



بلدية رام الله
RAMALLAH 1908
MUNICIPALITY

DIGITIZATION OF PUBLIC ADMINISTRATION

EMPOWERING SOCIETY THROUGH TECHNOLOGY

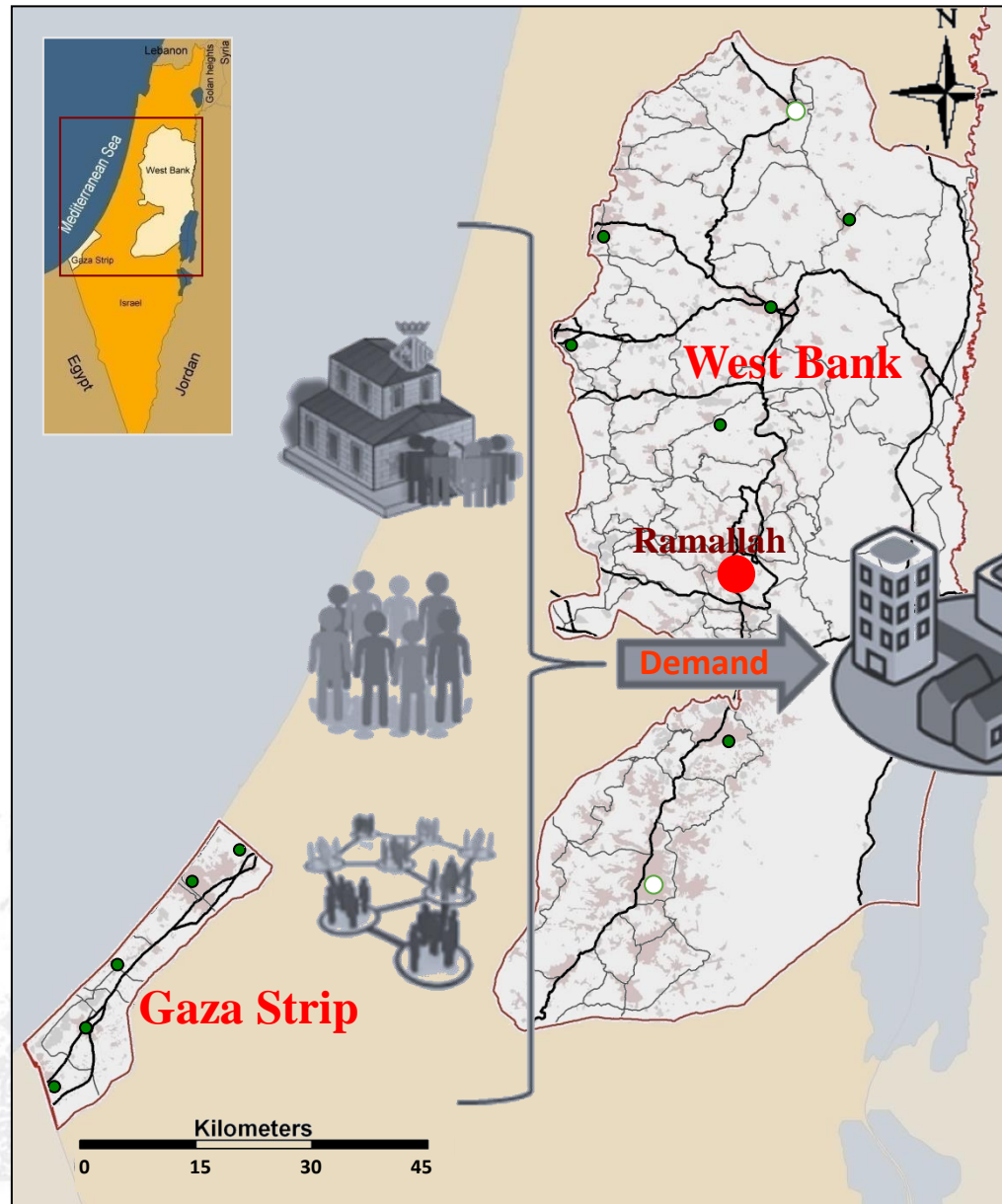
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NOVEMBER 30, 2022

GIS
We Ramallah



Obstacles to Technology Implementations

- **Israeli Occupation:**
 - incapability of maximum utilization of technologies
(4G/ 5G, Fiber between cities, import restrictions ...)
 - areas off-limits to Palestinian use
- **Absence of proper legal framework:**
(e- Signature, e-Payment, Cyber-Crimes law...)
- **Limited Resources**



SMART CITY FEATURES


Smart
Infrastructure


Smart
Governance


Smart
Environment


Smart
Education


Smart
Economy


Smart
Mobility



Core Components

1) e-Management

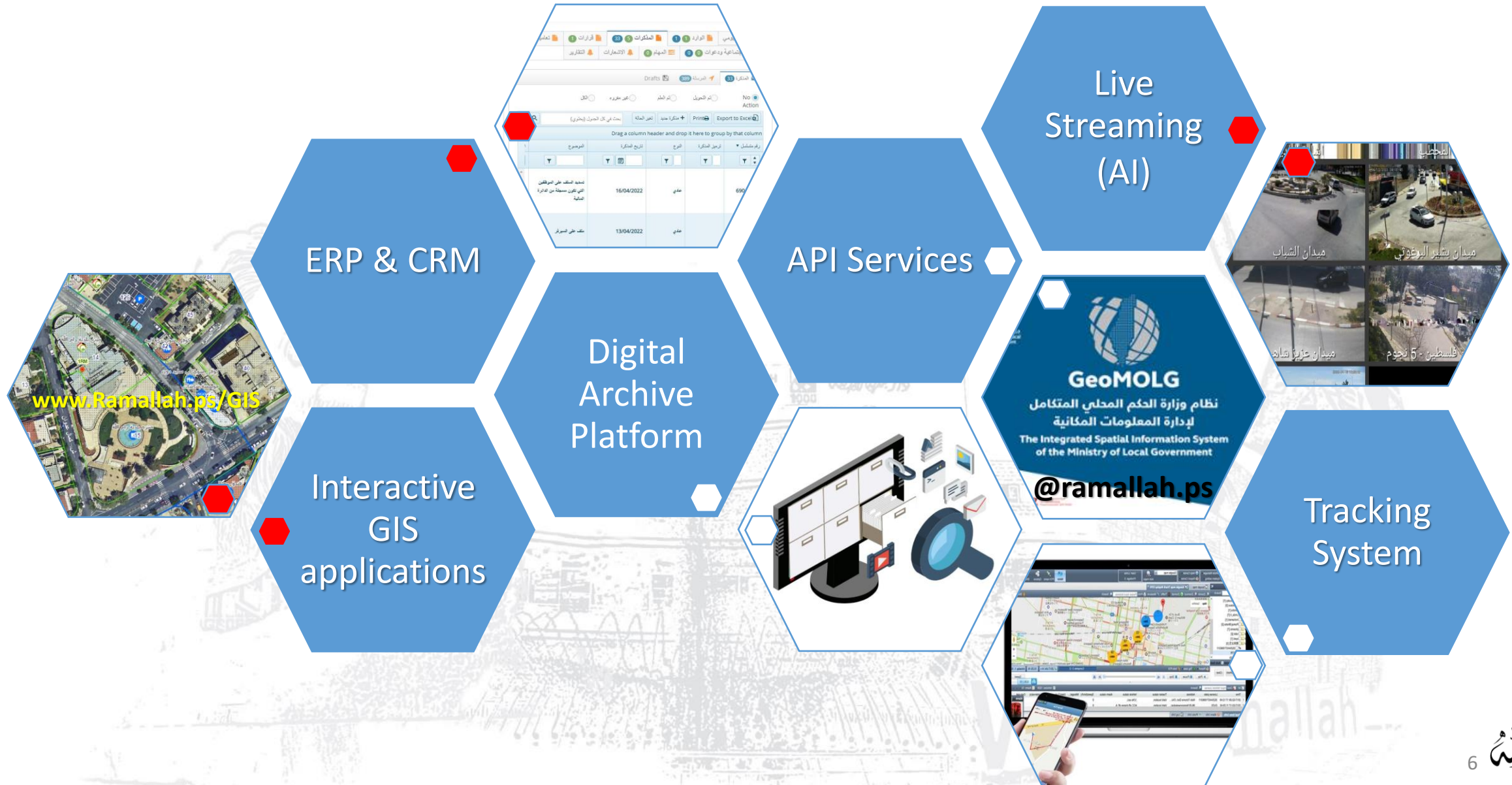
2) e-Services

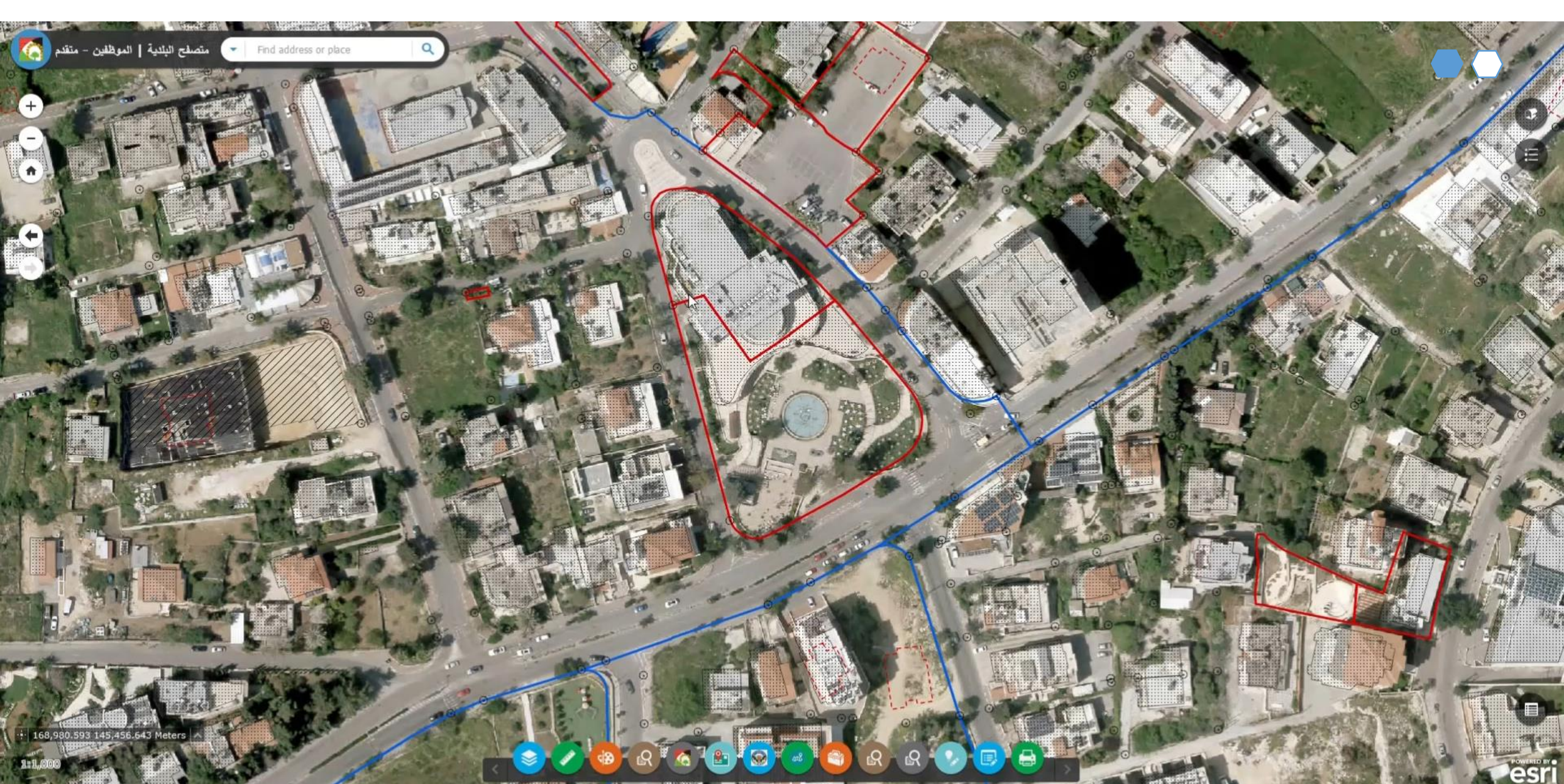
3) Smart Apps

4) Digital Communication

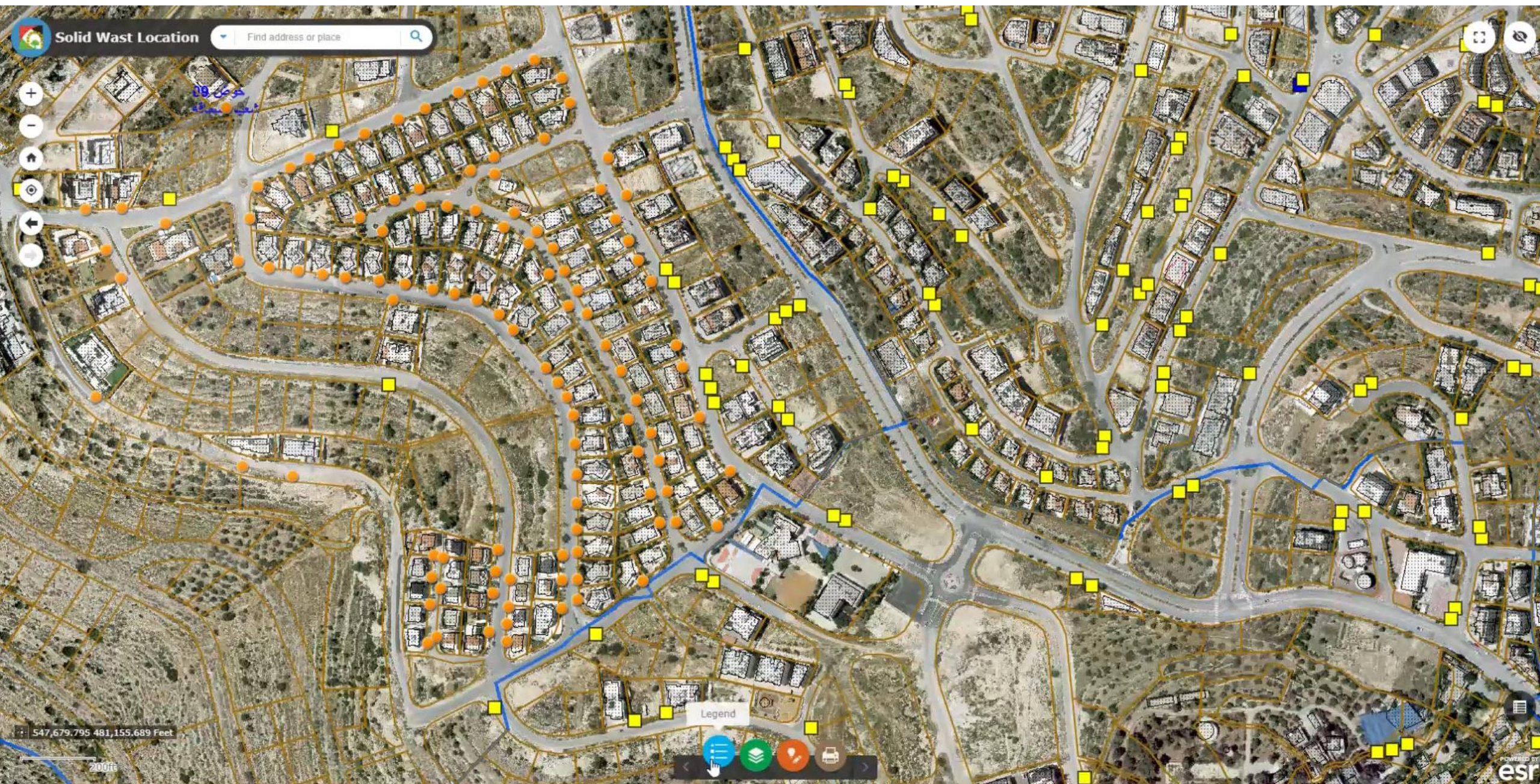
5) Smart Infrastructure for Schools

1) e-Management (for employees)





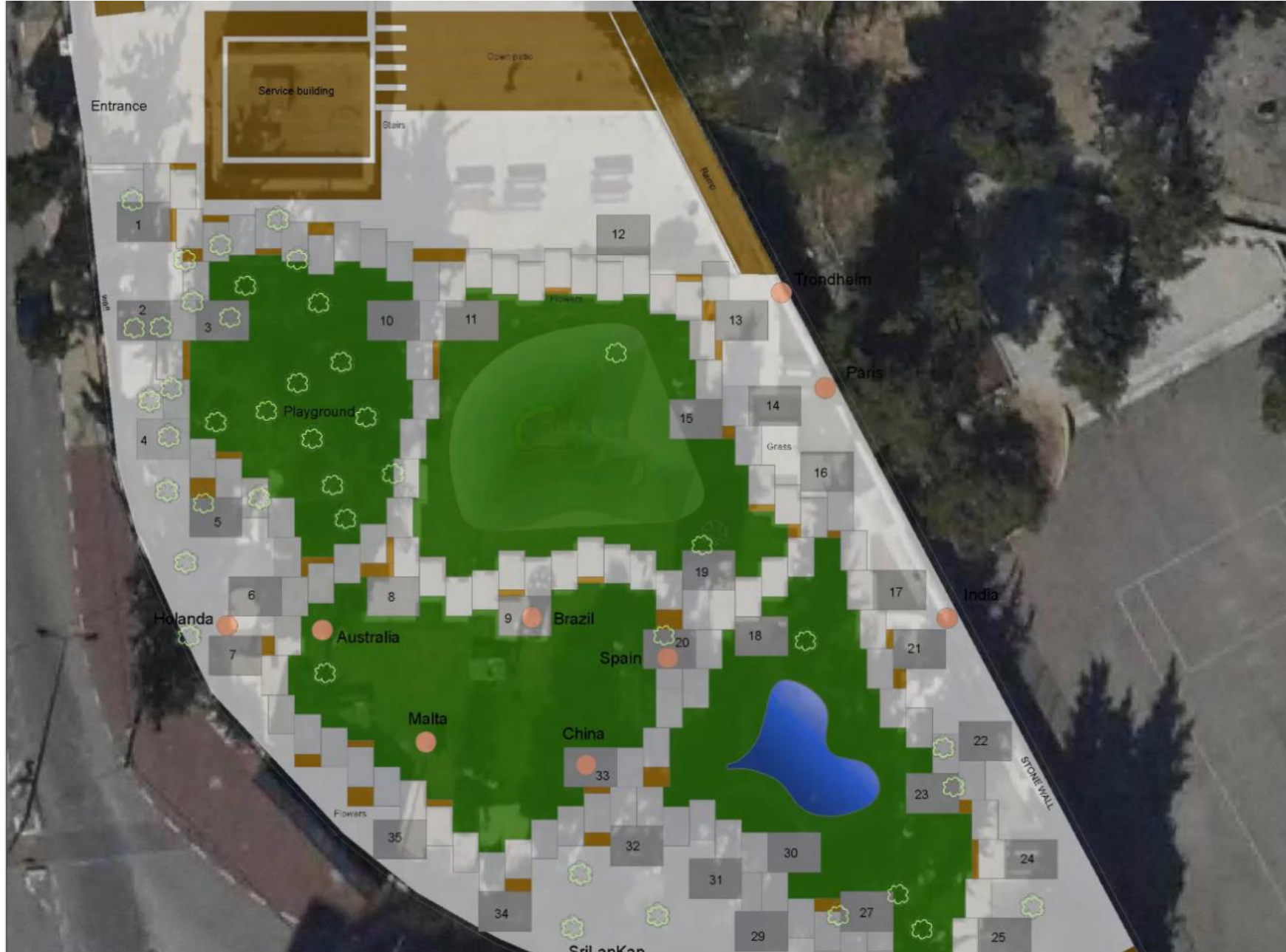
The Municipal Mapping Tool



Solid Waste Containers App

2) e-Services (for citizens)





Garden of Nations App



The Cemetery App

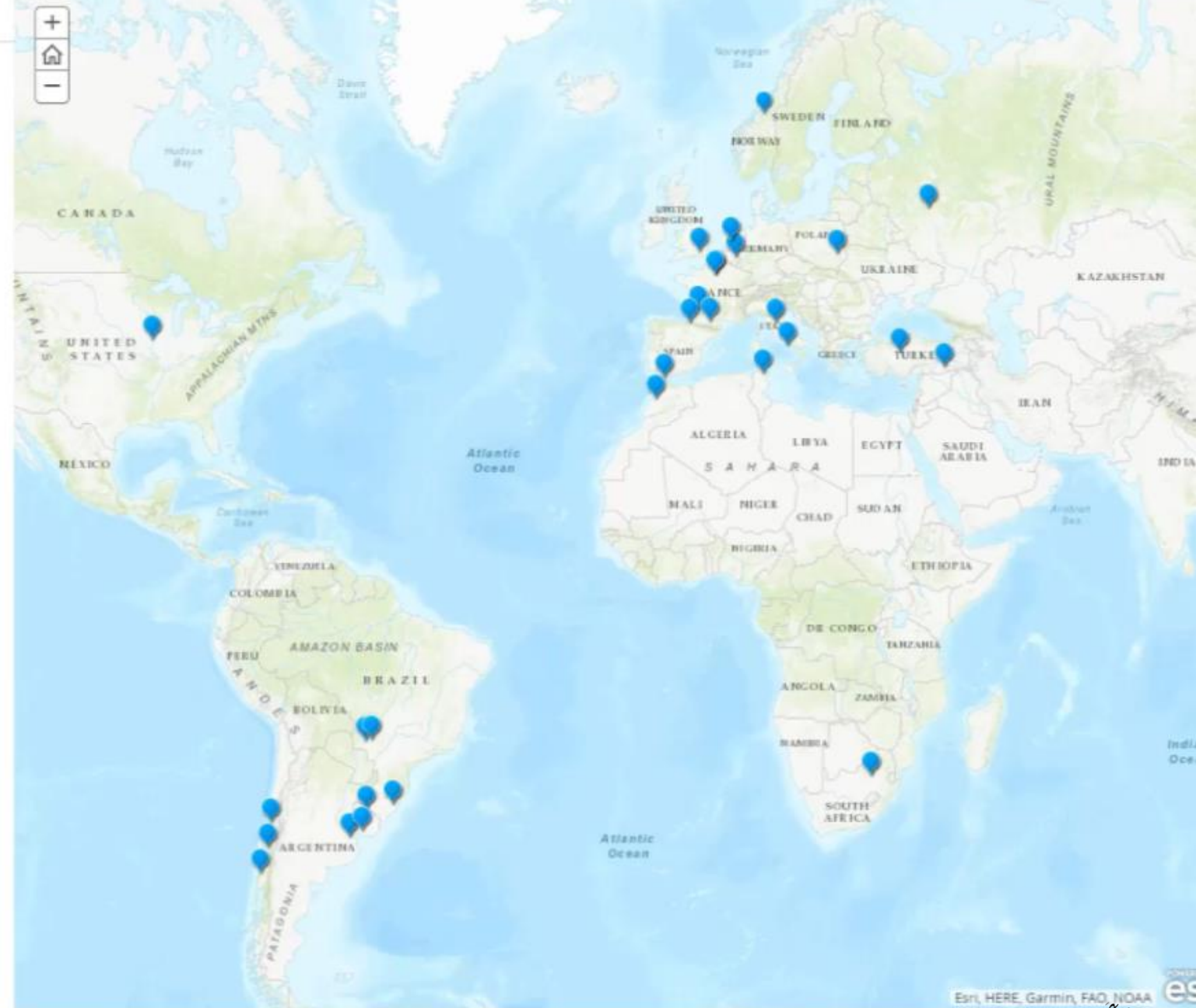
International Relations of Ramallah Municipality



Ramallah is considered an attraction for political, cultural, technical, administrative, tourism and investment activities. This active reality seen by the city, which extends historically to this day, places a great burden over the city of Ramallah and its facilities and infrastructure, namely on the services provided by Ramallah municipality to the public and its resident and visitors. This requires that the municipality provides enormous efforts to firstly maintain and improve the quality of services provided to the public, and secondly maintain and improve the modern image of the city.

Since Ramallah plays a key role in representing Palestine and the Palestinian people, in being the focus of attention of all countries in the world due to having the headquarters of the Palestinian National Authority, Presidential office, and international representatives and institutions in the Palestinian territories. Thus the municipality is responsible for developing the city in different aspects to be able to live up to its responsibility in maintaining the excellence and leadership of the city in several fields including:

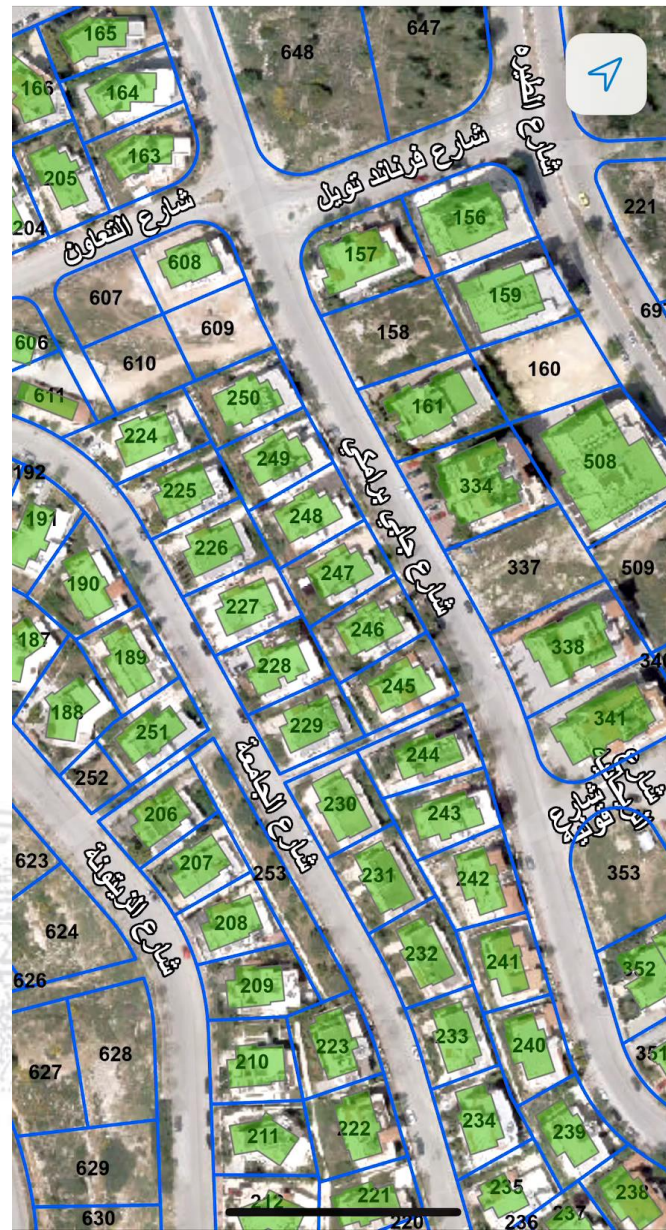
- Reception of foreign delegations
- Cultural networking between Ramallah and international cities



3) Smart Apps



GPS accuracy 4.7 m

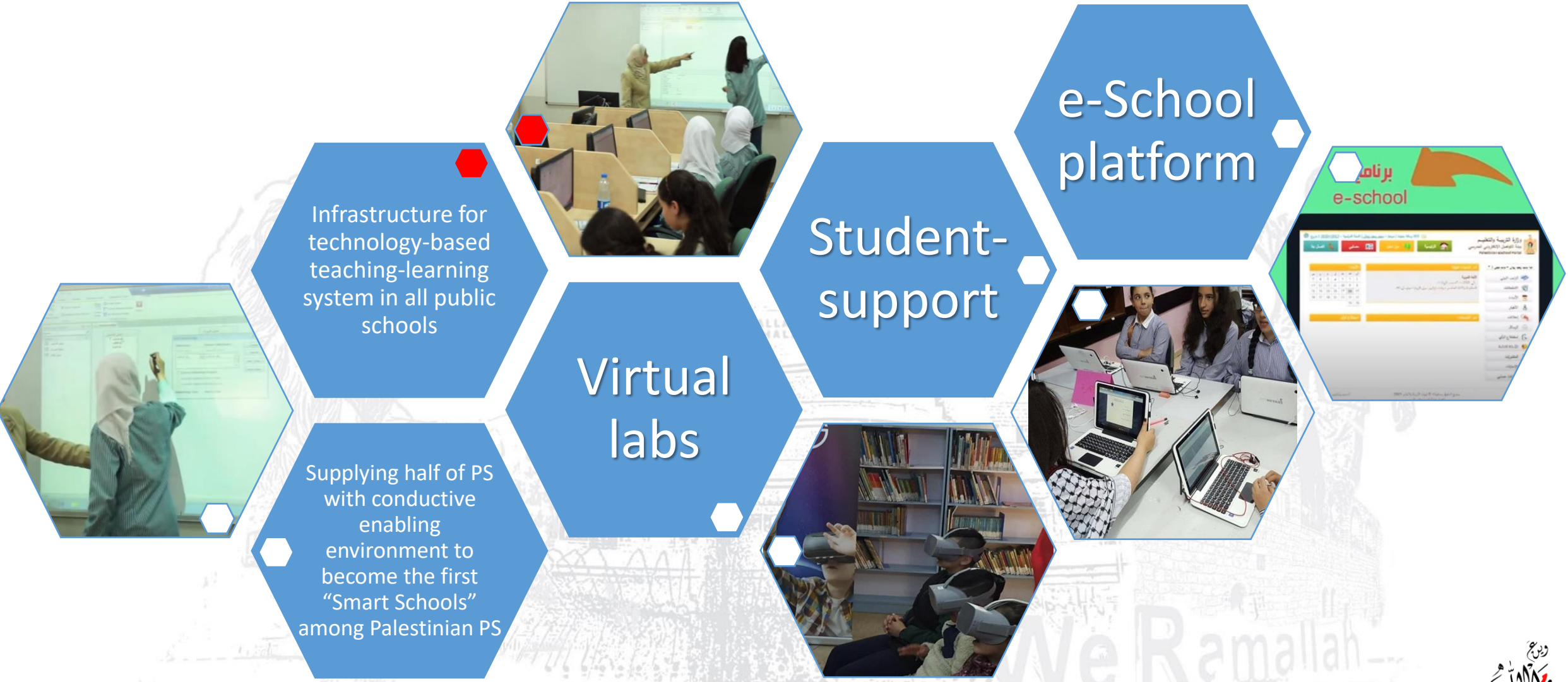


4) Digital Communication



[illegible]

5) Smart Infrastructure for Schools



Lessons learned!

- Keys to success are: the central and local governments' collaboration, the public-private successful partnership, and public effective engagement.
- ICTs improve city livability, work condition, and service sustainability,
- ICTs make municipality closer to citizens
- Data-driven decision making plays a central role in providing sustainable services
- Data visualization tools are a primary way for cities to explore and analyze data
- Source codes for software must be owned for sustainability and upgrades!
- Smartness could be measured by how much the available technology infrastructure is used in finding resilient solutions for specific challenges.

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