Digital Transformation Enablers
In the United Arab Emirates
Towards a 100% Digital Government
2021
The UAE Digital Government Report presents a brief of the role of the Telecommunications and Digital Government Regulatory Authority (TDRA) in enabling government entities and society throughout the digital transformation process. TDRA’s role is consistent with its mandate to drive two parallel and integrated tracks; ICT sector regulation and digital transformation enablement.

This report sheds light on some of the digital government enablers managed by TDRA. However, it does not cover all enablers, as some of these enablers are still under development and implementation. In following versions of this report, TDRA will expand the dissemination of digital enablers to achieve inclusivity. It should also be noted that enablers’ numbers may change on daily basis, and therefore some of the numbers presented in this report may differ slightly from reality.
Human capital is the real wealth of this country...
Serving the interests of our nation is the goal that we strive for every day
With the help of the sons and daughters of the UAE, we are able to advance and recover quickly after this pandemic that afflicted the world. Our confidence in the UAE team is great. We want them to intensify efforts to raise the state’s readiness and enhance its ability to face any emergency in the future, and to speed up the recovery process after this challenge.
We will overcome the COVID-19 challenge, and we are certain that we will succeed.
Since the Union and the establishment of the State in 1971, modernization and development have always considered the latest developments, particularly e-technologies, which were considered as a revolutionary way to facilitate people’s lives and provide services around the clock. The UAE was one of the first countries to launch the e-government project, and then continued its leadership in the subsequent stages to reach the digital government that we live in today, in line with the Fourth Industrial Revolution and the era of data and AI supported technologies.

The journey of electronic/digital transformation in the UAE can be summarized through the following milestones:
1982 | General Information Authority
1985 | Services supported by a modern fiber optic network
1995 | Internet became available in the UAE
1999 | Establishment of Dubai Internet City
2000 | First e-government in the region (Dubai e-Government)
2001 | First e-payment service (e-Dirham)
2003 | Establishment of the Telecommunications Regulatory Authority (TRA)
2009 | Assignment of TRA to drive the digital transformation
2010 | Release of UAE Government online portal (u.ae)
2011 | Mohammed bin Rashid Smart Learning Program
2013 | Launch of the smart government initiative (Mobile Government)
2015 | Launch of The Federal Network (FedNet)
2016 | Launch of Smart Pass
2018 | Launch of UAEPass
2019 | Launch of the Digital Vault on Blockchain
2020 | Preparing for the 50th
2021 | Announcement of the Authority’s new name “Telecommunications and Digital Government Regulatory Authority (TDRA)” – the Digital Government era
The UAE has been ranked among the world’s best countries in government digital transformation, to be the only Arab state in this group, according to the World Bank’s GovTech Maturity Index 2021 that measures the maturity levels of digital transformation and reliance on modern technology in government work in 198 countries. The report divided the countries into 4 groups, the first of which was Group A “the countries that are the world leaders in government technology maturity,” which comprised 43 countries, including the UAE, Canada, USA, Switzerland, UK, France, and Japan.
Leadership confirmed by global reports
Global Competitiveness Indicators

The First in the Arab Region and West Asia

And 8th globally in the Online Services Index (OSI) within the UN’s E-Government Development Index (EGDI) in 2020.
Leadership confirmed by global reports
Global Competitiveness Indicators

The First in the Arab Region

And 7th globally in the Telecom Infrastructure Index (TII) in the general indicator of the UN’s E-Government Development Index (EGDI) in 2020.
Leadership confirmed by global reports
Global Competitiveness Indicators

The First in the Arab Region
And 9th globally according to IMD World
Digital Competitiveness Ranking.
And 9th globally in the IMD World Competitiveness Yearbook, and the only Arab country that maintained its rank among the top ten countries for four consecutive years.
Leadership confirmed by global reports

Global Competitiveness Indicators

The First Globally

In wireless broadband and private sector partnerships, and 4th globally in cybersecurity according to IMD World Digital Competitiveness Ranking 2020.
TDRA has a key role in government digital transformation, highlighted in its mission, which includes two strategic tasks, to regulate the telecom sector and to enable digital transformation.

Main digital government enablers

- FedNet
- UAEPass
- UAE Verify
- Government Service Bus (GSB)
- Digital Services Marketplace
- NCRM
- UAE API Marketplace
Other digital enablement initiatives

- Measurement initiative (kias)
- UAE Hackathon
- TDRA Virtual Academy
- UX Lab
- U.ae
Today, we revive the mission of the founding fathers, and begin the task of preparing for the next 50 years, leading to the UAE centennial, with the largest design team in the world.

H.H.

Sheikh Mohammed Bin Rashid Al Maktoum
The Vice President and Prime Minister of the United Arab Emirates (UAE), and Ruler of the Emirate of Dubai
– May Allah protect him
A national digital platform that allows citizens, residents and visitors to access government services using a unified digital identity, UAE Pass. It allows users to transact with government and private sectors using a single and secure digital identity, provides the feature of digital signature and stamp, as well as requesting and sharing documents.

Launched at GITEX Technology Week 2018, as a collaboration between TDRA, Digital Dubai and Abu Dhabi Digital Authority with the support of key strategic partners, including Ministry of the Interior, Federal Authority for Identity, Citizenship, Customs & Port Security, Dubai Electronic Security Center and the digital authorities in the seven emirates, to provide a unified digital solution for all service providers, while maintaining a high degree of confidentiality and ease of use.

Users can register in the UAEPass application through face recognition after downloading the app from Apple Store or Google play. After downloading the app, the customers scan their Emirates ID, verify their data, adjust their profile, and authenticate the account using face recognition.

Face recognition feature in the app allows identifying the user accurately, to prevent identity impersonation, by verifying the face through capturing the customer’s picture with the smart phone’s camera. Once the verification process is successfully completed, the customer’s account is upgraded to a fully trusted account within the UAEPass application.
Key enablers – UAEPass

Users

- UAE nationals
- Residents
- Visitors
- Companies
- Government entities
UAE Pass… in Numbers

170 Websites and apps
370 Service providers
170 Integration channels

More than 8,400 Services
2.66 Million Registered in UAE Pass
UAEPASS
2021 targets – Strategic indicators

- **99%** Runtime percentage
- **150 Thousand** Monthly usage rate
- **1.4 Million users** Number of users in 2021
- **90%** Happiness with the app
The digital signature and the digital stamp are available within UAEPass as per the latest and most accurate technologies, and based on the official data, to provide approvals, confirmation and authentication of the digital transaction content.

- High level of trust and security
- Link with the user’s ID
- Trust and authentication of the content
- Authorized signature
The digital vault within UAEPass allows users to request their official digital documents and link them to their digital identity, in addition to sharing them with service providers immediately:

- Trusted digital documents
- Shareable
- In one place

- **Million registered users**: 1.7
- **Million transactions**: 2.8
- **Sharing**: 33,049
- **Digital documents**: 1,108,288
A digital platform that enables immediate verification of the source of a “reliable digital document” in addition to the credibility, validity and authenticity of document from the official source.

* Statistics derived from UAE Verify in 8-12-2021
Digital Services Marketplace

A platform that links government entities and institutions with service providers in the private sector who provide proven systems and technical solutions, thus reducing time and effort in experimenting or exploring new solutions.

169 Service providers

11 Products
A digital training platform launched by TDRA to provide various training programs in various fields related to future skills in the era of Artificial Intelligence, Fourth Industrialization Revolution and digital transformation.

The Virtual Academy was established to provide government employees and community members with the knowledge and skills of digital age.

It provides high quality educational programs in order to develop the government sector’s capabilities.

It supports the realization of the UAE Digital Government’s vision in line with the principles of service design of the digital first approach and the provision of flexible and agile services.
TDRA Virtual Academy

Zero Service fees
A free training platform

100 Thousand Trainees

303,498 Registrants

50% Of certified trainees signed-up for upcoming courses

83% Satisfaction rate with training courses
An annual camp launched by TDRA to enhance the skills of youth and build a passion for practical technical skills among younger generations, and to provide them with critical thinking, safe use of technology, social media and creativity to shape the future.

15 Thousand students
Received technical training

1,000 Robots
Installed and programmed by students in home labs
TDRA launched the UAE Hackathon for the first time in 2018. Since then it has become an annual event for creative competition to develop solutions and digital projects based on open data analysis.

- **8,556** Contestants
- **373** Ideas
- **2,610** Data sets used in analysis
A government platform that enables the UAE private sector to seamlessly provide services to UAE citizens and residents through government interfaces. API Marketplace is one of the UAE Prime Minister’s Office initiatives.

The platform supports the private sector development by using different APIs through which it can access a range of government services.

The platform allows exploration and later integration with government APIs.

- Enabling digital transformation of the private sector
- Integration with government APIs to enhance service efficiency and customer experience.
A model of public-private digital cooperation that enhances the government efforts in digital economy
FedNet

The Federal Network provides a common digital infrastructure for all government entities in the UAE. It provides entities with secure and easy access to a wide range of computer services.

101
Entities (public and private) use FedNet services

Government entities

- High performance internet: 43
- Email: 16
- Infrastructure: 49
- Disaster recovery: 22
- Backup: 18
- Video and audio call: 2
- Managed Services: 12
GSB is a platform that provides integration between various federal and local government entities in order to exchange data and information among them.

- **338** Recurred services
- **695** Direct services
- **357** Unique services
- **151** Government entities
- **513.4 Million** Total data exchange
- **700 AED Million** Government saving
- **475 Million** Transactions
> The National Customer Relationship Management System (NCRM)

> Brief

A national project that falls under the digital government roadmap, which provides a unified integrated platform for managing complaints, inquiries, and suggestions through multiple channels used by all federal government entities.

> Channels

> Portal: www.171.ae

> Call Center: 171 Tawasul
The National Customer Relationship Management System (NCRM) Numbers from 2018 to 2020

- 212,013 Transactions
- 33 Participating entities
- 4 Types of services
Digital Transformation Evaluation

Digital Government enablers indicators

These indicators are an important pillar of the digital government’s efforts and comprehensive methodology applied by TDRA under close supervision of the Prime Minister’s Office at the Ministry of Cabinet Affairs and the Future.

The initiative aims to raise the level of digital transformation of government services and enhance the electronic lifestyle in the UAE, which is one of TDRA’s strategic goals.
Digital Transformation Evaluation

Digital government enablers indicators

At the end of each year, the following seven indicators of digital government enablers are measured and evaluated:

- Services digital transformation
- Digital service usage
- Digital service awareness
- Website quality
- Service quality
- Digital enablers usage
- Services on the unified portal

Percentage
The User Experience (UX) Lab is the first of its kind in the UAE Government, and aims to develop the digital presence of government entities on the Internet, smartphones and service kiosks. In this Lab, the latest international methods are applied to ensure that websites and applications are consistent with usage standards and users’ expectations according to the highest usage standards.

42 Participating entities

73 UX Studies conducted
Al-Diera platform for performance monitoring and adherence to the National Agenda

A smart platform developed to assist in the management and follow-up of the executive teams’ operational plans to accelerate achievements at the national level. It is a central platform that helps decision makers to know and follow up the progress of National Agenda goals.

The platform features:

- A smart platform to monitor the performance of executive teams
- Automating the implementation of national indicators under the supervision of the Prime Minister’s Office
- Documented records of past experiences in order to develop future mechanisms
- Providing a mechanism for cooperation and teamwork between executive teams
- Providing realistic and comprehensive results of the executive teams’ levels of performance and achievement
- Providing human and financial resources by integrating efforts and resources and adhering to pre-programmed deadlines
- Ensuring adherence to standards, accuracy of logged information and adherence to delivery times
A tool developed to assess the level of digital transformation of government services provided to the public. It measures the commitment of federal government entities to digital government standards.

- Evaluated services: 1,681
- Government entities: 36
- Indicators measured: 6

- Availability of priority services: 98%
- Quality of federal websites: 85%