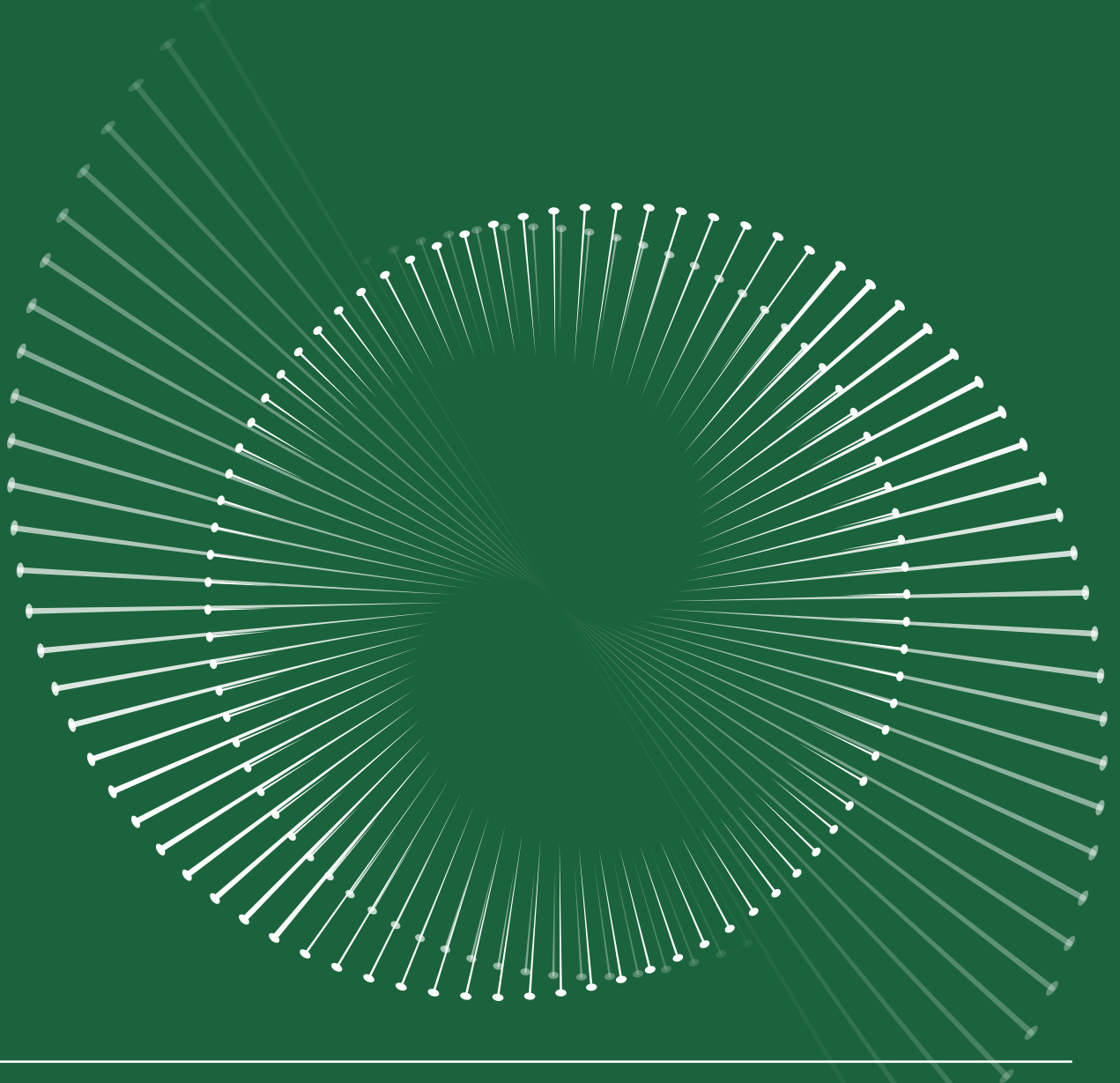


United Arab Emirates

Digital Government Maturity Model

(UAEDGMM)





1. OVERVIEW

1.1 What is a Maturity Model?

This Digital Government Maturity Model Framework (DGMMF) is a set of dimensions that are the key factors in determining the performance of a digital government strategy. The frame of reference for this model is not a particular digital government initiative, such as a portal, but rather it is the government-wide capability for creating and sustaining a mature digital government.

The goal of this digital government maturity assessment (DGMA) is to create an understanding of the level of digital government maturity of each of the ten selected UAE Ministries/Authorities and to use that new understanding as a foundation for the continued efforts of the UAE to innovate and lead in the area of digital government and some selected subareas reflected in the model. The DGMA is not meant to be used as a scoring to benchmark across the UAE Ministries/Authorities. It should rather be used to develop an understanding of the current level of maturity and to inform decision making about where investments are needed to increase the capability of each UAE Ministry/Authority to innovate in digital government. Governing bodies in each UAE Ministry/Authority may be inclined to take different approaches to digital transformation, depending on their functions and constituencies.

Stage models, sometimes called maturity models, have long been used by organizations to help create clarity about capability and to inform investments in new capability. A wide variety of designs and underlying theories of change have resulted in a number of models of many different types. The DGMMF development team reviewed many of these models (over 25) to identify the best elements of each related to digital government and used them to create a unique DGMMF. The models reviewed vary in many ways including the categorizations of "maturity" stages and, of particular importance for this assessment, the scope of the model. For example, the United Nations model focuses on e-government best practices from a global perspective, the Lee and Kwak Model focuses on open government and e-participation, the Gartner Model focuses on emerging technologies, and the McKinsey Model emphasizes government services and organizational processes.

¹ Lee, G., & Kwak, Y. H. (2012). An open government maturity model for social media-based public engagement. *Government Information Quarterly*, 29(4), 492-503.



After a thorough review of the selected models a decision was made to focus the DGMMF on enablers, rather than on stages or results. The DGMMF addresses core capabilities and a range of activities related to emerging technologies and new trends. Because of this “enabler” focus, each of the dimensions of the DGMMF represents a theory of change related to the key enabling factors in terms of capabilities that contribute to a mature digital government.

The DGMMF for the UAE is composed of three pillars with nine dimensions: (1) Leadership, (2) Strategy, (3) Governance, (4) Legal, (5) Technology, (6) Cybersecurity, (7) API Ecosystem Management, (8) Specific Technologies and New Trends, and (13) Ministry/Authority Specific. Most dimensions have a set of sub-dimensions that guide enabling actions that each UAE Ministry/Authority might take to increase their maturity along each Dimension. Each sub-dimension has a set of specific items to be used by each UAE Ministry/Authority to determine their level of "maturity" for each sub-dimension and dimension. The five levels of maturity in the DGMMF range from Level 1 representing a very low level of maturity, to level 5 representing a very high level of maturity (See Table 1). The assessment responses provide an outline for a roadmap for a successful digital government transformation. The items specific to each Ministry/Authority may be included in the overall assessment or as an addendum for each Ministry/Authority to better understand how they are using technologies for some of their specific functions and services.

Table 1. DGMMF Levels of Maturity	
LEVEL	Description
1	Very Low Level of Maturity
2	Low Level of Maturity
3	Average Level of Maturity
4	High-Level of Maturity
5	Very High Level of Maturity



1.2 Dimensions and Levels of Digital Government Maturity Assessment

The DGMMF is organized by enablers. Enablers, as theories of change, represent what is needed to improve organizational capabilities for digital government. A theory of change is a model that explains how an intervention will lead to improved performance in a specific domain. It specifies a direction (a desired performance or outcome), and implies the inputs and activities needed to attain the desired direction. A theory of change answers the question "How might A lead to B?" Each of the theories of change underlying the enablers of the DGMMF is based on recent relevant literature and a review of current and best practices. One example about the role of leadership is:

"Leaders should set priorities, then make sure that the agencies have the right talent, and promote innovation and risk taking."

The Dimensions of the DGMMF are based on an extensive field review of a selected set of relevant maturity models. Specifically, the DGMMF is a synthesis of 1) Gartner's Digital Government Maturity Model, 2) McKinsey's Digital by Default Model, 3) UN METER 2, 4) CTG's Capability Framework, 5) a set of literature reviews synthesizing 26 maturity models developed in the last 20 years, and 6) a review of current and best practices.

Table 2. Three main pillars and Nine Dimensions	
Dimension	Definition
Pillar1: (Leadership and Policies)	
Leadership	Leaders are the stewards of digital transformation efforts. They must engage, motivate, build commitment, and mobilize resources for the successful implementation of a digital strategy. Leaders must also craft the plans to achieve the organizational goals, as well as its communication to stakeholders and monitoring it's the progress.

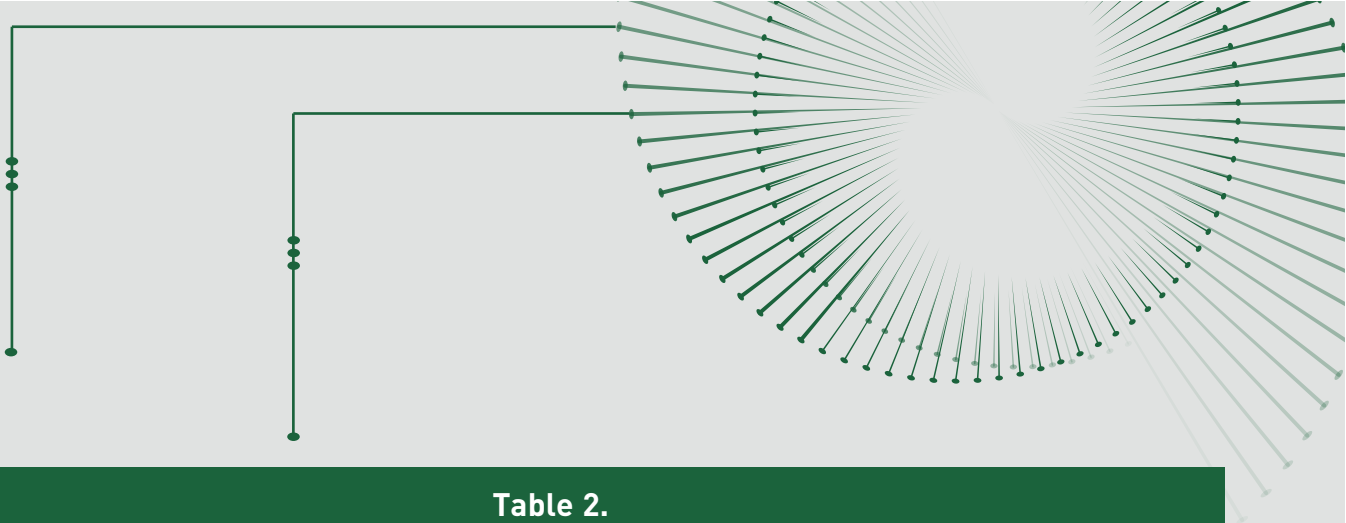


Table 2.
Three Main Pillars and Nine Dimensions

Dimension	Definition
Pillar1: (Leadership and Policies)	
Strategy	Strategic plans help to execute the transformation agenda. A digital transformation strategy contains the actions to be taken to pursue the digital transformation goals.
Governance	The organizational capacity, decision-making rules and managerial actions developed to overcome potential barriers in implementing the digital strategy across agencies and departments. Good governance must be aligned with strategic goals, as well as legal frameworks.
Legal	The legislation, administrative regulations, guidelines and standards that a department or agency must comply with in transforming digital services.
Pillar2: (Technological Accelerator)	
Technology	The technologies that directly and indirectly contribute to the delivery of programs and services through digital platforms.
Cybersecurity	Cybersecurity is increasingly important for digital government. With more services being made available online, there is a need to increase security mechanisms to ensure protection to sensitive information, including private citizen information.
Specific Technologies and New Trends	Emergent technologies and new trends bring promising opportunities for governments to transform their digital services and leapfrog in terms of citizen satisfaction.

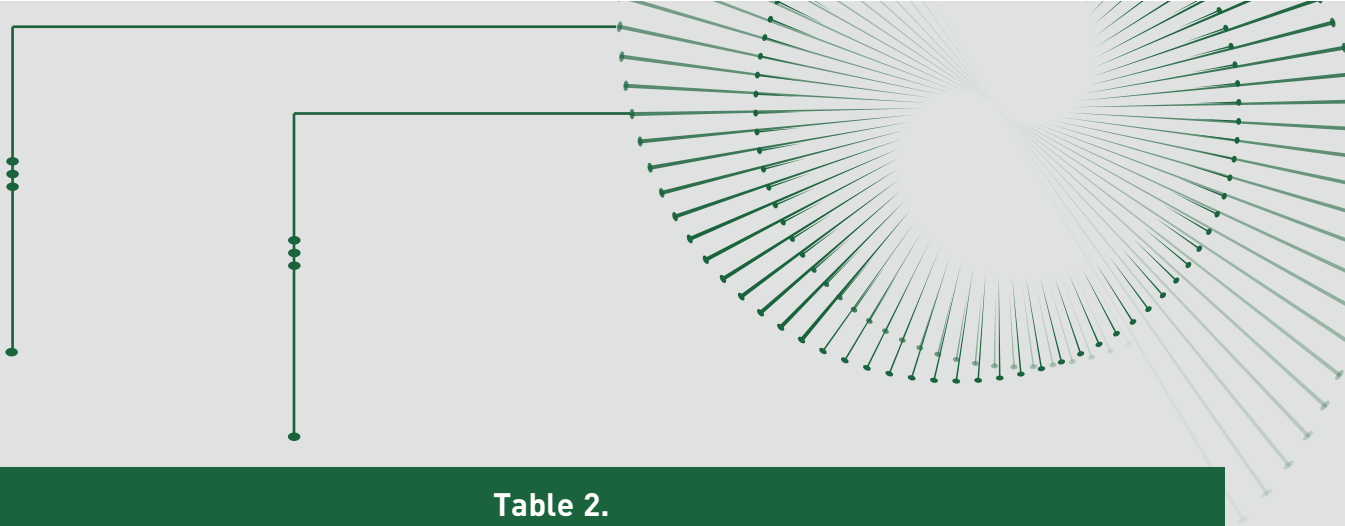


Table 2.
Three Main Pillars and Nine Dimensions

Dimension	Definition
Pillar 3: Organizations and Data	
Ministry/Authority Specific	These are items specific to each Ministry/Authority and they reflect some primary functions as well as the most important information and services provided digitally.
API Ecosystem Management	Technical, organizational, and legal elements of an ecosystem related to the organization's digital services and assets through application programming interfaces (APIs).

Each enabler, or dimension of the DGMMF, except Cybersecurity and API Ecosystem Management, has sub-dimensions that focus on specific actions that could be taken to increase maturity for each of the dimensions. Each sub-dimension has a set of statements or items that are used in the rating process. Table 3 lists the dimensions and sub-dimensions, as well as the number of items per sub-dimension. The total number of items in the DGMMF is 527. However, it is important to emphasize that only the items relevant to each ministry or Authority will be used from the pool of Ministry/Authority specific items, which is average 15 items and therefore the number of items applicable to a specific ministry or authority is 194 (see Table A).

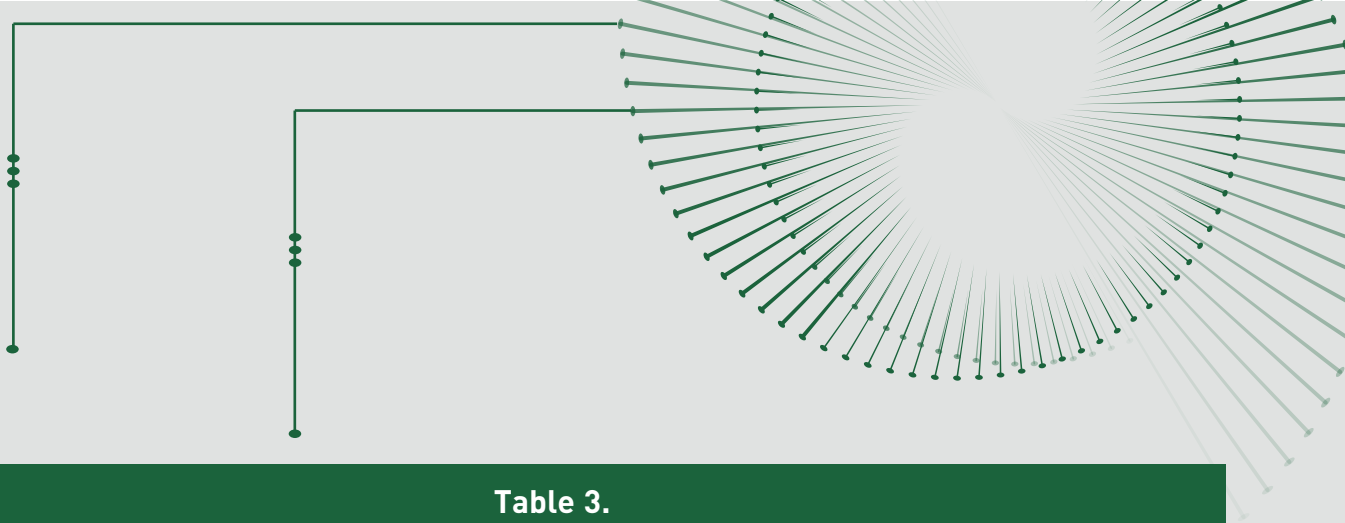


Table 3.
Dimensions, Sub-dimensions and Number of Items in the
Digital Government Maturity Model Framework

Dimension	Sub-dimension	# of Items
Pillar1: (Leadership and Policies)		
Leadership	Vision	9
	Policy	6
	Data	6
Strategy	General	24
	Integration and Interoperability	19
	Data	8
Governance	General	10
	Citizens & Business	16
	Partnership	9
	Data	6
	Organization	11
Legal	Laws and Regulations	10
	Policies and Procedures	26
	Data	8
	Procurement	10

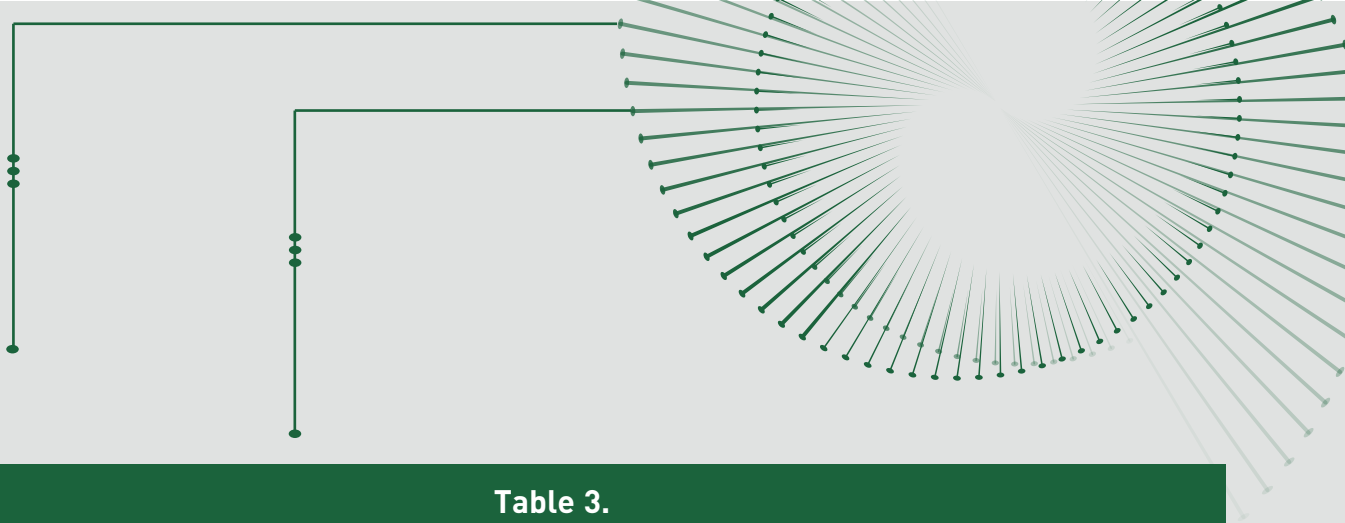


Table 3.
Dimensions, Sub-dimensions and Number of Items in the
Digital Government Maturity Model Framework

Dimension	Sub-dimension	# of Items
Pillar2: (Technological Accelerator)		
Technology	General	10
	Citizens & Business	16
	Public Servants	9
	Training	6
Cybersecurity	Cybersecurity	43
Specific Technologies and New Trends	Specific Technologies - Implemented/Current Projects	20
	Specific Technologies – Exploring	11
	Work from Home/ Telework	36
	Online Education & Workforce Development	35

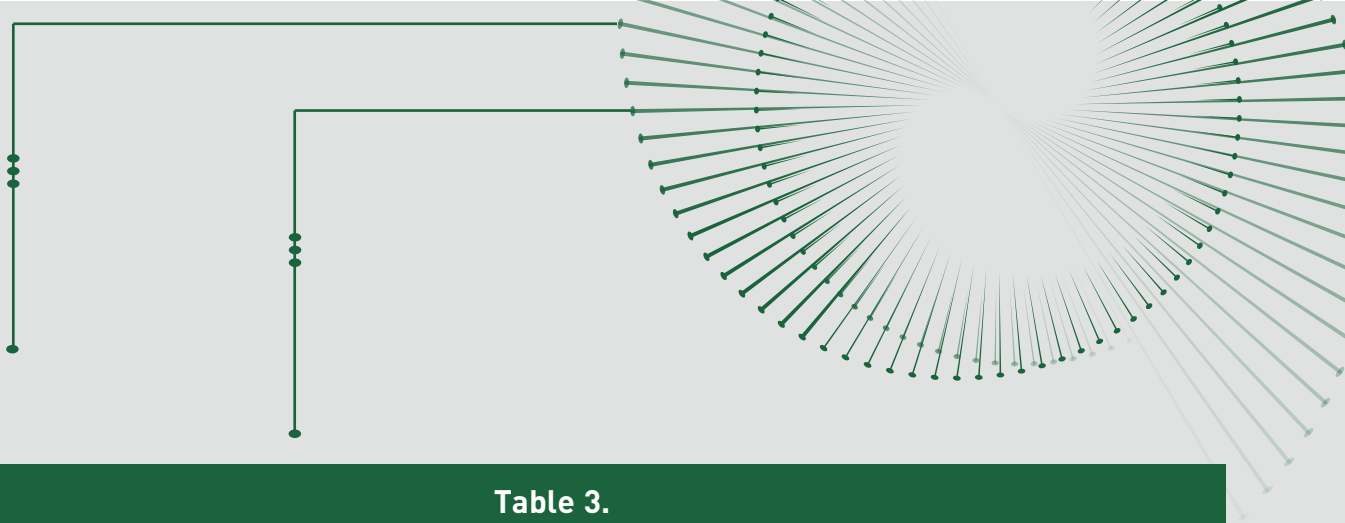


Table 3.
Dimensions, Sub-dimensions and Number of Items in the
Digital Government Maturity Model Framework

Dimension	Sub-dimension	# of Items
-----------	---------------	------------

Pillar 3: Organizations and Data

Ministry/Authority Specific	Ministry of Health (MOHAP)	14
	Ministry of Energy & Infrastructure (MOEI)	15
	UAE Space Agency	14
	Ministry of Education (MOE)	15
	Central Bank	15
	Ministry of Economy (MOE)	16
	The Telecommunications Regulatory Authority (TRA)	15
	Ministry Of Climate Change and environment (MOCCAEE)	15
	Ministry of Human Resources and Emiratization (MOHRE)	15
	Ministry Of Interior (MOI)	15
	Ministry of Finance (MOF)	15
	Ministry of Finance (MOF) Ministry of Community Development (MOCD)	15
	Federal Competitiveness and Statistics Authority (FCSA)	15



Table 3.
Dimensions, Sub-dimensions and Number of Items in the
Digital Government Maturity Model Framework

Dimension	Sub-dimension	# of Items
Pillar 3: Organizations and Data		
API Ecosystem Management	Leadership	12
	Strategy	24
	Governance	17
	Legal	6
	Technology	11

Each of the 660 items of the DGMMF appears as shown in Figure 1. On the left-hand side, there is an identifying code for every item. For instance, LEA01 stands for the first item in the Dimension Leadership. The column in the middle presents the item statement. As will be detailed in the User's Guide for the DGMMF, the assessment process consists of considering the statements and deciding the extent to which respondents agree or disagree that the statement represents the situation in their Ministry/Authority. The right-hand column presents the scoring scale (5-point scale).

LEA01	The leadership in charge of enforcing the implementation of digital strategy in our UAE Ministry/Authority has at least two profiles. One senior official with management expertise and operational responsibilities and other with technology expertise and digital responsibilities.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
--------------	--	--

Figure 1. Example of DGMMF Item



Digital Government Maturity Model Framework

Overview of Dimensions and Sub-Dimensions

The following tables present the nine dimensions of the Digital Government Maturity Model Framework (DGMMF). Tables 1-9 present the items included in each dimension and sub-dimension. Table A presents a summary of all the dimensions and sub-dimensions as well as the number of items in each sub-dimension and the percentage of the maturity model represented by each of the nine dimensions.

Table A.
Digital Government Maturity Model Framework

MM Pillar1: (Leadership and Policies 35%)

Dimension 1. Leadership		Weight
Sub-dimensions	Number of Questions	5%
Vision	10	
Policy	5	
Data	6	
Sub-total: 21		

Dimension 2. Strategy		
Sub-dimensions	Number of Questions	10%
General	24	
Integration and Interoperability	19	
Data	8	
Sub-total: 51		

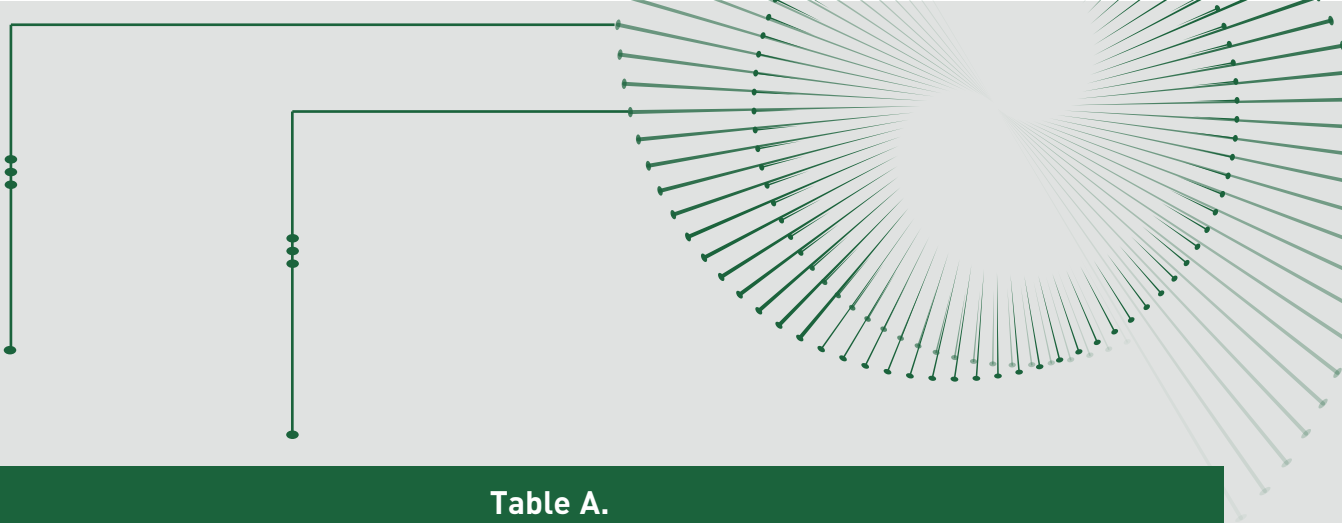


Table A.
Digital Government Maturity Model Framework

MM Pillar1: (Leadership and Policies 35%)

Dimension 3. Governance		Weight
Sub-dimensions	Number of Questions	10%
General	10	
With Citizens & Business	16	
Partnership	9	
Data	6	
Organization	11	
Sub-total: 52		
Dimension 4. Legal		
Sub-dimensions	Number of Questions	10%
Laws and Regulation	10	
Policies and Procedures	26	
Data	8	
Procurement	10	
	Sub-total: 54	

(MM Pillar 2: Technological Accelerator 45%)

Dimension 1. Technology

Sub-dimensions	Number of Questions	10%
General	10	
Use by Citizens & Business	16	
Use by Public Servants	9	
Training	6	
	Sub-total: 30	

Dimension 2. Cybersecurity

Cybersecurity	43	10%
	Sub-total: 43	

Dimension 3. Specific Technologies and New Trends

Sub-dimensions	Number of questions	25%
Specific Technologies – Implemented/Current Projects	20	
Specific Technologies – Exploring	11	
Work from Home/Telework	36	
Online Education & Workforce Development	35	
	Sub-total: 102	

MM Pillar 3: Organizations and Data 20%

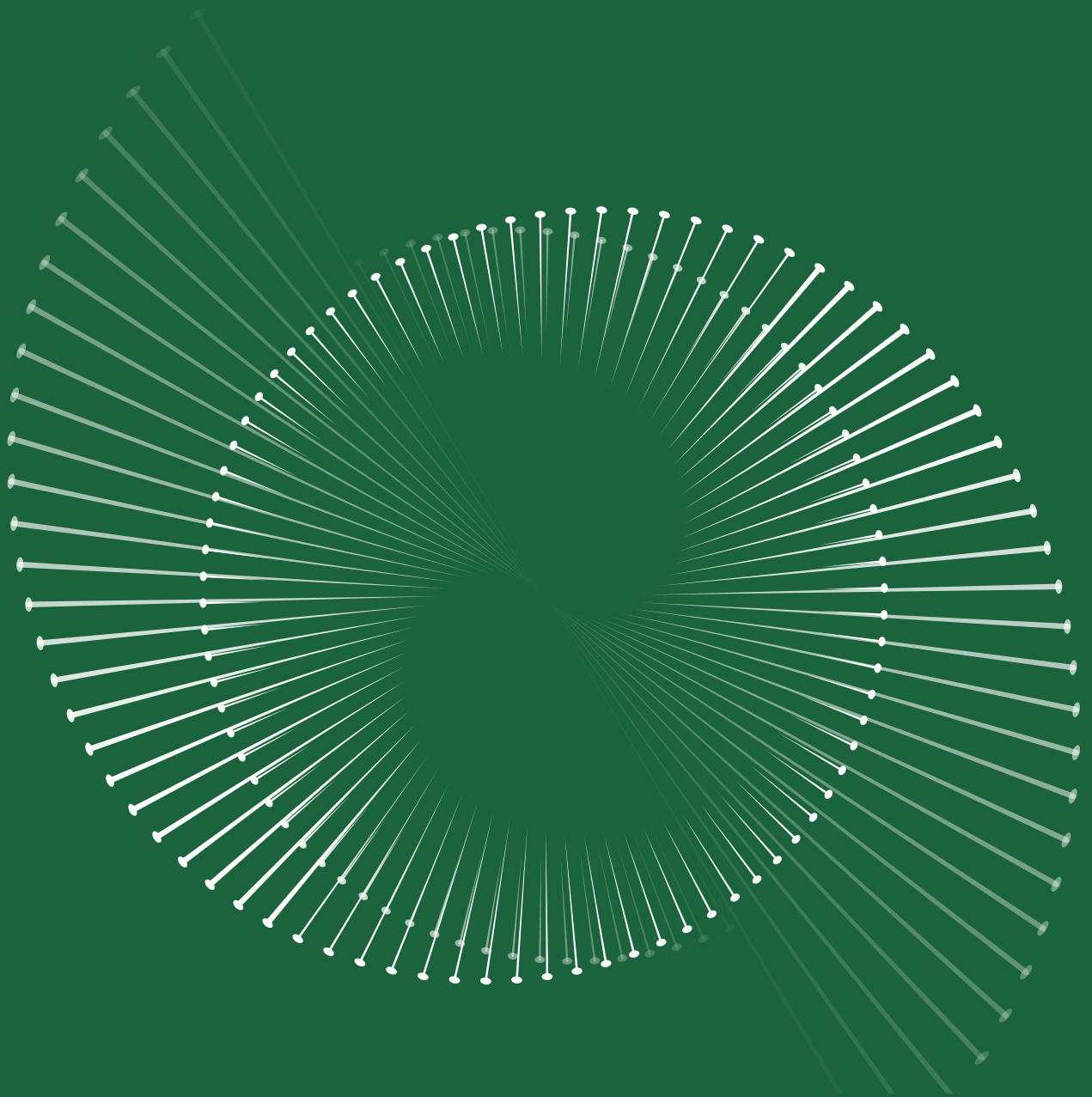
Dimension 1. Ministry/Authority Specific

Sub-dimensions	Number of Questions	10%
15 Federal Entities	*Average = 15	
	197	

Dimension 2. API Ecosystem

Sub-dimensions	Number of Questions	10%
Leadership	12	
Strategy	24	
Governance	17	
Legal	6	
Technology	11	
	Sub-total: 70	
Total	438	100%

Pillar 1: Leadership & Policies



Dimension 1. Leadership

Sub-Dimension 1 . Vision

LEA01	The leadership in charge of enforcing the implementation of the digital strategy in our UAE Ministry/Authority has at least two profiles. One senior official with management expertise and operational responsibilities and one with technology expertise and digital responsibilities.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA02	Senior management from different organizational units in our UAE Ministry/Authority has been engaged in the planning and implementation of the digital strategy by taking responsibility on decisions, maintaining frequent communication over the implementation and monitoring the progress of the strategy in their departments or agencies.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA03	Senior management from different organizational units in our UAE Ministry/Authority are regularly informed and updated about how digital technologies may bring opportunities in transforming the working environment and improving citizen satisfaction.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA04	Senior management in our UAE Ministry/Authority has a clear vision of the role of digital government in carrying out our functions and providing services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA05	Senior management in our UAE Ministry/Authority has a long-term view of digital transformation.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA06	Our UAE Ministry/Authority has an official formally assigned role of Chief Information Officer.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree



Dimension 1. Leadership

Sub-Dimension 1 . Vision

LEA07	Senior management in our UAE Ministry/Authority are creating the environment necessary to build interoperable systems.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA08	Our political leaders are supportive of investments in digital government priorities of our UAE Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA09	Political commitment to digital government activities is likely to be continuous and long term in our UAE Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA10	Senior management in our UAE Ministry/Authority has a clear vision of the role of emergent technologies (4th Industrial Revolution) in our functions and services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree



Sub-Dimension- 2 : Policy

LEA11	In our UAE Ministry/Authority, we are capable of establishing an enabling environment of innovation and modernization.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA12	Digital government champions are recognized and supported by the leadership of our UAE Ministry/ Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA13	Our UAE Ministry/Authority regularly allocates resources to follow recommended systems management practices on all our systems.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA14	Our UAE Ministry/Authority has effectively implemented a range of standards to support information management.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA15	Our UAE Ministry/Authority has effectively implemented policies that support the use of emergent technologies (4th Industrial Revolution) in our functions and services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree



Sub-Dimension-3 : Data

LEA16	Our UAE Ministry/Authority regularly allocates resources to building data management capabilities through formal training programs.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA17	Our UAE Ministry/Authority has allocated resources for executive and management positions in data management including a Chief Data Officer.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA18	Our UAE Ministry/Authority has allocated resources for executive and management positions in systems management including a Chief Information Officer.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA19	Our UAE Ministry/Authority regularly allocates resources for positions that enhances our evidence-based policy making capability including Data Scientists and Data Managers.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA20	Our UAE Ministry/Authority regularly allocates resources to build data analytics capabilities through formal training programs.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEA21	Our UAE Ministry/Authority regularly allocates resources to recruit Data Champions. These are data scientists with leadership and project management skills besides cutting-edge training in data science.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. Strategy

Sub-Dimension – 1: General

STR01	Our UAE Ministry/Authority's strategy prioritizes the digitization of services with the highest volume of constituents' requests or the most labor intensive.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR02	Our UAE Ministry/Authority has allocated resources to provide workers with new skills aligned with our digital strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR03	Our UAE Ministry/Authority has allocated ongoing resources to ensure our systems are secure.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR04	Policy makers are aware of the benefits of digital government when used by our UAE Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR05	Civil servants in our UAE Ministry/Authority are aware of the benefits of digital government.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR06	Our UAE Ministry/Authority has allocated ongoing resources to protecting the privacy of citizens.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. Strategy

Sub-Dimension – 1: General

STR07	Our UAE Ministry/Authority's communication strategy to promote citizen awareness, interest and trust in digital government is effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR08	Our UAE Ministry/Authority's Digital Government policies meet all international standards for delivering online services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR09	Our UAE Ministry/Authority has a business continuity plan for digital government services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR10	Our UAE Ministry/Authority has an e-participation strategy in place.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR11	Our UAE Ministry/Authority has a replacement policy for ICT (Information and Communication Technology) equipment.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR12	Our UAE Ministry/Authority has a clearly defined and effective knowledge management strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree



Dimension 2. Strategy

Sub-Dimension – 1: General

STR13	Digital government is an important part of our UAE Ministry/Authority's development strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR14	Our UAE Ministry/Authority's digital government strategy is aligned with the UAE's overall public-sector reform programme.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR15	Our UAE Ministry/Authority regularly reviews and refines our digital government strategy to ensure we are delivering the expected benefits.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR16	The action plan for the implementation of our UAE Ministry/Authority's digital government strategy is effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR17	Our UAE Ministry/Authority follows recommended systems management practices on all our information systems.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR18	Our UAE Ministry/Authority has allocated ongoing resources to implementing our business continuity plan.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. Strategy

Sub-Dimension – 1: General

STR19	Our UAE Ministry/Authority's digital strategy encourages departments and units to launch communication campaigns to increase citizen's awareness and use of e-services and e-participation platforms.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR20	Our UAE Ministry/Authority's digital strategy includes the development and delivery of more e-services based on constituents' requests and feedback.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR21	Our UAE Ministry/Authority's Digital Government Strategy is fully aligned with the UAE's National Artificial Intelligence Strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR22	Our UAE Ministry/Authority's Digital Government Strategy is fully aligned with the UAE's National Open Government Data Strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR23	Our UAE Ministry/Authority's Digital Government Strategy is fully aligned with the UAE's National Blockchain Strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR24	Our UAE Ministry/Authority has a clearly defined strategy for the use of emergent technologies (Fourth Industrial Revolution) in our functions and services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. Strategy

Sub-Dimension- 2: Integration and Interoperability

STR25	Our UAE Ministry/Authority's system for access or use of our e-services has been integrated with UAE Pass.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR26	Our UAE Ministry/Authority is committed to implementing the UAE's National Customer Relationship Management Strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR27	Our UAE Ministry/Authority is committed to implementing the UAE's National "Ask Once Only" policy or is fully aligned with national shared services such as GSB data vault.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR28	Our UAE Ministry/Authority is committed to implementing the "BASHR - Start a business nation-wide in 15 minutes" policy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR29	Our UAE Ministry/Authority's portal has a high level of integration with the e-participation portal Sharik.ae.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR30	Overall, our UAE Ministry/Authority's leaders are aware of the value of interoperable systems.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. Strategy

Sub-Dimension- 2: Integration and Interoperability

STR31	All of our UAE Ministry/Authority's services are digitized.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR32	Our UAE Ministry/Authority's Digital Government Strategy encourages departments and units within the Ministry/Authority to use e-services and e-participation platforms.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR33	All of our UAE Ministry/Authority's e-services have an integrated online experience, in a way that users do not need to visit a government office or place a phone call to enjoy the government service.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR34	Our UAE Ministry/Authority is investing in the integration of information systems across the boundaries of departments and other organizational units.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR35	Our UAE Ministry/Authority is fully compliant with the requirements of the UAE's national one-stop shop for citizens (One app one portal).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR36	Our UAE Ministry/Authority is fully compliant with the requirements of the UAE's national one-stop shop for businesses (One app one portal).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. Strategy

Sub-Dimension- 2: Integration and Interoperability

STR37	Our UAE Ministry/Authority has allocated ongoing resources to providing Web-based services for use by citizens who interact with our Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR38	Our UAE Ministry/Authority has allocated ongoing resources to providing web-based services for use by businesses who interact with our Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR39	Our UAE Ministry/Authority has allocated ongoing resources to providing Web-based services for use by government offices who interact with our Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR40	Our UAE Ministry/Authority has allocated ongoing resources to ensure its government websites are user-friendly.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR41	The incentives that our UAE Ministry/Authority has provided to citizens to increase their use of digital government services are effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR42	Our UAE Ministry/ Authority has allocated ongoing resources to provide online interaction tools to support interactions between government, businesses and citizens.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. Strategy

Sub-Dimension- 2: Integration and Interoperability

STR43	Our UAE Ministry/Authority has allocated ongoing resources to ensure that services are available on mobile platforms.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
-------	---	--

Sub-Dimension- 3: Data

STR44	Our UAE Ministry/Authority has an open data strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR45	Our UAE Ministry/Authority has a policy for publishing government open data.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR46	Government data in our UAE Ministry/Authority is being used to enhance current e-services or to build new e-services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR47	Data (either from government or non-government sources) is being used by our UAE Ministry/Authority to produce proactive and personalized services to citizens. Examples would be: individualized tax advice based on data from taxpayer's individual situation, digital reminders about upcoming health check-ups, or emergency management systems based on environmental monitoring.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. Strategy

Sub-Dimension- 3: Data

STR48	Our UAE Ministry/ Authority has committed resources to building information systems that improve the availability and quality of information for identified areas or issues.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR49	Our UAE Ministry/Authority has committed ongoing resources to identifying data quality issues in the data it produces or uses.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR50	More data is being used to build new solutions/aspects related to e-services on a data-driven approach by our UAE Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
STR51	Our UAE Ministry/Authority has a strategy to use emergent technologies (Fourth Industrial Revolution) to foresee future issues and potential solutions.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Governance

Sub-Dimension-1: General

GOV01	Our UAE Ministry/Authority has fully approved the budget necessary to implement our digital government strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV02	Systems considered for future purchase in our UAE Ministry/Authority will support the integration of data across the boundaries of government entities.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Governance

Sub-Dimension-1: General

GOV03	Our UAE Ministry/Authority has established effective horizontal coordination and integration of processes and systems.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV04	Our UAE Ministry/Authority has established effective vertical coordination and integration of processes and systems.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV05	Our UAE Ministry/Authority regularly collects online feedback from citizens about government processes and decisions to inform decision-making.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV06	Standards development bodies work effectively with the digital government leadership in our UAE Ministry/ Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV07	Our UAE Ministry/Authority has effectively implemented a range of standards to support data management.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV08	Our UAE Ministry/Authority has effectively implemented a range of standards to support hardware management.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Governance

Sub-Dimension-1: General

GOV09	Our UAE Ministry/Authority has effectively implemented a range of standards to support technology decision-making.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV10	A single department or unit is in charge of ensuring that the digital strategy is being implemented by all departments and units of our UAE Ministry/Authority, and that they have the resources necessary to implement it.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Sub-Dimension -2: Citizen & Business

GOV11	The external views of a broader community (e.g. partners, citizens, or suppliers) are considered as insights for platform design of the main website portal of our UAE Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV12	Open data in our UAE Ministry/Authority is being used by non-governmental organizations to help solve public problems.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV13	Online feedback on services is taken into account in decision-making by our UAE Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV14	Citizens were involved in the development of our UAE Ministry/Authority digital government strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Governance

Sub-Dimension -2: Citizen & Business

GOV15	Our UAE Ministry/Authority regularly seeks feed-back on services from citizens.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV16	Our UAE Ministry/Authority regularly uses feed-back on services from citizens.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV17	Our UAE Ministry/Authority regularly seeks feed-back from businesses.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV18	Our UAE Ministry/Authority regularly uses feed-back from businesses.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV19	Our UAE Ministry/Authority have expanded our Public Private Partnership (PPP) to include People (PPPP).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV20	Our UAE Ministry/Authority effectively uses social media as an outreach tool to citizens.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Governance

Sub-Dimension -2: Citizen & Business

GOV21	Our UAE Ministry/Authority effectively uses social media as an outreach tool to businesses.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV22	Our UAE Ministry/Authority proactively notifies citizens when their licenses, permits, and other important documents are about to expire.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV23	Our UAE Ministry/Authority proactively renews licenses, permits, and other important documents for citizens before they expire.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV24	Our UAE Ministry/Authority proactively notifies businesses when their licenses, permits, and other important documents are about to expire.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV25	Our UAE Ministry/Authority proactively renews licenses, permits, and other important doc.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV26	Our UAE Ministry/Authority uses the Sharik.ae platform to obtain feedback from the public.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree



Dimension 3. Governance

Sub-Dimension 3: Partnership

GOV27	Our UAE Ministry/Authority has a partnership strategy in place.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV28	Our UAE Ministry/Authority is collaborating with the civil society in our digital government development effort.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV29	The public-private partnerships our UAE Ministry/Authority is employing for digital government projects are effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV30	Our UAE Ministry/Authority is effectively collaborating with the private sector in our digital government development efforts.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV31	Our UAE Ministry/Authority has formally established and uses an enterprise wide IT governance structure.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV32	Our UAE Ministry/Authority has been an active participant in the development of cooperation frameworks.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Governance

Sub-Dimension 3: Partnership

GOV33	The digital government and ICT strategies in our UAE Ministry/Authority is in line with our cooperation frameworks.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV34	Our UAE Ministry/Authority regularly works with the private sector in order to improve government services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV35	Our UAE Ministry/Authority regularly works with the private sector for the implementation of emergent technologies (Fourth Industrial Revolution) in our UAE Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Sub-Dimension 4: Data

GOV36	The statistics available on our UAE Ministry/Authority's websites are reliable.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV37	The information available on websites of our UAE Ministry/Authority is accurate and timely.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV38	Our UAE Ministry/Authority regularly assesses whether the information available on our websites is useful to businesses.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Governance

Sub-Dimension 4: Data

GOV39	Our UAE Ministry/Authority regularly assesses whether the information available on our websites is useful to citizens.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV40	Our UAE Ministry/Authority maintains accurate data inventories for all digital information.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV41	Our UAE Ministry/Authority follows standard policies for data acquisition, management and access.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Sub-Dimension 5: Organization

GOV42	Our UAE Ministry/Authority has the capabilities to leverage data coming from emergent technologies (4th Industrial Revolution), including adequate	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV43	Our UAE Ministry/Authority has allocated resources to bring or develop specialized technical human resources on emergent technologies (e.g. data scientists, AI programmers, 5G network specialists).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV44	Our UAE Ministry/Authority has allocated resources to bring or develop, skilled professionals necessary to plan and execute the digital strategy from the user/adoption perspective. For example, user-interface designers, software engineers, supply management, management and business development experts.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Governance

Sub-Dimension 5: Organization

GOV45	Our UAE Ministry/Authority has developed a plan to build and sustain organizational capabilities related to the use of emerging technologies (Fourth Industrial Revolution).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV46	Our UAE Ministry/Authority's ICT personnel has the skills necessary to effectively evaluate vendor proposals.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV47	Our UAE Ministry/Authority's personnel has the skills necessary to effectively monitor and evaluate our e-services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV48	Our UAE Ministry/Authority has ICT support personnel to adequately meet the needs of users.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV49	The level of funding of our digital government priorities is sufficient in our UAE Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV50	Our UAE Ministry/Authority's annual budget allocated to ICT development is sufficient to meet our digital government priorities.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree



Dimension 3. Governance

Sub-Dimension 5: Organization

GOV51	Our UAE Ministry/Authority has established standards development, implementation and review entities as appropriate.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
GOV52	Our UAE Ministry/Authority regularly reviews our ICT standards.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 4. Legal

Sub-Dimension1: Laws and Regulations

LEG01	The open data portal of our UAE Ministry/Authority meets privacy regulations that increase the security of the data published.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG02	The laws and regulations in place for the provision and use of ICT or digital government services of our UAE Ministry/Authority are effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG03	Legislation regulating e-commerce applications of our UAE Ministry/Authority is effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 4. Legal

Sub-Dimension1: Laws and Regulations

LEG04	Our UAE Ministry/Authority's ICT and digital government regulations are aligned with regional or international trends.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG05	The regulations to administer public-private partnerships of digital government projects in our UAE Ministry/ Authority are effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG06	There are laws and regulations allowing electronic filing in government units within our UAE Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG07	The laws and regulations in place for the recognition and use of digital signature in our UAE Ministry/Authority are effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG08	The legislation regulating online intellectual property right protection for our UAE Ministry/Authority is sufficient to meet international standards.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG09	The legislation for cyber-crime monitoring and prevention, privacy protection and for the safeguard of personal information in our UAE Ministry/Authority is effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 4. Legal

Sub-Dimension1: Laws and Regulations

LEG10	The regulation for the recognition of the legal status of the online publication of government information in our UAE Ministry/Authority is effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
-------	--	--

Sub-Dimension 2: Policies and Procurement

LEG11	Our UAE Ministry/Authority's management framework for security and control is effective in securing information and technology resources.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG12	Our UAE Ministry/Authority has implemented internationally recognized digital preservation standards.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG13	Our UAE Ministry/Authority has policies and procedures in place to ensure the long-term preservation of information of cultural and historic value held by its government units.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG14	Our UAE Ministry/Authority has implemented security policies to ensure against unauthorized access to systems.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG15	Our UAE Ministry/Authority's security policies include provisions to protect against unauthorized access to data.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 4. Legal

Sub-Dimension 2: Policies and Procurement

LEG16	Our UAE Ministry/Authority has implemented policies to protect the privacy of citizens including specific controls and procedures to handle private information.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG17	Our UAE Ministry/Authority has developed policies and procedures that include online identity authentication in the collection of personal data.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG18	Our UAE Ministry/Authority enforces the use of the policies and procedures related to online identity authentication in the collection of personal data.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG19	Our UAE Ministry/Authority has policies and procedures in place to ensure regular updates to information made available to citizens on its government websites.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG20	Our UAE Ministry/Authority has policies and procedures in place to ensure regular updates to information made available to businesses on its government websites.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG21	Our UAE Ministry/Authority has policies and procedures in place to ensure regular updates to information made available to civil servants on its government websites.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 4. Legal

Sub-Dimension 2: Policies and Procurement

LEG22	Our UAE Ministry/Authority has electronic records management policies in place.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG23	Our UAE Ministry/Authority's policies regulating sharing and dissemination of public information are adequate to ensure the protection of citizen's identity and to enable effective government services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG24	Our UAE Ministry/Authority's open data policy establishes that government data is open for external consumption. Companies, universities, or citizens can use and analyse this data for their own benefit.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG25	Our UAE Ministry/Authority has accessibility standards to guide website design and development in line with the W3C requirements and recommendations.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG26	Our UAE Ministry/Authority has established effective digital government standards and protocols.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG27	Our UAE Ministry/Authority has developed IT standards specifically for people of determination.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 4. Legal

Sub-Dimension 2: Policies and Procurement

LEG28	Our UAE Ministry/Authority regularly reviews our ICT standards.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG29	Our UAE Ministry/Authority has developed policies on integrating the SDGs into the national digital government strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG30	Our UAE Ministry/Authority has developed policies or guidelines on digital identity.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG31	Our UAE Ministry/Authority has developed policies or guidelines on the use of digital signatures.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG32	Our UAE Ministry/Authority has developed policies or guidelines on digital publishing.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG33	Our UAE Ministry/Authority has developed policies or guidelines on data interoperability.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 4. Legal

Sub-Dimension 2: Policies and Procurement

LEG34	Our UAE Ministry/Authority has developed policies or guidelines on the use of social media.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG35	Our UAE Ministry /Authority's digital government policies do not create barriers to effective online services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG36	Our UAE Ministry/Authority has developed policies on open government data.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Sub Dimension 3: Data

LEG37	Our UAE Ministry/Authority has fully adopted the UAE National Data Sharing and Publishing Policy with respect to shared government data and open government data.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG38	Our Ministry/Authority is fully committed to the UAE's National Data Classification Standard.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG39	Our Ministry/Authority is fully committed to the UAE's National Data Exchange Standard.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 4. Legal

Sub Dimension 3: Data

LEG40	Our Ministry/Authority is fully committed to the UAE's National Quality Standard.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG41	Our Ministry/Authority is fully committed to the UAE's National Economic Registries (e.g. geographical data, real-estate records, addresses, company information, basic citizen profiles, and infrastructure logs).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG42	Systems in use in our UAE Ministry/Authority's organizational units support the integration and sharing of data across the boundaries of government entities.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG43	Our UAE Ministry/Authority regularly uses geospatial data (GIS).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG44	Our UAE Ministry/Authority regularly uses algorithms to identify patterns and trends in our data.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 4. Legal

Sub-Dimension 4: Procurement

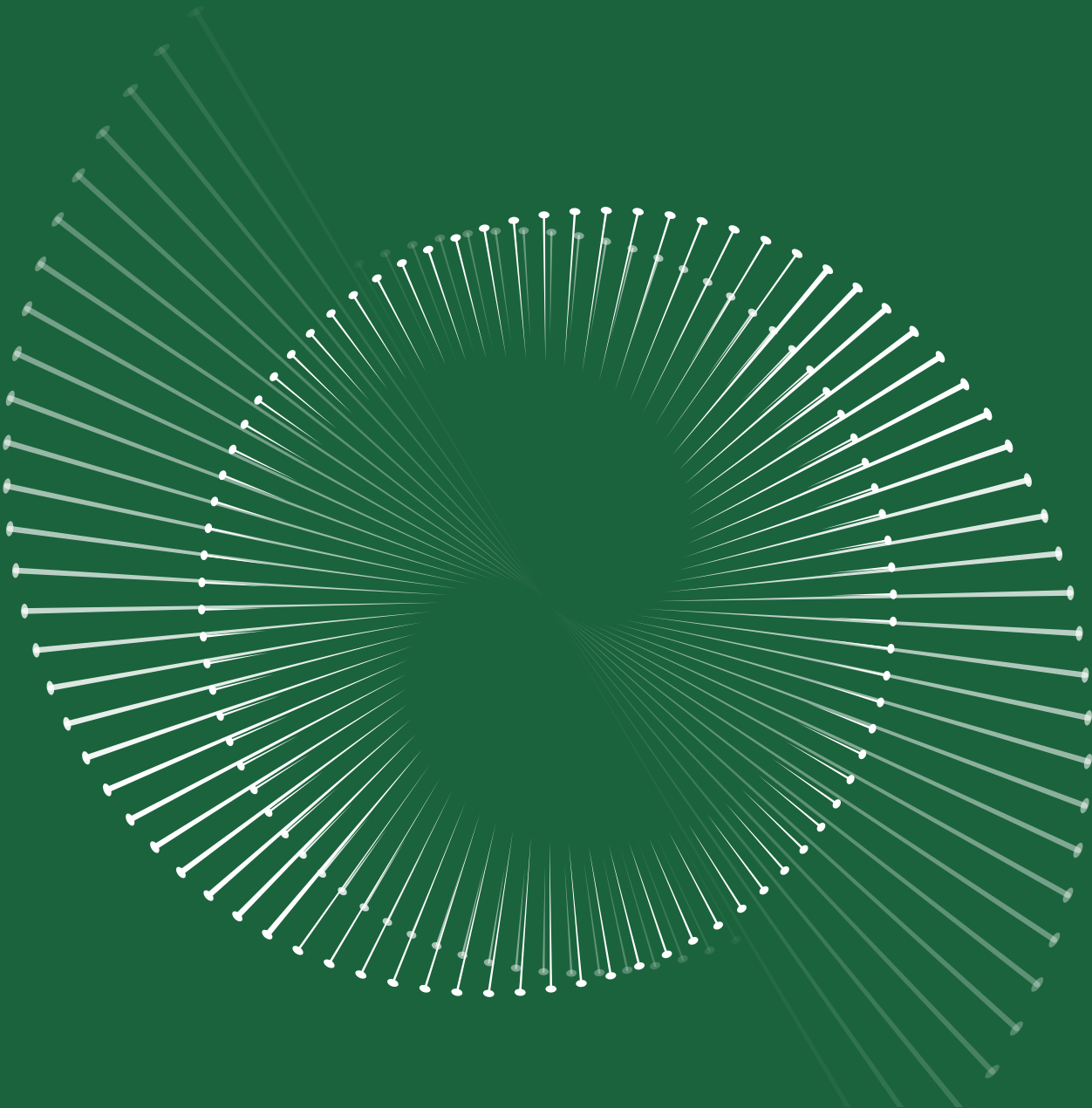
LEG45	Our UAE Ministry/Authority has developed a strategy for maximizing value of ICT investments.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG46	Our UAE Ministry/Authority procurement processes for selecting ICT vendors are effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG47	The process for procurement of ICT tools and equipment in our UAE Ministry/Authority is effective	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG48	Access to external technical support in our UAE Ministry/Authority is effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG49	Our UAE Ministry/Authority developed standards to guide procurement decisions for computer hardware.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 4. Legal

Sub-Dimension 4: Procurement

LEG50	Our UAE Ministry/Authority developed standards to guide procurement decisions for software.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG51	Our UAE Ministry/Authority developed standards to guide procurement decisions for networks.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG52	Vendors find our UAE Ministry/Authority's e-procurement system easy to use.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG53	Our UAE Ministry/Authority's e-procurement system is completely transparent.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
LEG54	Our UAE Ministry/Authority has a clear outsourcing policy for our ICT support to the private sector.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Pillar2: (Technological Accelerator)



Dimension 1. Technology

Sub-Dimension 1:General

TEC01	Desktop computers or laptops are available in our UAE Ministry/Authority offices for use by government personnel.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC02	Hardware peripherals are available in our UAE Ministry/ Authority offices for use by government personnel.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC03	The portal architecture facilitates integration of services across government units in our UAE Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC04	Local Area Networks (LANs) in our UAE Ministry/ Authority's offices are reliable.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC05	Wide Area Networks (WANs) accessible from our UAE Ministry/Authority's offices are reliable.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC06	Our UAE Ministry/Authority has effectively implemented a range of software solutions for information management.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Technology

Sub-Dimension 1:General

TEC07	Government website content and/or services can be accessed through third-party intermediaries (e.g. citizen-developed dashboards or third-party mobile apps).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC08	Our UAE Ministry/Authority has developed policies on Digital by Default.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC09	Our UAE Ministry/Authority has developed policies on Digital First.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC10	Our UAE Ministry/Authority has an enterprise architecture in place to guide integrated ICT investment decision-making.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Sub-Dimension 2 : Citizens & Business

TEC11	Our UAE Ministry/Authority's portal architecture focuses on the user's perspective and improving user experience.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC12	Most of our UAE Ministry/Authority e-services have been adapted to provide mobile access (e.g. mobile apps or mobile platforms).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Technology

Sub-Dimension 2 : Citizens & Business

TEC13	Our UAE Ministry/Authority's on-going programmes to deal with users digital divide issues are effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC14	Our UAE Ministry/Authority's government contents or services can be accessed through third-party intermediaries (e.g. citizen-developed dashboards or third-party mobile apps).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC15	Our UAE Ministry/Authority has a strategy that include multiple channels to deliver services to citizens and businesses.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC16	All of our UAE Ministry/Authority's e-services represent an integrated online experience, in a way that users do not need to visit a government office or place a phone call to fully complete a government service.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC17	The approach for delivering e-services in our UAE Ministry/Authority does not require citizens or businesses to use multiple channels. That is, they can fully complete a service from beginning to end using a single channel.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC18	Our UAE Ministry/Authority's tools to measure client satisfaction with e-services are effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Technology

Sub-Dimension 3: Public Servants

TEC19	Our UAE Ministry/Authority's departments are connected to our government services bus (GSB).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC20	Our UAE Ministry/Authority has an internal email directory of the email addresses of all government officials that is easily accessible and is used by government officials in our UAE Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC21	Policy makers in our UAE Ministry/Authority are regular users of ICT communication tools.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC22	Policy makers in our UAE Ministry/Authority are regular users of ICT applications for word processing and data analysis.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC23	Civil servants in our UAE Ministry/Authority are regular users of ICT applications for word processing and data analysis.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC24	Civil servants in our UAE Ministry/Authority effectively use ICT communication tools.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Technology

Sub-Dimension 4: Training

TEC25	Initiatives in our UAE Ministry/Authority for ICT online learning are effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC26	Government provides adequate financial support for ICT training for civil servants who work on our UAE Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC27	Government ICT training programmes for our UAE Ministry/Authority staff are effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC28	Our UAE Ministry/Authority has developed an ICT comprehensive training plan for its staff and has effectively deployed it.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC29	Government employees in our UAE Ministry/Authority have adequate opportunities for ICT training, including emergent technologies.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TEC30	The ICT training strategy of our UAE Ministry/Authority is effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. Cybersecurity

Sub-Dimension 1. Cybersecurity

CYB01	Our UAE Ministry/Authority has an Information Security Manager and an Information Security Committee in place.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB02	The Information Security Manager in our UAE Ministry/Authority has a clear vision about cybersecurity for all the units in our UAE Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB03	The Information Security Manager in our UAE Ministry/Authority has identified proper cybersecurity roles and access rights for all positions and levels of staff.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB04	The Information Security Manager in our UAE Ministry/Authority oversees communication and collaboration to ensure that cybersecurity management is effective.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB05	The Information Security Manager in our UAE Ministry/Authority routinely brief senior management on cybersecurity threats and risk management strategies.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB06	Our UAE Ministry/Authority's top management demonstrate leadership and commitment to information security.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. Cybersecurity

Sub-Dimension 1. Cybersecurity

CYB07	Our UAE Ministry/Authority has developed a cybersecurity strategy/plan.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB08	Our Ministry/Authority's cybersecurity plan is aligned with the UAE National Cybersecurity Strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB09	Our UAE Ministry/Authority has established a formal information security risk management policy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB10	Our UAE Ministry/Authority has analysed and evaluated its information security risks.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB11	Our UAE Ministry/Authority has formulated a risk management plan.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB12	Our UAE Ministry/Authority has determined external and internal factors that affect its ability to achieve the intended success of information security arrangements.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. Cybersecurity

Sub-Dimension 1. Cybersecurity

CYB13	Our Ministry/Authority has allocated adequate financial and human resources for cybersecurity.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB14	Our UAE Ministry/Authority staff routinely report scams, privacy breaches and hacking attempts to our cybersecurity team.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB15	Our UAE Ministry/Authority regularly informs employees about new scam emails or viruses and ways to combat them.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB16	Our UAE Ministry/Authority can assess our maturity and the inherent risks associated with its assets' technology dependencies.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB17	Our UAE Ministry/Authority has the skills to assess our cybersecurity maturity and the inherent risks associated with third party technologies being added to our infrastructure.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB18	Our UAE Ministry/Authority has identified gaps between our current state of cybersecurity and the desired target state.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. Cybersecurity

Sub-Dimension 1. Cybersecurity

CYB19	Our UAE Ministry/Authority continuously re-evaluates our cybersecurity maturity, risks, and goals.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB20	Our UAE Ministry/Authority has used an independent third-party to regularly validate the effectiveness of our Information Security Management System (ISMS).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB21	Our UAE Ministry/Authority has established requirements for confidentiality or non-disclosure agreements.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB22	Cybersecurity responsibilities are shared by multiple staff members and units within our UAE Ministry/ Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB23	Our UAE Ministry/Authority has maintained, protected and controlled documentation of its information security controls and their implementation.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB24	Our UAE Ministry/Authority reports cybercrimes to the proper authorities in a timely manner.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. Cybersecurity

Sub-Dimension 1. Cybersecurity

CYB25	Our UAE Ministry/Authority removes access rights of all stakeholders to information and information systems upon termination of their employment, contract or agreement, or adjusted upon change.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB26	Our UAE Ministry/Authority has ensured that all stakeholders should return all assets in their possession upon termination of their employment, contract or agreement.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB27	Our UAE Ministry/Authority has developed and maintained a cybersecurity awareness and training policy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB28	Our UAE Ministry/Authority is required to notify citizens of any data breach involving private data.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB29	Our UAE Ministry/Authority has clear policies about sharing personal information to third parties.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB30	Our UAE Ministry/Authority has performed background verification checks on all candidates for employment, contractors, and third-party users.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. Cybersecurity

Sub-Dimension 1. Cybersecurity

CYB31	Our UAE Ministry/Authority has policies prohibiting unauthorized access to confidential information.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB32	Our UAE Ministry/Authority ensures that we are in compliance with laws concerning the destruction/disposing of personal information.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB33	Our UAE Ministry/Authority has an effective password policy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB34	Our UAE Ministry/Authority has enforced a formal disciplinary process for employees who have committed a security breach.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB35	Our UAE Ministry/Authority performs a full malware scan at least once a week.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB36	Our UAE Ministry/Authority has implemented a secure file transfer system that encrypts sensitive information and only allows the authorized recipient to access it.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. Cybersecurity

Sub-Dimension 1. Cybersecurity

CYB37	Our UAE Ministry/Authority has implemented a secure file transfer system that encrypts sensitive information and only allows the authorized recipient to access it.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB37	Staff members in our UAE Ministry/Authority are required to routinely lock their screens or log out to prevent any unauthorized access.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB38	Our UAE Ministry/Authority's antivirus software is always up-to-date.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB39	Our UAE Ministry/Authority has developed and maintained a cybersecurity compliance policy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB40	Our UAE Ministry/Authority has monitored and evaluated the information security performance and the effectiveness of the information security management system.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB41	Our UAE Ministry/Authority has protected access to information systems audit tools to prevent any possible misuse or compromise.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. Cybersecurity

Sub-Dimension 1. Cybersecurity

CYB42	Our UAE Ministry/Authority has deterred users from using information systems for unauthorized purposes.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
CYB43	Our UAE Ministry/Authority has a process/platform to store/share documents securely.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 1: Implemented/Current Projects

EME01	Our Ministry/Authority has developed and implemented a strategy/plan for the use of artificial intelligence (including advanced machine learning techniques such as deep learning, neural networks and natural-language processing) that complies with the UAE National Strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME02	Our UAE Ministry/Authority has at least one active project currently using artificial intelligence (including advanced machine learning techniques such as deep learning, neural networks and natural-language processing).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME03	Our Ministry/Authority has developed and implemented a strategy/plan for the use of blockchain technologies that complies with the UAE National Strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 1: Implemented/Current Projects

EME04	Our UAE Ministry/Authority has at least one active project currently using blockchain technologies.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME05	Our Ministry/Authority has developed and implemented a strategy/plan for the use of the Internet of Things (IoT), including sensors that complies with the UAE National Strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME06	Our UAE Ministry/Authority has at least one active project currently using the Internet of Things (IoT), including sensors.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME07	Our Ministry/Authority has developed and implemented a strategy/plan for the use of drones that complies with the UAE National Strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME08	Our UAE Ministry/Authority has at least one active project currently using drones.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME09	Our Ministry/Authority has developed and implemented a strategy/plan for the use of Big Data that complies with the UAE National Strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree



Dimension 3. Specific Technologies and New Trends

Sub-Dimension 1: Implemented/Current Projects

EME10	Our UAE Ministry/Authority has at least one active project currently using Big Data.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME11	Our Ministry/Authority has developed and implemented a strategy/plan for the use of advanced data analytics that complies with the UAE National Strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME12	Our UAE Ministry/Authority has at least one active project currently using advanced data analytics.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME13	Our Ministry/Authority has developed and implemented a strategy/plan for the use of Cloud Computing that complies with the UAE National Strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME14	Our UAE Ministry/Authority has at least one active project currently using Cloud Computing.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME15	Our Ministry/Authority has developed and implemented a strategy/plan for the use of 3D Printing that complies with the UAE National Strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 1: Implemented/Current Projects

EME16	Our UAE Ministry/Authority has at least one active project currently using 3D Printing.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME17	Our Ministry/Authority has developed and implemented a strategy/plan for the use of Intelligent transportation, including autonomous vehicles that complies with the UAE National Strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME18	Our UAE Ministry/Authority has at least one active project currently using Intelligent transportation, including autonomous vehicles.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME19	Our Ministry/Authority has developed and implemented a strategy/plan for the use of Robots/Robotics that complies with the UAE National Strategy	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME20	Our UAE Ministry/Authority has at least one active project currently using Robots/Robotics.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 2: Exploring

EME21	Our UAE Ministry/Authority has developed and used a “Business Case” on the use of Digital Twins to inform decisions about that technology for our Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME22	Our UAE Ministry/Authority has developed and used a “Business Case” on the use of Immersive experience (including Virtual Reality, Augmented Reality, and Mixed Reality) to inform decisions about that technology for our Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME23	Our UAE Ministry/Authority has developed and used a “Business Case” on the use of Edge Computing to inform decisions about that technology for our Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME24	Our UAE Ministry/Authority has developed and used a “Business Case” on the use of Distributed Cloud to inform decisions about that technology for our Ministry/ Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME25	Our UAE Ministry/Authority has developed and used a “Business Case” on the use of Quantum Computing to inform decisions about that technology for our Ministry /Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME26	Our UAE Ministry/Authority has developed and used a “Business Case” on the use of Augmented Analytics to inform decisions about that technology for our Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 2: Exploring

EME27	Our UAE Ministry/Authority has developed and used a “Business Case” on the use of Smart spaces to inform decisions about that technology for our Ministry/ Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME28	Our UAE Ministry/Authority has developed and used a “Business Case” on the use of Intelligent apps and analytics (Apps + AI) to inform decisions about that technology for our Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME29	Our UAE Ministry/Authority has developed and used a “Business Case” on the use of Conversational platforms to inform decisions about that technology for our Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME30	Our UAE Ministry/Authority has developed and used a “Business Case” on the use of AI Security to inform decisions about that technology for our Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME31	Our UAE Ministry/Authority has developed and used a “Business Case” on the use of Mesh App and Service Architecture (MASA) to inform decisions	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 3: Work from Home/Telework

EME32	In our UAE Ministry/Authority, there is a person responsible for the work from home / telework policies.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME33	In our UAE Ministry/Authority, there is a person responsible for the work from home / telework programs.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME34	In our UAE Ministry/Authority, there is a person responsible for the work from home / telework technologies.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME35	Our UAE Ministry/Authority's leadership is aware of laws and policies governing telework.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME36	Our UAE Ministry/Authority's Telework Managing Officer documents and shares telework practices/plans.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME37	Our UAE Ministry/Authority's Telework Managing Officer is aware of operational requirements to perform telework.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 3: Work from Home/Telework

EME38	Our Ministry/Authority has dedicated budget and resources for telework.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME39	Our UAE Ministry/Authority has a work from home/ telework strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME40	The staff was involved in developing our UAE Ministry/ Authority's work from home/telework strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME41	Our UAE Ministry/Authority notifies all employees of their eligibility for telework.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME42	Our UAE Ministry/Authority requires all teleworkers to sign a written agreement that includes specific rules and expectations about their telework.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME43	Our Ministry/Authority has a strategy to inform employees about their expectations when teleworking.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 3: Work from Home/Telework

EME44	Our UAE Ministry/ Authority has a remote meeting strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME45	Our UAE Ministry/Authority leaders have established a method to effectively gather and use telework data.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME46	Our UAE Ministry/Authority identifies agency expectations regarding telework training for managers and supervisors of teleworkers.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME47	Our UAE Ministry/Authority makes the transition from office working to teleworking seamless for internal and external customers.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME48	Our UAE Ministry/Authority has a Telework Managing Officer (TMO).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME49	Our UAE Ministry/Authority's managers maintain frequent contact with the TMO to ensure the agency's policy and procedures are properly applied.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 3: Work from Home/Telework

EME50	Our UAE Ministry/Authority has a committee that makes decisions about working from home/telework policies, strategies, and practices.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME51	Our UAE Ministry/Authority has clear and specific requirements for the evaluation of the telework program, both for the individual teleworker and for the UAE Ministry/Authority in general.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME52	Our UAE Ministry/Authority has a transparent governance mechanism to determine the eligibility of all employees able to participate in telework.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME53	Our UAE Ministry/Authority has a work from home/telework policy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME54	Our UAE Ministry/Authority's work from home policy clearly states the working hours of operations when working from home.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME55	Our UAE Ministry/Authority's leadership actively works with management to determine work unit goals and objectives, and then determine, with their employees, employee assignments and accomplishments that support those goals when teleworking.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 3: Work from Home/Telework

EME57	Our UAE Ministry/Authority's has technology tools in place to measure productivity while working from home.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME58	Our UAE Ministry/Authority's work from home policy clearly specifies security measures to prevent loss of data, information and knowledge.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME59	Our UAE Ministry/Authority does not discriminate against people who work from home.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME60	Our UAE Ministry/Authority has a policy regarding the physical security of property owned by the Ministry/ Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME61	Our UAE Ministry/Authority has a policy on technology related expenses that can be considered reimbursable when teleworking.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME62	Our UAE Ministry/Authority's has clearly identified the equipment and platform to be used when working from home.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 3: Work from Home/Telework

EME63	Our UAE Ministry/Authority provides video tutorials on working from home.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME64	Our UAE Ministry/Authority has developed a website (or intranet section) to support staff that work from home.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME65	Our UAE Ministry/Authority has allocated an IT technical team to support employees working from home.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME66	Our UAE Ministry/Authority's infrastructure allows employees to remotely access files from the local drive on their office computer while working from home.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME67	For telework, our UAE Ministry/Authority utilizes technology tools for maintaining appropriate timekeeping, including electronic timesheets, documenting hours via personal or group spreadsheet, or asking employees to email managers when they clock in and out.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 4 : Online Education & Workforce Development

EME68	In our UAE Ministry/Authority there is a person responsible for online education and workforce development programs.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME69	In our UAE Ministry/Authority there is a person responsible for online education and workforce development technologies.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME70	Our UAE Ministry/Authority's leaders are closely involved in our online education and workforce development programs.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME71	Our UAE Ministry/Authority's leadership has allocated sufficient funds towards our online education and workforce development programs.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME72	Our UAE Ministry/Authority works with internal and external partners to identify online education and workforce development needs and gaps.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME73	Our UAE Ministry/Authority's leadership is aware of laws and policies governing online education and workforce development.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 4 : Online Education & Workforce Development

EME74	Our UAE Ministry/Authority has a strategy for online education and workforce development.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME75	Our UAE Ministry/Authority's online education and workforce development strategy includes a map of the core competencies required for each position in the workforce.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME76	Our UAE Ministry/Authority has adequate resources for our online education and workforce development programs.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME77	Our UAE Ministry/Authority allows employees to spend some time to learn at work (at least 5%).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME78	Our UAE Ministry/Authority ensures that the procedures for online learning and workforce development programs are consistent throughout the Ministry/ Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME79	In our UAE Ministry/Authority, it is clear who makes decisions about online education and workforce development.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 4 : Online Education & Workforce Development

EME80	In our UAE Ministry/Authority there is a committee making decisions about online education and workforce development.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME81	Our UAE Ministry/Authority has an oversight committee to evaluate course materials and programs.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME82	Our UAE Ministry/Authority has an Executive Learning Council.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME83	In our UAE Ministry/Authority there is a policy level, coordination level, and operational level for decisions about online education and workforce development.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME84	Our UAE Ministry/Authority's committee responsible for online education and workforce development has identified needs in terms of specific skills, knowledge and competences.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME85	Our UAE Ministry/Authority's committee selects appropriate online education and workforce development activities to meet objectives and goals.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 4 : Online Education & Workforce Development

EME86	Our UAE Ministry/Authority has clearly defined policies for online education and workforce development.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME87	Our UAE Ministry/Authority's work from home policy clearly states the goals and requirements in terms of online education and workforce development.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME88	Our UAE Ministry/Authority has clearly defined performance measures for online education and workforce development.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME89	Our UAE Ministry/Authority's methods of presentation and course materials are legally under the control of those assigned to develop and/or teach the distance education course.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME90	Our UAE Ministry/Authority online education & workforce development program includes policies that prohibit discrimination.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME91	Our UAE Ministry/Authority provides a digital learning platform.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 4 : Online Education & Workforce Development

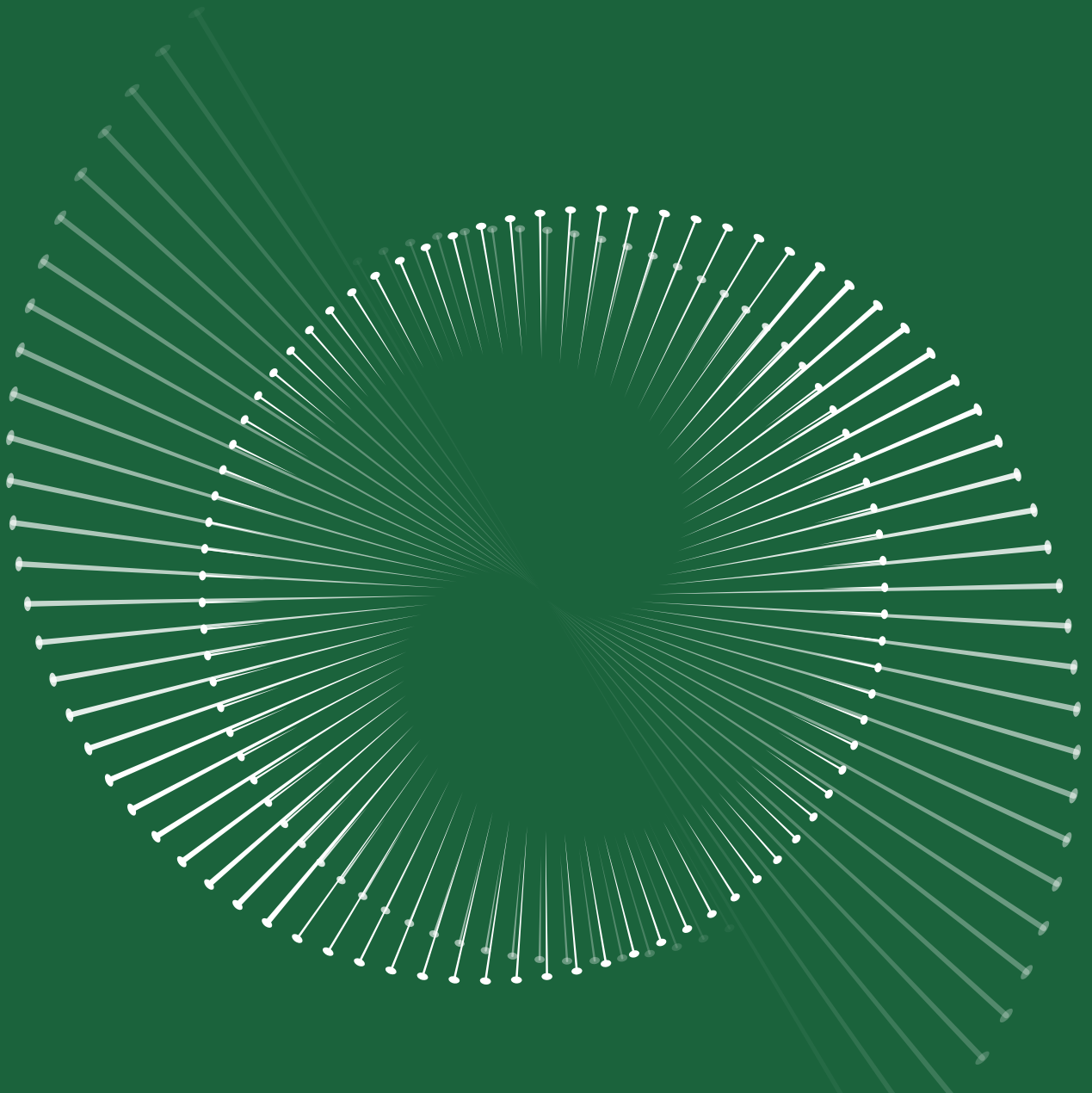
EME92	Our UAE Ministry/Authority's digital learning platform supports upskilling (improving your personal skill set).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME93	Our UAE Ministry/Authority's digital learning platform supports reskilling (the ability to change your career path).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME94	Our UAE Ministry/Authority's digital learning platform supports the development of soft skills, such as critical thinking, problem-solving and creativity.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME95	New staff members can use our UAE Ministry/Authority digital learning platform to improve their work performance.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME96	Our UAE Ministry/Authority's digital learning platform is easy to use.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME97	Our UAE Ministry/Authority keeps track of the usage and progress of its staff on the digital learning platform.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 3. Specific Technologies and New Trends

Sub-Dimension 4 : Online Education & Workforce Development

EME98	Staff members are able to provide feedback about our UAE Ministry/Authority's digital learning platform.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME99	Our UAE Ministry/Authority provides guidance and training on how to use our digital learning platforms.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME100	Our UAE Ministry/Authority consistently updates our digital learning platform.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME101	Our UAE Ministry/Authority's digital learning platform uses gamification.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
EME102	Our UAE Ministry/Authority has a digital system that curates personalized content and experiences in a consistent style to ensure transfer of knowledge into the workplace.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Pillar 3: Organizations and Data



Dimension 1. Ministry/Authority Specific

Ministry of Health (MOHAP)		
MOH01	The UAE Ministry of Health enables citizens to apply for a Health Card, via our e-system portal, which entitles the owner to receive health and treatment services at MOHAP health facilities.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOH02	The UAE Ministry of Health allows individuals to submit the application through the e-system portal to change data on their Health Card from one medical centre to another within the same emirate or to transfer the Health Card from one emirate to another.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOH03	The UAE Ministry of Health allows individuals to submit applications and pay the fee, to request the issuance of an official certificate for a newborn to prove the child's lineage, place and date of birth, nationality and religion through their e-system portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOH04	The UAE Ministry of Health allows individuals to submit the application through the e-system portal and pay the fee to request an official certificate upon the death of a person.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOH05	The UAE Ministry of Health enables clinics, pharmacies, and medical warehouses to submit an application to obtain a register of controlled and semi-controlled drugs custody via their e-system portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOH06	The UAE Ministry of Health allows patients to use a mobile app and/or website to access the Smart Patient Portal System to view their health profile and their upcoming appointments.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Health (MOHAP)		
MOH07	The UAE Ministry of Health enables patients to request a medical report of their health condition or disease for the purpose of submission to third parties via their e-system portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOH08	The UAE Ministry of Health allows individuals to apply for permission to import controlled medicines from abroad for personal use via their e-service portal. This includes narcotic drugs and controlled psychoactive substances as defined in the relevant legislation.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOH09	The UAE Ministry of Health provides the public and healthcare providers with the latest information about registered medicine and the latest safety updates on these medicines via their website.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOH10	The UAE Ministry of Health Website has adequate digital content on maternal and child healthcare.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOH11	The UAE Ministry of Health Website has adequate digital content on mental health.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOH12	The UAE Ministry of Health Website has adequate digital content on diabetes and heart disease.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree



Dimension 1. Ministry/Authority Specific

Ministry of Health (MOHAP)

MOH13	The UAE Ministry of Health Website has adequate digital content on pandemics.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOH14	The UAE Ministry of Health has aligned its priorities to meet the challenges of UN SDG goal 3 Good Health and Well-being.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Ministry of Energy & Infrastructure (MOEI)

MOI01	The UAE Ministry of Energy and Infrastructure has open data on housing.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI02	The UAE Ministry of Energy and Infrastructure has open data on bridges, ports and dams.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI03	The UAE Ministry of Energy and Infrastructure has open data on federal roads.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree



Dimension 1. Ministry/Authority Specific

Ministry of Energy & Infrastructure (MOEI)

MOI04	The UAE Ministry of Energy and Infrastructure enables interested parties to submit a request for geographic information data and descriptive data for federal services, buildings, roads, and housing networks via their website or mobile applications.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI05	The UAE Ministry of Energy and Infrastructure enables UAE citizens to submit an application to own their house via their website or mobile applications.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI07	The UAE Ministry of Energy and Infrastructure enables local entities/Federal Ministries to submit an urgent maintenance request through the online MOID user account.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI08	The UAE Ministry of Energy and Infrastructure enables interested parties to submit a request for a report on the damages incurred during traffic accidents on federal roads via their website or mobile applications.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI09	The UAE Ministry of Energy and Infrastructure enables interested parties to submit an application to renew a non-objection certificate (NOC) via their website or mobile applications for different situations (e.g. expansions, traffic diversions, permanent gates)	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI10	The UAE Ministry of Energy and Infrastructure Website has adequate digital content on housing.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Energy & Infrastructure (MOEI)

MOI11	The UAE Ministry of Energy and Infrastructure Website has adequate digital content on federal roads and ports.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOEI013	The UAE Ministry of Energy and Infrastructure enables individuals, businesses, and the government sector to request geophysical reports, studies (hard and digital copies) via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOEI014	The UAE Ministry of Energy and Infrastructure enables individuals to: <ul style="list-style-type: none"> - Submit a request for the issuance of an automobile club license via their e-service - Submit a request to transfer land transport operating license ownership via their e-service portal - Submit a request for the issuance of a competency certificate (license) for driving small marine vessels via their e-service portal 	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOEI015	The UAE Ministry of Energy and Infrastructure allows Agents to: <ul style="list-style-type: none"> - Issue a new professional license for all vessel personnel via their e-service portal - Issue new maritime passports for seamen working on commercial vessels via their e-service portal. - Submit a request to extend the navigation license for a foreign commercial vessel via their e-service portal 	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOEI016	The UAE Ministry of Energy and Infrastructure has aligned its priorities to meet the challenges of UN SDG 9: Industry, Innovation and Infrastructure and UN SDG 11: Sustainable Cities and Communities.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree



Dimension 1. Ministry/Authority Specific

UAE Space Agency

UASA01	The UAE Space Agency has a Science, Technology, and Innovation (STI) Roadmap Portal that includes a variety of scientific and technological fields related to space.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
UAS02	The UAE Space Agency uses an open digital platform to collect and develop innovative ideas from the public and scientific community for challenges in the space sector.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
USA03	The UAE Space Agency Website has adequate digital content on the space program.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
USA04	The UAE Space Agency Website has adequate digital content on research projects.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
USA05	The UAE Space Agency Website has adequate digital content on the solar system.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
USA06	The UAE Space Agency uses cameras located across the UAE to automatically record a video file once a meteor is detected.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

UAE Space Agency

USA07	The UAE Space Agency conducts a survey to assess its efforts in raising awareness around the space sector, and the level of satisfaction among members of the society in the UAE on their website.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
USA08	The UAE Space Agency has an e-consultation platform about Space Awareness Programs on their website.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
USA09	The UAE Space Agency has an e-consultation platform about Space Camp on their website.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
USA10	The UAE Space Agency's open data site is up to date.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
USA11	The UAE Space Agency has at least one App that provides information and services related to the UAE Space Agency.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
USA12	The UAE Space Agency provides content on its experiments in space.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree



Dimension 1. Ministry/Authority Specific

UAE Space Agency

USA13	The UAE Space Agency uses GIS data for some of its main programs and services such as providing satellite pictures and supporting mission activities.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
USA14	The UAE Space Agency Website has digital content for children.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Ministry of Education (MOE)

MOE01	The UAE Ministry of Education enables customers to electronically register new Emirati students and non-national students in public schools via its e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOE02	The UAE Ministry of Education enables individuals to electronically submit a request for an issuance and attestation of school certificate via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOE03	The UAE Ministry of Education utilizes EmSAT Portal, enabling students to register for University Admissions Tests.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Education (MOE)

MOE04	The UAE Ministry of Education enables UAE nationals to request certificates relating to accreditation of higher education institutions inside the UAE via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOE05	The UAE Ministry of Education enables UAE authorities, the private sector, and individuals to submit an application to request the initial and renewal of accreditation of an academic program via their e-service.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOE06	The UAE Ministry of Education Website has adequate digital content on K-12.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOE07	The UAE Ministry of Education Website has adequate digital content on universities.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOE08	The UAE Ministry of Education enables individuals to submit a request for a license for a new private educational institution via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOE09	The UAE Ministry of Education enables institutes and private centers to submit an application to renew school licenses via the e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Education (MOE)

MOE10	The UAE Ministry of Education enables individuals to submit a request for licensing a new nursery via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOE11	The UAE Ministry of Education enables individuals to electronically register all home-schooling students (UAE nationals and expats) from grade 7 until grade 12 for the academic year via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOE12	The UAE Ministry of Education Website has adequate digital content on scholarships.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOE13	The UAE Ministry of Education Website has adequate digital content for people of determination.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOE14	The UAE Ministry of Education Website has adequate digital content on school safety.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOE15	The UAE Ministry of Education Website has adequate digital content of STEM for girls.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Central Bank

UCB01	The UAE Central Bank utilizes the UAE Funds Transfer System (UAEFTS) and the Real Time Gross Settlement (RTGS) system to enable entities of all sizes to participate, irrespective of their size or nature of business in the transferring of funds.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
UCB02	The UAE Central Bank transfers money across subscriber banks via UAE Funds Transfer System (UAEFTS).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
UCB03	The UAE Central Bank has digital systems to support digital currency exchange.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
UCB04	The UAE Central Bank has digital systems in place to monitor the credit condition in the UAE State.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
UCB05	The UAE Central Bank has digital systems to maintain overall Financial Infrastructure Systems.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
UCB06	The UAE Central Bank Website has adequate digital content on banking guidelines for banks and financial institutions.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Central Bank

UCB07	The UAE Central Bank processes requests for the issuance of new licenses for new banks and financial institutions via their website.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
UCB08	The UAE Central Bank processes requests for the issuance of licenses for electronic banking units and payment centres via their website.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
UCB03	The UAE Central Bank has digital systems to support digital currency exchange.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
UCB09	The UAE Central Bank Website has adequate digital content on all the laws and regulations relating to financial services firms within its jurisdiction.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
UCB10	The UAE Central Bank processes requests for enquiries about personal clients credit rating via their website.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
UCB11	The UAE Central Bank provides statistical data on UAE banking sector developments via their mobile platform/website.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Central Bank

UCB12	The UAE Central Bank provides reports about opportunities and risks related to the financial sector in the UAE via their mobile platform/web-site.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
UCB13	The UAE Central Bank publishes its monetary policy and economic forecast online.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
UCB14	The UAE Central Bank publishes updated exchange and interest rates online.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
UCB15	The UAE Central Bank publishes updated assets and liabilities of UAE commercial banks online.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Ministry of Economy (MOEC)

MOEC01	The UAE Ministry of Economy enables companies and individuals (citizens and foreign investors) clearing transactions to submit an application for the issuance of a certificate of registration under a foreign facility.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
--------	---	--

Dimension 1. Ministry/Authority Specific

Ministry of Economy (MOEC)

MOEC02	The UAE Ministry of Economy enables local establishments and companies to register, renew, modify, cancel, or transfer trade agency via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOEC03	The UAE Ministry of Economy enables companies and individuals (citizens and foreign investors) and clearing offices to submit applications to register, renew, modify, or cancel their certificate in the Ministry's registry via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOEC04	The UAE Ministry of Economy enables establishments, companies, and persons to submit requests for trademark registration, declaration, request of objection, and other works related to the trademark via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOEC05	The UAE Ministry of Economy provides online services to renew entry/registration or modify information in the auditor's records for persons, national companies, and foreign companies.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOEC06	The UAE Ministry of Economy enables companies and individuals to request a certificate of origin (General, Industrial, Agriculture & Animal, Natural Products) via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOEC07	The UAE Ministry of Economy provides information and advice to consumers and retailers/sellers about their rights and responsibilities via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Economy (MOEC)

MOEC08	The UAE Ministry of Economy has Trade Relations and Foreign Direct Investment Dashboards that are up-to-date.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOEC09	The UAE Ministry of Economy enables licensed factories to submit a request for duty exemption or an application for value added tax via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOEC10	The UAE Ministry of Economy enables individuals to view foreign trade statistics via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOEC11	The UAE Ministry of Economy Website has up-to-date open data on consumer goods and foreign direct investment.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOEC12	The UAE Ministry of Economy Website has up-to-date open data on trade and commodities.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOEC13	The UAE Ministry of Economy Website has adequate digital content on intellectual property.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Economy (MOEC)

MOEC14	The UAE Ministry of Economy Website has adequate digital content on consumer protection.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOEC15	The UAE Ministry of Economy Website has adequate digital content on small and medium enterprises.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOEC16	The UAE Ministry of Economy Website has adequate digital content on entrepreneurship.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

The Telecommunications Regulatory Authority (TRA)

TRA01	The UAE Telecommunications Regulatory Authority (TRA) provides FedNet (Federal Net), which includes G2G Connectivity, infrastructure management services, software as a service, email as a service, and security incident management.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TRA02	The UAE Telecommunications Regulatory Authority (TRA) provides services through an integrated government interconnection platform (Government Service Bus [GSB]).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

The Telecommunications Regulatory Authority (TRA)

TRA03	The UAE Telecommunications Regulatory Authority (TRA) offers a One App One Portal as a single window for government and non-government services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TRA04	The UAE Telecommunications Regulatory Authority (TRA) enables applicants to request a modification for technical or administrative information for a frequency spectrum authorization via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TRA05	The UAE Telecommunications Regulatory Authority (TRA) enables spectrum users from individuals, businesses, and government sectors to request authorization for broadcasting wireless services authorization via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TRA06	The UAE Telecommunications Regulatory Authority (TRA) enables spectrum users from individuals, businesses, and government sectors to request authorization for satellite services via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TRA07	The UAE Telecommunications Regulatory Authority (TRA) enables spectrum users from individuals, businesses, and government sectors to request class authorization (short range devices) via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TRA08	The UAE Telecommunications Regulatory Authority (TRA) enables individuals, manufacturers, suppliers, international and local companies to submit a request for the issuance of a custom release permit for telecommunications equipment in the UAE via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

The Telecommunications Regulatory Authority (TRA)

TRA09	The UAE Telecommunications Regulatory Authority (TRA) enables spectrum users from individuals, businesses, and government sectors to request licenses authorizing the installation and use of maritime radios and associated equipment for authorized maritime vessels via their e-service portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TRA10	The UAE Telecommunications Regulatory Authority (TRA) has adequate digital content on mobile telephone services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TRA11	The UAE Telecommunications Regulatory Authority (TRA) Website has adequate digital content on cloud services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TRA12	The UAE Telecommunications Regulatory Authority (TRA) Website has adequate digital content on digital government.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TRA13	The UAE Telecommunications Regulatory Authority (TRA) Website has adequate digital content on broadcasting and satellite services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
TRA14	The UAE Telecommunications Regulatory Authority (TRA) has open data on Internet connectivity and Internet usage.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

The Telecommunications Regulatory Authority (TRA)

TRA15	The UAE Telecommunications Regulatory Authority (TRA) has open data on telecommunication traffic.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
-------	---	--

Ministry of Interior (MOI)

MOI01	Can anyone report any form of discrimination online?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI02	Can users register online for: a Vehicle (car, truck, motorcycle, and others)?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI03	Can users make a declaration to the police online?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI04	Can users apply online for: A driver's license?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Interior (MOI)		
MOI05	Can users pay online for: Any fees for Entity services or fines (such as motor vehicle violations)?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI06	Can users apply for heavy vehicle passing online?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI07	Is it possible to report trafficking, sexual abuse, or any other form of exploitation online?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI08	MOI has open data on number of crimes	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI09	MOI has open data on number of car accidents	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI10	MOI has open data on number of response to fire reporting	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Interior (MOI)		
MOI11	MOI has digital content on cyber crimes	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI12	MOI has digital content on anti-drug	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI13	MOI has digital content on human trafficking	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI14	MOI has digital content on money laundering	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOI15	MOI has digital content on Hassantuk	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Climate Change and Environment (MOCCAЕ)

MOCCAЕ01	Does the website provide e-learning about waste-water, recycling, and the safe reuse of wastewater?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCCAЕ02	Does the website provide e-learning about the conservation of water?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCCAЕ03	Related to the environment; are there available i) mobile apps ii) SMS services, iii) other?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCCAЕ04	Are there Open Government datasets available on ENVIRONMENT? i) Not machine-readable (PDF, scanned files etc.) ii) Machine-readable (CSV, JSON, XML etc.)	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCCAЕ05	Does the website allow people to find or receive information about peaks in pollution and how to behave on those occasions?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCCAЕ06	MOCCAЕ has digital content regarding a policy/strategy/plan which increases the Entity's ability to adapt to the adverse effects of climate change, and foster climate resilience and low greenhouse gas emissions development?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Climate Change and Environment (MOCCAЕ)

MOCCAЕ07	MOCCAЕ has digital content about how to reduce greenhouse gas emissions?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCCAЕ08	MOCCAЕ has digital content about livestock	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCCAЕ09	MOCCAЕ has digital content about agricultural wealth	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCCAЕ10	MOCCAЕ has digital content about Fisheries	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCCAЕ11	MOCCAЕ has Open Data on waste?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCCAЕ12	MOCCAЕ has Open Data on environment?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Climate Change and Environment (MOCCA)

MOCCA13	MOCCA has Open Data on Climate Change?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCCA14	MOCCA has Open Data on agriculture?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCCA15	MOCCA has Open Data on CO2 Emission?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Ministry of Finance (MOF)

MOF01	Can users refill online the unregistered or registered eDirham cards?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOF02	Does the website allow users to register consultants, contractors, customers, or suppliers to do business with the Emirate?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Finance (MOF)

MOF03	Is there information online about main categories of Emirate expenditures?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOF04	Can users apply for value added certificate online?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOF05	Can users apply for Tax Domicile Certificate online?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOF06	Can users apply for Certificate of Status of Business / Business Person?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOF07	Does the website provide eTraining to employees to implement federal procedures?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOF08	MOF has digital content about government tendering	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Finance (MOF)

MOF09	MOF has digital content about the government budget.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOF10	MOF has digital content about FATCA and CRS.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOF11	MOF has open data on government expenditure divided by sectors.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOF13	MOF has open data on governments expenditures divided by sectors.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOF14	MOF has open data on the number of suppliers	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOF15	MOF has open data about the MOFge of e-Dirham	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Community Development (MOCD)

MOCD01	Can citizens apply online for community development programs (such as maternity care, child subsidies, pensions, housing, food allowance)?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCD02	Is any specific online government service available to the following vulnerable group: poor (below poverty line)?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCD03	Is any specific online government service available to the following vulnerable group: people of determination?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCD04	Is any specific online government service available to the following vulnerable group: older persons?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCD05	Is any specific online government service available to the following vulnerable group: women?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCD06	Is any specific online government service available to the following vulnerable group: youth?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Community Development (MOCD)

MOCD07	Is any specific online government service available to the following vulnerable group: female-headed households?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCD08	Related to community development; are there available i) mobile apps ii) SMS services?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCD09	Is there evidence of involving people in community development issues in the past 12 months? The following would apply: i) information about upcoming consultations ii) actually holding online consultations via forums, polls, questionnaires etc. iii) evidence that citizens' voices are included in the actual decision-making.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCD10	MOCD has digital content about specific programs/initiative to benefit women, children, youth, people of determination, older persons, people living in poverty, or other vulnerable groups and communities.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCD11	MOCD has digital content about the support that older persons (or their relatives) can avail for specific diseases (Parkinson's, Alzheimer's, etc.).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCD12	MOCD has digital content about specific programs/initiative to benefit women, children, youth, people of determination, older persons, people living in poverty, or other vulnerable groups and communities.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Community Development (MOCD)

MOCD13	MOCD has open data on elderly	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCD14	MOCD has open data on people with determination	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOCD15	MOCD has open data on youth	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Ministry of Human Resource and Emiratization (MOHRE)

MOHRE01	Does the Entity's website have links to the services or information provided by the Entity's department(s) in charge of employment and labor affairs?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOHRE02	Can users subscribe to updates or alerts (such as job offers, either public or private sector) on employment services via i) e-mail ii) RSS or iii) SMS, iii) smartphone apps, iv) other?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Human Resource and Emiratization (MOHRE)

MOHRE03	Related to employment; are there available i) mobile apps ii) SMS services, iii) other?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOHRE04	Is there evidence of involving people in employment issues in the past 12 months? The following would apply: i) information about upcoming consultations ii) holding online consultations via forums, polls, questionnaires, etc. iii) evidence that citizens' voices are included in the actual decision-making.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOHRE05	Does the website provide links and references for employment for youth?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOHRE06	Does the website provide labour laws and regulations to promote a secure working environment for all workers?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOHRE07	Can users report a violation of labour laws?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOHRE08	MOHRE provide eTraining for job seeker	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Human Resource and Emiratization (MOHRE)

MOHRE09	MOHRE has digital content on labour rights	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOHRE10	MOHRE has digital content on employment	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOHRE11	MOHRE has digital content on labour market	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOHRE12	MOHRE has open data on number of labours	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOHRE13	MOHRE has open data on unemployment rate	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
MOHRE14	MOHRE has open data on labours skills and qualification	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Ministry of Human Resource and Emiratization (MOHRE)

MOHRE15	MOHRE has open data on number of establishment.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
---------	---	--

Federal Competitiveness and Statistics Authority (FCSA)

FCSA01	Users can inquire about the Statistical Data and Information	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
FCSA02	Users can inquire about the Statistical Data and Information.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
FCSA03	FCSA provides Statistical Consultations.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
FCSA04	FCSA provides online training regarding Capacity Building.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Federal Competitiveness and Statistics Authority (FCSA)

FCSA05	Does the Entity provide information about any e-participation activities?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
FCSA06	Does the Entity website use social media?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
FCSA07	Are there any online tools available in the Entity website to obtain non-deliberative inputs for policy deliberation?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
FCSA08	Does the Government publish data on e-participation?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
FCSA09	FCSA has digital content on Sustainable Development Goals.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
FCSA10	FCSA has digital content on UAE sustainability.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 1. Ministry/Authority Specific

Federal Competitiveness and Statistics Authority (FCSA)

FCSA11	FCSA has digital content on UAE ranking on competitiveness.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
FCSA12	Does the Entity's Open Data Portal have a data dictionary or metadata repository?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
FCSA13	Is there a help section on using Open Government datasets?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
FCSA14	Does the Emirate use Internet of Things to gather government data?	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
FCSA15	FCSA has open data which covers all sectors in UAE.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. API Economy Ecosystems

Sub-Dimension 1: Leadership

API01	Our UAE Ministry/Authority has deployed adequate resources, both financial and human, for API ecosystem initiatives.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API02	Our UAE Ministry/Authority has established API leadership, which clarifies decision rights (including processes to prioritize which APIs to develop) and identifies both what API capabilities are needed, and what new APIs the Ministry/Authority needs to develop.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API03	Senior management in our UAE Ministry/Authority understands the business value of APIs as outlined in the UAE API Strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API04	Senior management in our UAE Ministry/Authority has a clear vision as outlined in the UAE Government API First guidelines.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API05	Our UAE Ministry/Authority has effectively implemented policies that support an API economy approach in our functions and services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API06	Our UAE Ministry/Authority's leadership has clearly defined roles and permissions for users of the API ecosystem as outlined in the UAE API Strategy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree



Dimension 2. API Economy Ecosystems

Sub-Dimension 1: Leadership

API07	Our UAE Ministry/Authority's leadership are involved in high-level API design decisions.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API08	Our UAE Ministry/Authority's leadership reviews and revises API policies to align with the national standards and evolving national needs.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API09	Our UAE Ministry/Authority has IT executives who are responsible for the API Ecosystem.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API10	Our UAE Ministry/Authority's leadership has approved an API economy ecosystem adoption plan that aligns with national standards.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API11	Our UAE Ministry/Authority has an API architect with the authority to set and enforce technical standards and best practices based on the national standards across the Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API12	Our UAE Ministry/Authority's API team consists of multiple perspectives such as product management, architecture, API development, and service integration.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. API Economy Ecosystems

Sub-Dimension 2: Strategy

API13	Our Ministry/Authority has developed an API Ecosystem strategy consistent with the national standards.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API14	Our Ministry/Authority has fully implemented an API Economy Ecosystem strategy that aligns with national standards.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API15	Our API Ecosystem has increased the online traffic to our Ministry/Authority portal.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API16	Our Ministry/Authority's API Ecosystem has enhanced our public/private/people partnerships (PPPPs).	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API17	Our UAE Ministry/Authority has implemented an API-First Strategy that is consistent with the national standards.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API18	Our UAE Ministry/Authority is employing design thinking to understand API users and to better solve problems on their behalf.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. API Economy Ecosystems

Sub-Dimension 2: Strategy

API19	Our UAE Ministry/Authority provides incentives to other API providers to encourage collaboration.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API20	Our UAE Ministry/Authority's API ecosystem has enabled the Ministry/Authority to provide better services, be more efficient, build solutions faster, and reduce duplication.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API21	Our UAE Ministry/Authority's API Ecosystem has helped citizens interact more easily with government.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API22	Our UAE Ministry/Authority's API Ecosystem uses input from our target audience in the planning and design phases of our API development.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API23	Our UAE Ministry/Authority has implemented a marketing strategy to release an API that includes the intended audience, community channels, and mechanisms to engage interested users.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API24	Our UAE Ministry/Authority has sufficient published open data to support an API Economy approach.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. API Economy Ecosystems

Sub-Dimension 2: Strategy

API25	Our UAE Ministry/Authority's API management team enables us to create, manage, secure, analyse, and scale APIs.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API26	Our UAE Ministry/Authority's API team has the necessary capacities and capabilities to fully implement an API Ecosystem consistent with national standards.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API27	Our UAE Ministry/Authority's developers have the knowledge and experience necessary to create innovative ways to use API services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API28	Our UAE Ministry/Authority educates staff about API's.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API29	Our UAE Ministry/Authority has a plan in case our API Ecosystem is compromised, which is consistent with national standards.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API30	Our UAE Ministry/Authority designed our API Ecosystem with a clear audience or audiences in mind.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree



Dimension 2. API Economy Ecosystems

Sub-Dimension 2: Strategy

API31	Our UAE Ministry/Authority's API strategy ensures APIs contribute to the objectives of the Ministry/Authority.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API32	Our UAE Ministry/Authority created the role of API product manager to monitor outcomes.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API33	Our UAE Ministry/Authority's API development team implements consistent API quality testing.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API34	Our UAE Ministry/Authority follows the national API guidelines.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API35	Our UAE Ministry/Authority's API platform is flexible and can be incorporated into various development environments.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API36	Our UAE Ministry/Authority provides intensive API skills training for internal staff.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree



Dimension 2. API Economy Ecosystems

Sub-Dimension 3: Governance

API37	Our UAE Ministry/Authority uses an access control scheme that protects non-public APIs from being improperly invoked.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API38	Our UAE Ministry/Authority ensures that every API must be versioned to keep track of previous adaptations of APIs.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API39	Our UAE Ministry/Authority benchmarked API performance periodically to ensure the performance and capacity continually meet existing and projected business needs.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API40	Our UAE Ministry/Authority offers a well-designed public facing developer portal stocked with high-quality API documentation and productivity tools and consistent with national standards.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API41	Our UAE Ministry/Authority's API Ecosystem ensures that personal and private data are secure and kept confidential.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API42	Our UAE Ministry/Authority has specific rules about how risks and compliance requirements are identified, mitigated, controlled or transferred, and how these controls are embedded in the Ministry/Authority's API management practices.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. API Economy Ecosystems

Sub-Dimension 3: Governance

API43	Our UAE Ministry/Authority has provided complete API guidelines for third parties who use our data and they are consistent with the national standards.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API44	Our UAE Ministry/Authority has developed a performance management program for our API economy ecosystem including key performance indicators (KPIs) and a required process for using the indicator data in decision making about APIs.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API45	Our UAE Ministry/Authority has developed Service Level Agreements (SLAs), which include: caching, quotas and rate limits, and spike arrest capabilities to ensure no disruption of services.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API46	Our UAE Ministry/Authority's API governance focuses on supporting the application teams and decentralized API-first architectures.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API47	Our UAE Ministry/Authority's API governance platform allows for the streamlining of the adoption of APIs.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API48	Our UAE Ministry/Authority's API governance team has a comprehensive audit trail to help track down malicious usage patterns.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. API Economy Ecosystems

Sub-Dimension 3: Governance

API49	Our UAE Ministry/Authority has specific rules to monitor API traffic that are consistent with national standards.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API50	Our UAE Ministry/Authority has cyber-risk considerations at the centre of our integration and API strategies.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API51	Our UAE Ministry/Authority's organizational structure supports the API Ecosystem.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API52	Our UAE Ministry/Authority manages their API life cycle with a set of national practices that govern application architecture, design, and implementation.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API53	Our UAE Ministry/Authority's API management team continuously reviews and optimizes each API's purpose, scope, fit and performance for achieving enterprise goals.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

Dimension 2. API Economy Ecosystems

Sub-Dimension 4: Legal

API54	Our UAE Ministry/Authority ensures that APIs use industry accepted open standards and follows the national standards.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API55	Our UAE Ministry/Authority has implemented an API Gateway that allows consumers to become authenticated and to “contract” with API specifications and policies that are built into the API itself.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API56	Our UAE Ministry/Authority is aware of and mitigates potential legal liabilities related to our participation in the API economy.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API57	Our UAE Ministry/Authority has policies that regulate how APIs can use our data, which are consistent with national standards.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API58	Our UAE Ministry/Authority has legal protections on ownership of API’s.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree
API59	Our UAE Ministry/Authority follows a national API rights management system.	5 - Strongly Agree 4 - Agree 3 - Neither Agree nor Disagree 2 - Disagree 1 - Strongly Disagree

 |  |  |  |  | 
@TDRAUAE, www.tdra.gov.ae

