Dr. Driss Kettani
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Driss Kettani holds a PhD in Computer Science from Laval University in Canada. He also holds a Certificate in Business Administration and a Certificate in Geomatic from Environmental System and Research Institute/ESRI/Montreal. In 1994, Dr. Kettani was hired as Research Engineer for a Canadian Company specialized in Intelligent Transport Systems (OCTOPUS). In 1996, he was appointed as lecturer in the Department of Computer Science in Laval University and then as Invited Professor (up until now). Dr. Kettani worked for the Canadian Department of Defence for two years as Defence Scientist and joined Alakhawayn University in Ifrane/Morocco, as Professor of Computer Science, in 2000. Further to his teaching duties, he led/leads Several Research Laboratories with international grants from North America and Europe. He specializes in ICT4D with a specific focus on "eGovernment for Good Governance".

Dr. Kettani is Member of the United Nations Experts Group in e-Government, and Observer in the UN Experts Group in Public Administration. He has been recognized through several distinctions and awards including the eMtiaz'2006 Prize (Moroccan Prime Minister), the TIGA'2007 Prize (by the U.N. Economic Commission of Africa) and the UNDP'2008 Prize of the best ICT project with impact on the Society.

Driss Kettani supervised a number of Master/PhD Projects/Thesis both in Laval and Al Akhawayn Universities. He published several books/book chapters and many journal and conference proceeding papers.

Embedded Indicators as a means to assess the Impact of e-Government on Good Governance in the Arab Region

There is general agreement among the community of researchers in the area of e-Government/Governance that:

• e-Government has a potential to enhance good governance;

• e-Government alone does not "create" good governance and there is a need to carefully consider a number of other enabling elements/factors, including e-readiness, e-awareness, and, e-ownership.

There is as well an agreement about the difficulty and complexity of assessing the impact of e-Government systems on good governance. It is recommended to consider the outcomes of an e-Government systems rather than their impact, the impact being a long term and sustainable behavioral change, which occurs over time, after the deployment of the system.

Our proposition in this concept note is to have the statistics needed for the purpose of e-Government Assessment embedded in the systems so that as we operate e-Government, we automatically get useful indications on the impacts on good governance such as time to service, gender issues, fluidity of operations, volume of work, traceability, etc.