His Excellency
Sheikh Mohammad Abdullah Al-Mubarak Al-Sabah

Minister of State for Cabinet Affairs,
Chairman of the Board of the Central Agency
for Information Technology (CAIT)

EGOV4 organizers chose to have Electronic Services as its main subject. I believe this decision came at the right time. Not only are e-Services the main product of e-Government programs, they were the main driver for issuing the Amiri Decree 266 for the year 2006 that triggered the establishment of the Central Agency for Information Technology. CAIT was mandated with the development and deployment of the e-Government program of Kuwait. We realize that the world has changed since then. Actually, it is undergoing dramatic continuous change where information technology is the main driver. IT, in turn, is continuously changing in such a way that feeds the change around it. Accordingly, we believe that talking about technology is driven by many factors such as:

First: CAIT and all other IT Departments of all government agencies have to take bolder steps towards acquainting themselves with the current technology changes and endorse what is useful. This should be driven by our genuine need to develop much better electronic services and at a faster pace. It is no longer acceptable to jump around government offices to execute government business transactions.

Second: Today, we witness dramatic changes at all levels. It touches everything: datacenter architecture and equipment, large databases and their analytical technologies, and prevail of social media in business, communications, and leisure. And we should not forget the IoT phenomena. All these technologies are collaborating to provide users with next generation easy to use, secure, efficient, and cost effective services. Governments should revolutionize their business practices to keep up.

Third: The prevailing technology phenomena such as cloud computing, social, mobility, big data analytics, and IoT come accompanied with many information security risks. No doubt, information security has turned into a global national security issue. The current political unrest in many countries adds to the severity of this issue. Information security is tightly connected to the security of our countries and citizens. Therefore, we believe that
CAIT, CITRA, information centers at all other government agencies, as well as other national security departments, financial institutions, and oil sector companies are requested to step up their cooperation and professional efforts to deliver safer information security services. We should not overlook the role of individuals to protect their personal information assets too. It is an integral part of the national information security landscape.

I am confident that EGOV4 is the perfect platform to discuss and display the various technologies and practices that contribute to building better electronic services taking the above into consideration. We highly value the participation of many global, regional, and local technology vendors hoping that their contribution will pave the way for better electronic services. IT specialists from all government agencies are invited to make the utmost use of this gathering to boost their e-government implementations and be better prepared for the future.

My best wishes to organizers and all participants.