

# UAE

## Digital Government Online Services Index





## Table of content

Executive Summary .....	3
UAE Digital Government Online Service Index Framework .....	4
Digital Services Quality Index (DSQI) .....	5
Digital Participation and Open Data Score .....	6
Assessment Scope .....	7
Digital Services quality index (DSQI) - Priority and Other Services .....	8
Digital Services Quality index (DSQI) - Reference Data Services .....	10
DSQI Criteria (8/1) – End to End Service .....	11
DSQI Criteria (8/2) – Proactive Services .....	13
DSQI Criteria (8/3) – Identity & Authentication .....	15
DSQI Criteria (8/4) – Service Design Standards .....	17
DSQI Criteria (8/5) – Service Availability & Awareness .....	21
DSQI Criteria (8/6) – Service Usage .....	24
DSQI Criteria (8/7) – Customer Satisfaction .....	26
DSQI Criteria (8/8) – Reference Data .....	28
Digital Participation and Open Data (DPOD) .....	31
Digital Participation and Open Data (DPOD) statements (2/1) .....	32
Digital Participation and Open Data (DPOD) statements (2/2) .....	36
Frequently Asked Questions .....	40
For any inquiries, please contact .....	43

# Executive Summary

The UAE Digital Government Service Index (DGOSI) has been developed as a modern integrated assessment of the digital services offered by UAE federal government entities. The main index objectives

- Contribute to improving the quality of life of individuals in the UAE by encouraging a human centric and inclusive approach to government service delivery
- Promote the design of innovative digital government services based on data insights and engagement with the users
- Promote the delivery of efficient proactive, seamless, and integrated digital government services, thus improving the experience, trust and satisfaction for users
- Position the UAE in the top three ranks of the UN Online Services Index by 2031



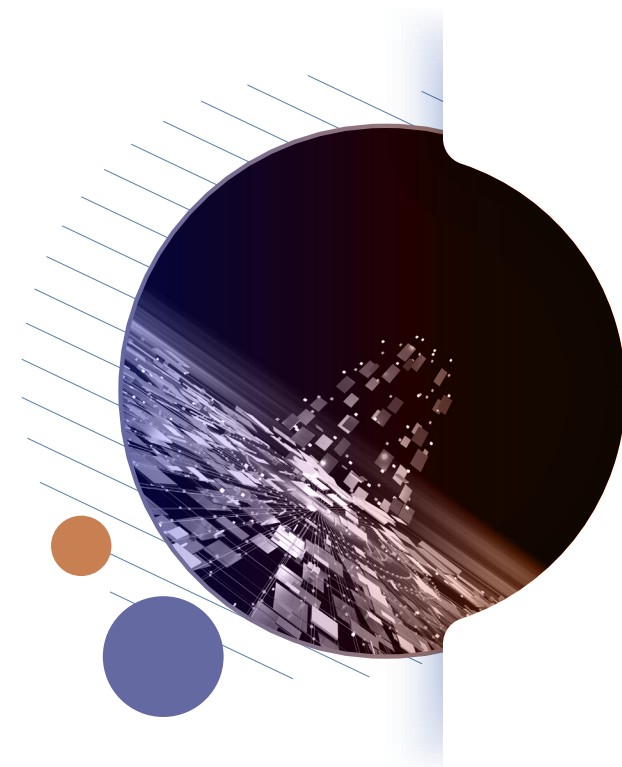
# Digital Services Quality Index (DSQI)

## Indicator Description

The following table provides an overview of the indicator including the definition, scope of measurement, main components, and the mechanism of result calculation at the entity/government level.

### Definition

This indicator measures the digitization quality of government services. It is measured for each digital service provided by a government entity.



### Scope

The indicator includes all government services provided to individuals and businesses. The DSQI measure for individual services is combined to create the DSQI measure for a federal entity, for a bundle/package of services, and for federal government as a whole.



### Calculation Equation

The indicator result is calculated at the entity level as follows:  
The DSQI for an entity is calculated from the weighted average of the scores for each category of service offered by the entity and the status of implementation of the action plan from the previous year

$$\left( \frac{\sum \text{Service Category score} \times \text{Weight}}{\sum \text{Weight}} \right) \times 90\%$$

+ Action plan implementation score x 10%

The indicator result is calculated at the government level as follows:

The DSQI for the UAE government is calculated from the weighted average of the scores for each service offered by all government entities.

$$\left( \frac{\sum \text{Service Category score} \times \text{Weight}}{\sum \text{Weight}} \right)$$

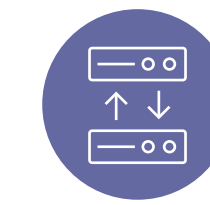
### Indicator Components

The indicator consists of a total of 8 measures for a service, which each have individual criteria:



6 criteria

End to End Service



8 criteria

Service Availability & Awareness



5 criteria

Proactive Service



3 criteria

Service Usage



4 criteria

Identity & Authentication



3 criteria

Customer Satisfaction



13 criteria

Service Design Standards



8 criteria

Reference Data Service

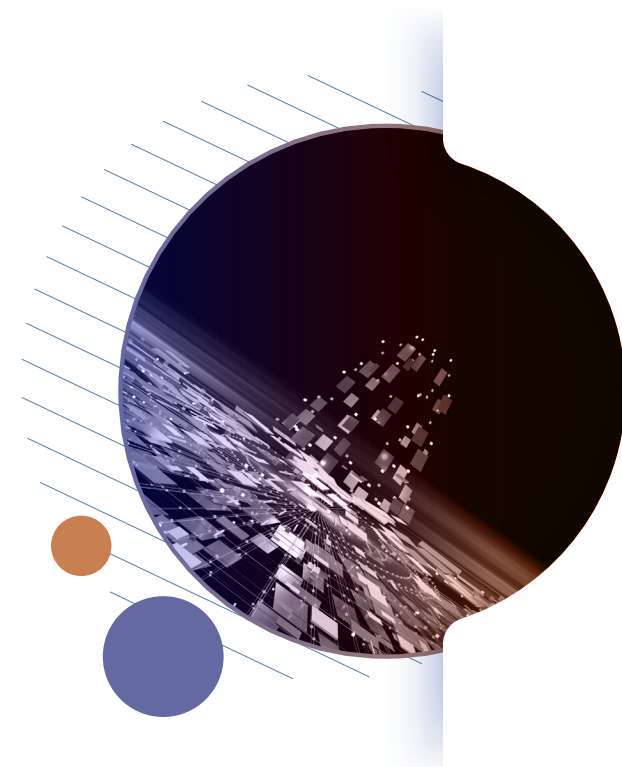
# Digital Participation and Open Data Score

## Indicator Description

The following table provides an overview of the indicator including the definition, scope of measurement, main components, and the mechanism of result calculation at the entity/government level.

### Definition

This indicator measures the status of Digital Participation and Open data for a government entity. It is measured at the level of the government entity.



### Scope

The indicator measures the digital participation and open data achievements of each government entity.



### Calculation Equation

The indicator result is calculated at the entity level as follows:  
The DPOD is calculated as a weighted average of the Digital Participation score and the Open Data score for an entity.

$$\text{DPOD score} = (\text{Digital Participation score}) \times 70\% + (\text{Open data score}) \times 30\%$$



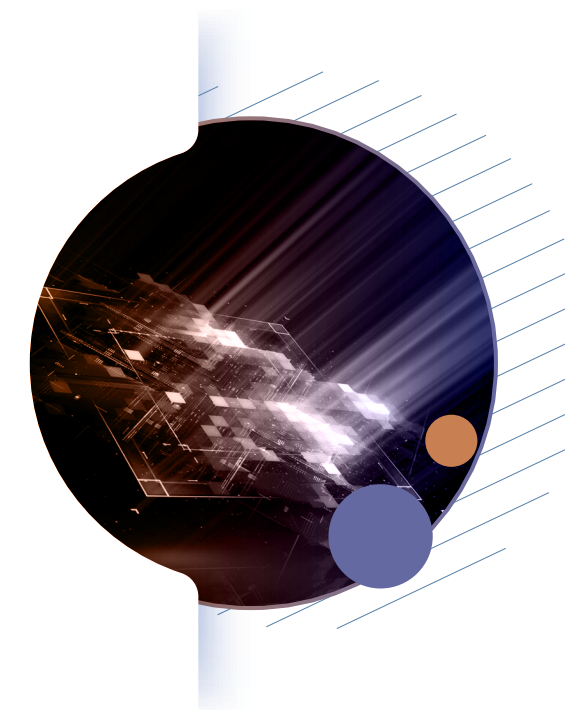
The indicator result is calculated at the government level as follows:

The DPOD score for the UAE government is calculated as an average of the scores for each government entity.

$$\frac{\sum \text{DPOD entity score}}{\# \text{ Entities}}$$

### Indicator Components

The indicator consists of 2 measures for the entity, which each have individual criteria:



**11** criteria

Digital Participation



**13** criteria

Open Data

# UAE Digital Government Online Service Index Framework

## Digital services Quality Index **50** criteria

**Identity & Authentication**  
Measures the level to which the services uses identity and authentication enablers

**Proactive Service**  
Measures the level to which the government entity uses information about the customer to initiate the service

**End to End Service**  
Measures the level of end -to- end services and its sourcing of data from other government entities

**Service Availability & Awareness**  
Measures the level to which the services is available 24/ 7 and is widely marketed and recognized by all beneficiaries

**Customer Satisfaction**  
Measures the level satisfaction with the digital service by customers

**Service Design Standards**  
Measures the level to which the service meets the published Service Design Standards

**Reference Data Provision**  
Measures the how the government entity provides reference data as per the GSB requirements

**Service Usage**  
Measures the usage of the digital service by customers

## Digital Participation & Open Data **24** criteria

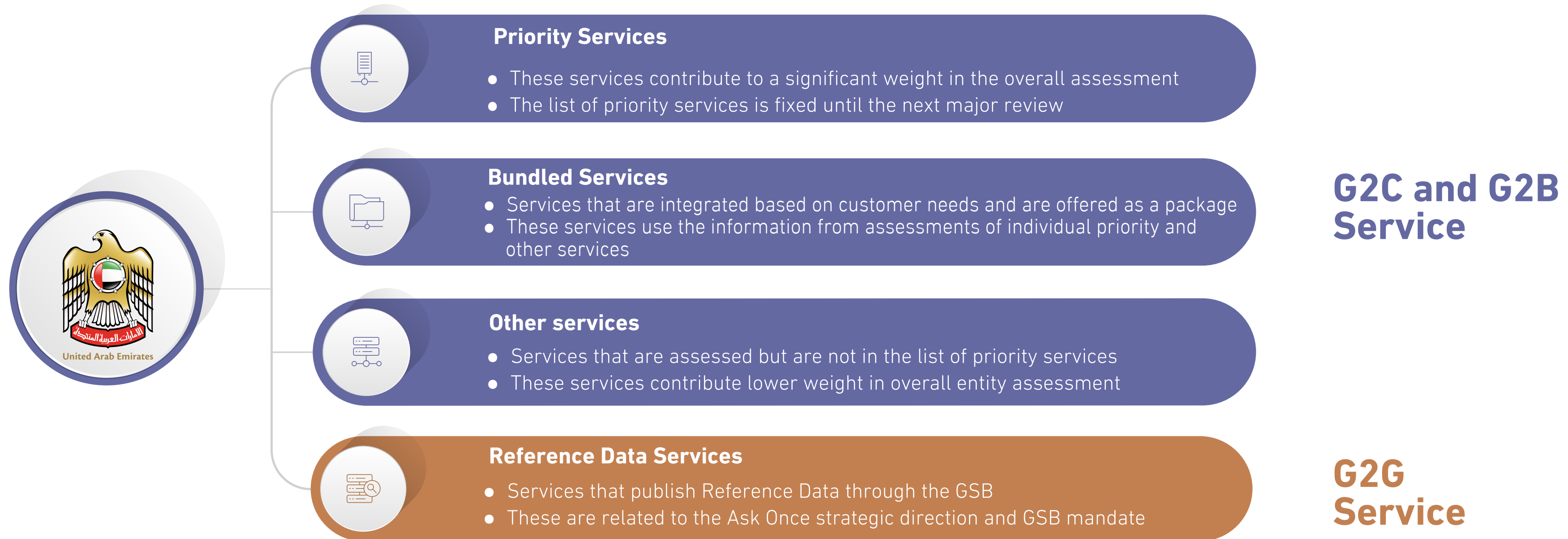
**Digital Participation**  
Measuring digital participation initiatives and efforts at the entity level

**Open Data**  
Measuring Open data initiatives and efforts at the entity level

# Assessment Scope

Federal government entities

## Categories of Services to be Assessed



The Services based on their priority and as per the mentioned categories

### Stakeholders in Federal Entities

- Entity Leadership
- Strategy and Future department
- Core business departments
- Information technology department
- Government/Corporate Communication
- Customers happiness department



# Digital Services Quality Index (DSQI)

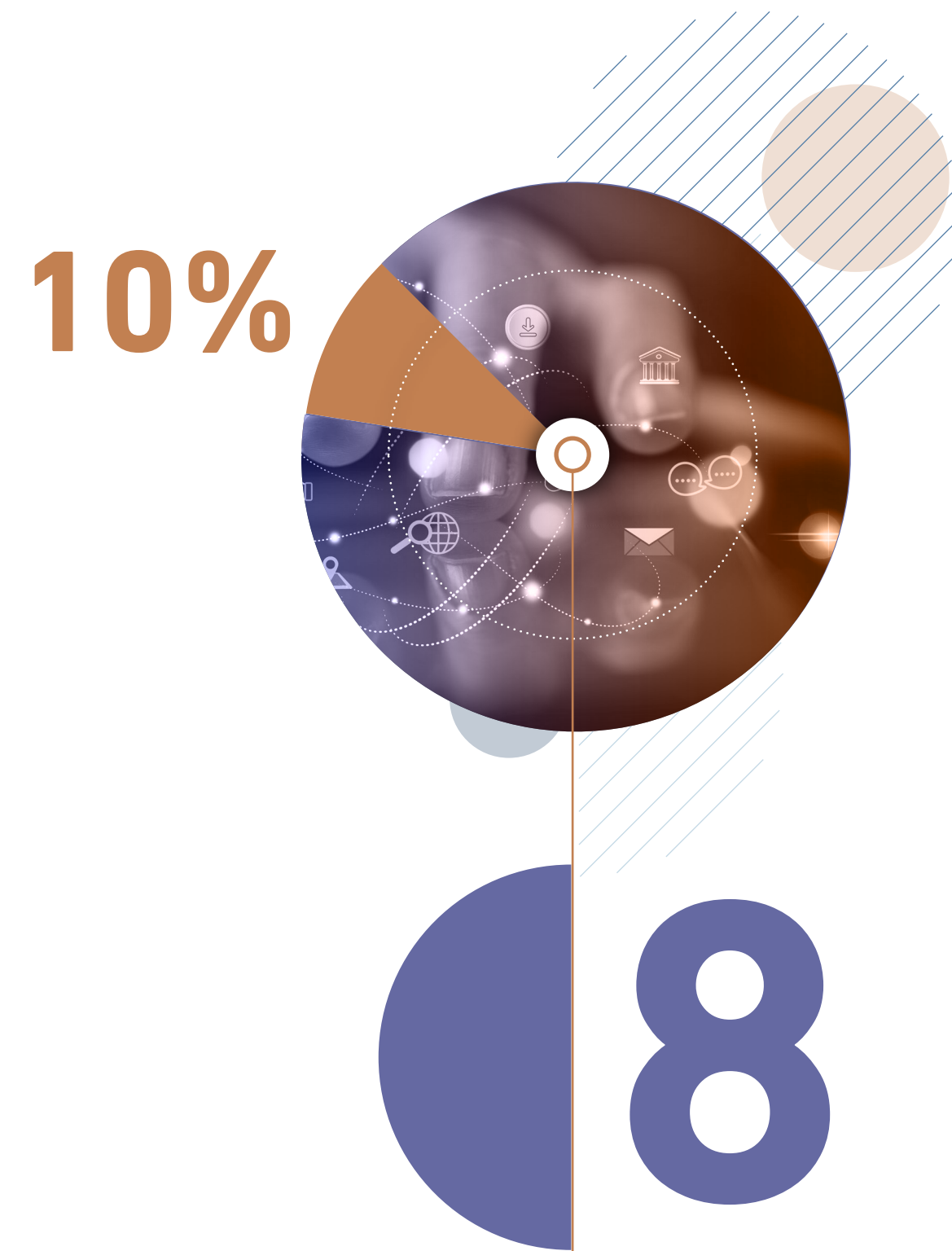
Digital Services quality index (DSQI) - Priority and Other Services





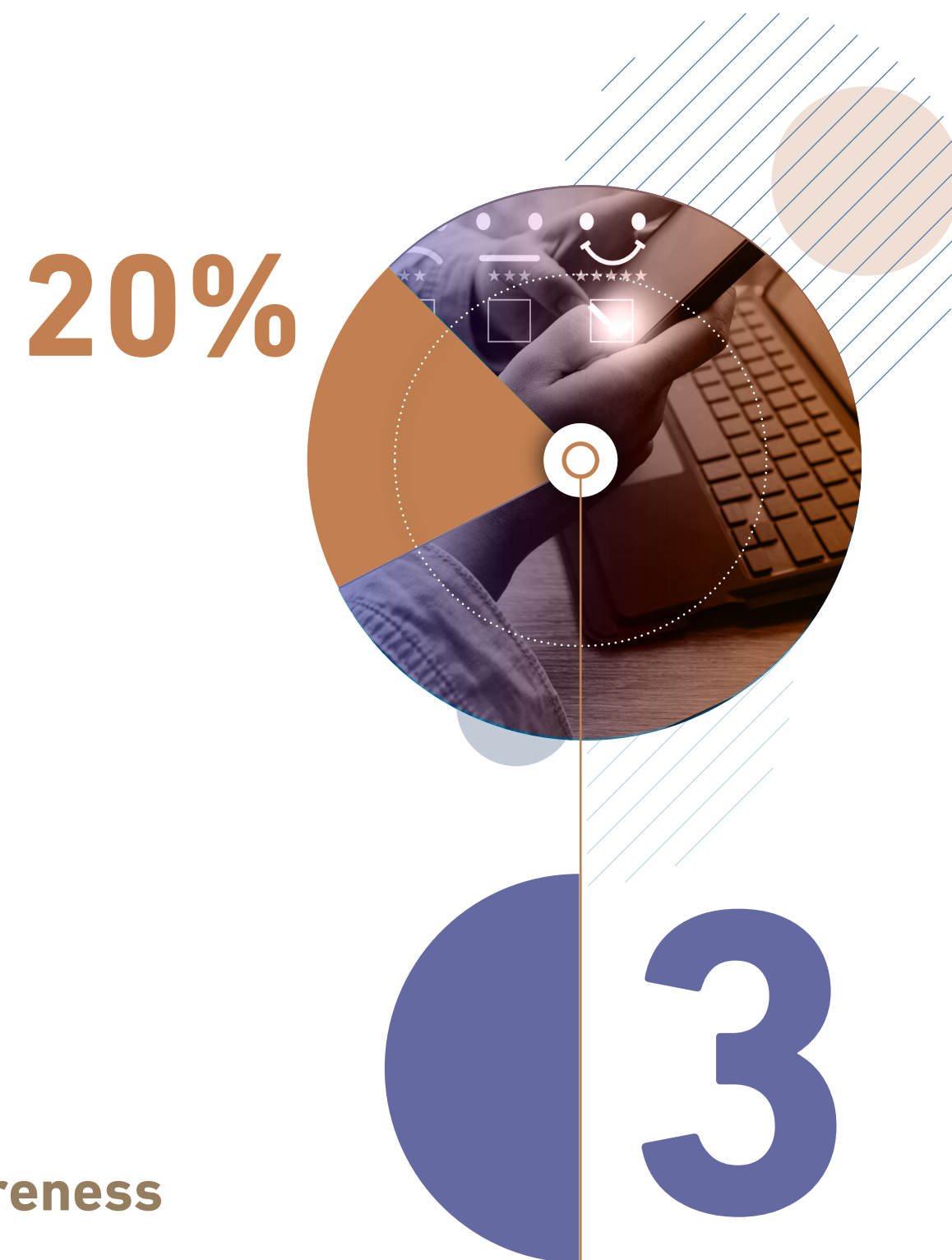
# Digital Services Quality Index (DSQI)

Digital Services quality index (DSQI) - Priority and Other Services



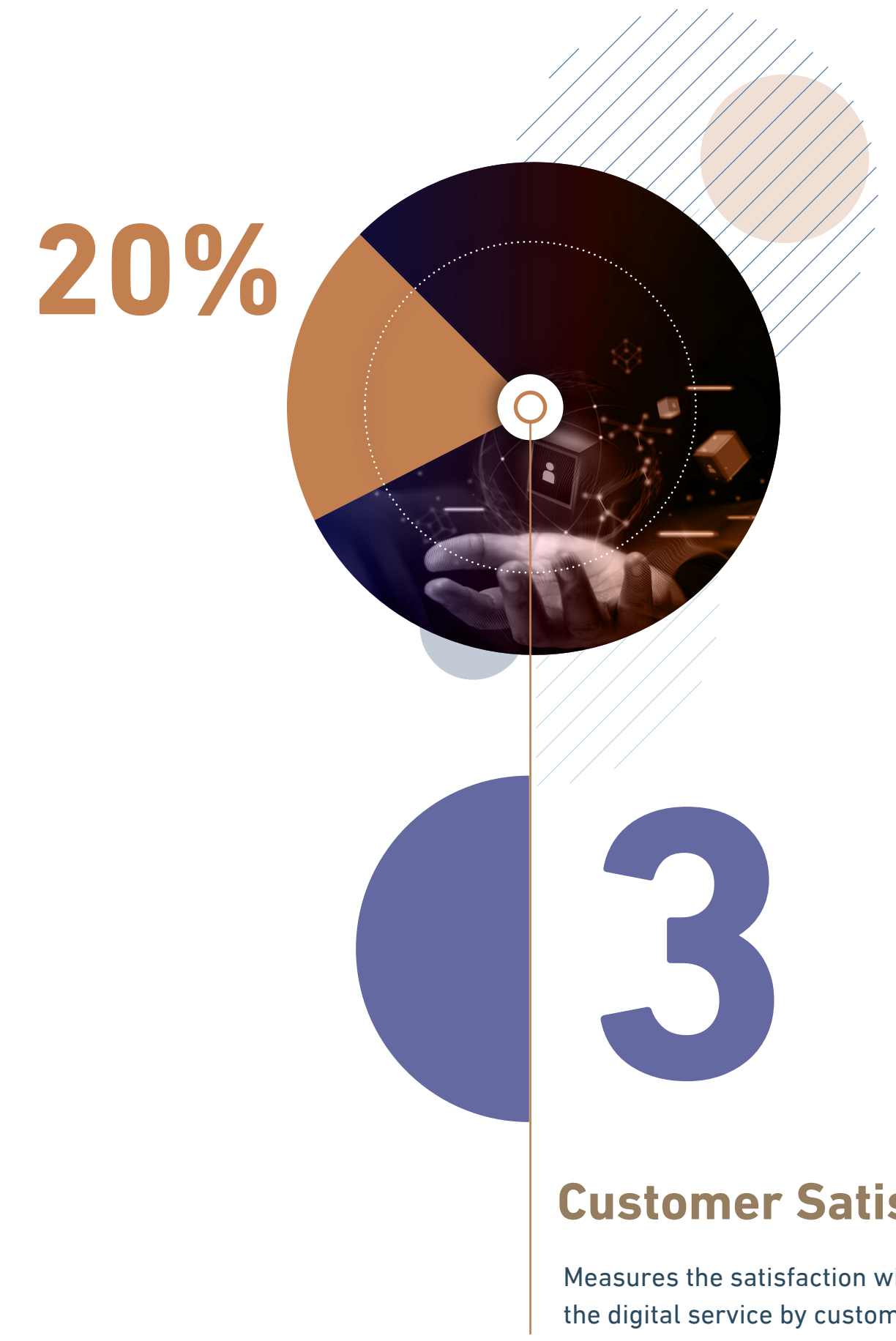
## Service Availability & Awareness

Measures the level to which the service is available 24/7 and is widely marketed and recognized by all beneficiaries



## Service Usage

Measures the usage of the digital service by customers



## Customer Satisfaction

Measures the satisfaction with the digital service by customers

percentage NO. Criteria

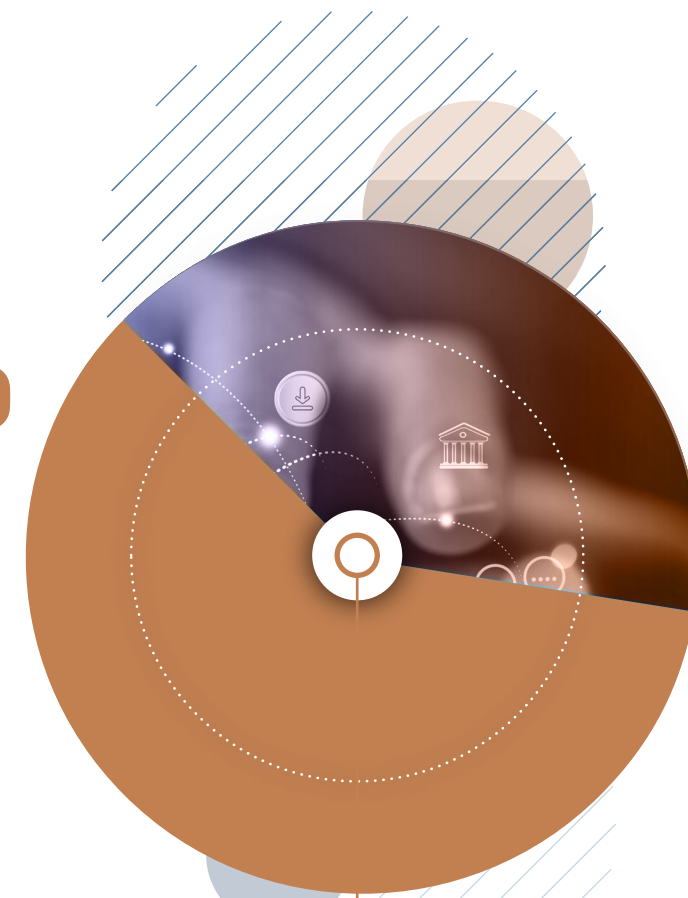
\* A 10% weight will be added to new government enabler

# Digital Services Quality index (DSQI) - Reference Data Services

## Rationale for Reference Data Services Dedicated Measure

- Reference Data services are G2G services that have different characteristics and a separate dedicated measure that reflects the particular requirements for providing reference data.
- In addition, criteria in the measures for Service Design standards and Identity and Authentication are relevant to Reference Data.
- They are used together to calculate the score for each Reference Data service.

60%



8

### Reference Data Provision

Measures the how the government entity provides reference data as per the GSB requirements

30%



6

### Service Design Standards

Measures the level to which the service meets the service design standards published by TDRA

10%



1

### Identity & Authentication


Measures the level to which the service uses identity and authentication enablers

percentage NO. Criteria

# Digital Services Quality Index (DSQI)

## DSQI Criteria (1/8) – End to End Service

### ES1



**20%**

**Criteria**

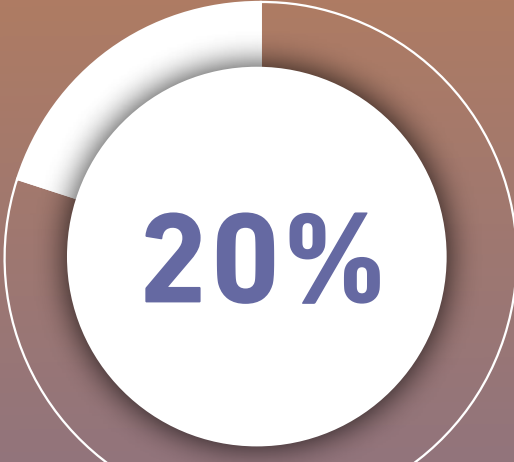
The end-to-end process for delivery of this service, including required information and documents, on the service cards which is defined and visible to the customer before starting the service. Where the service requires different documentation requirements for different customer groups (e.g., nationality), this information should be displayed for each customer group.

**Evidence**

URL that links to the service card, or a screenshot of the end-to-end process steps, and lists all the requirements for data and documents as displayed to the customer

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### ES2



**20%**

**Criteria**


This service gathers personal customer information listed in ES1 from the ICP (Federal Authority for Identity, Citizenship, Customs and Ports Security) using the GSB to request the data, and then displays the data so that the customer does not have to enter the data manually. The customer should have the option to overwrite the data (e.g., phone number, delivery address) and be advised to directly update their UAEPass data if the change is permanent.

**Evidence**

- List of personal reference data used by service and a screenshot of the prefilled form
- Copy of agreement with ICP to use personal reference data

P
O
R

### ES3



**20%**

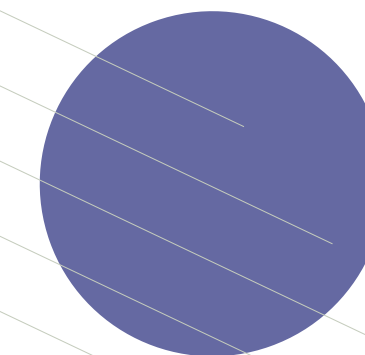
**Criteria**

This service gathers other Reference Data about the customer from the respective government entity that maintains and publishes this data (the Data Owner), using the GSB.

**Evidence**

- List of other reference data used by service and the provider of this data
- Copy of agreement with Data Owner to use reference data

P
O
R



The end-to-end service includes the sourcing of data from other government entities and the customer receives the full outcome of the service including any required documents, without any further contact with government



# Digital Services Quality Index (DSQI)

## DSQI Criteria (1/8) – End to End Service

**ES4**

**15%**

**Criteria**  
This service delivers the end-result (including any required documents or certificates), without the need for further contact with government. The customer may be offered the option to collect the documents, and may be charged for different delivery options

**Evidence**  
Screenshot of the completed service showing how the customer received the end-result digitally

P O R

**ES5**

**15%**

**Criteria**  
This service is integrated with the digital vault and provides the customer with the option to upload the output documents to their digital wallet at the completion of the service, and not have to do it separately themselves. This applies for all output documents, even if they have a short expiry date.

**Evidence**  
Screenshot of the offer to upload output documents to customer's digital wallet

P O R

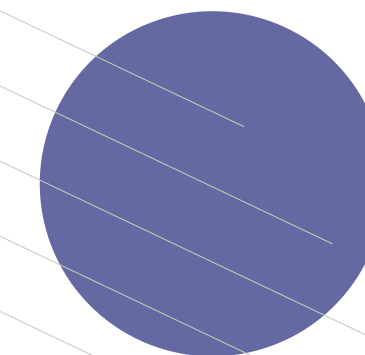
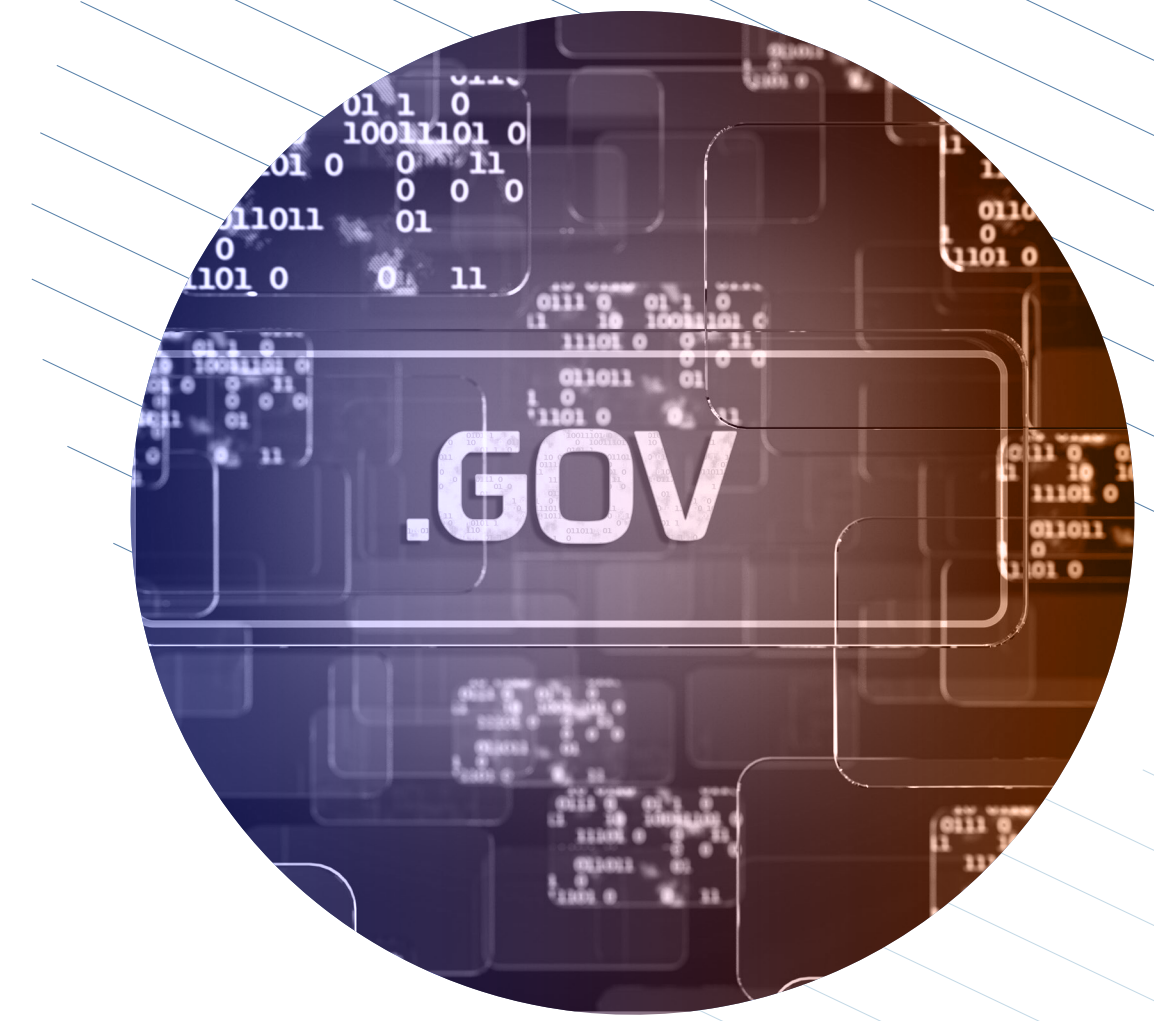
**ES6**

**10%**

**Criteria**  
This service has been studied to identify opportunities for integration with other related government services to achieve a complete end-to-end service.

**Evidence**  
Documentation of the service integration study and its outcomes within the past 3 years

P O R



The end-to-end service includes the sourcing of data from other government entities and the customer receives the full outcome of the service including any required documents, without any further contact with government



# DSQI Criteria (2/8) – Proactive Services

**PS1**

**50%**

**Criteria**  
This service has been implemented as a Proactive Service, as described in the Proactive Services Guide

**Evidence**  
Screenshot showing how the opportunity to use the proactive service is communicated to the customer

P O R

**PS2**

**10%**

**Criteria**  
This service has been assessed for classification as a Proactive Service, as described in article 1 in the Proactive Services Guide and section 4.1.3 of Digital Customer and Digital Government Service Policy\*

**Evidence**  
Report dated in the last three years which specifies the type of Proactive Service (Transactional, Informational, Eligibility Check, Reminder), or finds that it is not possible to create a Proactive Service

P O R

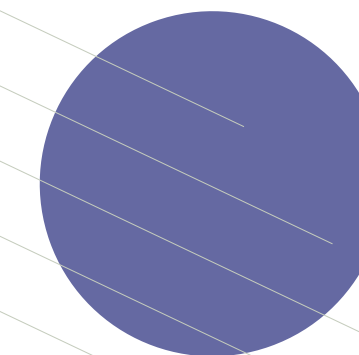
**PS3**

**20%**

**Criteria**  
Plans have been developed to implement this service as a proactive service

**Evidence**  
Documentation of the plan to implement as a proactive service

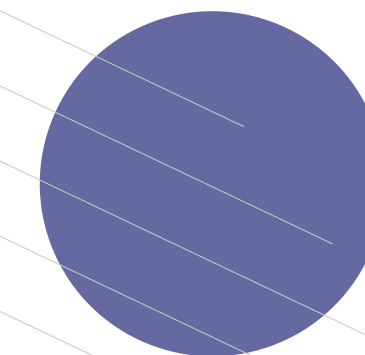
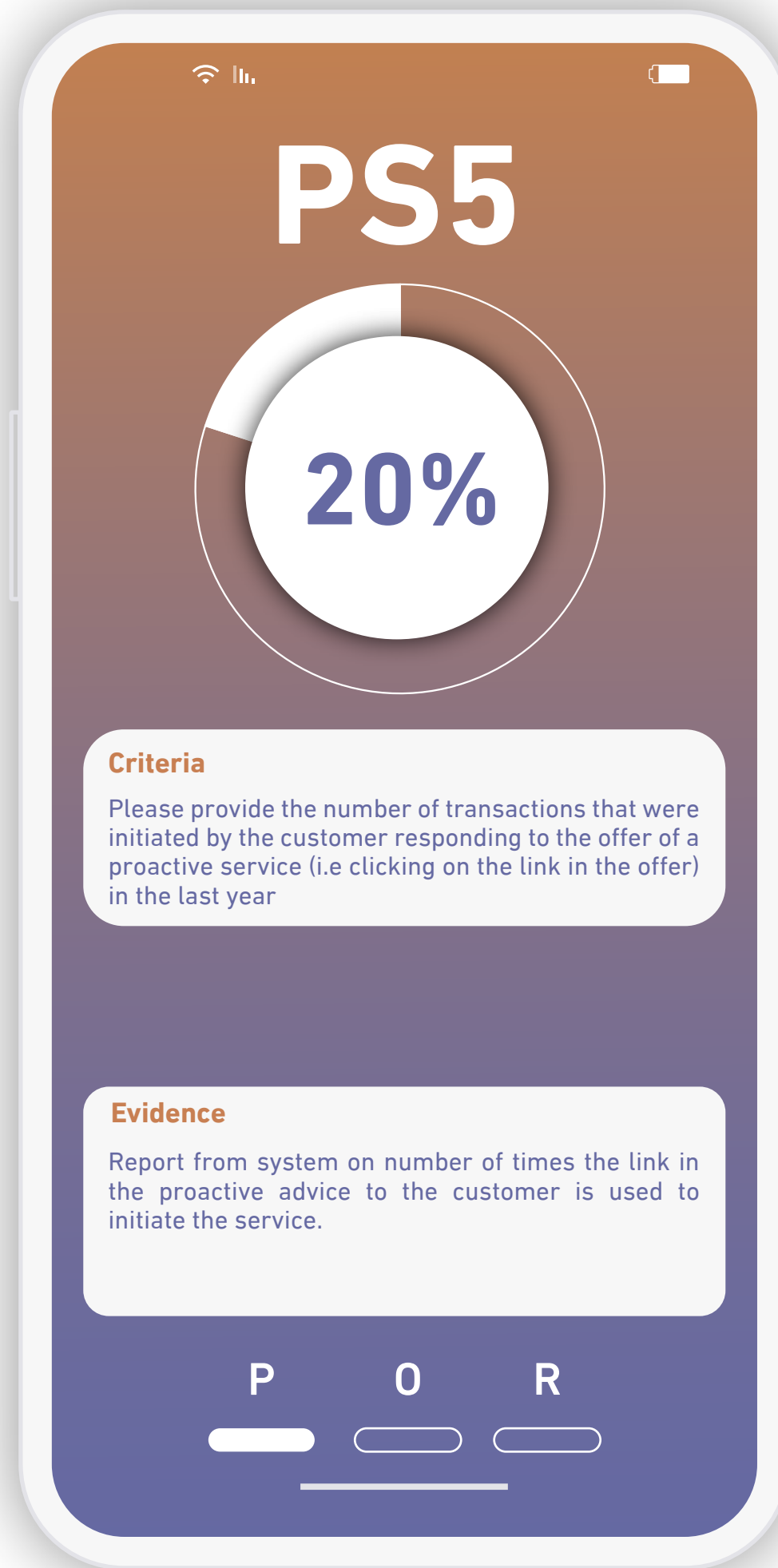
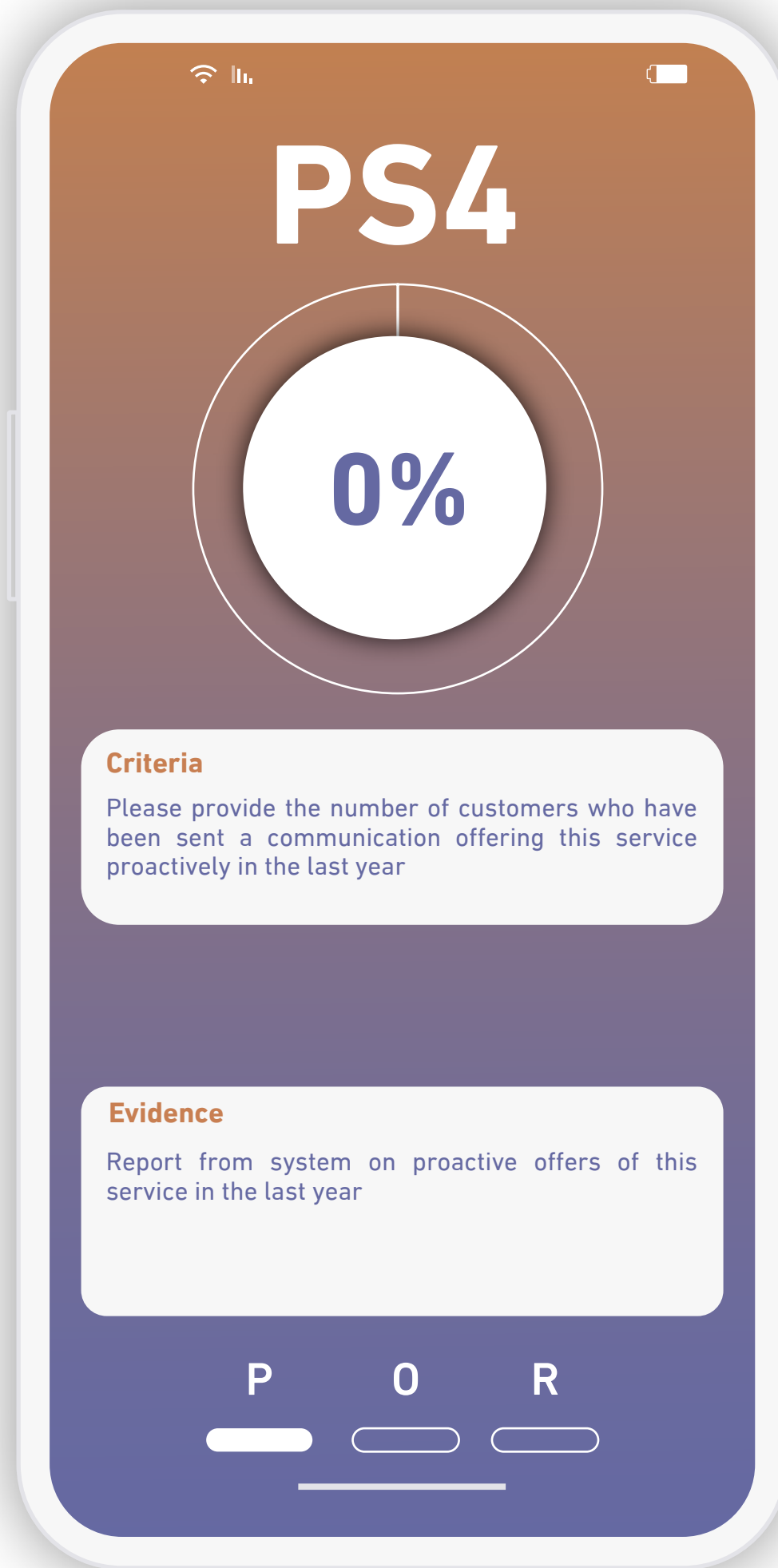
P O R



- The government entity uses information about the customer to initiate the service
- The Proactive Services Guidelines define 4 types: Transactional, Informational, Eligibility check and Reminder



# DSQI Criteria (2/8) – Proactive Services



- The government entity uses information about the customer to initiate the service
- The Proactive Services Guidelines define 4 types: Transactional, Informational, Eligibility check and Reminder



# DSQI Criteria (3/8) – Identity & Authentication

**IA1**

**25%**

**Criteria**  
This service uses UAEPass as the only tool to validate access by the customer. Where the entity needs to use other methods to provide the services to customers who do not have a UAEPass, they should not be displayed on the starting page of the service, but offered as a secondary option

**Evidence**  
Screenshot of login screen(s) while accessing this service

P O R

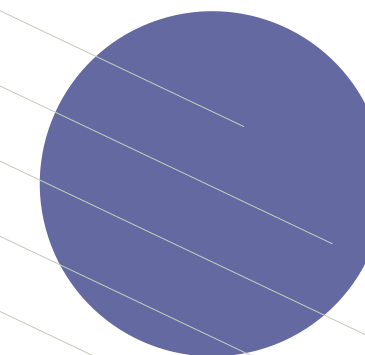
**IA2**

**25%**

**Criteria**  
Please provide the percentage of logons that use UAEPass to validate access by the customer

**Evidence**  
Report from the system showing the number of UAEPass logons and the total number of logons to access the service

P O R

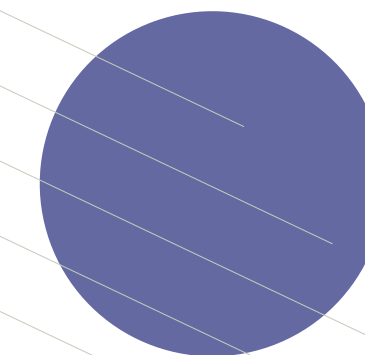
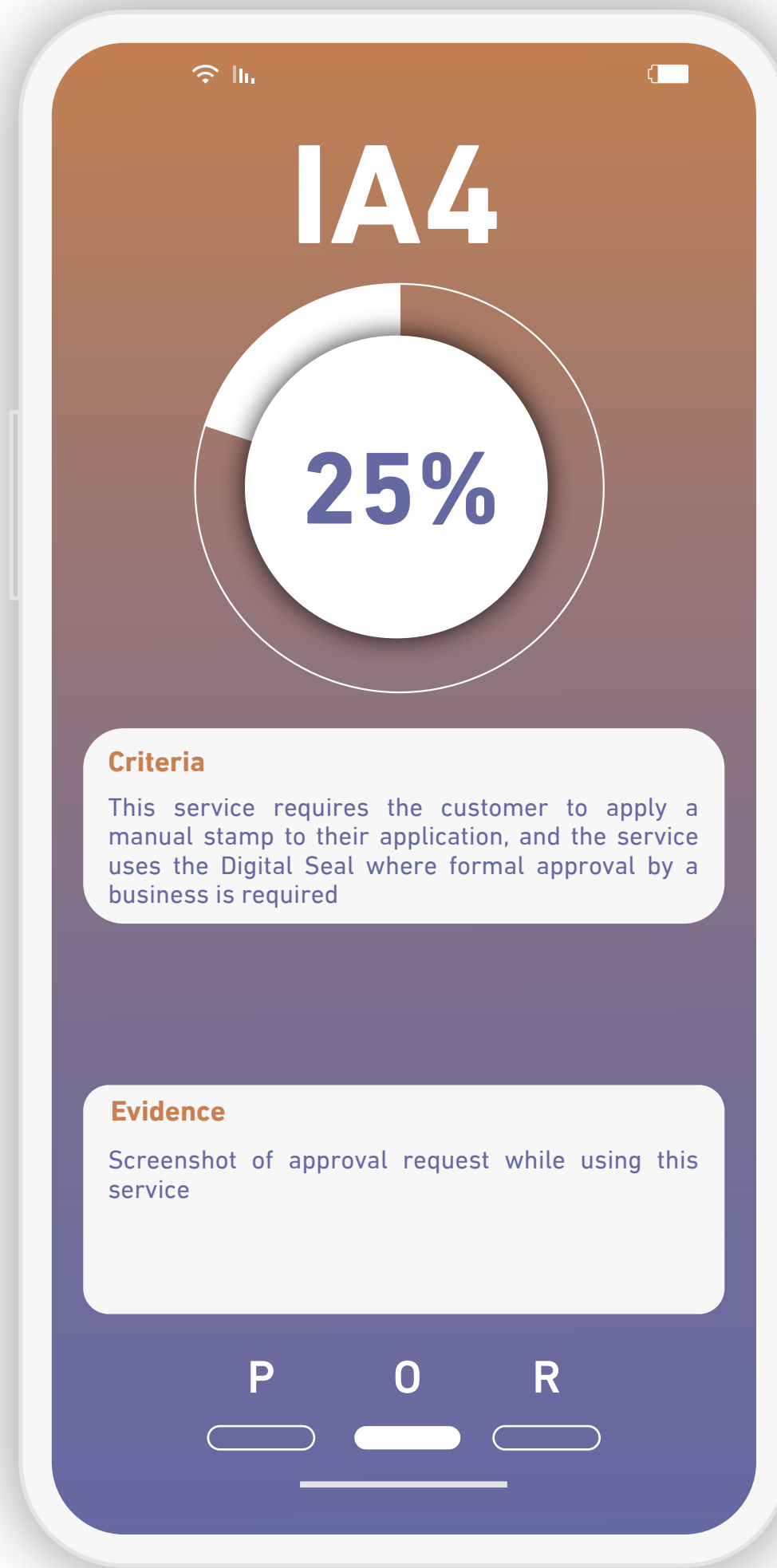
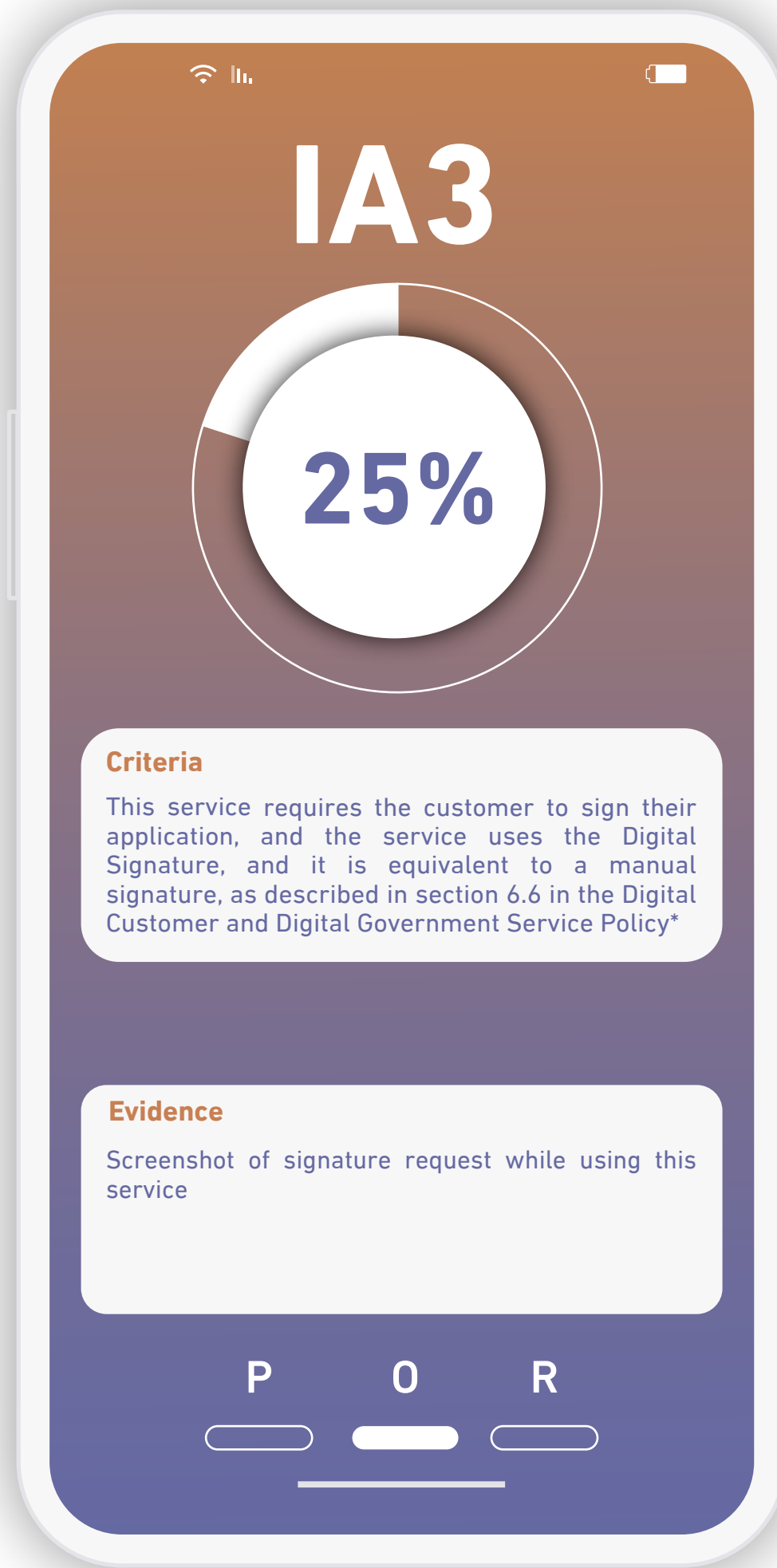


The service uses identity and authentication enablers to enhance the customer experience and does not replicate the functions

**P** **O** **R**

Priority Service Other Service Reference Data Service

# DSQI Criteria (3/8) – Identity & Authentication



The service uses identity and authentication enablers to enhance the customer experience and does not replicate the functions





# DSQI Criteria (4/8) – Service Design Standards

**DS1**

**5%**

**Criteria**  
The design team responsible for designing and enhancing this service has the right mix of skills

**Evidence**  
List of positions in design team with job descriptions or other evidence of the presence of the required skill

P O R

**DS2**

**5%**

**Criteria**  
A beta testing development methodology is used when working on this service

**Evidence**  
Project documentation of development methodology dated in the last three years

P O R

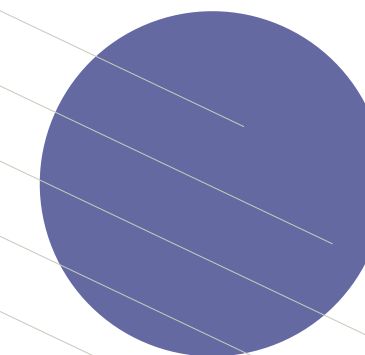
**DS3**

**15%**

**Criteria**  
This service is subject to continuous improvement based on performance indicators, customer satisfaction, complaints and suggestions, and best international practices

**Evidence**  
Documentation of the service assessment and improvement exercise dated in the last three years

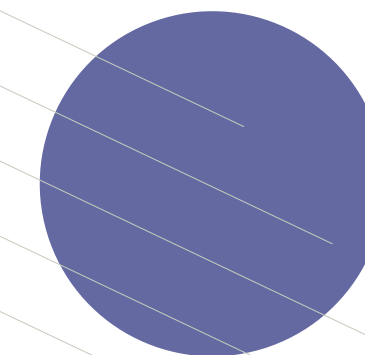
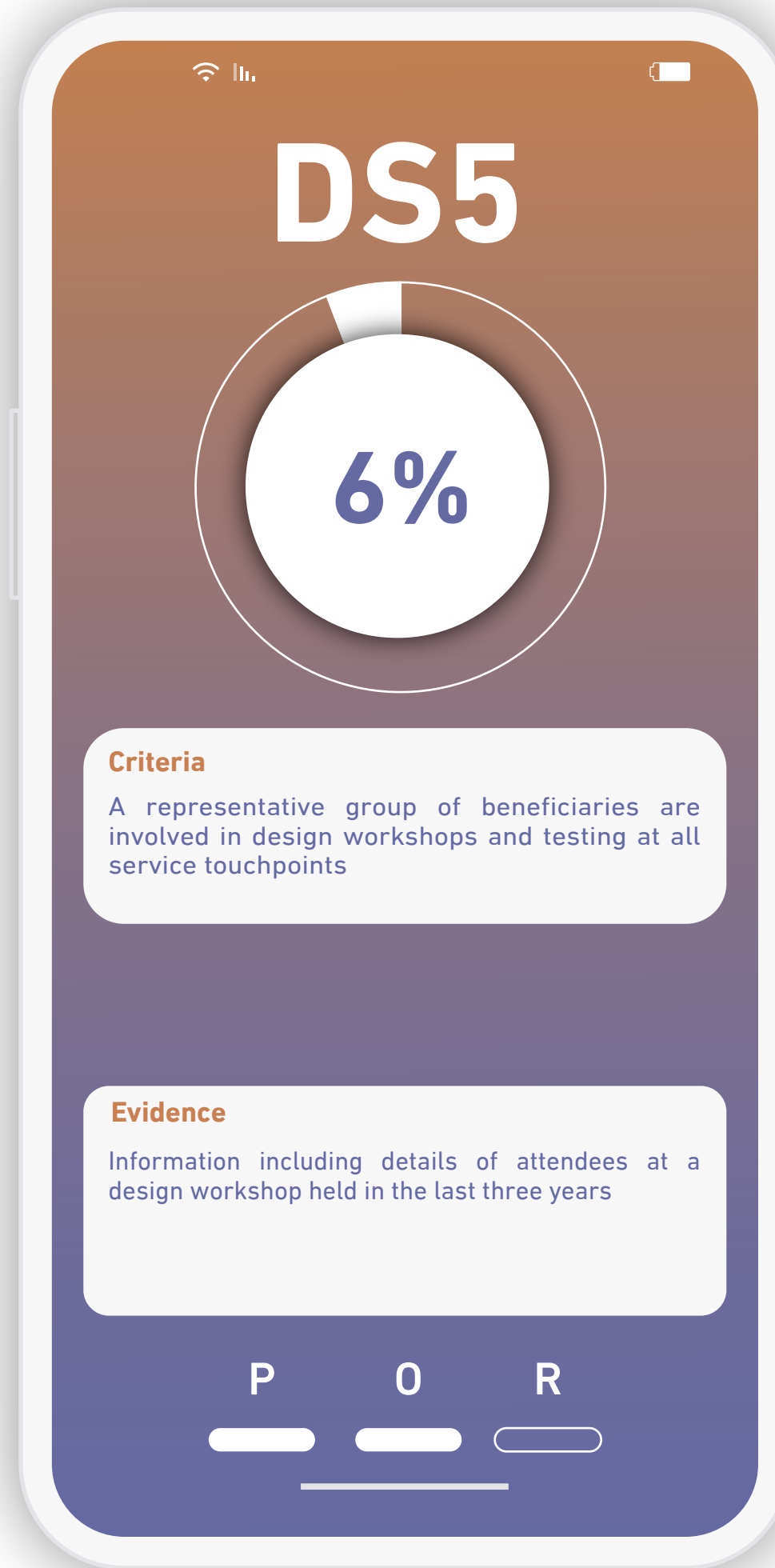
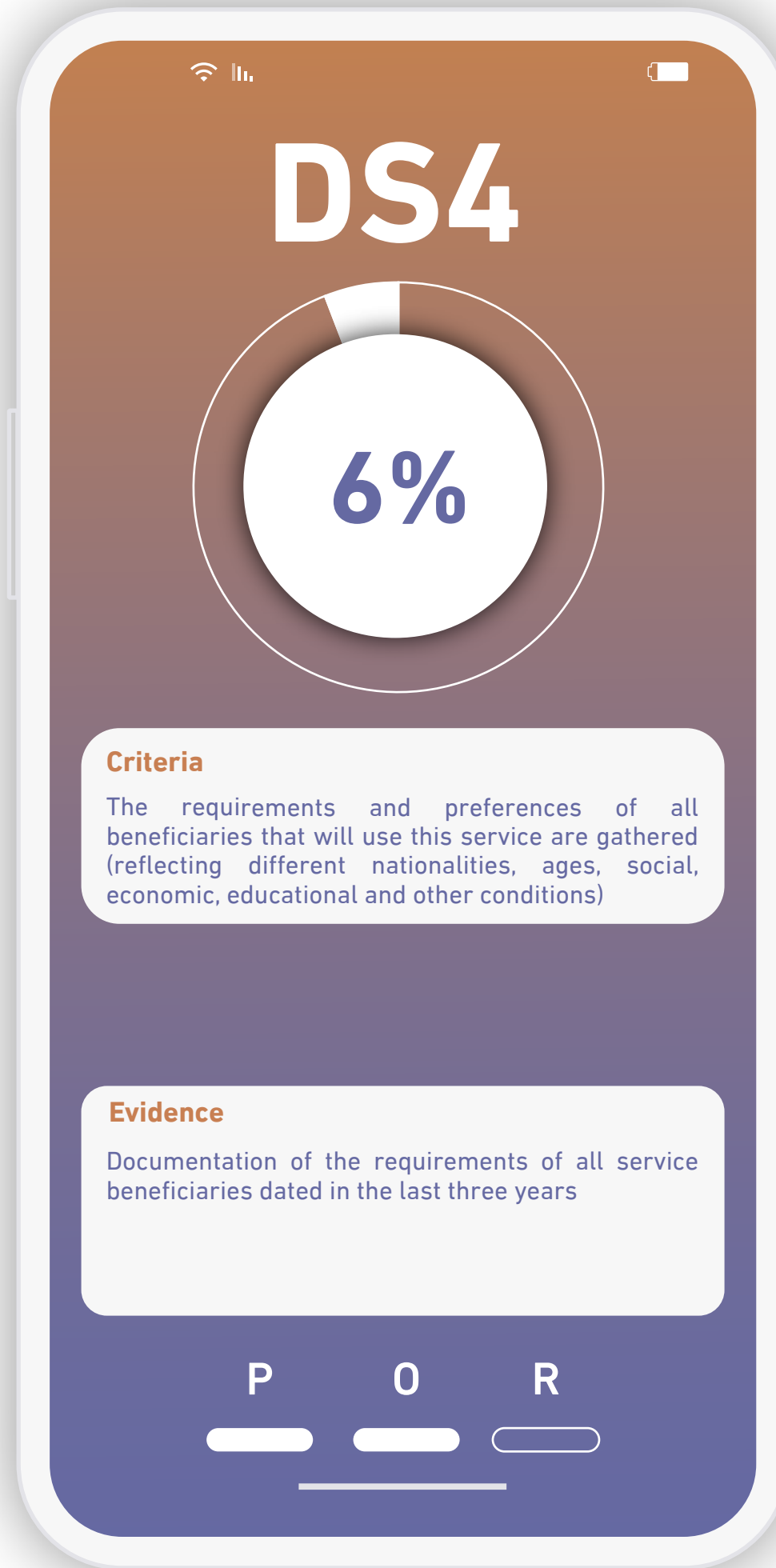
P O R



- Measures the level to which the service meets the service design standards published
- Includes Content Quality and Guidelines
- Includes compliance with National Digital Access Policy



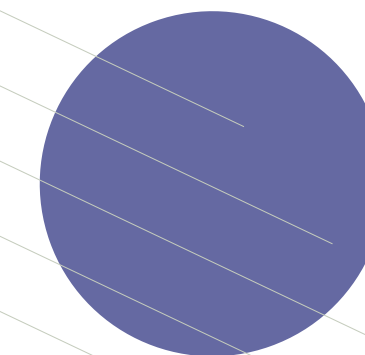
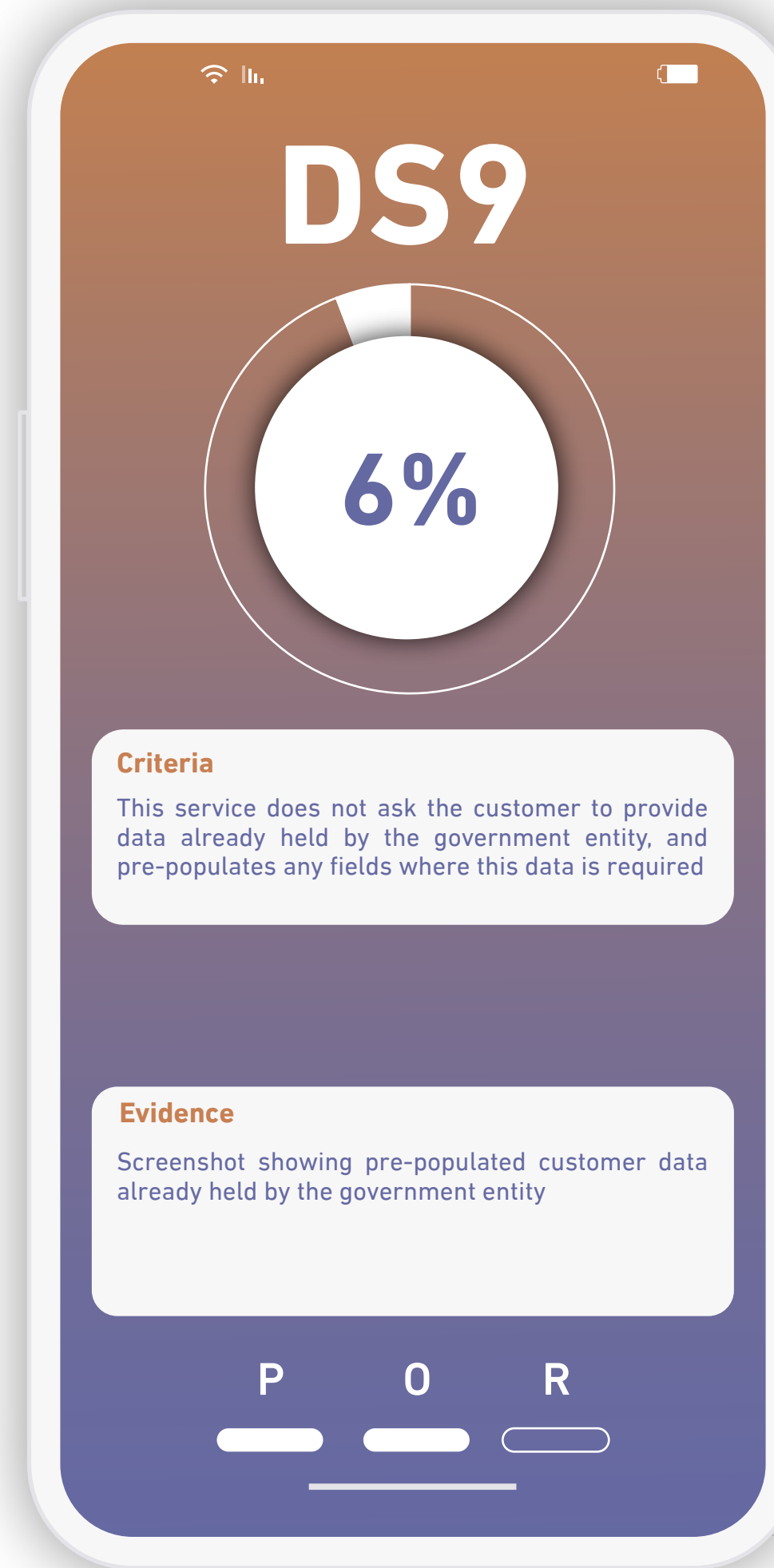
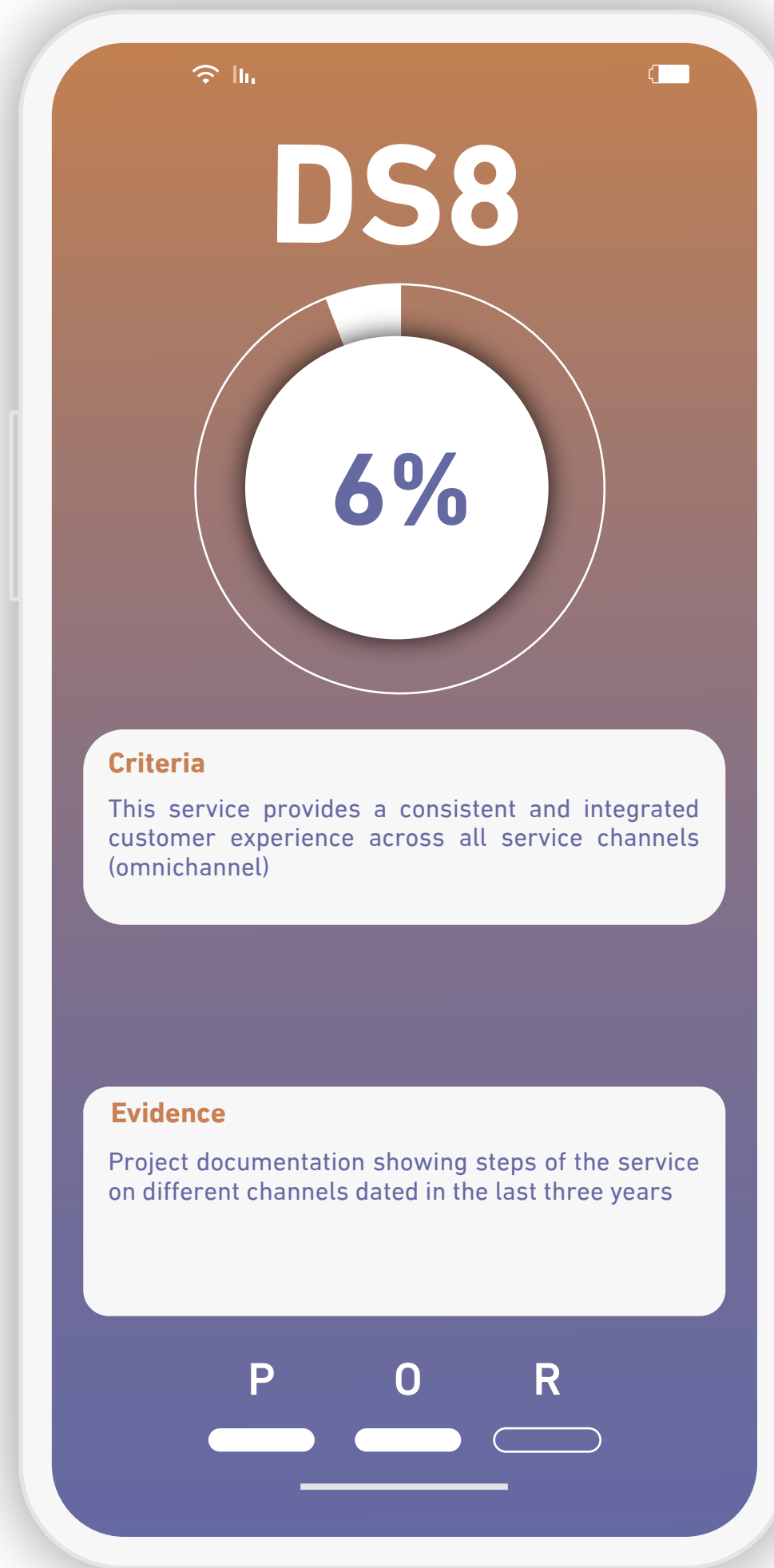
# DSQI Criteria (4/8) – Service Design Standards



- Measures the level to which the service meets the service design standards published
- Includes Content Quality and Guidelines
- Includes compliance with National Digital Access Policy



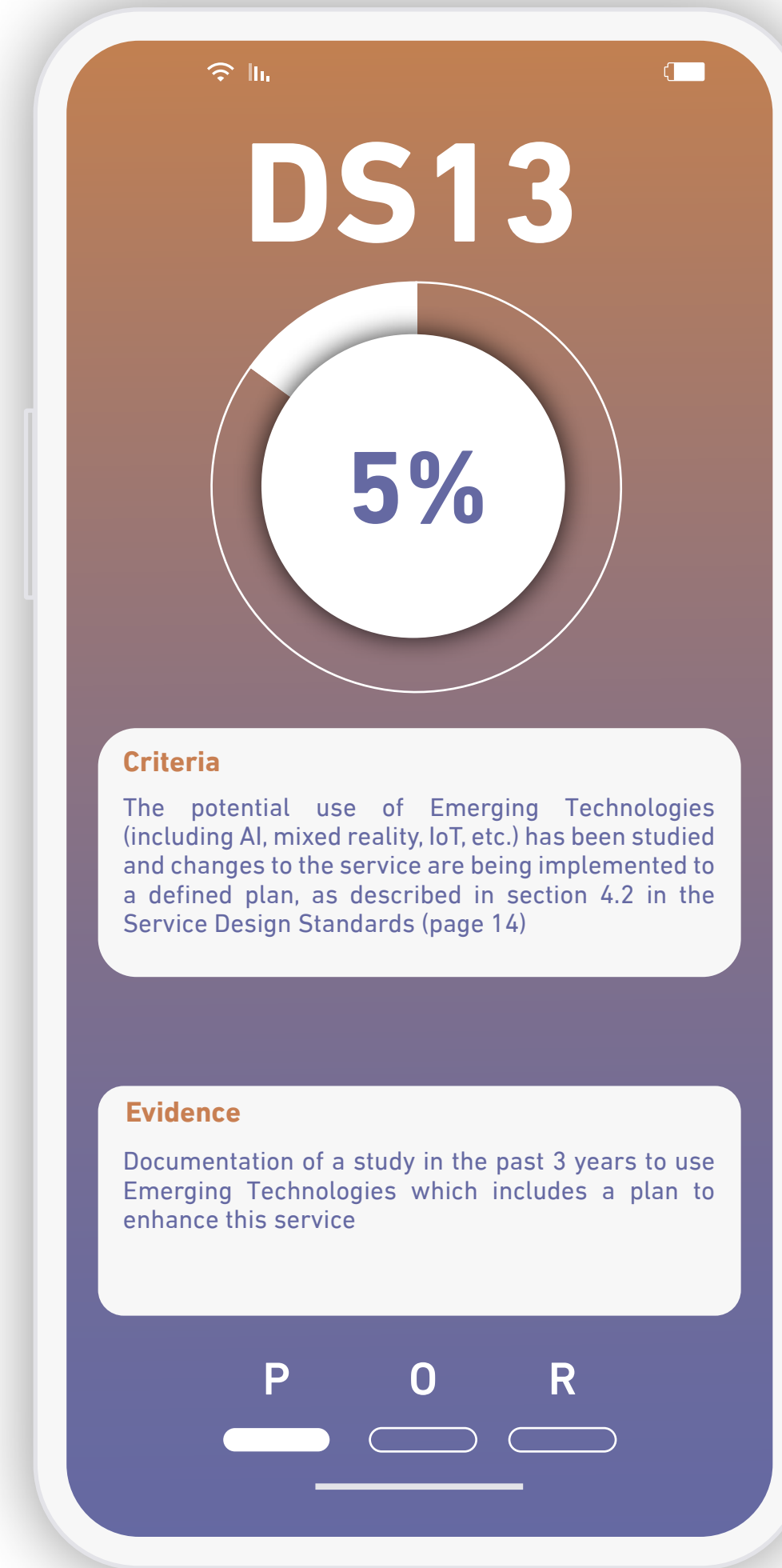
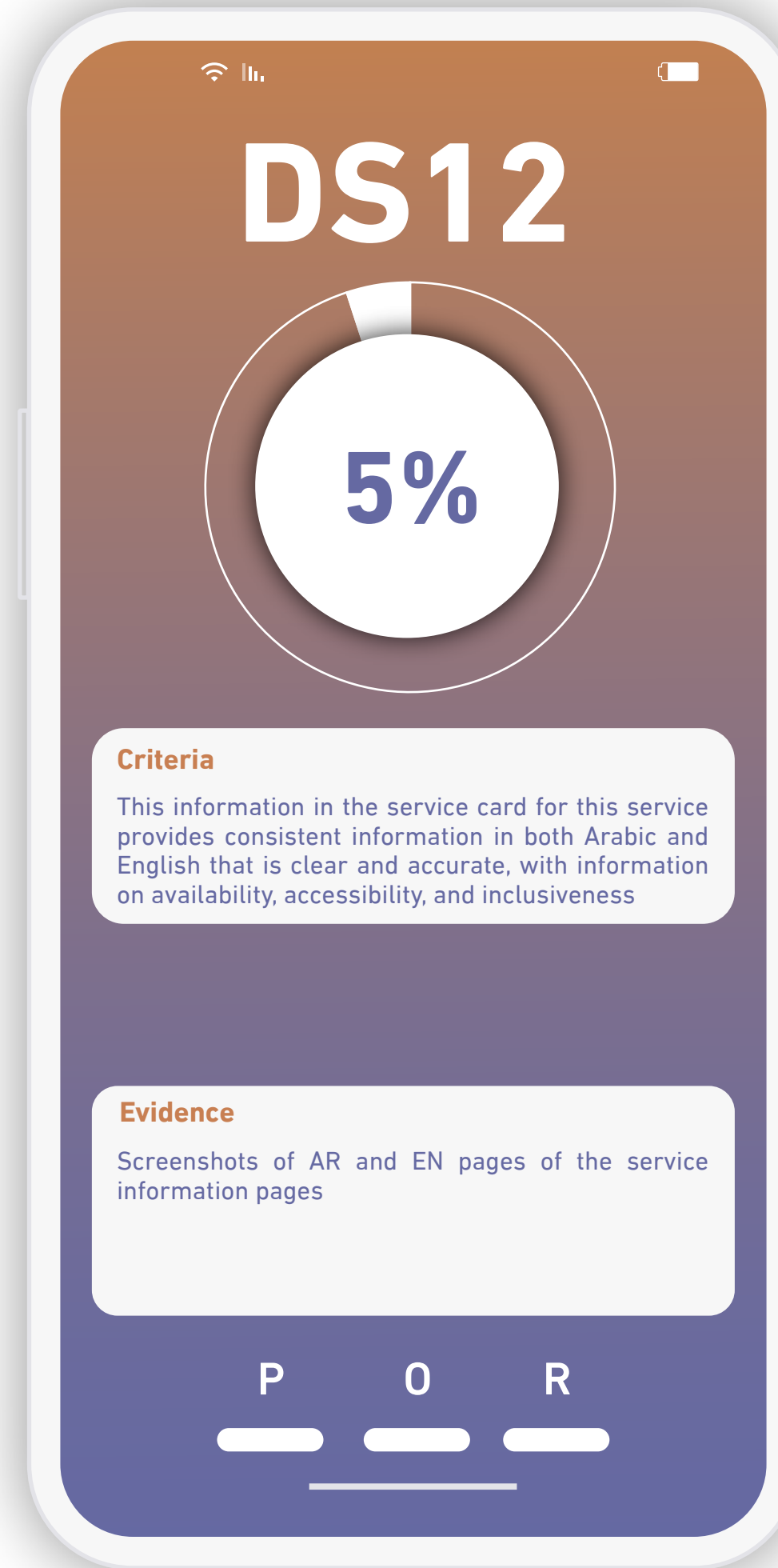
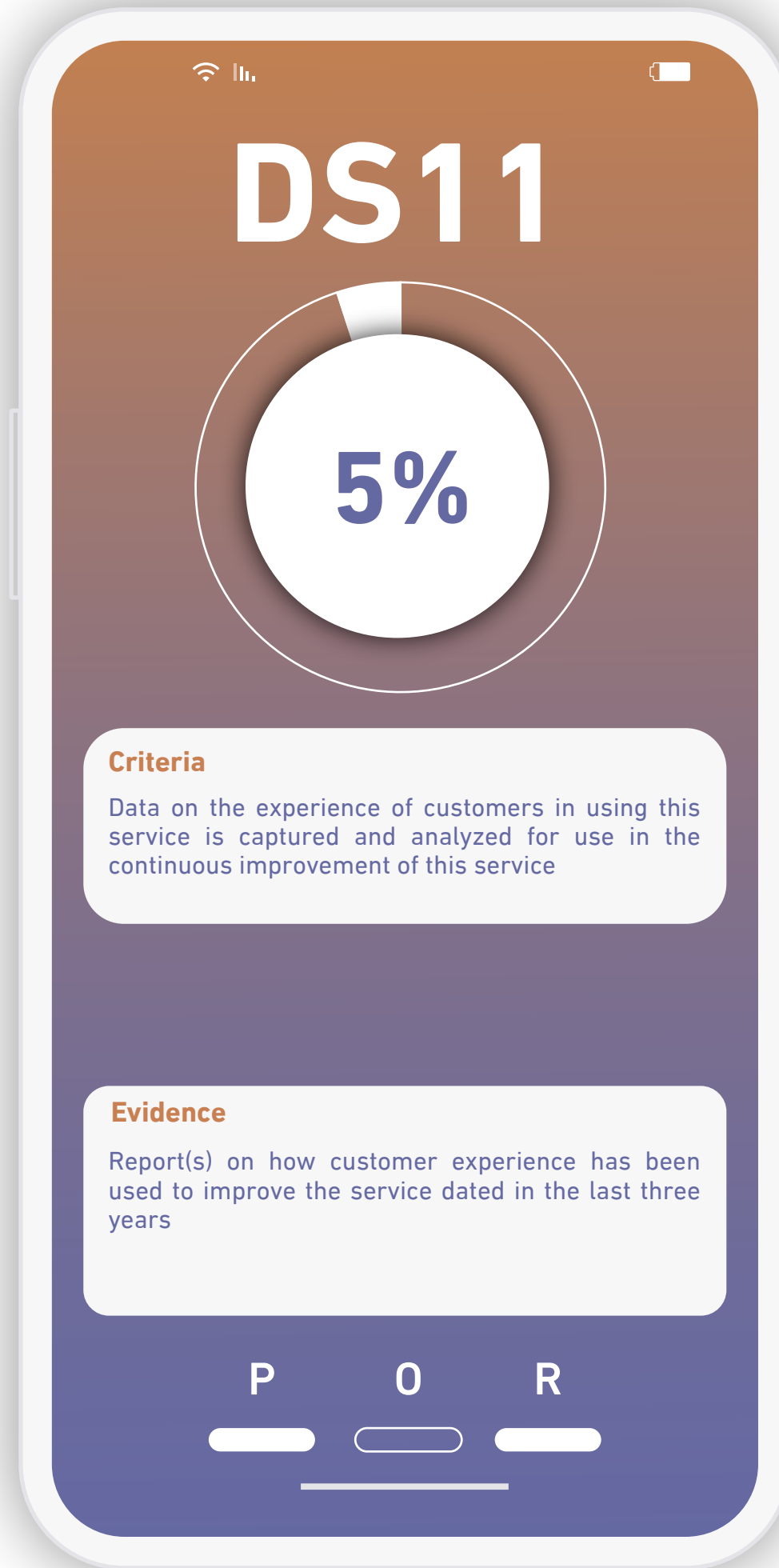
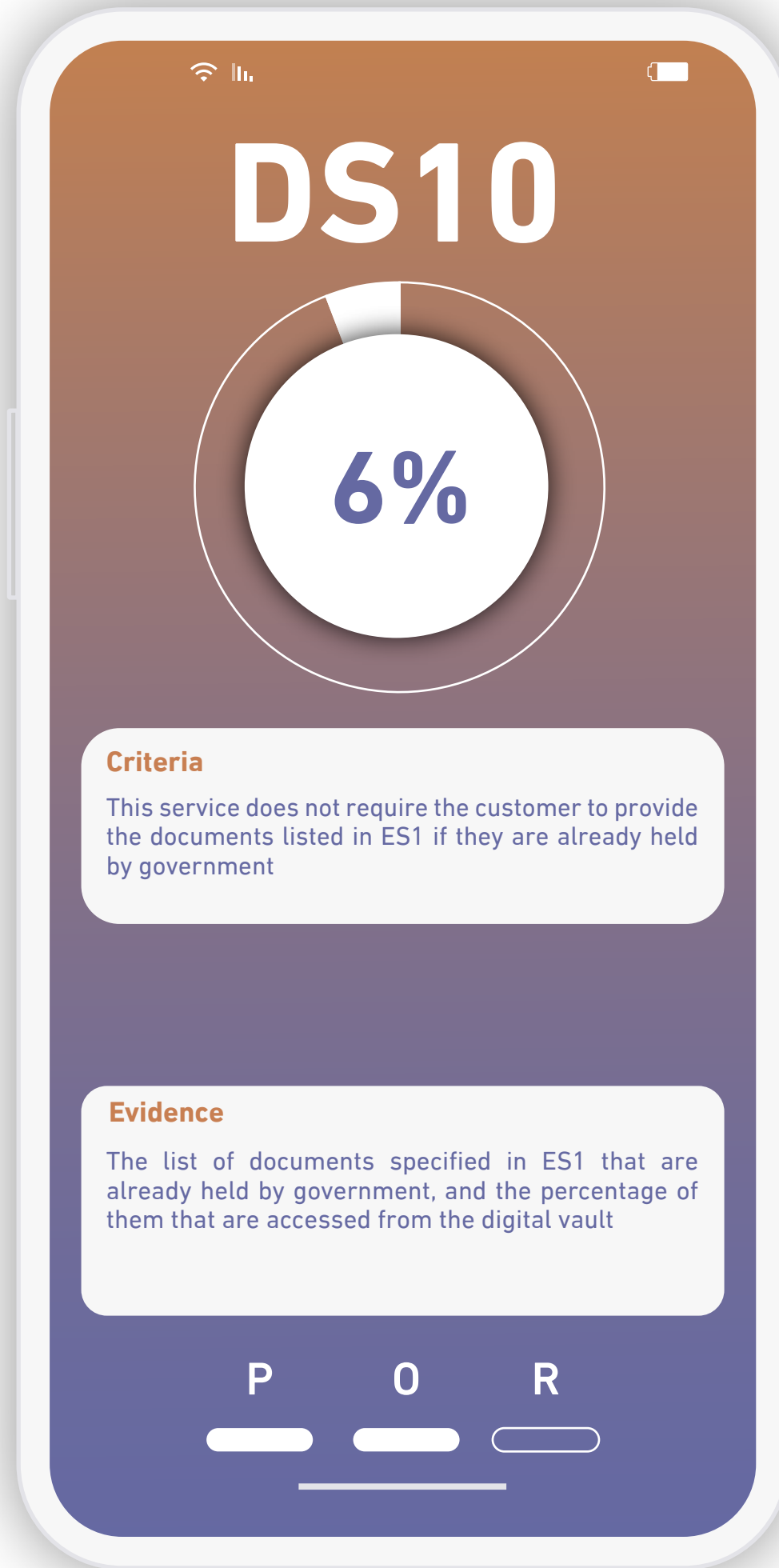
# DSQI Criteria (4/8) – Service Design Standards



- Measures the level to which the service meets the service design standards published
- Includes Content Quality and Guidelines
- Includes compliance with National Digital Access Policy



# DSQI Criteria (4/8) – Service Design Standards



- Measures the level to which the service meets the service design standards published
- Includes Content Quality and Guidelines
- Includes compliance with National Digital Access Policy



# DSQI Criteria (5/8) – Service Availability & Awareness

**AS1**

**10%**

**Criteria**  
This service is directly linked from the government portal u.ae

**Evidence**  
The URL from u.ae or a screenshot from u.ae showing the service

P O R

**AS2**

**30%**

**Criteria**  
This service met the service level standards over the last year on all channels

**Evidence**  
Monthly availability reports for the past 12 months

P O R

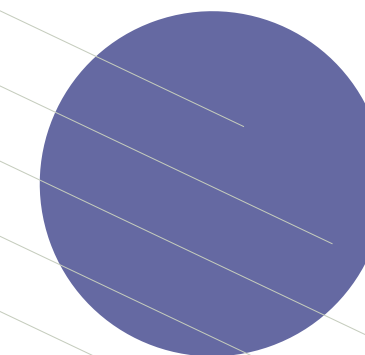
**AS3**

**10%**

**Criteria**  
This service is covered by business continuity plans prepared and tested by the entity

**Evidence**  
Copy of business continuity plan and report on testing of the plan that has been conducted in the last year

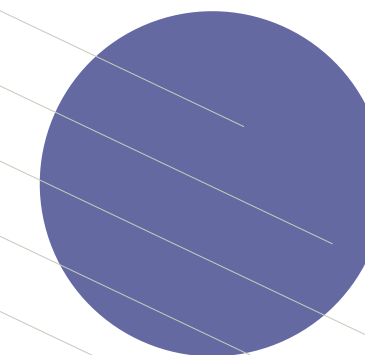
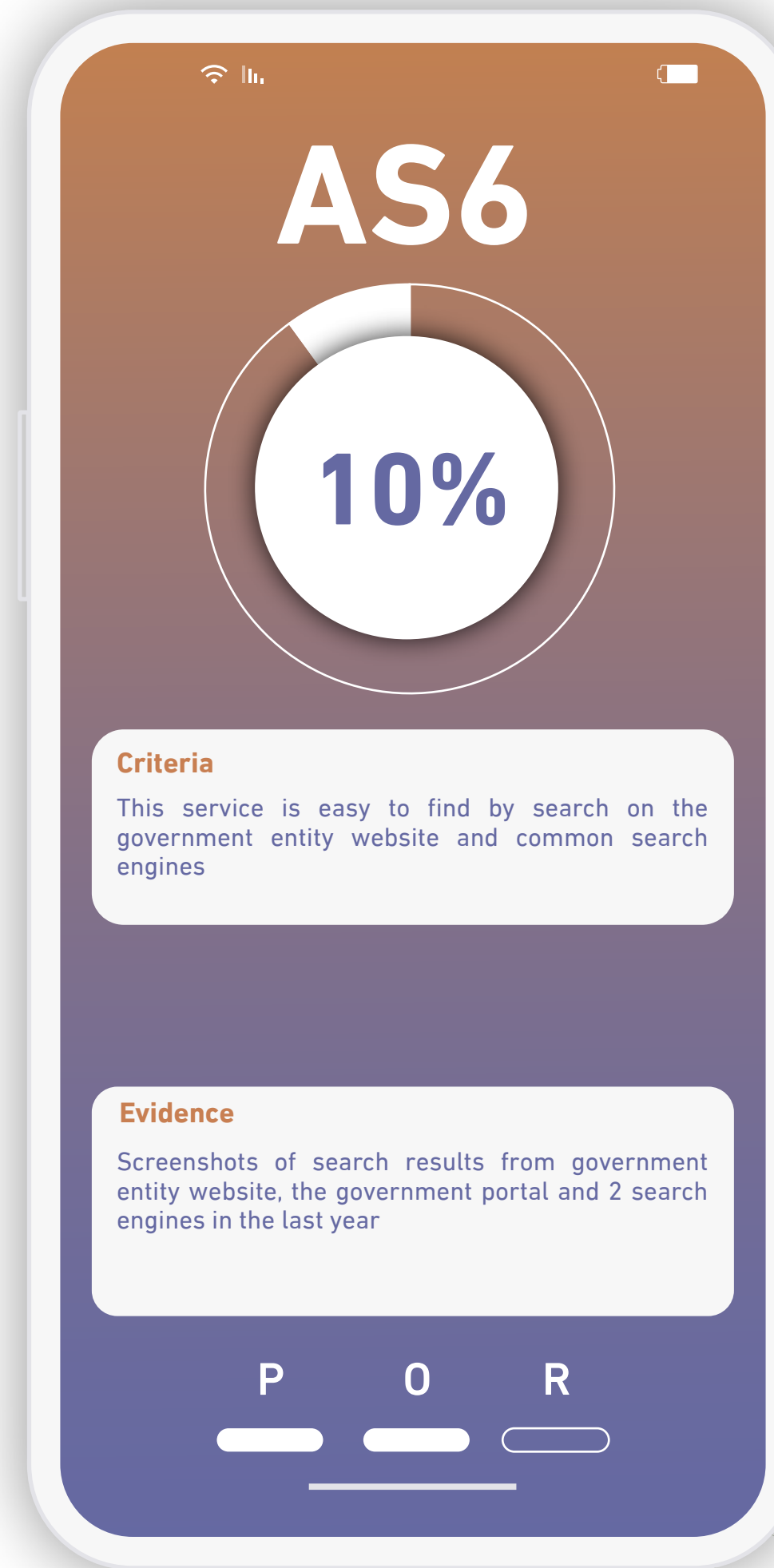
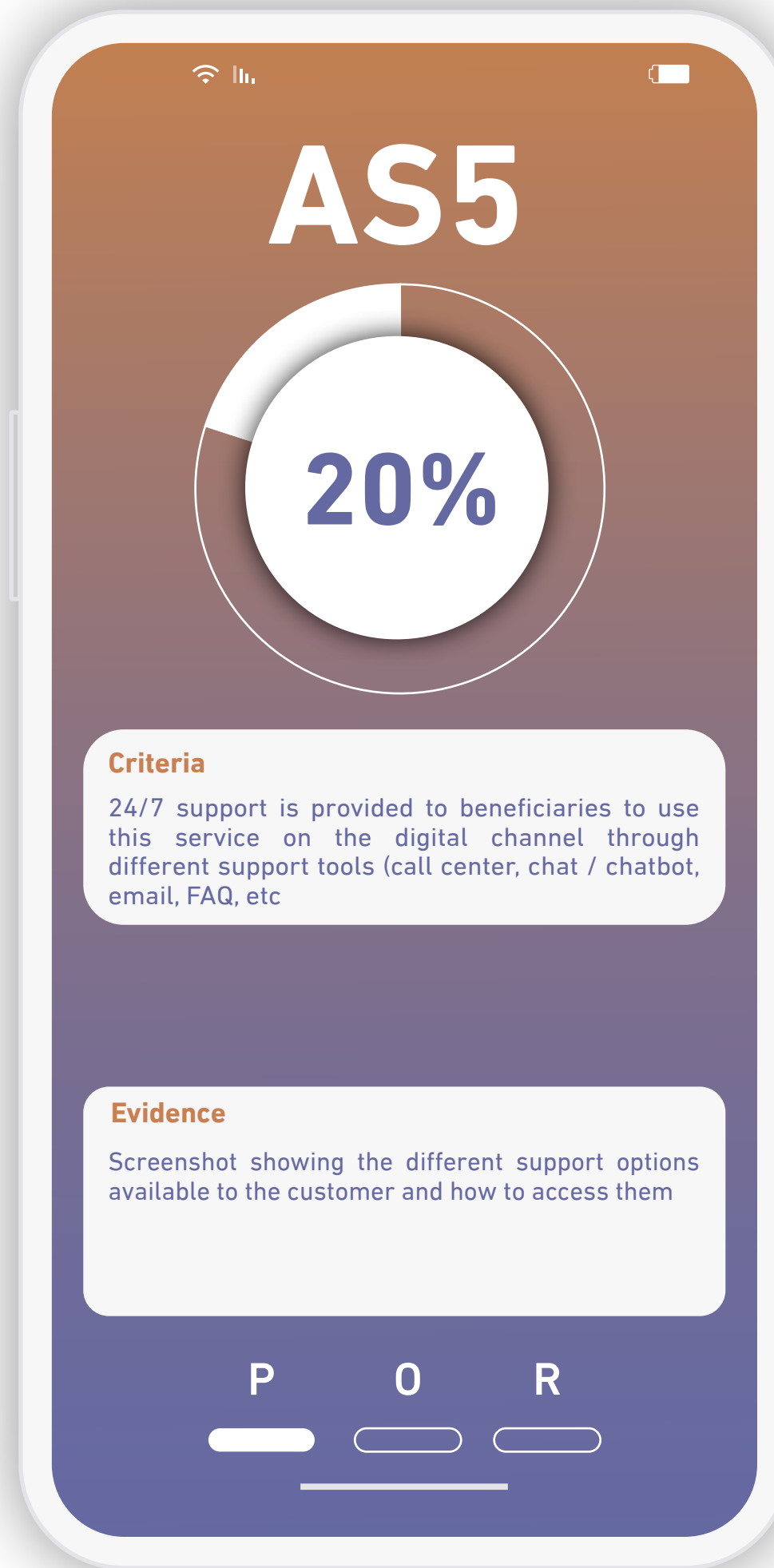
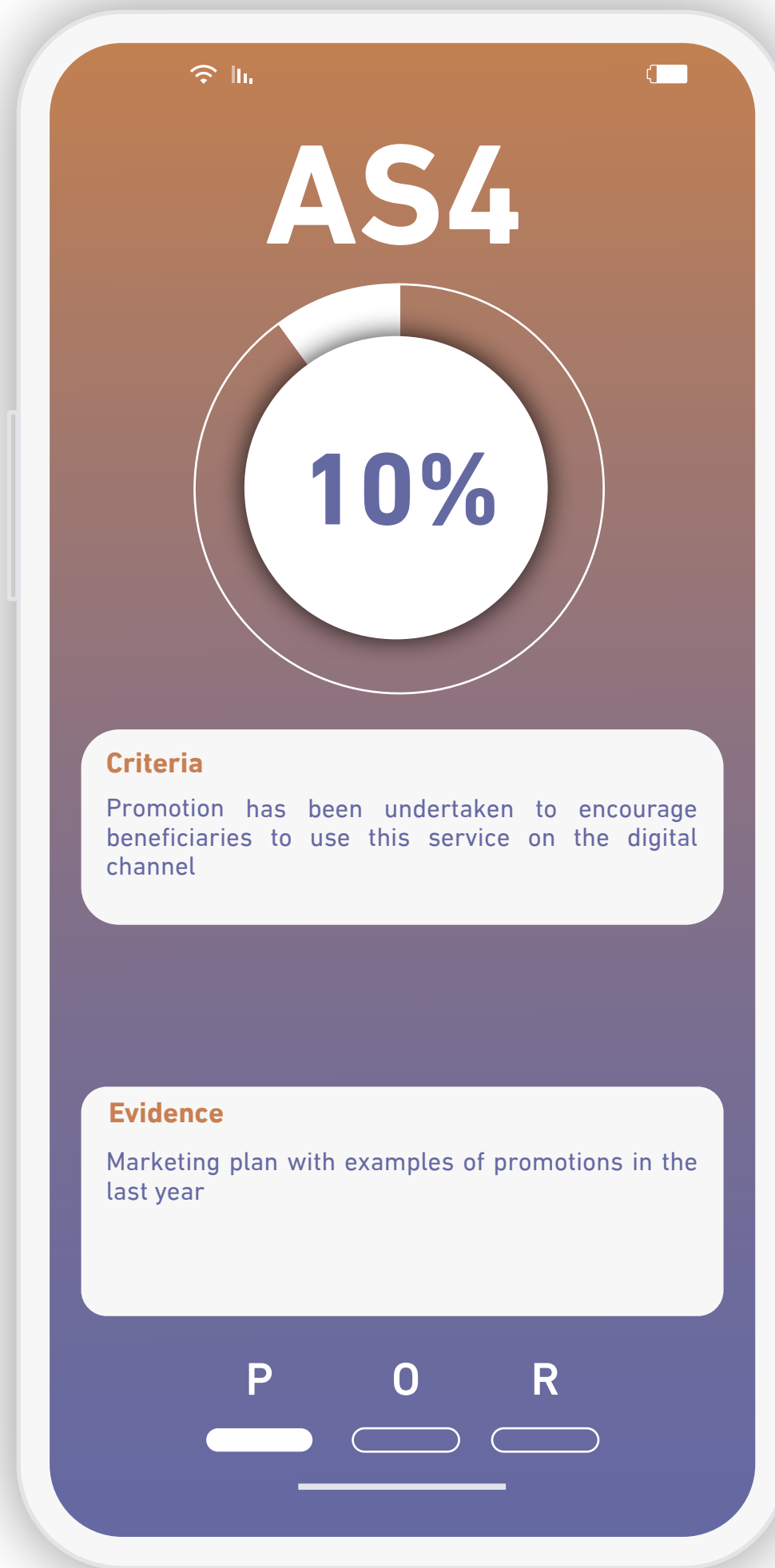
P O R



- This service is available 24/7 and is widely marketed and recognized by all beneficiaries
- Service availability by channel is measured here



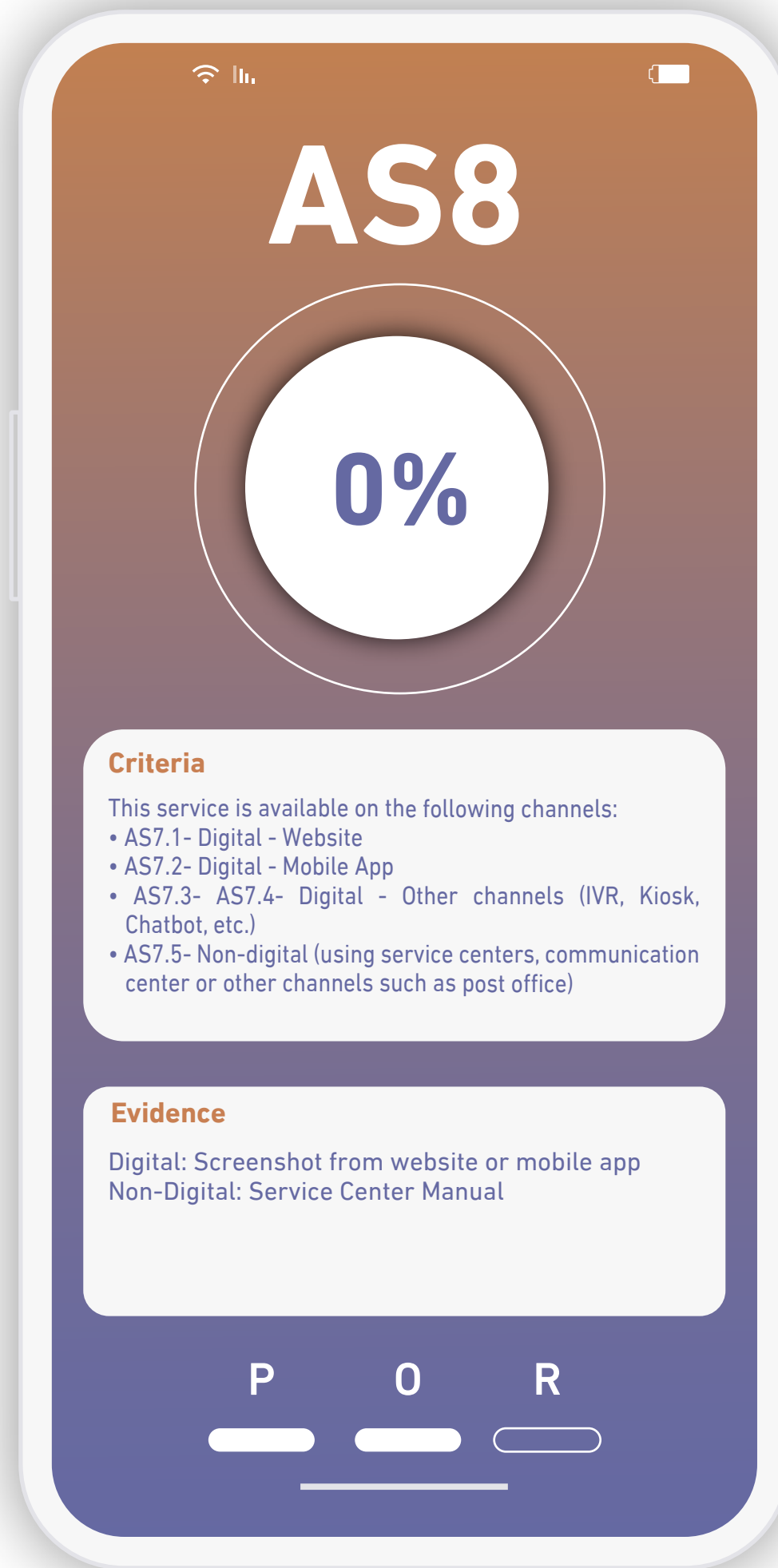
# DSQI Criteria (5/8) – Service Availability & Awareness



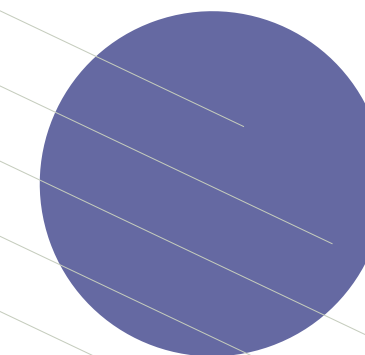
- This service is available 24/7 and is widely marketed and recognized by all beneficiaries
- Service availability by channel is measured here



# DSQI Criteria (5/8) – Service Availability & Awareness

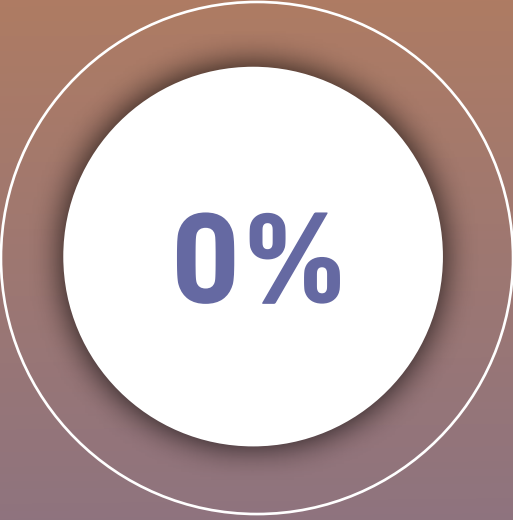


- This service is available 24/7 and is widely marketed and recognized by all beneficiaries
- Service availability by channel is measured here



# DSQI Criteria (6/8) – Service Usage

## US1



0%

**Criteria**

Please provide the number of transactions of this service completed by the customer on all channels in the last year. Collect breakdown of transaction data by channel:

- US1.1- Digital - website
- US1.2- Digital -Mobile App
- US1.3- Digital -Unified Digital Platform
- US1.4- Other digital channels (IVR, Kiosk, Chatbot, etc.)
- US1.5- Non-digital (using service centers, communication center or other channels such as post office)

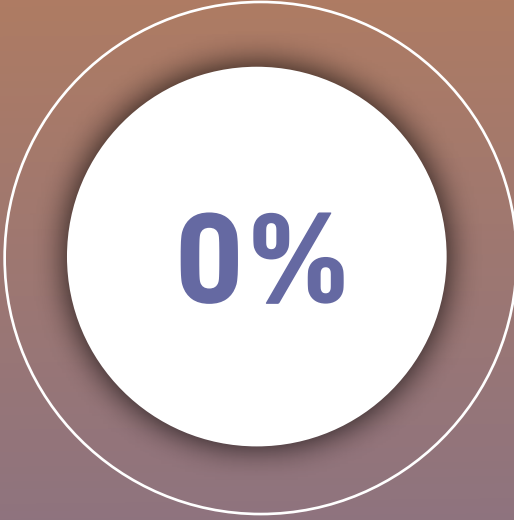
**Evidence**

Digital: Report from system or from IVR system  
 Non-Digital: Report from service provision centres  
 Note that if the channel is not used, there is no need to provide evidence  
 This data should be provided by a file transfer to enable the data to be presented in a live dashboard showing up-to-date usage and customer satisfaction metrics and analytics.

P      O      R

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## US2



0%

**Criteria**

Please provide the number of transactions of this service that were started by the customer and not fully completed in the last year. Please provide breakdown of transaction data by channel


**Evidence**

Report from system by channel

P      O      R

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## US3



10%

**Criteria**

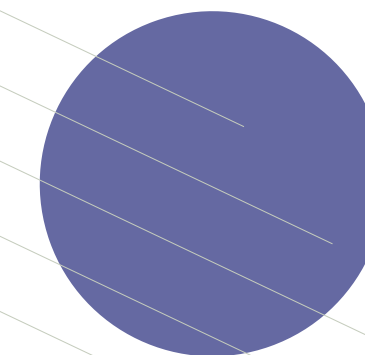
The usage of this service is published monthly as open data

**Evidence**

URL of the published open data set, or a screenshot of the published data

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Measures the usage of the digital service by customers

**P**

Priority Service

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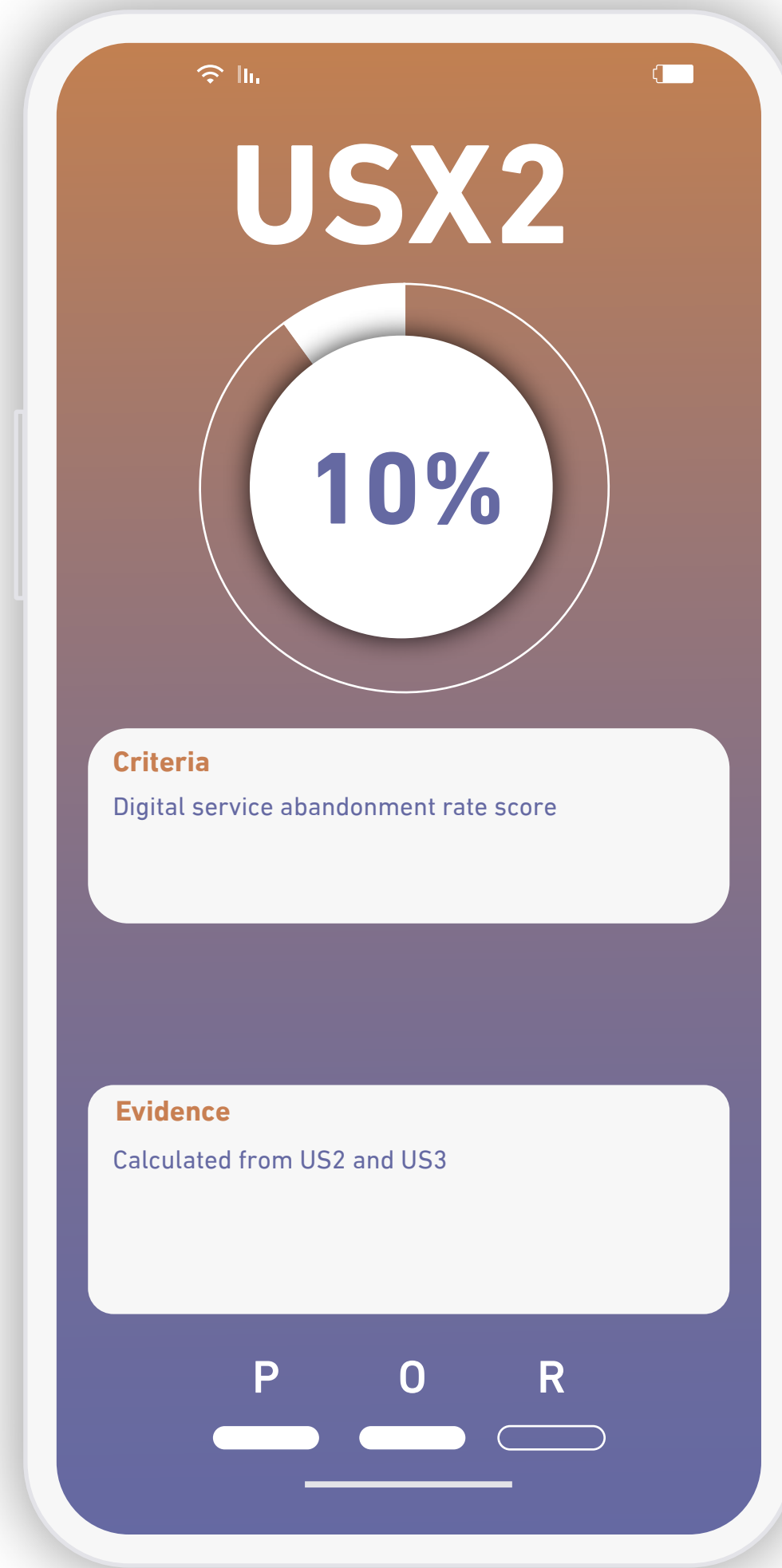
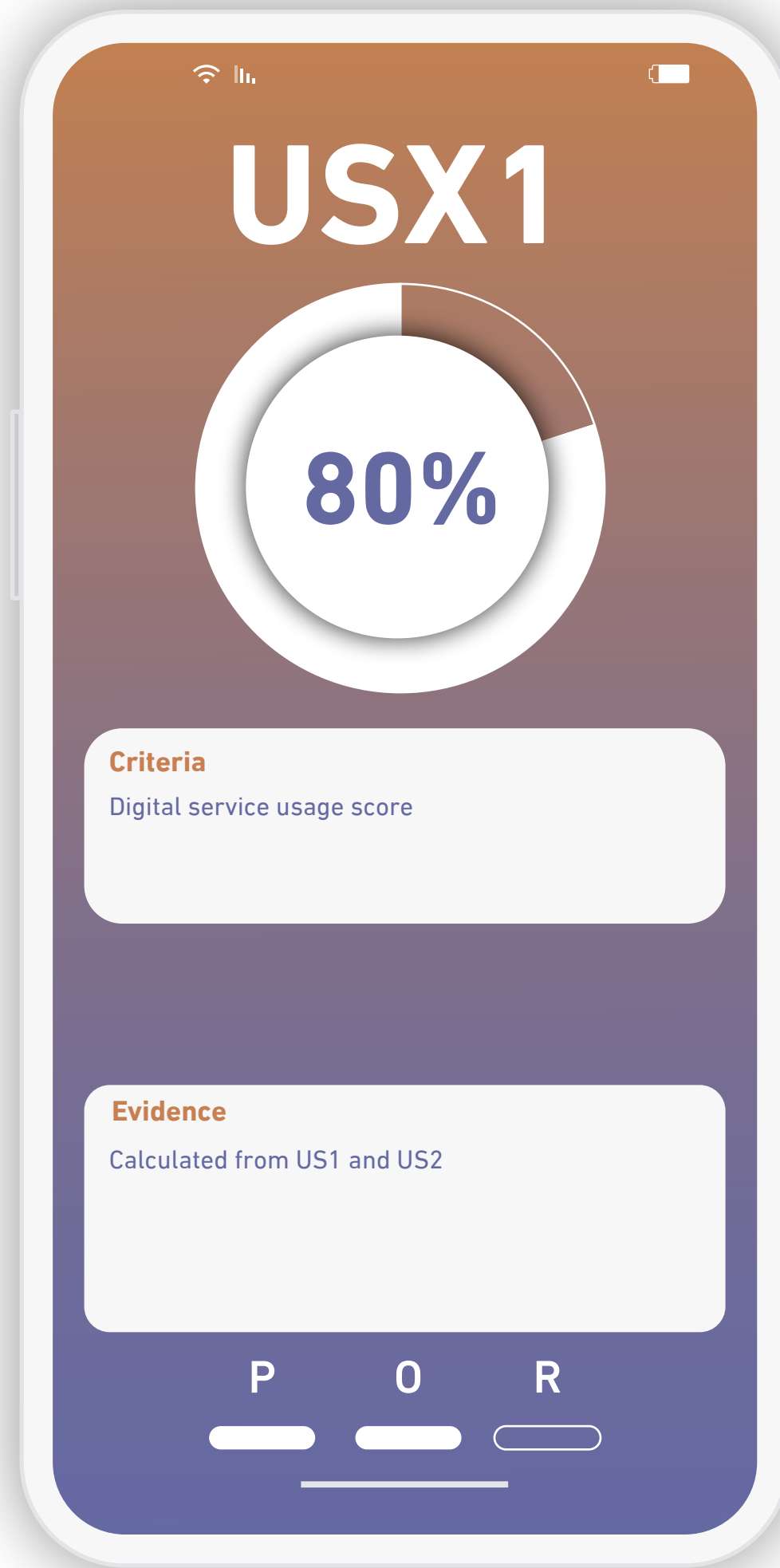
Other Servc

**R**

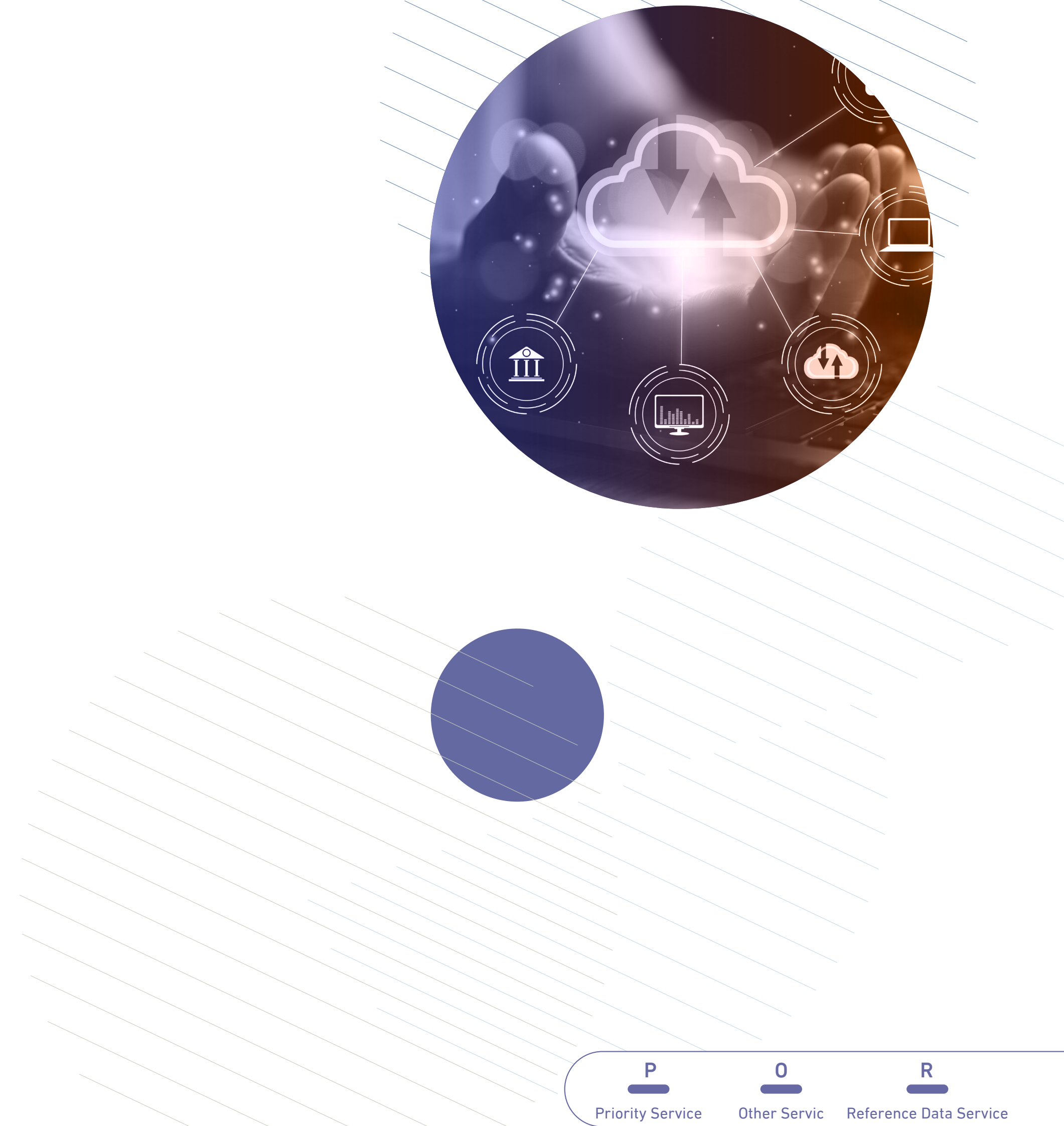
Reference Data Service



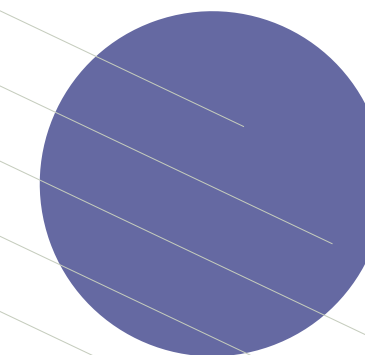
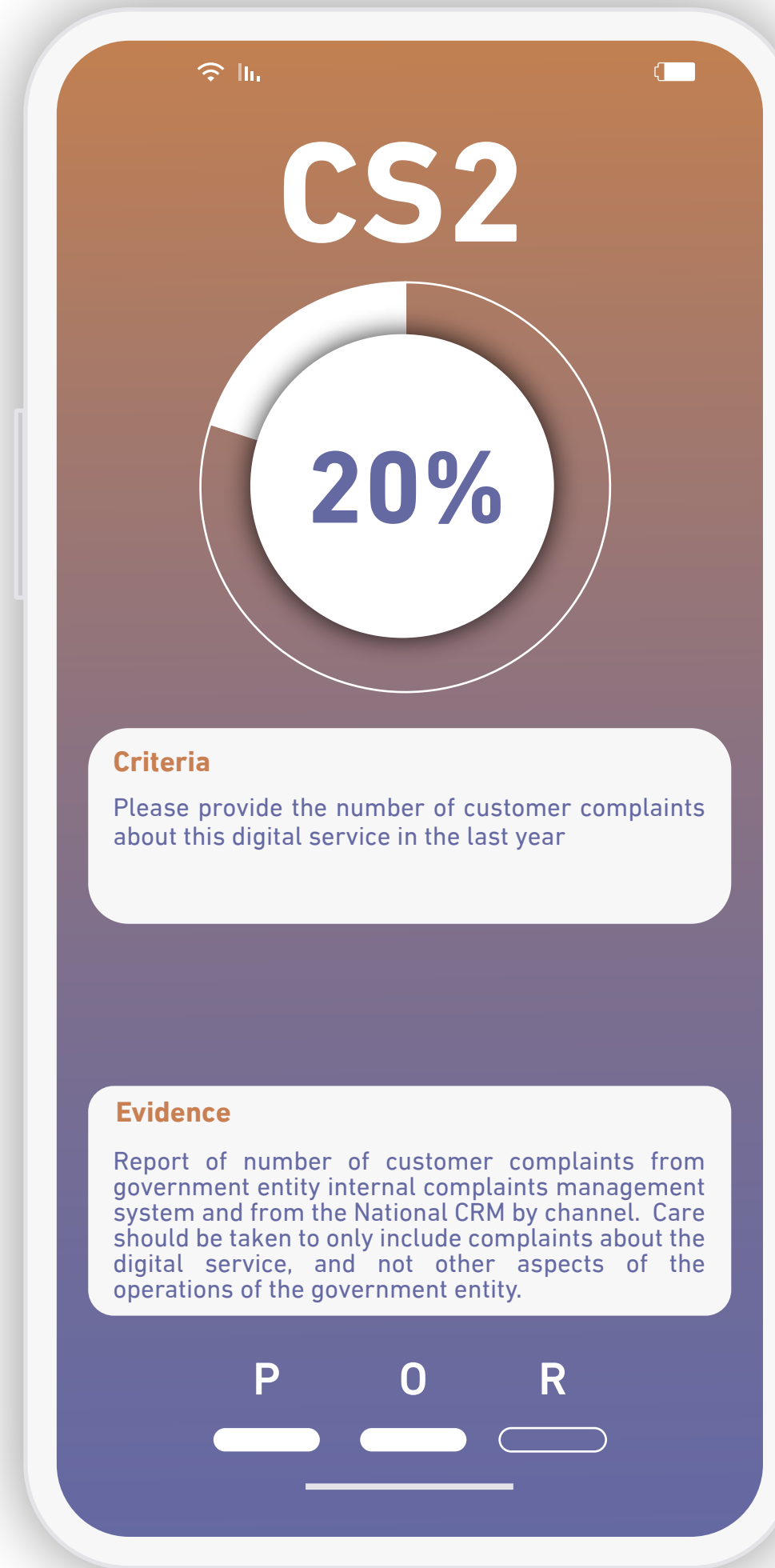
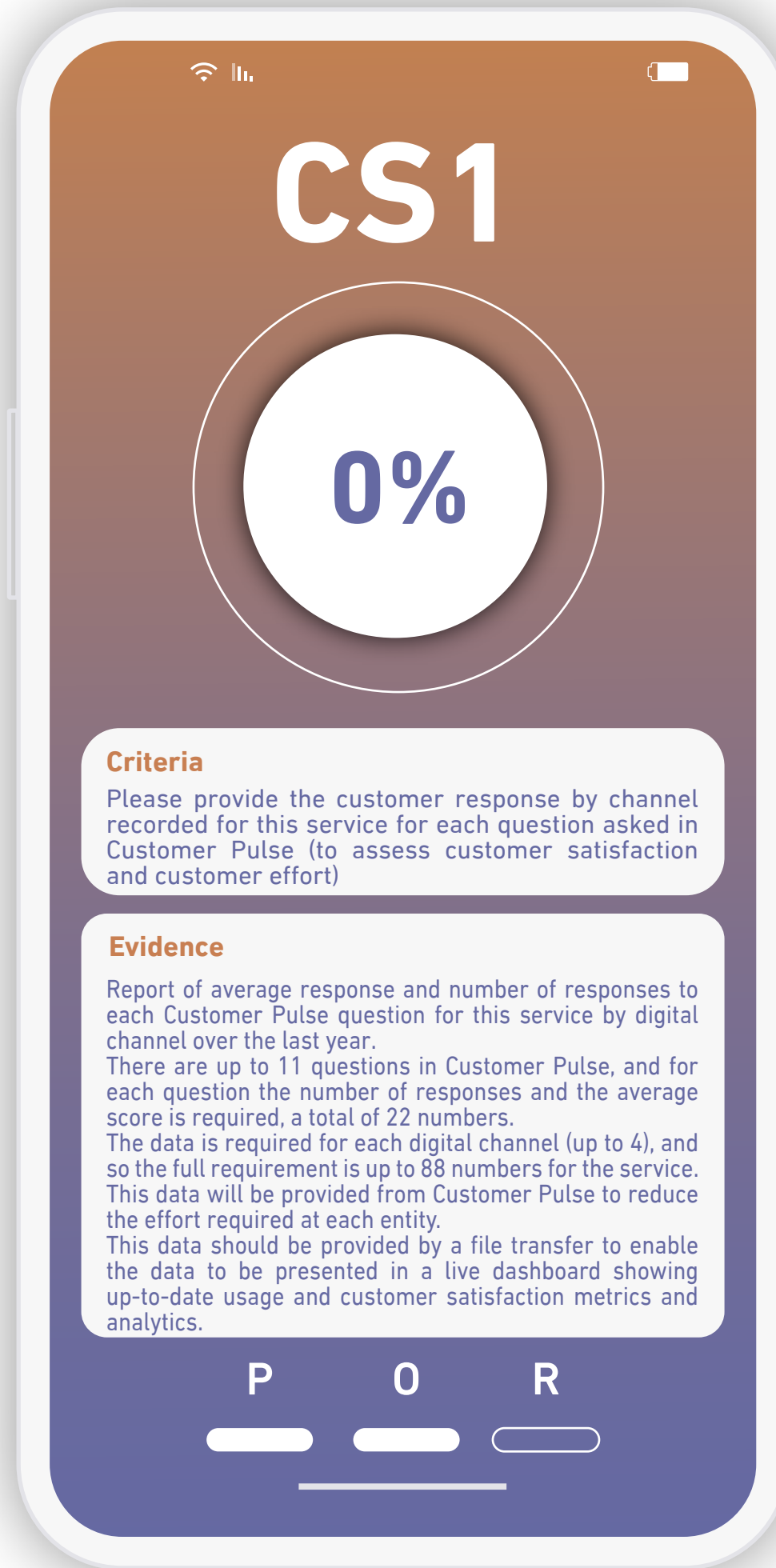
# DSQI Criteria (6/8) – Service Usage



Measures the usage of the digital service by customers



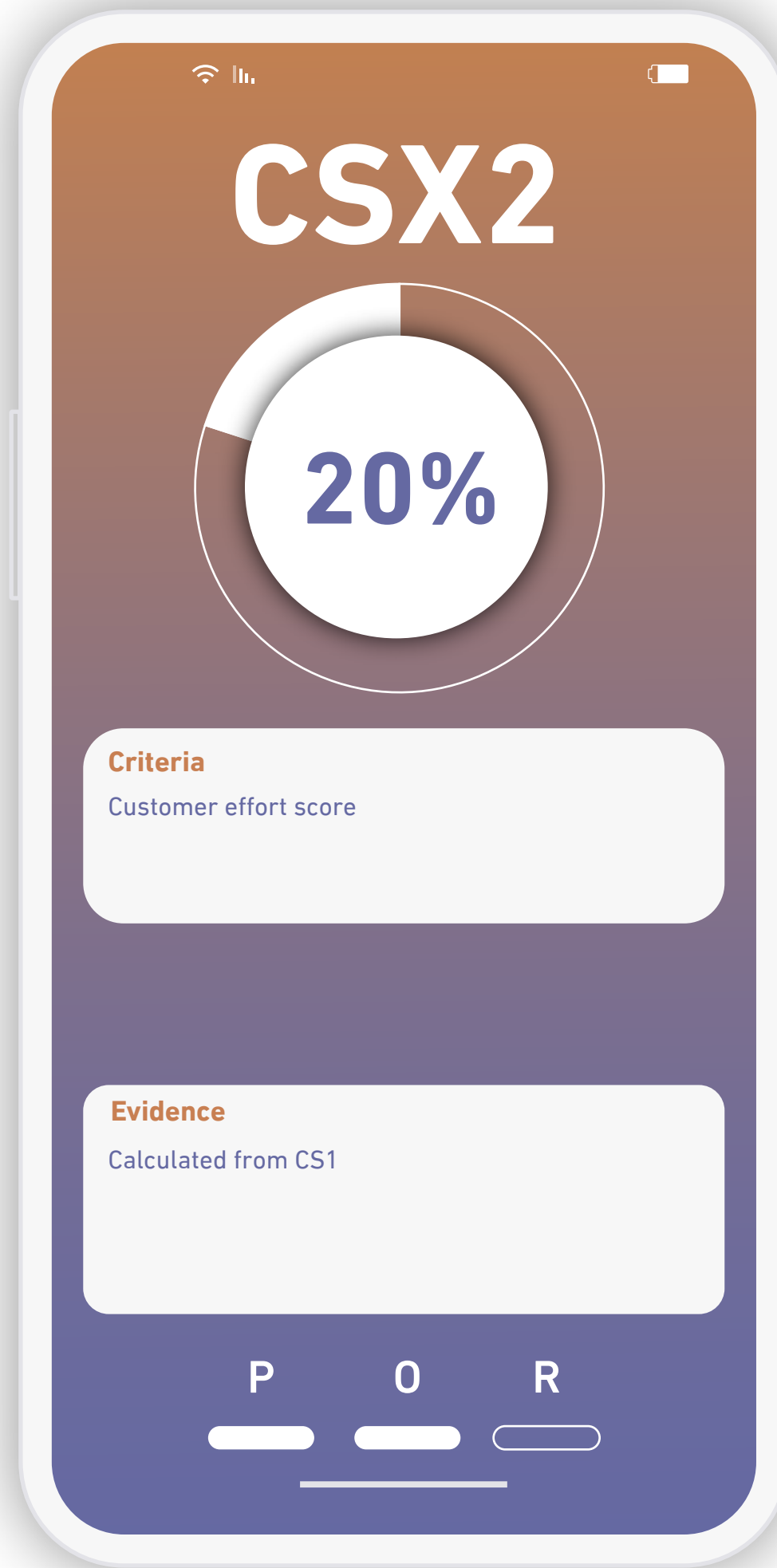
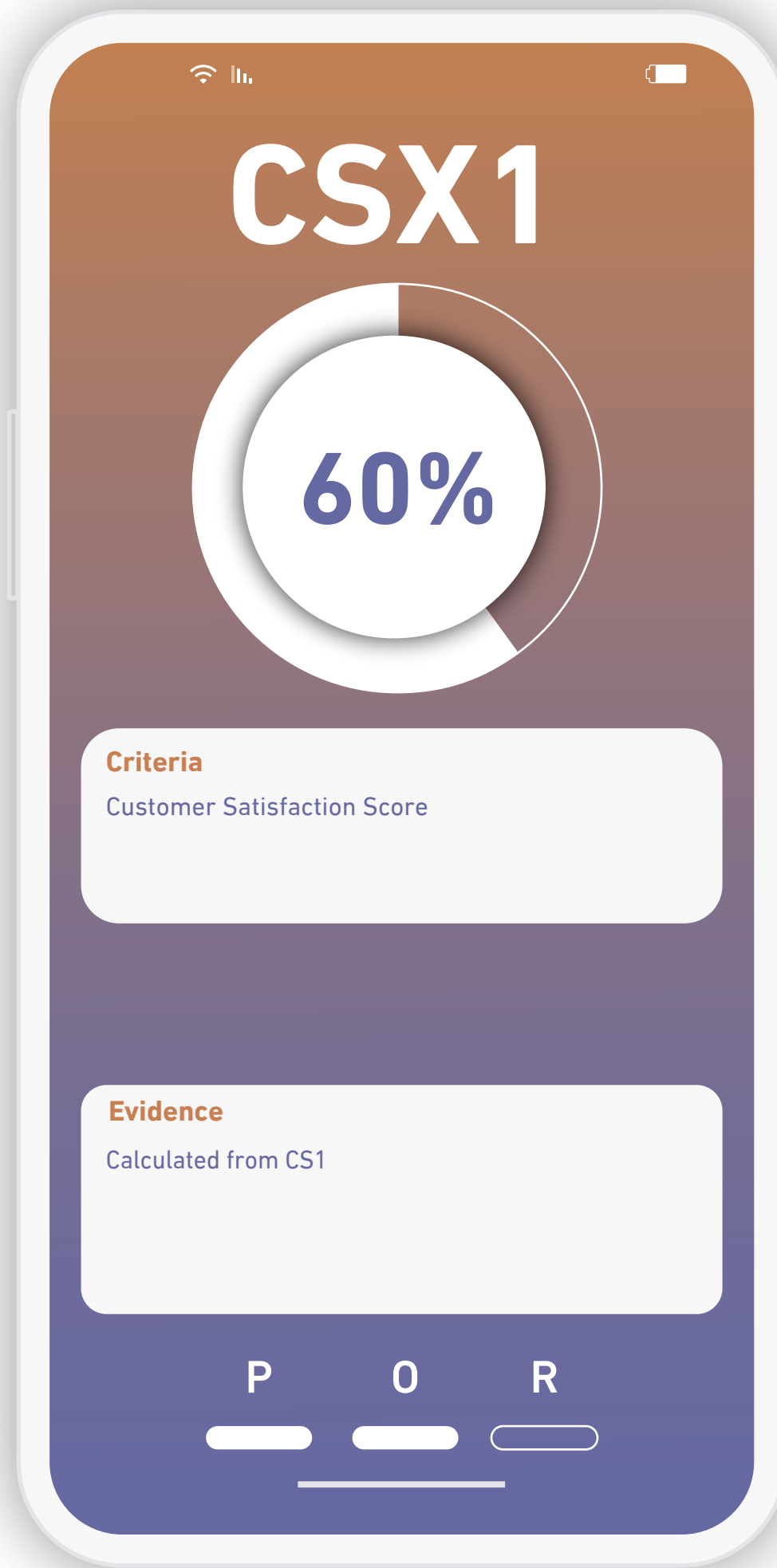
# DSQI Criteria (7/8) – Customer Satisfaction



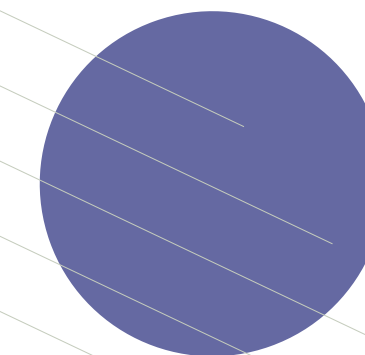
Measures the satisfaction with the digital service by customers



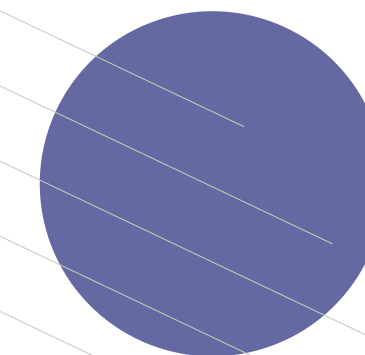
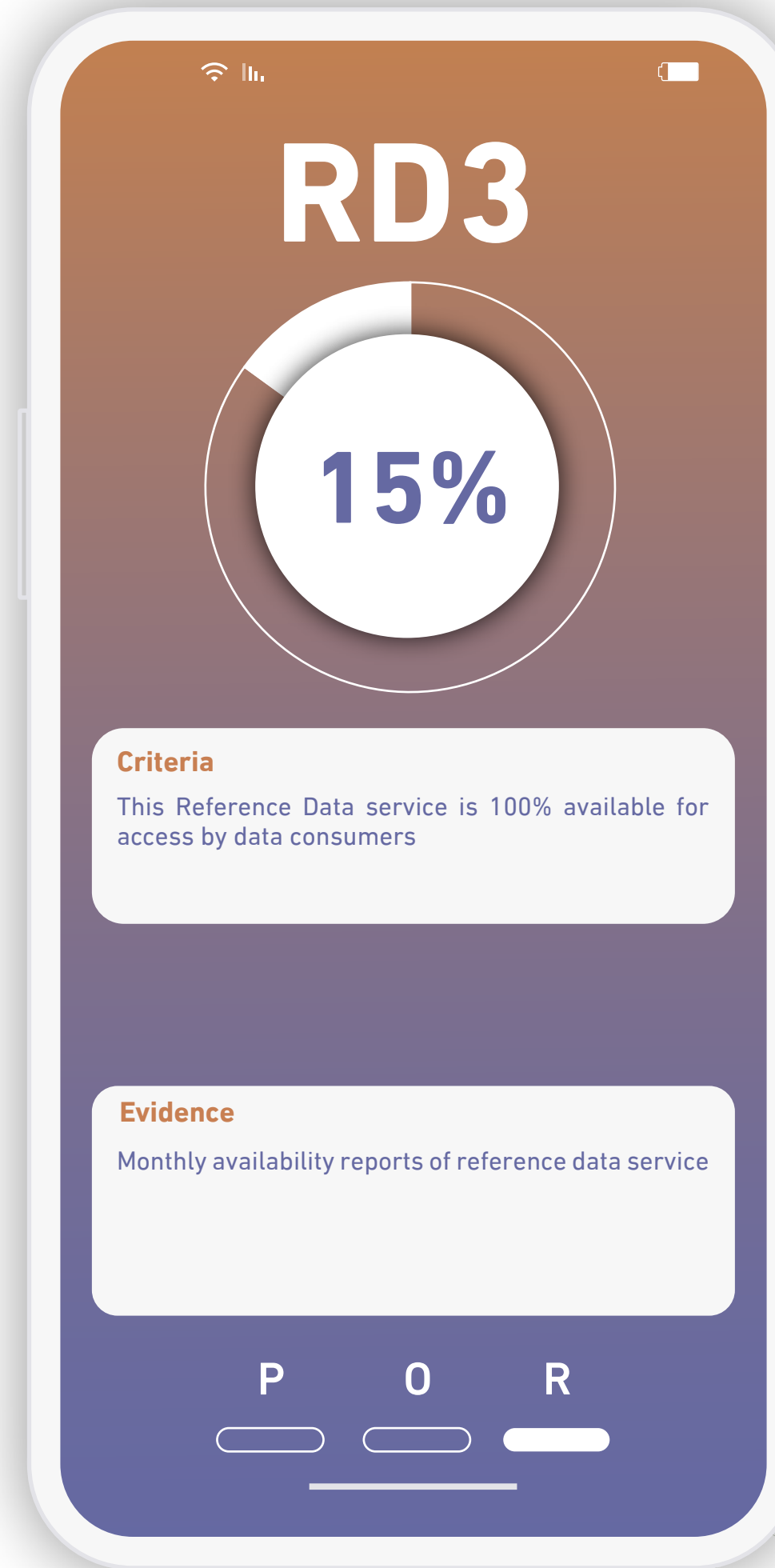
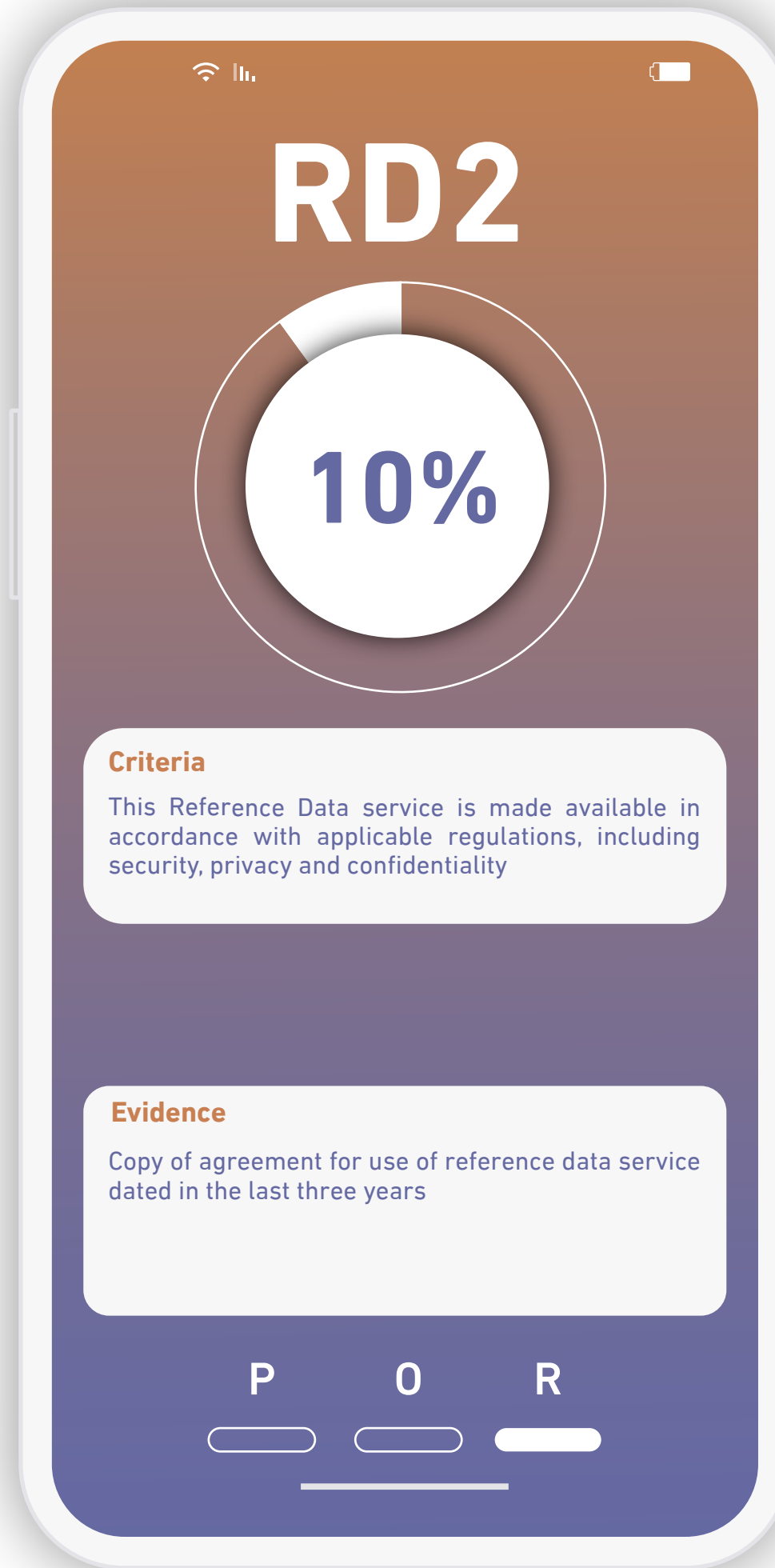
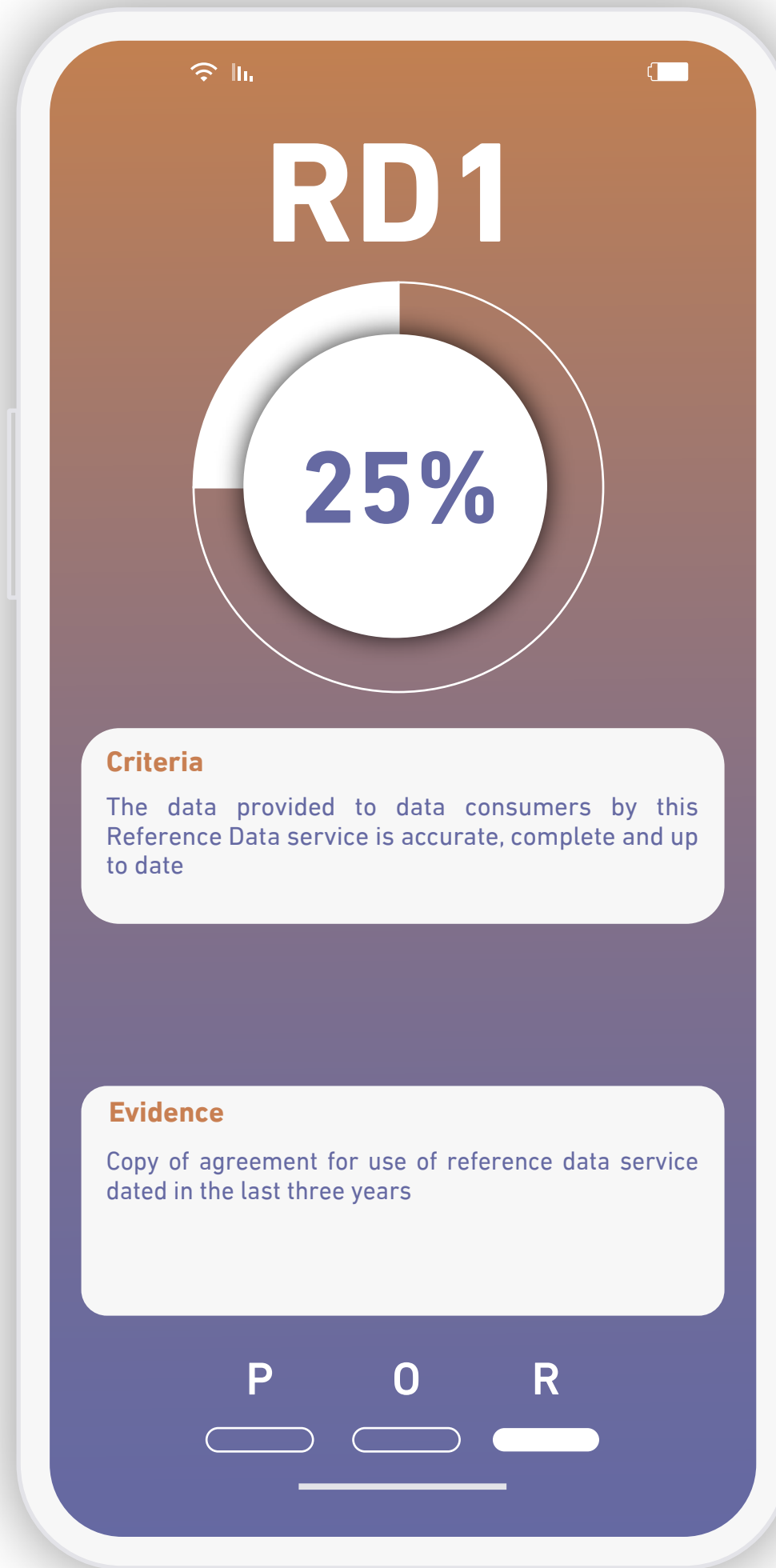
# DSQI Criteria (7/8) – Customer Satisfaction



Measures the satisfaction with the digital service by customers



# DSQI Criteria (8/8) – Reference Data



- A government entity responsible for providing Reference Data meets the expectations and requirements of the users of that data (data consumers)
- Includes Cross- Entity Data Sharing
- One assessment for each item of Reference Data



# DSQI Criteria (8/8) – Reference Data

**RD4**

**5%**

**Criteria**  
This Reference Data is covered by service continuity plans

**Evidence**  
Copy of business continuity plan for reference data service dated in the last three years

P O R

**RD5**

**5%**

**Criteria**  
The data provided to data consumers by this Reference Data service is only provided on the GSB

**Evidence**  
Copy of agreement for use of reference data service in the last three years

P O R

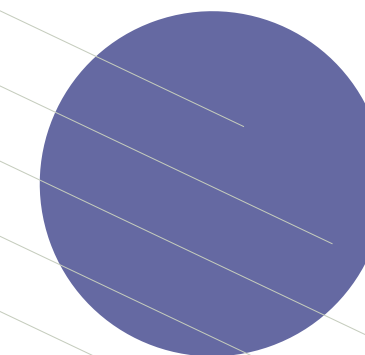
**RD6**

**5%**

**Criteria**  
The subject of this Reference Data is provided with online access to information on organizations that have accessed their Reference Data

**Evidence**  
Screenshot of form for subject to request a report on use of their reference data

P O R

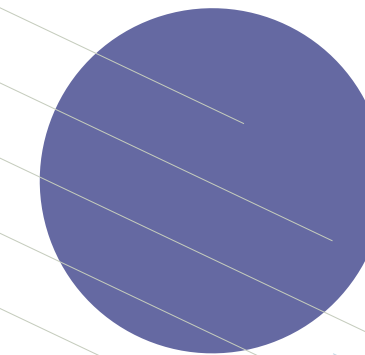
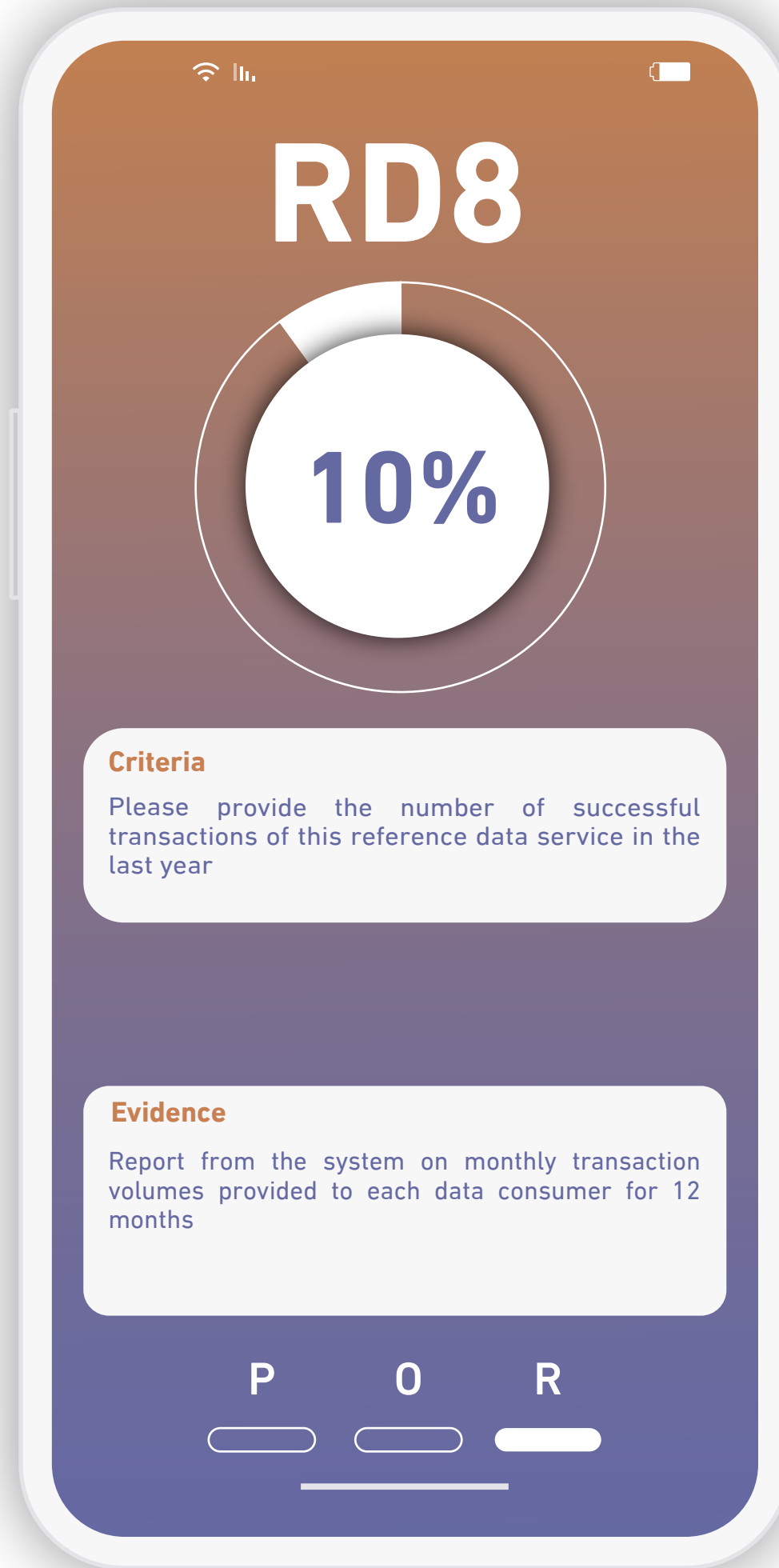
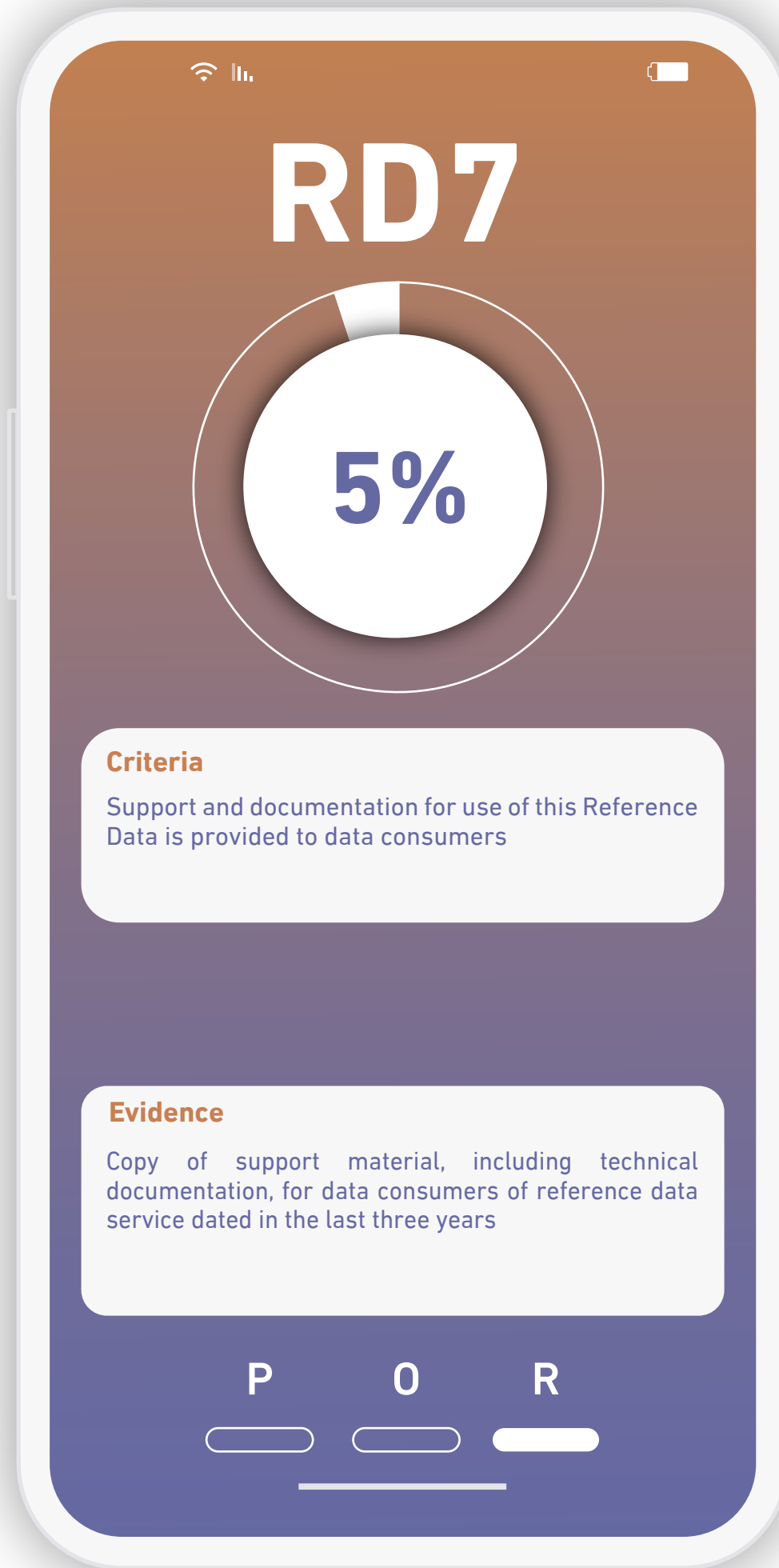


- A government entity responsible for providing Reference Data meets the expectations and requirements of the users of that data (data consumers)
- Includes Cross- Entity Data Sharing
- One assessment for each item of Reference Data

P O R

Priority Service Other Service Reference Data Service

# DSQI Criteria (8/8) – Reference Data



- A government entity responsible for providing Reference Data meets the expectations and requirements of the users of that data (data consumers)
- Includes Cross- Entity Data Sharing
- One assessment for each item of Reference Data



# Digital Participation and Open Data (DPOD)

A separate assessment to be conducted at the entity level for measuring Digital Participation and Open Data in order to be fully aligned with the OSI

## Digital Participation and Open Data Framework (DPOD)

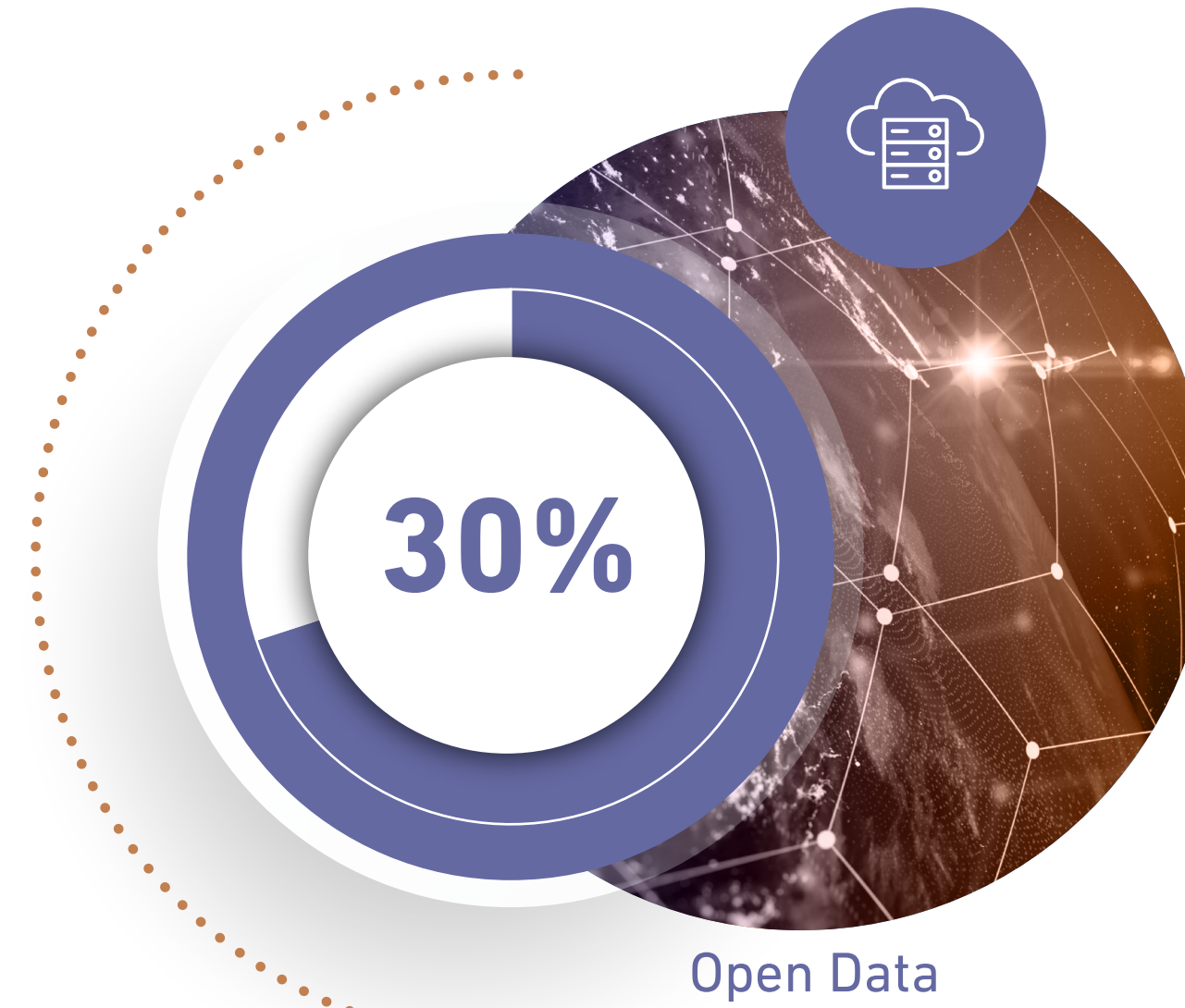
United Nations Online Service Index



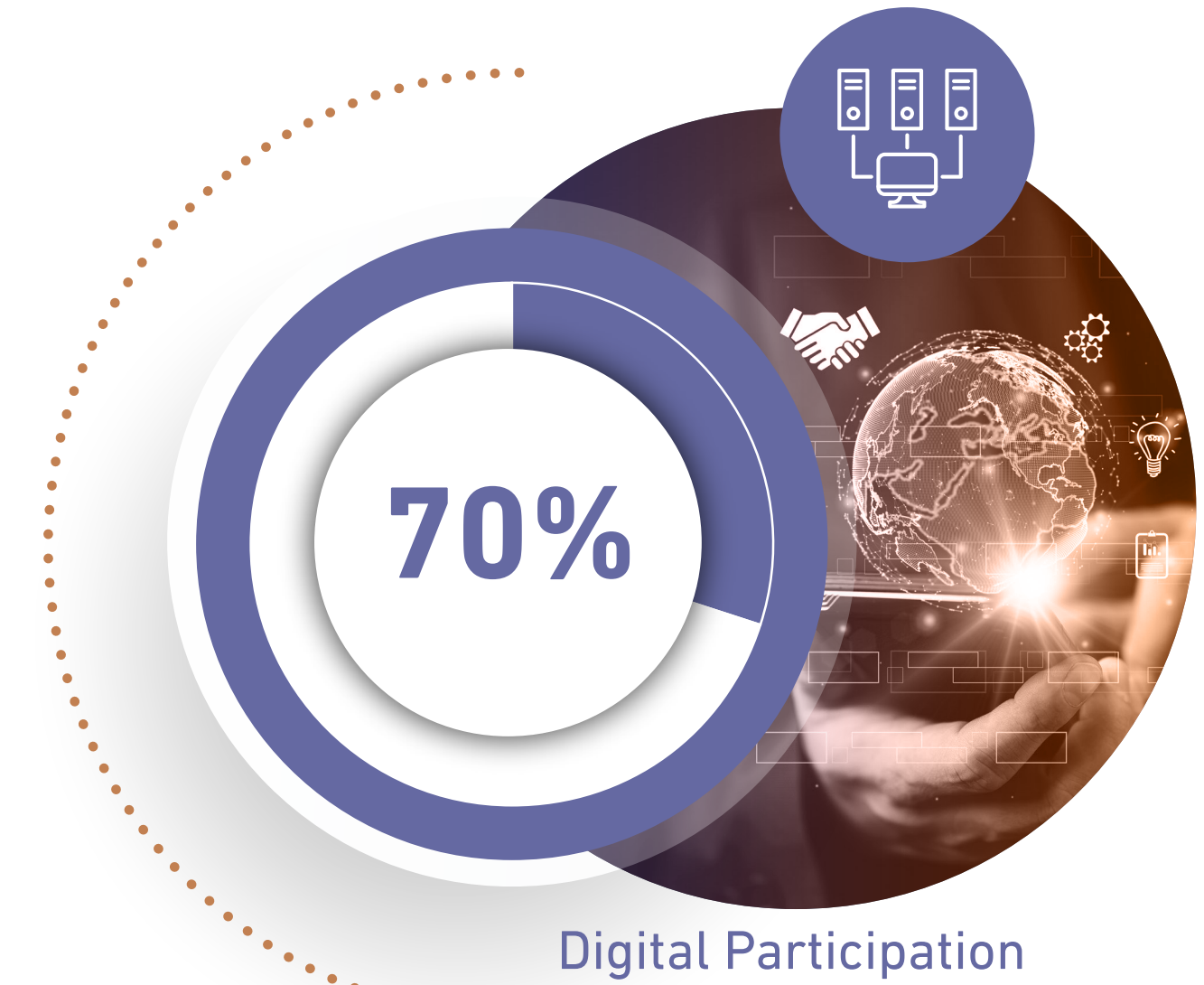
eParticipation Index



Open Government Data Index

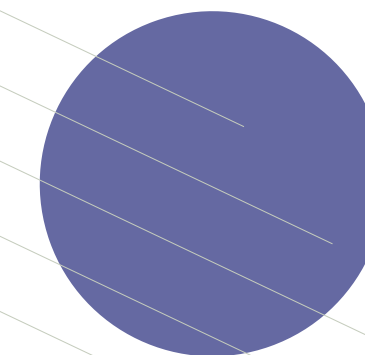
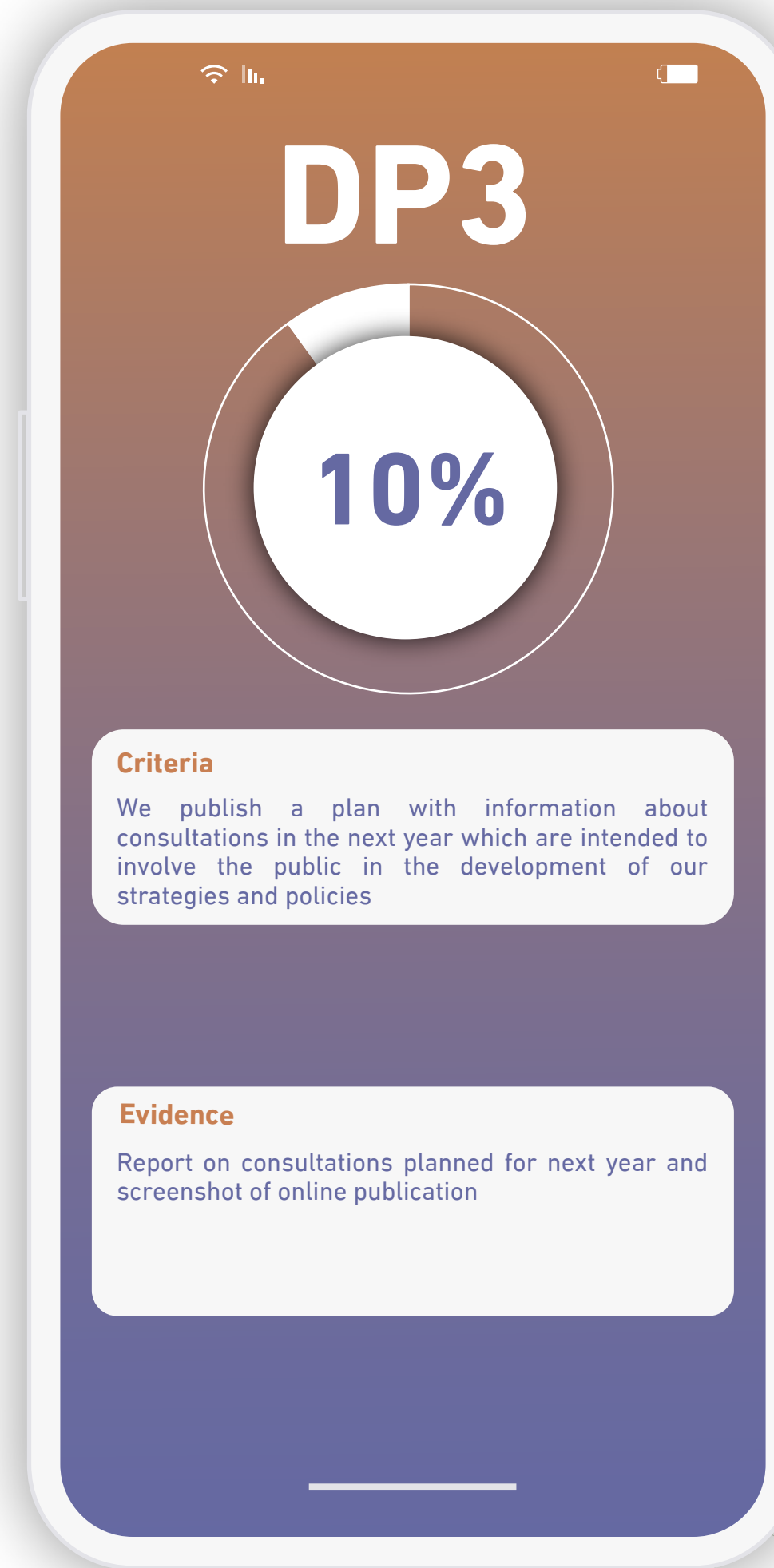
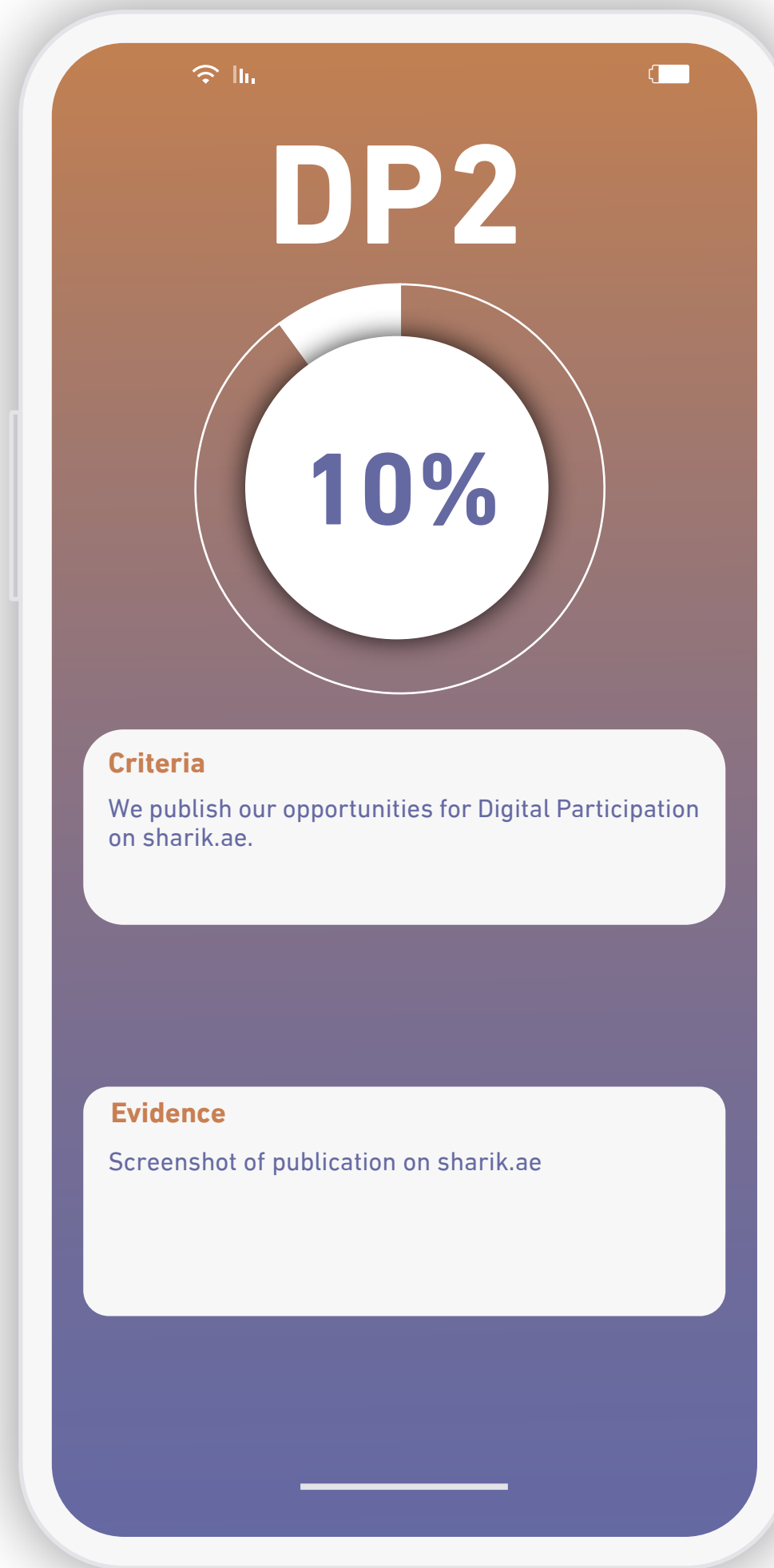
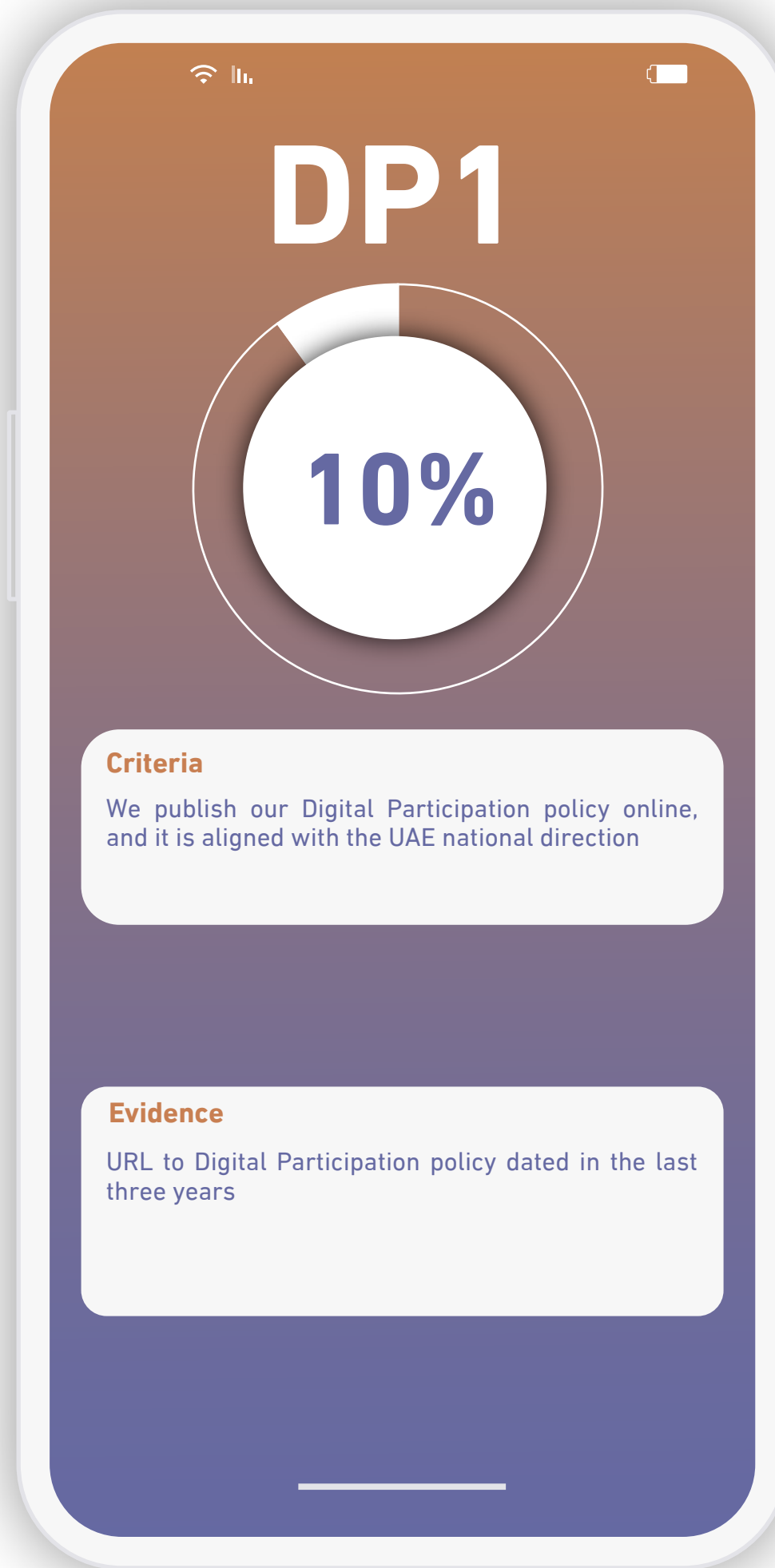


Criteria



Criteria

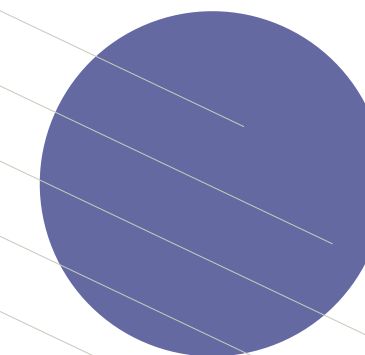
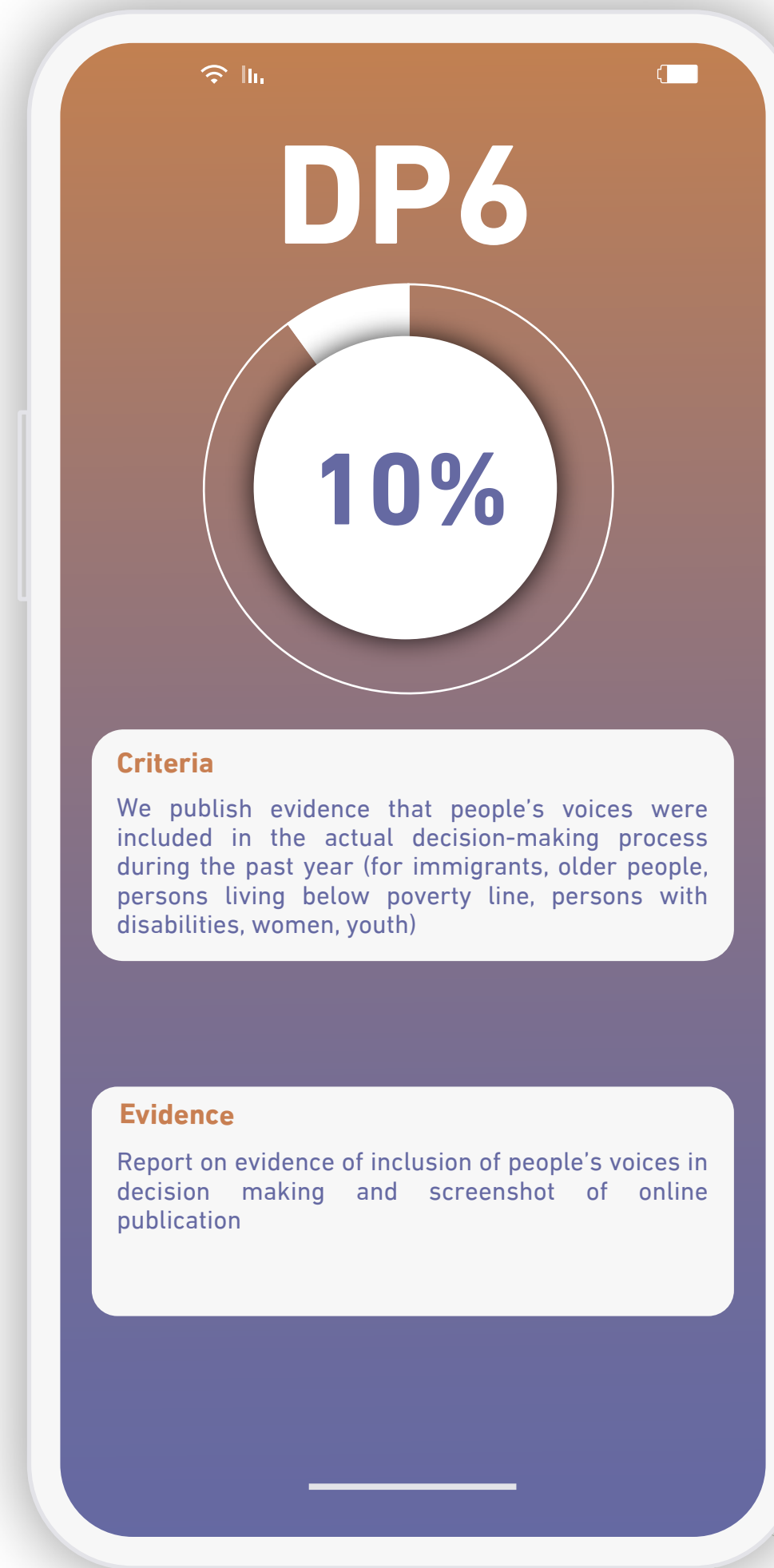
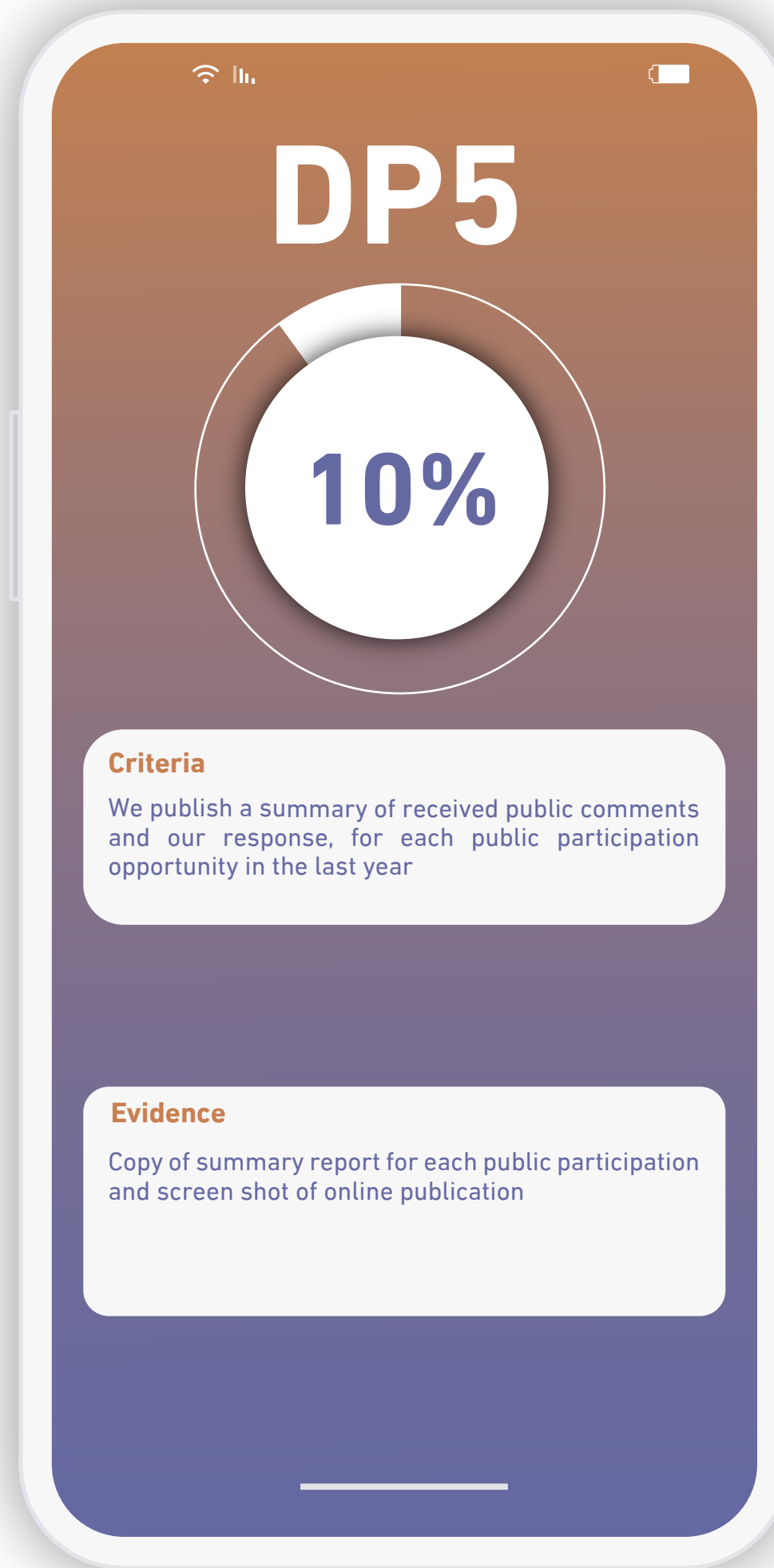
# Digital Participation and Open Data (DPOD) statements (1/2)



- Publication of documentation about Digital Participation
- Publication of information about Digital Participation

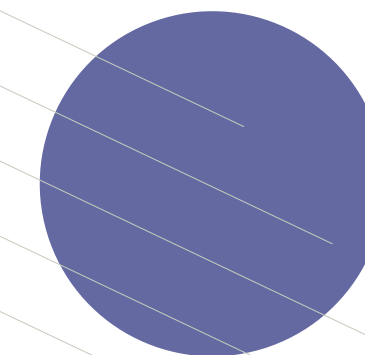
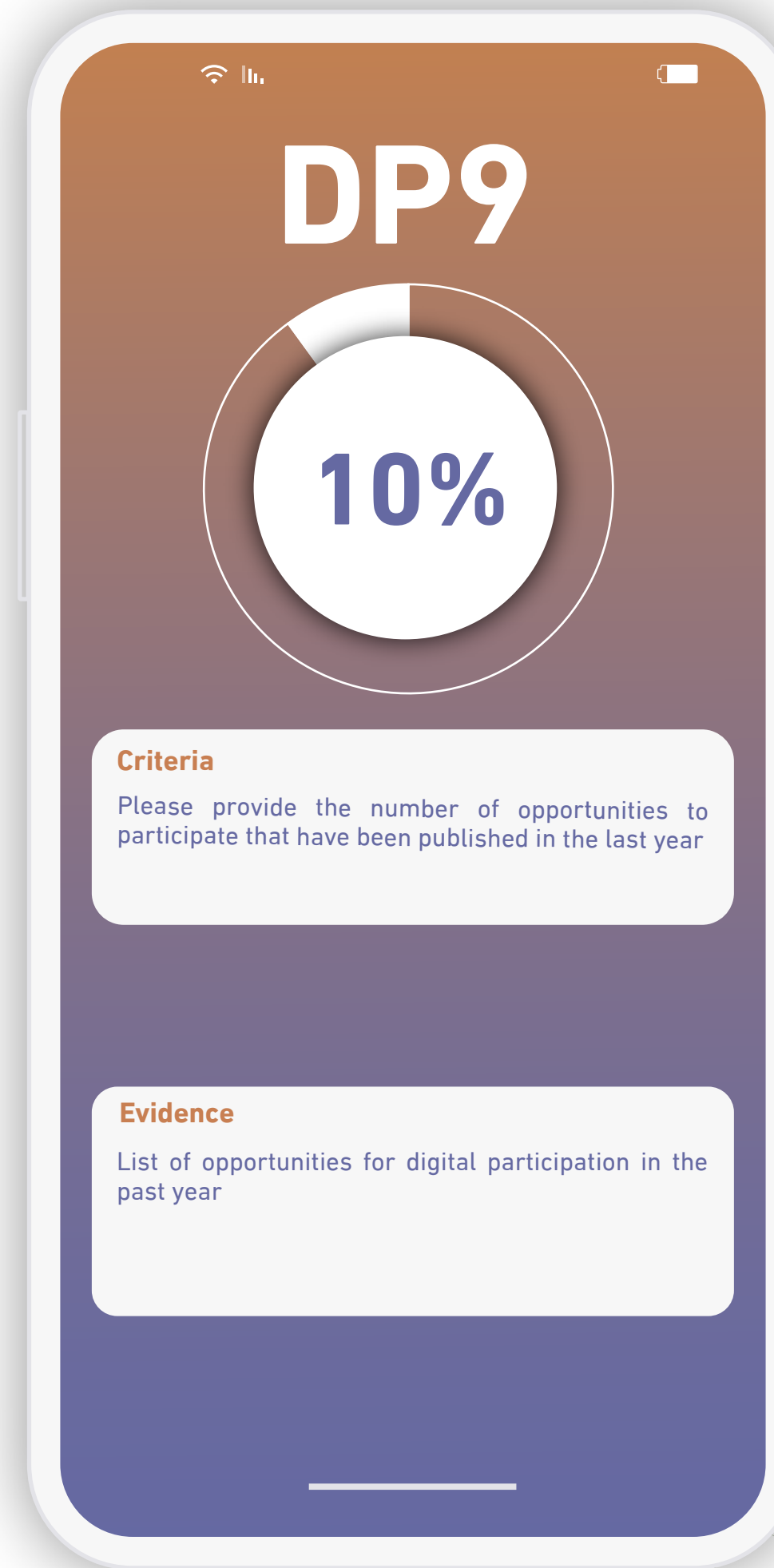
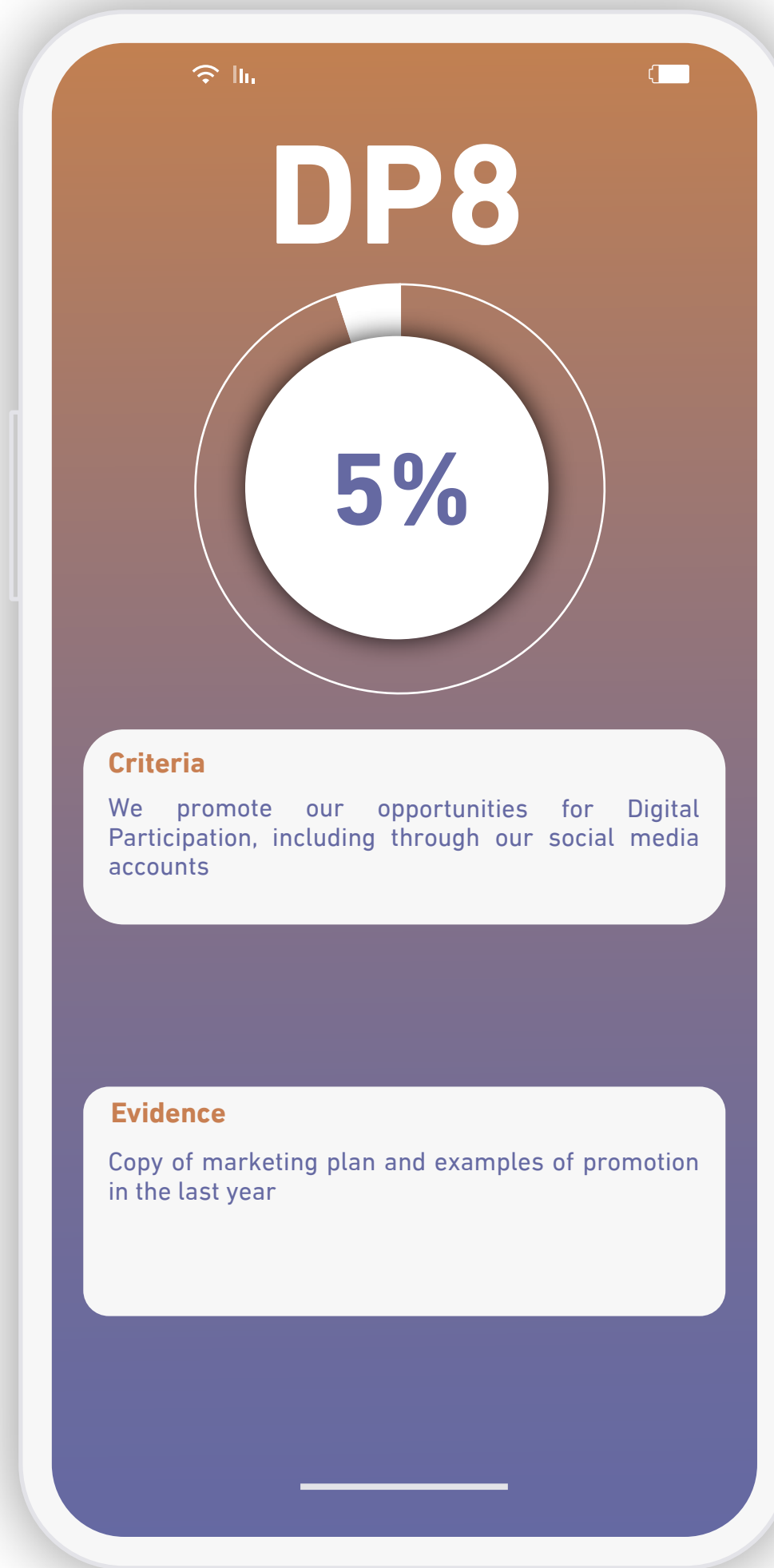


# Digital Participation and Open Data (DPOD) statements (1/2)



- Publication of documentation about Digital Participation
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# Digital Participation and Open Data (DPOD) statements (1/2)

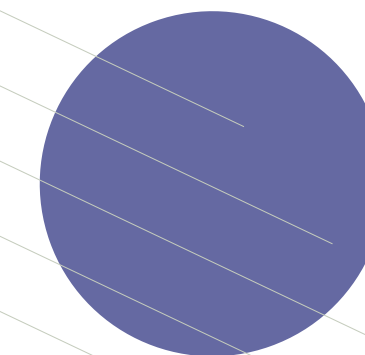


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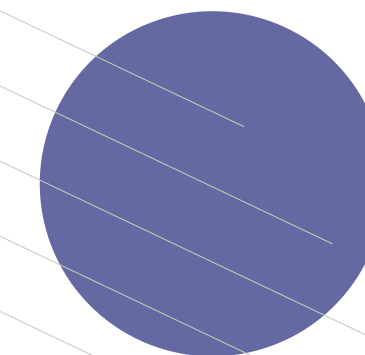
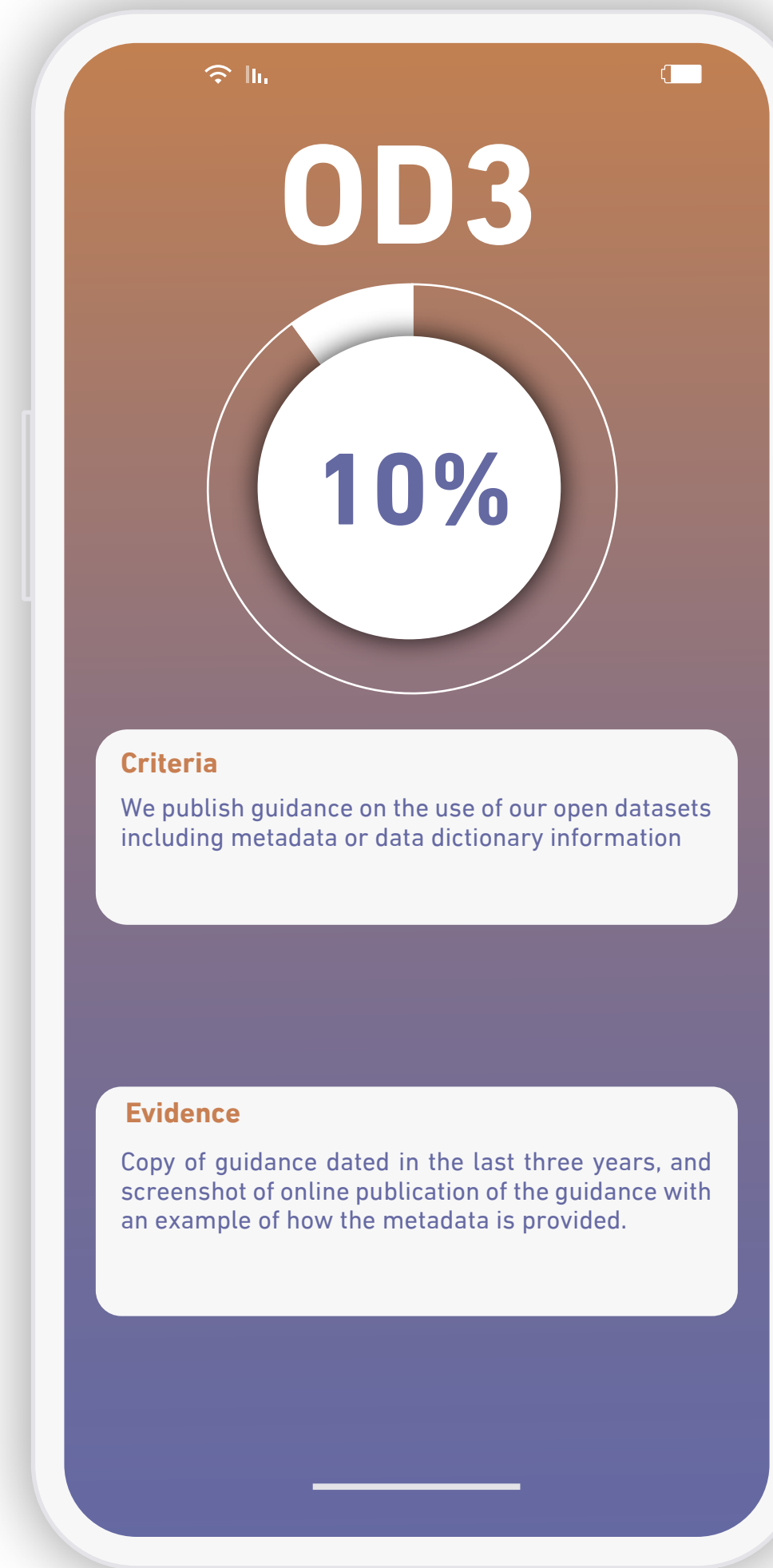
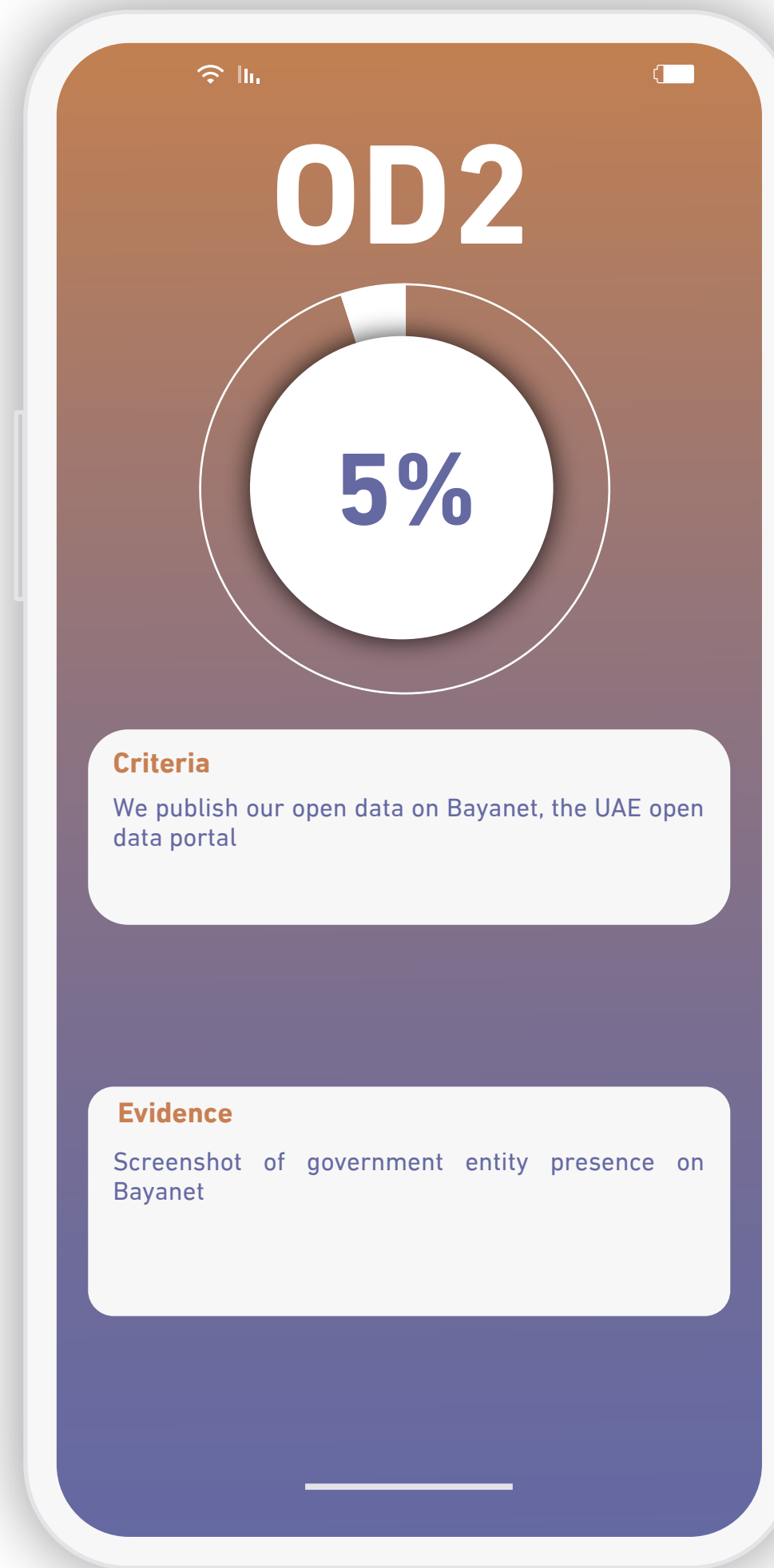
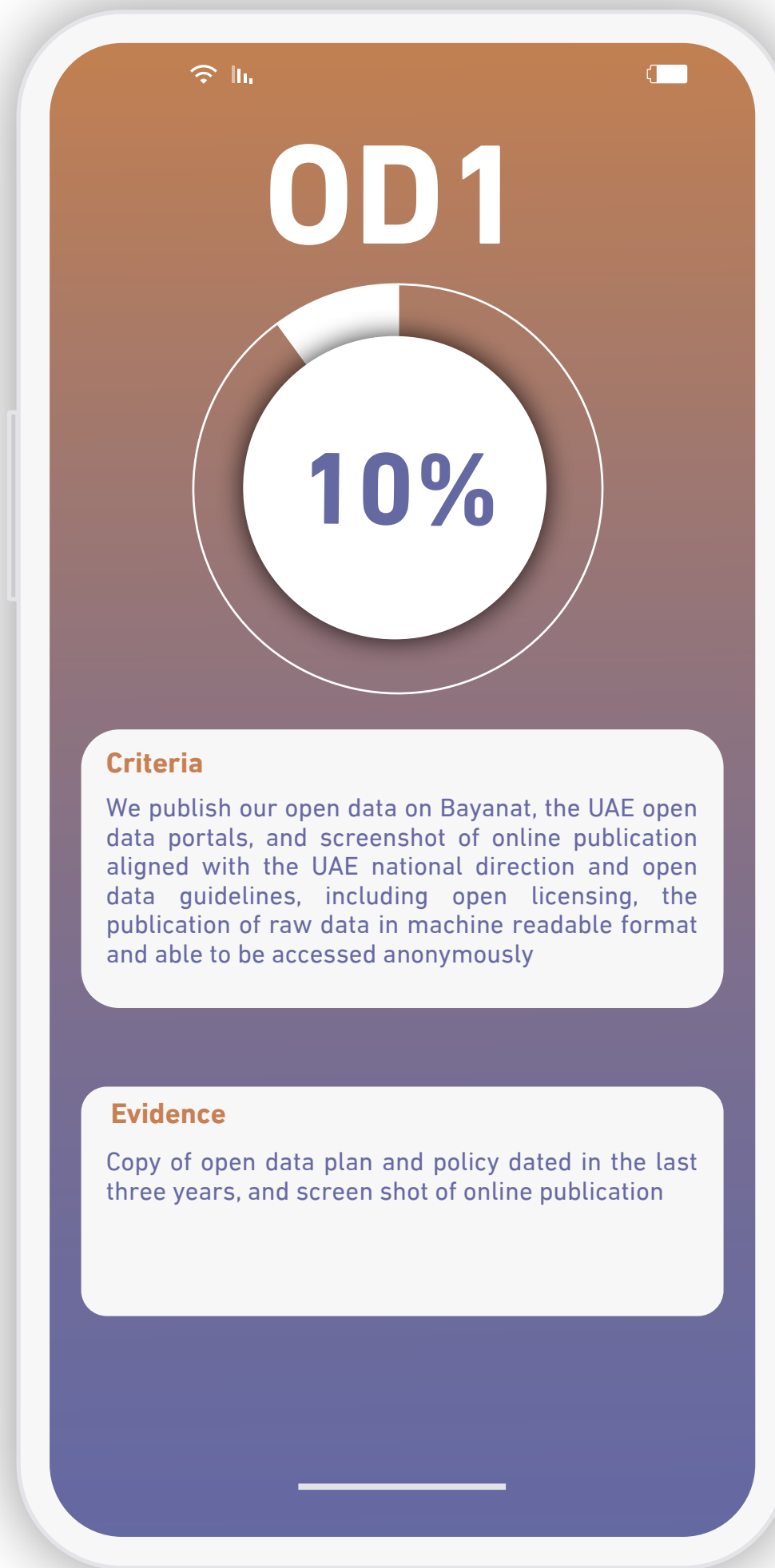
# Digital Participation and Open Data (DPOD) statements (1/2)



- Publication of documentation about Digital Participation
- Publication of information about Digital Participation

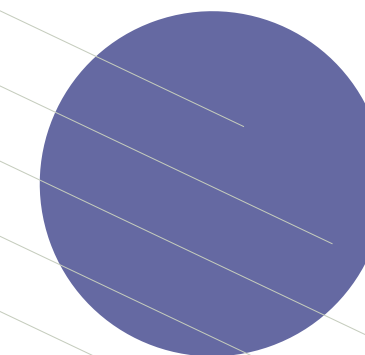
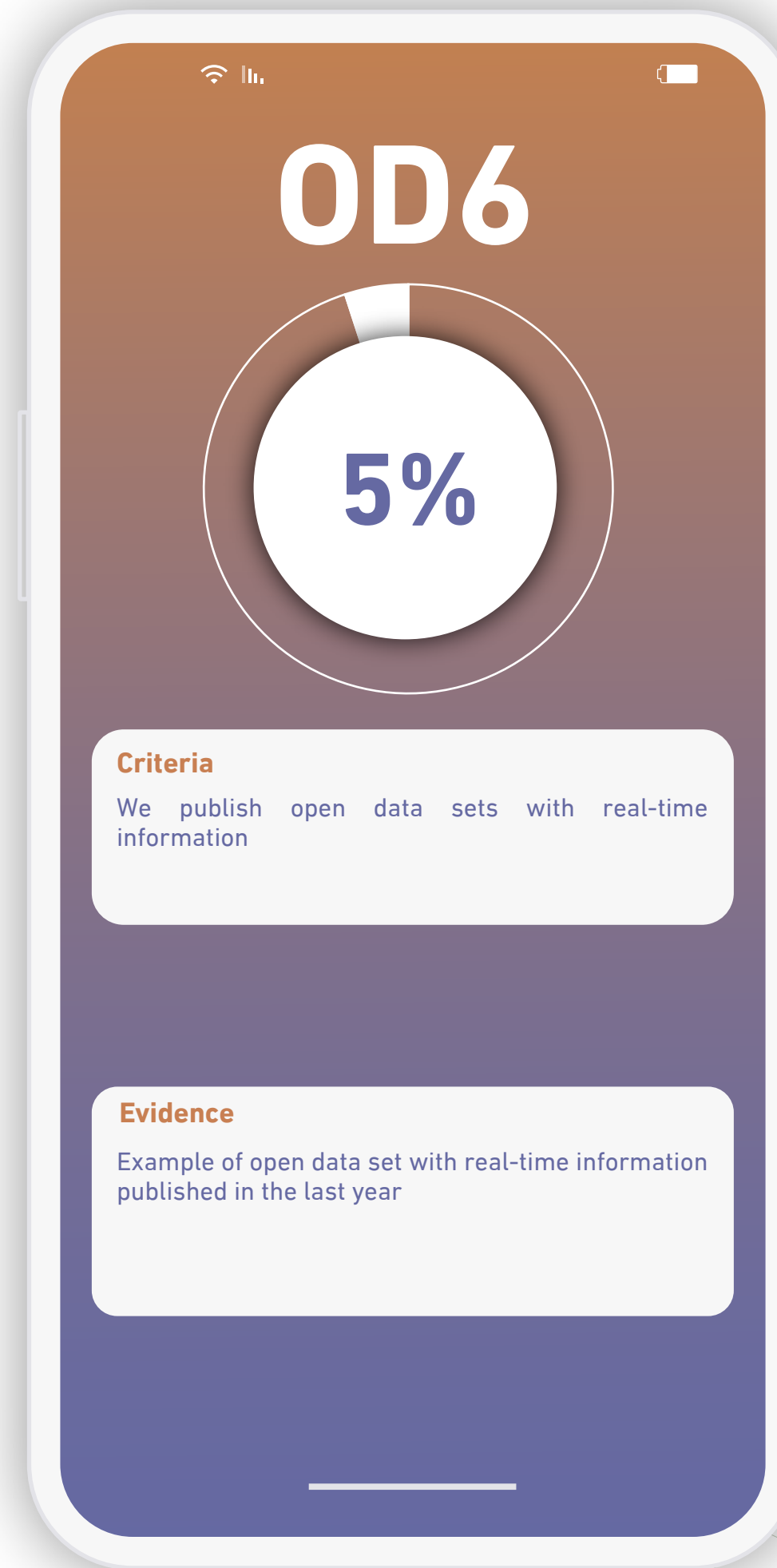
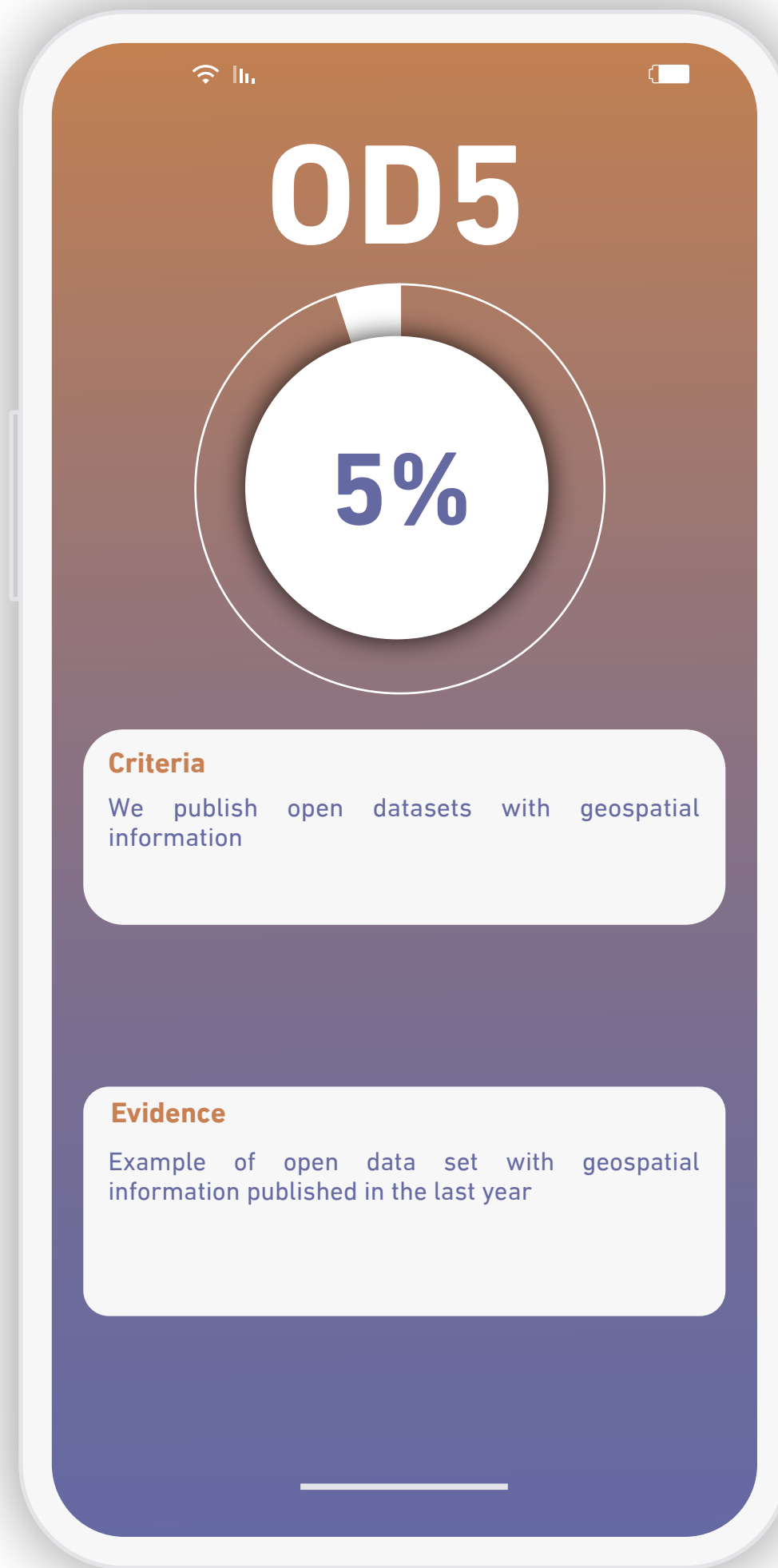
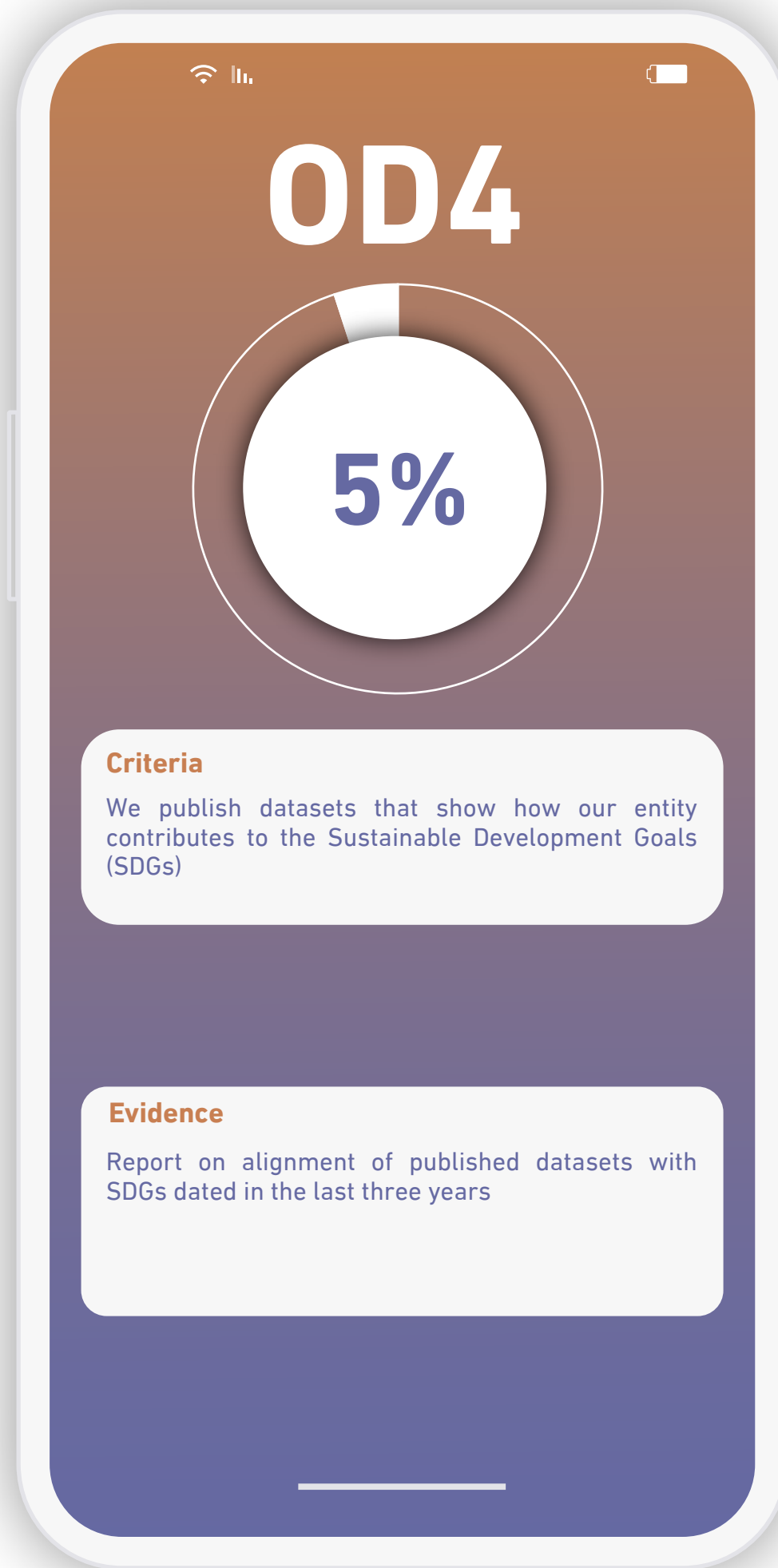


## Digital Participation and Open Data (DPOD) statements (2/2)



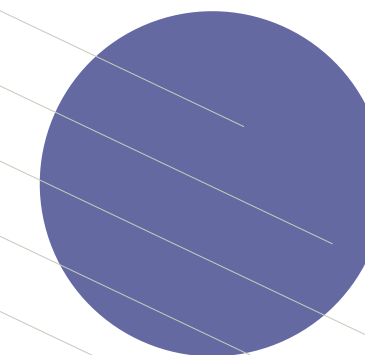
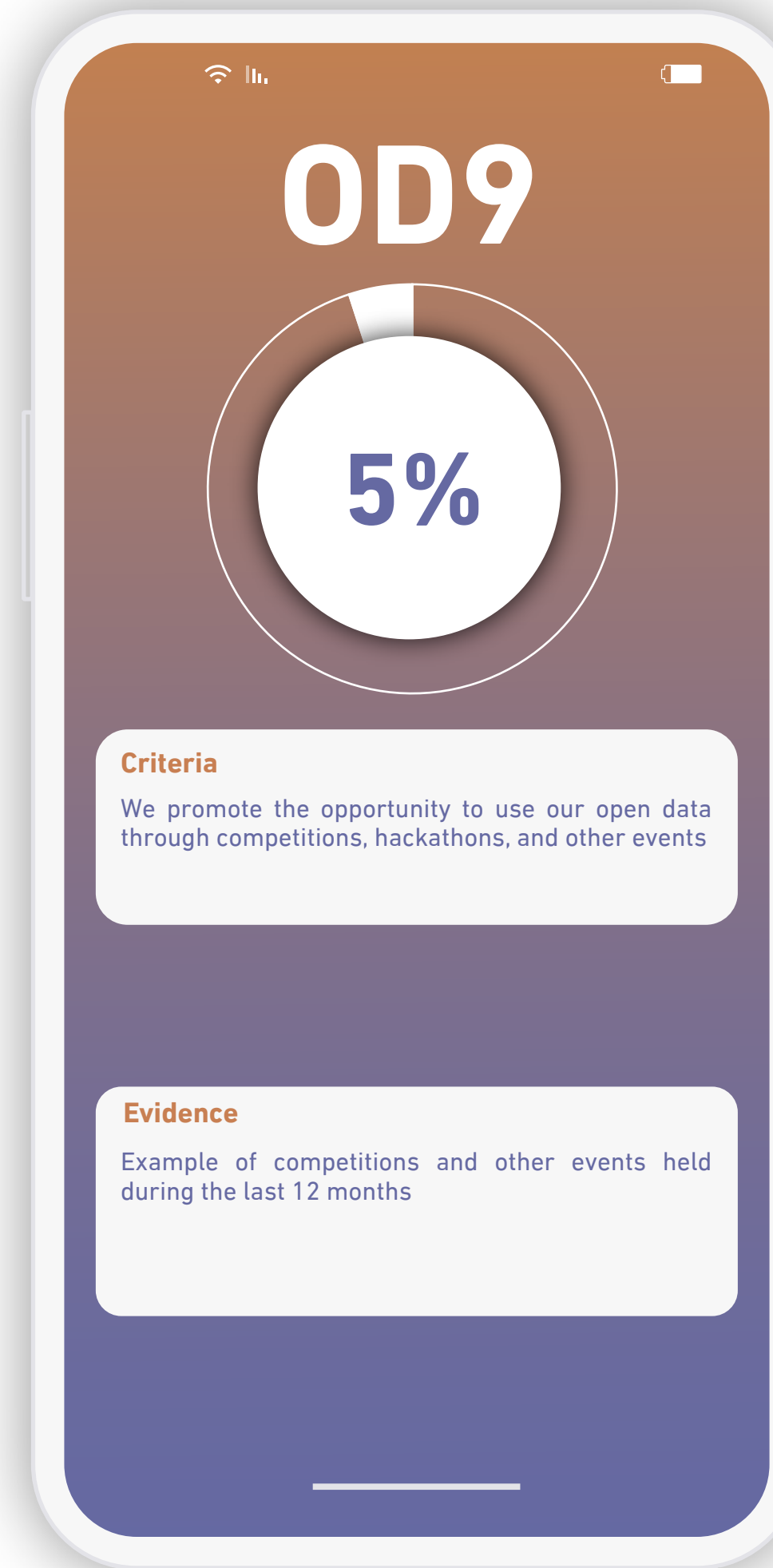
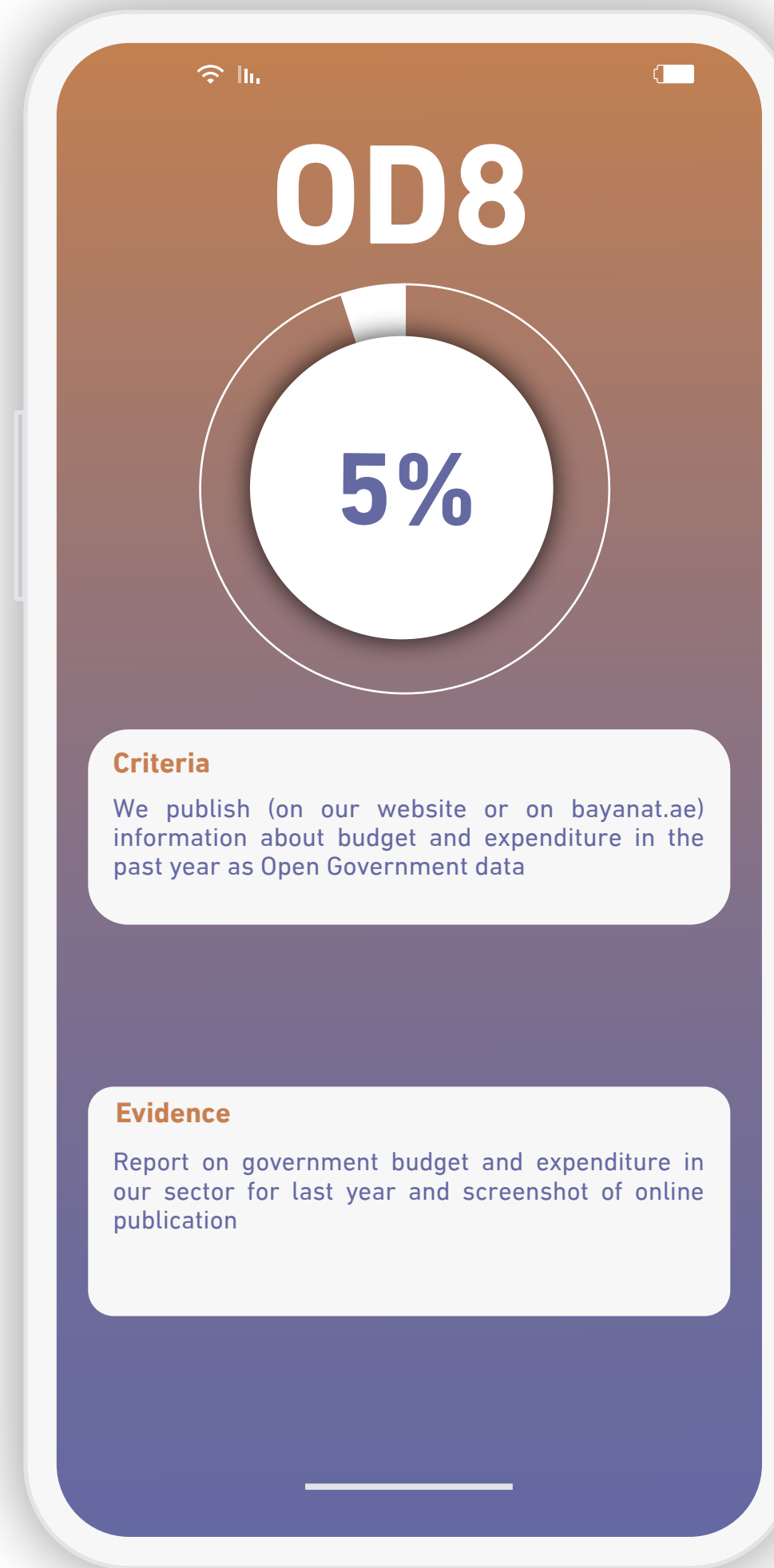
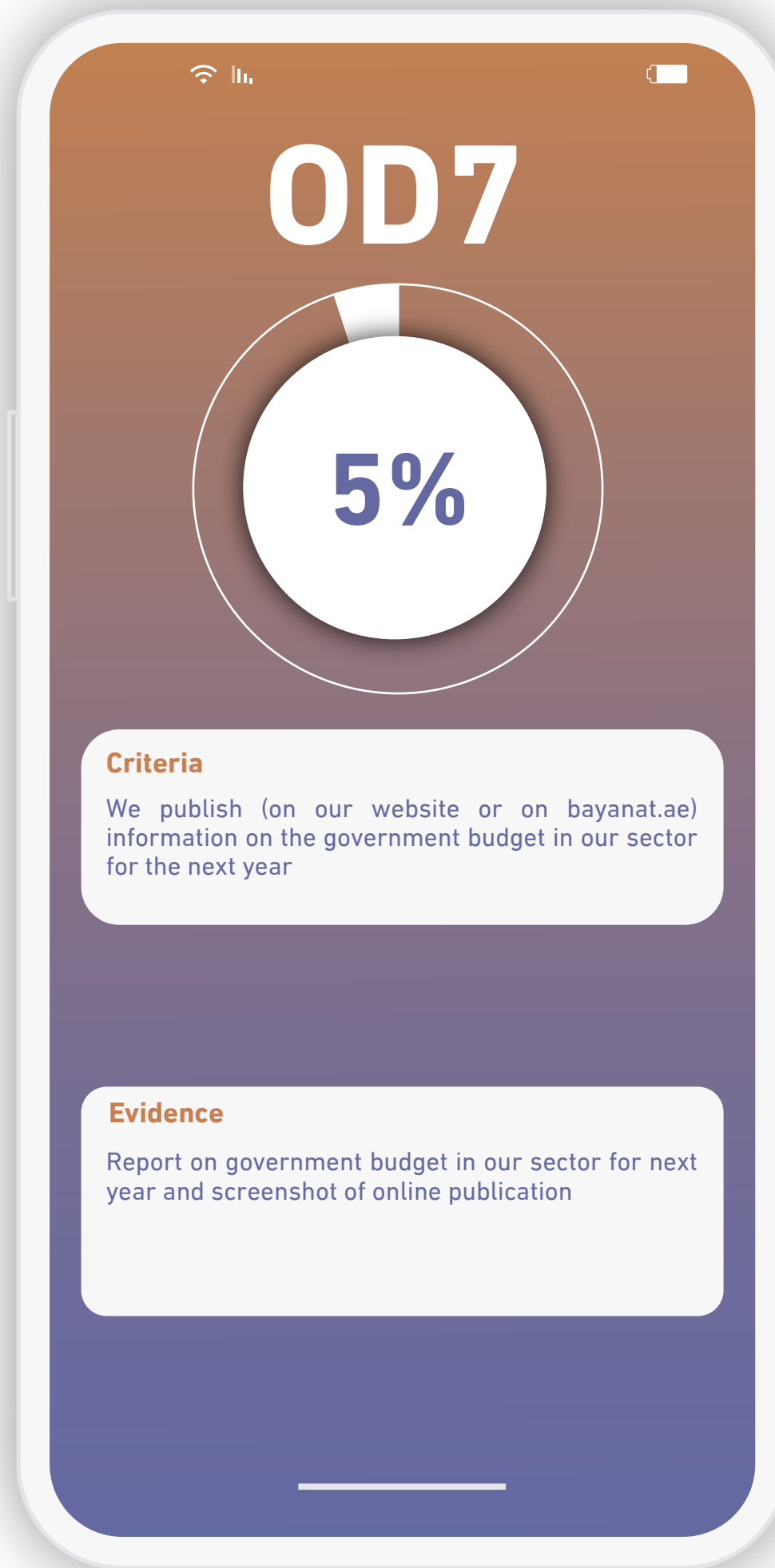
- Publication of documentation about open data
- Publication of open data

## Digital Participation and Open Data (DPOD) statements (2/2)



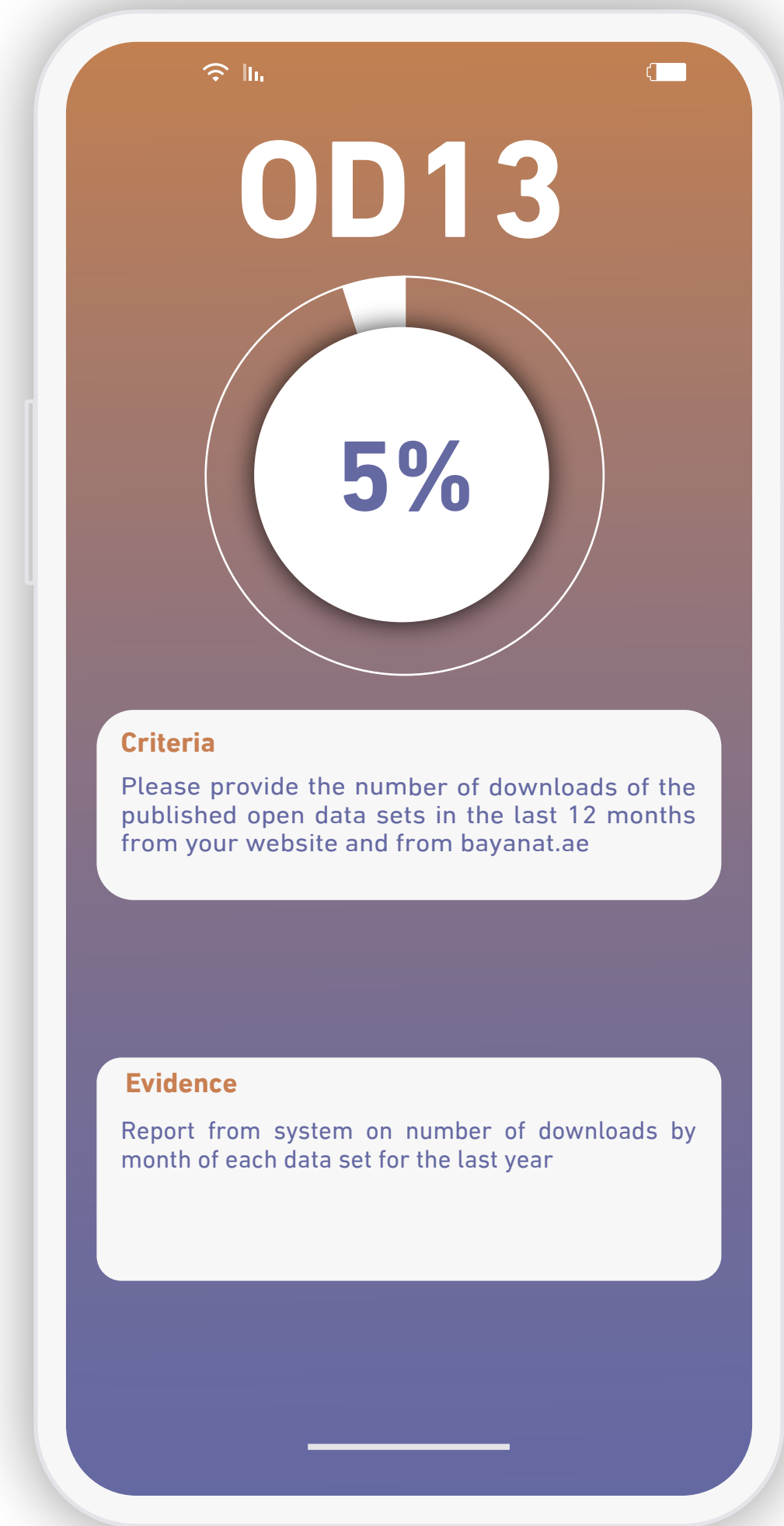
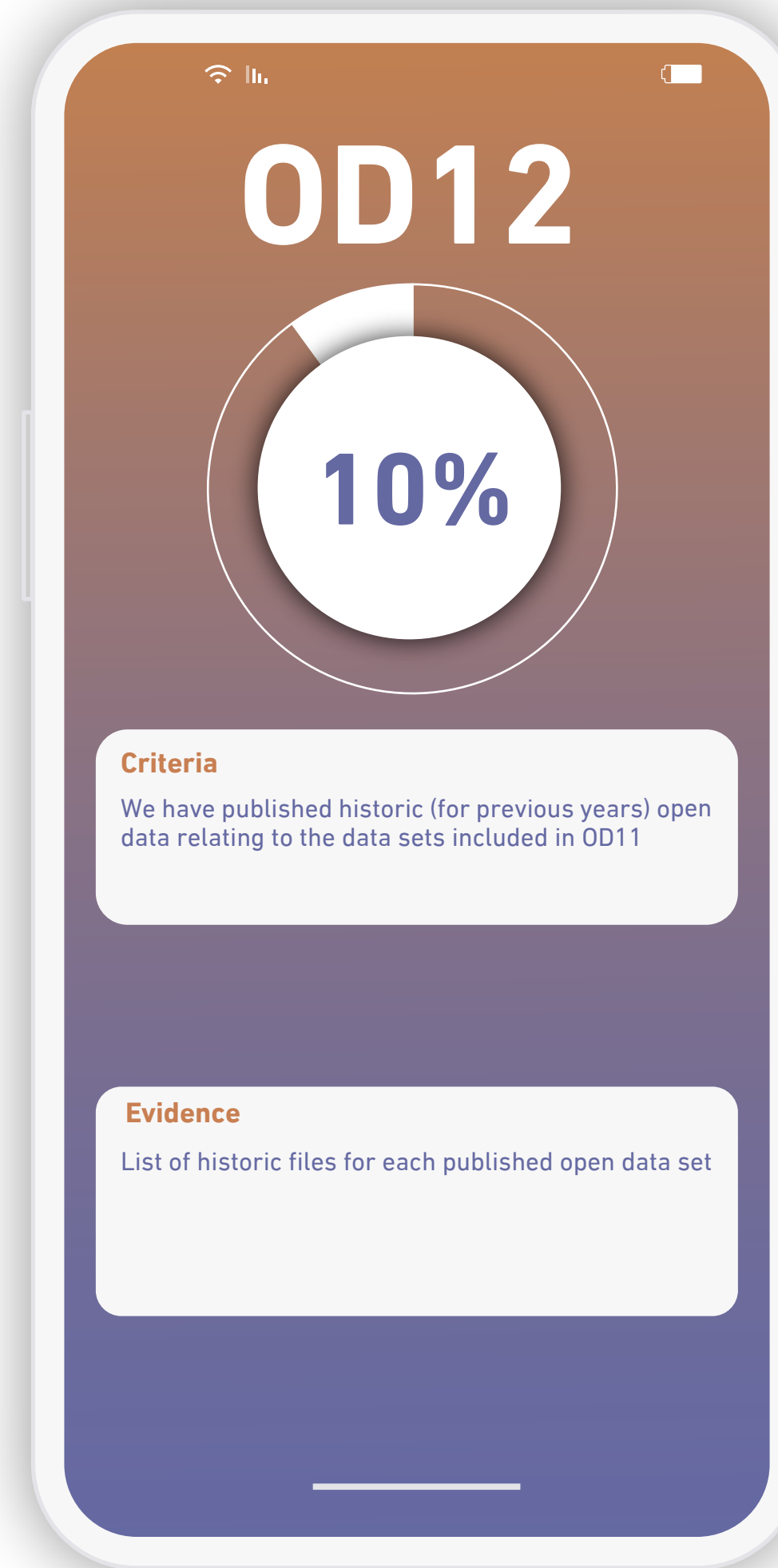
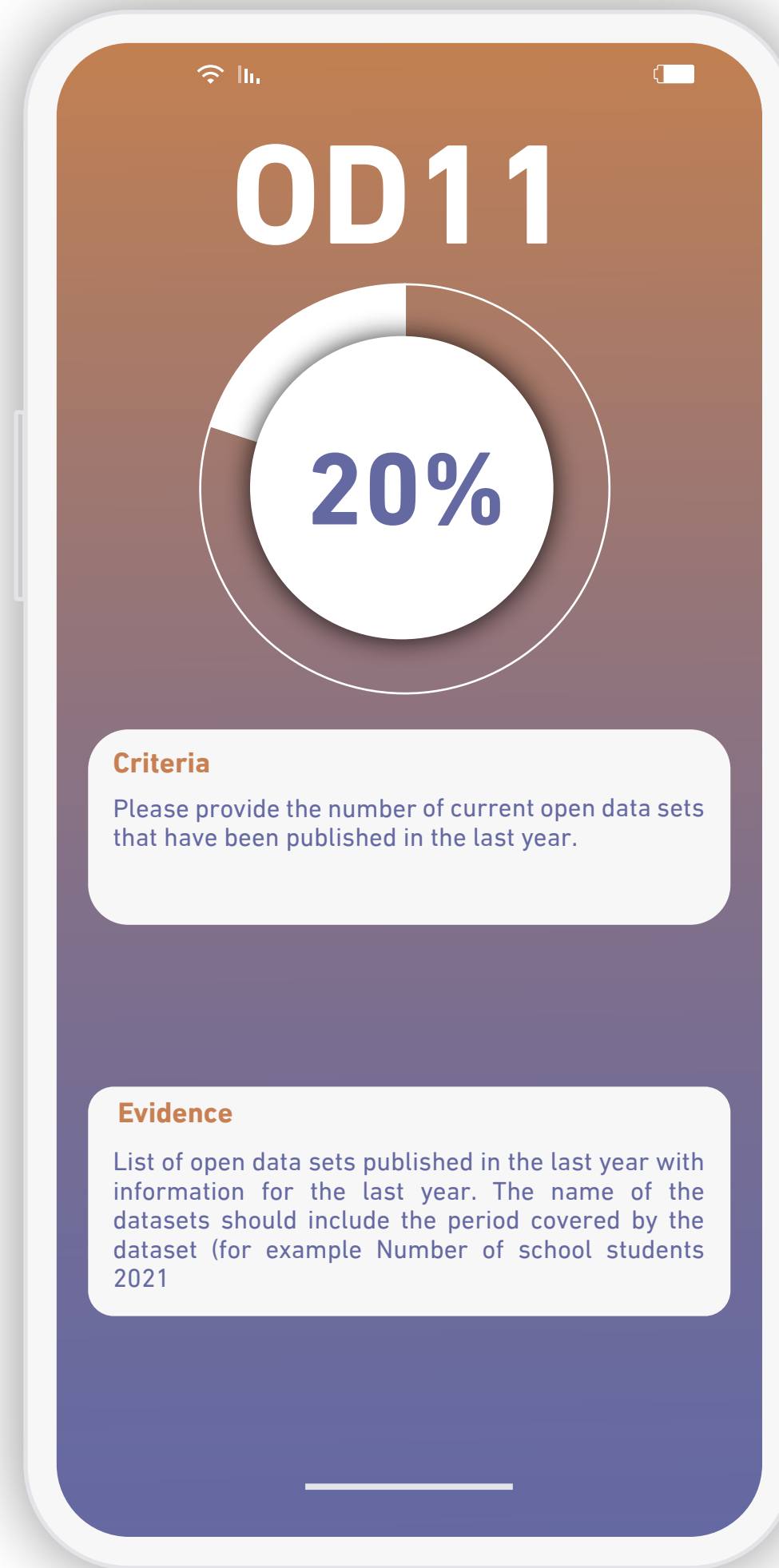
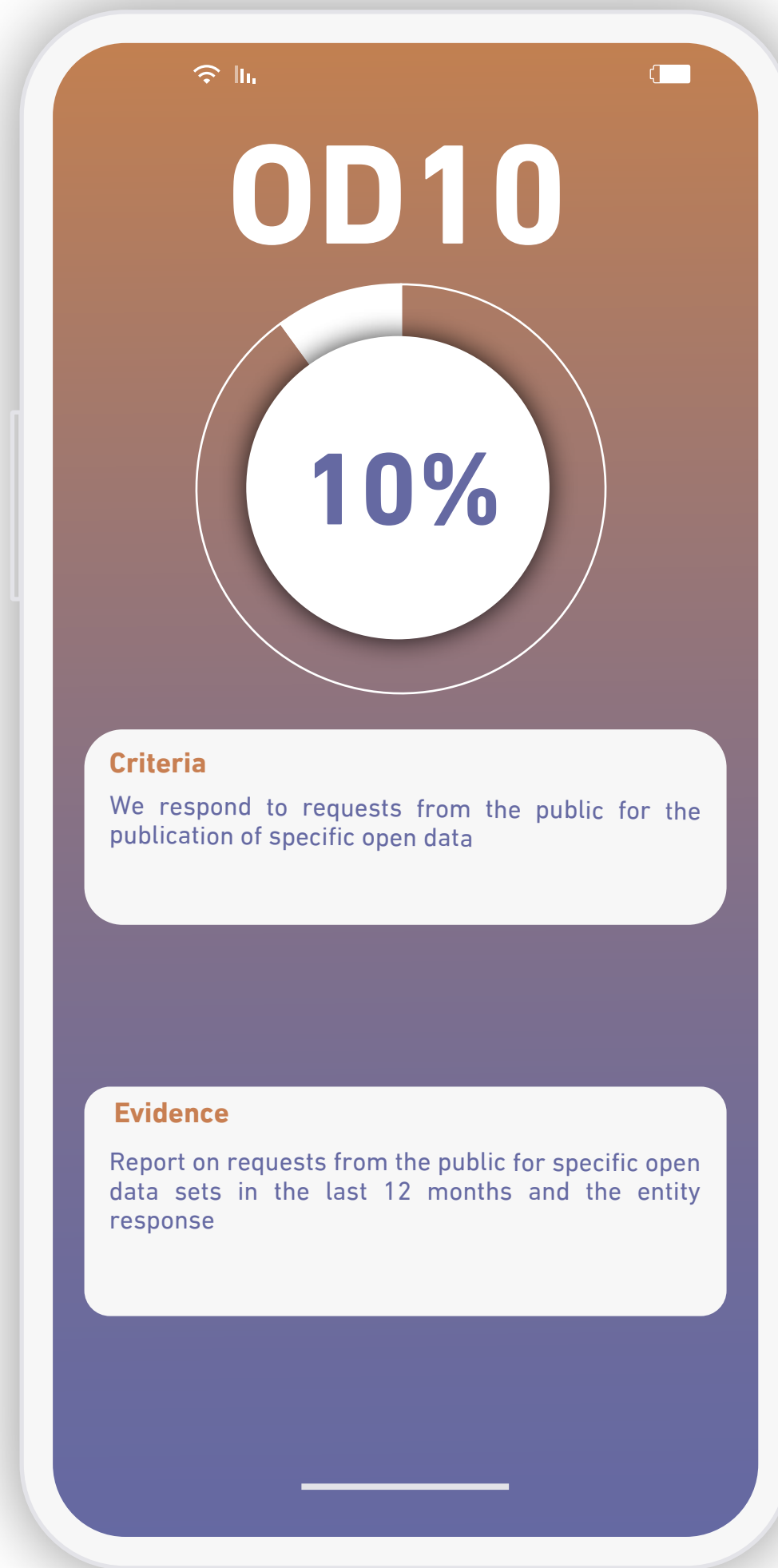
- Publication of documentation about open data
- Publication of open data

## Digital Participation and Open Data (DPOD) statements (2/2)



- Publication of documentation about open data
- Publication of open data

## Digital Participation and Open Data (DPOD) statements (2/2)



- Publication of documentation about open data
- Publication of open data

# Frequently Asked Questions

## 1. How does DSQI relate to the other assessments of digital government in UAE?

The Digital Services Quality Index (DSQI) is focused on the delivery of government digital services for use by people, businesses, and other government entities. Other assessments (e.g., Global Star Rating) look at other aspect such as overall customer experience in interacting with the government or the overall digital maturity of government entities.

### How should the question be answered?

Each service is assessed against the relevant criteria using a three-point scale::

- Yes (2 points): criteria is fully met
- Partial (1 point): criteria is partially met
- No (0 points): criteria is not met
- N/A (excluded): some criteria allow for Not Applicable as a response, however this will need proper justification

Some specific criteria will require a numeric input, such as percentages. These will be clearly marked, and the input will be explained accordingly. .

## 2. What evidence should be provided?

Each criteria specifies the evidence that is required to support the response; if the response is “No”, then there is no need to provide any evidence.

## 3. What if a feature or a requirement is under development?

The purpose of the assessment is to evaluate digital services in UAE, not the score of the government entity.

If work is underway or planned to implement a function or feature or requirement, the correct response is “No”, if it is not currently available. If part of the function or feature or requirement has been already implemented, the correct response would be “Partial”.

If the implementation of a feature is dependent on another government entity and its development is hence stuck, the response should also be “No” because the feature is not implemented.

## 4. How to submit required reports and studies?

Several of the criteria require the submission of a report or study completed in the last three years. The same report or study can be submitted as evidence for multiple criteria, if it is clearly covering that criteria. For example, a study about the design of the service may also include how it is planned to be made a proactive service. Hence, this report can be used as evidence across the respective criteria.

The online assessment system has features to support reusing reports or studies as evidence without the need to upload the same files multiple times.

If the required reports or studies are not available (they have not been developed), the response to the respective criteria should be set to “No” and this should be noted as an area of





# Frequently Asked Questions

enhancement for the next assessment. It is not the intention that the entity commissions a study or develops a report during the assessment process.

## 5. Can a consolidated report or study be provided as evidence for different aspects of an individual service?

A consolidated report or study can be provided as evidence for all aspects of an individual service, if it clearly covers the required aspects. This can be particularly relevant for the Service Design standards measure, where the following reports are required:

- DS2 - Project documentation of development methodology dated in the last three years
- DS3 - Documentation of the service assessment and improvement exercise dated in the last three years
- DS4 - Documentation of the requirements of all service beneficiaries dated in the last three years.
- DS5 - Information including details of attendees at a design workshop held in the last three years
- DS7 - Documentation on the use of DLS components and tools dated in the last three years
- DS8 - Project documentation showing steps of the service on different channels dated in the last three years.
- DS11 - Report(s) on how customer experience has been used to improve the service dated in the last three years.
- ES6 - Documentation of the service integration study and its outcomes within the past 3 years

## 6. Can a consolidated report or study be provided as evidence across multiple services?

A consolidated report or study can be provided as evidence for a particular criteria across multiple services. This may be particularly relevant for the following criteria:

- AS3 - Copy of business continuity plan and report on testing of the plan that has been conducted in the last year.
- PS2 - Report dated in the last three years into the potential for Proactive Services
- DS13 - Documentation of a study in the past 3 years to use Emerging Technologies which includes a plan to enhance this service

Note that these reports should touch on the services and service delivery aspects, and not be general, high level or strategic reports. Such reports should answer the question in principle: "What are the implications for this service?"

## 7. What if a report or study is older than the specified requirement?

If a report or study is older than the specified requirement (e.g., older than 3 years old), it will not be considered as valid evidence. However, the entity can provide evidence that the report or study has been refreshed (e.g., the topic or service has been reviewed for relevance in the last 3 years), and in that case the report or study along with this evidence can be accepted.

## 8. [ES] What is contained in a good Service Card?

A good Service Card contains all the information that the customer will need before they start the service. This includes the data that the government entity will ask them to provide, the documentation that they need to submit,



# Frequently Asked Questions

the length of time the digital service will take, any fees payable, and what they can expect as the outcome from the service.

## 9. [PS] What are Proactive Services?

The Proactive Services Guide contains a full description of what is meant by proactive service:

- Anticipating and predicting the services that the customer needs,
- And offering the services before the customer requests them,
- Based on the customer's needs, preferences, and life events,
- At the right time and with ease,
- Based on data and information already held by the government

The main categories of proactive services: Transactional, Informational, Eligibility Check or Reminder services. Please refer to the published guide for Proactive Services for more information.

## 10. [IA] UAEPass cannot be provided as the only means for accessing the services, what can be done?

The current policy is that UAEPass should be the only mechanism to access government services . There may be some circumstances where the entity provides services and the customer does not have a UAEPass, in such cases, the entity needs to offer another option. The entity should aim to minimize the use of any alternatives, and ensure they are not present on the initial home page, but only available by linking to alternative sign-on pages.

## 11. [DS] How should the Accessibility check be performed for the digital services?

The National Digital Access Policy, when published, will provide full information on the accessibility requirements for government digital content and services. There are many online tools that can be used to assess accessibility. TDRA will be providing more information on the recommended tools.

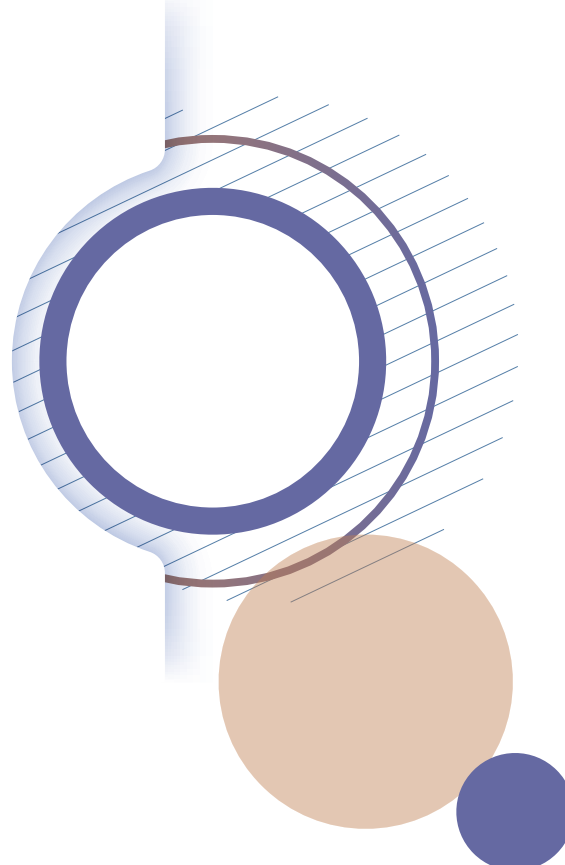
## 12. [AS] [UDP] The service is listed on u.ae but it does not correctly link to the entity's digital service, what can be done?

If the link does not work, then the digital service is not available to the customer and hence the assessment response should be "No". The entity should contact the portal provider to ensure that the links on these national portals are working properly.

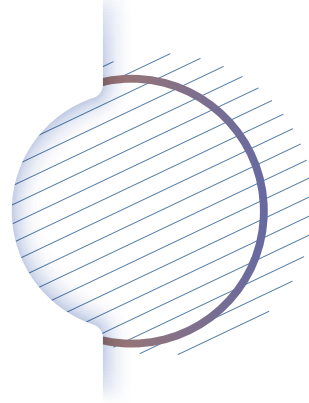
## 13. [US] What is an abandoned transaction?

An abandoned transaction happens when a customer starts a transaction online but does not complete it. This can happen for legitimate reasons (for example the customer may only want to know the payment amount and due date), but it may also mean that the customer had trouble in completing the transaction online. This could be because they did not have the right documentation, or they could not understand how to proceed, or the system failed while they were using it. The entity should monitor the level of abandoned transactions and when they are abandoned in the service process, and should take corrective action to improve the service if required.





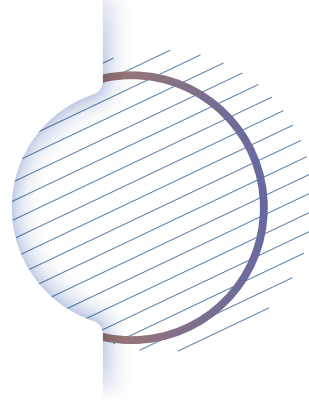
# For any inquiries, please contact



## Digital Service Quality

 **04 7774139 - 04 7774132**

 **mgovet@tdra.gov.ae**



## Digital Participation

 **04 7774125**

 **dp@tdra.gov.ae**