**UAE Digital Government Online Services Index**

1. **Digital Services Quality Index (DSQI)**

* **Sub-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.

|  |  |
| --- | --- |
| **Indicator Card**  **Digital Services Quality Index (DSQI)** | |
| **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.  *x* 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. |
| **Indicator Components** | The indicator consists of a total of 8 measures for a service, which each have individual criteria:   1. End to End Service 6 criteria 2. Proactive Service 5 criteria 3. Identity & Authentication 4 criteria 4. Service Design Standards 13 criteria 5. Service Availability & Awareness 8 criteria 6. Service Usage 3 criteria 7. Customer Satisfaction 3 criteria 8. Reference Data Service 8 criteria |

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **End to End Service** | | **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** | | | | | |
| **ID** | **Criteria** | | **Weight** | **Evidence** | **P** | **O** | **R** |
| **ES1** | 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. | | 20% | 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 | ✓ | ✓ |  |
| **ES2** | 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. | | 20% | * 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 | ✓ | ✓ |  |
| **ES3** | 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. | | 20% | * List of other reference data used by service and the provider of this data * Copy of agreement with Data Owner to use reference data | ✓ | ✓ |  |
| **ES4** | 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 | | 15% | Screenshot of the completed service showing how the customer received the end-result digitally | ✓ | ✓ |  |
| **ES5** | 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. | | 15% | Screenshot of the offer to upload output documents to customer’s digital wallet | ✓ | ✓ |  |
| **ES6** | This service has been studied to identify opportunities for integration with other related government services to achieve a complete end-to-end service. | | 10% | Documentation of the service integration study and its outcomes within the past 3 years | ✓ |  |  |

***P: Priority Service, O: Other Service, R: Reference Data Service***

## DSQI Criteria (2/8) – Proactive Services

***P: Priority Service, O: Other Service, R: Reference Data Service***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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** | | | | | |
| **ID** | **Criteria** | | **Weight** | **Evidence** | **P** | **O** | **R** |
| **PS1** | This service has been implemented as a Proactive Service, as described in the Proactive Services Guide | | 50% | Screenshot showing how the opportunity to use the proactive service is communicated to the customer | ✓ | ✓ |  |
| **PS2** | 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\* | | 10% | 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 | ✓ | ✓ |  |
| **PS3** | Plans have been developed to implement this service as a proactive service | | 20% | Documentation of the plan to implement as a proactive service | ✓ | ✓ |  |
| **PS4** | Provide the number of customers who have been sent a communication offering this service proactively in the last year | | 0% | Report from system on proactive offers of this service in the last year | ✓ |  |  |
| **PS5** | Provide the number of transactions that were initiated by the customer responding to the offer of a proactive service (i.e clicking on the link in the offer) in the last year | | 20% | Report from system on number of times the link in the proactive advice to the customer is used to initiate the service. | ✓ |  |  |

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Identity & Authentication** | | **The service uses identity and authentication enablers to enhance the customer experience and does not replicate the functions** | | | | | |
| **ID** | **Criteria** | | **Weight** | **Evidence** | **P** | **O** | **R** |
| **IA1** | 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 | | 25% | Screenshot of login screen(s) while accessing this service | ✓ | ✓ | ✓ |
| **IA2** | Provide the percentage of logons that use UAEPass to validate access by the customer | | 25% | Report from the system showing the number of UAEPass logons and the total number of logons to access the service | ✓ | ✓ |  |
| **IA3** | This service requires the customer to sign their application, and the service uses the Digital Signature, and it is equivalent to a manual signature, as described in section 6.6 in the Digital Customer and Digital Government Service Policy\* | | 25% | Screenshot of signature request while using this service | ✓ | ✓ |  |
| **IA4** | This service requires the customer to apply a manual stamp to their application, and the service uses the Digital Seal where formal approval by a business is required | | 25% | Screenshot of approval request while using this service | ✓ | ✓ |  |

***P: Priority Service, O: Other Service, R: Reference Data Service***

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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** | | | | | |
| **ID** | **Criteria** | | **Weight** | **Evidence** | **P** | **O** | **R** |
| **DS1** | The design team responsible for designing and enhancing this service has the right mix of skills | | 5% | List of positions in design team with job descriptions or other evidence of the presence of the required skill | ✓ |  |  |
| **DS2** | A beta testing development methodology is used when working on this service | | 5% | Project documentation of development methodology dated in the last three years | ✓ |  | ✓ |
| **DS3** | This service is subject to continuous improvement based on performance indicators, customer satisfaction, complaints and suggestions, and best international practices | | 15% | Documentation of the service assessment and improvement exercise dated in the last three years | ✓ | ✓ | ✓ |
| **DS4** | The requirements and preferences of all beneficiaries that will use this service are gathered (reflecting different nationalities, ages, social, economic, educational and other conditions) | | 6% | Documentation of the requirements of all service beneficiaries dated in the last three years | ✓ | ✓ |  |
| **DS5** | A representative group of beneficiaries are involved in design workshops and testing at all service touchpoints | | 6% | Information including details of attendees at a design workshop held in the last three years | ✓ | ✓ |  |
| **DS6** | This service is accessible to People of Determination and other groups with special needs and is compliant with the National Digital Access Policy, including W3C WCAG 2.2 AA. TDRA will provide a tool to assess compliance | | 15% | Report on accessibility assessment of the service dated in the last year and an action plan for improving the assessment | ✓ | ✓ |  |
| **DS7** | This service makes full use of the DLS components and templates in the website design guidelines (https://dls.government.ae/) | | 15% | Documentation on the use of DLS components and tools dated in the last three years | ✓ |  |  |
| **DS8** | This service provides a consistent and integrated customer experience across all service channels (omnichannel) | | 6% | Project documentation showing steps of the service on different channels dated in the last three years | ✓ | ✓ |  |
| **DS9** | This service does not ask the customer to provide data already held by the government entity, and pre-populates any fields where this data is required | | 6% | Screenshot showing pre-populated customer data already held by the government entity | ✓ | ✓ |  |
| **DS10** | This service does not require the customer to provide the documents listed in ES1 if they are already held by government | | 6% | The list of documents specified in ES1 that are already held by government, and the percentage of them that are accessed from the digital vault | ✓ | ✓ |  |
| **DS11** | Data on the experience of customers in using this service is captured and analyzed for use in the continuous improvement of this service | | 5% | Report(s) on how customer experience has been used to improve the service dated in the last three years | ✓ |  | ✓ |
| **DS12** | This information in the service card for this service provides consistent information in both Arabic and English that is clear and accurate, with information on availability, accessibility, and inclusiveness | | 5% | Screenshots of AR and EN pages of the service information pages | ✓ | ✓ | ✓ |
| **DS13** | The potential use of Emerging Technologies (including AI, mixed reality, IoT, etc.) has been studied and changes to the service are being implemented to a defined plan, as described in section 4.2 in the Service Design Standards (page 14) | | 5% | Documentation of a study in the past 3 years to use Emerging Technologies which includes a plan to enhance this service | ✓ |  |  |

***P: Priority Service, O: Other Service, R: Reference Data Service***

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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** | | | | | |
| **ID** | **Criteria** | | **Weight** | **Evidence** | **P** | **O** | **R** |
| **AS1** | This service is directly linked from the government portal u.ae | | 10% | The URL from u.ae or a screenshot from u.ae showing the service | ✓ | ✓ |  |
| **AS2** | This service met the service level standards over the last year on all channels | | 30% | Monthly availability reports for the past 12 months | ✓ | ✓ |  |
| **AS3** | This service is covered by business continuity plans prepared and tested by the entity | | 10% | Copy of business continuity plan and report on testing of the plan that has been conducted in the last year | ✓ |  |  |
| **AS4** | Promotion has been undertaken to encourage beneficiaries to use this service on the digital channel | | 10% | Marketing plan with examples of promotions in the last year | ✓ |  |  |
| **AS5** | 24/7 support is provided to beneficiaries to use this service on the digital channel through different support tools (call center, chat / chatbot, email, FAQ, etc | | 20% | Screenshot showing the different support options available to the customer and how to access them | ✓ |  |  |
| **AS6** | This service is easy to find by search on the government entity website and common search engines | | 10% | Screenshots of search results from government entity website, the government portal and 2 search engines in the last year | ✓ | ✓ |  |
| **AS7** | This service is integrated with the centralized measurement dashboard and any major downtime is reported to TDRA | | 10% | Report from centralized measurement dashboard on performance of this service | ✓ |  |  |
| **AS8** | This service is available on the following channels:   * AS7.1- Digital - Website * AS7.2- Digital - Mobile App * AS7.3- AS7.4- Digital - Other channels (IVR, Kiosk, Chatbot, etc.) * AS7.5- Non-digital (using service centers, communication center or other channels such as post office) | | 0% | * Digital: Screenshot from website or mobile app * Non-Digital: Service Center Manual | ✓ | ✓ |  |

***P: Priority Service, O: Other Service, R: Reference Data Service***

## DSQI Criteria (6/8) – Service Usage

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Service Usage** | | **Measures the usage of the digital service by customers** | | | | | |
| **ID** | **Criteria** | | **Weight** | **Evidence** | **P** | **O** | **R** |
| **US1** | 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) | | 0% | * 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. | ✓ | ✓ |  |
| **US2** | 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 | | 0% | Report from system by channel | ✓ | ✓ |  |
| **US3** | The usage of this service is published monthly as open data | | 10% | URL of the published open data set, or a screenshot of the published data | ✓ |  |  |
| **USX1** | Digital service usage score | | 80% | *Calculated from US1 and US2* | ✓ | ✓ |  |
| **USX2** | Digital service abandonment rate score | | 10% | *Calculated from US2 and US3* | ✓ | ✓ |  |

***P: Priority Service, O: Other Service, R: Reference Data Service***

## DSQI Criteria (7/8) – Customer Satisfaction

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Customer Satisfaction** | | **Measures the satisfaction with the digital service by customers** | | | | | |
| **ID** | **Criteria** | | **Weight** | **Evidence** | **P** | **O** | **R** |
| **CS1** | Provide the customer response by channel recorded for this service for each question asked in Customer Pulse (to assess customer satisfaction and customer effort) | | 0% | * Report of average response and number of responses to each Customer Pulse question for this service by digital channel over the last year. * There are up to 11 questions in Customer Pulse, and for each question the number of responses and the average score is required, a total of 22 numbers. * The data is required for each digital channel (up to 4), and so the full requirement is up to 88 numbers for the service. * This data will be provided from Customer Pulse to reduce the effort required at each entity. * 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. | ✓ | ✓ |  |
| **CS2** | Provide the number of customer complaints about this digital service in the last year | | 20% | Report of number of customer complaints from government entity internal complaints management system and from the National CRM by channel. Care should be taken to only include complaints about the digital service, and not other aspects of the operations of the government entity. | ✓ | ✓ |  |
| **CSX1** | Customer Satisfaction Score | | 60% | *Calculated from CS1* | ✓ | ✓ |  |
| **CSX2** | Customer effort score | | 20% | *Calculated from CS1* | ✓ | ✓ |  |

***P: Priority Service, O: Other Service, R: Reference Data Service***

## DSQI Criteria (8/8) – Reference Data

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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** | | | | | |
| **ID** | **Criteria** | | **Weight** | **Evidence** | **P** | **O** | **R** |
| **RD1** | The data provided to data consumers by this Reference Data service is accurate, complete and up to date | | 25% | Copy of agreement for use of reference data service dated in the last three years |  |  | ✓ |
| **RD2** | This Reference Data service is made available in accordance with applicable regulations, including security, privacy and confidentiality | | 10% | Copy of agreement for use of reference data service dated in the last three years |  |  | ✓ |
| **RD3** | This Reference Data service is 100% available for access by data consumers | | 15% | Monthly availability reports of reference data service |  |  | ✓ |
| **RD4** | This Reference Data is covered by service continuity plans | | 5% | Copy of business continuity plan for reference data service dated in the last three years |  |  | ✓ |
| **RD5** | The data provided to data consumers by this Reference Data service is only provided on the GSB | | 5% | Copy of agreement for use of reference data service in the last three years |  |  | ✓ |
| **RD6** | The subject of this Reference Data is provided with online access to information on organizations that have accessed their Reference Data | | 5% | Screenshot of form for subject to request a report on use of their reference data |  |  | ✓ |
| **RD7** | Support and documentation for use of this Reference Data is provided to data consumers | | 5% | Copy of support material, including technical documentation, for data consumers of reference data service dated in the last three years |  |  | ✓ |
| **RD8** | Provide the number of successful transactions of this reference data service in the last year | | 10% | Report from the system on monthly transaction volumes provided to each data consumer for 12 months |  |  | ✓ |

***P: Priority Service, O: Other Service, R: Reference Data Service***

# Digital Participation and Open Data (DPOD)

* **Sub-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.

|  |  |
| --- | --- |
| **Indicator Card**  **Digital Participation and Open Data Score (DPOD)** | |
| **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.  DPOD score = (Digital Participation score) *x* 70% + (Open data score) *x* 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. |
| **Indicator Components** | The indicator consists of 2 measures for the entity, which each have individual criteria:   1. Digital Participation 11 criteria 2. Open Data 13 criteria |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Digital Participation** | | * **Publication of documentation about Digital Participation** * **Publication of information about Digital Participation** | | |
| **ID** | **Criteria** | | **Weight** | **Evidence** |
| **DP1** | We publish our Digital Participation policy online, and it is aligned with the UAE national direction | | 10% | URL to Digital Participation policy dated in the last three years |
| **DP2** | We publish our opportunities for Digital Participation on sharik.ae. | | 10% | Screenshot of publication on sharik.ae |
| **DP3** | We publish a plan with information about consultations in the next year which are intended to involve the public in the development of our strategies and policies | | 10% | Report on consultations planned for next year and screenshot of online publication |
| **DP4** | We publish information about online consultations that were conducted in the past year to involve the public in the development of strategies and policies | | 10% | Report on consultations in the last year and screenshot of online publication |
| **DP5** | We publish a summary of received public comments and our response, for each public participation opportunity in the last year | | 10% | Copy of summary report for each public participation and screen shot of online publication |
| **DP6** | We publish evidence that people’s voices were included in the actual decision-making process during the past year (for immigrants, older people, persons living below poverty line, persons with disabilities, women, youth) | | 10% | Report on evidence of inclusion of people’s voices in decision making and screenshot of online publication |
| **DP7** | We publish information about the involvement of the public during the past year in the co-creation and co-production of digital services | | 10% | Report on involvement of the public in co-creation of digital services and screenshot of online publication |
| **DP8** | We promote our opportunities for Digital Participation, including through our social media accounts | | 5% | Copy of marketing plan and examples of promotion in the last year |
| **DP9** | Please provide the number of opportunities to participate that have been published in the last year | | 10% | List of opportunities for digital participation in the past year |
| **DP10** | Please provide the number of public comments that have been received in response to each of these opportunities in the last year | | 10% | Report on number of responses to each participation in the past year |
| **DP11** | We conduct internal training and communication to engage with leaders and employees on Digital Participation, including the use of the Virtual Academy | | 5% | Copy of a report on Digital Participation training and communication conducted during the last year |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Open Data** | | * **Publication of documentation about open data** * **Publication of open data** | | |
| **ID** | **Criteria** | | **Weight** | **Evidence** |
| **OD1** | We publish our open data on Bayanat, the UAE open data portals, and screenshot of online publication aligned with the UAE national direction and open data guidelines, including open licensing, the publication of raw data in machine readable format and able to be accessed anonymously | | 10% | Copy of open data plan and policy dated in the last three years, and screen shot of online publication |
| **OD2** | We publish our open data on [Bayanet](https://bayanat.ae/), the UAE open data portal | | 5% | Screenshot of government entity presence on Bayanet |
| **OD3** | We publish guidance on the use of our open datasets including metadata or data dictionary information | | 10% | Copy of guidance dated in the last three years, and screenshot of online publication of the guidance with an example of how the metadata is provided. |
| **OD4** | We publish datasets that show how our entity contributes to the Sustainable Development Goals (SDGs) | | 5% | Report on alignment of published datasets with SDGs dated in the last three years |
| **OD5** | We publish open datasets with geospatial information | | 5% | Example of open data set with geospatial information published in the last year |
| **OD6** | We publish open data sets with real-time information | | 5% | Example of open data set with real-time information published in the last year |
| **OD7** | We publish (on our website or on bayanat.ae) information on the government budget in our sector for the next year | | 5% | Report on government budget in our sector for next year and screenshot of online publication |
| **OD8** | We publish (on our website or on bayanat.ae) information about budget and expenditure in the past year as Open Government data | | 5% | Report on government budget and expenditure in our sector for last year and screenshot of online publication |
| **OD9** | We promote the opportunity to use our open data through competitions, hackathons, and other events | | 5% | Example of competitions and other events held during the last 12 months |
| **OD10** | We respond to requests from the public for the publication of specific open data | | 10% | Report on requests from the public for specific open data sets in the last 12 months and the entity response |
| **OD11** | Please provide the number of current open data sets that have been published in the last year. | | 20% | List of open data sets published in the last year with information for the last year. The name of the datasets should include the period covered by the dataset (for example Number of school students 2021 |
| **OD12** | We have published historic (for previous years) open data relating to the data sets included in OD11 | | 10% | List of historic files for each published open data set |
| **OD13** | Please provide the number of downloads of the published open data sets in the last 12 months from your website and from [bayanat.ae](https://bayanat.ae/) | | 5% | Report from system on number of downloads by month of each data set for the last year |