

Country Report for Egypt



Disclaimer

This short country report, a result of a larger survey of ICT outsourcing in Africa, provides a general overview of the current activities and issues related to ICT outsourcing in the country. The data presented here should be regarded as illustrative rather than exhaustive. ICT outsourcing is at a particularly dynamic stage in Africa with new developments and announcements happening on a daily basis somewhere or the other on the continent. Therefore, these reports should be seen as 'snapshots' that were current at the time they were taken; it is expected that certain facts and figures presented may become outdated very quickly.

The findings, interpretations, and conclusions expressed herein are a faithful representation of the respondents of the interviews and secondary data collected from the countries and published literature. Strict analysis has been carried out with the minimal influence of the authors/team members. References to data sources have been made as far as possible. In the case of the detailed data parameters used for scores and ranking the same data source and timeline has been used for all the fifteen countries compared. In the descriptive section of the country reports, all data received from the individual country have been used in order to give as complete an assessment as possible. Thus those countries that have provided more information have a better coverage than those who have not been able to provide data to the research team.

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It is expected that individual country reports from the survey of ICT outsourcing in Africa will be updated in an iterative process over time on the basis of additional research and feedback received through CBC and Cyber Media website.

1. Overview

Egypt is located in Northern Africa, bordering the Mediterranean Sea, between Libya and the Gaza Strip, and the Red Sea north of Sudan, and includes the Asian Sinai Peninsula. Egypt is the most populous country in the Arab world and the second-most populous on the African Continent. Nearly all of the country's 79 million people live in Cairo and Alexandria; elsewhere on the banks of the Nile; in the Nile delta, which fans out north of Cairo; and along the Suez Canal. These regions are among the world's most densely populated, containing an average of over 3,820 persons per square mile (1,540 per sq km), as compared to 181 persons per sq mi for the country as a whole.

Egypt borders the Mediterranean Sea to the north, the Gaza Strip and Israel to the north-east, the Red Sea to the east, Sudan to the south, and Libya to the west.

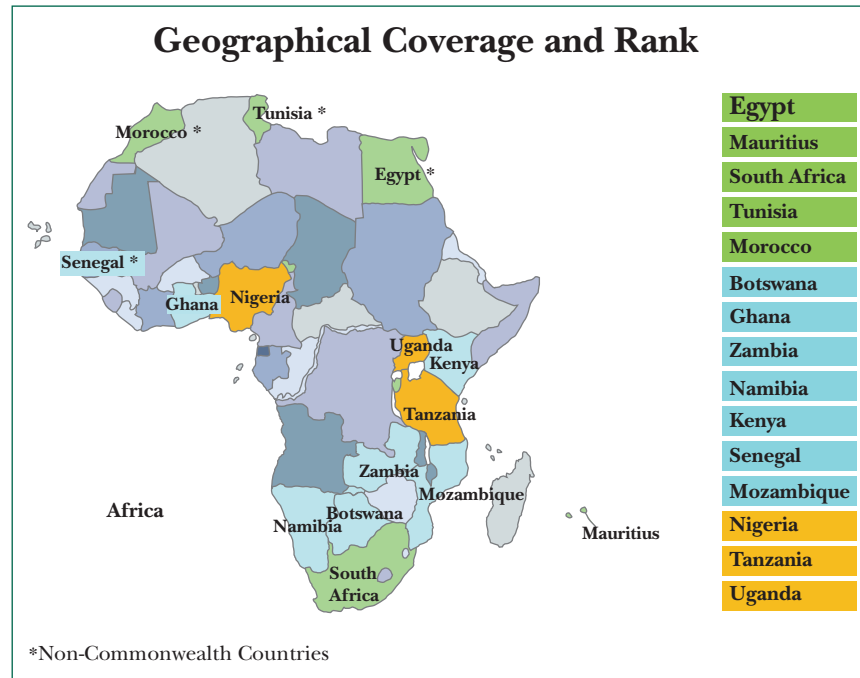
The great majority of its estimated 82 million live near the banks of the Nile River, in an area of about 40,000 sq km (15,000 sq m), where the only arable agricultural land is found. The large areas of the Sahara Desert are sparsely inhabited. About half of Egypt's residents live in urban areas, with the majority spread across the densely populated centres of greater Cairo, Alexandria, and other major cities in the Nile Delta.

Egypt is famous for its ancient civilisation and some of the world's most famous monuments, including the Giza pyramid complex and its Great Sphinx. The southern city of Luxor contains numerous ancient artefacts, such as the Karnak Temple and the Valley of the Kings. Egypt is widely regarded as an important political and cultural nation of the Middle East.

Egypt, sometimes referred to as the 'Motherland of the World' and the 'Land of Civilisations,' is famous throughout the world for its ancient civilisation and 7,000-year history along the Nile River. It is an important political and cultural centre of the Middle East.

2. Egypt's Position in Africa's Fifteen Countries

Egypt is the first in the ready band of countries from the outsourcing attractiveness point of view. The map and table below show where Egypt is positioned among the fifteen studied countries.



Contributing scores and ranks are as under.

Overall

Band	Score (PS & BE)	Rank
Ready	7.18	First

Infrastructure

Score	Rank	Band
6.8	3	Ready

While achieving the third position in score for ‘Infrastructure’, Egypt is second in electricity availability and telecommunications and data-transfer costs, fourth in network readiness, seventh in infrastructure cost, third in availability and penetration, and sixth in the roads and rail network.

People and Skills (PS)

Score	Rank
3.620	1

Egypt is the best in the case of ‘People and Skills,’ being first in quantity, second in quality, and third in working satisfaction and ICT exposure; it has scored seven in human resource costs. At the other end it has fallen to thirteenth position in education, language, and domain skills.

Business Environment (BE)

Score	Rank
3.558	2

Egypt ranked second in this lower level abstraction. In achieving this position it has come fifth in ICT security, Cyber and IPR laws, and share of services in GDP. Egypt has the third highest foreign exchange reserves and ranks seventh in ease and cost of finances. Egypt has come in the sixth position for legislative risk and in the eighth for share of ICT in exports. In the tax rate, Egypt is twelfth and in the share of services in exports it has come fifth. Also, Egypt is fifth and first, respectively, in geopolitical risk and currency risk.

3. Country, Political, and Economic Profile

Geography

At 1,001,450 sq km (386,660 sq m), Egypt is the world’s thirty-eighth-largest country. In terms of land area, it is approximately the same size as all of Central America, twice the size of France, four times the size of the United Kingdom, and equals the combined size of the U.S. states of Texas and California. Nevertheless, due to the aridity of Egypt’s climate, population centres are concentrated along the narrow Nile Valley and Delta, meaning that approximately 99 per cent of the population uses only about 5.5 per cent of the total land area.

Alexandria is Egypt’s second largest city. Egypt is bordered by Libya to the west, Sudan to the south, and by the Gaza Strip and Israel to the east. Egypt’s important role in geopolitics stems from its strategic position. Its coast line is along the Mediterranean Sea and the Red Sea; a transcontinental nation, it possesses a land bridge (the Isthmus of Suez) between Africa and Asia, which in turn is traversed by a navigable waterway (the Suez Canal) that connects the Mediterranean Sea with the Indian Ocean via the Red Sea.

To summarise the data:

Area: 1,001,450 sq km (386,000 sq mi); approximately equal to Texas and New Mexico combined.

Cities: Capital—Cairo (pop. estimated at 16 million).

Other cities: Alexandria (6 million), Aswan, Asyut, Port Said, Suez, Ismailia.

Terrain: Desert, except Nile valley and delta.

Climate: Dry, hot summers; moderate winters.

People

Nationality: Egyptian(s).

Population (July 2007 est.): 80,335,036.

Annual growth rate (2007 est.): 1.72 per cent.

Ethnic groups: Egyptian, Bedouin Arab, Nubian.

Religions: Muslim 90 per cent, Coptic Christian 9 per cent, other Christian 1 per cent.

Languages: Arabic (official), English, French.

Education: Years compulsory—ages six to fifteen; Literacy—total adult 58 per cent.

Health Infant mortality rate (2006 est.): 31.33 deaths/1,000 live births.

Life expectancy (2006 estimate): Seventy-one years.

Government

Type: Republic.

Independence: 1922.

Constitution: 1971.

Branches: Executive—President, Prime Minister, Cabinet; Legislative—People's Assembly (444 elected and ten presidentially appointed members) and Shura (consultative) Council (176 elected members, eighty-eight presidentially appointed).

Administrative subdivisions: Twenty-six governorates.

Principal political parties: National Democratic Party (ruling); Principal opposition parties—New Wafd Party, Liberal Party, National Progressive Unionist Grouping (Tagammau), and Nasserite Party.

Suffrage: Universal at eighteen.

Economy

GDP (2007 est.): \$118-120 billion.

Annual growth rate (2007 est.): 7.2 per cent.

Per capita GDP (2007 est.): \$5,400.

Natural resources: Petroleum and natural gas, iron ore, phosphates, manganese, limestone, gypsum, talc, asbestos, lead, zinc.

Agriculture: Products—cotton, rice, onions, beans, citrus fruits, wheat, corn, barley, sugar.

Industry

Types: Food processing, textiles, chemicals, petrochemicals, construction, light manufacturing, iron and steel products, aluminium, cement, military equipment.

Trade (FY 2005): Exports—\$27.4 billion: petroleum, clothing and textiles, cotton, fruits and vegetables, manufactured goods.

Major markets: EU, United States, Middle East, Japan.

Imports: \$40.48 billion—machinery and transport equipment, petroleum products, livestock, food and beverages, paper and wood products, chemicals. Major suppliers: EU, United States, China.

Political and National Conditions

Egypt has been a republic since 18 June 1953. President Mohamed Hosni Mubarak has been the president of the republic since 14 October 1981, following the assassination of former President

Mohammed Anwar El-Sadat. Mubarak is currently serving his fifth term in office. He is the leader of the ruling National Democratic Party. Prime Minister Dr. Ahmed Nazif was sworn in as prime minister on 9 July 2004, following the resignation of Dr. Atef Ebeid from his office.

Although power is ostensibly organised under a multi-party semi-presidential system, whereby the executive power is theoretically divided between the president and the prime minister, in practice it rests almost solely with the president who traditionally has been elected in single-candidate elections for more than fifty years. Egypt also holds regular multi-party parliamentary elections. The last presidential election, in which Mubarak won a fifth consecutive term, was held in September 2005.

In late February 2005, President Mubarak announced in a surprise television broadcast that he had ordered the reform of the country's presidential election law, paving the way for multi-candidate polls in the upcoming presidential election. For the first time since the 1952 movement, the Egyptian people had an apparent chance to elect a leader from a list of various candidates. The president said his initiative came out of "my full conviction of the need to consolidate efforts for more freedom and democracy". However, the new law placed draconian restrictions on the filing for presidential candidacies, designed to prevent well-known candidates such as Ayman Nour from standing against Mubarak, and paved the road for his easy re-election victory. Concerns were once again expressed after the 2005 presidential elections about government interference in the election process through fraud and vote rigging, in addition to police brutality and violence by pro-Mubarak supporters against opposition demonstrators. After the election, Egypt imprisoned Nour, and the US government stated the 'conviction of Mr. Nour, the runner-up in Egypt's 2005 presidential elections, calls into question Egypt's commitment to democracy, freedom, and the rule of law.'

As a result, most Egyptians are sceptical about the process of democratisation and the role of the elections. Less than 25 per cent of the country's 32 million registered voters (out of a population of more than 72 million) turned out for the 2005 elections. A proposed change to the constitution would limit the president to two seven-year terms in office.

Thirty-four constitutional changes voted on by parliament on 19 March 2007 prohibit parties from using religion as a basis for political activity; allow the drafting of a new antiterrorism law to replace the emergency legislation in place since 1981, giving police wide powers of arrest and surveillance; give the president power to dissolve parliament; and end judicial monitoring of election. As opposition members of parliament withdrew from voting on the proposed changes, it was expected that the referendum would be boycotted by a great number of Egyptians in protest of what has been considered a breach of democratic practices. Eventually it was reported that only 27 per cent of the registered voters went to the polling stations under heavy police presence and tight political control of the ruling National Democratic Party. It was officially announced on 27 March 2007 that 75.9 per cent of those who participated in the referendum approved of the constitutional amendments introduced by President Mubarak, and this was endorsed by opposition free parliament, thus allowing the introduction of laws that curb the activity of certain opposition elements, particularly Islamists.

Thus Egypt is a safe and secure destination.

4. Principal Government Officials

President: Mohamed Hosni Mubarak.

Prime Minister: Dr. Ahmed Nazif (former Minister MCIT).

Minister of Foreign Affairs: Ahmed Aboul Gheit Minister MCIT¹: Dr. Tarek Kamel.

First Deputy MCIT: Dr. Hoda Baraka.

5. Foreign Relations

Geography, population, history, military strength, and diplomatic expertise give Egypt extensive political influence in the Middle East and within the Non-Aligned Movement. The Arab League headquarters is in Cairo, and the Secretary General of the League is traditionally an Egyptian. Former Egyptian Foreign Minister Amr Moussa is the present secretary general of the Arab League. President Mubarak has often chaired the African Union (formerly the Organization of African Unity). Former Egyptian Deputy Prime Minister Boutros Boutros-Ghali served as secretary general of the United Nations from 1991 to 1996.

Egypt has maintained friendly diplomatic and trade Relations with USA, EU, UK, France, India and Japan. Egypt has maintained strong partnership agreements with India, UK, and USA in the areas of ICT, science and technology. Similarly there are strong industry-government partnerships with multinationals. Several Joint ICT Related Projects with International and United Nations Agencies

6. Living, Security, and Safety Perceptions

The crime rate in Egypt is low. While incidents of violence are rare, purse snatching, pick pocketing and petty theft does occur. Travellers are strongly cautioned not to leave valuables such as cash, jewellery, and electronic items unsecured in hotel rooms or unattended in public places. There have been instances of terrorism in the bordering areas, but there is no reason to be alarmed. There is a need to be cautious while travelling by road and public transport. Proper medical insurance is necessary. Living conditions are moderate.

7. ICT Policy, Infrastructure, and Service

There has been an ICT Policy in place since 1999 resulting in the setting up of the Ministry of Communication and Information Technology (MCIT). A positive strategy has been in place to implement the policy, and the strategy and master plans are reviewed and updated regularly; the current strategy is from 2007 to 2010. All departments and ministries work harmoniously in matters relating to ICT. The strategy is providing all that is needed for a positive growth of Egypt's ICT Sector. The ICT infrastructure and services are of a very high-quality coverage and service levels have been fixed at a reasonable cost.

¹ Ministry of Communications and Information Technology

An important goal of Egypt’s ICT Policy & Strategy is to create state of art ICT Infrastructure that gives an enabling environment for Government and business to link globally in an efficient and cost effective way.

A vibrant and export-oriented ICT Industry promotes Public Private Partnerships, enables society to absorb the benefits from expanding sources of information, creates a learning community that exploits its own potential fully, support the developments of skills needed by the ICT Industry, and gives support for research and innovation in the field of ICT.

In Egypt the ICT Sector has grown at 25% as compared to 7% overall growth in all sectors of the Egyptian economy as a whole. Self-sustaining human resource base of 250,000 plus, ratification of necessary Telecommunication, e-signature, and related Cyber Laws make ICT and cyberspace safer; high Foreign Direct Investent(FDI) in the ICT sector, subscription-free internet access at the cost of local calls for all Egyptians, and low-cost PCs for all hosting global policy dialogues on related issues like Internet governance.

Physical Infrastructure

- **Office market:** The Cairo office market operates in a number of key locations across the city reflecting its enormous geographical and demographic scale including the five areas known as Downtown, Ma’adi, Heliopolis, Mohandiseen, and Nasr City. The new ring road has made areas around the city accessible. An out-of-town market developing in the three areas is known as sixth October, Smart Village, and Emaar’s New Cairo.
- **Retail market:** There are a number of shopping malls in Cairo, including Arkadia, First Mall, Talaat Harb Center, and City Stars, which is the largest shopping mall in North Africa. Western retailers were historically slow to open in Cairo due to trade issues; however, there are now international retailers in the city including Toys ‘R’ Us, Versace, Timberland, and Habitat. The market is destined to grow on the back of developments proposed by Emaar and Damac.
- **Industrial market:** There has been a growing trend for industrial users to move out of the city to areas where there is less congestion and communications are better—sixth October City. However, due to the success of this area, traffic congestion issues are increasingly affecting the new occupiers.
- **Residential market:** Traditionally the best residential areas have been on the island of Zamalek and in Ma’adi. Due to issues with pollution and quality of life, however, the trend is for housing to be concentrated in out-of-town areas like Pyramids and Katameya Heights. A recent phenomenon in the market is the entry of some of the major UAE developers including Emaar and Damac who are proposing to construct on a scale previously unseen in the Cairo market.

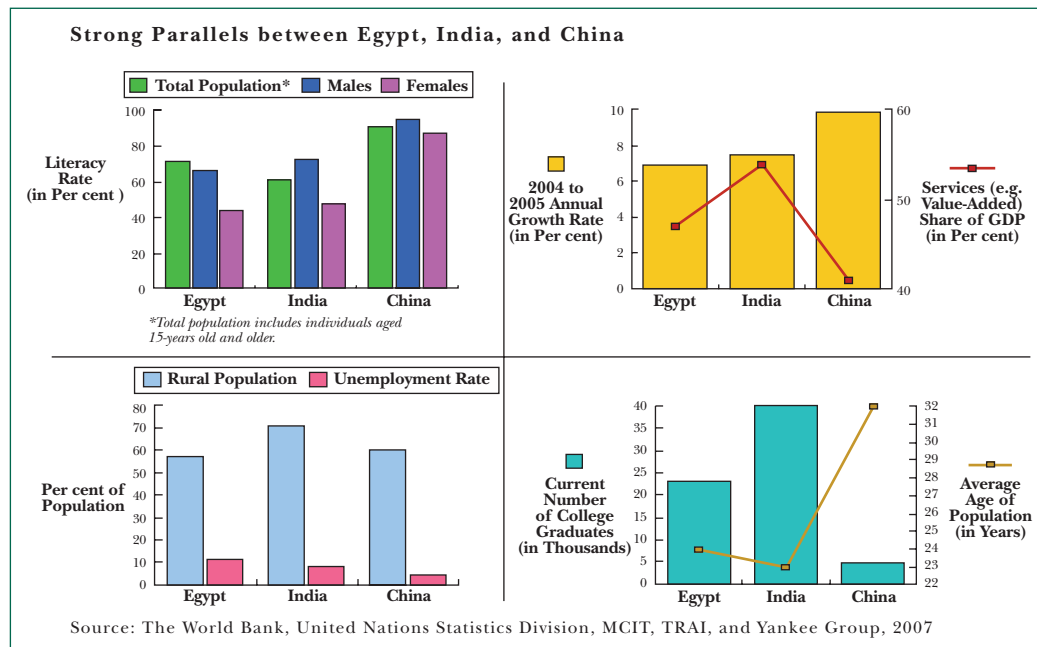
	Prime rents	Prime yields
Offices	US\$ 11 per sq m per month	11%
Retail	US\$ 35 per sq m per month	9%
Industrial	US\$ 7 per sq m per month	12%
Residential	US\$ 6,000 per month*	8%

*Four bed room executive house—prime location

8. ICT and BPO Industry Environment

These is a positive ICT environment conducive to healthy growth of the ICT Industry—magnitude of Egyptian ICT 1 per cent of GDP, involving 1,700 companies, staff of 49,000 and generated taxes of 77 million USD in 2007; ICT sector growth 25 per cent in comparison to 7 per cent for the rest of the economy. Positive and healthy growth of the BPO and outsourcing industry as witnessed by the following:

- Ranked the best location by the British National Outsourcing Association (NOA).
- Several Multinational Companies operating outsourcing operations in the ICT Parks in Egypt.
- Egypt concentrating on the following Niche areas:
 - Global R&D
 - Engineering design
- Global Knowledge Process Outsourcing (KPO).
- Global IT localisation, Arab content management.
- Global BPO, Global technical support centre.
- Global contact centre management.
- IT product exports (emerging markets).
- Global IT (Software and It services).



9. Human Resource Efficiency and Cost

A government-funded university intervention program in Cairo is dedicated to getting students ready for employment each year and through the Edu Egypt initiative—a collaboration

between the Ministry of Communications and Technology and the Ministry of Higher Education and Scientific Research—Egypt is able to equip undergraduates with soft skills, language abilities, and technical competences that will secure Egypt's future workforce. Also, with an annual graduate talent pool of around 330,000 students, Egypt is now globally associated with learning, dialogue, and tolerance (UNESCO, 2007).

Egypt's dense population produces an attractive labour supply, where English is fluently spoken by university graduates and where proficiency in many other European languages is high. Secondary school enrolment is historically high, and the corresponding output will feed university systems in the future, ensuring a constant flow of capable and ambitious employees. Among the graduating labour pool, 100,000 students will have chosen commerce, science, or engineering degrees, which are highly desirable disciplines, producing excellent candidates for jobs in the ICT and engineering sectors in Egypt and worldwide. Additionally, Egypt ranks in the top ten for its IT skills in emerging markets (A.T. Kearney).

As a result of its professional pool of graduates, Egypt has become one of the world's most attractive and fast growing locations for global outsourcing. The country has twenty technical institutes with 17,000 engineering graduates entering the marketplace each year; added to which are leading institutes such as Al-Azhar University, Cairo University, and Ain Shams University. The Egyptian Education Initiative was set up to improve 'employability' in Egypt, and is supported by leading multinational companies such as CISCO, HP, IBM, and Intel. The majority of training costs are covered as part of a wider government program, supported by the Ministry of Communications and Technology (link to MCIT website), to develop its skilled workforce—creating one of the best IT industry, enabling environments in the world.

Egypt has abundant human resource base of qualified graduates with multi-lingual capabilities. Egypt has a reasonable salary and wage structure. Government provides subsidy in training programmes to support the outsourcing industry. Egypt almost provides universal Internet access due to the subscription-free internet accounts available to all Egyptians. Egypt perhaps has the strongest localisation policy with one expatriate permitted for every nine Egyptians employed. Egypt is the best among the fifteen countries covered in terms of human resources.

Egypt has an abundant and sustainable pool of talented, technologically skilled, and multi-lingual university graduates.

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One of the main benefits is its low average wage costs (2,076 USD per annum) when compared with Eastern European countries; only India (1,416 USD) and the Philippines (1,776 USD) have lower average wages (source: EIU 2007). For IT programmers, very cost-competitive salaries are rewarded, for example, Egyptians received an average of 9,126 USD in 2006, while 20,966 USD was the service norm in Morocco (A. T. Kearney 2007 Global Service Location Attractiveness).

The research team visited and witnessed concrete educational programmes and institutions designed and run to support a strong outsourcing industry on a sustained basis.

10. Legal and Enforcement Issues

Copyright and Cyber Laws are being strengthened at high priority in Egypt. World Bank Doing Business report cited that enforcing contracts is a lengthy procedure in Egypt.

Time taken: 1010 days.

Number of procedures: Forty-two.

Cost: 26.2 per cent.

In comparison, in Singapore it would take only 150 days. This is not as directly applicable to an outsourcing scenario as enforcement problems would not be a fully local issue.

The research team was exposed to the initiatives being taken to strengthen the ICT Security and Cyber law enforcement mechanisms in Egypt.

11. Labour and Expatriate Worker's Permits

Egypt has a very strong Localisation Policy. One expatriate is permitted for every nine Egyptians employed. Given this stated and announced guideline, getting permits is not a problem and Egyptian General Authority for Investment and Free Zones (GAFI) is a single window department that takes care of all permits. The cost of removing is an employee equivalent to 132 weeks' salary (in comparison to zero in New Zealand or four in Jordan).

12. Revenue, Tax, and Repatriation Issues

There are no foreign exchange controls in Egypt. The corporate tax is now a flat 20 per cent, but with other taxes the total tax on profit comes out to be 46 per cent.

13. Investment Policy and Incentives

Special Tax Concessions are given to important infrastructure projects. Minimum investment have reduced to L.E. 1000 from L.E. 50,000 (Egyptian Pounds). Government pays for training of Local Personnel to come upto International Standards. Egypt has a single window authority (GAFI) for all approvals. Egypt has introduced antitrust and unified tax laws to reduce software piracy, and tariffs on imports, and address legislative trade and non-trade barriers to ICT industry. Egypt is the second best in terms of overall business environment.

14. Government Agencies Giving Support to Outsourcing

- Information Technology Industry Development Agency ITIDA
<http://www.itida.gov.eg>
<http://www.egypt-on.com>.
- The Egyptian General Authority on Investment and Free Zones (GAFI)
<http://www.gafinet.org>

The charter and responsibility of these two organisations is to support a potential Investor in the area of ICT or outsourcing at each and every step from conception to commissioning their operations.

15. Overall Assessment and Recommendations

Egypt should maintain this momentum, enhance human resource development and work attitudes, improve living conditions, improve infrastructure in terms of roads and living areas, spread ICT and outsourcing operations out of Cairo into cities like Alexandria.

16. Contact Details

Investment Promotion Single Window Agencies

Information Technology Industry Development Agency
 Smart Village, Building (BS)
 Cairo–Alexandria Desert Road
 Giza, Egypt
Tel: (+202) 3534-5132; **Fax:** (+202) 3534-5157
Website: <http://www.egypt-on.com>; <http://www.itida.eg>

General Authority for Investment and Free Zones
 Salah Salem Road, Fairgrounds
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 Egypt
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Country Report for **Egypt**

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112/114 rue de la Boetie

75008 Paris

Tel: (+33) 145009989-145007427-145007710; **Fax:** (+33) 145003528

Telex: N/A

Mail Box: N/A

E-mail: Paris_Con@mfa.gov.eg

Website: <http://www.mfa.gov.eg/Missions/france/paris/consulate/fr-FR>

Useful Links

Why Egypt?

ITIDA.

<http://www.itida.gov.eg>

Smart Village, Cairo

<http://www.smart-villages.com/docs/front.aspx>

Maadi Contact Center Park

http://www.mcit.gov.eg/ContactCentersPark_Maadi.aspx

Programs and Initiatives

Egyptian Education Initiative.

<http://www.eei.gov.eg>

Edu Egypt.

http://www.iti.gov.eg/eduegypt/edu_egypt

Map-IT

Enterprise Capacity Building Program

Egypt PC 2010.

<http://www.egyptpc2010.gov.eg/>

Software Engineering Competence Center (SECC).

<http://www.secc.org.eg>

Mediterranean Information Society Technologies.

<http://www.med-ist.eu/WelcomeMEDIST.asp?Forumname=MED-IST&language=Arabic&reason=&user=Education>

Education

Nile University.

<http://www.nileu.edu.eg/>

Al-Azhar University

Cairo University.

<http://www.cu.edu.eg/english/>

Ain Shams University.

<http://net.shams.edu.eg/>

Egyptian Universities Network.

<http://www.eun.eg>

American University in Cairo.

<http://www.aucegypt.edu/Pages/default.aspx>

Other Related Ministry Sites

Ministry for Communications and Information Technology (MCIT).

<http://www.mcit.gov.eg>

The Egyptian General Authority for Investment and Free Zones (GAFI).

<http://www.gafinet.org/>

Ministry of Education.

<http://www.emoe.org> (Arabic)

Ministry of Higher Education and Scientific Research.

<http://www.egy-mhe.gov.eg> (Arabic)

Egypt & Middle East Information Technology (Emeit)

<http://www.emeint.net>

Outsourcing Related Sites

European Outsourcing Association.

<http://www.e-oa.net/>

UK-National Outsourcing Association.

<http://www.noa.co.uk/>

EOA France.

<http://www.eoafrance.com>

International Association of Outsourcing Professionals.

<http://www.outsourcingprofessional.org/>

Affiliate Organisations

National Telecommunication Regulatory Authority (NTRA).

<http://www.tra.gov.eg/english/main.asp>

National Postal Authority (NPA).

<http://www.egyptpost.org/ar/index.asp>

Information Technology Institute.

<http://www.iti.gov.eg>

National Telecommunication Institute.

<http://www.nti.sci.eg>

CultNat.

<http://beta.culnat.org>

The World Fact book 2007.

<https://www.cia.gov/cia/publications/factbook/geos/eg.html>

Ibid.

Education around the World; Egypt. US Department of Education.

http://www.ed.gov/offices/OUS/PES/int_egypt.html;

http://encarta.msn.com/fact_631504758/Egypt_Facts_and_Figures.htm

Arab Republic of Egypt, Ministry of Education. Education for All Report 2003. Cairo.

http://www.unesco.org/education/wef/countryreports/egypt/rapport_2.htm

Egypt Internet Usage and Marketing Report. Internet World Stats.

<http://www.internetworldstats.com/af/eg.htm>

Egypt Internet usage and Marketing Report. Internet World Stats.

<http://www.internetworldstats.com/af/eg.htm>

“Arab Higher Education and Development: An Overview.” Almishkat Center for Research. Cairo.

Mashali, S.A. Education Program Director, Ministry of Communications and Information Technology.

<http://www.mcit.gov.eg/>

