



# Decision Support And Future Studies Center (DSFS)

**2010**  
**ANNUAL**  
**REPORT**



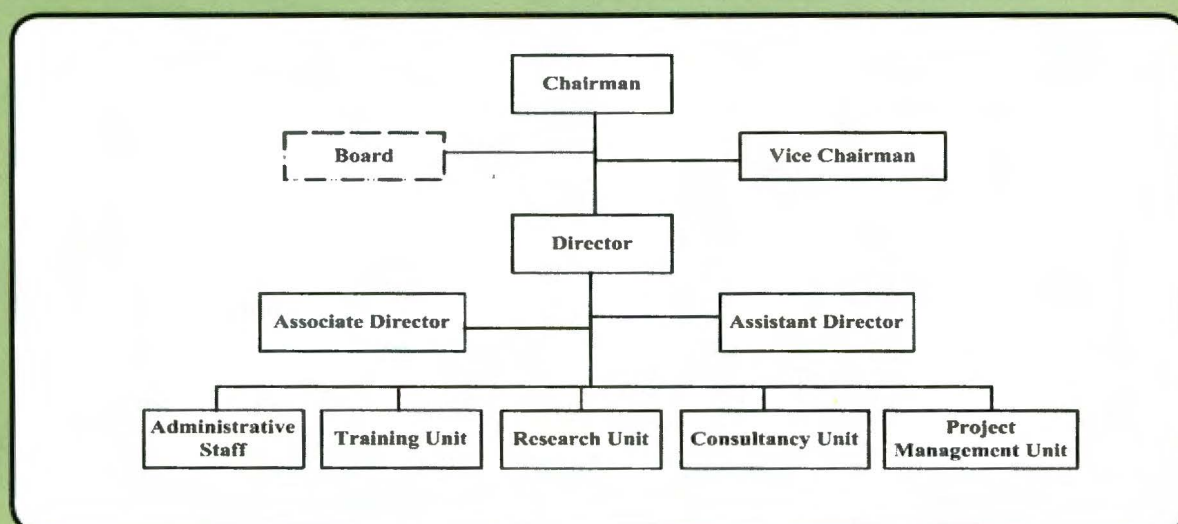
**Vision** Life without a bright future is meaningless. We cannot march into the future without selecting the best feasible alternatives. Such decisions need the kind of support that is based on scientific management and on up-to-date information technology tools.

**Mission** To be a leading regional center that provides consultation and training services in various fields of decision support and future studies to contribute directly to analyzing and providing potential alternatives for the development of the local and the regional community.

## Objectives

- Conducting and participating in research projects on the national and international levels.
- Offering technical consultancies for both private and public sectors.
- Holding workshops and discussion panels.
- Offering professional diplomas and training courses.
- Developing software applications.
- Help establishing decision support centers.

## Organization Structure



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Message from the Director,

## Hisham Abdelsalam



■ *I am pleased to present the 2010 annual report of DSFS, a center that provides research, consultation, and training services in Egypt and the region for the enhancement of decision making practice. This report covers the first year since the appointment of the current Board of Directors in October 2009.*

DSFS was established in 2002 by Dr. Mohamed Rasmy to be an independent scientific unit in the Faculty of Computers and Information at Cairo University. DSFS aims to cover the needs of the university, the society and the nation to improve their systems' performance and find appropriate alternatives to solve their problems for continuous development.

In the year just concluded, we focused on three specific objectives: to enhance the capacity/competencies of DSFS; to broaden customer awareness about the availability of our services; and to focus on a set of services that we are excelled in. I believe that we, to a great extent, succeeded on all counts. It is appealing to say that we "accomplished" these objectives, but these are not objectives that can be "accomplished"; we must always strive to improve what we do, how we do it, and do it.

DSFS faces unique challenges in ensuring that customers know about us and how we can help them. We thought of options, we did some, we tried, and we think that we have made reasonable strides towards meeting these objectives.

As outlined in the report, applied research projects form the largest share of DSFS activities and income at the same time. DSFS hosted the research project **LoGIn2Egypt**. The project is funded by the International

Development Research Center (IDRC–Canada) and represents a breakthrough with respect to DSFS volume of work.

Training, also, received DSFS attention leading to an increase of more than 400% in the courses and 800% in attendees compared to previous year. Training plays a double role in DSFS strategy: the first is linked to the marketing of our services, and the second is linked to increasing cash flow to support our operational costs.

The year 2010, further, witnessed the establishment of a "Special Project Management Unit" with a fund from the IDRC regional office in Cairo. Renovation of DSFS premises took place, new furniture, and equipment were acquired.

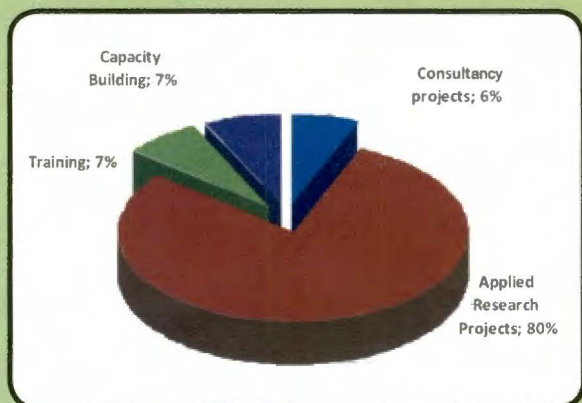
The use of Information Technologies was the corner stone for DSFS capacity building in 2010 where two ERP modules were purchased and put in operations. DSFS, also, developed and launched its new website as a means for pursuing its objective of reaching potential customers.

At the end, we are proud of our achievements this year, and we are also mindful of the amount of work that lies ahead.

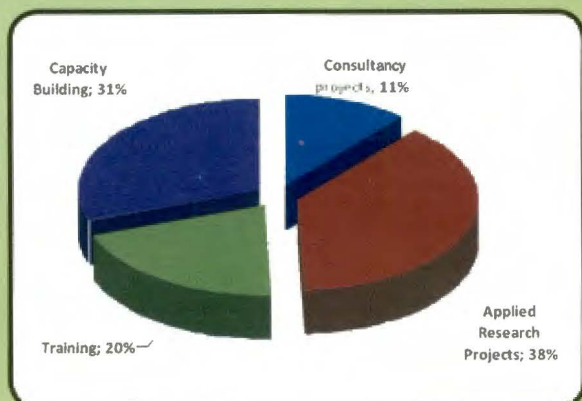


## Activity Analysis

The graphs below present; (1) the percentage contribution of various DSFS activities to the total gross income; and (2) the percentage contribution of these activities to the DSFS income.



Contribution to gross income



Contribution to income

## Research Projects

**LoGIn2 EGYPT** A research project funded by the International Development Research Center (IDRC-Canada) that focuses on the study of Egypt local e-government program as one of the main themes of the Egyptian e-government program, in an attempt to draw general lessons that can help different interested authorities understand the best ways to enhance the efficiency and effectiveness of local e-government services.

LoGIn2Egypt aims in its first phase to implement a comprehensive analytical study of the quality of services provided to citizens through electronic portals to the provinces to recognize the institutional and methodological factors

responsible for the successes in addition to specifying the obstacles and difficulties they encounter. The project is intended to deduce the lessons learned from those factors to enhance the efficiency and effectiveness of those services on the long run.

The project is sponsored by the Ministry of State for Administrative Development and is honored to be under the auspices of H.E. Dr. Ahmed Darwish.



H.E. Dr. Darwish, on his left Prof. Reem Bahgat, Dr. Adel ElZaiem, and Dr. Hisham Abdelsalam.

## Consultancy

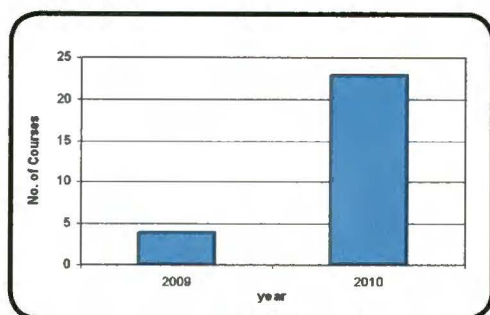
In collaboration with our partner Egyptian Integral Management System (EIMS), DSFS provided necessary consultancy services to establish an integrated quality management system in the National Authority for Remote Sensing and Space Sciences (NARSS) in accordance with the requirements of the international standard ISO9001/2008. NARSS received its ISO9001/2008 in October 2010.

## Training

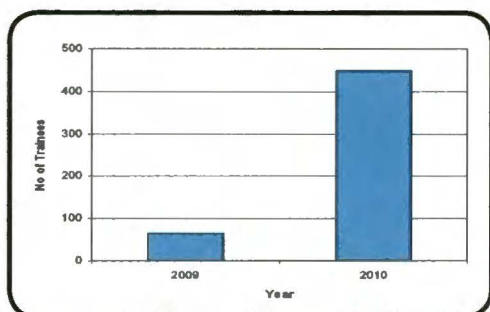
DSFS offers a variety of courses on three main axes:

- 1- **Manufacturing and Supply Chain Management.**
- 2- **Information Technology skills.**
- 3- **Soft skills.**





Number of courses in 2009 and 2010



Number of trainees in 2009 and 2010



Training course conducted for the Information and Communications Technology Project – Ministry of Higher Education.

## FAO

DSFS carried out a training program "Climate change web applications" with the objective of supporting the Central Laboratory for Agricultural Climate (CLAC) in the establishment of a data base and web applications for climate change. The training program was financed by the Food and Agriculture Organization of the United Nations (FAO).



Dr.Hisham Abdelsalam during his presentation.

Dr. Reddick during his presentation



## Workshops

- "Monitoring and Evaluation Methodologies" workshop (April 6<sup>th</sup>-7<sup>th</sup>). The workshop was directed by the international expert Eng. Ziad Moussa (American University - Beirut) and focused on the uses of Outcome Mapping methodology - which is internationally well-known in the area of monitoring and evaluation.
- "Evaluating E-Government Effectiveness in local Governments" lecture (June 27<sup>th</sup>). The lecture was given by Dr. Christopher G. Reddick, Associate Professor and Head of General Management Department, University of Texas, San Antonio, USA.
- Participated in "The e-government: Challenges and Expectations" workshop organized by the Faculty of Computers and Information, Cairo University (June 28<sup>th</sup>).



## Capacity Building

### Special Project Management Unit.

With a financial fund from the IDRC regional office in Cairo, DSFS established a unit that is capable of administering international grants and reaching out for international funding agencies. During the year 2010, the first two phases (out of four) of doing so were completed. The unit is expected to serve the University in subsequent stages and build competencies needed for: financial administration of projects funded by international agencies; reaching out for international funding agencies (preparing proposals); and supporting the management of funded projects (supporting project management practice).

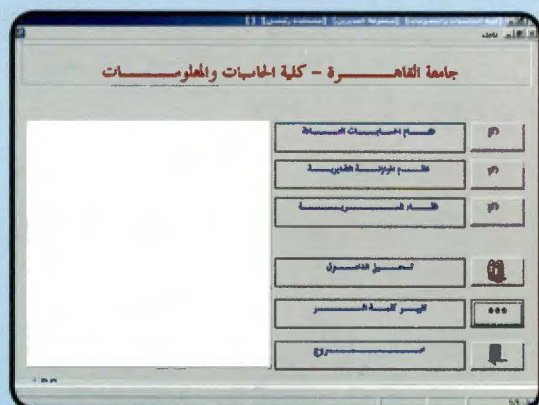
### Renovation

With the same fund from the IDRC, DSFS carried out renovation of its premises (offices and labs).

### Automation

Several IT solutions were deployed including:

- Two modules of an Enterprise Resource Planning solution were purchased :
  - (1) The general ledger module, and
  - (2) The budget module.



- A Lab Management System was developed in-house.

- DSFS website was launched.

- DSFS is using a Free Open Source Collaboration Software for managing tasks, projects and teams through an intuitive web interface.

### Administration

DSFS made a noticeable effort in documenting different administrative processes and standardization of forms used by DSFS

### Personnel Training

DSFS personnel and researchers received training in :

- 1- Technical writing.
- 2- Writing research papers.
- 3- Research methods.

## Society

- DSFS purchased a license of the ERP financial module to be used by two accountants from FCI and they were trained on using the system to be used in managing FCI financial transactions

- DSFS provided practical training opportunities in its projects to students from the Faculty of Mass Communication and from the Faculty of Computers and Information.



# Publications

## Studies

- Egypt e-Government Portal: for better services (in Arabic and in English)



- Multiple channels of government services: the citizen perspective (in Arabic)



- Success and failure of local e-government systems(in Arabic)

## Academic Publications

- **Egypt Local Government Websites Maturity: Current Status.** 2<sup>nd</sup> International ICST Conference on e-Infrastructure and e-Services for Developing Countries (Africomm2010), 25-26 November 2010, Cape Town, South Africa.
- **Setback and Remedy of Local e-Government Projects: A Case Study from Egypt.** The 4<sup>th</sup> International Conference on Theory and Practice of Electronic Governance (ICEGOV2010), October 25-28, 2010, Beijing, China.

# Board of Directors

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- **Prof. Reem R. Bahgat**, Chairman
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- **Prof. Assem A. Tharwat**

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- **Prof. Ayman F. Abouhadeed** - President, Agriculture Research Center
- **Prof. Mahmoud Eissa** - President, National Quality Institute
- **Dr. Ahmed S. Elrefaie** - Minister Assistant for ERP application – Ministry of State for Administrative Development
- **Dr. Sherif Hashim**- Executive Vice President, the Information Technology Industry Development Agency (ITIDA)

## Executives

- **Dr. Hisham M. Abdelsalam**, Director
- **Dr. Mohamed M. Saleh**, Associate director

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