

Summary of the  
National eParticipation Plan on the UAE's official portal  
for achieving the Sustainable Developmental Goals

Ensuring that no one is left behind  
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The UAE has been at the forefront in applying the Information Communication Technologies (ICTs) for participatory decision-making and rendering better government services to public. To this end, the Government has initiated a comprehensive, documented mechanism in the form of a National eParticipation Plan to be published and applied on the UAE's official portal.

The National eParticipation Plan aims to engage all sectors of the society in the decision-making, including the underprivileged. It also intends to fulfil the community aspirations, needs and happiness, increase the eParticipation level, enhance proper governance and develop and harmonise other national plans to achieve the UN's 17 global Sustainable Development Goals.

**Formation of the National eParticipation Plan through the UAE's official portal**

The UAE's National eParticipation Plan has been formed after carrying out a SWOT analysis which measures the internal strengths and weaknesses, as well as external opportunities and threats with respect to eParticipation in the UAE. The final formulation of the plan is based on a thorough analysis of internal needs and international practices.

**Framework of the UAE National eParticipation Plan**

The National eParticipation Plan is inspired by:

- Vision 2021
- National Agenda
- UN E-Government Survey 2016
- UN-UAE agreement

**eParticipation vision**

The National eParticipation Plan aims for the UAE to become a pioneer in eParticipation

**eParticipation mission**

The National eParticipation Plan aims to develop a comprehensive coordinated mechanism amongst the federal government entities to ensure highest possible interaction with the public, increase their participation in decision-making, develop services and ultimately achieve community happiness and build the future.

### **Themes of the National eParticipation Plan**

The strategy is based on three main themes: empowerment, support and comprehensiveness. Each theme is attached with targets, routes and projects.

#### **First theme:**

**Empowerment:** this element calls for creating an environment that encourages community participation and interaction with the government in line with the principles of mGovernment which seeks the happiness of its customers.

#### **Targets of the theme:**

The goal is to spread the culture of smart transformation in the community and enhance national competencies in the field of eParticipation.

#### **Routes**

- building awareness and enhancing capacities of federal entities and ministries through workshops
- raising the users' awareness on the benefits of eParticipation
- maintaining legislative frameworks which consist of guidelines, policies and laws
- setting up an eParticipation policy that covers privacy of personal data, exchange of information, data security and open government data
- maintaining a governance which ensures that federal entities observe a minimum commitment to consider the results of eParticipation in decision making

#### **Projects to support the realisation of the theme**

The UAE Government will formulate and implement a plan to enhance government capabilities in eParticipation. This includes learning from global and self experiences, in addition to successful experiences at the domestic level.

#### **Second theme:**

**Support:** The need to establish eParticipation as a methodology, culture and attitude requires the commitment of senior officials involved with eParticipation to follow up on the tasks and results.

### **Targets of theme:**

- providing a central platform for eParticipation (sharik.ae) which enables the government entities to display and administer public participation through three stages: eInformation, eConsultations and eDecisions
- strengthening the UAE's pioneering position as a national mGovernment.

### **Routes**

- planning and identifying priorities based on facts analysis, recognising opportunities and targets, planning at entities' level
- providing a common technical platform for eSurveys , eForums and a platform for smart analysis of the feedback through the eParticipation channels
- providing analytical support for trends and patterns in the eParticipation and media analytical services for the UAE Government.

### **Projects to support the realisation of the theme**

The UAE Government will establish a user-friendly central platform for eParticipation under the name (sharik.ae) which allows all federal entities to associate with through (APIs). This platform should consist of three stages: eInformation, eConsultations and eDecisions. The content of this sub-portal should be administered daily within a comprehensive plan.

The other project is the eParticipation consultations. It would be called 'Shourna Alaik' in Arabic; meaning 'We will offer consultation to you'. The TRA's eParticipation/eGovernment team will provide consultation support to government entities about eParticipation issues in general and application of eParticipation in the UAE in particular.

### **Third theme of eParticipation**

**Comprehensiveness:** This theme calls for gradual application of the eParticipation plan; to be applied first by entities that are most related to eServices/mServices index.

### **Targets of the theme**

The theme aims to reach out to the maximum number of customers.

### **Routes**

- establishing a comprehensive mechanism to coordinate the consultations and decision-making
- following up on the implementation of the plan with government entities

- working as a unified national team to ensure the optimal usage of the portal and wider community outreach.

### **Projects to support the realisation of the theme**

The three projects are:

- applying the eParticipation methodology in government entities, using a comprehensive coordinated perspective
- creating the mGovernment blog which contains contributions from senior government officials working in the fields of mTransformation
- providing newsletters about eGovernment/mGovernment, news about mServices and applications, government accomplishments in mTransformation and the new trends such as smart cities, internet of things and others.