

Acronyms and abbreviations

BO	<i>Bulletin Officiel</i>
CGEM	National Agency for the Promotion of Small and Medium Enterprises, <i>Confédération Générale des Entreprises du Maroc</i>
EGMB	E-Government Management Board
eOSS	Electronic One-Stop Shop
ERRADA initiative	Egyptian Initiative on Regulatory Reform and Development Activity
ICT	Information and communication technologies
IFC	International financial corporation
LOB	Legislative and Opinion Bureau
MCIT	Ministry of Communication and Information Technology
MENA	Middle East and North Africa
MOT	Ministry of Tourism
MSAD	Ministry of State for Administrative Development
OM SAR	Office of the Ministry for State and Administrative Reform
PA	Palestinian Authority
PPP	Public-private partnerships
RIA	Regulatory Impact Assessment
SCM	Standard Cost Model
SDMP	Services Sector Development Master Plan
SGG	General Secretariat of the Government (<i>Secrétaire Général du Gouvernement</i>)
SMEs	Small and medium-sized enterprises
UNCAC	United Nations Convention against Corruption
WTO	World Trade Organization



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