Chairman of 4th E-Government Forum

Mr. Quassi Al-Shatti

Acting Director General – The Central Agency for Information Technology (CAIT)

Electronic services are considered the actual artifact or produce of e-government programs. By developing these programs, governments undertake to improve the services they deliver to their citizens, departments, businesses, other countries, and visitors. CAIT is undertaking an ambitious mission to develop electronic services in the State of Kuwait as part of their e-government program responsibility. A glance at Kuwait’s official electronic portal at (www.e.gov.kw) reveals the achievements that have been made so far. Nonetheless, we realize that we are just starting. E-government programs are a never ending journey. They are considered continuous growth and development programs where the efforts of all IT government agencies complement the political and legislative support provided by their corresponding authorities.

E-Services will be the main theme of EGOV4. We believe that CAIT has, yet, a lot to do in collaboration with all other IT departments of other government agencies to achieve our goals in developing electronic services that serve our users efficiently and effectively. Moreover, the emerging technological phenomena add to the spectrum of IT departments’ responsibilities because of the need to follow up, evaluate, and endorse what is necessary. We, too, are aware of the changing user experience driven by the various social media channels. Lastly, we have to keep our eyes open on the increasingly complex challenges caused by information security risks. IoT and cloud computing, for example, drastically open new channels where information security threats can sneak in and put information systems in danger locally and globally.

We look forward to work closely with all other government agencies in order to position Kuwait at an advanced global position among the leading information based societies. Therefore, and for the first time during the e-Government Forum, an e-Services Excellence Award will be provided to the government agency that has deployed the best e-Service on (www.e.gov.kw). This award will be announced annually during the opening ceremony.
of the e-Government Forum of each year. It aims at promoting best practices and policies among government agencies and driving their collective efforts towards achieving our common goals.

Finally, I want to extend a warm welcome to all global, regional, and local technology vendors and specialists who made it to EGOV4. We highly appreciate their efforts in boosting CAIT’s efforts in building Kuwait’s information based society and developing better electronic services along with all other government agencies. Finally, I would like to recognize the efforts that NoufEXPO is carrying out to organize EGOV which, rightfully, became the focal and annually awaited technology event in the State of Kuwait.

Best wishes to all participants and organizers.