing it
<b>Taxation</b>	The Tax Authority	The existing payments are being reviewed	To examine, together with the National Insurance Institute, revising the number of tax payments, as measured in the World Bank's Doing Business report, from the present 33 payments a year to 17 payments a year – by December 31, 2015
<b>International trade</b>	The Tax Authority	Implementation and integration of an online system to link the	To improve and increase the efficiency of issuing foreign trade certificates

<b>Area of activity</b>	<b>Led by</b>	<b>Status</b>	<b>The goal in the Government Decision</b>
		importer and Customs in the authorities that issue foreign trade certificates and licenses.	and licenses by integrating them in the system according to the following milestones: 1) Computerization of 85% of the import certificates and licenses – by December 31, 2014 2) Computerization of all the import certificates and licenses by December 31, 2016
<b>Business licensing</b>	Ministry of the Interior	The law, regulations and the order were ratified by the Knesset. Improvements are being made on several levels that will result in a reduction in the red tape in this area, make the information clear, and reduce the percentage of unlicensed businesses	To improve and increase the efficiency of business licensing in accordance with that stipulated in the law - by December 31, 2014
<b>G2B Gov to business</b>	Govt. IT	Establishing a secure communications infrastructure for relaying messages and information between Government Ministries and the business sector (banks, insurance companies)	To establish the communications infrastructure to link Government with business - by December 31, 2014

The Doing Business Committee headed by the Director of Budgets at the Ministry of Finance, promoted a [decision](#) that was approved by the Government on May 13, 2013, setting out a work plan for the subcommittees in the various areas of activity, and mandatory reporting to the Ministerial Committee on the Cost of Living every six months. In addition, the unit is

currently taking steps to improve the service, and looking at the SCM model for business licensing in order to examine how to make the process more efficient.

"GOV to Business" is a Government portal that E-Gov has been devising in the past year and that is scheduled to go live in mid-2014 in order to coordinate the relevant information from all the Government authorities, to make the service more efficient, and to cut the red tape encountered by business proprietors in Israel. The portal will shorten and simplify Government-wide processes and significantly improve the process involved in opening a business. For example: to open a business today, one has to approach three different Government agencies: the Registrar of Companies in the Ministry of Justice, the Tax Authority and the National Insurance Institute. A system for opening a business will shorten the process for receiving the approvals and opening a business, concentrating the inquiry in one location. Going live with the site has been delayed by a year due to budgetary constraints.

## **The site will look as follows:**

ל' איר תשעא 5/8/2011

gov.il פורטאל השירותים והמידע הממשלה gov.il

searchgov

חפש: gov.il בכל אתרי הממשלה

שלום, יאיר בן אב! עמוד הבית < בבקשות של...

הדרות מתחמם ציון

שאלות ותשובות:

- אם כל עסק צריך להירשם במוסד הגננה?
- אם כל עסק צריך להזמין רשומות נחברה?
- האם המוסד הbara שיקבע עסק עם המקמת, נשאר עם לאלטור?
- כל השאלות והתשובות

מזריך לפיתוח עסק

אשף לפיתוח עסק

- רשות החברות
- רשות המיסים
- ביטוח לאומי
- סימן לוגו עסק

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במיידה ולא קיים סופר בית חונה למלא את שדות יישוב ת.ד. תא דואר.

**פרטי המבקש בקשה**

\*סוג מבקש הבקשה:  יחיד  מאגד

\*בחר באפשרות המתאימה:  ברשותי תעוזת זהות ישראלית  אין ברשותי תעוזת זהות ישראלית

*מספר זהות	*שם פרטי	*שם משפחה
<input type="text"/>	<input type="text"/>	<input type="text"/>

**العنوان**

*רחוב	*ישוב	
<input type="text"/>	<input type="text"/>	
דירה	כניסה	*מספר בית
<input type="text"/>	<input type="text"/>	<input type="text"/>
מיקוד	קומה	
<input type="text"/>	<input type="text"/>	<input type="text"/>
מיקוד ת.ד	תא דואר	ישוב ת.ד.
<input type="text"/>	<input type="text"/>	<input type="text"/>

**פרטים לצירת קשר**

פקה	*מספר טלפון	*דואר אלקטרוני
<input type="text"/>	<input type="text"/>	<input type="text"/>
בחר	בחר	בחר

**פרטי החברה**

\*שם החברה המוצע: יש לציין 3 שמות חלופים בעברית, השונים זה מהה בקרה מהותית ומשמעותית.

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Figure: Application form for opening a business

In addition, about six months ago, as part of the Interior Ministry's policy to engage the public in drafting regulations for the business licensing reforms, a **specification website** was launched <http://www.mifratim.business.gov.il>. Specifications for opening a business were uploaded to the site that were written by the various Government Ministries, and the public has been given the opportunity of responding to the terms for opening a business and to submit comments for a period of 60 days. The Interior Ministry is collating the responses and ascribes importance to them in drawing up the final specification for opening a business in the various subject areas. The specifications will subsequently constitute the basis of the GOV to Business website.

## 6. Developing a technological infrastructure for providing Government services

The Government of Israel will enable individuals to provide information and obtain personal services online, with optimal protection of data privacy, while taking measures to ensure that users are identified with a high degree of certainty.

**Goal 1:** Examining and establishing standards for a system for remote identification of citizens that meets stringent criteria for information security, based on the use of a smart identity card. Until such cards are distributed, we will examine alternatives that meet the above criteria for identification in order to receive personal information and Government services.

**Goal 2:** Developing the Government forms and payments server: The Government of Israel will continue to develop a system of 120-150 new form services and to make them accessible.

**Goal 3:** Developing infrastructures for delivering information and Government services via cellular phones. In the course of the year, the Government of Israel will assess appropriate technologies for development of Government apps for cellular devices and for development of a central infrastructure enabling Government agencies to develop cellular apps.

### Performance of Goal 1

The E-Gov system is the **authorizing entity that issues** all the citizens of Israel with digital signature certificates, on the citizens' identity cards – and for Government employees on the "Tamuz" card. The smart identity card (TELEM) is based on a smartcard and on an electronic signature, which will enable all citizens to use an electronic signature and authentication to obtain personal information online. The smart certificate is a plastic card, similar to driver's license, equipped with an electronic chip used to store data, and in the future, will also be used as a means of identification on the Internet (will enter into use in mid-2014). The computer system of the Administration of Population at the Interior Ministry is responsible for designing the new smart identity card, setting up the production plant, and transferring the data to the

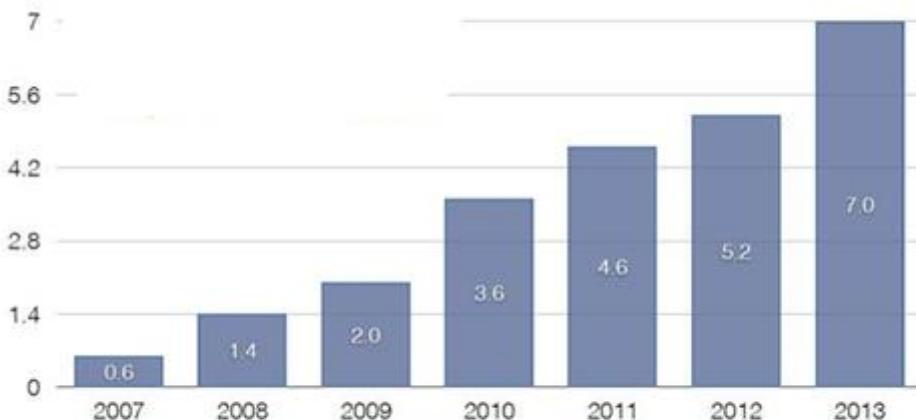
biometric database, which has been set up as a separate authority. In addition, E-Gov worked assiduously this year on setting up the Government Service Bus –an infrastructure for publishing and consuming secure network services. The service bus is a key SOA (Service Oriented Architecture) tool enabling customers of E-Gov to access information and execute online processes, in compliance with strong information security provided by the WS-Gov.il standard.

## **Performance of Goal 2**

The Government forms service is a database of Government forms accessible to the public at several levels - downloading to computer and completing hardcopy printout, completing on-screen and printing, or completing on-line and dispatching online – for all the Government Ministries and Government authorities. The forms service helps to computerize processes that integrate forms in a uniform infrastructure according to a uniform standard, using central resources, thereby increasing the efficiency of the communication by citizens with Government. Today, there are 2,440 forms, of which 1,500 are online and accessible to the public over the Internet. In the past year, 203 new forms were added. In addition, in 2013, the forms were adapted for use on mobile devices and tablets; the 50 most widely used forms were converted for downloading without a toolbar; the management systems capabilities were expanded; and support was expanded for different web browsers and for new signature standards. The ability to convert forms to PDF was also developed.

**In 2012, an increase was observed in online sending in of forms and in form downloads - see graph below.**

**The number of forms for printing out, filling in, and sending that were downloaded from Government websites (in millions):**



### **Performance of Goal 3**

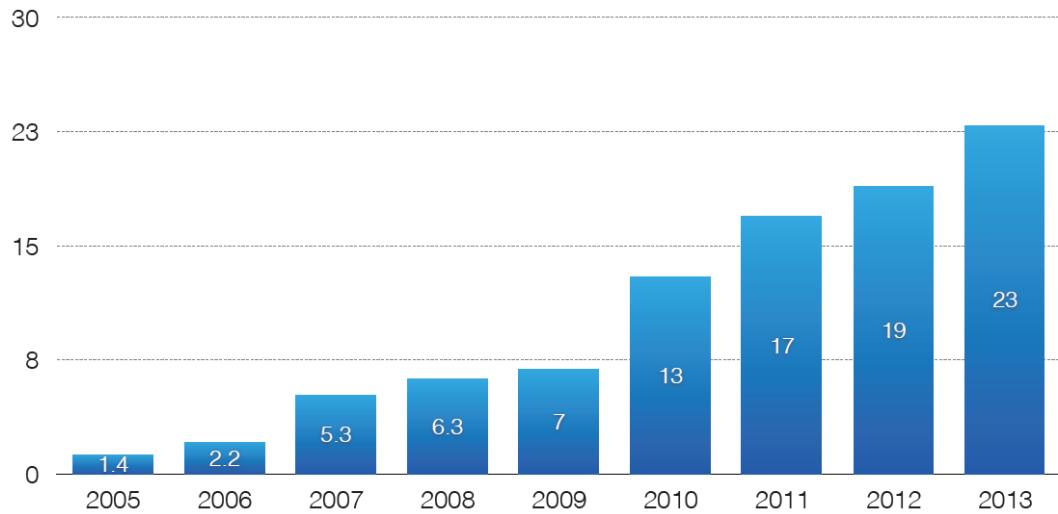
E-Gov is building a uniform development infrastructure for mobile apps for Government Ministries in order to shorten development times and costs, to create Government mobile templates and a shared standard, and to ensure the information security of the apps and the services. The platform will be deployed in E-Gov and will enable development of hybrid apps based on HTML 5 in a simple and secure manner, under a single roof. Linked to a PhoneGap based framework, most of the development is executed on cross-platform HTML 5, JavaScript, CSS3, and jQuery for mobile. The platform can be distributed in a remote version independent of the store - uniform management of Code Base.

One of the main applications in which resources were invested this year is the Government payment server app which offers nine different types of payments. Moreover, E-Gov needs and encourages Government Ministries that provide public services to develop apps that offer online services, including the Ministry of Agriculture, Ministry of Justice, Ministry of Health, etc.

By the end of 2013, additional apps will go live developed on the shared platform, and we expect another 15 apps to go live by the end of 2014.



#### **Amounts collected by means of the payment service (NIS billions):**



## Commitment to Strengthen the Public's Trust in the Systems of Government

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### 1. Establishing a Freedom of Information Unit in the Ministry of Justice

The Government has had difficulties implementing the Freedom of Information Law, partly due to the way in which the law has been integrated at the public authorities, a lack of budgeting of this area, and the absence of uniform standards for handling requests for information. The Freedom of Information Unit currently being set up in the Ministry of Justice is authorized to establish a binding policy across the board for proactive publication of Government information as well as standards for simplifying the submission of freedom of information requests. The unit is also authorized to establish and manage a central freedom of information website; to establish guidelines for proactive publication of Information by the Government; to hold seminars and to grant professional advice to those in charge of freedom of information in Government agencies and in the public sector; to investigate complaints against Government Ministries in respect of enforcement of the Freedom of Information Law in certain matters; and to raise public awareness on freedom of information issues. The director of the unit was appointed in November 2011.

**Goals:** completing establishment of the unit and the recruiting of staff for it; defining policy and preparing the initial work plans; instituting ongoing activities with the officials responsible for freedom of information in the Government Ministries and in the public sector; establishing a central freedom of information website; and preparing seminars and in-service training for employees in the public sector.

#### **Performance:**

The Government unit was established by virtue of [Government Decision No. 2950](#) of March 6, 2011, and Adv. Rivki Dvash was appointed to head the unit in December of the same year (2011). The freedom of information unit was

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established by a Government decision in order to advance the implementation of the provisions of the law by means of guidance, training and control, and to increase the information made public on a proactive basis.

As stipulated in the Government decision, the unit shall serve as a center of professional knowledge on freedom of information and shall gather relevant information to assess the extent of compliance by the authorities with the provisions of the law. The unit's authorities were set out in the Government decision, and include authorities vis-à-vis Government Ministries and their support units, such as: establishing procedures, investigating complaints, providing instructions to correct deficiencies subject to granting the right to a hearing, etc. In addition, the unit was given several functions, including: setting up a central website for all the authorities, arranging in-service and other training in this area, gathering the professional knowledge in this area, and submitting an annual report to the Government, etc.

In the first half of 2012, the director of the unit focused on building the infrastructure for setting up the unit – approval of standards, allocation of a venue for the unit, and setting up of the technological infrastructure. Building of the preliminary professional foundations was also initiated, such as the setting up of a forum for responsible officials, and providing a response to questions raised by responsible officials and by the public. The unit was effectively set up in June 2012 with the allocation of a temporary building for its activity and with the commencement of work by the unit's coordinator. Below are the main issues advanced by the unit, by virtue of the authorities and responsibilities vested in it by the Government decision. The unit has a staff of five.

**The main issues addressed by the Government unit in the first 18 months of its operation:**

- a. **Building of a central website:** the unit cooperated with E-Gov to set up the central freedom of information website. The site will enable submission of freedom of information requests to all public authorities,

and viewing of the responses that were in the affirmative. The website is scheduled to go live by the end of 2013.

- b. **Publishing a list of the public authorities:** the unit published a list of the authorities, including the name of the official heading the authority, and their contact details, and is working to expand the list, improve it, and keep it up to date.
- c. **Establishing systematic and uniform work practices in Government:** in order to institute uniformity, the unit published work procedures and templates to promote uniformity in the way the Government applies the Freedom of Information Law and to reduce the differences in the conduct of the various authorities within Government on issues of substance and procedure.
- d. **Clarification of complaints:** the unit is authorized to investigate complaints on various matters pertaining to the application of the law in Government Ministries and in support units.
- e. **The units as a source of professional knowledge:** in this area, the unit operates on several levels:
  - Conducting training for responsible officials and for other functions in transparency.
  - Developing tools to help responsible officials in their work.
  - Transferring professional updates.
  - Helping responsible officials and authorities on specific questions pertaining to application of the Freedom of Information Law.
- f. **Raising public awareness:**
  - Setting up a website that includes public information on the provisions of the law and the application of it.
  - Translation of the website into Arabic and into English.
  - Holding a poster competition to increase awareness.
  - Holding lectures that are not part of seminars that the unit has arranged.

### **Drafting of a policy and preparation of the initial work plans**

The Government's Freedom of Information Unit drafted its work plan for 2013 after it held discussions with officials within the public service and outside it. The unit is currently working on its work plan for 2014.

The following are the highlights of the Government unit's work plan for 2013, according to the goals set by the unit and approved by the Director General of the Ministry of Justice.

### **Developing technological systems so that the provisions of the law are applied uniformly**

The following are the unit's main tasks in this area:

- Setting up the central website for submission of freedom of information requests.
- Improving the unit's website and migrating to a site based on SharePoint.
- Setting up a new system to manage freedom of information requests for the Freedom of Information Unit in the Ministry of Justice, as a model for other public authorities.

### **Establishing work practices for uniform application of the provisions of the Freedom of Information Law**

The following are the unit's main tasks in this area:

- Drafting standards for officials in charge of freedom of information in the civil service in terms of knowledge and experience required, as well as its standing in the system hierarchy. The unit is working together with the Civil Service Commissioner to regulate this issue.
- Training for officials in charge of freedom of information in the civil service.
- Introductory lectures for authorities.

## **Increasing public awareness for the Freedom of Information Law**

The following are the unit's main tasks in this area:

- Creating a platform for transferring messages about the existence of the law and its importance using visual means and clear language that the public can understand.
- Setting up joint forums for the State and public on transparency issues on the agenda.
- Holding events to mark 15 years since the legislation of the Freedom of Information Law.

## **Instituting regular activity vis-à-vis officials responsible for freedom of information in Government Ministries and in the public sector**

Upon the establishment of the unit, information was collected about all the responsible officials in the public authorities (about 600 authorities) and ways of contacting them. Although under Paragraph 4 of the Freedom of Information Law , the Government is meant to place at the public's disposal a list of some of the public authorities the law applies to<sup>1</sup>(about 130 authorities) until the unit's establishment, a booklet of the public authorities was published as required by the regulations once (in 2003). In addition, an updated list was published on the Ministry of Justice website in 2010.

In 2012, the unit gathered up-to-date data about the responsible officials in the public authorities and uploaded the information to the [unit's website](#). At the same time, the unit is working on locating the responsible officials in all the public authorities, including state-owned companies, the healthcare funds, etc. At the time of the writing of this report, the unit had published information on its website on 460 public authorities to which the provisions of the law apply. In addition to the public importance of this list, it also constitutes a preliminary basis for establishing contact between the unit and the responsible officials, and for connecting between them.

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<sup>1</sup>Government Ministries and their support units as well as statutory corporations

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**Since the unit's establishment, it has taken steps to institute regular activity vis-à-vis the responsible officials in the following ways:**

- a. Transfer of regular updates to responsible officials about legislative amendments, rulings and new procedures as well as other professional material.
- b. Setting up of a forum of responsible officials that meets once every three months and is open to all the responsible officials. The forum discusses issues of common interest and also provides enrichment lectures in this sphere.
- c. Establishing of procedures that require Government Ministries and support units to handle freedom of information requests on various issues, such as: classification of the request, how to write the arguments rejecting a request, approaching a third-party, etc.
- d. Establishing uniform standards that make certain publications binding on the Government Ministries and the support units by virtue of the Freedom of Information Law, such as the annual reporting by the responsible official, and the contents of the freedom of information page on the official websites.
- e. Providing the responsible officers in the Government Ministries and the support units with feedback about the requirement of the public authority to fulfill its commitment to publish an annual report.
- f. Centrally controlled management of the response to broad-based Freedom of information requests referred to Government Ministries, including an attempt to clarify the legal commitment, and reducing the variance in the response provided by the different Ministries.
- g. Training the responsible officials and providing legal assistance.

#### **Setting up a central freedom of information website**

The first paragraph in the [Government Decision](#) requires the unit to set up a central website containing the following information:

- A list of the public authorities that the law applies to.
- A list of the particulars of the responsible officials in the public authorities.

- Links to the annual reports published on the web.
- Request for Information forms
- A copy of the annual report submitted to the Government by the unit.

The central freedom of information website is currently being set up by the Freedom of Information Unit through E-Gov. The purpose of the website, as defined by us, is to make it easier for the public to submit requests for information, to create uniform submissions of requests among all the public authorities, both in terms of the text and in terms of the request submission process, as well as in terms of payment of a fee (as necessary). In addition to the information that we were required to publish on the website by virtue of the Government Decision, we decided that the response to requests that include delivery of information - and provided that the information does not include personal information - would be uploaded to the website shortly after the person who made the request was provided with a response. This option will enable anyone to check whether the information provided is identical or similar to their own request, which would render their own request to the responsible official redundant, saving them the fee and eliminating the need to wait for an answer. In addition, anyone wanting updated information published by the public authorities will be able to view information according to various filters and to receive an immediate alert when information is delivered to the website. The website is scheduled to go live at the end of 2013.

### **Preparation of seminars and in-service training for public-sector employees**

The unit has held several conferences and seminars over the past year, including Freedom of Information Day held on May 21, 2013 in the presence of Justice Minister Tzipi Livni, and the Knesset Speaker, Yuli (Yoel) Edelstein, to mark 15 years since the legislation of the Freedom of Information Law. The Freedom of Information Day events kicked off with discussions in the Constitution, Law and Justice Committee and the Science Committee, while an exhibition of posters on the topic of freedom of information welcomed the day's participants. The day included lectures and concluded with a panel that included members from the incumbent and outgoing Knesset. More than 100

representatives of public authorities and private organizations participated in the day, and the first part of the day was even broadcast on the Knesset channel to the general public.

In May 2012, the unit held two intensive seminars for officials responsible for freedom of information. One was aimed at responsible officials in the Government Ministries and the support units; the other for responsible officials in the local authorities. The seminars provided an introduction to the role of the responsible official in providing the public with the information - the obligations of the responsible official deriving from the law; the dilemmas and difficulties encountered by responsible officials in the course of their work; a look at the consumer's critical viewpoint and acquaintance with the Government's Freedom of Information Unit. Moreover, the responsible officials were informed of international trends and technological initiatives designed to strengthen transparency.

In addition, on October 15, 2012, a seminar was held for the spokespersons of the Government Ministries and support unit, and on June 6, 2013 another seminar was held for the spokespersons of the local authorities in order to introduce those working in the field to the Freedom of Information Law and to make the obligations deriving from the law very clear, to inform the participants of developing trends in freedom of information and Open Government in Israel and worldwide, and to hold a discussion on the role of the spokesperson in providing services to the consumers of information and on their role as a spokesperson for a public authority.

The Freedom of Information Unit approached the Government Ministries to arrange training on Open Government. The training is held together with E-Gov, the Unit for Improvement of Public Services, and the Department for Governance and Social Affairs in the Prime Minister's Office. We are at the beginning of implementation of the actual training, and in addition to the training held at the Home Front Command, two additional training sessions were arranged for the Ministry of Social Affairs and Social Services during October.

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Lectures outside the unit's training framework: in addition to the special training for officials responsible for freedom of information and other entities in the public service engaged in areas relating to transparency and making information accessible to the public, lectures were held in various frameworks, such as the conference of lawyers and a conference organized by the Movement for Freedom of Information, as well as lectures to students and public authorities, such as the National Insurance Institute and the State Archives.

## 2. Public participation in policymaking processes

The Government will work to increase public exposure to the policy planning and policy making processes and will invite the public to respond to key issues on its agenda.

**Goal 1:** Developing a technological infrastructure for public participation: the Government will launch a central technological infrastructure for public participation, which will be placed at the disposal of Government Ministries. The infrastructure will include collaborative tools that enable presentation of discussion summaries and of public opinion. The Government will strive to encourage use of these tools by the Government Ministries.

**Goal 2:** Formulating policy for public participation processes: the Government will formulate a policy and tools to help Government Ministries on ways to engage the public in key planning and implementation processes in their specific areas.

**Goal 3:** Expanding public discussion in policymaking processes: During the year, the Government of Israel will initiate at least 50 public online discussions about topics on its agenda.

### **Performance:**

In accordance with [Government Decision No. 4028](#) of December 25, 2011 concerning "Strengthening Government Governance, Planning and Performance Capabilities", the Prime Minister's Office was tasked, in conjunction with the Minister in charge of Improvement of Government

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Services, with drafting a policy and tools to help Government Ministries with methods of public participation in key planning and implementation processes in their specific areas, as they see fit.

The Department for Governance and Social Affairs, Prime Minister's Office is taking steps to consolidate public participation in the work of Government. Specifically, the PMO is working to:

- a. Draft a Government policy on the subject.
- b. Develop a toolset for engaging the public in the work of the Government.
- c. Formulating processes to oversee and integrate this area in the various Government agencies and to establish a shared language and terminology in this area.

## **Performance of Goal 1**

### **Developing a technological infrastructure for public participation as part of development of a toolset for public participation in the work of Government**

The Department for Governance and Social Affairs is coordinating development of the area of public participation in the work of Government. In this context, the Department is responsible for creating the Government toolset in this sphere, including online and non-online tools.

E-Gov in the Finance Ministry, in coordination with the Department for Governance and Social Affairs in the Prime Minister's Office, is developing a range of online tools to serve Government Ministries as they go about implementing public participation.

### **In this context, E-Gov is developing and running the following platforms:**

- a. E-Gov built a technological platform for public participation called "Gov Share" based on Web 2.0, which enables provision of services on the basis of content from users, such as social networks, forums,

communities, etc. Construction of the infrastructure began 18 months ago as a government-wide infrastructure for forums and blogs for use by Government Ministries. Twelve forums and blogs were set up on it, with the participation of Government Ministries: Finance, Economics, Interior, E-Gov, etc. Development of the infrastructure for knowledge communities/roundtables based on the participation methodologies developed by the Department for Governance and Social Affairs in the Prime Minister's Office was completed in July 2013. The platform is currently in the test run stage. Three knowledge communities were set up on this infrastructure, and another 15 communities have been invited.

- b. Over the past three years, the State of Israel has operated two designated public participation websites (a participation website and a Government Relations website). These two websites - details following below - enable Government Ministries to consult with the public during the legislative process as well as consultation on issues on the Government's agenda. This infrastructure combines participative and social components on the websites of the Government Ministries, thereby promoting transparency and providing citizens with better and faster service. The Government's social websites incorporate new components, including the user's response to a selected paragraph at the bottom of the page, improved translation, a component that sends mass mailing for responses, adding of tags, automatic closing of the ability to enter a response after a set period of time, collating responses according to user, etc.

- **Government Relations website ("Kishrey Mimshal"):**

<http://www.tazkirim.gov.il/Pages/default.aspx>

This is a website that uploads Memoranda of Law on a regular basis for public review and comment. In this framework, 103 Memoranda of Law were uploaded this year for public response. The home page displays the latest memoranda of law

uploaded to the website. In addition, memoranda of law can be searched according to words in the title of the memorandum and the search can be restricted to a specific Ministry. The user can also go to a page containing all the memoranda open for comment, and search and filter the memoranda according to words in the title of the memorandum, the Ministry publishing it, date of memorandum publication, and last date for comment. Users can also receive new memoranda by email directly to their electronic mailbox by registering for the mailing list on the website. During registration, users can elect to receive updates about memoranda of law from all the Government Ministries or from specific Ministries only.

- **Participation site ("Shituf"):** <http://www.shituf.gov.il/>

As part of the Government's efforts to promote open and advanced Government, a first website was built for public participation in the various issues that the government deals with. The technology provides tools for a dialogue between the citizen and Government, not only once every four years at the ballot box, but on a current basis, and in respect of various problems that the Government needs to resolve for the benefit of its citizens. The site raises various issues on the agenda of the Ministries for public comment and relays the responses from the public to the Ministries in their respective areas.

Over the past year, 128,747 users visited the website, a 30% increase over the last quarter of 2012. Some 11,000 users a month on average, of whom 2,500 are repeat users. The average time spent at the site is 6 minutes. Ten issues were uploaded to the site for public comment, and 17,000 votes and responses were received from the public respect of them.

c. Apart from the participation sites mentioned, the Government seeks to encourage the use of forums as a tool to facilitate the participation of citizens in the workings of Government, to provide a direct connection between the Government and its citizens, and to hold a dialogue, and transfer information between the Government and its citizens on a current basis. The following forums were set up in this context:

- **Emergency participation forum**

South forum - as part of the continuing emergency readiness in the south of the country, E-Gov set up a website for emergencies that includes an index of links and content from all the Government agencies aimed at helping the residents of the south, thereby making vital information accessible to the citizens.

On the website, forums were set up that provided citizens with a response in real-time and enabled an ongoing dialogue between the citizens and Government representatives. The site switches to full operation in times of emergency and as necessary. The site is also compatible for use by cellular devices.

- **Forum of south volunteers:** the forum was set up following requests by citizens to volunteer during Operation Pillar of Cloud - citizens felt the need to host and be hosted in areas far from the fighting.
- **Ministry of Health's Healthcare Safety Community forum**  
A forum that provides an online response to questions from the public on healthcare issues and medical treatment.

הנתנו לנו  
הבריאות  
הבריאות בטיחות הטיפול  
Ministry of Health Israel - Health Care safety Community

דף הבית | אתר משרד הבריאות

חברים בקהילה (9)

מנהל קהילתehila admin  
חברם חדש: שרון אלשיה אודן קנטור נועיל אלדרוב דינה ארד חיטול חרמו עמידת ארד יזרעאל יבר כהן צפיה בכל החברים

טונן קהילה

הבריאות בטיחות הטיפול

פעילויות הבאים לקהילה

טונן חדש ליכתוח!!!

פעילויות שוטפת

תאריך עדכון	שם	מספר	מחבר	נושא
13/05/2013   12:05	טוני וידאו	טונן	טונן	בדיקות מסמך קדמי
08/05/2013   13:05	בדיקת מסמך קדמי	טונן	טונן	בדיקות מסמך
08/05/2013   13:05	בדיקות מסמך	טונן	טונן	העלאת סרט לדוגמא
06/05/2013   07:05	העלאת סרט לדוגמא	טונן	טונן	

טונן

מסמכים אחרונים

נושאים בקהילה

(1) חכמת (2) חוקיקה, תקנות ונהלים (2) טשת בפיתוח (2) אמורים (2) מתקדים (3) טנא 1 (1) ביז' (2) עדכון (1) קהילות מהשות (2) תפקידים (1)

- **Small- And Medium-Size Business forum**

The forum is run by the Ministry of Economics and the Small-And Medium-Sized Businesses Authority, where issues can be raised relevant to business proprietors:

<http://forums.tamat.gov.il/>

d. In addition to the online tools mentioned above, the Department for Governance and Social affairs in the Prime Minister's Office is working on developing the Government toolset, including development of non-online tools alongside the online tools described, to enable Government Ministries to engage the public in the ongoing activity of the Ministries and in the decision-making processes. To this end, the Department published through the Procurement Administration a Request for Information ([RFI](#)) on public participation in the work of Government in August 2013. To obtain information on public participation in the work of Government, the RFI's invitation included entities who see themselves as potential providers in this area, as well as experts and consultants who specialize in this area. They were all asked to provide information about public participation tools as well, and to indicate whether they see themselves as potential suppliers of the various tools.

An analysis of the information received in response to the RFI enables the Government to learn about the tools that exist and that are lacking in the market, the extent to which it will be able to use external providers in this area of its work, and about future directions of development in this area.

e. In addition to the Department for Governance and Social Affairs activity in developing online tools, in collaboration with E-Gov, as stated in above, **the Department is promoting development of additional tools that are not online:** in accordance with [Government Decision No. 3190](#) the process of setting up roundtables in the Government Ministries has begun. This process enables extending of the cross-sector dialogue to new audiences, and to develop it in specific professional channels. The Department for Governance and Social Affairs in the Prime Minister's Office, together with the Government Procurement Administration in the Accountant General's Division, compiled a Government-wide tender for assistance in the management of roundtables in the Government Ministries, by means of which the

Ministries can purchase services from an operator who helps them to run the ministerial roundtable. The Ministry of Economy, the Ministry of Environmental Protection, the Holocaust Survivors Rights Authority and the Ministry for Senior Citizens, the Ministry of Education, the Ministry of Health and the Ministry of Finance – the Financial Education Department completed the proceedings for selecting the operator in their Ministries, and besides the Prime Minister's tri-sectorial roundtable, there are another four Ministerial roundtables in operation today (as detailed later below).

## **Performance of Goal 2**

### **Formulation of Government policy on public participation in the work of Government**

- a. **Policy for engaging the public in the framework of a sectorial dialogue:** the basis for the public participation policy was established back in February 2008 in the framework of [Government Decision No. 3190](#), and the policy paper accompanying it which dealt with the relationship between the Government, civil society and the business sector working for public goals. In the decision, it was determined that collaboration with civil society should begin, when it is possible, already in the policy planning stage. In the social welfare sphere, civil society organizations constitute a significant source of information that the Government can engage in order to improve decision-making processes.. In other civic areas too that the Government intervenes in through regulation and other measures, such consultation can make a significant contribution. This, in addition to Government decisions that have a direct impact on the activity of the actual organizations themselves. Engaging such organizations through consultation and dialogue before the policy is formulated could therefore contribute greatly to the quality of the decisions ultimately made. Real listening has many benefits. However, it must be emphasized that providing a

listening ear does not guarantee acquiescence by the Government. If the decision ultimately reached differs from that proposed, the Government shall make every effort to explain the motives for its decision to the various partners. Following this decision, the Prime Minister's tri-sectorial roundtable was established in the Prime Minister's Office as well as cross-sector roundtables in a series of other Government Ministries (as detailed above).

- b. **Public participation in the regulatory impact assessment:** apart from the policy to engage organizations and representatives of sectors, the Government deems it important to engage experts, stakeholders and the general public in the decision-making processes and in its work process, according to the need and interest, even when it is not represented by organizations. In advancing development of the policy in this area, a chapter was recently included in the draft [Regulatory Impact Assessment \(RIA\) guide](#) that addresses the dialogue with stakeholders, with experts and with individuals and public groups as part of the regulatory impact assessment. This chapter constitutes a pioneering guide for the work of Government and those making the regulations, in the dialogue with the public, in that it lays the conceptual and methodological foundations for these processes. Dialogue with stakeholders, experts and with the general public, or with individuals and groups within it, plays a key role in the planning and assessment of the regulatory policy, and processes for maintaining a dialogue have been implemented in many countries for many years as part of the regulatory principles. These processes are a function of the close connection between regulation and the problem that it sets out to solve on the one hand and the operating environment of the regulation - the audiences impacted by it and the strength and the manner of the impact on them. The regulatory reassessment process is, at its very core, a process in which one needs "to learn about" and also to "talk with" the groups impacted by the regulation and that impact it. The existence of the dialogue is also impacted by public expectations, evident now more than ever, of rapprochement with it, especially where

Government action has significant implications for the public. The chapter includes a background for holding consultation and dialogue with the public, sets out the planning and implementation of the dialog, and discusses the unique challenges in managing the dialogue in the framework of the regulatory impact assessment. In addition, the chapter also presents examples of different types of dialogue for different purposes, with different levels of participation, and at different stages of the regulatory assessment, as well as detailing possible tools for the dialogue in each example.

- c. **Setting up of a "public participation" team in the framework of the Israeli forum on Open Government:** as aforesaid, the forum was established by [Government Decision No. 4515](#) of April 1, 2012: "Joining the international Open Government Partnership and appointment of the forum for Open Government". In the framework of the Open Government Council, the Department for Governance and Social Affairs in the Prime Minister's Office has fielded a special team on public participation. The team, including experts and representatives from organizations, and the academia discusses policy issues and development of policy in this area, and is helping to formulate the concept for instituting and integrating public participation in the work of Government and helping to develop a toolset for Government public participation.
- d. **Request for Information on public participation in the work of government: in August 2013, the Department for Governance and Social Affairs published an RFI** through the Government Procurement Administration for information on public participation in the work of Government. In this framework, information was requested about opportunities and appropriate points at which to engage the public in the work of Government, and to address the concept of participation being developed in the Government. Entities that see themselves as potential providers in this area, as well as experts and consultants, who specialize in this area, were invited to provide information about these issues and about public participation tools.

This RFI effectively allowed public participation on instituting public participation in the work of Government –both in terms of policy and in terms of the participation tools. A great deal of information was received in response to the RFI, which is currently being processed, and which will help in the formulation of Government policy in this area.

**Formulating processes to oversee and integrate this area in the various Government agencies and to institute a shared language and shared terminology in this area**

**a. Forum of leaders of Ministerial roundtables**

The Prime Minister's Office convenes a forum of the leaders of the roundtables in the Government Ministries. The forum convened several times over the year and discussed development of the cross-sector dialogue, roundtable activities, development of public participation, and dilemmas and questions encountered by the various Ministries in the course of the roundtable discussions.

**b. Lectures for Government Ministries on the subject of Open Government and public participation**

As part of instituting and implementing of Open Government and public participation, lectures were held for Government Ministries on the various components of Open Government and their implementation in the work of the Ministries. The lectures presented the concept for public participation in the work of Government, including details of the purpose and benefits of engaging the public. The lectures described the planning and implementation of the public participation processes, various tools for executing these processes, and examples from Israel and around the world of public participation processes in a diverse range of areas. These lectures are scheduled to continue as part of the overall integration in the coming year as well. In addition, the Department holds lectures for audiences in the Government Ministries on the subject of public participation. Such lectures, for example, were held for senior staff in the Justice Ministry, and for a special team in the Health Ministry, as well as for Government CIOs, etc.

**c. Senior Governmental staff workshop on the subject of public participation in the work of Government**

In February 2012, a senior governmental staff workshop was held on the issue of public participation in the work of Government. The meeting was attended by dozens of representatives from more than 12 Government Ministries that plan and implement Government policy in various areas. At the gathering, the following were presented: the conceptual principles for public participation in the work of Government; the shared conceptual basis for public participation; and the planning, implementation and assessment of the public participation processes. In addition, key public participation processes in Israel and worldwide were reviewed, and possible directions for public participation in the work of Government presented. Several case studies of public participation in Israel were discussed, and the main lessons learnt from them.

### **Performance of Goal 3**

#### **Expanding public discussion - 50 online discussions**

As reported in this section, the Government is working in a variety of channels both on and off-line, to hold public discussions on a wide range of issues. The discussions are being conducted in the following channels:

- a. **Roundtables:** the cross-sector roundtable in the Prime Minister's Office and the Ministerial roundtables: there are five roundtables in the Government conducting periodic discussions - several discussions a year, according to the subjects of the roundtable. Thus, for example:
  - **The Prime Minister's tri-sectorial roundtable in the Prime Minister's Office:** following [Government Decision No 3190](#) and the [policy document](#) formulated on the subject, the roundtable that constitutes a permanent platform for managing the cross-sector dialogue at the national level between the Government of Israel, civil society and the business community working to achieve public goals was established. The roundtable consists of 36 members, 12 of whom

are heads of organizations and offices from every sector, chosen according to an agreed representation formula, and manages its discussions according to rules of discourse defined in the framework documents formulated during its establishment. In the past, the roundtable held discussions and promoted action on a wide range of issues, including the funding sources of the third sector organizations, encouraging philanthropy and promoting volunteering, and how the third sector organizations operate in times of economic crisis. The products of the roundtable discussions are varied and include the establishment of joint ventures (such as the establishment of a national cross-sector initiative on volunteering), and recommendations on legislative amendments and procedural changes. In the past year, the roundtable addressed the subject of social businesses and The Ministry of Economy is currently formulating benefits for these businesses, in collaboration with the Prime Minister's Office based on the roundtable discussions. The members of the roundtable recently decided to advance policy and action on young people at risk within its framework. For more details, visit:

<http://www.pmo.gov.il/policyplanning/shituf/Pages/roundtable.aspx>

- **Roundtable for the Holocaust Survivors Rights Authority**

The Holocaust Survivors Rights Authority in the Prime Minister's Office has operated a roundtable for more than two years now, with the participation of some 50 Government and non-governmental organizations, in order to advance Holocaust survivors' utilization of their rights. The aim of the Roundtable is to bring about an improvement in the situation of as many survivors as possible, and to formulate a policy and custom tailored and integrated courses of action by involving all the agencies associated with the rights and services given to Holocaust survivors.

Issues discussed in detail in the framework of the Roundtable discussions included: combining the forces of all the agencies; addressing the problem of the brokers acting on the half of the

survivors; the manner in which the national information center should be run; setting up a rights website that is constantly updated; how to run the array of volunteers who will visit the homes of the survivors and help them to exercise their rights in full, etc.

One of the outcomes of the joint discussion is the establishment of a joint initiative:

- **A rights website that is constantly updated**

The Holocaust Survivors Rights Authority, in a joint initiative with the charity "All Rights" ["Kol-Zchut"] (a community interest company), set up an up-to-date and reliable rights database on the web that coordinates all the rights and services given to Holocaust survivors by all the relevant agencies. The project features a unique mechanism, operated jointly with all the agencies in the project that help Holocaust survivors - Government Ministries and various NGOs - that guarantees the reliability and up-to-date nature of the information that is published. The initiative serves both the existing information center and the general public.

The web address of the joint initiative is <http://www.kolzchut.org.il> under the heading "Holocaust Survivor Rights".

- **Roundtable on green growth**

The roundtable was established on the basis of [Government Decision No. 3768](#) (October 2011) in order to draft recommendations for the national plan for green growth and to promote cooperation on the implementation of the national plan. During the drafting of the plan, approximately 500 parties from different groups participated in roundtable meetings, and in conferences and follow-on meetings to the roundtable; from these the insights were gleaned and contributed to shaping the plan as a whole. In the future, the roundtable forum will be used to transfer information and updates about the plan's activities to the [website](#).

- **The roundtable for emergencies**

Following Operation Cast Lead, a roundtable for emergencies was established in 2009, enabling the National Emergency Authority to

coordinate, via the civil society desk, the action of the business sector and philanthropy and of the civil society organizations in times of emergency and to increase its efficiency of their services. As recently as November 2012, the civil society desk functioned during Operation Pillar of Cloud.

- b. **Designated consultation processes:** the Government, and all the Ministries individually, from time to time hold consultations, with different levels of participation, with the public on key issues, including:

- **Consultation with the public on the national strategy for financial education**

The Financial Education Department in the Capital Markets, Insurance and Savings Division at Ministry of Finance drafted with key partners from the three sectors [a national strategy for the promotion of financial education in Israel](#). The strategy was published as a document for public discussion in October, 2012, and will subsequently be submitted to the Government for adoption. Realization of the strategic vision constitutes a shared mission for a diverse range of stakeholders and financial education activists from the three sectors. In January 2013, [the first national conference on financial education](#) was held with the participation of 150 senior officials and financial education activists from the three sectors. The entire conference centered on the transition from vision to reality, from theory to practice, and from personal practice to collective practice. The participants in the conference took an active part in roundtable discussions throughout the entire day, responding to surveys and making contributory and beneficial comments during the conference. The conclusions and impressions from the conference were made public. In order to strengthen cooperation with the public, the Division plans to set up an advisory council on financial education with representatives from the three sectors, and roundtables for a dialogue on financial education.

- **Consultation on various issues with the Bedouin, Druze and Circassian sector**

The Economic Development Authority For the Bedouin, Druze and

Circassian sector established a forum to foster joint work between the Government and activists from the second and civil society. The forum has met twice in the course of the past year, with 30 representatives in attendance. At the first meeting, the forum discussed its goals and the issues that it would promote. At the meeting, the forum also discussed the issue of public transportation in the Bedouin, Druze and Circassian villages. At the second meeting, the forum discussed urban planning in the villages.

- **Consultation on the Regulatory Impact Assessment guide** As part of the writing of the Regulatory Impact Assessment (RIA) guide mentioned above, a draft guide was published for public and Government comment in the framework of the [consulting process](#). The process yielded various responses from individuals, experts and organizations within and outside Government. The responses were summarized and processed, and changes subsequently made to many sections of the guide. The final version of the guide is scheduled for publication in the coming months.

#### c. **Hearings**

Various Ministries hold hearings for stakeholders on policies formulated by them. Thus, for example, the [Ministry of Communications](#) held 15 such proceedings in the past year.

**Public committees hold public hearings on a regular basis:** several public committees that dealt with key issues engaged the public. Thus, for example, a hearing is currently being held by the advisory committee on strengthening the healthcare system, headed by the Minister of Health, Yael German, who in July 2012, [called on](#) the public to raise arguments for discussion by the Committee.

### 3. Cooperation between the Government and the public on developing online apps

The Government will publish information and datasets that are of importance to the public to allow private enterprise to develop apps that benefit the public.

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Similarly, the Government will offer grants and support to civil society organizations that work towards these goals.

**Goal 1:** Government support for civil society organizations that advance awareness of freedom of information and that develop online services: the Ministry of Justice is currently preparing a Request for Information (RFI) directed at civil society organizations involved in promoting freedom of information initiatives inviting them to apply for support and grants to advance their activities in these areas.

**Goal 2:** Government grant for developers of apps for Government information: the Israel Government will offer a grant to developers who create apps for Government information that is published. The grant will be awarded according to criteria such as the efficiency of the app in improving service and cutting red tape, the scale of the target audience, and the originality and reliability of the app, etc.

**Goal 3:** Promoting the data.gov.il portal: continued development of the portal and adding of tools for data visualization, display of graphs, unified display of information (including tables), standard downloading of datasets and creation of standard APIs for datasets.

### **Performance of Goal 1**

Support and grants for civil society in freedom of information areas. In the past, the plan was to support civil society via the Minister in charge of Improvement of Government Services in the Prime Minister's Office. In this framework, a decision was taken to support Transparency International-TI Israel in order to promote ethical norms and transparency as part of efforts to reduce corruption in Israeli society, but this support has not yet been received. Today, the Prime Minister's Office, and the Ministry of Finance and the Ministry of Justice do not have specific budgets for supporting civil society in the area of Open Government, and no special regulations have been drafted for the coming year.

## Performance of Goal 2

As part of efforts to market the data.gov.il website to the developer community, E-Gov, together with the Tel Aviv Municipality, held a competition for apps developed on top of the Government databases. Over 70 apps were submitted to the competition .Five apps, in the areas of public transportation, conduct in an emergency and education, were chosen by the examining committee as the leading apps, and awarded prizes amounting to NIS 150,000.



## Performance of Goal 3

The Ministerial Committee for the improvement of government services to the public decided on November 28, 2010 to establish the Israeli Open Government portal and a system for storing datasets that would be published for public consumption. Pursuant to this, the first phase of the government information system www.data.gov.il was launched, which meets the

requirements of the decision. At this stage, according to the decision, the system consists mainly of a catalog of datasets available for download from the websites of the various Ministries. The decision of the Ministerial Committee requires Government Ministries to make their databases accessible to the public in a manner that enables a computer interface to the databases. This involves an open database of raw Government data intended to provide private entities with an effective tool to develop apps and websites that will be of benefit to citizens. To date, Government Ministries have made public some 250 databases including databases that are in very high demand, such as the transportation database (bus and rail timetables –scheduled and real-time), and all the Israel Meteorological Service databases (real-time and historical archive). E-Gov is working relentlessly with Government Ministries to advance this important matter and to encourage them to make their Ministry databases public. Last year, 68,000 pages were viewed via the website, and more than 14,500 users visited the site.

The screenshot shows the homepage of the Data.gov.il website. At the top, there are language links (English, عربي) and a date (22/01/2012). The header includes the Israel Government Portal logo and the text "Israel Government Portal פורטאל השירותים והמידע הממשלה". Below the header, there's a search bar with the placeholder "חפש מאגר" and a magnifying glass icon. To the right of the search bar are links for "דף הבית", "חדש", and "מאגרים חדשים ביוטר". The main content area has three main sections:

- חיפוש מאגר**: A search form with fields for "שם מאגר", "סוג מידע" (with dropdown options: כל תושבים, כל הנקודות, כל הקבצים, כל המשדרים), and "ברוך משר" (with dropdown options: כל המשדרים). Below the search form is a "חפש" button.
- שאלות נפוצות**: A list of frequently asked questions:
  - \* נתקלתי במידע שגוי. למי פונדקם?
  - \* למי אפשר לפנות אם יש לי שאלה לגבי מאגר מידע?
  - \* אני רוצה לפרסום מידע שמאית באתר, האם צריך אישור מיוחד?
  - \* כיצד ניתן להשתמש במידע שמופיע באתר?
  - \* כל כמה זמן האתר מתעדכן?
- השימושים ביוטר**: A section showing the number of views for various datasets:
 

הdataset	挫פיה
רשימת מטרות מוכרת ע"י מדינת ישראל	553
מארח השאלות לבוחן וגיהגה העיסוק (...)	456
דגם רכב פרטיז וספחרי עד 3.5 טון....	334
מדד חוף נקי	285
מאגר בקשות רשות הירושה	246

At the bottom, there are social sharing icons (SHARE), links for "צור קשר" and "RSS", and a "דף הבית" link.

#### 4. Establishing a system of measurement & control in respect of public services and making the Government service report public

The Government will measure the standard of Government services and make public a Government Services to the Public report, seeking to advance the principle of accountability. Gathering measurement data and publishing a comparison of the performance of services distributed by the Government Ministries will enable the public to inspect Government's services and to judge its performance, obliging Government Ministries to set goals and define programs for improvement.

##### **Goals**

The Government will strive to make public the first index of the standard of Government public services by the end of year. To this end, the Government will engage a service provider to execute the measurement services – in the three Government service channels both on and off-line, (service branches, phone and Internet) and to process and analyze the data.

##### **Performance:**

The process for selecting the company to measure the quality of the public services provided by the Government Ministries was completed in September 2013. The selection process was held up for several months due to an appeal submitted in respect of the initial outcome of the tender, and a decision by the Tenders Committee to re-examine all the bids received. The company will measure the quality of the service granted the public by the Government agencies in all the service channels (face to face, over the phone, and digital). The measurement results will be tallied up once a year into a benchmark index of the service, which will be made public. The company is commencing work at this time.

## 5. Publication of the work plans in the Government Ministries

The work plans developed by Government Ministries and the goals defined in these plans are published on the website of the Prime Minister's Office under the direction of its Policy Planning Division. A special website was built (<http://www.plans.gov.il>) on which these plans are displayed.

**Goals:** Providing search and information retrieval capabilities on the website on which the work plans are presented.

### **Performance:**

The work plans of the Government Ministries and the goals defined in them are published on the website of the Prime Minister's Office, under the direction of the Department for Governance and Social Affairs (formerly the Policy Planning Department). These plans are presented and discussed yearly at a meeting of the forum of the Director Generals of Government Ministries. A special website was built (<http://www.plans.gov.il>), on which the work plans are presented. In the course of the coming year, the work plans will be uploaded to the website as open files, enabling the public to use the search and find capabilities there.

## 6. Making State Budget information accessible

Pursuant to the Open Budget project, the Finance Ministry will continue to make information about the State Budget accessible.

### **Performance:**

Pursuant to the Open Budget project led by the Minister in charge of Improvement of Government Services and the Public Knowledge Workshop (NGO), the files of the 2013 budget were published this year for the first time as open files on the data.gov.il website.

## 7. Establishing a cross-sector forum to promote Open Government

As part of its commitments to the Open Government Partnership, the Israel Government will establish a cross-sector forum as an official forum that will inspect approved Government plans and provide consultation on Open Government issues through the Minister in charge of Improvement of Government Services. The forum will comprise senior representatives from Government, as well as representatives from the academic world and civil society organizations.

### **Goals:**

The document setting out Israel's commitments to the Open Government Partnership will be discussed and evaluated in the Israeli forum being established. The document will be approved by the Government before it is presented at the founding conference of the Partnership in Brazil, in April 2012. During the year, the forum will hold at least two meetings dedicated to Open Government topics in Israel and the rest of the world. In addition, the forum will hold a national seminar dedicated to Open Government policy and the Partnership Conference in Brazil.

### **Performance:**

Pursuant to the Government decision to join the Open Government Partnership of April 1, 2012, and to set up an Israeli forum composed of representatives from Government, from the academic world, civil society and industry, the Israeli forum for Open Government was set up and the composition of its members defined in another Government decision of September 9, 2012. "The Israeli Forum for Open Government was set up as an advisory body to achieve the social and economic goals deriving from the principles of Open Government: transparency and active reporting, public participation, accountability, and implementation of innovative technologies. It was determined that the forum will recommend to the Ministerial Committee for the Improvement of Government Services and Open Government, via the Minister in charge of Improvement of Government Services (hereinafter:

"the Minister"), on ways to promote an Open Government policy, and on appropriate projects to advance this policy. The forum convened once, on January 1, 2013, and when a Minister is appointed and vested with the relevant authorities held by the Minister in charge of Improvement of Government Services, it will convene again. Since it was not possible to convene the wider forum as an advisor to the Ministerial Committee, a decision was taken to set up four sub-teams led by the relevant Government agencies and to connect them with the members of the Israeli Forum for Open Government.

## **Part B: Additional Activity and Next Steps**

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## Public Participation

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This year, the Department for Governance and Social Affairs in the Prime Minister's Office led and inaugurated additional activities in the area of public participation in Government. The following are select examples:

### 1. Cross-sector participation

#### **Roundtable at the Ministry of Education**

The Ministry of Education is in the course of setting up a roundtable to regulate the external programs run in the educational institutions by outside agencies. To this end, the Ministry published a [Request for Information](#) in September 2013 calling on organizations to participate in the cross-sector roundtable on education. To set up and put together a roundtable, the Pedagogical Administration in the Education Ministry held four consultation meetings with parties from the third sector and the business sector operating in the education system. The meetings constituted a preliminary stage in the regulation of the external programs in 59 the education system, and set out to identify the needs, challenges and expectations of the diverse range of stakeholders and to create the foundations for developing a meaningful cross-sector dialog.

#### **Establishment of additional roundtables**

As aforesaid, the establishment of roundtables in the Government Ministries was initiated in accordance with [Government Decision No. 3190](#). In addition to the four roundtables in operation today, another three Ministries are examining the possibility of establishing roundtables in their respective Ministries.

### 2. Public participation in formulating a set of indicators for well-being, sustainability and social resilience in Israel

On February 12, 2012, [Government Decision No. 5255](#) was taken on the issue of well-being indicators. The decision defines the need to develop

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indicators for well-being, sustainability and national resilience that will provide the decision makers and the general public in Israel with data to gain a reliable, comprehensive and up-to-date picture of the social, economic and environmental status. According to the decision the public will be engaged and consulted in respect of domains and indicators drafted by the committee, and the Department is currently developing the public participation process that will take place within the next few months, in order to fulfill this goal, using both on-line and off-line tools and processes.

**Furthermore, in the coming year, the Department for Governance and Social Affairs will continue to develop the area of public participation, including:**

- **Continued development of the policy in this area:** the Government intends to formulate a systematic policy in this area after analysis of the opinions received from the public in response to the RFI on public participation the work of Government (mentioned above), and after learning from other experiences involving the implementation of public participation in the coming year. These include a the public consultation on the well-being indices (above) planned in the coming year, as well as steps that will be implemented by the various Ministries.
- **Training in and integration of the concept of public participation in the work of Government:** the Department will formulate a systematic plan for integrating the concept of public participation in the Government Ministries and for imparting the skills to execute the process. In addition, the Department will oversee select processes of public participation that will be led by the Government Ministries in order to inaugurate units and help officials to implement the participation.
- **Continued development of the Government tool set:** in the course of the year the Department intends to expand development of online public participation tools, in collaboration with E-Gov (expansion in future plans: smart technologies). The Department also intends to

make use of additional non-online public participation tools accessible over and above those that exist, for the various Government 60 Ministries, and this, among others, based on the results that will be obtained from the processing of the information received in the framework of the RFI on public participation in the work of Government.

## Freedom of information

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### 1. Reducing freedom of information fees

The Justice Ministry recently decided to reduce the prices of freedom of information fees by 80%. The decision to amend the freedom of information regulations in respect of the fees is currently awaiting the approval of the Finance Ministry. The proposed amendment includes several additional aspects concerning the reduction in fees, the main ones being:

- Providing exemptions from payment of the application fee to disadvantaged people, social well-being organizations that promote important public goals, and researchers requesting the information for academic research purposes.
- A directive to the effect that any authority that does not provide a response within the required timeframe will not be permitted to collect any handling or application fee.
- A directive specifying a preference for digital delivery of information, to the maximum extent possible.

### 2. Advancing the Government decision on publication of privatization contracts

The Justice Ministry is pressing ahead with the Government motion concerning proactive publication of privatization contracts. A draft motion was transferred to the Government Ministries, before the final text is sent to the Government for approval. The decision proposes that any agreement or

clearance signed or given after the effective date will be published on the central freedom of information website within a month of its signing. In addition, the authority will be required to publish an abstract that sets out the main points of the decision

### 3. Projects for raising awareness

**Uploading of an online form for submitting a freedom of information request to most of the public authorities:** in August 2013, the Government's Freedom of Information Unit launched a uniform online form for submission of freedom of information requests. The form enables the public to submit freedom of information requests to all the public authorities that have an institutional email address (some 350 authorities). The form is designed to make life easier for those wishing to exercise their right to receive information in the framework of the Freedom of Information Law. The form simplifies the present situation that obliges users to seek out the contact details and how to send the request on the website of each public authority. In contrast to other Government forms, this form does not require downloading of a special toolbar, and it can be used in any of the main web browsers: Internet Explorer, Chrome and Firefox. The [form](#) constitutes a pilot for the central Freedom of Information website currently being set up in accordance with Government Decision No. 2950.

Establishing systematic and uniform work practices in Government: the unit published work procedures and templates to promote uniform Government handling of the implementation of the Freedom of Information Law, and to reduce the differences in the conduct of the various authorities within the Government on matters of substance and procedure.

Investigation of complaints: the unit is authorized to investigate complaints against Government Ministries and support units on several issues. Since the establishment of the unit, dozens of complaints have been dealt with, and a quick response given to those who filed them. In addition, the unit received dozens of additional complaints that it was not authorized to deal with, and it

referred the complainants to the competent authorities (the State Comptroller or the courts).

Holding of a poster competition on freedom of information: seeking to raise public awareness, the Government Freedom of Information Unit held a poster competition bearing money prizes on the subject of "The Freedom of Information Law – Designing Change". Participation in the competition was open to students in the design streams who were asked to convey a visual message to the effect that the Freedom of Information Law constitutes the door to citizens to obtain information from the public authorities. Happily, the Kibbutzim College persuaded a group of students to take a dominant part in the competition, and except for one poster, all the participating posters, as well as the winning posters, were the product of students at the college. The participating posters were uploaded to the unit's Facebook page and received 40,000 views and 1,500 votes. The participating posters were also displayed in an exhibit in the Knesset as part of the freedom of information events, and the [winning posters](#) were announced.

Unit website: use of the Internet as a platform for raising awareness is self-evident, especially in a unit that specializes in public accessibility. At the very outset, the unit set up a website, which, in addition to law and etc., also tries to reflect the information in its possession that is of public interest. In addition, the unit tries to present a model for management of a "[transparent unit](#)" on the web to the other public authorities, including up-to-date reporting of the [complaints](#) being handled by the unit, as well as the outcome of their handling.

The website has information on the law, including documents pertaining to the [background to its legislation](#) and the [explanations](#) about the law in simple language, as well as information [about the unit](#) including the [unit's procedures](#). In addition, the unit website contains a [list of responsible officials](#) in the public authorities and ways of contacting them. In order to increase awareness about the law's existence among additional audiences, several pages were translated into [English](#), and a more extensive site was set up in [Arabic](#).

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An awareness raising project in collaboration with Israel Educational Television centered on the freedom of information week: to increase public awareness about the Freedom of Information Law, the Freedom of Information Unit collaborated with Israel Educational Television on the freedom of information week, incorporating contents about the law in original programs of the Israel Educational Television.

**In addition, in the coming year, the Freedom of Information Unit will focus on achieving the following goals:**

1. Instituting of the legal authority for the activities of the Government Unit: at the present time, the unit's authority rests on a Government Decision only, limited in the authorities that it can grant. Regarding the unit's authorities and the tools assigned to it to realize its function, the Government decision established that "Within two years of the unit's operation, the Justice Ministry will examine how the unit's activities should proceed, and consider necessary legislative amendments". The unit plans in 2014 to propose a suitable model for its continued operation, with a view to ensuring that the resources invested in it are optimally utilized for the public's benefit.
2. Establishing a standard for proactive dissemination of information: the Government unit coordinating the sub-team of the Open Government forum is working on formulating a standard for proactive dissemination of information that will serve as a guide to public authorities as they proceed to make information public.
3. Establishing the standing of the responsible officials: every public authority must appoint an employee from that authority to be responsible for placing information at the public's disposal. The responsible officials fulfilling this role today fulfill this function in addition to their other work, without any additional remuneration and without any additional allocation of resources being defined for the employee's duties as a responsible official. At the time of writing of this report, and despite the fact that the position in question is one that has an impact across the board, no consideration has been given to creating

uniformity in the structure of the role and in the requirements from the employee fulfilling the role. In practice, each responsible official has marked out his/her own role and developed organizational and other tools in order to fulfill his/her duties. The unit is currently cooperating with the Civil Service Commissioner to regulate the standing of the responsible officials in the respective authorities in which they operate.

4. Caricature competition: similar to the poster competition held in 2013 to raise public awareness, the unit is currently considering pressing ahead with a caricature competition on the subject of freedom of information.

## Advanced technologies

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### 1. Standards guide:

E-Gov is helping Government Ministries by standardization and binding definitions or recommendations. The standards guide provides guidelines for drafting specifications, design, development and writing of content for Government websites.

<http://www.tehila.gov.il/HOWTO/GOVSTANDARDS/Pages/govstandardsintro.aspx>. The standards guide includes instructions on defining of the app structure, usability instructions, instructions for languages, policy on links , files, web browser compatibility, screen resolutions, graphics and design, information architecture and the website content structure, how to write content for a Government website, layout instructions (fonts, colors, etc.), content requirements, tagging and accessibility, etc., definitions and standards required of an online Government app. E-Gov in the Government CIO in the Finance Ministry is responsible for publishing and updating the standards guide from time to time. The Government Ministries and the various units must fulfill the requirements as set out in the guide.

### 2. The Gov-net website "Living smart on the web"

The website increases the awareness for smart and safe surfing, and vigilance in respect of the dangers lurking on the web for both adults and children. Gov-net makes information and tools accessible to private and business surfers and explains what constitutes correct and cautious conduct on the web, including personal computer protection against viruses and malware.

The site was launched in collaboration with E-Gov, the Prime Minister's Office – the National Cyber Bureau, the Ministry of Public Security, the Israel Internet Association and ILITA (The Israeli Law, Information and Technology Authority in the Justice Ministry).

The information on the site is divided into four categories:

Information about the Internet in Israel, including information about the Israeli web, the entities that operate in it and the laws that apply to it.

Correct use of the Internet, including tips for finding information on the web, rules for a website that is accessible to the physically challenged, and the generally accepted rules of etiquette on the social networks.

Secure Internet, including tips for preserving privacy and protecting personal computers from viruses, informed consumerism on the web, and protecting children against common dangers.

Business on the web, including information for business people about business information security and protecting customer details and billing.

The site has answers to frequently asked questions, and in the case of citizens who have been hurt as result of using the web, ways of making contact and filing complaints:

<http://gov-net.gov.il/Pages/HomePage.aspx>

### 3. Self-service kiosks

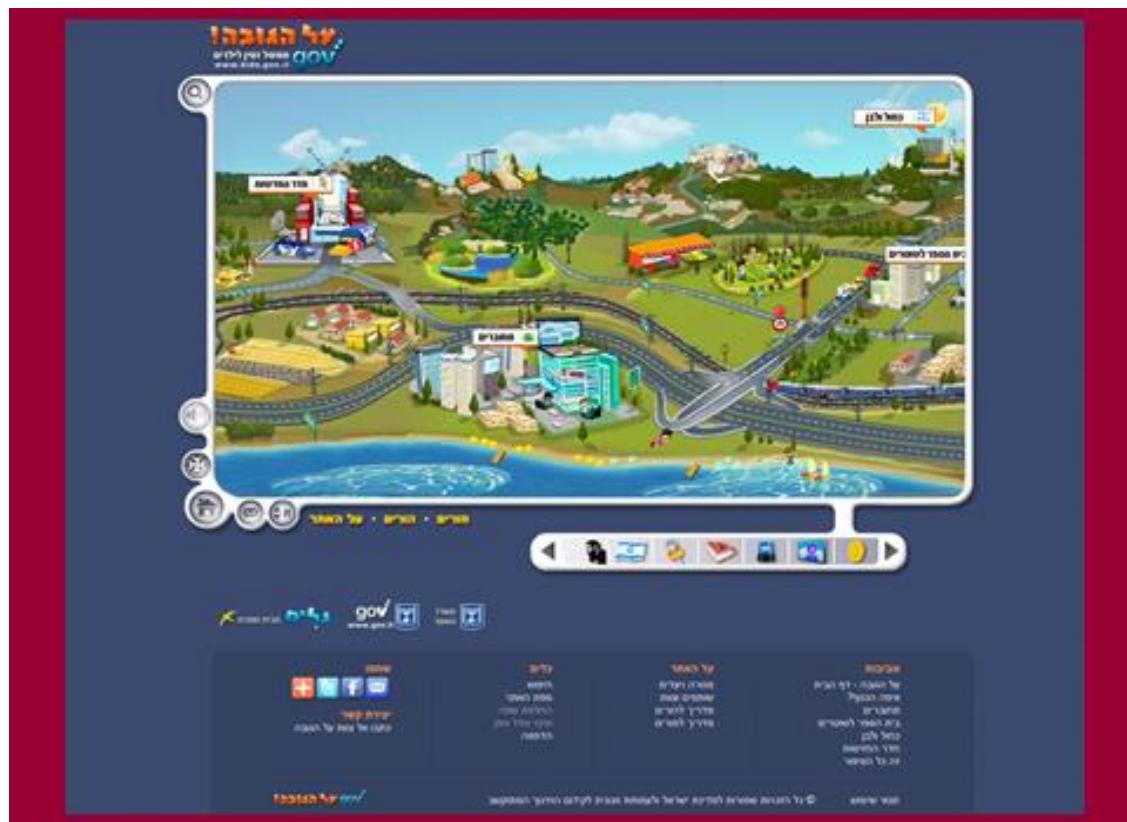
Today there are 154 self-service kiosks (computer stations) out in the public arena. The kiosks are placed at the service of the public in the offices of the Government Ministries, at police stations, in municipalities, and at branches of "Superpharm". These kiosks can be used to perform various operations and to receive personal information, in order to increase the efficiency of the service given to citizens and to reduce the workload on the Government Ministries.

The kiosks were developed to make online services accessible without the need for service representatives for those members of the public who not use Internet services. Considerable emphasis was placed on developing intuitive interfaces, including the use of touchscreens, in order to enable citizens to perform the desired operations without the need for training. At 44 kiosks, in collaboration with the Ministry of Transport, a car license can be issued on Government paper, within 20 seconds, eliminating the need to stand in line, easing the workload on the Government offices, and notably, one can do so

while purchasing at Superpharm. In the long term, the kiosks will offer citizens a variety services from all the Government Ministries. It will be possible to obtain information from any of the Government Ministries, to execute payments, fill in forms, and to issue documents that require a signature, all done online, without any representative, and without any bureaucracy. Over the next five years, hundreds of kiosks will be stationed in Government Ministries and in public places, which will improve the service provided to citizens and the availability of Government services. All the stations are tailored to and accessible by physically challenged people.

#### 4. E-Gov for children

The "Al Hagova" ("On top of the World") portal was built by E-Gov and the "Snunit" NGO to connect the Government with its young citizens by means of information, activities, surveys and questionnaires. <http://kids.gov.il/>



The "Al Hagova" portal went live on the web in July 2012, as a joint initiative between E-Gov, the Finance Ministry and the "Snunit" NGO for the Advancement of Web Based Learning. The aim of the project is to introduce

children and youth to what the Government does, to impart knowledge, messages and values to them in the areas that the Government agencies engage in, naturally, on subjects relevant to children. The portal consists of 11 sites (one of which has been translated into Arabic), and contains extensive and varied content, providing answers on many subjects, for the different age groups, and presented in a variety of ways. This spread of sites effectively constitutes the full realization of the initial work plan drafted by E-Gov and the "Snunit" NGO, and that was executed in May 2012. All the subjects planned for the portal were effectively integrated in it, and moreover: the 'Blue & White" portal of the Ministry of Industry, Trade & Labor joined the portal in the first year of operation.

### **Exposure to and usage data:**

Since the portal went live on the internet, it has registered 2.5 million visits; almost 1.5 million unique visitors (an average of 122,222 unique visitors per month); more than six pages are viewed on average per visit. More than 9 minutes of surfing are spent on average per visit. Content elements on the portal (mainly games) are linked to from more than 622 referral sites. Every new game uploaded to the site is distributed to leading game sites, gaining high exposure. In addition, deployment in primary schools is also very extensive, and as a result, about a third of the portal's use is during school hours.

### 3. The "Lehava" project to reduce the digital gap

"Lehava" is an initiative led by the Finance Ministry that seeks to reduce the digital divide in Israel. "Lehava" centers run numerous courses designed to reduce the digital gap and to prepare people for the digital age. Today, 31 training centers train people in the use of computers and the Internet, and it operates in ultra-Orthodox, the Arab and the general sector. The project is run in collaboration with the local authorities. They provide the buildings, while the Government provides the content and the training. The service is provided to the public free of charge. The project's annual budget stands at NIS 24 million.

The computer centers are located in disadvantaged areas, providing physical access to computers and the Internet to those who cannot afford it; training in the use of the computer and the Internet; imparting of E-Gov services (Gov.il); instilling skills and habits of internet usage as a source of information and as a communications and community platform.

The centers operate 08:00 to 22:00 and provide training services free of charge. Each center has a skilled training team, and classrooms for training, including the latest computer stations. "Lehava" courses are built according to the principles set out by the OECD and according to the needs of the population.

**Furthermore, in the coming year, the CIO and E-gov will focus on developing and implementing new technologies in Government services, including**

### **1. Promoting use by Government Ministries of Gov share:**

Use will commence in the coming year of the communities system developed to implement participation by the public and other entities including the Prime Minister's Office - long-term strategy forum the well-being indices forum and the tri-sectorial roundtable; the Ministry of Economy - Investment Promotion Center forum; the Finance Ministry – the unit for improvement of service forum; "Lehava" forum, Survey of Israel, the Civil Service Commission, etc. The gov share product contains technological tools to serve the Government as regards public participation and transparency, and to enable, by means of technology, upholding of the Government decisions on public participation, accountability and transparency.

Concurrently with forums, blogs, knowledge communities and roundtables, E-Gov will develop, by the end of 2013, in the framework of collaboration with the Department for Governance and Social Affairs in the Prime Minister's Office, a tool for executing questionnaires and conducting surveys, another step towards formulation of a Government toolset to enable the Government to hold a dialogue with the public with different degrees of participation. The tool will comprise the ability to create simple and complex surveys, the ability to integrate within the Ministry website or to be separate, and an intuitive building capability according to the requirements of the Ministry based on the issue it wants to investigate. In addition, in the first quarter of 2014, a single environment will be developed for all the Government participation sites that will enable citizens and any user to view, in one central location, the range of participation processes in place in the different Ministries. The site will host Government consultation activity and will be composed of sub-sites for each Ministry. It will define the user responsible in each Ministry, enable a Ministry to set up a consultation process with ease, and enable display of the process on the Ministry site (iframe).

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## 2. My.gov

Personal information for citizens - a personal Government portal that enables any citizen to receive custom tailored information by means of advanced technology. My.gov is built on personalization. The portal's capabilities will be upgraded significantly with the introduction of the smart ID card, which will enable strong authentication. The portal will go live at the end of 2013 and will initially offer 12 services that citizens will be able to use once the smart ID cards are distributed to citizens. The unique aspect of these services is that the citizen receives services on his/her personal site. These will include services that until now required strong authentication, obliging citizens to go to Government offices and to stand in line. The site will be geared to citizens and to business.

### 3. The gateway for planning and construction information:

A site for professionals in building construction and related occupations containing information, laws and on-line services to help reduce red tape in the construction field and to improve the services provided by the Government Ministries. Licensing is available in a pilot in the Holon municipality.

**The information that exists on the website:** guides and professional publications, a set of useful tools including a search function, on-line forms and services, news and updates, laws, regulations and procedures, and specific issues such as: Palkal (building method), renewable energy sources, building reinforcements and child safety. A list of links to content sites of agencies for qualitative information on the process for obtaining a building permit. The Community section provides updates about special projects by the Building Division, such as the licensing pilot or course for controllers.

**Target audience:** professionals in the area of planning and building construction, such as architects, engineers, planners, assessors, construction companies, developers and contractors, employees of local authority committees and planning institutions, Government Ministries, etc. Also citizens such as property owners, property buyers, people building or renovating homes and stakeholders wishing to obtain information on a one-time basis.

**\*Thanks:** E- Gov, CIO, Unit for the Improvement of Government Public Services and Reduction of Bureaucracy - Ministry of finance, Freedom of Information Unit - Ministry of Justice, Department for Governance and Social Affairs - Prime Minister's Office.