



هيئة تنظيم الاتصالات والحكومة الرقمية
TELECOMMUNICATIONS AND DIGITAL
GOVERNMENT REGULATORY AUTHORITY



Digital Transformation Enablers

In the United Arab Emirates

Towards a 100% Digital Government

2021





> This Report

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



H.H.

Sheikh Khalifa Bin Zayed Al Nahyan

The President of the UAE – May Allah protect him

<< 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 >>



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

<< We will overcome the COVID-19
challenge, and we are certain
that we will succeed >>



H.H.

Sheikh Mohammed Bin Zayed Al Nahyan
The Crown Prince of Abu Dhabi, Deputy Supreme
Commander of the United Arab Emirates Armed Forces

> UAE Digital Transformation Journey

> 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

> Leadership confirmed by global reports a leading country in digital maturity 2021

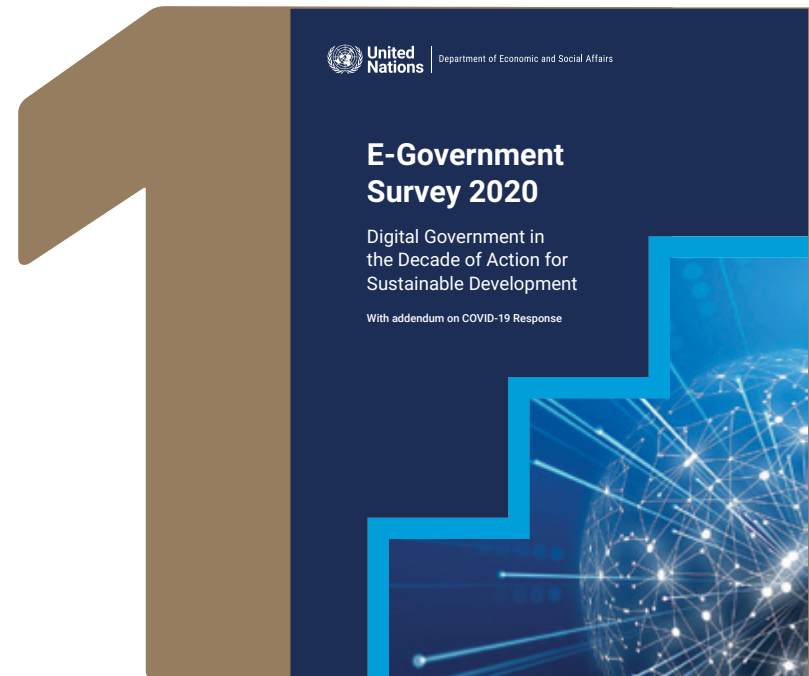
- > The UAE has been ranked among the world's best countries in government digital transformation, to be the only Arab state in this group, according to the World Bank's GovTech Maturity Index 2021 that measures the maturity levels of digital transformation and reliance on modern technology in government 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

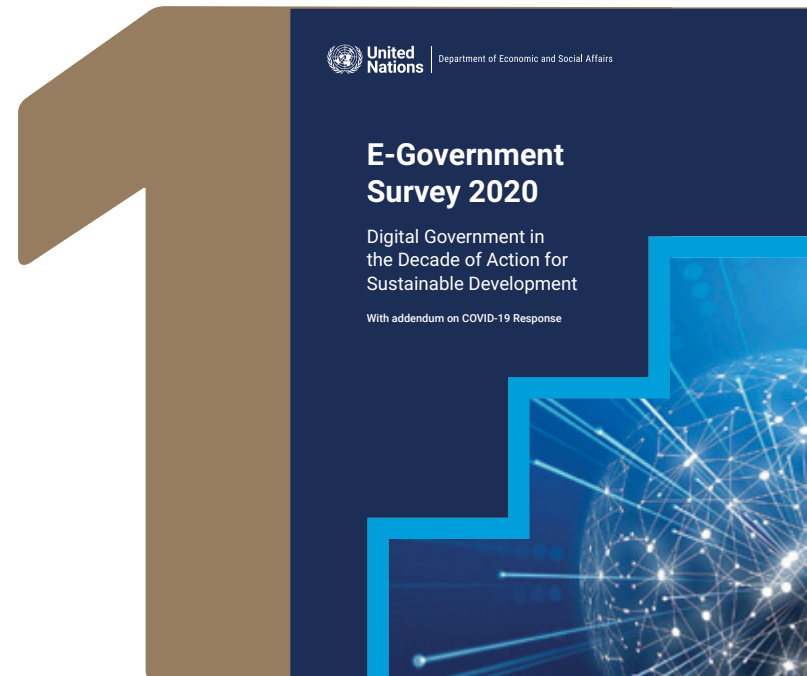
and 21st globally in the United Nations e-Government Survey 2020, advancing by 8 places over the results of 2016. The survey measures 3 pillars (online services, telecom infrastructure, and human capital).



> Leadership confirmed by global reports Global Competitiveness Indicators

> The First in the Arab Region and West Asia

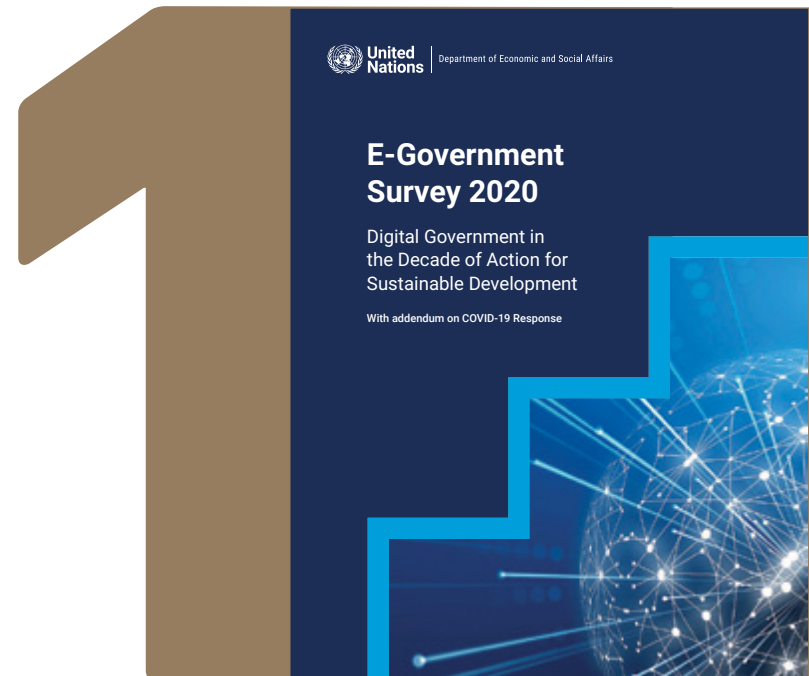
And 8th globally in the Online Services Index (OSI) within the UN's E-Government Development Index (EGDI) in 2020.



> 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.



> Leadership confirmed by global reports Global Competitiveness Indicators

> The First in the Middle East and North Africa

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.



> Key Digital Initiatives

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

> Key Digital Initiatives

> Other digital enablement initiatives

> Measurement initiative (kias)

> UAE Hackathon

> TDRA Virtual Academy

> UX Lab

> U.ae

> Launch of the Next 50 Years Project

<< 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



> Key enablers UAEPass



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

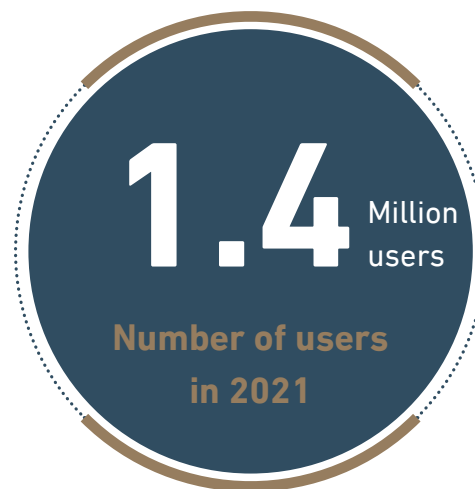
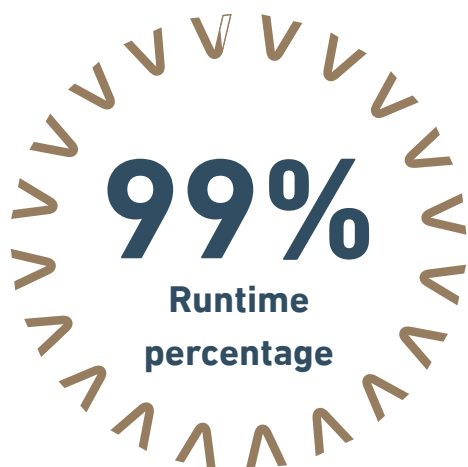
More than
8,400

Services

2.66 Million

Registered in
UAE Pass

> UAEPASS 2021 targets – Strategic indicators



> Digital Signature and Digital Stamp in UAE Pass

The digital signature and the digital stamp are available within UAE Pass 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



> Digital Vault in UAEPass

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:

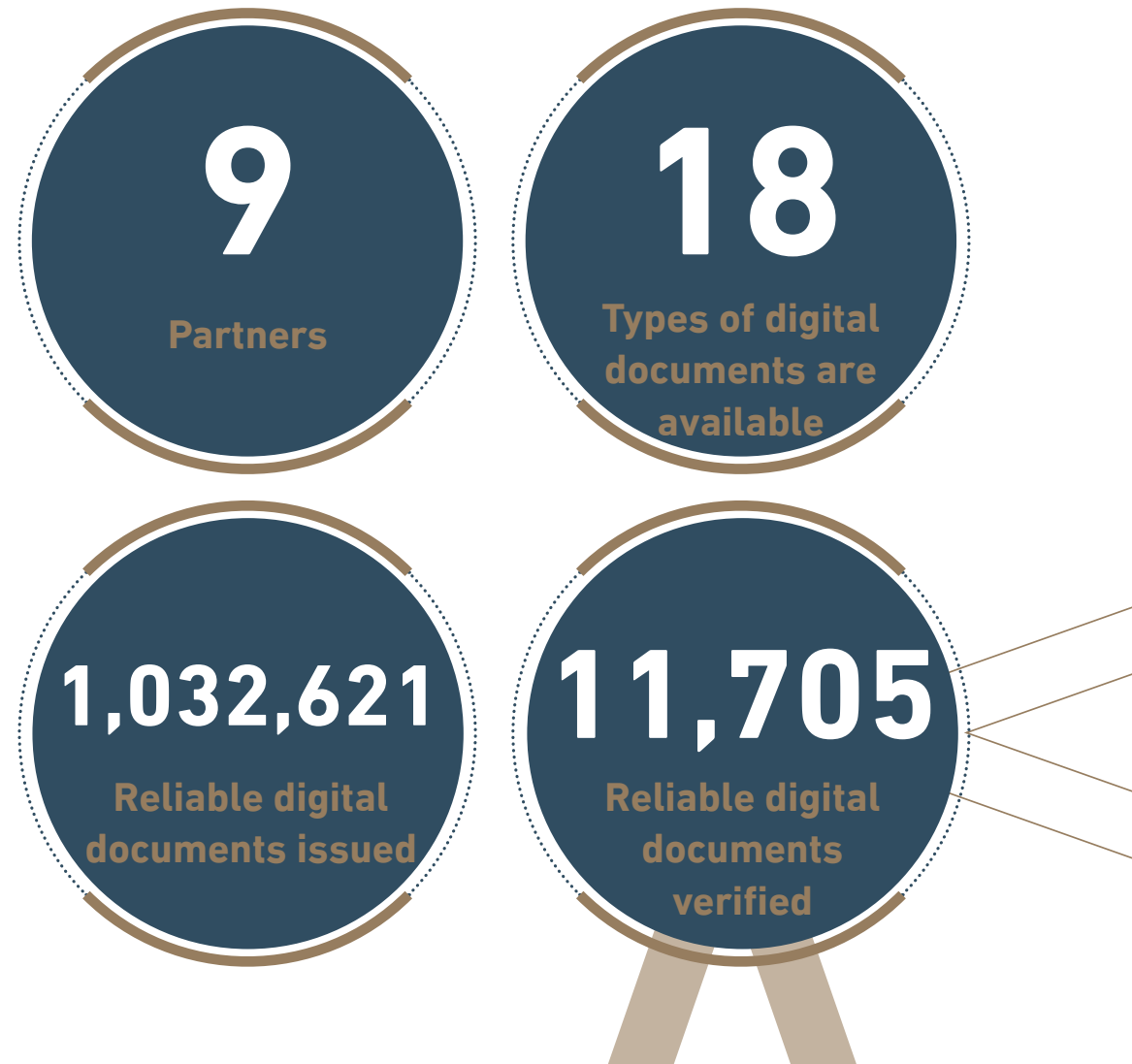
- Trusted digital documents
- Shareable
- In one place



> UAE Verify

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.

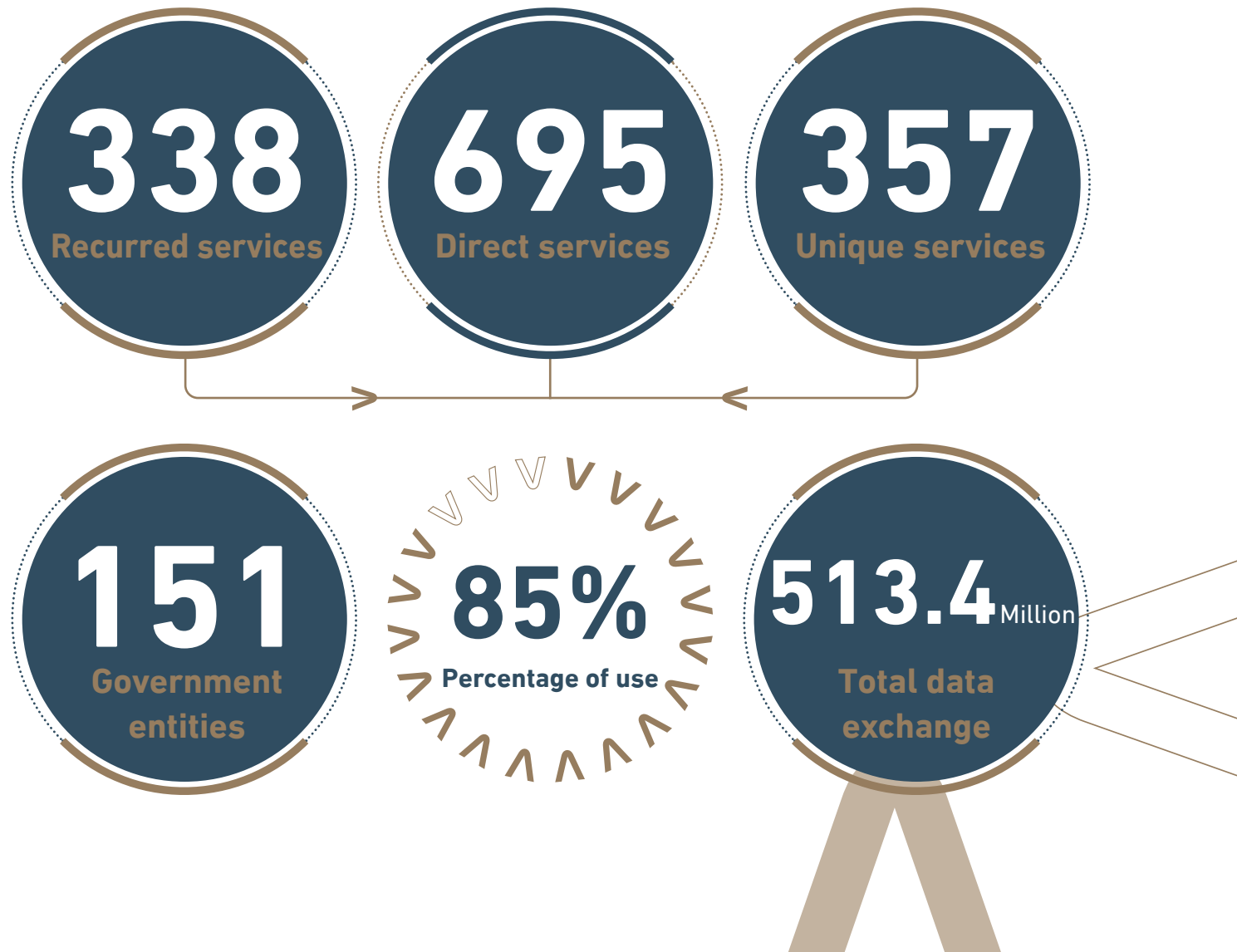
> Statistics *



* Statistics derived from UAE Verify in 8-12-2021

> Government Service Bus (GSB)

An integration system that enables government entities to provide a number of their services by activating electronic connectivity in line with the highest standards of digital safety and security, and seamlessly exchanging data between the entities' systems.



> 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.



> TDRA Virtual Academy

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



> TDRA Innovation Camp

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.



> UAE Hackathon Version 4.0 2021

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

A dark blue circle with a white dotted border and a brown outer ring. The number 8,556 is in large white font, and the word Contestants is in brown font below it.



373
Ideas

A dark blue circle with a white dotted border and a brown outer ring. The number 373 is in large white font, and the word Ideas is in brown font below it.



2,610
Data sets used in
analysis

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> UAE API Marketplace

> Brief

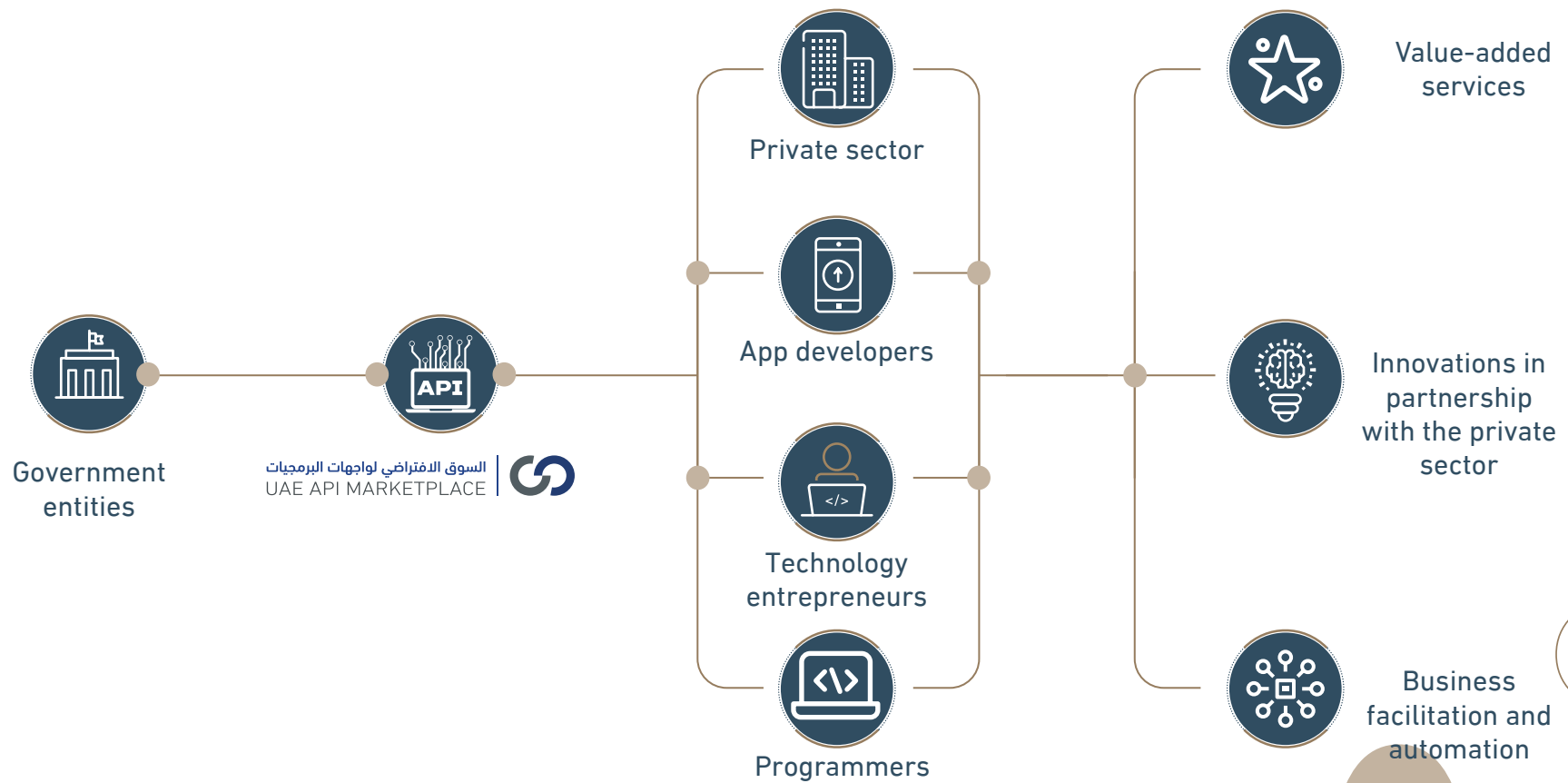
- > A government platform that enables the UAE private sector to seamlessly provide services to UAE citizens and residents through government interfaces. API Marketplace is one of the UAE Prime Minister's Office initiatives.
- > The platform supports the private sector development by using different APIs through which it can access a range of government services.
- > The platform allows exploration and later integration with government APIs.

> Features

- > Enabling digital transformation of the private sector
- > Integration with government APIs to enhance service efficiency and customer experience.

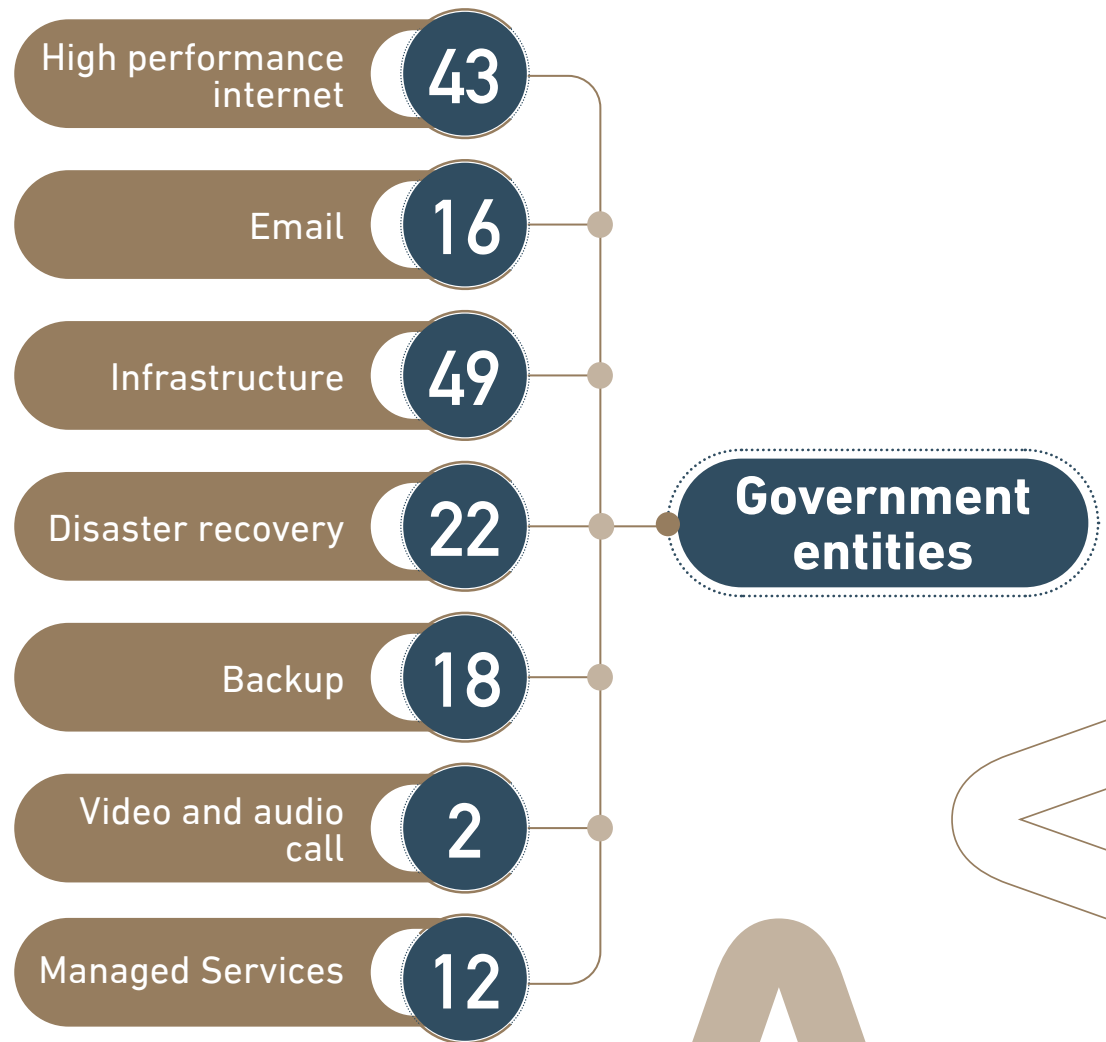
> UAE API Marketplace

A model of public-private digital cooperation that enhances the government efforts in digital economy



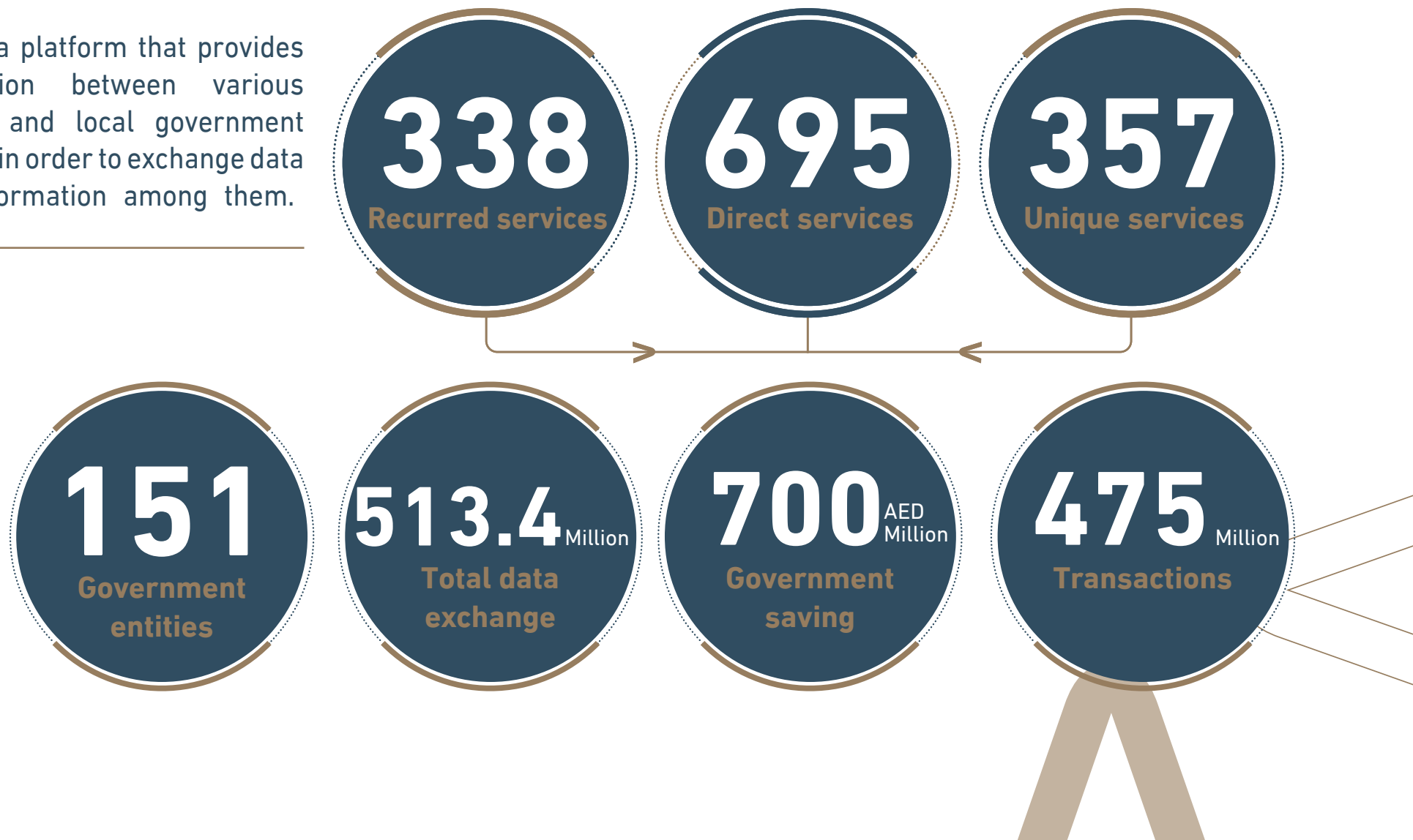
> FedNet

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.



> Government Service Bus (GSB)

GSB is a platform that provides integration between various federal and local government entities in order to exchange data and information among them.



> 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**

> Transaction types



> 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

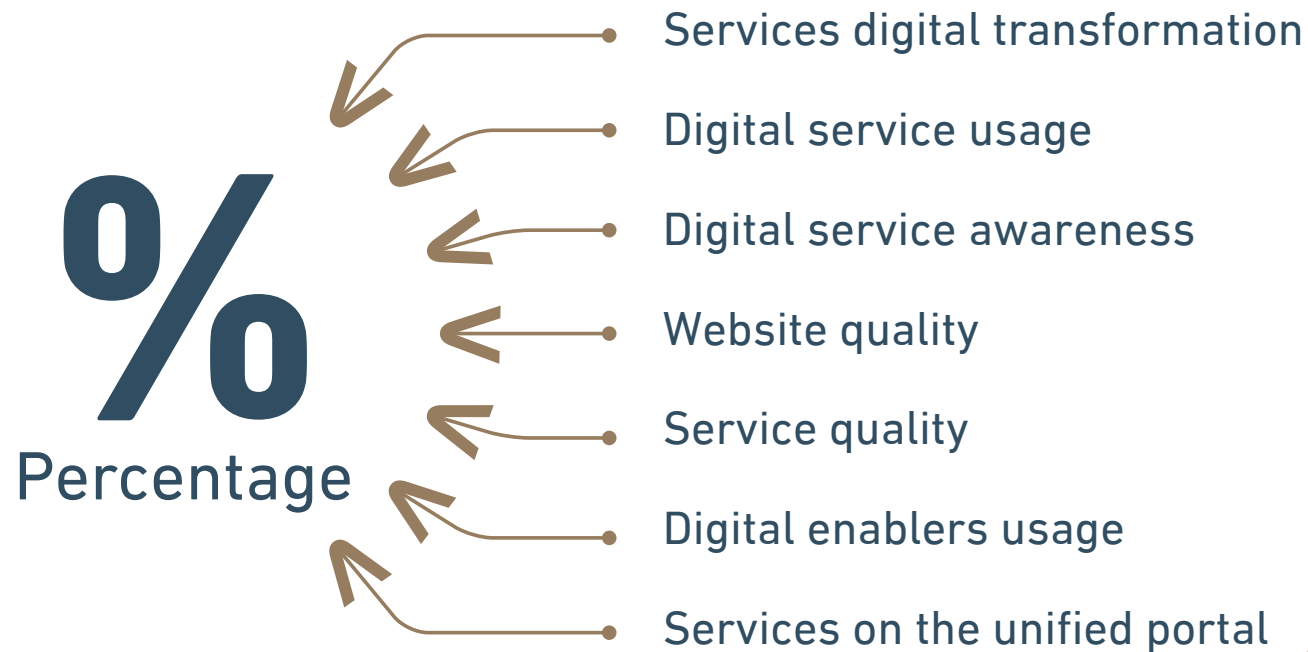
These indicators are an important pillar of the digital government's efforts and comprehensive methodology applied by TDRA under close supervision of the Prime Minister's Office at the Ministry of Cabinet Affairs and the Future.

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:



> UX Lab

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

> The measurement platform (Kias)

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.

