Israel Open Government Implementation Report 2015 – 2017

1. Preface and background

On April 1, 2012, the Israeli government resolved to join the Open Government Partnership – the OGP. The cornerstones of the OGP initiative are transparency, accountability and civic participation. Upon joining the partnership, the government formulated four fundamental principles for Open Government in Israel, based on those of the OGP:

- **Transparency and reportability** – providing the public with maximum access to the information held by the government, out of the understanding that it constitutes a public resource, along with access to personalized government services and increased public review of government performance.

- **Civic participation** – formulating a policy for civic participation that enables the public to contribute to decision-making processes will improve the government's performance and deepen the public's trust in the government system.

- **Accountability** – enhancing the accountability of elected officials to their constituents, while publishing information about the government's work plans, evaluating its performance and measuring the public's satisfaction with it.

- **Implementing innovative technologies** – developing and implementing technological tools to improve the government's service to the public and ensure the exchange of information among government bodies and the flow of information between the government and the public.

The Israeli government renewed its commitment to Open Government in Government Resolution No. 2097 of October 10, 2014, in which it delegated to the Government ICT Authority (Information and Communications Technology) the task of formulating the National Action Plan for promoting Open Government for the years 2015 – 2017, in collaboration with leading government entities involved in the Open Government arena.

The Second Action Plan for Open Government was approved by the government in Government Resolution No. 2498 of April 28, 2015 and was submitted to the international Open Government Partnership on May 21, 2015. Four government units operated within the scope of the action plan to promote these principles: the Government Freedom of Information Unit in the Ministry of Justice, the Department of Home Affairs, Planning and Development in the Prime Minister's Office, the Knesset Legal Department and the Government ICT Authority. The action plan included nine commitments, and 28 milestones to be achieved:

1. Regulating the status and authority of the Freedom of Information Government Unit
2. Implementing use of the central freedom of information website.
3. Increasing transparency about contracting between Government and private bodies.
4. Establishing a new gov.il website to make Government information and services accessible to the public.
5. Making databases accessible to the public at the data.gov.il website.
6. Evaluating satisfaction with public services, and the quality of service offered through various channels.
7. Increasing the transparency of information about legislation
8. Developing a Government "toolbox" to be shared during Government endeavors.
9. Continually formulating and implementing processes of "Public Participation" in Government endeavors.

As detailed below, most of the commitments have been fulfilled or are in advanced stages of fulfillment. These commitments focus on three key challenges that were defined by the OGP:

1. Improving public services.
2. Increasing public integrity.
3. More effectively managing public resources.

Table summarizing the commitments according to the OGP challenges and principles of Open Government

Commitment	OGP challenge			Principles of Open Government			
	Improving service	Good governance	Managing public resources effectively	Transparency	Accountability	Civic participation	Implementing technological innovation
Regulating the status and authority of the Freedom of Information Government Unit		✓		✓			
Implementing use of the central freedom of information website.	✓	✓		✓			✓
Increasing transparency about contracting between Government and private bodies		✓	✓	✓	✓		
Establishing a new gov.il website to make Government information and services accessible to the public.	✓		✓	✓			✓
Making databases accessible to the public at the data.gov.il website	✓	✓	✓	✓	✓		✓
Evaluating satisfaction with public services, and the quality of service offered through various channels.	✓			✓	✓		
Increasing the transparency of information about legislation		✓		✓	✓		✓

Developing a Government "toolbox" to be shared during Government endeavors.	✓	✓	✓		✓	✓	
Continually formulating and implementing processes of "Public Participation" in Government endeavors.	✓	✓	✓		✓	✓	

Additionally, in advance of the drafting of the Third Action Plan for Open Government, the Government ICT Authority led a series of broad consultations, the purpose of which was to define the desired outcomes of Open Government in Israel. The objective of this process was to formulate clear goals for Open Government policy in a way that would enable the government to derive courses for action from them and lead to a quantum leap in its work – from a discussion of outputs to a discussion of outcomes and impact. This process sought to change the discourse about Open Government and redirect it from engaging in the question of what the government did, to measuring the value that the government's actions deliver to citizens. Out of the understanding that Open Government could be correctly promoted by applying the guiding principles of the concept, the work included an online public consultation arena and the holding of a round-table discussion with representatives of civil society, academia, the business sector, government ministries and representatives of the various authorities. Inter alia, these outcomes of the civic participation process lay the foundations for the Government ICT Authority's commitment to measuring and evaluating the outcomes of the Open Government policy, as specified in the section "Next Steps" in this report.

2. Involving and consulting with the public

As reported in the mid-term report on the Action Plan, the Israeli Open Government Forum, which was formed pursuant to Government Resolution 4515, last convened in January 2016. However, during the implementation of the Action Plan, separate processes

for civic participation were implemented in various spheres of activity relating to Open Government:

1. **Transparency subteam of the Israeli Open Government Forum**

The team operates under the leadership of the Government Freedom of Information Unit and is involved in all stages of the Unit's activities, from initiation through implementation of the work plans, as well as in discussing and engaging in additional topics pertaining to government transparency. The team is comprises 14 representatives from academia, from NPOs, from the central government and from local government. Over the last two years, the team engaged in a number of key topics:

- Formulating principles for promoting legislation that will expand the obligation to actively make information publicly accessible, which is only partially addressed in the Freedom of Information Law. The principles were adopted by the Ministry of Justice, and the plan for promoting the necessary legislative amendments was included in the Unit's commitments in the National Action Plan for 2018 – 2019.

- Considering additional legislative amendments that are needed in light of the amendments that were made to the law since it was enacted in Israel (1998). These recommendations were forwarded to the Ministry of Justice's Counseling and Legislation Department, which is responsible for legislative amendments.

- Preparing infrastructure for the definition of a Unit directive concerning guidelines for active disclosure of work documents being created for government policy-setting committees.

- Setting transparency criteria in public authorities: the team's recommendations included a process for formulating transparency criteria, including the media that an authority uses, requests for information under the Freedom of Information Law, public accessibility and other aspects. The process appears as part of the Unit's commitments in the National Action Plan for 2018 – 2019, and the team will assist in formulating these criteria.

The team also forwarded two recommendations that were not included in the Action Plan:

1. The team recommended that transparency-supporting systems be developed for use by public authorities, and proposed that the government should assume the responsibility over developing methodologies and guidelines with regard to characterizing new systems that will relate to the need for transparency and information accessibility already at the design stage (transparency by design).

2. The team recommended that the Ministry of Justice take action to promote a legal arrangement that strikes a balance between freedom of information and the right to privacy, considering today's challenges in these areas. In the final analysis, the Ministry of Justice decided that, before it commits to additional legislative amendments, the Counseling and Legislation Department needs to complete its work on the amendment pertaining to initiated releases of information, as added to the commitments for 2018 – 2019.

2. Civic participation processes relating to government databases

An online civic participation process was implemented, which focused on four areas of content: planning and housing; transportation, energy and environment; education and employment; businesses and companies. The processes were published in cooperation with approximately 15 government ministries that engage in these contents. The process was publicized on a public website and was disseminated to targeted circulation lists and on social networks. The government ministries and civil organizations that are active in this field disseminated the processes to additional circulation lists. The website enabled the public to enter answers to such open questions as: "What information does the State possess that you would choose to streamline and promote the subject of xxx in Israel, and what would you do with it?" During this process, 171 answers were received from 833 participants on the website. The answers were grouped into 19 insights (4-6 in each area) by the process managers who are participating in the process and helping to formulate insights. The insights were forwarded to the relevant ministries for consideration and were included in the annual work plans for making databases publicly accessible. Decisions about three of the processes were published in August 2017.

3. Activities to promote public awareness of Open Government:

- In September 2016, an "Open Government Day" was held, which included 10 simultaneous events in three localities across Israel (in Tel-Aviv, Jerusalem and Haifa), including an event conducted in Arabic. Within the scope of the activities, the public was invited to meet with government officials who talked about the activities of the government ministries, the various challenges and what is being done to contend with them.

- The Government ICT Authority launched a campaign to encourage the use of data.gov.il, which included publicity and efforts to raise public awareness via the social networks.

- Concerted efforts were invested during the period of the plan to create frameworks for civic participation in Open Government, including hackathons to encourage the use of government information. These activities will accelerate during the coming months: a hackathon is planned in March 2018 for the development of applications that make use of information of the Survey of Israel, which are publicized on the data.gov.il website, and which offer solutions relating to real-estate and geographic information. The teams that will develop the winning applications will be awarded a cash price. Additionally, as part of the Open Government activities, the Government ICT Authority is planning to hold a data and art competition. The objective of the competition is to create a link between information and art in a way that fosters the use of public information and that illustrates the social and cultural values of Open Government. Within the scope of this competition, the ICT Authority will encourage the use of public information to create works of art (including online, interactive displays, graphic art and more), in partnership with art schools and the technological community. The competition is scheduled to start in February 2018, with the concluding awards ceremony to be held later in 2018, during which the winning artworks will be announced and a cash prize will be awarded.

4. Involving the public in the drafting of outcome indicators and the National Action Plan for 2018 – 2019

In preparation for the Action Plan for 2018 – 2019 and as part of the process of drafting outcome indicators for Open Government, the Government ICT Authority conducted a civic participation process. Initially, individual consultations were held through personal meetings with a number of civil society organizations operating in Open Government fields, with the aims of creating a shared work interface and ascertaining the optimal format for building the participation process in preparation for formulating the plan. Later on during this process, the decision was reached to hold consultation sessions in order to define the desired outcomes of Open Government. In order to consult with professionals from different disciplines, the process included contacting government ministries, relevant staff in various authorities, academic scholars and relevant professionals in the various sectors. Two online arenas were opened for the purpose of these consultations. The first arena engaged in the question: "What are the objectives of Open Government in Israel, and how will we know when they are achieved?" Concurrently, broad consultation was held on the subject of the next action plan, during which a number of insights were raised for effectively promoting the commitments included in the plan in a way that will produce the maximum value for citizens. These insights challenged the current thinking about promoting the four principles of Open Government as worded in the government resolution, and they were formulated in conjunction with the units tasked with promoting Open Government, in a way that will facilitate learning and growth according to the courses of action that they are proposing.

Insights from the process of defining outcomes of Open Government

Trust. The purpose of Open Government processes is to increase the public's trust in the public system, through the keeping of commitments (from the level of policy to the actual provision of service to end-users), the sharing of information and allowing participation in decision-making. Every citizen needs to know that the government is working for them.

Performance. Open Government processes have the potential to improve the government's performance and enable it to accomplish the tasks that it defined, while emphasizing prompt, accessible and available service. It is the government's job is to create measurable value for its citizens.

Impact. The essence of a democracy is public involvement in and awareness of decisions that are being made, the shared resources and the impact that the public has. Open Government is designed to enable this. Democracy is the objective, and not just a means.

One government. The citizen needs to see a uniform system in place, with a shared interface, consistent service procedures and uniform standards. Open Government need to transform dozens and hundreds of departments into one government, a single body.

Insights on the government's commitments to the OGP:

Civic participation. The key success indicator of civic participation is the public's influence on the decision-making process, which should be measured and reported at the end of the process [relates to the outcome indicator – "influence"].

Civic participation. In order to achieve a quantum leap in civic participation, it would be advisable to integrate participatory processes at various stages of the policy-setting process – from participating in the stages of organization and definition of the objectives, through the measurement and evaluation stages, and continuing this participation throughout the implementation stages. [relates to the outcome indicator – "influence"].

Transparency and accountability. Processes to promote transparency are needed in order to focus on information that provides solutions to citizens' needs. For this purpose, the government should examine which types of information will be helpful to citizens and how, and make such information accessible accordingly, in a format and using language that will be easy for citizens to understand. At the same time,

it would be advisable to provide citizens with links to additional information in a way that will create synergy and increase its value to the public. [relates to the outcome indicator – "trust"].

Transparency and accountability. In order to encourage transparency initiatives and streamline the system's functioning during future efforts to make information more transparent, the assimilation of knowledge-management methodologies and infrastructure should be promoted, which are configured for accessibility. Organized knowledge and data management will enable relevant information to be identified, located and linked to supplementary information, in a way that will facilitate courses of action that ensure transparency. [relates to the outcome indicator – "performance"].

Implementing new technologies. Better services to citizens sometimes rely on technological infrastructure that infringe on the citizen's right to privacy. When building the new infrastructure, and during Open Government processes in particular, it would be advisable to create a mechanism that balances between the need to streamline and improve government services and processes, and safeguarde citizens' privacy, both as a systemic policy (top down) and in terms of considering the various preferences with regard to the privacy policy (bottom up) [relates to the outcome indicator – "trust"].

Implementing new technologies. Parallel to developing technological infrastructures for the government vis-à-vis the public, it would be advisable to also promote cooperation among the government ministries, in a way that would enable mutual learning and improvement, and encourage the mutual adoption of practices to promote Open Government [relates to the outcome indicator – "performance"].

Making databases publicly accessible. In order to achieve a quantum leap in making information publicly accessible, the government needs to help the public receive value from the databases. To this end, it would be advisable, to take action to improve the quality of the databases, while making relevant metadata accessible and standardizing the access formats. Secondly, the process of making databases publicly accessible needs to be performed while receiving information from stakeholders and,

particularly, while prioritizing accessibility according to their positions in this regard [relates to the outcome indicator – "performance"].

3. Fulfillment of commitments

Progress report
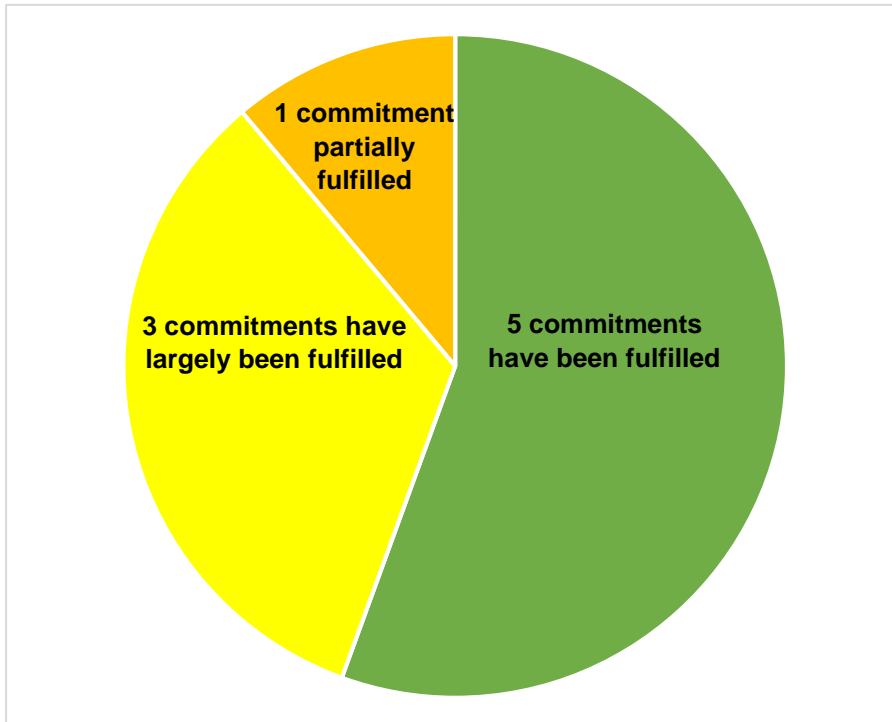
In total – 81% of the Action Plan have been completed

| Completed | Largely completed | Partially completed | Not completed |

No.	Commitment	Leading unit	Completion status
1	Regulating the status and authority of the Freedom of Information Government Unit **Partially completed**	Government Freedom of Information Unit	**Partially completed** – the Ministry of Justice drafted an agreed version for amending the decision-makers' proposal. However, due to a disagreement with the Ministry of Interior regarding expansion of the Unit's authority over local authorities, the version of the amendment has not yet been submitted to the government.
2	Implementing use of the central freedom of information website **Largely completed**	Government Freedom of Information Unit	**Largely completed** – over the last two years, the Unit worked to increase the use of the central website, both by the public authorities (uploading information to the website) and by the general public. During this period, there were more than 150,000 visits to the central Freedom of Information Website. In 2017, more than 2,000 requests for information were submitted using on online form provided on the website.
3	Increasing transparency about contracting between Government and private bodies **Completed**	Government Freedom of Information Unit	**Completed** – the Government Freedom of Information Unit, in collaboration with the Accountant-General's Department in the Ministry of Finance, published a procedure that requires the government to take action to disclose its engagements with private suppliers. Since the procedure came into effect, reports of engagements with private suppliers are regularly being

			uploaded to the central Freedom of Information Website, on a quarterly basis. The average compliance with the disclosure requirement is high, about 90%.
4	Establishing a new gov.il website to make Government information and services accessible to the public Completed	Government ICT Authority (E-Government Unit)	**Completed** – the website went live about two and a half years ago for two years and offers government services and government information to citizens. Today, the website contains more than 400 digital government services end-to-end, and 21 government ministries and authorities have transferred their websites to the integrated website. About another eight government ministries are expected to join the website by the end of 2017.
5	Making databases accessible to the public at the data.gov.il website Completed	Government ICT Authority	**Completed** – the government ministries and the support units are now obligated to develop all of their databases accessibly as a default. Within the scope of this commitment, representatives were appointed to implement the government resolution among more than 50 bodies, and the public was consulted with regard to its priorities with regard to making databases publicly accessible. About 1,100 databases have been mapped, and the mapping is expected to be completed in the near future.
6	Evaluating satisfaction with	Government ICT Authority (Unit for	**Completed** – (under constant measurement) – satisfaction was

	public services, and the quality of service offered through various channels Completed	the Improvement of Government Services to the Public)	measured in 15 government units, and a report was published on the measurement of the quality of the government service to the public and the provision on online services by government ministries. Concurrently, the Unit is conducting telephone surveys to measure the public's satisfaction with the services they received.
7	Increasing transparency of information regarding legislation Largely completed	Knesset Legal Department	**Largely completed** – the National Legislation Database Website went live in December 2014 and includes information about all laws of the State of Israel and new laws that have been enacted. The website was expanded in December 2016, so that it will include the information about all draft bills being considered by the current Knesset and since the first Knesset.
8	Developing a Government "toolbox" to be shared during Government endeavors Completed	Department of Home Affairs, Planning and Development, the Prime Minister's Office	**Completed** – a tender was held among potential suppliers for planning and implementing processes for participating in government ministries' endeavors, which was presented to the ministries as a significant work tool. Parallel to this, tools and applications were developed for participating via E-Government.
9	Continually formulating and implementing processes of "Public	Department of Home Affairs, Planning and Development, the	**Largely completed** – civic participation was institutionalized in the government through the appointment of a designated officer for this field, and meetings were held

Participation" in Government endeavors	Prime Minister's Office	to assimilate civic participation in the government in a wide variety of forums. Within this framework, an interministerial forum was formed that engages in the development of a methodology for civic participation and collaborated on the drafting of a civic participation guidebook, which is expected to be published by the end of this year. Concurrently, a number of civic participation processes were carried out, including processes to improve regulations and to reduce the bureaucratic burden.
	<mark>Largely completed</mark>	

1. Regulating the status and authority of the Freedom of Information Government Unit

Status report on commitment fulfillment	
01.06.2015 – 01.10.2017	
Lead Unit	Government Freedom of Information Unit
Description of the commitment	
The commitment provides a solution to which public issue?	Today, the authorities of the Government Freedom of Information Unit are regulated under government resolution and not by law. Its authorities are limited solely to government ministries and only for a portion of the subjects regulated under the Freedom of Information Law, *5758* – 1998 (hereinafter – Freedom of Information Law). The government resolution stated that, two years after the government unit is established, the Ministry of Justice will be required to review the Unit's mode of operation.
Content of the commitment	Adapting the authorities of the Government Freedom of Information Unit to the enforcement challenges relating to freedom of information.
In what way does the commitment help to resolve the public issue?	The commitment enables the Government Freedom of Information Unit to expand the implementation and enforcement of the Freedom of Information Law.
The sphere of Open Government addressed by the commitment	The commitment promotes the exercise of citizens' basic right to information, while increasing government transparency.

Fulfillment status	Not yet begun	Partially	Largely	Fulfilled
		√		

Description of outcomes	The Ministry of Justice drafted an agreed version for amending the decision-makers' proposal. However, due to a disagreement with the Ministry of Interior regarding expansion of the Unit's authority over local authorities,

	the version of the amendment has not yet been submitted to the government.
Next steps	- Approval of a new version of Government Resolution 2950. - Amendment to Government Resolution 2950.

Milestone	Start date	End date	Degree of completion
Receipt of the Ministry of Justice's position in principle in this regard.	1.6.15	31.3.16	Partial
Carrying out the measures needed to regulate the standing of the Government Freedom of Information Unit according to the government's position.	1.4.16	1.10.17	Partial

Contact details	
Lead unit	The Government Freedom of Information Unit
Relevant contact person in the Unit	Rivki Dabash
Position and department	Director of the Government Freedom of Information Unit, Ministry of Justice
e-mail and phone	rivkid@justice.gov.il 02-6546624
Commitment partners	Government ministries, support units and public bodies	Counseling and Legislation Department, Ministry of Justice
	Civil society organizations, private sector	

2. **Implementing use of the central freedom of information website**

Status report on commitment fulfillment				
1.1.15 – 1.1.16				
Lead Unit	Government Freedom of Information Unit			
Description of the commitment				
The commitment provides a solution to which public issue?	The central Freedom of Information Website, which went live in January 2014, enables the public to approach many authorities using a single website. In addition to providing details about the authorities, their officials and ways to contact them, the website constitutes a central platform used to centralize information already disclosed by the authorities, and information about agreements and engagements with private bodies on topics prescribed in Government Resolution 1116 of 29.12.13. Once the website went live, the challenge is raising public awareness of its existence and encouraging its use, both by the public and by public authorities.			
Content of the commitment	Expansion of the information on the central Freedom of Information Website and increasing awareness and use of the website.			
In what way does the commitment help to resolve the public issue?	Fulfilling the commitment will lead to broad use of the website by the public for the purposes of locating information and submitting requests for information under the Freedom of Information Law.			
The sphere of Open Government addressed by the commitment	Transparency – the commitment makes it easier for the public to locate and use relevant information.			
Fulfillment status	Not yet begun	Partially	Largely	Fulfilled
			√	

Description of outcomes	Over the last two years, the Unit has taken action to increase the use of the central website, both by public authorities (uploading information to the website) and by the general public. Inter alia, the Unit launched a media campaign to raise public awareness of the website, cooperated with public authorities with the objective of expanding the pool of answers, used social networking to promote the website's contents and more. Over the last two years, we are seeing that the number of visitors to the central website has been stabilizing. During that period, there were more than 150,000 visitors to the central Freedom of Information Website. Last year, 720 answers were uploaded to the website, an increase of about 60% compared to the previous year. We are also seeing an increase in the use of the online form for submitting requests for information, which is offered on the website. Over the last two years, we expanded the list of authorities to which the public may submit the information request form, and we added more than 700 new authorities. During 2016, 2,144 requests for information were submitted through the website. This year, a similar number of requests has already been submitted before the year has ended, such that we are seeing an increase in the number of requests being submitted.
Next steps	Currently, the Unit is in the midst of a process of developing a computerized system to manage "freedom of information" requests in public authorities. The system is designed to publish and upload information automatically to the central website. Once the system goes live, we expect a significant rise in the volume of information that will be made accessible to the public.

Milestone	Start date	End date	Degree of completion
Creating a routine practice of uploading information to the website (answers, agreements and permits).	1.1.15	1.1.16	Partial
Expanding the information base on the website and improving the access to it.	1.3.15	1.9.15	Partial

Contact details		
Lead unit	Government Freedom of Information Unit, Ministry of Justice	
Relevant contact person in the Unit	Rivki Dabash	
Position and department	Head of the Government Freedom of Information Unit, Ministry of Justice	
e-mail and phone	rivkid@justice.gov.il 02-6546624	
Commitment partners	Government ministries, support units and public bodies	E-Government
	Civil society organizations, private sector, research institutes	

3. **Increasing transparency about contracting between Government and private bodies**

Status report on commitment fulfillment				
1.6.14 – 1.6.15				
Lead Unit	Government Freedom of Information Unit			
Description of the commitment				
The commitment provides a solution to which public issue?	On 1.6.14, Government Resolution No. 1116 of 29.12.13 came into effect, which obligates government ministries to disclose engagements and permits relating to the use of public resources or the provision of a service to the public on the central Freedom of Information Website. The Government Freedom of Information Unit is tasked with ensuring optimal implementation of the government resolution. The Unit also operates in cooperation with the Accountant-General's Department in the Ministry of Finance in order to improve the quality of the information being made accessible to the public that relates to State expenditures.			
Content of the commitment	Expanding the information being made publicly accessible that relates to state engagements and expenditures.			
In what way does the commitment help to resolve the public issue?	The commitment promotes the implementation of the government resolution about disclosing engagements and permits pertaining to the use of public resources.			
The sphere of Open Government addressed by the commitment	Increasing government transparency on subjects of privatization in a way that increases the government's accountability with respect to the use of public resources.			
Fulfillment status	Not yet begun	Partially	Largely	Fulfilled
			√	

Description of outcomes	The Government Freedom of Information Unit, in collaboration with the Accountant-General's Department in the Ministry of Finance, published a procedure that obligates the government to actively publish its engagements with private suppliers. Since the procedure came into effect, reports of engagements with private suppliers are being routinely uploaded to the central Freedom of Information Website on a quarterly basis. The average compliance with the disclosure obligation is high, and reaches about 90%.

Milestone	Start date	End date	Degree of completion
Monitoring the implementation of the government resolution	1.6.14	1.6.15	Completed
Assisting with the assimilation of changes in the State Expenditure Reporting System	1.1.15	1.6.15	Completed
Setting standards for the routine reporting of State expenditures	1.2.15	1.6.15	Completed

Contact details	
Lead unit	Government Freedom of Information Unit, Ministry of Justice
Relevant contact person in the Unit	Rivki Dabash
Position and department	Director of the Government Freedom of Information Unit, Ministry of Justice
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Commitment partners	Government ministries, support units and public bodies	Accountant-General, Ministry of Finance
	Civil society organizations, private sector, research institutes	

4. Increasing transparency of information regarding legislation

Status report on commitment fulfillment	
Increasing the transparency of information about legislation	
1.7.2013 – 1.6.2017	
Lead Unit	The Knesset
Description of the commitment	
The commitment provides a solution to which public issue?	This commitment contends with the problem of the lack of full public information about the laws of the State of Israel and about draft bills.
Content of the commitment	The objective of the commitment is to lead to transparent information about laws and draft bills, and to present this information at no charge to the general public, to government ministries and to civil society organizations.
In what way does the commitment help to resolve the public issue?	A new website was integrated into the Knesset website, called the National Legislation Database, which encompasses all of the information and data about laws of the State of Israel. The National Legislation Database went live for the first time on the Knesset website in 2014, and it contains all information about the laws of the State of Israel as legislated, as well as the parliamentary processes for each of them (minutes of committee meetings and plenary sessions and their broadcasts, and all versions of draft bills and the materials that were presented during committee meetings). Since 2016, draft bills under consideration by the current Knesset are also presented, as well as information about draft bills and their accompanying parliamentary processes from the first Knesset until the current Knesset.
The sphere of Open Government addressed by the commitment	**Transparency**: fulfilling this commitment leads to the provision of access to important and significant information that had not been available in this format previously.

	Civic participation: the presentation of the information enables the general public to be aware of the legislative proceedings being held in the Knesset and to express its opinion in relation to them. In this way, it also makes the public and civil society organizations more able to participate in and influence public decision-making.

Fulfillment status	Not yet begun	Partially	Largely	Fulfilled
			√	

Description of outcomes	The National Legislation Database Website went live in December 2014 and contains the information about all laws of the State of Israel and the laws that have been enacted. The website was expanded in December 2016 to include information about all draft bills being deliberated by the current Knesset, and since the first Knesset and until today.
Next steps	Developing a system for preparing the full version of the laws of the State of Israel so that they can be presented publicly at no charge in their most up-to-date version, including all amendments thereto – by December 2018.

Milestone	Start date	End date	Degree of completion
Expansion of the Knesset website so that it presents all of the State's laws and all amendments that have been legislated over the years and the documents relevant to every amendment (versions of draft bills, minutes of Knesset committee meetings, Knesset announcements, and the laws as promulgated in the official gazettes).	1.7.2013	9.12.2014	Completed
The holding of meetings with representatives of civil society to receive	1.11.2014	1.4.2015	Completed

requests and ideas for expanding the information being presented and how it should be made publicly accessible.			
Expansion of the Knesset website and displaying draft bills undergoing legislative processes.	March 2015	December 2016	Completed
Developing a system for preparing a full version of the laws of the State of Israel, which includes all enacted amendments to every law, and beginning work on the system for preparing an updated version of the laws.	June 2015	December 2018	Partial

Contact details	
Lead unit	The Knesset
Relevant contact person in the Unit	Gali Ben-Or
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Commitment partners	Government ministries, support units and public bodies	The Ministry of Justice
	Civil society organizations, private sector, research institutes	Civil society organizations

5. Establishing a new gov.il website to make Government information and services accessible to the public

Status report on commitment fulfillment				
1.1.15 – 1.1.16				
Lead Unit	Government ICT Authority (E-Government Unit)			
Description of the commitment				
The commitment provides a solution to which public issue?	Today, Israel has a large number of government websites. Various countries around the world are taking action to consolidate government websites, a course of action that optimizes citizens' access to information and services and concurrently enables substantial cost savings.			
Content of the commitment	Launching an integrated website for government ministries.			
In what way does the commitment help to resolve the public issue?	The government website will make government information and government services uniformly accessible, while providing a uniform user experience and adhering to uniform standards.			
The sphere of Open Government addressed by the commitment	Improving government service to the public and effectively managing public resources. The integrated website will also serve as an information platform that promotes transparency and accountability.			
Additional information				
Fulfillment status	Not yet begun	Partially	Largely	Fulfilled
				√
Description of outcomes	Two and a half years ago, the Government ICT Authority launched an integrated government website containing government information and services for citizens, using an innovative accessible interface that is compatible with a variety of end-devices. The integrated website was built			

using a consumer-centric approach, after analyzing citizens' needs with regard to how they consume information and services. The website enables citizens to peruse government information and consume government services all the time and from everywhere, while minimizing the bureaucratic red tape compared to the previous situation.

Since the website is intended to serve the entire population, and in order to achieve optimal results, we conducted comprehensive surveys of government websites worldwide. Additionally, we cooperated with British government and made use of the amassed professional know-how and open-source code of the British government's gov.uk website. We also made use of the most advanced web technologies in the world. The task of coding was preceded by trials with users and focus groups, by online surveys and round-table consultations, and these will continue to influence the layout of the new website in the coming years and assist in selecting the information sought by the public and making it accessible based on the public's browsing habits. Today, the website offers more than 400 end-to-end online services. Twenty-one ministries and government authorities are currently included in the integrated website, after they removed their old government websites. About eight additional government ministries will be added to the integrated website by the end of the year.
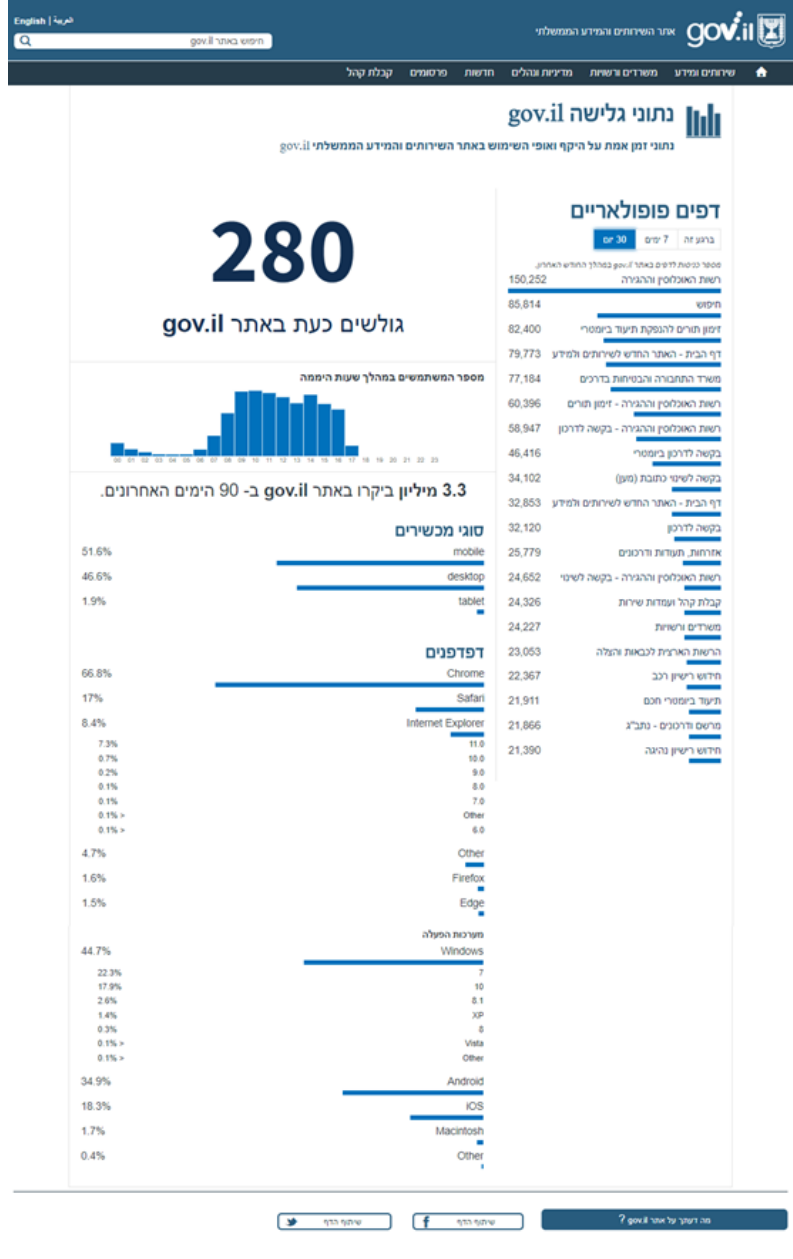
Statistics:

In 2016, 9,407,972 pages were viewed. During 2017 (from January to mid-September), 17,074,938 pages were viewed.

In 2016, 3,611,214 transactions were performed on the gov.il website and, in 2017 (from January to mid-September), 6,891,009 transactions were performed on the website.

Today, the website enables real-time viewing of popular pages and of the visit count, so it is possible to know

	how many citizens are browsing the website at any given moment. The website is also displayed in English and in Arabic. It is important to note that no campaign or marketing effort to citizens has been initiated.
Next steps	Expanding the deployment of the website in government ministries and inclusion of all existing ministries by 2020.

Milestone	Start date	End date	Degree of completion
Formulating a plan for establishing the website and attracting public use	1.1.15	30.6.15	Completed
Uploading of the first version of the integrated website	30.6.15	16 .30.6	Completed
Contact details			
Lead unit	E-government, the Government ICT Authority, the Prime Minister's Office		
Relevant contact person in the Unit	Yogev Shamani		
Position and department	CIO of E-Government, of the Government ICT Authority, of the Prime Minister's Office		
e-mail and phone	yogev@cio.gov.il 02-5394090		
Commitment partners	Government ministries, support units and public bodies	Digital Israel headquarters, government ministries and support units	
	Civil society organizations, private sector, research institutes	The general public	

6. Making databases accessible to the public at the data.gov.il website

Status report on commitment fulfillment				
1.1.2015 – 30.09.2017				
Lead Unit	Government ICT Authority			
Description of the commitment				
The commitment provides a solution to which public issue?	The objective of this project is to improve the service to the public and to encourage the creative use of the government databases by the public, academia and the government.			
Content of the commitment	Mapping of the existing databases, improving the technological platform for making them publicly accessible and encouraging the public to develop applications that make use of the databases.			
In what way does the commitment help to resolve the public issue?	Government Resolution No. 1933 requires all government ministries to make their databases publicly accessible. Mapping of the main databases enables us to ascertain their importance to the public and to prioritize their accessibility accordingly. The information being made publicly accessible in the databases enables applications that benefit the public to be developed, in a way that improves the service and value to citizens.			
The sphere of Open Government addressed by the commitment	Transparency, civic participation, accountability.			
Fulfillment status	Not yet begun	Partially	Largely	Fulfilled
			✓	
Description of outcomes	As mentioned in the previous report, within the scope of Government Resolution No. 2097 of 10.10.2014, an interministerial team was formed to handle the subject of making databases publicly accessible, which recommended a technological and legal policy for			

	making government databases publicly accessible and for government databases having public value, which are to be made publicly accessible by the end of 2016. At the end of July 2016, the interministerial team published its recommendations for making databases publicly accessible. The recommendations of the team, led by the Government ICT Authority, were validated under Government Resolution No. 1933 of 30.10.2016 on the subject of "improving the transfer of government information and making government databases publicly accessible." These recommendations have broad and long-range implications on the extent of the public accessibility and on the quality of the government databases. Among the resolutions: - Government ministries are required to make all databases in their possession publicly accessible by 2022, provided that there is no legal obstacle to publicizing them pursuant to any law or due to other relevant considerations, and particularly, to promote databases that are important to the public. - Principles for making databases publicly accessible were adopted, including standards for making information publicly accessible, the volume and format of the information to be made publicly accessible, the legal policy, which includes consideration of aspects of privacy, security, information security, etc. - Government ministries were ordered to map all information in their possession by the end of 2017, and to include activities in their annual work plans towards make databases publicly accessible as of 2017. - The Government ICT Authority's system-wide responsibility was defined for making databases publicly accessible and for managing ongoing discourse with the public regarding the public's interest in the information disclosure. It was also decided that the Authority will serve as the advisor

for ministries in relation to matters pertaining to making government databases publicly accessible.

- A central budget was allocated to incentivize government ministries to take action to make their databases publicly accessible and to incentivize entrepreneurs and developers to take action to develop applications based on government information [designated budget of NIS 15 million as of 2017, for the purpose of incentivizing government ministries to exchange information between ministries and to make databases publicly accessible]. The breakdown between the two objectives was not defined, and it is determined each year according to the needs in the field.

- A steering committee was formed to implement the government resolution, which is comprised of representatives of the ICT Authority, the Budgets Department of the Ministry of Finance and the Digital Israel headquarters at the Ministry of Social Equality. The committee is tasked with supervising the implementation of the resolution.

Creating organizational infrastructure and assimilating the Open Government approach
Pursuant to the government resolution, the directors-general of government ministries were required to appoint a senior representative on their behalf to implement the government resolution. In total, a representative was appointed in 47 bodies, including six bodies that are not obligated under the government resolution but who volunteered to do so and to implement the government resolution. The Government ICT Authority held two conferences with the group of representatives in order to explain the gist of the resolution, to provide implementation tools to them and to build a community of government leaders in this field.

As part of disseminating knowledge pertinent to the resolution and information about the advantages of open information, and out of the understanding that making databases publicly accessible requires the involvement of many personnel in government ministries, the ICT Authority presented lectures to a number of forums of senior government service officials, including: ministry directors-general; deputy directors-general in charge of planning; managers of information systems; work plan managers; officers in charge of freedom of information; and to additional forums, such as the interministerial forum for national infrastructure; the interministerial forum for geographic information; the national plan for smart transportation; the forum for privacy protection in the public sector; a course for digital leaders; the interministerial committee for reducing greenhouse gases; a conference with the European Union about the challenges in the digital arena; and to the Knesset. The outcome is extensive awareness of the many roles in the government for implementing the resolution and its objective. The ICT Authority receives requests from various bodies inside the government that want to promote the resolution's objectives within their purview.

Mapping, and making databases publicly accessible
In January 2017, the head of the Government ICT Authority issued binding directives to ministries with regard to implementation of the government resolution. The directives set milestones for ministries to complete the mapping of databases and for creating a work plan for making the databases publicly accessible. The Government ICT Authority assisted all of the government ministries and support units with complying with the requirements of the resolution. By the end of 2017, about 1100 databases were mapped by 31 government ministries and support units.

The mapping of all of the databases constitutes the basis for the multi-year plan for making all of the databases publicly accessible. This mapping allows lets the public know what databases exist when they are seeking information. Additionally, the mapping will help ministries manage their information assets and for the purposes of interministerial information exchange.

As of August, 400 databases from 44 organizations were made publicly accessible on the data.gov.il website. This represents about 100 new databases over the past year, and more than twice as many as existed at the beginning of the commitment. Sixteen new organizations have joined over the last two years and made their databases publicly accessible on the website. According to the submitted work plans, at least another 80 new databases are expected to be added by the end of the year. Although this number is not large in international terms, it should be noted that a number of very important databases were uploaded this past year, including:

- blocks and parcels
- financial statements of all municipal authorities
- data about education
- data about pension and provident funds
- data about traffic accidents at the level of the individual
- data on pollution
- data about the labor market
- data about housing construction, including data on assistance and government housing programs
- data about the implementation of government resolutions.

A process was also initiated within the scope of the commitment to assess the quality of the databases on the data.gov.il website, and to repair broken links, to create application program interfaces wherever possible and to remove files in formats that are not readily

readable. The ICT Authority is in the process of looking for tools that could perform examinations automatically, as part of the various processes to improve the quality of the databases. As a result of the changes, we saw that the number of visits to data.gov.il have doubled.

Support and assistance to ministries in making their databases publicly accessible

To date, out of the budget allocated in the government resolution, about NIS 4 million have been transferred to ministries for 2017 for the purpose of making databases publicly accessible. During the year, we discovered that, for many ministries, assistance with services is more important than transferring budgets, and therefore, the ICT Authority is in the process of addressing such topics as:

- Setting a data anonymization policy – methods for turning personal information into unidentifiable information for the purpose of making it publicly accessible. A recommended government policy will be drafted in collaboration with other government ministries and with the assistance of an expert advisor.
- Recommendations relating to risk management – as a result of many requests from government ministries, the ICT Authority, with the assistance of an expert advisor, will create a recommendations document on the subject of risk management when making databases publicly accessible that is consistent with the Authority's policy with regard to the criticality of risk management.
- The hiring of data analysts to help government ministries plan, organize and analyze information for the purpose of making it publicly accessible.
- Planning of processes for collecting and managing information and for making databases publicly accessible – providing advice with regard

	to the design of organizational processes that are conducive to making information publicly accessible, including approval processes, systems planning, building links to data.gov.il, assessing the quality of the data and more. - Methods for transferring information from the ministries' systems to data.gov.il. Providing advice with regard to identifying databases with a high use potential, identifying populations of potential users of the information in various fields.
Next steps	- Preparing multi-year plans for making all databases publicly accessible. - Drafting a data anonymization policy and issuing recommendations with regard to risk management. - Creating additional tools to help government ministries with the process of making databases publicly accessible. - Holding a hackathon to encourage use of accessible databases. - Holding consultations with the public and with target audiences. Improving the technological infrastructure of data.gov.il.

Milestone	Start date	End date	Degree of completion
Encouraging ministries to make new government databases publicly accessible	2011	None	Completed
Improving the quality of the databases being publicized	2014	None	Underway
Dialogue with the community of developers and receiving requirements for databases	2014	None	Completed
Mapping of the main databases in government ministries	1.1.2015	1.6.2015	Completed

Mapping of all databases in government ministries*	5.1.2017	30.9.2017	Partial
Contact details			
Lead unit	Government ICT Authority (headquarters), Office of the Prime Minister		
Relevant contact person in the Unit	Ilana Pinshaw		
Position and department	Senior Manager, Special Projects		
e-mail and phone	ilanap@cio.gov.il 02-6664897		
Commitment partners	Government ministries, support units and public bodies	Government ministries and support units	
	Civil society organizations, private sector	Developers, researchers and citizens who want to make use of information for personal, research or other reasons, for the purpose of developing applications for the benefit of the public.	

7. Evaluating satisfaction with public services, and the quality of service offered through various channels

Status report on commitment fulfillment	
01.01.2014 – 31.12.2015	
Lead Unit	Unit for the Improvement of Service to the Public, the Government ICT Authority
Description of the commitment	
The commitment provides a solution to which public issue?	Up until today, the government has not yet performed a comprehensive assessment of the quality of the service being provided to the public. Only a small portion of the bodies assessed their own quality of service, and each body does this differently, without any uniform, comparable methodology.
Content of the commitment	Assessment of the quality of the service being provided to the public by government ministries.
In what way does the commitment help to resolve the public issue?	This commitment promotes improvements to the services being provided to the public, by creating standardization, while defining a benchmark for excellent government service, and by using tools for managing resources and for learning purposes.
The sphere of Open Government addressed by the commitment	Improving the government service to the public

Fulfillment status	Not yet begun	Partially	Largely	Fulfilled
				√

Description of outcomes	In 2014, the quality of service being provided to the public by 10 major government ministries was assessed. In 2015, the assessment was expanded to 15 government units that provide services to the public on a wide scale through service bureaus (face-to-face service).

	These bodies receive the results of the assessment on an ongoing basis, which enables them to take immediate action to improve service-provision processes and improve the outcomes of the assessment.
	The Government ICT Authority's report for 2015 was presented to the Knesset Science Committee, during a ceremony that commended the excelling ministries. The report contained two sections:
	a. Report on the assessment of the quality of government service to the public for 2014: the report presents the results of a survey of 20,000 people from all segments regarding their satisfaction with government service and with their experience using the various service channels. This report is used to improve the standards in the mode of provision of government services to the public and as a tool for the assessed bodies during their routine work to improve the quality of service being provided.
	b. The E-Government report evaluates the provision of online services by government ministries in 2013 and 2014 and reviews the activities of government ministries and authorities relating to making government information and services publicly accessible and converting them to a digital format.
	This report triggered interministerial and public discourse about the level of government service being provided to the public, and led to interministerial competitions to improve the service to the public and to improve their ranking compared to the other ministries being assessed.
	The Unit for the Improvement of Service to the Public is constantly striving to improve the assessment methodology and to adapt it according to the public's satisfaction with the government services. The assessment of the quality of service being provided in the various channels – face-to-face, via telephone and

	online – includes an expert's assessment and customer surveys. The use of customer surveys is essential in order to analyze the actual customer experience. To date, the quality of the face-to-face service was assessed using surveys of people who received services at the service bureaus. This assessment included conducting a survey among the recipients of service about their satisfaction with the service. With the aim of reaching additional types of service-recipients (such as via telephone, or self-service customers who obtain information from the website without directly contacting a ministry) a pilot was launched in 2016 that conducted telephone surveys in order to evaluate the effectiveness of this method. In light of the success of the pilot conducted in 2016, and surveys of additional types of service-recipients, we are continuing to conduct telephone surveys in 2017 and prospectively.
Next steps	Continuing to assess the level of service in government bodies.

Milestone	Start date	End date	Degree of completion
Assessments were performed at 10 large bodies providing service to the public	1.1.14		Ongoing
Publishing the annual assessment report for 2014	1.1.15		Completed
Expanding the assessment to all bodies offering wide-scale face-to-face service (excluding hospitals)	1.5.15		Ongoing
Examining the various state methodologies in order to expand the assessment to additional bodies and deepen the assessment at assessed bodies, which will implemented as of 2017	1.1.17		Ongoing

Contact details		
Lead unit		Unit for the Improvement of Service to the Public, the Government ICT Authority
Relevant contact person in the Unit		Eitan Pesach
Position and department		Director of the Unit for the Improvement of Government Service to the Public, the Government ICT Authority
e-mail and phone		eitanpe@cio.gov.il 02-6293007
Commitment partners	Government ministries, support units and public bodies	Government ministries and units that are being assessed
	Civil society organizations, private sector, research institutes	Academia – formulating an assessment methodology, participating in the steering committee

8. Developing a Government "toolbox" to be shared during Government endeavors

Status report on commitment fulfillment	
01.04.12 – 01.03.17	
Lead Unit	Department of Home Affairs, Planning and Development, the Prime Minister's Office
Description of the commitment	
The commitment provides a solution to which public issue?	Continuing the expansion and diversification of the accessible platforms and tools for the government to carry out a process of civic participation, including participation by organizations, both online and in other ways, such as holding intersectoral round-table discussions.
Content of the commitment	Developing online tools to be used by government ministries during civic participation processes, this with the aim of realizing the vision of civic participation and of improving ministries' ability to conduct effective civic participation processes in the ministries in a variety of formats: a. Continuing to develop and operate technological tools and applications for carrying out participatory processes at ministries through E-Government. b. Establishing a pool of government-wide operators, managed by the Department of Home Affairs, Planning and Development, and through the Procurement Administration, who will assist government ministries with the operation of substantive, online civic participation processes by procuring services and making them available to the ministries.
In what way does the commitment help to resolve the public issue?	A central tender for planning and implementing civic participation processes during government ministries' endeavors is a key tool that enables ministries and units desiring to implement civic participation processes to do so

	professionally, seriously and optimally. This is because the tender enables ministries to receive assistance from bodies that specialize in the operation of all types of participatory processes, who have experience and expertise and who keep abreast of the latest methodologies and technologies.
The sphere of Open Government addressed by the commitment	Civic participation, transparency, accountability. Improving government service to the public, improving the integrity in public service, effective management of public resources.
Additional information	The development of a "toolbox" for participating in government endeavors derives from two government resolutions: 1. **Government Resolution 4028 (2011)**, which recognizes the importance of civic participation as a means: to improve the government's governance and planning processes and performance, with the objective of increasing citizens' involvement in what is being done in the public arena; to contribute to decision-making processes; to improve the implementation of the government's policy and to strengthen the ties and trust between the public and the government. 2. **Government Resolution 3190 (2008)**, which addresses the importance of organizations' participation in decision-making and implementation processes as part of strengthening relations between the government, civil society and the business sector.

Fulfillment status	Not yet begun	Partially	Largely	Fulfilled
				√

Description of outcomes	**Tender for suppliers to plan and implement participatory processes in the endeavors of government ministries**: A regulatory directive was disseminated to government ministries and professional units by the Procurement Administration and the Department of Home Affairs, Planning and Development.

	Four suppliers were selected that are available to ministries and units desiring to implement participatory processes within the scope of their endeavors. The tender was presented to the ministries and units as a significant work tool during a special conference. Additionally, meetings, training courses and consultations are routinely being held for functionaries in relation to professional and administrative aspects of operating participatory processes through the tender. **Development of tools and applications for civic participation**: Since the previous report, there has been a dramatic rise in the use of the participatory tool, which was developed by E-Government, the main tool being the survey tool. To date, this tool has been used hundreds of times by 37 government units. Concurrently, an option was added to the toolbox that enables simultaneous dissemination of SMSs, which expands the circulation of the information about participatory processes. Additionally, the questionnaire tool was improved by adding new applications to it.
Next steps	Expanding the use of the tender by government ministries and professional units. Continuing the distribution and assimilation of the use of technological tools to enable processes of civic participation in the government.

Milestone	Start date	End date	Degree of completion
Building and operating a pool of suppliers to assist ministries with managing and implementing physical and online civic participation processes.	01.05.15	01.02.17	Completed
Developing five online tools/applications	01.04.12	01.03.17	Completed

Contact details		
Lead unit		Department of Home Affairs, Planning and Development, the Prime Minister's Office
Relevant contact person in the Unit		Tamar Peled Amir
Position and department		Senior Director, Intersectoral Cooperation, Department of Home Affairs, Planning and Development, the Prime Minister's Office
e-mail and phone		tamarp@pmo.gov.il 02-6706127
Commitment partners	Government ministries, support units and public bodies	E-Government, the Prime Minister's Office, the Procurement Administration, the Ministry of Finance, government units constituting potential customers of operators of civic participation processes
	Civil society organizations, private sector, research institutes	Suppliers selected from a government pool of operators relating to civic participation.

9. Continually formulating and implementing processes of "Public Participation" in Government endeavors

Status report on commitment fulfillment	
01.04.14 – 31.12.17	
Lead Unit	Department of Home Affairs, Planning and Development, the Prime Minister's Office
Description of the commitment	
The commitment provides a solution to which public issue?	Processes of civic participation in the Israeli government exist today, and we must increase the efforts and capabilities to promote additional participatory processes.
Content of the commitment	Formulating a core concept for processes of civic participation in the government and leading specific processes. Objectives: a. Formulating a policy for civic participation in government endeavors. b. Formulating an institutionalized approach towards operating processes of civic participation in government endeavors. c. Performing operations to inculcate a culture of civic participation in the work of the ministries, by developing guidelines and tools and offering training and lectures.
In what way does the commitment help to resolve the public issue?	Formulating and inculcating a core concept for the planning and implementation of processes of civic participation in the government will help increase the number of processes that the government implements, and will expand the involvement of organizations, experts and the public in decision-making and implementation processes.

The sphere of Open Government addressed by the commitment	Civic participation, transparency, accountability. Improving government service to the public, improving the integrity in public service, effective management of public resources.			
Additional information	The commitment to formulate and assimilate processes of civic participation in government endeavors derives from two government resolutions: 1. **Government Resolution 4028 (2011)**, which recognizes the importance of civic participation as a means: to improve the government's governance and planning processes and performance, with the objective of increasing citizens' involvement in what is being done in the public arena; to contribute to decision-making processes; to improve the implementation of the government's policy and to strengthen the ties and trust between the public and the government. 2. **Government Resolution 3190 (2008)**, which addresses the importance of organizations' participation in decision-making and implementation processes as part of strengthening relations between the government, civil society and the business sector.			
Fulfillment status	Not yet begun	Partially	Largely	Fulfilled
			V	
Description of outcomes	**Institutionalizing civic participation in the government**: In May 2016, a director of civic participation was recruited for the first time to the government, to the Department of Home Affairs, Planning and Development. Her recruitment constitutes a cornerstone for the ability to expand and deepen the government's activities in this regard and for institutionalizing civic participation in the government. Since her recruitment, the staff was expanded for			

assimilating these processes in the government. Inter alia, practical tools were designed to institutionalize civic participation in endeavors, which reflect the participatory theory and approach, including planning tools, an instructional video, workshops, etc.

Civic participation guidebook: In order to compile all of the know-how and experienced amassed in the government in relation to civic participation and to present it in a government guidebook, consultations about the guidebook were held during the first civic participation conference (see details below). Consultations were also held in conjunction with government representatives, experts, researchers and relevant suppliers in the civic participation tender. As a result, the draft guidebook was significantly improved and is scheduled to be published by the end of this year.

Meetings to assimilate civic participation in the government:

In November 2016, the Department held the first government conference on civic participation, which was attended by 120 functionaries from government ministries and units. The conference presented, for the first time, the planning tool for processes of civic participation in the government and discussed the challenges and opportunities relating to civic participation, which was led by functionaries who oversee processes of civic participation in the government.

Concurrently, the Department is continuing to regularly hold meetings to inculcate civic participation in the government in a wide variety of forums, including – the ministries' managements, forums of regulatory authorities, civil service cadets, leaders of designated processes and more.

An interministerial forum was also formed, with representatives of 15 government units. To date, the forum has engaged in the development of a

methodology for planning and implementing processes of civic participation in the government and it advised and collaborated on the drafting of the guidebook for civic participation in government endeavors.

Assisting or leading four processes of civic participation in the government:

This past year, a comprehensive intersectoral activity was held within the framework of the Round Table in the Prime Minister's Office, which engaged in the subject of preparing the homefront for emergencies. Hundreds of people participated in the process, at the conclusion of which, recommendations for a policy and an action plan were formulated.

Additionally, a number of processes of civic participation were held within the framework of activities to improve regulation and reduce the bureaucratic burden in Israel. Among the significant civic participation processes that were held: regulating the registration of contractors, led by the Ministry of Housing and Construction; permits and licenses in the perfume industry, led by the Medical Technology and Infrastructure Administration in the Ministry of Health; reducing the bureaucratic burden relating to imports of electrical goods to Israel, led by the Ministry of Infrastructure, Energy and Water; and regulating the tour guide profession, led by the Ministry of Tourism.

Additionally, a civic participation process was held in conjunction with the Center for Citizen Empowerment (NGO) concerning the government's work plans for 2017. Participating in the process were nine government ministries, participants from the business sector, from the third sector and social activists. This collaborative process was intended to establish a foundation for cooperative efforts within the framework of ministries' work plans for 2017, and cooperative efforts were also built from concrete tasks.

Coupled with all these, the ministries are providing ongoing assistance with implementing many additional

	participatory processes, and with operating a tender for planning and implementing participatory processes, including the operation of round tables.		
Next steps	Continuing activities to institutionalize, professionalize and assimilate civic participation in government endeavors. Convening the second annual conference on civic participation in the government. Continuing to operate the interministerial forum for civic participation.		

Milestone	Start date	End date	Degree of completion
Publishing the guidebook for civic participation in government endeavors.	1.4.2015	30.11.2017	Largely
Formulating an institutionalized approach to operating processes of civic participation in government endeavors	1.4.2014	30.6.2016	Largely
Holding meetings to inculcate civic participation in the government	1.4.2014	30.7.2017	Completed
Assisting with or leading four significant processes of civic participation in the government	1.4.2014	30.6.2016	Completed
Assisting with and encouraging the creation of round tables	1.4.2014	30.6.2016	Completed

Contact details		
Lead unit		Department of Home Affairs, Planning and Development, the Prime Minister's Office
Relevant contact person in the Unit		Tamar Peled Amir
Position and department		Senior Director, Intersectoral Cooperation, Department of Home Affairs, Planning and Development, the Prime Minister's Office
e-mail and phone		tamarp@pmo.gov.il 02-6706127
Commitment partners	Government ministries, support units and public bodies	Policy planning departments in government ministries, the Ministry of Justice, the Unit for the Improvement of Service to the Public, information system managers
	Civil society organizations, private sector, research institutes	Suppliers in the civic participation pool, experts and consultants

4. Summary and conclusions

a. Conclusions and challenges in developing the plan

The Government's Open Government operating mechanism

Further to the interim report on the plan's implementation, difficulties in creating an effective platform for civic participation were identified during the implementation period through the Israeli Forum for Open Government. Even so, during this period, it became evident that collaborating and individual consulting in regard to various spheres of activity led to better results, in terms of both impact and effectiveness, while focusing on the spheres of expertise of the partners and on the relative advantage in each sphere in and of itself. As part of the headquarters' routine operations, representatives of the relevant government units collaborated on implementing the commitments included in the National Plan for Open Government: the Government ICT Authority (including the Unit for the Improvement of Service and E-Government); the Government Freedom of Information Unit; the Department of Home Affairs, Planning and Development in the Prime Minister's Office; the Knesset and the headquarters of the national venture "Digital Israel." This broad government forum convened in May 2017, as groundwork for the preparation of the National Plan for 2018 – 2019, and a discussion of topics pertinent to the action plan and to its collaborative aspects was held during this meeting. Further to the collaborative process that was held in July 2017, and courses of action that this process suggested, another meeting of the Government Forum is planned in January 2018 for the purpose of passing a joint decision about defining success indicators of Open Government in the government. Concurrently, and as part of the conclusions drawn and presented in the interim self-assessment report (IRM), civil society organizations that engage in Open Government aspects, including organizations that had representation in the Israeli Forum for Open Government, were invited to take an active role in the process of defining the desired outcomes of the Open Government policy and in formulating commitments for the National Action Plan for 2018 – 2019. The creation of a forum for reciprocal learning, which will promote and strengthen the cooperation among the

government units, will help achieve the leap that is required in order to realize the next action plan.

Measuring the value for citizens

This report reflects the extensive efforts exerted in the Israeli government to advance the principles of Open Government in 2015 – 2017. The various commitments, which were largely fulfilled, promoted transparency, accountability and civic participation as government practices, in a way that will help to incorporate them in work routines in the future. The fulfillment of the commitments embodies significant value to the citizen: the digitization of government services and the measurement of citizens' satisfaction will certainly help to improve the service to citizens; requests for information that were submitted via the website of the Government Freedom of Information Unit and the public response to the Knesset's National Legislation Database prove that more information is reaching citizens more easily than in the past; and the participation in processes of civic participation helps to improve the interfaces between the government and citizens. Nevertheless, at this stage, we cannot clearly and precisely measure the value that citizens derived from these courses of action, but rather, we can only assess the quality of the implementation of the commitment and the extent of its fulfillment. In order to streamline the process and ensure that it produces public benefit, we must evaluate the value to citizens. To this end, the Government ICT Authority initiated a process of consulting with the public, which was presented at the beginning of this document. The process is designed to create indicators that will be used to analyze the Open Government activities, in a way that will enable learning and future improvements. At the same time, another issue arose that must be addressed: the lack of public awareness of Open Government, and the limited civic participation, which is currently limited to professionals and organizations engaging in the field.

b. Increasing public exposure to Open Government activities and reaching out to new audiences

This issue has been on the agenda for a number of years. It appears that the awareness to the importance of these processes and the value that they can generate, both among the public and in the government, is not high enough. The Open Government efforts are not generating enough attention among the public, which is sometimes not aware to all of the government's endeavors in this regard. Even within the government, it is difficult to recruit partners to Open Government processes in a way that will enable us to fulfill our commitments in the best possible way and to inculcate the principles of the OGP in the routine work. Within the scope of completing the current action plan, and in preparation for building the next plan, the Government ICT Authority led extensive consultations as stated above. Also during this process, we did not reach new audiences to the extent that we expected, despite the uploading of online consultation arenas on the social networks, and the launch of a campaign by the Government Advertising Agency calling for participation. The majority of those who agreed to take part in the process came from the Open Government community – from within the government, from academia and from civil society, and many of the participants were "regular players," whose spheres of activity directly relate to this subject. While there is an advantage to the professional expertise that these participants contribute to the discourse, it must be expanded and room must be made for additional, new voices that are not currently being heard. To this end, the Open Government activities need to focus on efforts to include a variety of audiences and opinions in the process.

The implementation of the plan raises a clear need to continue taking focused action to increase awareness of Open Government while branding Open Government as a valuable policy, both for the government and for the public. The attribution of the desirable outcomes to Open Government also serves to achieve this objective, both as an explicit target, such as increasing public trust in the government, and as a byproduct of our success in achieving other outcomes, including improving the government's effectiveness or increasing the public's influence. These outcomes will show personnel in the

government system and the general public the value embodied in Open Government processes. Raising awareness can also help us to optimally fulfill our future commitments, in that it will facilitate recruiting relevant partners and pooling the resources needed to fulfill them. Concurrently, we must analyze how the four government units that are responsible for advancing Open Government can help each other and additional units fulfill their commitments.

c. Additional initiatives to promote Open Government

1. **Monitoring and publicizing the government's performance**: the Department of Home Affairs, Planning and Development in the Prime Minister's Office is tasked with monitoring the implementation of government resolutions (operative resolutions) and monitoring of the performance indicators in government ministries as publicized in the work plans. As of 2017, the Department has been publishing the performance data relating to these aspects and, as of 2018, the report will be expanded to include all indicators being publicized in the book of government work plans. This activity by the Department is included among the government's commitments in the Action Plan for 2018 – 2019. The publishing of the government's performance indicators demonstrates significant enhancement of the aspect of accountability in Open Government, and promotes public control and supervision of the government's endeavors, besides raising the public's awareness of the government's performance capabilities.

2. **Open Government website**: the Government ICT Authority is working hard to establish an up-to-date interactive Open Government website that will constitute a portal to all of the government's endeavors, inclusive of all of its various units in this regard. The objective of the website is to increase awareness of Open Government topics and to make it easy for citizens to receive information about the government's activities in this regard. Initially, the website will make information publicly accessible about the progress in implementing the action plan that was submitted to the OGP, and information about the units that are leading the spheres of activity and their work. The Open Government website will constitute a single interface point for

citizens on the gov.il website, as part of realizing the Government ICT Authority's vision of positioning the citizen in center stage and relates to the policy and insight regarding the need for "one government, one interface."

d. Impact and next steps

The Israeli government advanced a number of significant courses of action in the Action Plan for 2015 – 2017 to promote Open Government in Israel. The various commitments, which were largely fulfilled or are in advanced stages of fulfillment, attest to the extensive activities taking place in this regard. The efforts of all of the units that took part in this plan helped to inculcate the principles of Open Government – transparency, accountability and civic participation – as an integral part of the government's endeavors, in a way that recruited additional partners in preparation for the Action Plan for 2018 – 2019.

The government units tasked with promoting Open Government in Israel – the Government Freedom of Information Unit in the Ministry of Justice, the Department of Home Affairs, Planning and Development in the Prime Minister's Office, the Knesset's Legal Department and the Government ICT Authority – are currently working diligently to continue inculcating the principles of Open Government in the government's endeavors. The Action Plan for 2018 – 2019, which is being drafted under the leadership of these units, was expanded to engage in additional fields and includes additional partners that had not taken part in the current plan, and which now have decided to take part in these efforts. The various commitments were formulated while holding consultation meetings with the public about them, in a way that will enable stakeholders to challenge them and bring them into focus.

Concurrently, the Government ICT Authority is leading an expansive process to formulate outcome indicators for Open Government in Israel, whose objective is to attain a quantum leap in this policy. This process is also taking place in conjunction with civic participation, and its objective is to create a link between activities focusing on the principles of Open Government and **clear and measurable value** that may be generated for citizens. Within

the scope of this process, a number of insights were reached in relation to the desirable outcomes, as presented in the section in this report addressing civic participation. Considering these insights, the Government ICT Authority is planning to continue the process of formulating outcome indicators, which will constitute the desired "future situation" in the field of Open Government in Israel up until 2020. The formulation process will be performed in conjunction with partner units and while consulting with stakeholders, the aim being to identify courses of action that will produce the greatest value to the public. At this stage, the Government ICT Authority is mapping the outcome indicators, the courses of action and the measurement gaps existing in the world, the aim being to establish an orderly methodology for measuring the value of Open Government. These processes are designed to promote Open Government activities in the government, from the stage of creating the infrastructure to the stages of inculcating and institutionalizing Open Government, with the aim of expanding the circle of participants, both from inside the government and from among the public, while creating feedback and learning processes to ensure that this policy is effective.