Stats

- 400+ Trainees
- 80+ Government Organizations, NGOs, & Corporates
- 40+ Consultation Projects
- 20+ Years of local & regional experience

Xperience at its finest

Latest Projects

1. InnoPA (GIZ Phase two 2024)
   o Project Background and Description
   Following "Egypt's Vision 2030" and the "Digital Egypt" Strategy, the Government of Egypt is intensifying its efforts to achieve the transformation to a digital society and introduced digital government as one of the main objectives for the comprehensive plan for administrative reform. Digital government, digitalization of public services and related processes, is among the main pillars to achieve a more efficient public administration, enabling citizens' ease of access to services, and enhancing the quality of life in general therefore gaining citizens' satisfaction.

   o Project Scope
   In the Egyptian-German bilateral development cooperation framework, the technical cooperation project "**Supporting E-Government and Innovation in the Public Administration" (InnoPA)** started the implementation in February 2022. the project works to improve the ability of the Egyptian government to steer the diverse processes of digital transformation and improve the institutional and capacity preconditions in the following areas:

      1. **Strategic and regulatory framework**: To strengthen the organizational and process related enablers needed for the digital transformation.
      2. **Digital human resource management**: To Better prepare HR systems in the public administration for the digital transformation.
      3. **Digital public service delivery**: To improve the capacity of the government to provide digitalized user-friendly citizen-centric public services.
      4. **Public sector innovation**: To develop the institutional and personnel foundations for innovation management in public administration.

5. **GovStack**: To pilot the whole-of-government approach in Egypt together with the Global GovStack Initiative aiming to build a common framework and technical practice for the design of reusable and interoperable digital components – referred to as "digital building blocks" – needed to digitally transform government.

o Our mission
It is providing process mapping skills to service ministry's employees to support MCIT in establishing a landscape of existing processes, creating a shared process understanding within all governmental entities, and providing process maps reengineering. The intervention is attached to the AHMOS lab project of MCIT that uses ARIS as a modeling tool following TOGAF 9.2 specifications.

The assignment aims at a two-fold approach. First, the training provides business process mapping skills to employees from different ministries. The training topics/content include: learning to use ARIS, BPM skills, BPM Analysis skills. Trainees will be able to use the knowledge to visualize processes within their working environment and be able to provide process maps for redesign and reengineering. Second, this assignment also focuses on coaching/quality control the trainees in their first attempts at mapping the processes of their services. Xperience Consulting is responsible for the quality of the maps delivered by the trainees .

For getting ahead in digitalization, it is not enough if organizations limit their capabilities to survival abilities alone, they need to convert every obstacle into learning opportunities. Rather than forcing things to go the way expected, sometimes a need to step back and reassess core business functions arise.

The real meaning of process reengineering lies in ***changes*** to the 4 main business disciplines – ***organization, technology, strategy, and people***. The need for business process reengineering arises in several ways in an institution. How do you know if it is time for a business overhaul? Business processes must be reviewed regularly to determine if process reengineering is required.

Business process reengineering requires businesses to go back to the drawing board and break down the basic task. So, in order to perform this task, a training with the objective of Understanding the What, why, and How about Business Process Reengineering is a pre-requisite.

The following step would be a module/report on reengineered processes after a thorough look into the bottlenecks and the suggested improved processes.

2. InnoPA (GIZ Phase one 2023)
   o Project Background and Description

   As digitalization has become a central theme in good governance; the Egyptian government has developed a comprehensive digitalization strategy "Digital Egypt" in line with the Sustainable Development Strategy: "Egypt Vision 2030" where it is actively intensifying its efforts to transform the country into a digital society, foster digital inclusion as one of the main pillars of administrative reform and enhance the citizen's quality of life.

   The Ministry of Communications and Information Technology (MCIT) endeavours to build "Digital Egypt" and forges an Egyptian digital society that adopts and integrates technologies in almost every aspect of life. Therefore, MCIT seeked to promote the development of the ICT infrastructure and improve digital services in government agencies, to enhance the performance of ministries and other government agencies, and raise the quality and efficiency of services, by improving the work environment, providing support for the decision-making process, and finding solutions to major issues in society. The Strategic Orientation of Digital Transformation are:

   - Improve citizens' quality of life by improving their living conditions and providing multiple electronic services through all digital and non-digital outlets
   - Transform the government into a digitally connected government by linking government digital systems and improving work within the state's administrative apparatus to work efficiently and effectively
   - Promote e-governance and foster the values of transparency, accountability, and oversight for all business through interaction and partnership among the various elements of society, including universities, the private sector, civil society, and others*.

   o Project Scope
   Within the framework of the Egyptian-German bilateral development cooperation, the Supporting e-Government and Innovation in the Public Administration Project (InnoPA) has been commissioned by the German

Federal Ministry for Economic Cooperation and Development (BMZ), in collaboration with Ministry of Communications and Information Technology (MCIT), the Ministry of International Cooperation (MoIC), the Ministry of Planning and Economic Development (MoPED), and the Central Agency for Organization and Administration (CAOA), from February 2022 to January 2025, to create the institutional and capacity preconditions needed for a citizen-oriented, innovative digitally transformed public administration in Egypt. The project follows a multifaceted approach to support the advancement of innovation and digitalization in Egypt, through tackling the following areas:

- Strategic and regulatory framework: To strengthen the organizational and process related enablers needed for the digital transformation.
- Digital human resource management: To Better prepare HR systems in the public administration for the digital transformation.
- Digital public service delivery: To improve the capacity of the government to provide digitalized user-friendly citizen-centric public services.
- Public sector innovation: To develop the institutional and personnel foundations for innovation management in public administration.

o Our mission

We are convinced that business process modelling is critical to understanding core processes, visualizing them and explaining the underlying business logic. Unfortunately, this is widely neglected as the involved stakeholders usually lack the skills, knowledge and the will to develop comprehensive models and business process maps. Given the unlimited variety of mapping approaches, the sponsoring party of such a project must ensure a coherent and unified language and syntax for all business and service process maps across sectors and governmental entities while extracting the business logic from the process owners.
Our mission aims at unifying standards, language, syntax and modelling approaches for business and service process modelling under the supervision of MCIT cross-sector and cross entity within the Egyptian public administration.

Our tasks focuses on providing the necessary skills to governmental employees to be able to map, analyze, and re-engineer processes in their

respective entities . we were responsible for providing the following tasks to the project:

- Drafting an action plan for the implementation, the action plan to be reviewed and approved by the InnoPA team
- Desk researching on the latest methods and solutions adopted in the business process mapping, and the process maps analysis.
- Trainings on the business process mapping skills, the IT software needed for the BPM and the process maps analysis (ARIS Express).
- Coaching the trainees in their first attempts to map the processes of their services.

3. THAMM (ILO 2022)
    o Project Background and Description
    The "Towards a Holistic Approach to Labor Migration Governance and Labor Mobility in North Africa" (THAMM) draws on a holistic approach to labor migration governance and mobility. It builds on the experience of the implementing institutions (ILO, IOM and the GIZ) in North Africa and beyond to foster legal migration and mobility for North African countries. The program addresses both the South-South dimension of labor migration and mobility through regional dialogue and cooperation (ILO-IOM components) as well as mobility aspects from North African countries to Europe (GIZ component). Planned over 36 months, it covers three countries: Egypt, Morocco, and Tunisia; and will be inclusive of and open to other North African countries for sub-regional activities.

    o Project Scope
    The development of standard operating processes and procedures for the concerned departments and employees according to their tasks and responsibilities to optimize Ministry of Manpower (MoM) work on external employment.

    o Our Missions
        1. Study and research the conceptual framework and needs for the SOPs after initial consultations with key MoM staff such as central department for human resources, the general departments for external employment, recruitment of workers abroad, and external representation and labor force protection.

2. Map the project outcome which include-but not limited to- the following:
   - A review of existing related manuals on scope of work
   - A review of the existing guidelines, templates,documents, and procedures that govern the labor migrants in international markets within MoM.
   - An Institutional review to identify the departments concerned with external employment, determine the roles and responsibilities of each of the departments and analyzing the interactions between them.
   - A review on the Ministerial decrees and decisions issued by the Minister that regulate the procedures for employing local workers abroad.
   - A review on the requirements stipulated by the law for companies licensed to engage in operations for locals abroad.

3. Report on the basis of the data collection and participatory workshops which encompasses the below elements:
   - Documenting the actual processes and practices followed by the organization's staff based on empirical observations
   - Identifying the recommendations for improvements in the process and procedures
   - Proposing an outline for the manual, which aims to harmonize and standardize the steps and services provided by ministry in alignment with national legislation and related international labor standards, in addition to an action plan with a clear timeline and responsibilities for drafting the Scops.

4. SahelBooks (2020 - 2024)
   www.Sahelbooks.com