



PITA ANNUAL REPORT

*New Year, New Initiatives.
The Best is Yet to Come!*

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Chairman Forward

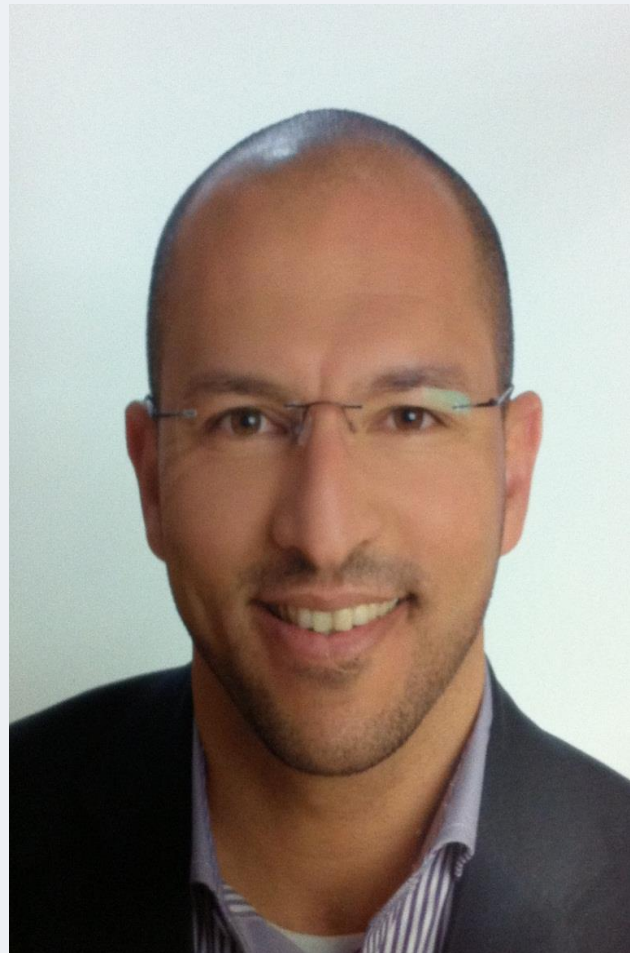
Dear all members of The Palestinian Information Technology Association of Companies- (PITA) and all the affiliated companies working in the ICT Sector.

We can only send you our sincere gratitude as we begin 2020. May Allah bless Palestine and all of you who have built this country and helped it flourish.

PITA is persisting its endeavors for the new year. We; the Board of Directors and the executive team are aiming at empowering PITA and its role on the local and the international forums. Our main concern is to rebuild and enhance cohesion and trust among PITA members. We seek to include and gather all the influential companies working in this sector and so PITA can turn into vital, absorbing and leading force that incubate and foster a proactive environment for supporting the companies operating in this sector. We will also continue working on the strategic objectives to rise with this sector and strengthen its companies in order to expand and promote its role in all the economic sectors locally and internationally. Hence; we call upon all our members and partners to be hand in hand and participate in the activities PITA is planning to achieve.

To abridge PITA's 2019 activities; here are some of the most important accomplishments PITA has done:

- Rebuilding the relationship and the cooperation with the government and the official bodies, thus giving PITA's members more space to participate in different committees and reallocate the roles that will guarantee achieving the public and the private interest.
- Widening the horizons for members and start-ups to participate.
- Achieving a deep harmony and cooperation in Expotech this year between all sectors in the field of FinTech and Blockchain, and emphasizing the real value of such event on all levels.
- Building up on Expotech recommendations regarding developing the government and banking transactions in FinTech sector, the Agricultural sector and other economic sectors through launching a series of programs, workshops and committees.



- Launching Pita Times Newsletter. This bulletin in its eight copies has highlighted the role of this sector, its success stories and achievements.
- Conducting different meetings and discussions with several donors to rebuild the trust with them and to solve the relations that were marred by different problems.

PITA looks forward to reactivate its role on the wider level this year. Thus; we invite all our members to suggest the important activities that can help this sector, we also seek to carry out several activities for 2020 that will serve the affiliated companies under PITA's umbrella; such as the following:

- Planning for trade missions to Moscow and Dubai, and trying the best so Palestine can participate in international events such as GITEX and other related- ICT events.
- Bridging the ICT gap between the learning process and labor market requirements through providing workshops in different Palestinian universities.
- Promoting for the sector locally and internationally by expanding and fastening its working pace to include all the govern-orates, targeting different economic sectors and focusing on reaching out to the international forums and so helping Palestine to be in the forefront.
- Planning for Palestine Technology Week – Expotech 2020, under the theme “AI: When Digital Becomes Human”.
- Holding an exhibition for all sectors in field of Information Technology in Hebron City.
- Representing the members on all the official committees and all activities and demands that will help in advancing the ICT sector.

In a nutshell; PITA's endeavors that have been culminated through 20 years were built on the members' pioneering role, congruence, unity and dedication in keeping this sector as a driving force in developing Palestinian National Economy.

Wishing You All a Blessed Year.

An Emerging Information & Communication Technology Services Sector

Located in the center of civilization, situated strategically between Europe and emerging markets in Asia and Africa and endowed with rich human capital; Palestine is vastly emerging as a service destination.

The Palestinian ICT sector has shown a steady growth over the past 25 years under the leadership of PITA; the Palestinian Information Technology Association of Companies.

The Palestinian IT services industry is supported by strong ecosystem including venture capital funds, business incubators, trade and investment facilitation organizations, business associations and international cooperation agencies, in addition to having an excellent and stable communications infrastructure including high-speed internet and wireless networks, 3G and fiber optic connectivity, in addition to a very stable electricity supply.

Despite growth pains, Palestine's unique location has led it to be one of the regional front-runners in adopting technology.

This resulted in a continuously growing sector which is backed by the following factors:



A Robust ICT Sector and Connectivity Infrastructure.



Remote Service Delivery Capabilities.



Government Incentives.



Favorable Business Environment.



Future Technology Readiness.



Professional Talent Pool.



Gateway to the MENA Region.



Customer Journey Experience.

Why choose Palestine?

Business and Regulatory Framework

- 250+ ICT related companies.
- 7% ICT contribution to GDP.
- Advantageous free trade agreements.
- 6% IT & BPS sector output growth rate.

Technology and Infrastructure

- High-speed internet.
- Technology parks.
- 100% private digital telecommunication infrastructure.

Human Assets

- 3,000+ new graduates with ICT-related degrees every year.
- Surplus of talent supply.
- High employee retention rates.
- 20,000 direct and indirect workers employed by the sector.

Location and Time Zone

- 4-5-hour flight from Europe.
- 2 hours' time difference with the UK (GMT+3).
- English, Arabic and Hebrew language.

Cost and Financials

- Low commercial real estate costs.
- Labor costs competitive compared to Central and Eastern Europe.

Track Record of Success

- Cisco.
- IBM.
- Intel.
- Microsoft.
- Volvo.

Palestine: Your Next Business Destination

Economy

Services constitute 50% of the Palestinian Authority's emerging market-based economy. The Palestinian Territories have a GDP of \$14.49 billion, growing at an annual rate of 3.5% (The World Bank Group, 2017), with foreign direct investments estimated at \$1.5 billion with investors benefitting from solid returns as high as 6.92% (Pal Trade, 2014).



\$14.49B

\$3,180

£102M

Education and Talent

Palestine, as a highly educated nation, includes 14 colleges and universities across the West Bank and Gaza, with an estimated 3,000 graduates enter the job market on an annual basis. About more than 250 ICT-related companies employ 5,000 employees and 15,000 indirect workers, with 36.39% college and university enrollments in science-related majors and computer sciences. According to the Palestinian Central Bureau of Statistics; 2016, approximately 207,000 students are enrolled in 14 different colleges & universities with more than 40,000 graduates on an annual basis, out of which over 3,000 graduates with ICT-related degrees enter the job market annually. And even though the Palestinian labor market is only able to absorb 12,000 new entrants annually, this multitude of talent can be of immense benefit for the amplification of the Palestinian ICT sector into global technology services markets. Another privilege of the Palestinian talent pool is the English proficiency, where English is considered to be the primary language of instruction in science and computer sciences courses.

Global Relations

As part of PITA's mandate, it always seeks to improve, develop and grow the ICT sector in Palestine and place it on the international map as a strong exporting sector. Palestine has diplomatic relations with 136 nations and several signed free trade agreements – all of which helps in making the business process sourcing in the ICT sector advantageous to multinational businesses.

Infrastructure

The Palestinian IT services industry is supported by strong ecosystem including venture capital funds, business incubators, trade and investment facilitation organizations, business associations and international cooperation agencies, in addition to having an excellent and stable communications infrastructure including high-speed internet and wireless networks, 3G and fiber optic connectivity, in addition to a very stable electricity supply.

100% digital telecommunication infrastructure developed entirely by the Palestinian private sector

86% of Palestinians in the West Bank & Gaza have a mobile phone, and there are 2.6 million internet users, targeting 54% penetration

Successful development of large-scale business parks and tech hubs to support the rapidly growing ICT sector

100 radio and local television stations, and 17 companies operating in the field of telecommunications and internet

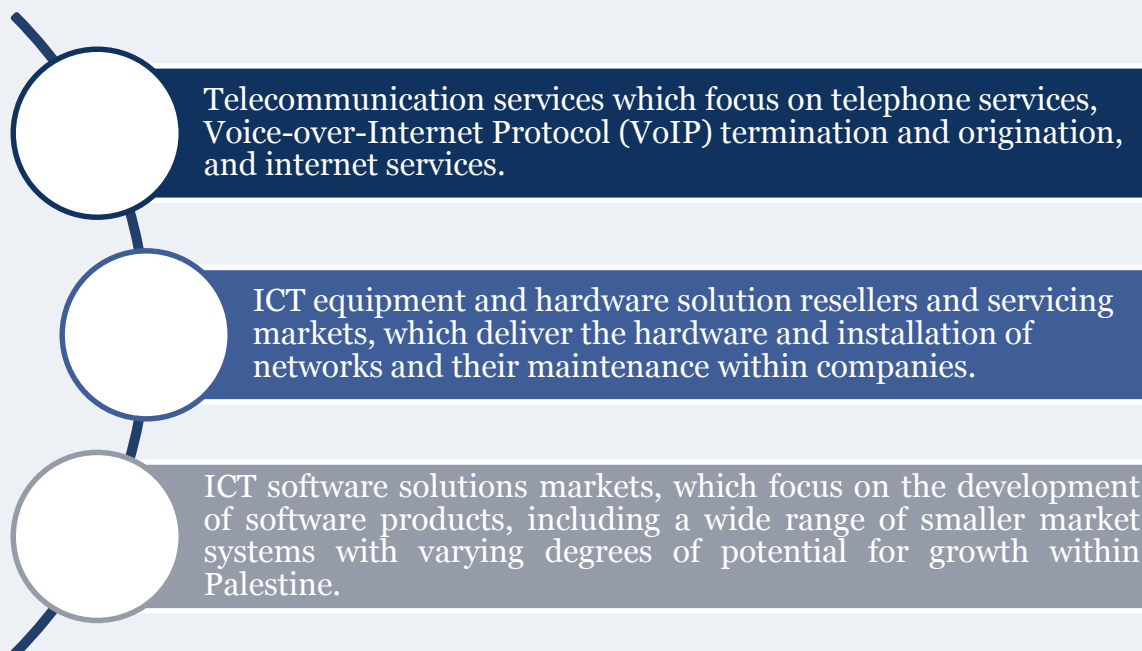
Palestinian Territory Economy and Business Environment



The ICT Sector in Palestine

Palestine is making the needed investments to become a player in the global digital economy; contributing around 7% to GDP with an annual market growth of about 25% and an estimated market size of \$500-638 million.

Most sector-related services fall into the following categories with applications-related IT and contact center services as the predominant activities being currently exported to multinational enterprises by Palestinian firms:

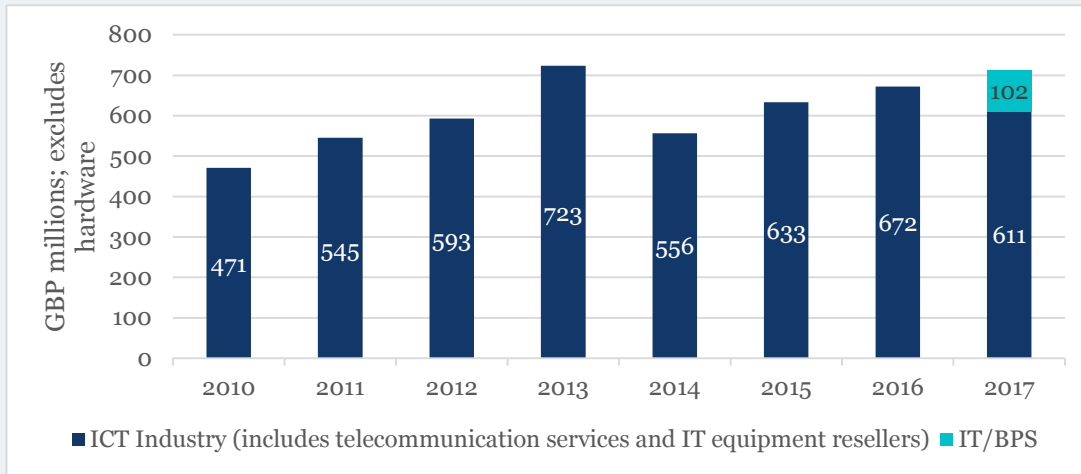


Growth of IT and Business Process Services

Vision: "Palestine is a destination with the expertise in remotely delivering high-value services for future technologies – cloud computing, automation, mobile computing, digital and social media, animation and analytics. Palestine aspires to establish itself as the business and technology hub, enabling global organizations to grow across the Middle East and Africa."

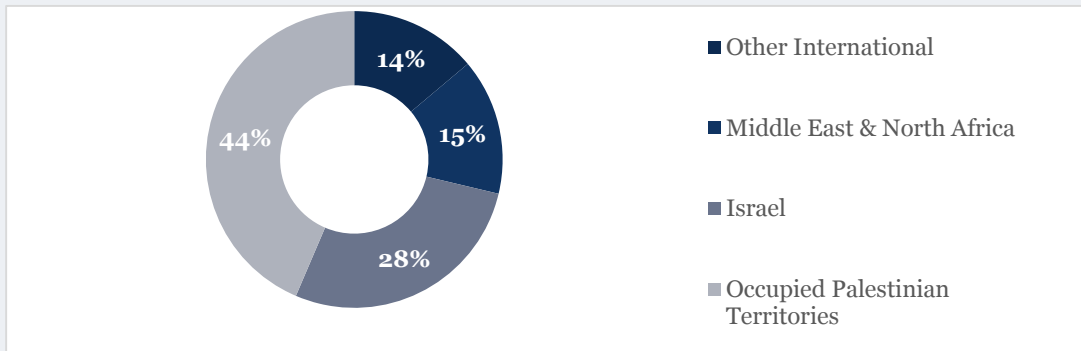
The IT/BPS industry output in Palestine is £102 million, growing at 6% annually. This growth has been aided by numerous factors, such as strategic investments from early adopters, incentives offered by the Palestinian Investment Promotion Agency (PIPA), access to a large and young talent pool, the growth of e-commerce and e-services as well as the work done by PITA to support the ICT sector.

Exhibit 1 | Growth of IT/BPS Industry Output



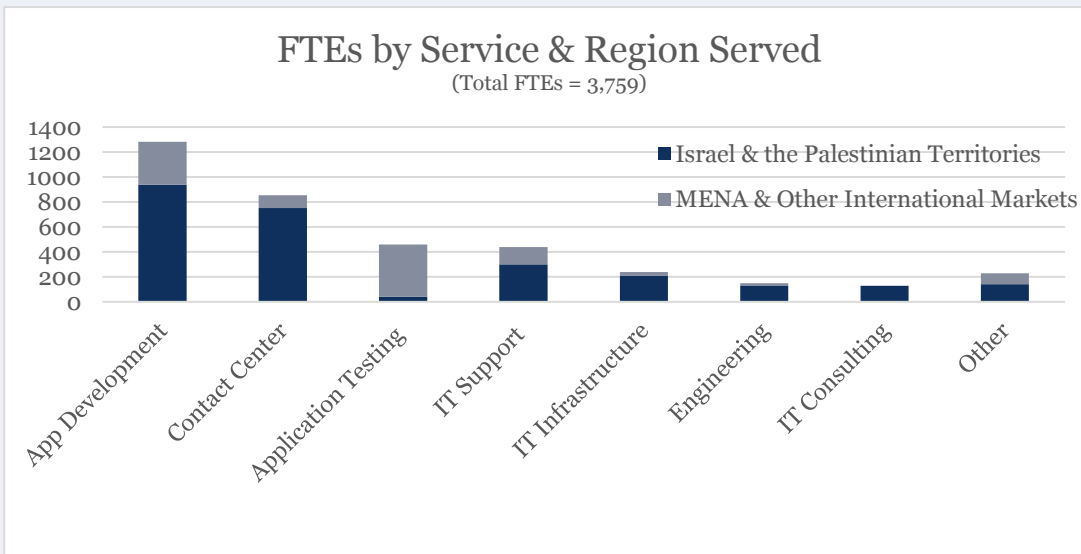
Source: (Everest Group, 2018)

Exhibit 2 | Palestinian IT/BPS Output for 2017 - by Consuming Region



Source: (Everest Group, 2018)

Exhibit 3 | Predominant Activities Currently Exported by Palestinian Firms



Source: (Everest Group, 2018)

Strengths and Opportunities for Continued Growth and Expansion

- **Development of an independent regulatory agency to strengthen sector maturity:** the establishment of the Ministry of Telecommunications and Information Technology as an independent regulatory body that supports in addressing challenges related to the ICT sector in Palestine.
- **Investment in country and sector marketing and branding to support business development efforts.**
- **Bridging the gap between rapidly changing market needs and workforce development to accelerate growth opportunities for local firms.**

Foundations for Accelerated Growth

Avasant's Techno Sourcing Destination Growth Framework

Competency Drivers

Value Proposition, Skills, Services and Talent.

Enabling Drivers

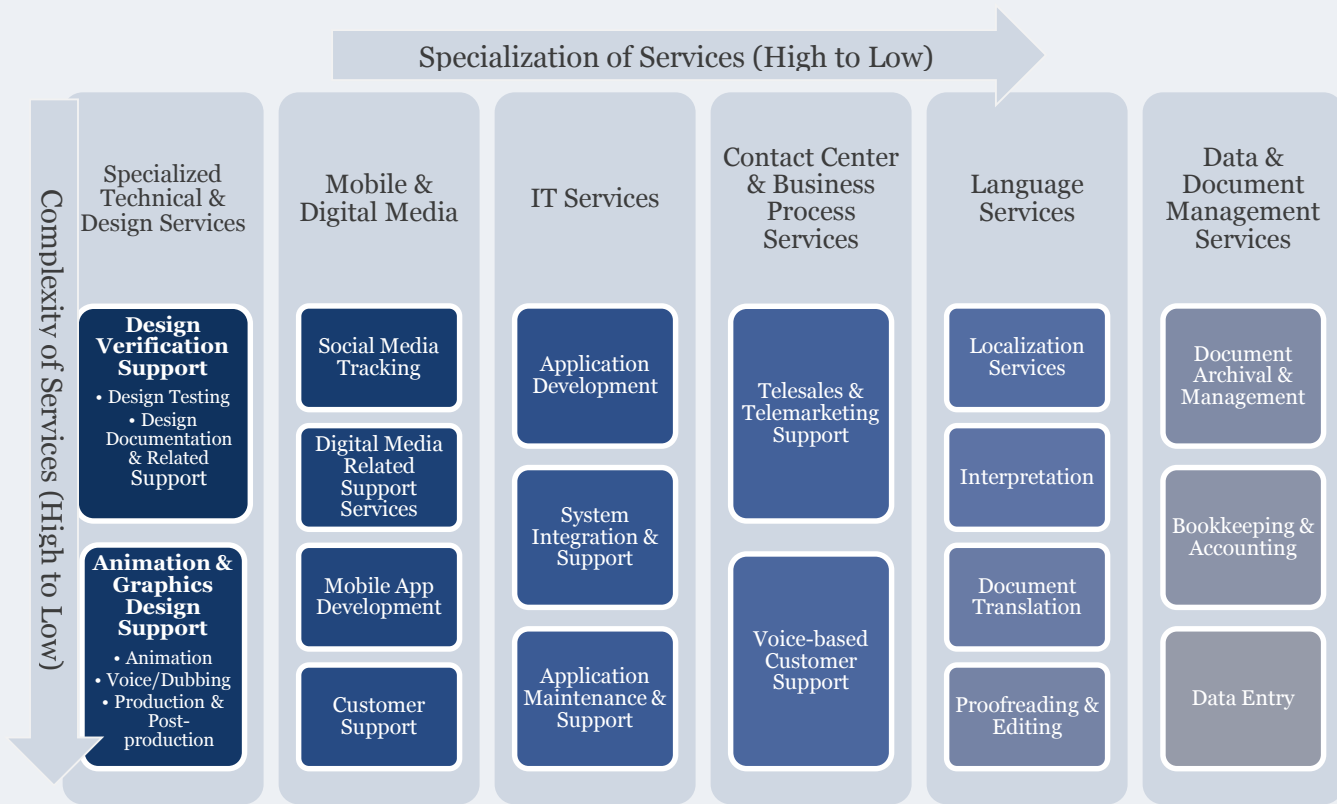
Human Capital Development, Infrastructure Development, Industry Associations & Start-up Incubators and Fiscal Incentives from the Government.

Outreach Drivers

Awareness & Branding, Access to Market, Diaspora Support and Training & Certification.

Competency Drivers

Exhibit 4 | Palestinian Skills and Services Capability Portfolio



Enabling Drivers

A wide range of resources are offered to startups, entrepreneurs, firms, etc. in order to expand their network and leverage best practices:

- Palestinian Investment Promotion Agency (PIPA) and Palestine Trade Center (Pal Trade): they both facilitate large-scale sector investments.
- Palestinian Information Technology Association of Companies (PITA): the driving force in advancing the ICT sector's interests, and the leading information source about this sector in Palestine.
- Number of accelerators and incubators have helped to nurture, grow and support the innovative spirit, creative minds and resourceful ingenuity of Palestinian entrepreneurs.

The increased focus on high-tech infrastructure development projects, Palestine's highly-experienced human capital pipeline and fiscal incentives from the Palestinian National Authority for ICT sector development; all help to support the rapid growth of the ICT sector, thus placing Palestine on the map worldwide as an attractive techno-sourcing destination.

Outreach Drivers

Investments in infrastructure and public relations, country branding campaigns, sourcing linkages and business development support; all played a role in capitalizing on business development opportunities and expanding its access to international markets.

Outsourcing

Global outsourcing is helping companies source from an increasingly diverse pool of innovative providers and deliver the best IT and business process services. There is a huge interest in international donors in investing in the development in the ICT sector in Palestine and mainly the outsourcing activity since it helps individuals and companies to grow and prosper, thus directly affecting the economy. Moreover, it is very important to have all the necessary competencies that individuals and companies in the ICT sector should be equipped with especially when dealing with outsourcing.

There are three distinct types of outsourcing:

- Information Technology Outsourcing (ITO), which refers to outsourcing all or parts of IT functions to an external party.
- Business Process Outsourcing (BPO) that involves contracting of some parts of the business operations and responsibilities inside the company to a third-party service provider.

- Knowledge Process Outsourcing (KPO) that outsources core information related business activities to third business parties and requires advanced analytical and technical skills and specialization expertise.

Different Palestinian business-men, CEOs and entrepreneurs are emphasizing the need to place Palestine on the outsourcing map worldwide.

Some of the success stories: Jaffa.Net Software, IConnect Technologies, Axsos, MAF/LOGICTECA for consultations, NEWLINE TECH corporation, WEBCOM Technology, and more.

Example: LOGICTECA has developed one of the best outsourcing models available "Minimum Risk Model", the model is designed to simplify the process of outsourcing and reduce the risk factor in any project.

*“We have a very strong fixed and mobile infrastructure that enables the Palestinian economy to handle major ICT projects and can classify Palestine as a major outsourcing destination for all the multinationals in the world.” Mr. Ammar Aker;
CEO of Palestine Telecommunications Group (PALTEL).*

*“Our youth is being focused on entrepreneurship in Hi-Tech in different fields. And we believe that this is going to take our generation to the next level: OUTSOURCING, and placing Palestine on the outsourcing map of the world.” Mr. Yahya Shunnar;
Managing Director of Portland Trust.*

The Broader ICT Ecosystem

Trade Services and Associations

- Palestinian Information Technology Association of Companies – PITA.
- Palestine Trade Center – Pal Trade.
- Leaders – Fast Forward.
- Palestine Information and Communication Technology Incubator – PICTI.

Business Service Networks

- Palestinian Internship Program – PIP.
- The Palestinian Investment Promotion Agency – PIPA.
- The National Institute for Information Technology – NIIT.
- Private Training Providers.

Government Departments and Ministries

- Ministry of Culture.
- Ministry of Finance.
- Ministry of Labor.
- Ministry of National Economy.
- Ministry of Telecommunication and Information Technology.
- Ministry of Entrepreneurship and Empowerment.

PITA; 20 Years of Establishment

The Palestinian Information Technology Association of Companies is celebrating 20 years of its establishment. PITA represents many major ICT companies in Palestine's emerging technology and startup ecosystem. It has become the driving force in advancing the ICT sector's interest, and the leading information source about this sector in Palestine.

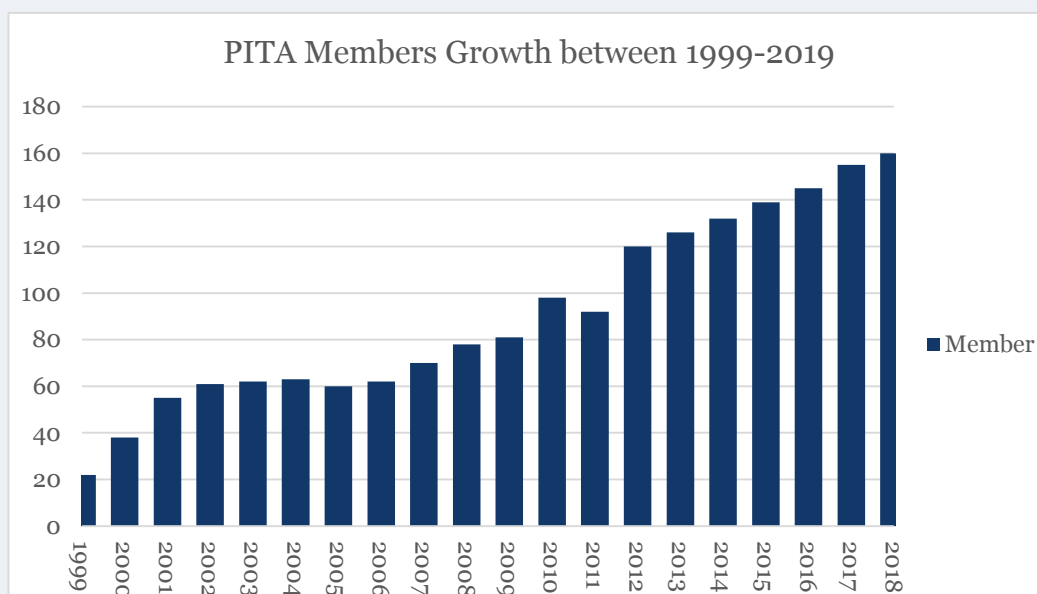
PITA was founded in 1999 by a group of Palestinian entrepreneurs with the vision of creating a non-profit organization to advance the interests and positive societal impact of Palestine's Information and Communication Technology (ICT) Sector. Through its mandate, content, events and global outreach, PITA is able to continue advancing its mission towards innovation, and serving as the region's drive for its start-up ecosystem.

Members Growth between 1999-2019

In 1999, a group of active Palestinian businessmen and entrepreneurs in the ICT sector have contributed to the establishment of the Palestinian Information Technology Association of Companies – PITA. The association started working through 20 ICT companies, who later became members under PITA's umbrella. And since then, members under PITA's umbrella have significantly increased to reach 160 strong and effective ICT companies.

PITA offers its members a wide range of exclusive services that help leverage members' investments and facilitate information exchange among them. Through its varied programs, PITA provides a multitude of services which are aimed at promoting and facilitating the exchange of knowledge, information and deal flow with its members. We also recognize the need for capacity building where we help companies with technical skills, soft skills training, access to markets as well as legal and HR services, in addition to strengthening women's ICT leadership and capacity building. PITA through its 20 years of consistent work, has been able to provide local guidance and insight for PITA's member companies while acting as a key driver in helping to spearhead the drive for innovation and embrace the next generation of entrepreneurs; who are the future. PITA's management team has its pulse on Palestine's emerging ICT and startup economy. In doing so, it helps to promote a culture of collaboration, mentorship and education – all aimed at advancing our region's economic and social capital.

So, we can sum up that PITA created such an impact in its contribution in the local and regional marketing study. PITA's companies participated in developing universities curricula: many different academic programs are included in this development. It accomplished a detailed implementation plan for the private sector and regional sector for competition centers and participated in a business trip to regional countries in order to strengthen the networking between the private sector and regional sector.



The General Policy for the Board of Directors (2019-2020)

The Board is committed towards the principle of transparency, integrity and non-conflict of interest in all of PITA's activities.

The Chairman has to involve all of the other members in the Board activities and must assign tasks to them, in addition to informing and sharing with them any kind of activity he is willing to participate in.

The Chairman shall consult the board members in all the activities that related to the association, communicate with the local and international community and prepare monthly reports regarding these activities.

The Board shall provide the other members with a report concerning any travel mission outside the country which includes the goals, the outcomes and the future steps of the association; on the condition of taking the Board of Directors approval and deciding who is the best candidate to go based on the goal of the mission.

The board shall share among all the board members any decisions, activities and minutes of meetings that take place in relation to the association.

The Board is committed in providing the association various committees with the needed support; through rearranging their priorities, working to include their issues and making progress in achieving their goals within the board's regular meetings.

The Board shall make a monthly bulletin about the association's activities.

The Board members shall not participate in any evaluation committee of any projects that the members are benefiting from, in order to achieve the principles of transparency, integrity and non-conflict of interest. Provided that the evaluation committees shall be formed by members of the association with experience in the suggested subject.

The Board is committed to distributing the benefits of the association services in a fair manner among all the sectors involved; including companies in both the West Bank and Gaza Strip.

The Board shall provide a brief quarterly financial report to measure the progress of the association.

The Board is committed to working together towards unity in addition to re-including the members who withdrew or failed to pay and registering new members from all regions.

The Board shall care and give full attention to all members wherever they are especially the companies outside Ramallah and Gaza.

The Board is committed to strengthening the role of the executive staff of the association and involving them in all of the activities to promote the principle of governance and the segregation of duties.

The Board shall document all the transactions, the official papers and the correspondence in an organized archive.

2019 in Review – Activities Achieved

Strategic Goal N.1: Institutional Building of PITA

Board of Directors – Dedication & Commitment to Work

PITA's Board of Directors provides local guidance and insight for PITA's member companies, while acting as a key driver in helping to spearhead the drive for innovation. They are all committed to embracing the next generation of entrepreneurs; who are the future.

Board of Directors:

- Said Zidan; Chairman.
- Ahmed Abulon; Vice-Chairman.
- Mohammed Ewaida; Treasurer.
- Raed Elayyan; Secretary.
- Kamal Rattrout; Member.
- Osama Abozebida; Member.
- Ibrahim Jaffal; Member.
- Alaaeddin Almabhough; Member.
- Tamer Baransi; Member.

Executive Management – Aimed at Advancing our Nation's Economic and Social Capital

PITA's management team has its pulse on Palestine's emerging ICT and startup economy. In doing so, it helps to promote a culture of collaboration, mentorship and education – all aimed at advancing our region's economic and social capital.

Ramallah Office:

- Amani Maady; Acting General Manager.
- Megan Qahoush; Project Officer.
- Nur Hamdan; Project Coordinator.
- Maria Beirat; Financial and Administrative Assistant.
- Tala Zaher; Financial and Administrative Assistant.
- Saleh Sharif; Logistics.

Gaza Office:

- Majd Abumudallala; Project Coordinator.
- Nour Hboub; Project Coordinator.
- Ola Alsorani; Accountant.
- Reem Al-Dabbagh; Administrative Assistant.
- Safwat Abu Daher; Logistics.

General Assembly Meeting in the 2nd of May, 2019.

The Annual General Assembly Meeting was held in the 2nd of May, 2019 with the participation of members of the General Assembly in the West Bank and the Gaza Strip. During the meeting, the administrative and financial reports were generally approved, members' issues were discussed in general and annual plans were reviewed.



Strategic Goal N.2: Enterprise and Start-up Development – Capacity Building Programs: Building, Developing and Empowering the Capabilities of the Companies. **West Bank**

04/05/2019 Google Skills Training Program in partnership with Google MENA - Dubai DIC Officers.

PITA in partnership with Google MENA-Dubai DIC Officer (Maharat Min Google) program conducted a full-day workshop for entrepreneurs, ICT business owners and university students. The training aimed at introducing the participating audience with the latest tools and topics from Google.

Details about the training:

- It took place in the Caesar Hotel/Ramallah on Saturday 4th of May, 2019.
- 90 attendees participated in the workshop.
- The training covered the following topics: digital opportunities, digital jobs, social media channels, google: SEO and SEM and design your first search engine marketing campaign (search and display).

15/07/2019 Google skills training program in partnership with (IEEE), Korean-Palestinian IT Institute of Excellence and Google MENA – Dubai DIC Officers.

PITA in partnership with (IEEE), Korean-Palestinian IT Institute of Excellence and Google MENA - Dubai DIC Officers conducted a full-day workshop for entrepreneurs, ICT business owners and university students.

Details about the training:

- The training took place in Al-Najah University in Nablus on Monday 15th of July, 2019.
- 170 attendees participated in the workshop.
- The training covered the following topics: online opportunities, how can E-growth develop these opportunities, the new aspects of the marketing process, the impact of Technology on business and basic marketing concepts.



14/10/2019 Google skills training program in partnership with Birzeit University. (IEEE), Korean-Palestinian IT Institute of Excellence and Google MENA – Dubai DIC Officers.

PITA in partnership with (IEEE), Korean-Palestinian IT Institute of Excellence and Google MENA - Dubai DIC Officers conducted a full-day workshop for entrepreneurs, ICT business owners and university students.

Details about the training:

- The training took place in Birzeit University on Monday 14th of October, 2019.
- 120 attendees participated in the workshop.
- The training covered the following topics: digital marketing, E-growth and online opportunities, the new aspects of the marketing process, the impact of Technology on business and basic marketing concepts.



Gaza Strip

14/07/2019 “Six Sigma Green Belt” Training Program.

As a part of the constant efforts for increasing the ICT Companies’ competitiveness, PITA started implementing “Six Sigma Green Belt” training program. The program is an approach that uses data to remove defects in any product or service and focuses on establishing a high- performance institution through using new intellectual and cultural practices that eliminate the old methods to produce high quality output. The course was designed to improve processes and reduce differences by applying a set of simple yet sophisticated, statistical, analytical and problem solving techniques.



22/07/2019 “OSS Unit-Women One Stop Shop” Project

PITA started implementing “OSS Unit – Women One Stop Shop” Project funded by the GIZ, which seeks to empower and strengthen working women in the ICT sector and the role they play in developing the Palestinian economy, and to eliminate the barriers that make it difficult for the women to start a business or get a job opportunity. A database of the working women and the startups in this sector will be developed in addition to providing them with technical development, legal advice and any required training.

Strategic Goal N.3: Research and Development – Human Development: Strengthening the Relationship with the Academic Sector.

West Bank

16/12/2019 Meeting with a Delegation from ANERA.

PITA has met with a delegation from ANERA to discuss ways of cooperation regarding the training for employability in both West Bank and Gaza Strip; since ANERA seeks to train and build the capacities of the graduates in the ICT field.



Gaza Strip

11/05/2019 “Hands-On-Training” Program

Completion of the training program “Hands on Training”, which aimed at eliminating boundaries and the gap between the private and the academic sector in addition to empowering women in the ICT sector. Interviews were conducted to provide women who passed with hands-on-training experience and expose them to business mechanism in companies in the private sector.

12/06/2019 A Scientific Visit to Countries in Europe.

A delegation of PITA members in Gaza Strip participated in a training program as part of a scientific trip to Italy and Germany and other countries in Europe. The program included visiting some universities and incubators and business centers. The program aimed at solving the gap between the academic and the private sector and promoting the cooperation between the Palestinian and the European universities and the private sector.



04/08/2019 Meeting with the Employment, Educational and Local Vocational and Technical Training Council.

A delegation from the Employment, Educational and local vocational and technical training council has visited PITA headquarters in Gaza Strip to emphasize the joint work and enhance the cooperation in between. The meeting affirmed the importance of the permanent partnership between both parties and pointed out to the role that PITA has and still playing since its establishment in helping and developing the Palestinian society.



06/08/2019 Signing of a memorandum of Understanding with UNRWA.

A Memorandum of Understanding (MoU) was signed between The Palestinian Information Technology Association of Companies –PITA and the United Nations Relief and Works Agency (UNRWA) as part of the “Temporary employment - money for work” Project; since a part of PITA’s objectives is to support its members and the ICT graduates and to provide them with the needed skills to enter the labor market.



14/10/2019 “Vocational Licensing System” Workshop.

PITA has participated in the workshop “Vocational Licensing System” for the purpose of regulating and controlling the labor market through the licensing of the professionals and classifying them based on the professional levels that are stated in the Palestinian Standard Classification. The workshop was organized by the Ministry of Labor through the general administration of the vocational training. MoL. Undersecretary Mr. Musa Al-Sammak attended the workshop in addition to representatives from the vocational training center, Gaza Chamber of Commerce and Industry and different key members. The meeting was cultivated with different recommendations regarding the vocational licensing system and how do develop it.



14/10/2019 Meeting with Al-Israa University.

PITA held a meeting with Al-Israa University. The goal of the meeting was developing and strengthening the relationship between the Academic Sector and the Private Sector. The meeting included representatives from the university and they discussed methods and prospects of mutual cooperation during the next phase in terms of developing the academic curriculums and scientific research in the field of ICT that will accordingly develop the academic sector to be in compliance with the labor market needs.



16/10/2019 “BITPAL” Project Final Event.

PITA participated in the final event of BITPAL project which is implemented by the University College of Applied Sciences in partnership with PITA and different eight Palestinian and European universities such as (University College of Applied Sciences, Al-Azhar University, Islamic University of Gaza, Gaza University, UNICAL University in Italy, FIS University in Slovenia and HWTK University in Germany). PITA presented its work plan regarding developing a partnership between the private sector and the academic sector and they presented their recommendations for the next phase of the project. It is worth mentioning that PITA has contributed in various stages and activities of the project from its beginning including conducting the local and regional labor market study, and its members' participation in developing the universities' curriculums for more than 11 university programs in accordance with the labor market needs.



21/11/2019 “Cash for Work” Project.

“Cash for Work” project is an initiative implemented by PITA in partnership with UNRWA and funded by the Qatari Committee. This project employs approximately 100 graduates within PITA’s affiliated companies for a period of six months. It provides unemployed graduates from the engineering and the IT sector with a paid job opportunity, which helps graduates gain practical experience to develop and raise their scientific and practical skills by integrating them into a real work environment to make it easier for them to obtain sustainable jobs at or outside companies.



17/12/2019 “Cash for Work” Project Follow-up.

Within the follow-up of the "Cash for work" project, PITA has carried out several visits to its member companies to review their legitimate work progress. PITA is keen to support its members as well as support the ICT graduates and help them to acquire the necessary skills for entering the labor market.



18/12/2019 Participation in the “Free Soft” project Final Ceremony.

PITA has participated in the final ceremony of the "Free Soft" project. The ceremony was carried out by the faculty of Information Technology at the Islamic University. The project was conducted in partnership with PITA, PICTI and the European Foundation for Training and Development. This project aims to increase employment opportunities for

IT graduates by qualifying them academically and professionally in the field of self-employment and software export and so strengthening the software export sector.



Strategic Goal N.4: Policy and Advocacy: Advocating and Engaging with the Public Sector. **West Bank**

23/05/2019 Meeting with the Ministry of MTIT.

The Board of Directors held a meeting with a delegation from the Ministry of Communications and Information Technology in order to set the headlines and prioritize the work between both parties and most prominently activating the joint cooperation committee.



14/08/2019 Meeting with the National Team for Economic Development.

The third meeting of the national team for economic development was held by the Prime Minister H.E Dr. Mohammad Shtayyeh. During the meeting; the team discussed different ways to adopt for promoting and enhancing the renewable energy sector in Palestine

which is a part of the government's strategy for resisting the occupation and to be self-reliant since most of the energy sources consumed locally are imported from Israel. It is worth mentioning that the meeting discussed different aspects for expanding and developing this sector, in addition to discussing the most dominant challenges and constraints which are mainly the Israeli legislations. The Prime Minister stressed on the importance of taking into consideration all the recommendations and the laws on the renewable energy sector and how to develop it.



19/08/2019 E-Government Central Team Meeting.

The Central Team of the E-Government held its regular meeting to discuss its achievements and challenges. The meeting was attended by The Undersecretary of the Ministry, the

Minister's Advisor, The Director General of the E-Government, and members from different governmental and private and academic sectors. The meeting pointed out to reforming the Ministerial Committee of the E-Government by Dr. Isaac Sider in which he assured the government's full support of the E-Government. Furthermore; the meeting reviewed the E-Government's last developments, its accomplishments and challenges and how to respond to such challenges.



21/10/2019 Meeting with the Palestinian Central Bureau of Statistics (PCBS).

PITA held a meeting with the Palestinian Central Bureau of Statistics (PCBS) represented by its president Dr. Ola Awad. The purpose of the meeting was to identify where both parties are heading regarding the implementation of a study concerning the ICT Indicators in Palestine. The meeting included a workshop in which the PCBS staff reviewed the

indicators and mechanisms they are following in addition to discussing all the prospects and indicators of conducting a comprehensive mapping of the sector in order to identify and determine its strength in terms of employment, powerful source of income, imports and exports and possible future investments.



30/12/2019 “Power Breakfast” Meeting with the Minister of Telecom. And IT.

PITA has held the Power Breakfast meeting that included an open discussion with H.E Dr. Ishaq Sider- the Minister of Telecom. and Information Technology, with Telecom. and Internet Service Providers’ companies. The meeting aimed at finding ways to develop this sector and identifying the challenges and the obstacles that hinder the development process. It was a fruitful discussion that came up with a set of recommendations and insisted on forming committees to guarantee the implementation process.



Gaza Strip

09/08/2019 Meeting with the Ministry of Telecom. And IT and the Ministry of Entrepreneurship and Empowerment.

PITA held a meeting with The Minister of Telecommunications and Information Technology Dr. Isaac Sider with the presence of the Minister of Entrepreneurship and Empowerment Mr. Osama Al-Sa’dawi in order to discuss the status of the Palestinian ICT Sector; its challenges, last developments, success stories and ways of developing this sector. Dr. Isaac pointed out to PITA’s constant efforts since its establishment in developing the ICT sector and supporting its companies and employees despite all the

difficulties, and he also emphasize the role that this sector is playing in building innovative success stories that enable the Palestinian Economy in terms of self-reliance.



***Strategic Goal N.5: ICT Sector Branding: Networking and Penetrating the
ICT Sector in Palestine.
West Bank***

12/06/2019 Meeting with the World Bank.

The Board held a meeting with a delegation from the World Bank. During the meeting; the plan and the new strategic objectives of the current board were presented, the World Bank also summarized all its programs and projects they are currently implementing which serves the ICT sector. The two parties agreed on another meeting for further discussion regarding the activities and the programs that could benefit the Board and the World Bank.



**15/06/2019 Meeting with the Ministry of Telecom. And IT and a Delegation
from Germany.**

PITA participated in a meeting with his Excellency the Minister of Telecommunications and Information Technology, a delegation from the German Parliament and the German National Digital Agenda Committee. They all emphasized the importance of cooperation and creating networks and connections between the Palestinian and the German Companies.



17/06/2019 Signing of a Memorandum of Understanding with the Palestinian Computer Society (PCS).

During a pivotal meeting; a memorandum of understanding and cooperation was signed between PITA and Palestinian Computer Society (PCS), in the presence of the Mr. Saeed Zeidan, Dr. Radwan Tahboub and Dr. Musa Erfa'eyeh. They expressed their interest in working together to improve the ICT sector in Palestine and they pointed out to the importance of creating a professional society that promotes sustainable development plans of the ICT sector.



19/06/2019 Meeting with the German Ministry of Economy.

The Board met with a high- level delegation from the German Ministry of Economy to discuss prospects of cooperation and future projects funded by the German government; in addition to discussing the challenges that the Palestinian ICT sector faces, and

proposed projects which the delegation promised to discuss them with the concerned authorities; especially the GIZ.



02/07/2019 Meeting with a Belgian Delegation.

The Board met with the Belgian Delegation represented by the Belgian Consul Danielle Haven. The goal of the meeting was to introduce the Palestinian ICT sector, discuss the possibility of making connections with the Belgian companies, identify the opportunities of cooperation between the Palestinian and the Belgian Companies, and to collect

information so it can be an indicator of the status of the Palestinian Companies (where we are now) in relation to the Belgian markets and its neighboring countries, the areas of work, how we can develop them, what services and solutions can be provided to this market and what is needed to create such connections.

25/07/2019 Meeting with Second Secretary of Economic Development (Representation of the Kingdom of the Netherlands).

The Board met with Suzanne Tossings; The Second Secretary of Economic Development (Representation of the Kingdom of the Netherlands). The goal of the meeting was to introduce the Palestinian ICT Sector and identify the opportunities of outsourcing and cooperation. It is worth noting that the Representation of the Kingdom of Netherlands is making so much effort in making connections between the Palestinian companies and the Dutch companies.

22/08/2019 Meeting with a Delegation from the American Near East Refugee Aid (ANERA).

The Board met with a delegation from The American Near East Refugee Aid (ANERA) represented by its chairman Mr. Sean Carroll to discuss the prospects of the project RBK and ANERA in which it will be implemented in the West Bank, Gaza Strip and Jerusalem. The project aims at developing the personal and the ICT skills of the trainers through using modern technological tools and techniques.

12/09/2019 “The Ja-Pal’s DigiBiz Solution Competition 2019” Evaluation Committee Meeting.

The Evaluation Committee of the Ja-Pal’s DigiBiz Solution Competition 2019 has met to discuss the aspects they followed while evaluating the 62 submitted ideas. They analyzed them regarding the problems that they are trying to address, their visionary solutions, level of innovation, the impact they have whether on social or economic level, the potential those ideas have in creating new job opportunities and whether they can be implemented. Furthermore; the Jury discussed how much these ideas can solve the challenges of the Palestinian farming community, the impact of these ideas on the environment, the degree of growth and equity the ideas can achieve in terms of AgriTech development and their impact on AgriTech production and local cooperatives.



12/09/2019 Meeting with Palestinian Banks to discuss Expotech 2019 theme; “The Rise of FinTech & Blockchain”.

Expotech Committee has met with seven Palestinian Banks to discuss Expotech theme “The Rise of FinTech”. Over the past few years, the financial services industry has been technologically-led. Thanks to mobile and cloud computing, customers are embracing on-demand finance, through which they feel more comfortable in managing their money and business online. Nowadays, Banking, Financial Services and Fintech companies are the beneficiaries that stand to gain tremendously by demonstrating innovation in their business conduct and the services they provide, thus making them highly profitable over the years. Innovators in this sector consistently work hard and try to realize new business models that provide efficient and accountable financial services in a speedy nature. Such models are unlocking the creation of entirely new products and services and are including people more in the formal financial system. As technology behind FinTech is growing fast, the financial sector is changing worldwide. Thanks to FinTech, access to financial products and services has never been easier. Over the past 15 years; Expotech has highlighted the growth and the development of the ICT sector and focused on all the local and

international opportunities which provide innovative technological solutions that accordingly contribute in developing this sector. It was agreed that Banks should take advantage of this event in order to enhance the Palestinian financial technology.



24/09/2019 Meeting with DFID Private Sector Development Advisor and the Commercial and Economic Attaché of the British Consulate-General.

The Board met with Mr. Michael Sansour; DFID Private Sector Development Advisor and Mr. Michael Jeleh; the Commercial and Economic Attaché of the British Consulate-General. The goal of the meeting was to follow up the latest developments in the ICT sector which are mainly connected in developing this sector locally and internationally. Furthermore; the 1% initiative was discussed in which it aims to work remotely between Palestinian companies and British companies in addition to discussing Expotech 2019 and the possibility of bringing in British experts.



02/10/2019 “Ja-Pal’s DigiBiz Solution Competition 2019” Final Event.

The top 5 winners in the AgriTech competition have been selected. The Ja-Pal’s DigiBiz Solution is an initiative launched for the 2nd year by the Palestinian Information Technology Association of Companies (PITA) and the Palestine Information &

Communication Technology Incubator (PCTI) in partnership with the United Nations Development Programme/ Programme of Assistance to the Palestinian People (UNDP/PAPP) and funded by the Government of Japan (GoJ). The competition aimed to identify AgriTech innovative technological solutions to support the Palestinian economy and the agricultural sector in specific. A jury comprising of technical, agricultural, academic and business experts have listened to the 25 short-listed applicants and chose the top 5 most relevant and innovative ideas in the ICT sector. The evaluation took place in the 2nd of October, 2019 at Al-Carmel Hotel/Ramallah in the presence of H. E Dr. Ishaq Sider Minister of Communications and Information Technology and H. E Mr. Usama Sa'dawi; Minister of Entrepreneurship & Empowerment. A video conference has been also conducted during the event with Gaza Strip applicants, who presented their AgriTech business ideas at the UNDP office/Gaza.





17/10/2019 Meeting a Delegation from the World Bank within the Framework of the Project “QIF”.

PITA has met with a delegation from the World Bank within the framework of the project QIF, where both parties discussed the gap between the educational sector outcomes and the labor market needs in Palestine; thus spotting the lights on the skills that the graduates must have before entering the labor market.



04/11/2019 “Programming their Future Foundation’s” Project Launching.

Launching event of “Programming Their Future Foundation`s” Project to connect the Palestinian IT outsourcing companies with Dutch companies. The meeting has been conducted in coordination with PITA and attended by H.H. Prince Pieter-Christiaan of Orange-Nassau, van Vollenhoven, and PTF team in the Netherlands and Palestine and it has been attended by several Palestinian IT outsourcing companies in the West Bank and linked through Video conference with Gaza companies.

04-05/11/2019 Palestine Technology Week – Expotech 2019 “The Rise of FinTech and Blockchain”.

Under the slogan “The Rise of FinTech and Blockchain”, this year’s Expotech was organized by PITA, the main organizer and its partner organizer, PICTI for 2 sequential days, from 4th to 5th of November 2019 under its main components:

- **Announcement Press Conference:** A press conference was conducted in October 24th to announce Expotech event in partnership with the Ministry of IT and Telecommunications and the main sponsors of the event. Press releases in local and regional newspapers and online media channels are spread.
- **The Gala Dinner “It’s All About Networking”:** This event was organized Under the Patronage of the Prime Minister Dr. Mohammad Ishtaya, on Monday November 4th 2019, at 9 am at the Millennium Palestine Hotel/Ramallah. The event focused on the policies, procedures, laws and benefits of the FinTech and Blockchain that PITA strive to achieve with various government agencies in order to develop the sector, improve its growth and investment opportunities and provide an

opportunity to meet with well-known ministers, decision-makers and businessmen. Furthermore, this event included several key note speeches that highlighted the trend of moving towards the use of FinTech and Blockchain in everyday life.

- The ICT Conference “The Rise of FinTech and Blockchain”: A one-day conference that was held On Tuesday November 5th, 2019 at 6 pm at the Millennium Palestine Hotel, Ramallah, Palestine Under the Patronage of His Excellency President Mahmoud Abbas “Abu Mazen”. After the opening speeches, 3 international keynote speakers were invited to deliver a 10 minutes’ presentation around FinTech & Blockchain.

The conference included 4 main symposiums that were be hosted by international & local experts and businessmen from the largest companies in the ICT sector:

- 1- Symposium 1: Politics, Regulation and FinTech.
- 2- Symposium 2: Building an Inclusive FinTech Ecosystem.
- 3- Symposium 3: International FinTech Experiences.
- 4- Symposium 4: Emergence of FinTech and Blockchain in Palestine.

On the sidelines of the conference, stands were provided to various parties who present any products/services/business models or technological solutions in the field of FinTech and Blockchain.

Expotech 2019 Activities:

On Thursday, October 24th 2019, the Palestinian Information Technology Association of Companies (PITA) and the Palestinian Telecommunication Group (PALTEL) – the main sponsor of the event, have announced the launching of Palestine Technology Week Event – EXPOTECH 2019 for its 16th round, which was scheduled to take place in the West Bank in the 4th and 5th of November 2019, under the slogan “The Rise of FinTech and Blockchain”.

The launching was held in Jawwal Telecommunications Company headquarter with the presence of Mr. Saeed Zeidan, Chairman of PITA; Dr. Ishaq Sider, Minister of Telecommunications and IT and Mr. Ammar Aker; CEO of PALTEL Group.



Gala Dinner

“It’s all about Networking”

The opening ceremony took place in November 4th, 2018 at the Millennium Palestine Hotel-Ramallah Under the Patronage of the Prime Minister Dr. Mohammad Ishtayya. The event focused on the policies, procedures, laws and benefits that PITA has strived to achieve with various government agencies in order to develop the sector, improve its growth and investment opportunities and provide an opportunity to meet with well-known ministers, decision-makers and business men.

The event was moderated by Ms. Lama Abu Hila. The Gala Dinner was opened by a speech for Mr. Saeed Zeidan, Chairman of PITA; followed by Mr. Ammar Aker, CEO of PALTEL Group.

Furthermore, the sponsoring companies for Expotech 2019 were honored for their support in making this event such a successful and prosperous one, in addition to the honoring of the top 5 winners in the Ja-Pal’s DigiBiz Solution Competition 2019.

Furthermore, 3 Memorandums of Understanding have been signed during the Gala Dinner with:

- 1- Quds Bank.
- 2- Palestine Techno Park.
- 3- Palestine Ahliya University.



IT Conference

The conference held in Ramallah spotted the light on the importance of the ICT sector in Palestine and encouraging people’s investments, how to build an adequate infrastructure for the IT sector so it can be able to compete at an international level, how to bridge the gap between the outputs of the academic sector and the needs of the labor market in addition to the role that PITA is playing in developing this sector.

Speakers in the opening ceremony stated that this year’s Expotech theme is one of the main trends that the world is trying to adopt and follow; since the Financial Technology serves as a backbone for this sector’s development and revolution. They discussed the possible advantages and changes FinTech can bring to the society and the related stakeholders specifically banks and financial institutions. This technology can replace the old traditional methods to new innovative ones that will accordingly serve the Palestinian

national economy and connect it with the outside world despite the challenges it faces every day.

Furthermore, the IT Conference hosted 3 international FinTech experts who shared their valuable insights regarding this new global trend. Starting with Mr. Jay Tikam; An Internationally Experienced FinTech Expert: he explained more about the dawn of the FinTech revolution and the ecosystem that drives FinTech success, in addition to emphasizing the Government's Policy, Regulatory Policy, Progressive Incumbents and Innovative Entrepreneurs that shall enhance and empower FinTech – led Innovation and Transformation.



Presentations Around FinTech and E-Payment Services

Several Companies Presented their services in FinTech, Blockchain and E-Payment. Moderator: Mr. Dawood Al-Sahili; Operations and Business Development Head at Business Alliance.

Presenters:

- 1- Shrouq Qawareeq, Rumman.
- 2- Wala Abdul-Aziz, Receet.
- 3- Ibrahim Khammash, Jawwal Pay.
- 4- Iyad Qumsiyeh, Pal Pay.
- 5- Fatima Qadi, MadfooatCom.
- 6- Saed Majdalawi, MTC.



24/11/2019 Palestinian – Russian Governmental Committee Meeting in Moscow.

Mr. Saeed Zeidan represented PITA in the Palestinian- Russian Governmental Committee meeting in Moscow. During the meeting, they discussed the signing of a trade agreement and preparing a mission for PITA's members to Moscow for the purpose of connecting and

linking the Palestinian companies with the Russian companies to empower and develop the Palestinian ICT sector in addition to getting involved with Russia experience in the field of the E-Government.



14/12/2019 Meeting with Telecom. And Internet Service Providers' Co.

PITA has held a meeting with Telecommunications and Internet Service Providers' Companies. The meeting pointed out to the main issues and problems that this sector is suffering from. Hence; it placed the sector's priorities in discussing and building working techniques on how to develop and enhance this sector, face its challenges and increase its

investments. In a nutshell; improving the environment and the working conditions of the sectors and its affiliated companies.



18/12/2019 Implementation of the AgriTech Workshops within the framework of the project “Innovation and ICT Sector Development as a Tool for Peace and Prosperity in Palestine”.

Within the framework of the project “Innovation and ICT Sector Development as a Tool for Peace and Prosperity in Palestine”, that PITA is currently implementing with PICTI and UNDP/PAPP and funded by the Government of Japan, PITA has implemented three AgriTech workshops in partnership with Spark Co. for Training and Consulting which took place in Hebron, Ramallah and Tulkarem. These workshops are part of PITA’s endeavor’s to support the AgriTech sector in Palestine for the purposes of preparing a detailed report and developing a baseline study regarding the AgriTech Field. The workshops included different stakeholders including; workers, experts, private companies, academic professors from different faculties (Engineering, Agriculture and Information Technology), students and entrepreneurs. The overall objective of the project is to identify AgriTech innovative technological solutions to support the Palestinian economy and the agricultural sector in specific in order to build knowledge and partnership platform and to reach a better understanding of the potential of integrating Information Technology with the Agricultural sector.





Gaza Strip

11/05/2019 Meeting with the Palestinian Businessmen Association

PITA held a meeting with the Palestinian Businessmen Association members and managers in Gaza. The meeting aimed at searching for the best ways of cooperation and partnership within the Palestinian private sector to point out the role that businessmen and the private sector can play and the need for concerted efforts to achieve an integrated partnership and an advanced economic development.

13/06/2019 Meeting with the Japanese International Cooperation Agency (JICA).

PITA met with a delegation of ICT experts from the Japanese International Cooperation Agency (JICA). During the meeting, they were briefed on the most important interventions and priorities, in addition to emphasizing the importance of cooperation and creating opportunities for developing the Palestinian ICT sector and penetrating international markets.



11/09/2019 PITA's Participation in Amman Annual Conference "Telecommunications Governance in Palestine".

PITA and its members participated in Amman Annual conference "Telecommunications Governance in Palestine" to come out with conclusions and applicable solutions that the Palestinian government can adopt in order to create a specific national policy for organizing the IT sector. This policy relies on the principles of transparency, accountability and integrity to promote and ensure inclusiveness, competitiveness, quality and fair prices in the provision of telecommunications services. Since PITA's main goal is to promote fair competition, equal distribution of opportunities, prevent monopoly and accordingly help the service providers from the private sector, PITA stressed on the need to establish an independent authority to regulate and organize the Telecom. & IT sector and the Palestinian government in a way that ensure fair competition between the telecommunications services providers in addition to the need of exerting more efforts for operating the 3G services in Gaza Strip in order to develop and enhance the IT sector.

24/9/2019 Meeting with a Delegation from the World Bank.

The Board met with a delegation from the World Bank that is specialized in developing the ICT sector to discuss the prospects of cooperation and the strategic interventions that can in return help in developing the private sector software companies. It is worth mentioning that PITA affirmed the importance of strengthening the relations between PITA members and other parties that are interested in developing the digital sector. The World Bank communications development advisor discussed the conclusions he made during his visits to companies and they expressed their intention to hold another meeting in November to proceed with the required interventions and changes.



25/9/2019 PITA's participation in the 1st international conference "Technical Education in Palestine in an Era of Globalization".

PITA participated in the first international conference "Technical Education in Palestine in an Era of Globalization". The conference was organized by the University of Palestine in the presence of H. E Eng. Osama Al Sa'dawi; the Minister of Entrepreneurship and Empowerment, Dr. Mohammad Abu Zeiter; the CEO of PFESP-The Palestinian Fund for Employment, Mr. Walid Al-Husary; President of the Chamber of Commerce and the General Manager of PITA; Eng. Lina Shamiyah. During the conference they discussed the

role that the technical education plays in providing the labor market needs and requirements. PITA pointed out to the importance of Technical and Vocational Education in creating new job opportunities and building a better future for the Palestinian youth, in addition to the role that PITA plays in closing the gap between the academic sector and between the private sector through building new relationships and partnerships with the Palestinian universities and technical and academic institutions for the purpose of developing and enhancing the IT and Engineering curriculums and through the implementation of several projects that focus on the employment opportunities of young people in vocational training centers.



07/11/2019 Meeting with a Delegation from the Belgian Development Agency.

PITA has met with a delegation from the Belgian Development Agency on 7/11/2019. The purpose of the meeting was to discuss future projects between PITA and the Belgian Agency. The meeting included a discussion about the project of the Palestinian youth development and the creativity clubs' component. This project was organized by the Belgian Development Agency (Enable) to enhance youth employment opportunities in Palestine in partnership with the private sector.



20/11/2019 Participation in “Networking and Penetrating Global Markets” Training Workshop.

PITA has participated in a training workshop in the field of "Networking and Penetrating Global Markets". The workshop targeted companies working in the field of software exporting. This program is part of a project implemented by the Islamic University in partnership with PITA and funded by the World Bank through the Quality Development Fund at the Ministry of Higher Education.



15/12/2019 Participation in a workshop organized by the Belgian Agency for Development “Enable”.

PITA has participated in a workshop organized by the Belgian Agency for Development "Enable". The workshop aimed at discussing the “Youth Empowerment” project and the component of creative clubs to identify the private sector’s perspective.



Networking Event “Technology change-makers and corporates’ developers”

The Palestinian Information Technology Association of Companies – PITA in partnership with Hebron Chamber of Commerce and Industry and Hebron Expo have held Networking Event entitled “Technology change-makers and corporate developers”. The event was under the patronage and presence of His Excellency Dr. Ishaq Sider - The Minister of Telecom. And Information Technology, and the presence of other stakeholders and companies working in this sector from all over the country.

Mr. Abdu Idrees – the head of the chamber of commerce - has opened the workshop; in a nutshell; he stressed on the importance of keeping up with the ICT international development, exchanging the local and international experiences in this field worldwide. He highlighted the strategies of the board of directors in achieving economic development in cooperation with several partners and governmental bodies and the private sector; hoping that this workshop will benefit all the participants and they will eventually be able to come out with practical outputs and advantages.

Mr. Saeed Zeidan- the Chairman of the Palestinian Information Technology Association of Companies – PITA, welcomed everyone and pointed to the effort, the dedication and the commitment that the Chamber of Commerce and Hebron Expo have showed to hold this workshop; emphasizing that this is the first time for ICT companies move together across the country hand by hand for the purposes of presenting their services and consultations and exchanging their experiences and knowledge. Mr. Saeed discussed the necessity of using advanced technology in Palestine at a wider level and he announced holding the next exhibition in field of Information Technology in Hebron.

Hence; His Excellency, Dr. Ishaq Sider affirmed that the Ministry is seeking to build and establish bridges of communication and cooperation among all the economic, industrial and ICT sectors; explaining that this needs working on supporting and encouraging the bonds of this strategic partnership under the major developments and trends the world is currently witnessing in the ICT sector by which they affect life on several aspects. Therefore, all the Palestinian sectors have to keep abreast of the constant and successive changes in this field, and reach their optimum level in meeting the customers’ demands and needs with the required efficiency and effectiveness and achieving the desired digital transformation.

The workshop included presentations by the participating companies on their most prominent achievements, experiences and what have they achieved regarding the ICT sector. Not to mention a Memorandum of Agreement was signed between the Palestinian Information Technology Association of Companies – PITA represented by its Chairman; Mr. Saeed Zeidan and between Hebron Expo represented by its chairman; Mr. Rami Al-Natsheh. For more information, you can visit following websites; SAWA News and Hebron Radio.



Evaluating PITA's 2019 Activities and Setting 2020's Vision and Work Plan

A meeting was held at PITA Office with several actors from the Palestinian ICT sector; including Programming and Internet Services Providers Companies. The meeting aimed at highlighting PITA's main strategic outcomes of 2019, suggesting the new activities for 2020 and setting the best work plan that guarantee achieving those outcomes. The attendees point out to how such activities are part of PITA's strategic goals in which they have to be enhanced and reactivated to help and serve all members on all levels and this needs PITA's efforts for promoting this sector on the local and the international level.

The findings and recommendations of the meeting are enclosed as the following:

Accentuating and empowering the role of PITA locally and internationally and in turn it will be able to defend and protect the members' rights and interests regarding the governmental aspect.

Taking a greater role in the coordinating council.

Reinforcing its role to have a strong voice for any future demands with the government.

Continuing organizing the internal structure of PITA in terms of developing its internal governance, working in a transparency manner with all members, updating the internal system to give a precise clarification of the members' roles that will assure advancing the role of PITA and its members and finally setting a clear policy regarding the conflict of interest issue.

Setting an annual agenda for its activities.

Widening its members' base.

Review the membership file, re-evaluating the current members to make sure if their work is still within PITA's field of specialty.

Returning to Palestinian Investment Promotion Agency Board of Directors.

Emphasizing that only members who pay their membership fees; can be provided with PITA's services.

Working in accord with PITA's strategic goals to ensure its members' efficiency.

Enhancing the role of the executive team.

Increasing PITA's participation in the international forums.

Forming capacity building programs.

