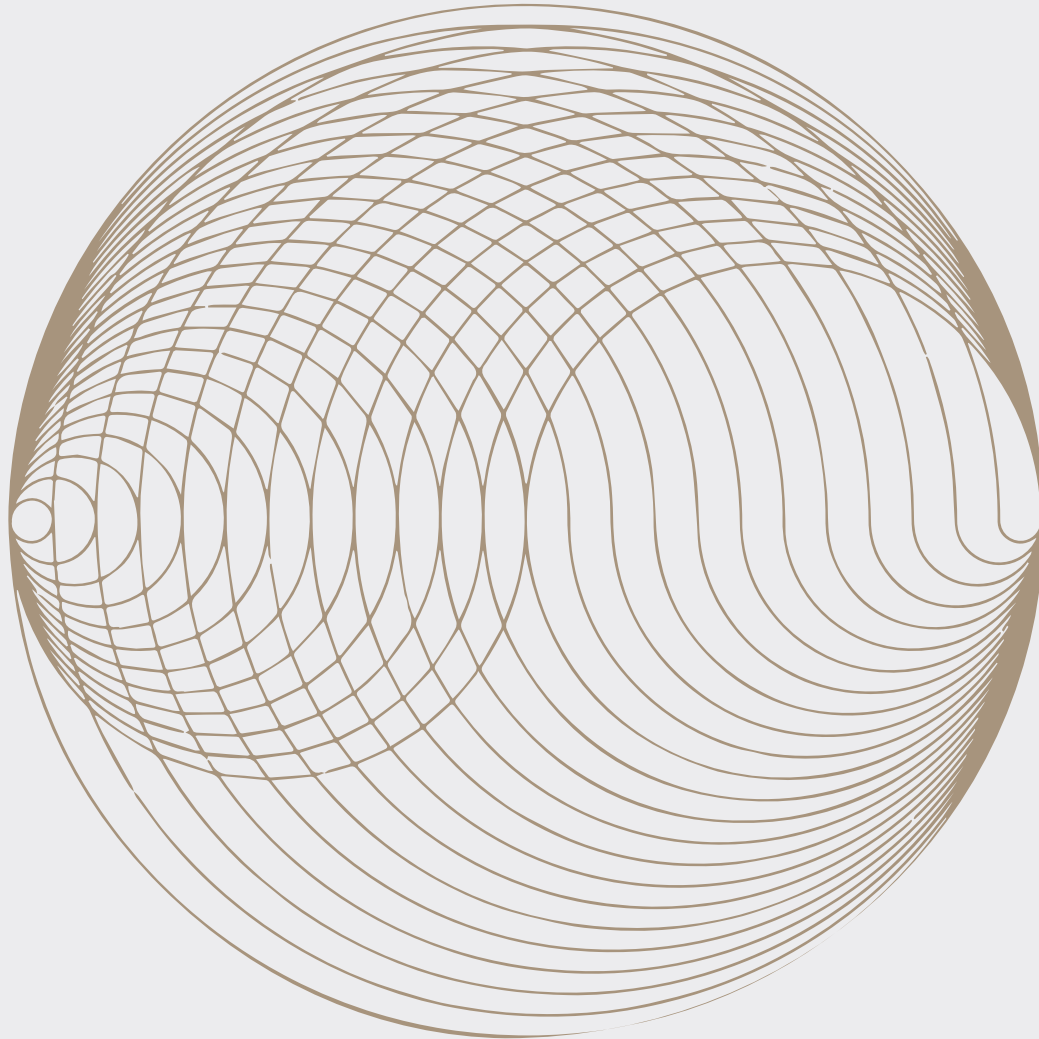


TDRA

هيئة تنظيم الاتصالات والحكومة الرقمية
TELECOMMUNICATIONS AND DIGITAL
GOVERNMENT REGULATORY AUTHORITY



Digital Transformation in the United Arab Emirates 2020



The qualitative leap in the field of technology achieved by the UAE is not an outcome of emergency or abnormal situation, but the fruit of hard and dedicated work accompanied by a comprehensive strategy for development.

His Highness
Sheikh Khalifa bin Zayed Al Nahyan
President of the United Arab Emirates



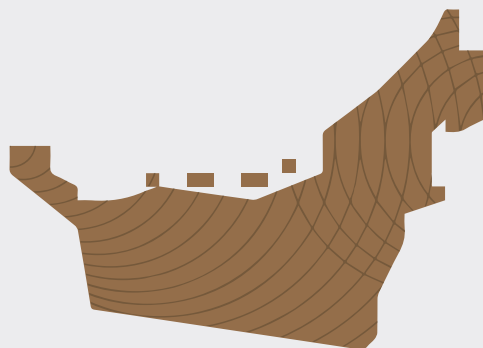
"The future is for those who excel digitally"

His Highness Sheikh
Mohammed bin Rashid Al Maktoum
UAE Vice President, Prime Minister and Ruler of Dubai

Table of Contents

■ Digital Transformation in the UAE - Historical Chronology	6
■ Digital Lifestyle in the UAE	9
■ Digital Transformation in Educational Sector	17
■ Projects and Initiatives in Health Sector	24
■ Digital Transformation in Community Development Sector	29
■ Digital Transformation in Economy Sector	38
■ Digital Transformation in Security Sector	46
■ Digital Government and Smart Cities	63
■ Digital Transformation in Dubai	101
■ Notice:	102
■ Partners:	103
■ References:	104

Introduction



Digital technologies have become an integral part of our lives impacting economic, social, educational and several other aspects. Digital channels have become the dominant mode of governmental work and digital commerce has become a way of life.

This report aims to highlight some of the successful examples of digital developments in the United Arab Emirates. The importance of this report lies in its content and timing. In terms of content, the report shows the efforts of the past decades that have resulted in the UAE becoming a model for digital transformation in the region. In terms of timing, the report is being issued in 2021, the year of the UAE's Golden Jubilee. This is the year in which we celebrate the last 50 glorious years and kickoff our preparations for the next 50 years; to build a future befitting the United Arab Emirates.

Digital Transformation in the UAE - Historical Chronology

The digital transformation in the United Arab Emirates is the result of a historical accumulation of milestones and achievements that have been achieved under the guidance of the wise leadership, and with the joint efforts of government agencies and their partners in the private sector. The journey of digital transformation began in 1982 with the establishment of the Public Information Authority, with the aim of introducing computers into government work and automating government processes and procedures. Today, the UAE turns a page of the new fifty years of the Union's life.

Key Milestones of the UAE's digital transformation journey are as follows:

Digital Transformation in the UAE - Historical Chronology

1982

Establishment of the Public Authority for Information.

1985

Application of modern integrated optical fiber services.

1995

Internet access to the UAE.

1999

Establishment of Dubai Internet City.

2000

The first e-government in the region (Dubai e-government)

2001

The first electronic payment gateway (e-dirham)

2003

Establishment of the Telecommunications Regulatory Authority (and the Digital Government)

2009

Assigning the Communications Regulatory Authority and the Digital Government to oversee digital transformation.

Digital Transformation in the UAE - Historical Chronology

2010

Launch of the official portal of the UAE government (u.ae).

2011

Launch of the Mohammed bin Rashid smart learning program.

2013

Launch of smart (mobile) government at the federal level.

2015

Launch of FedNet.

2016

Launch of the digital identity (UAEPass).

2018

Launch of digital wallet (using blockchain).

2020

the year of the fiftieth, and beginning a fifty new ones.

Digital Lifestyle in the UAE

The Emirati society is characterized by diversity as people of different nationalities and cultures have been living on the state's soil. They communicate and complete their transactions through various available channels, the most important of which is digital. The following numbers indicate the extent of the impact of the Internet and digital technologies on the lifestyle of people in the UAE:

ACTIVE SOCIAL
MEDIA USERS



9.84
MILLION

INTERNET USERS



9.84
MILLION

MOBILE
CONNECTIONS



17.06
MILLION

TOTAL
POPULATION



9.94
MILLION

Digital Lifestyle in the UAE

18.50

billion US dollars being the payments for digital deals in 2020.

320

million US dollars spent by UAE residents on smart applications in 2020.

320

million hours that people spent on smartphone apps in 2020.

7.24

minutes per day, the average time an individual spends online in the UAE.

Digital Lifestyle in the UAE

530

million smart apps downloaded in the UAE in 2020.

104.6%

increase in average internet speed via smartphones compared to 2019.

99%

of community members are active on social media.

97.6%

of the population own smart phones.

Strategic Directions for Digital Transformation

UAE's Strategy for the Fourth Industrial Revolution



The UAE Strategy for the Fourth Industrial Revolution was launched, to be the first of its kind in the world, with the aim of making the UAE the first global laboratory that opens its doors to test and apply the technology of the Fourth Industrial Revolution.

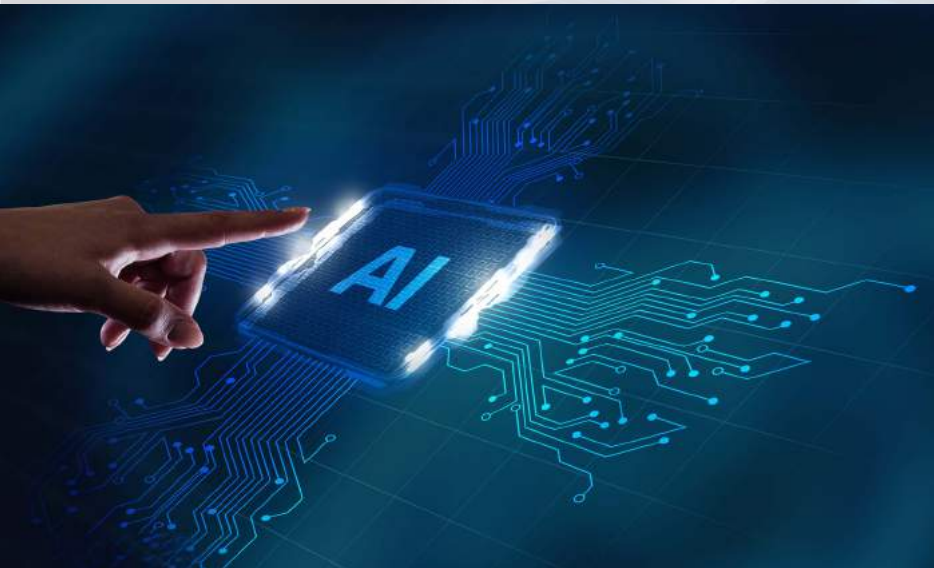
The strategy focuses on several areas, including:

- Education outcomes based on advanced technology and sciences, such as bioengineering, nanotechnology, and artificial intelligence.
- Robotic healthcare and nanotechnology.
- Adopting digital economy and technology of digital transactions.



Strategic Directions for Digital Transformation

UAE's Strategy for Artificial Intelligence (2031-2017)



The UAE's Strategy for Artificial Intelligence (AI) was launched with the aim of relying on artificial intelligence in services and analyzing data at 100% by 2031, improving government performance, accelerating achievement and creating innovative work environments.

The strategy targets several vital sectors in the country, including: the transport sector, the health sector, the space sector, the renewable energy sector, the water sector, the education sector, the environment sector, and the traffic sector.



Strategic Directions for Digital Transformation

UAE's Blockchain Strategy 2021-2018



The UAE's Blockchain Strategy 2021 aims to adapt advanced technologies and employ them.

Annual savings:

11

billion dirhams.

77

million man-hours.

389

million government documents.

1.6

billion kilometers of road driving.

National Cyber-Security Strategy - 2019



It aims to create a secure cyber environment for individuals and companies, and to support the state's cyber-security standards through various mechanisms and areas.

The strategy includes an integrated system for cyber security, based on:

5

main areas:

- Cyber security laws and regulations
- An integrated and dynamic environment for cyber security
- The National Cyber Incident Response Plan
- Program to protect vital information infrastructure
- Partnerships

60

initiatives, including:

- Standardized method for reporting cyber incidents
- Regular reports to protect against threats
- Effective monitoring of cyber threats
- Exchanging information and responding between different agencies

National Policy for Quality of Digital Life



This policy was launched in January 2021 with the aim of promoting safe digital community and positive identity with meaningful digital interaction. The strategy of this policy include

4

main areas:

- Digital capabilities
- Digital content
- Digital behavior
- Digital communication

11

specific initiatives included in the plan, of which the following

4

initiatives have been implemented:

Digital Transformation in Educational Sector



The UAE's vision provides for the establishment of first-class educational system, in which Emiratis have equal opportunities to obtain advanced education, in order to raise their educational attainment, broaden their perceptions, and refine their personalities to be more rich and integrated, and unleash their full potentials to contribute effectively in the life of their society. To this end, the government launched a number of educational projects that left a deep impact in the society and contributed in community development.



Projects and Initiatives in Educational Field



Distance-learning

The UAE has implemented a distance education system for all students as of March 22, 2020, and has applied this decision to public and private schools, and all higher education institutions. The state set up a system to activate distance education in a positive way, which included specialized training for teachers, to enhance their capabilities in managing the educational process remotely.



Projects and Initiatives in Educational Field

589

public schools

126

private schools which follow
the ministerial curriculum

356252

students in government
schools

28089

teachers in government
schools

13867

teachers in private
schools

147123

students in private schools

Projects and Initiatives in Educational Field



Electronic Maturity Program - Ministry of Education

This program aims to provide a general reference that helps schools to use communication and information technologies in an optimal manner, in order to help apply the concepts of smart learning.

525

schools conducted self-evaluation process to be converted to smart schools

- The program is accredited by UNESCO and ISTE
- The program attains World Summit on Information Award

Projects and Initiatives in Educational Field



“Digital Government Consultant” Diploma - Hamdan Bin Mohammed Smart University

This program focuses on preparing learners to play an advisory role in digital transformation process, including identifying opportunities, proposing digital transformation projects, following them up, and supervising their implementation.

5 classes since 2016

81 graduates are working as digital government consultants

32 graduates in 2020 only

Projects and Initiatives in Educational Field



Emirates ICT Innovation Center (EBTIC) - Khalifa University

It is a research center established with the support of the Communications and Information Systems Fund of the Telecommunications Regulatory Authority and Digital Government, and in cooperation with both “Etisalat” and the British Telecom Corporation.

500

published scientific papers

600

students and professionals trained at the center

Projects and Initiatives in Educational Field

300

projects implemented with partners in the industrial and academic sectors

60

international patents

44

supervision of PhD / Master students

33

national and international technical awards

14

international universities cooperating with the center

Digital Transformation in Health Sector



The UAE's 2021 Vision focuses on establishing a health system with international standards. The state works in cooperation with all health authorities to achieve this by enhancing the efficiency of governmental and private hospitals in accordance with clear national and international standards, in order to be able to provide services with high quality and efficient medical staff. The health sector in the state has benefited from digital transformation programs, and strong communication and information infrastructure, which has positioned the country in a prominent position in the world in the field of health care.



Projects and Initiatives in Health Sector



“Wareed” health information management system



It is an electronic system that aims to provide all the information that the medical staff and patients may need in all health facilities of the Ministry within a unified platform to facilitate the patients’ journey from their admission to the hospital until their departure. This system was supported by artificial intelligence techniques that contributed to raising the accuracy levels of patient data analysis and proactively predicting the incidence of certain diseases.

15,000

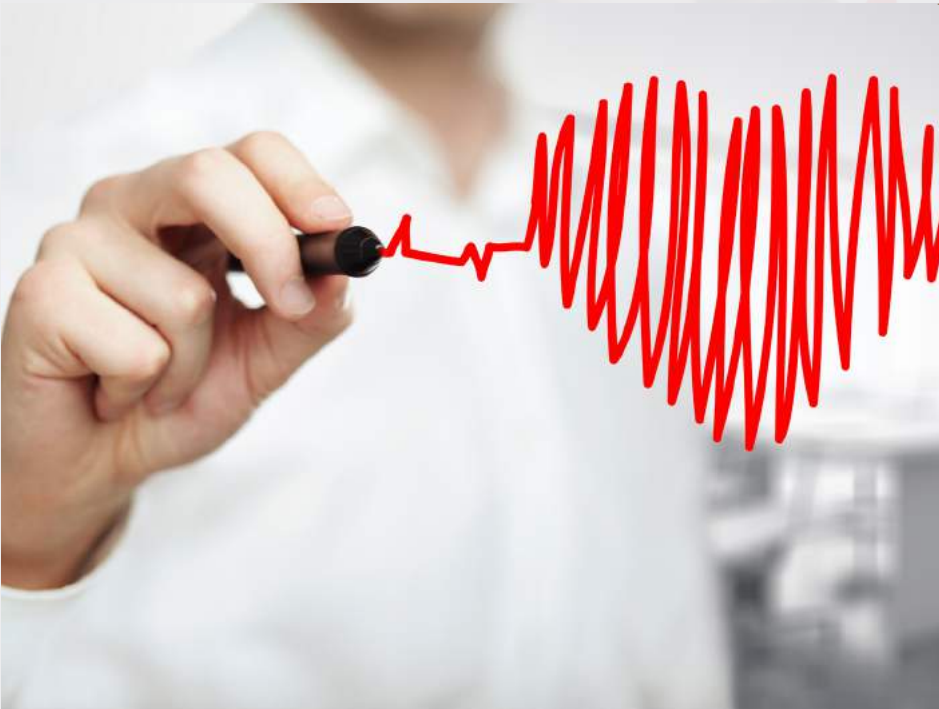
doctors, nurses and health professionals connected to one system

2,5

number of patients registered in the Wareed system.



Projects and Initiatives in Health Sector



Smart Robotic Pharmacy



الإمارات العربية المتحدة
وزارة الصحة ووقاية المجتمع

The robotic pharmacy aims to provide drug provision service based on the latest technical innovations in the field of drug safety. The robot prepares patients' medicines at high speeds and provides them to patients in a safe environment.

8-12

seconds, the time for drug provision per patient.

2000

drug packages per hour

4

robots working together in the pharmacy

100,000

patients receive the service annually

400,000

drug provision processes annually in out-patient pharmacy

Projects and Initiatives in Health Sector



Digital Patient Platform – Shefaa

It is a platform that provides packages of treatment services through a smart communication channel. It contains the patients' medical record and is supported with all the necessary information and linked to the Healthcare Technology System "Wareed"

- Linked to the UAE Pass digital identity.
- Linked with all Internet devices via IOT.

3800

users in 4 months

Health-Related Indicators

1 Globally

in number of accredited health facilities

12 Globally

in Health Infrastructure

88.33%

the percentage of health facilities that meet accreditation standards
(including information technology management, and their employment in healthcare)

Digital Transformation in Community Development Sector



The National Agenda aspires for the UAE to be one of the best and happiest states, so that every citizen can express his pride in this affiliation by various means. The state's orientations towards a society and economy with digital knowledge come in the context of achieving the prosperity, happiness and sustainability of society now and in the future.

Projects and Initiatives in Community Development Sector



UAE's Portal for Sustainable Development Goals

It was launched by Emirates Competitiveness and Statistics Authority with the aim of documenting the UAE's experiences in support of the sustainable development goals and to monitor the efforts of various government agencies in this context. SDGs Buzz portal Includes the following:

200

success stories

40

government agencies contributing in sustainable development goals

1400

projects and programs within Mohammed bin Rashid Al Maktoum's Global Initiatives

54

million beneficiaries from Mohammed bin Rashid Al Maktoum Global Initiatives

1000

million dirhams assigned as investments for Mohammed bin Rashid's global initiatives

Projects and Initiatives in Community Development Sector

Human Resources Smart Application

This is an application developed by the Federal Authority for Human Resources, which provides a package of services such as human resources information management system “Bayanati”, the initiative of the preferred training partners of the federal government “Maarif”, the discounts program for federal government employees “Imtiyazat”, the legal advice request program, and the Federal Government employees network.

29

services provided by the application to different groups of the target audience

70,000

downloads of this application on various platforms

302,651

transactions were performed via the application during 2020

Projects and Initiatives in Community Development Sector



نظام إدارة معلومات الموارد البشرية
في الحكومة الاتحادية

بياناتي
Bayanati

Bayanati Platform (Human Resources Information Management System in the Federal Government)

27,518

transactions within the human resources procedures system

5,000,000

transactions were carried out as part of the self-service system

Projects and Initiatives in Community Development Sector

نظام إدارة معلومات الموارد البشرية
في الحكومة الاتحادية
بياناتي Bayanati

22,000

federal government employees use the job performance management system

11,756

employees were nominated through the remuneration and incentives system

4,860

procedures were implemented through the digital signature system

43,000,000

notifications were sent via the alerts and notifications system

151,000

applicants applying for employment through the e-recruitment system

11,256

jobs were evaluated through the electronic job evaluation and description system

597,000

procedures were implemented through the Electronic Training and Development System

Projects and Initiatives in Community Development Sector



Government Skills Bank



It is an interactive electronic platform that aims to count and identify experts, skills and competencies among federal government employees, and electronically document it to make them widely used.

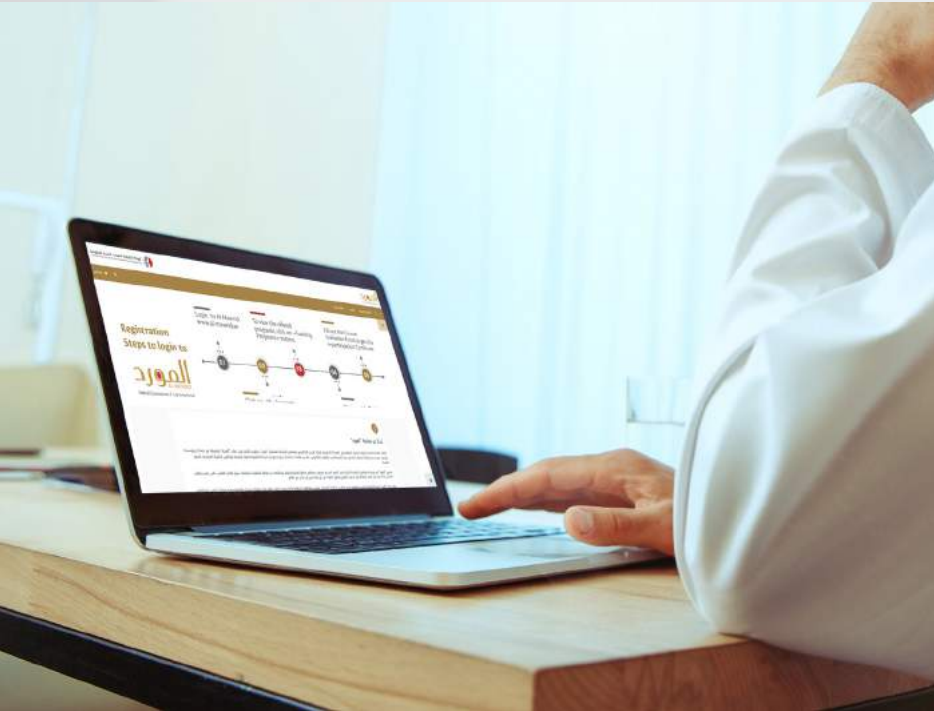
457

government employees registered as experts in the system

2,833

government employees are registered as users of the system

Projects and Initiatives in Community Development Sector



E-Learning Portal in Federal Government “Al Mawred”

It is a portal launched by the Federal Authority for Government Human Resources, and it is based on cooperation with universities, educational institutions, expertise houses and leading global companies in the field of providing electronic training and development, to provide specialized certificates, electronic training courses and programs, and educational materials for federal government employees.

82,883

government employees
are registered with the
portal

750

specialized training
programs

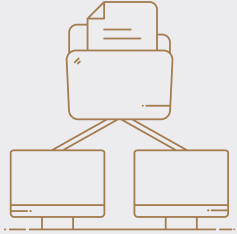
41,832

electronic certificates

109,429

training hours

Projects and Initiatives in Community Development Sector



Digitalscript of Registration - Federal Authority for Identity and Citizenship

It is one of the personal status services under which a statistical statement is opened for the citizen with the aim of obtaining an independent family registration.



80%

reduction in the percentage of auditors

8747

digital entry transactions through the website and the smart application in 2020

18449

transactions to amend the registration summary data in 2020

From

3

days to a **few minutes**, the time that was reduced to complete the transaction

From

29

sheets to **zero** sheets for each transaction

From

75

dirhams to **zero** transaction cost

From

3

visits to **zero** to complete each transaction

Projects and Initiatives in Community Development Sector



“Usrati” Platform

It is the first of its kind in the world proactive government services platform, issued by the Federal Authority for Identity and Citizenship, which aims to provide family services in a proactive manner, in a way that facilitates the establishment of their families, and supports sound education. Among the services provided on the platform:

- ID card renewal.
- Passport renewal.
- Extend Visas.
- Amend the status of individuals for whom a new visa has been issued.

12

proactive services

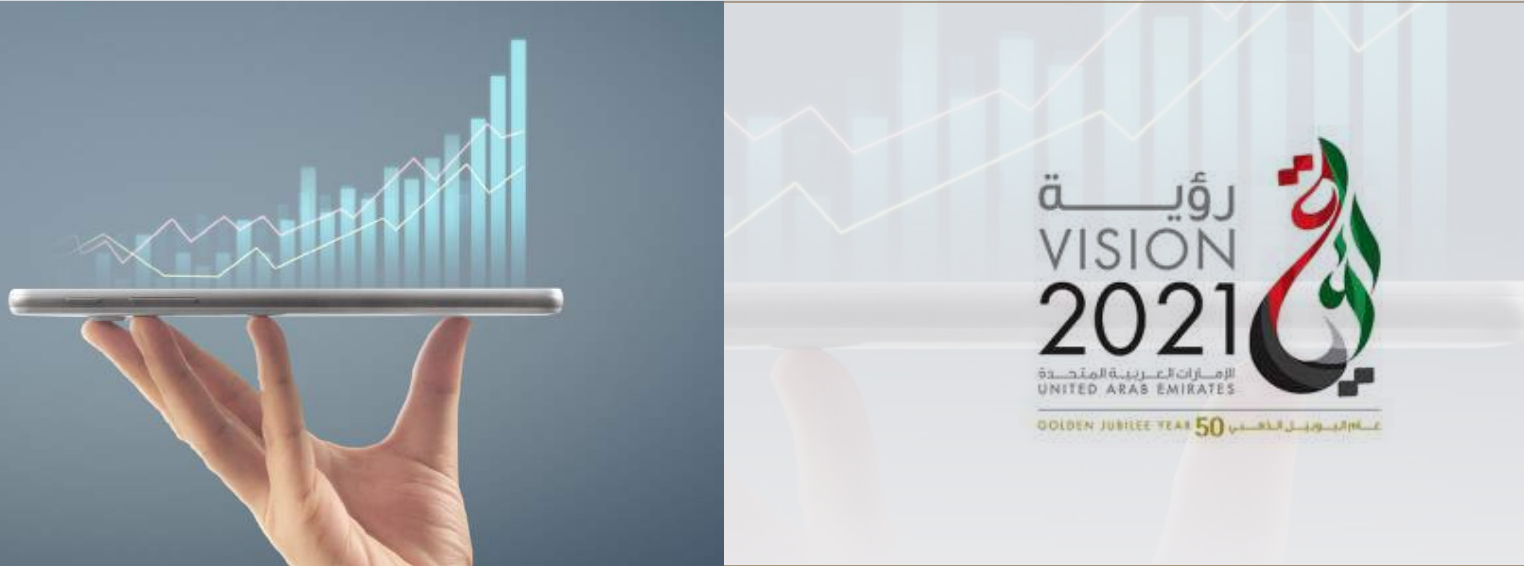
10

government agencies involved in providing services

40

interconnections between the systems of different entities

Digital Transformation in Economy Sector



The UAE government continues its efforts to move to a knowledge-based economy, by encouraging innovation, research and development, strengthening the regulatory framework for key sectors, and encouraging sectors with high added value in order to develop the business environment and enhance the country's attractiveness for investments.

Projects and Initiatives in Economy Field



Do your business in 15 minutes



It is a smart service that allows new investors to establish and start their businesses within minutes.

15

minutes the time it takes to establish a new business

10

million hours saved as an alternative to waiting times

45,600

hours of employee time saved

Projects and Initiatives in Economy Field



“Bayanat”



بيانات.امارات

It is an official portal for all open data in the state that publishes data from all government and private agencies.

54,840

transactions carried out on the portal in 2020

4

sessions of the UAE Hackathon that benefited from the portal's data

Projects and Initiatives in Economy Field

Digital commerce in the UAE

The United Arab Emirates ranked first in the Arab world and West Asia in the e-commerce index (B2C) for the year 2020, during which the state ranked 37th in the world.

The index issued by the United Nations Conference on Trade and Development (UNCTAD) showed that the UAE ranked fifth in the list of the 10 largest developing economies in e-commerce from companies to consumers.

45.5%

of residents have credit cards

21.3%

of the population have financial account on their smartphones

Projects and Initiatives in Economy Field

59.7%

of residents buy and pay their bills online

83%

of residents search online to buy a good or get a service

65.7%

of residents use smart applications for shopping

6.7

million person bought consumables online in 2020

18.59

billion US dollars in total annual digitally backed payments

Projects and Initiatives in Economy Field



Digital “Blockchain” transactions in the UAE

In April 2018, the UAE government launched the UAE’s Strategy for Digital Transactions (Blockchain) for 2021. The strategy aims to adapt advanced technologies and employ them to transfer 50% of government transactions at the federal level to blockchain platform by the end of 2021.

50%

of government transactions at federal level will be transferred to the blockchain platform

289

government documents that are documented annually

11

billion dirhams, the annual savings resulting from presenting and documenting transactions using blockchain

77

million man-hours are saved annually

Indicators Related to Economy

1 Globally

place worldwide - Public-private partnerships and their impact on technological development

1 Globally

place worldwide - Use of Virtual Professional Networks

1 Globally

place worldwide - government procurement of advanced technology products

1 Globally

place in the Arab world - Global Innovation Index

1 Globally

place in the Arab world (11th place worldwide) future readiness index in the IMD Digital Competitiveness Index

1 Globally

place in the Arab world (14th worldwide) - Digital Agricultural Services Index, World Bank

1 Globally

place in the Arab world (16th place worldwide) - Ease of doing business

Indicators Related to Economy

1 Globally

place in the Arab world - the market value of information technology and information

2 Globally

place worldwide - Entrepreneurship

3 Globally

place worldwide - Foreign Direct Investment and Technology Transfer

3 Globally

place worldwide - companies investing in new technology

4 Globally

place worldwide - Investment in Telecommunication Services

4 Globally

place worldwide - Technology Index included in the IMD Digital Competitiveness Index

Digital Transformation in Security Sector



The National Agenda for the UAE Vision 2021 seeks to make the UAE the safest place in the world. This includes enhancing the sense of safety of all members of society and bringing the state to advanced ranks in relying on police services and being prepared for emergencies.

Projects and Initiatives in Security Field



Real-time determination of location of reporter in case of emergency

It is a system from the Ministry of Interior specifies the location of caller in emergency and crisis situations to the Command and Control Center at the General Department of Operations, and in the event that there is no internet coverage, it is possible through the application to deal with the person seeking help by locating him and sending his data to the operating rooms in all the seven Emirates.

18048

requests were made through the system

Few minutes' response time

Projects and Initiatives in Security Field



“Hassantak” Project for Residential Homes and Buildings - Ministry of Interior

It is a smart system for alerting and speedy response to buildings without the owner’s intervention in the event he is not present or busy. It is established to enhance the safety of lives and property by evacuating and responding through sensing heat and smoke and sending alerts without the need for the operator to intervene in control room to contribute to the speedy response of the civil defense teams to the site. It is available for both homes and buildings.

128

warnings for homes since the start of the project in 2018

32,845

buildings that were surveyed and linked through the system

364

real alarm cases were detected through the system for buildings and facilities

Projects and Initiatives in Security Field



“My Safe Society” Application - Attorney General’s Office

It is a smart application that provides the public with the service of reporting any crime or suspicion that occurs through social networking sites that violates public security or threatens community security, public morals, public order, or cases that have a negative impact on public opinion.

7,486

reports

14,153

Users

7,483

downloads in 2020

Projects and Initiatives in Security Field



Smart Police Station in your Phone

It is a digital service linked to artificial intelligence and spatial maps, which allows customers registered in the application to send reports in written, audio or visual format through smart devices and attach the necessary documents.

15,3%

the percentage of smart reports out of the total number of reports

13,76%

the percentage of smart reports transferred to the judicial authorities out of the total number of transferred reports.

93,4%

the percentage of customer happiness for the service

Projects and Initiatives in Security Field



“My Protection” Application

It is a comprehensive application to receive reports of children. It maintains the confidentiality of the identity of whistleblowers and victims and preserves their rights. Through the application, citizens and residents in the country are able to use their smartphones to provide any information for reporting attacks on children with the aim of helping them and the concerned authorities in reducing these crimes and creating a spirit of cooperation between the state and community.

- The application was launched at the Human Rights Council in Geneva

20,750

subscribers have benefited from the application services

4.0

is the evaluation made by users of the application

Security-related Indicators

1 Globally

worldwide - Responding to Opportunities and Risks

4 Globally

worldwide - Cybersecurity Index

3 Globally

worldwide - the Regulatory Framework

4 Globally

worldwide - The Digital Legal Frameworks

Capacity Development and Digital Transformation

Projects and Initiatives in the Field of Capacity Development



TDRA | الأكاديمية الافتراضية
VIRTUAL ACADEMY

Virtual Communications Regulatory Authority Academy

It is a digital training platform launched by the Telecommunications Regulatory Authority and the Digital Government to provide various training programs in various fields related to future skills in the era of artificial intelligence, the fourth industrial revolution and digital transformation.

Zero

service fee - free training platform

60

thousand trainees

83

countries whose citizens made use of the platform

84%

the percentage of trainees' satisfaction

Projects and Initiatives in the Field of Capacity Development



Digital Government Innovation Center

It is a center established by the Telecommunications Regulatory Authority and the Digital Government with the aim of developing digital capacity building programs to promote digital transformation. It also aims to create effective partnerships with the private sector with the aim of adapting modern technologies and conducting research and studies to improve services.

100,000

people have received training through the center.

120

countries in which individuals received training through the center

- Representing the **Arab region** in the capacity building group within the International Telecommunication Union

Projects and Initiatives in the Field of Capacity Development



TRA Innovation Camp

It is an annual camp launched by the Telecommunications Regulatory Authority to enhance the skills of young people, build a passion for practical technical skills among the younger generations, and equip them with the skills for critical thinking, safe use of technology, social communication and creativity in making the future.

15,000

students receive technical training

1,000

robots that students can install and program through home laboratories

Projects and Initiatives in the Field of Capacity Development



Virtual Summer Camp - Ministry of Culture and Youth

It is an initiative launched by the Ministry of Culture and Youth to instill a culture of creativity among children and youth, provide them with future skills and develop their creative capabilities in the fields of science, art, design and architecture.

40,000

participants from various sectors and nationalities

500

virtual workshops

Projects and Initiatives in the Field of Capacity Development



Khalifa Empowerment Program (Aqdar)

It is a national program that deals with the challenges facing community members by enhancing their awareness, raising their efficiency, and enhancing their ability to create the future in various fields, including the digital field. This program won the Government Summit on Information Society Award for its influential and important societal role.

300,000

participants in the e-awareness program

18,000

trainees registered for the e-learning platform for digital citizenship

2,300

lectures and workshops

4,000

people participated in "Aqdar" competitions.

200

million people interacted with "Aqdar" programs and initiatives

Indicators Related to Capacity Development

2 Globally

Use of Communications and Information Technology

2 Globally

future direction of the government

2 Globally

Use and Analysis of big data

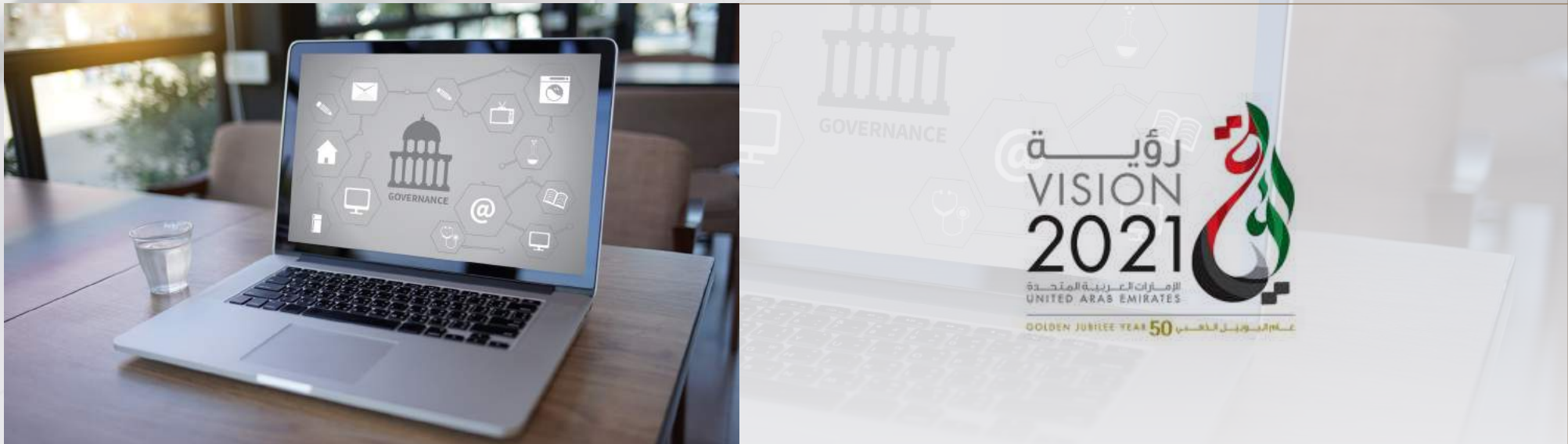
4 Globally

The ability of the legal framework to adapt to digital business models

5 Globally

Percentage of individuals who use the Internet

Digital Government and Smart Cities



In 2013, the UAE moved from an e-government to a mobile / smart government, which required government services to be provided via mobile phone. Today, it is strongly entering the era of digital government, where data occupies a pivotal position in the development of government services, policies, and work mechanisms.

Digital Policies



Guide to the Content of Governmental Websites

The Telecommunications Regulatory Authority and the Digital Government are developing and updating this guide in accordance with best practices and international standards in the field of content development, taking into account the change in customer behavior, new skills and ease of use of content. It aims to improve the quality of government websites and increase user happiness.

85.47%

the average achievement of government agencies in the content index within the system of digital government enablers.

8

ranked The state in the Smart Services Index Reading

Digital Policies



Guide for Digital Participation in Government Agencies

The Telecommunications Regulatory Authority and the Digital Government are developing and updating the guide according to the best international practices and standards in the field of digital participation, taking into account the best international practices and local needs. It aims to build and strengthen government competencies in the field of digital participation

1 Globally

place in the Arab world (and 16th worldwide) in the Digital Participation Index

67

government agencies benefiting from this guide

68.53%

the average achievement of government agencies in digital participation, according to the government's digital capabilities

Indicators Related to Digital Laws and Policies

2 Globally

The adaptability of Government Policies

4 Globally

The ability of legal framework to adapt to digital business models

Projects and Initiatives in the Digital Government and Smart Cities



(u.ae) Official Government Portal

This portal contains comprehensive official information on services, policies and sectors in the United Arab Emirates.

(U)

The Smallest Government Domain in the World -
Composed of one letter

19,828,454

visits in 2020

3,864,611

visits to the portal from abroad

9000

web pages

Projects and Initiatives in the Digital Government and Smart Cities



UAE Hackathon - Fourth Edition 2021

The Telecommunications Regulatory Authority and Digital Government launched the UAE Hackathon for the first time in 2018, and since then it has become an annual event for creative competition to develop digital solutions and projects based on the analysis of open data.

7

hackathons in 7 emirates

212

contestants

2,610

innovative ideas

5,240

data systems were used in the analysis

Projects and Initiatives in the Digital Government and Smart Cities



Federal Electronic Network (FedNet)

It is a common digital infrastructure that allows all government agencies, upon request, to have secure access to a set of integrated computer resources such as (networks, servers, storage applications, and services), in addition to linking these entities with each other and enhancing communication and coordination between them.

100

associated entities

10

central services

- Integrated cloud environment

Projects and Initiatives in the Digital Government and Smart Cities



Government Services Link

It is a linking system that helps government agencies provide a number of their services by activating electronic connectivity in accordance with the highest standards of digital security and safety, and exchanging data smoothly between the systems of these entities.

139

interconnected entities

500

services

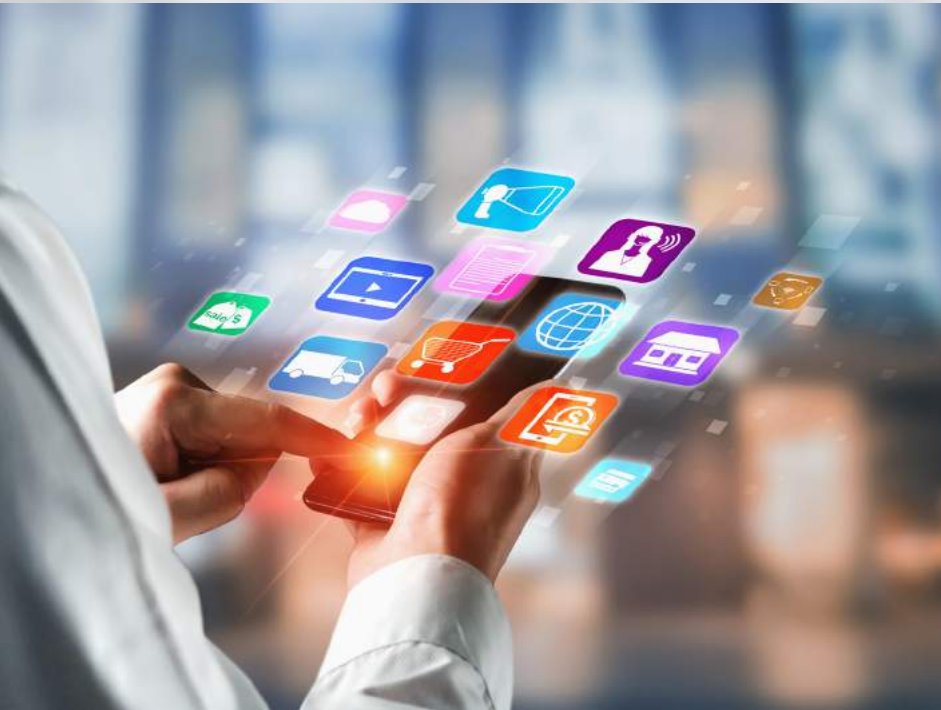
242

million transactions

85%

the percentage of use

Projects and Initiatives in the Digital Government and Smart Cities



Digital Services Store

It is a platform that connects government agencies and institutions with service providers in the private sector who provide systems and technical solutions that have proven effectiveness by experience, thus reducing the time and effort wasted in building and testing new solutions or trying less efficient solutions.

13

million dirhams, the volume of transactions in 2020

Projects and Initiatives in the Digital Government and Smart Cities



Platform 171 for Customer Relationship Management

It is a central platform for receiving customer feedback, as it provides a unified system and interface for receiving and managing customer relations with regard to government services.

35

entities participating in the platform

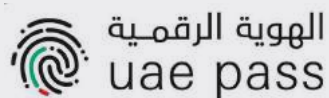
96

thousand complaints

95%

satisfaction rate

Projects and Initiatives in the Digital Government and Smart Cities



Digital ID (UAE PASS)

It is a national project launched in cooperation between the Telecommunications Regulatory Authority, the Digital Government, the Abu Dhabi Digital Authority, and Smart Dubai in order to provide a unified digital identity solution for all service providers, while maintaining a high degree of confidentiality, trust and ease of use.

3

simple steps to register for the digital ID

129

total number of service providers

1,34

million people registered with the digital ID

298

websites, applications and documents that use a digital signature

6,000

services that can be accessed through the digital ID

Projects and Initiatives in the Digital Government and Smart Cities

Emirates Appstore

The first of its kind and it is a platform for marketing government applications and introducing them to the public, which contributes to raising awareness of the concepts of smart government and encouraging people to adopt smart services

184

total number of smart applications

Projects and Initiatives in the Digital Government and Smart Cities



Smart questionnaire

It is a smart poll portal to measure customer satisfaction and improve performance, provided by the Telecommunications Regulatory Authority and Digital Government to federal government agencies as a shared service.

95

total number of agencies

1,837

total number of questionnaires

1,142,351

total number of participants in the questionnaires

Indicators Related to Digital Government and Smart Cities

1 in the Arab world
EGDI

1 in the Arab world
E-Participation Index

1 in the Arab world
the infrastructure for artificial intelligence

1 in the Arab world
OSI e-services index

1 in the Arab world
access to information technology

16 Globally
Open Data Inventory Report (ODIN)

Digital Transformation in Abu Dhabi



Abu Dhabi has achieved an important achievement in reaching the 11th position globally in technology area, according to the results of the report of the Global Digital Competitiveness Yearbook 2020, issued by the International Institute for Administrative Development. This comes as a culmination of the efforts made by the emirate in the path of digital transformation.

Abu Dhabi Open Data Platform

It is an integrated digital platform that enables fast and secure access to reliable data sources and provides proactive services to enrich the customer experience.

2,205

data systems available on the platform

Digital Transformation in Abu Dhabi



TAMM - a Unified Platform for Abu Dhabi Government Services

It is a comprehensive window that provides electronic services to all citizens, residents, businessmen and visitors in the Emirate of Abu Dhabi, which saves time and effort, speeds up development and supports the process of progress. The “TAMM” platform enables the completion of integrated chain of government services through a single point of contact without the need to visit any party Government, or a website, from anywhere, at any time.

1

One point for all services

783

government services provided by the “TAMM” system, both of which are on the website and by the Abu Dhabi government service centers

558

services in the “TAMM” smart application

Digital Transformation in Abu Dhabi

TAMM - a Unified Platform for Abu Dhabi Government Services

6

minutes processing time for 507 services

93%

of customers 'satisfaction rate with the platform

18

million visits to service centers that are provided to customers

385

working days were saved for employees of government agencies in Abu Dhabi

136

tons of carbon saved by cutting out paper

9,331,895

digitally completed transactions

Digital Transformation in Abu Dhabi

Abu Dhabi Payment Platform (SADAD)

It is a unified digital payment platform for all government services in the Emirate of Abu Dhabi, and it allows customers to pay fees for all government services digitally, which eliminates or limits their need to visit government offices or centers on the ground.

1,5

billion dirhams - the value of transactions completed through the "Abu Dhabi SADAD" platform during 2020

1,187

million transactions were performed through the platform

93%

customer happiness rate

Digital Transformation in Abu Dhabi

Smart Driving Test

This is a project launched by the Abu Dhabi Police General Headquarters for those desiring to obtain driving licenses for vehicles. It is based on employing artificial intelligence technologies to ensure the sustainability of road traffic safety.

A smart vehicle containing advanced digital systems is used to monitor, direct and evaluate the performance of the new driver during the test, and prepare an automatic report that records the result directly in the traffic file.

28

smart test vehicles

32

smart buses

Digital Transformation in Abu Dhabi

Integrated Government Initiative 2020

55

documents have been digitized

54,990,122

exchanges of digital documents

5,117,136

man-hours were saved for employees

219,960,488

sheets were provided

Abu Dhabi Digital Indicators

5 Globally

Cybersecurity Index

5 Globally

partnership between the public and private sectors to support technological development projects

5 Globally

Technology Regulatory Framework Index

6 Globally

Technology Regulatory Framework Index

9 Globally

Big Data and Analytics Usage Index

12 Globally

Information Technology Integration Index

Digital Transformation in Dubai



Dubai's vision is to reach the happiest city in the world by adopting technological innovations that make Dubai the most efficient, integrated, safe and effective city for residents and visitors alike.

Digital Transformation in Dubai



Dubai Now App

It is a unified and comprehensive smart application for government services in Dubai. It aims to provide a unified platform for all government transactions so as to make services easy, safe and available around the clock.

120

smart services provided by the Dubai Now App.

30

governmental and private entities provide their services through this application

11.7

million transactions

6

billion dirhams, the total value of transactions

9

awards that the application has won

Digital Transformation in Dubai



Dubai's Paperless Transactions

The year 2021 marks a crucial year in Dubai's digital transformation journey, as the government assured that on December 31, there will never be paper transactions.

13

million hours saved as free time

325

million papers are dispensed annually

900

million dirhams saved

39,000

trees were saved

Digital Transformation in Dubai



Dubai Pulse Platform

Dubai Government has established Dubai Pulse Platform to be the unified platform for structuring data and infrastructure in the emirate.

441

Shared Data Systems

263

open data systems

704

databases

Digital Transformation in Dubai



Invest in Dubai Platform

The first unified digital platform for setting up businesses in the emirate of Dubai, which is characterized by ease, interactivity and enhancing user experiences.

100% digitization level in investment transactions

A few minutes to obtain the license

Zero visits to any of the service centers

Interactive business map by business activities and geographical areas

Digital Transformation in Dubai

Government Information Resource Planning Systems

It is a digital system that helps government agencies to efficiently manage their daily support tasks through shared services that focus on clients.

4,3

billion dirhams were saved thanks to the system

70

government agencies

71,000

employees

Digital Transformation in Dubai

Dubai Self-Driving Smart Transport Strategy

This strategy complements other strategies in the field of sustainability, and it aims to promote smart transportation and autonomous transportation, which contributes to reducing traffic accidents and pollution, and enhances the leadership of the UAE.

25%

of the total transportation in Dubai is autonomous by 2030.

22

billion dirhams - annual economic returns

44%

reduction in transportation costs, equivalent to 900 million dirhams

1.5

billion dirhams saved by reducing environmental pollution by 12%

Digital Transformation in Dubai

Dubai Self-Driving Smart Transport Strategy

18

billion dirhams will be saved by raising the efficiency of Dubai's Transportation sector

12%

reduction in traffic accidents and their resulting losses

13%

percentage of raise in productivity of individuals

20%

reduction in the need for parking

396

million hours that were annually wasted on roads are saved

Digital Transformation in Dubai

Digital Wealth Initiative

Dubai launched the digital wealth initiative. It is preserved and ensured through Dubai digital certificates. The digital wealth is based on data, its storage and processing, the shift to smart technology, along with policies and systems for paperless transactions such as blockchain, digital signature and identity.

121

smart initiatives

200

databases

1,129

smart service

Digital Transformation in Sharjah

Sharjah's Digital Transformation Programme

The Sharjah's Digital Transformation Programme was launched by Sharjah Tatweer Forum, which is affiliated to The Rubu' Qarn for Creating Leaders and Innovators, in a strategic partnership with the Higher Committee for Digital Transformation in Sharjah to implement a policy of smart digital transformation for all services provided by government agencies in the emirate to the population.

31

government agencies that have been linked through the modern digital system of the Emirate of Sharjah

Digital Transformation in Sharjah

Sharjah Libraries Digital Repository Project

This project represents the post-digital generation of libraries, and aims to make scientific and intellectual productions available on the Internet while preserving the intellectual property of their owners.

The Repository preserves the library's holdings through digitally transferring and displaying them, and it includes:

- Rare books and manuscripts
- E-books
- Audio and video materials
- Pictures and maps
- Iqra Magazine
- Sharjah Prize for Library Literature

Digital Transformation in Sharjah

3D Printing - Sharjah Research Technology and Innovation Park

The Park unveiled the first house built in the region with 3D printing technologies, with traditional architecture. It was entirely built with this technology.

1

of its kind with traditional architecture

14

days, the construction period of the house

- Use of 3D printing technology

Digital Transformation in Sharjah

Mosque Inspector smart app - Sharjah's Department of Islamic Affairs

It is a digital inspection system that terminates the inspectors' work with the traditional paper system and turns it into a remote smart service. It is integrated with all electronic systems.

80

internal employees (mosque inspectors and cleaning company supervisors)

17,850

inspections in 2020

28,699

requests ranging from (cleaning requests, maintenance requests, notes on mosque workers, suggestions and complaints)

- The app has been awarded the Arab Smart Government Award in Cairo 2018
- The app has been awarded the best smart applications award at GITEX Dubai 2019

Digital Transformation in Ajman



Ajman Government's Digital Transformation Master Plan 2017-2022

It provides a road map for the digital transformation of government services in the Emirate of Ajman, based on the priorities of the government's digital transformation.

5

year-period plan

4

areas including customer experience, paperless interconnected government, enabling policies and continuous learning

Digital Transformation in Ajman

Ajman Data Platform

This platform provides data sets from Ajman government departments to enhance society and non-governmental sector participation in achieving Ajman Vision 2021.

8

subjects

9

publishers

734

datasets

Digital Transformation in Ajman

Integration Framework Platform for Government Services - Ajman Digital Department

It is a unified platform that brings together all tie points and helps local authorities in Ajman government, federal agencies, as well as the private sector to provide services in an integrated and interconnected manner.

16

initiatives and projects at the local and federal levels that benefit from the platform

36

participating entities (local, federal, and private)

184

tie points

3,300,000

transactions completed by the end of March 2021

Digital Transformation in Umm Al Quwain

Umm Al Quwain Smart Application - Umm Al Quwain Smart Government



110

smart services
available to various
local departments

24

hours a day, the
period of providing
services

7,431

the number of those
registered in the
application

Digital Transformation in Ras Al Khaimah



Paperless Courts

The Ras Al Khaimah Courts Department, in cooperation with the E-Government Authority, implemented a fully electronic system for temporary and urgent matters of petitions and payment orders, based on the “electronic file” without the use of papers.

280

digital services

92%

digital transformation rate

34,808

transactions were completed using electronic systems

25,787

judicial services transactions

6,528

notary transactions

2,493

community services transactions

Digital Transformation in Ras Al Khaimah

Digital Services from Ras Al Khaimah Municipality

The Municipality provides its digital services through the central portal of the Emirate of Ras Al Khaimah, www.rak.ae, in order to reduce the need for customers to come to the municipality building and service centers there.

206

electronic services

46,940

digital transactions

Digital Transformation in Ras Al Khaimah

Digital Marriage Officers System - Ras Al Khaimah Courts Department

80%

raise in the rate of use of Marriage Officers System since the launch of the service

88%

reduction in time for clients, marriage officers and courts

29%

reduction in the cost of transactions in Ras Al Khaimah Courts Department

Digital Transformation in Fujairah



Unified Platform for Website and Mobile Applications

It is a unified platform that includes all Fujairah government services in an easy way that allows to manage them efficiently

300

services available on the platform

28

local authorities affiliated to Fujairah Government

The UAE.. First Place in the world

The UAE has achieved the first place in a number of indicators directly related to communications and information technology sector, the sector that represents the incubator for digital transformation. These indicators came as follows



1

Mobile broadband Internet subscriptions ⁽¹⁾

1

Mobile phone network coverage by population ⁽²⁾

1

Mobile broadband subscriptions ⁽³⁾

1

Wireless broadband index ⁽⁴⁾

1

Public-private partnership index ⁽⁵⁾

(1) The UAE has achieved a real miracle by moving to the first place in the world in the Broadband Internet subscriptions. It was ranked 61st place in 2014.

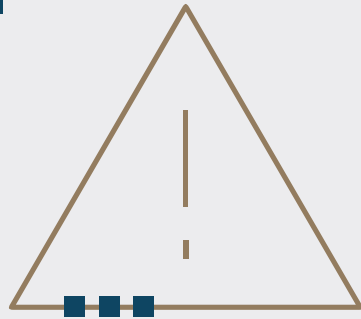
(2) The UAE has achieved another progress by moving to first place in the Mobile phone network coverage by population. It was ranked 15th place in 2014.

(3) The UAE ranked first in Mobile broadband subscriptions after it was ranked 49th place worldwide in 2013.

(4) The UAE jumped 31 places within 4 years in terms of Wireless Broadband to be ranked the 1st place worldwide.

(5) The UAE has achieved a qualitative leap by completing the first place in partnership from the public and private sectors after it was ranked the 18th place worldwide in 2016.

Notice



The figures included in this report are generally brought from their original sources. Such sources are numerous and there are either local or global. The selection of credible sources was taken into account in providing figures, but some of those numbers may have been changed when this report was published, and that is why we provide this notice.

Thanks to Our Partners

 <p>حكومة أم القيوين GOVERNMENT OF UMM ALQUWAIN</p>	 <p>حكومة عجمان Government Of Ajman</p>	 <p>حكومة الشارقة Government of Sharjah</p>	 <p>حكومة دبي GOVERNMENT OF DUBAI</p>	 <p>حكومة أبوظبي GOVERNMENT OF ABU DHABI</p>	 <p>الإمارات العربية المتحدة أمانة شؤون مجلس الوزراء والمستقبل مكتب رئاسة مجلس الوزراء UNITED ARAB EMIRATES VISTRY OF CABINET AFFAIRS & THE FUTU PRIME MINISTER'S OFFICE</p>
 <p>وزارة الموارد البشرية والتوطين MINISTRY OF HUMAN RESOURCES & EMIRATISATION</p>	 <p>الإمارات العربية المتحدة حكومة الفجيرة UNITED ARAB EMIRATES GOVERNMENT OF FUJAIRAH</p>	 <p>حكومة رأس الخيمة Government of Ras Al Khaimah</p>	 <p>وزارة الصحة ووقاية المجتمع MINISTRY OF HEALTH & PREVENTION</p>	 <p>وزارة التغير المناخي والبيئة MINISTRY OF CLIMATE CHANGE & ENVIRONMENT</p>	 <p>وزارة الطاقة والبنية التحتية MINISTRY OF ENERGY & INFRASTRUCTURE</p>
 <p>الهيئة الاتحادية للجمارك Federal Customs Authority</p>	 <p>الهيئة الاتحادية للهوية والجنسية FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP</p>	 <p>الهيئة الاتحادية للتنافسية والإحصاء FEDERAL COMPETITIVENESS AND STATISTICS AUTHORITY</p>	 <p>الإمارات العربية المتحدة وزارة الداخلية MINISTRY OF EDUCATION</p>	 <p>وزارة التربية والتعليم MINISTRY OF EDUCATION</p>	 <p>وزارة تنمية المجتمع MINISTRY OF COMMUNITY DEVELOPMENT</p>
 <p>جامعة حمدان بن محمد الذكية Hamdan Bin Mohammed Smart University</p>	 <p>كليات التقنية العليا HIGHER COLLEGES OF TECHNOLOGY</p>	 <p>الهيئة العامة للشؤون الإسلامية والأوقاف GENERAL AUTHORITY OF ISLAMIC AFFAIRS & ENDOWMENTS</p>			

References

- Government Electronic and Mobile Services (GEMS) maturity index report issued by the Economic and Social Commission for Western Asia (ESCWA)
- WASEDA e-Government Report issued by Institute of Digital Government - Waseda University
- E-Government Development Index (EDGI) report issued by the UN Department of Economic and Social Affairs (DESA)
- UN DESA E-Government Survey
- Global Knowledge Index (GKI), issued by the UNDP and Mohammed bin Rashid Al Maktoum Knowledge Foundation (MBRF)
- IMD World Digital Competitiveness Ranking: <https://www.imd.org>
- Global Digital Competitiveness report (additional copy): <http://www.weforum.org>
- World e-Government Survey report: <https://publicadministration.un.org>
- World Economic Freedom report: <https://www.heritage.org>
- Global Innovation Index (GII) report: <https://www.wipo.int>
- Global Business Resilience competitiveness report: <https://www.whiteshieldpartners.com>
- Legatum Prosperity Index
- Government entities and departments - UAE

