Saudi e-Government Achievements & Plans

Hadi Maashi
e-Government Executive Advisor
Agenda

- Saudi e-Government Program (Yesser)
- Saudi e-Government Achievements
- Smart Government in the Kingdom Of Saudi Arabia
Saudi e-Government Program
(Yesser)
**Saudi e-Government Program**

**Guiding Principles:**
- Established in 2005
- First 5-years Action Plan in 2006
- Coordinated Decentralized Approach
- Unified Vision and Action Plan
- Shared Infrastructure
- Common Standards and Practices
e-Government Generations

**Gov. 1.0**
- Government-oriented
- One-way service
- Time and place restrictions for services
- Uniform services mainly based on supply
- ICT Vendor driven

**Gov. 2.0**
- Whole-of-government
- Citizen-oriented OSS
- Sharing infrastructure and services
- Change management and e-leadership

**Gov. 3.0**
- Highly Personalized Services.
- Seamless services anytime and anywhere
- Using latest technology in Smart devices.
- Data driven decisions.
- Transparency.
- Effective Cyber security

Vision for e-Government

Strategic Objectives (22)

Initiatives (46)

Workstreams
* Human Capital Communications and Change Management Initiatives (10)
* e-services Initiatives (5)
* National Shared Applications Initiatives (8)
* Infrastructure Initiatives (14)
* e-participation Initiatives (2)
* Institutional Framework Initiatives (7)

(n) Indicates number of items
Saudi e-Government Achievements
e-Government Infrastructure

VISION

Strategic Themes & Objectives
- Sustainable workforce
- Public Experience
- Collaboration & Innovation
- Government Efficiency

Value

Workstreams
- Infrastructure
- e-Services
- National Shared Systems
- e-Participation

Implementation
- Human Capital, Communication & Change Management
- Institutional Framework
- Execution by YESER and the Government Entities
- Support & Monitoring by Office of Strategy Management (OSM)
- Related National Strategies
Infrastructure

e-Government Data Center

Government Secure Network (GSN)

111

Total number of agencies are currently linked to the Secure Network GSN
Infrastructure

Government Service Bus (GSB)

100+ Million
Electronic Transactions
Infrastructure

SAUDI e-Government National Portal

- 2007 e-Services
- 165 Gov. Agency Providers
- 394 Acts & Bylaws
Infrastructure

Single Sign-on SSO

The Single sign-on (SSO) for Enterprises and individuals is considered one of the significant regulations of implanting the e-Government transactions issued within the Cabinet's resolution.

61K+
Establishments

39
Offices
E-Services - first choice for government services

(selected examples of eServices from 2007 available on the National Portal)

3+ Millions Beneficiary of Services

[Image of logos and icons related to e-government services]
E-Services - first choice for government services
(selected examples of eServices from 2007 available on the National Portal)

900 Functions
11 E-Services
8M Transactions
180K Users

Foreign Scholarship
E-Services - first choice for government services

(selected examples of eServices from 2007 available on the National Portal)

110 E-Services

Issuance of Commercial Register

Industrial Licenses
E-Services - first choice for government services
(selected examples of eServices from 2007 available on the National Portal)

**Ministry of Labor – “Hafiz”**
The Ministry of Labor has called on unemployed Saudi jobseekers to apply for unemployment benefits, or Hafiz, by sending their names and identity card numbers via short message service (SMS), or by registering on the ministry’s website.

**Ministry of Civil Service - eRecruitment "Jadara"**
Ministry of Civil Service Jadara Program for eRecruitment, recording those who want and are willing to be recruited through its new "Jadara", a recruitment program for male and female citizens in the public sector.
SADAD e-Payment System

(SADAD) was established by the Saudi Arabian Monetary Agency (SAMA) to be the national Electronic Bill Presentment and Payment (EBPP) service provider for the Kingdom of Saudi Arabia (KSA).

Customers pay bills through SADAD using all the available banking channels, and they are:

• Bank Branch
• Automatic Teller Machine (ATM)
• Online Banking
• Phone Banking
• Short Message Service (SMS)
• Mobile Banking

67 Governmental billers through SADAD
National Shared Systems

Some of National Shared Systems

- National Contact Center
- Physical Addresses Linkage/verification with ID
- Government e-Purchasing
- Government e-Correspondence
- Unified Registration for Universities Gateway
- GRP Systems
Change Management (Capacity Building & Communications)
## Capacity Building and Skills Development in Government

<table>
<thead>
<tr>
<th>Track</th>
<th>Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Track</td>
<td>Basic skills in Computer Applications and eGovernment</td>
</tr>
<tr>
<td>Second Track</td>
<td>Chief Information Officer Program (CIO)</td>
</tr>
<tr>
<td>Third Track</td>
<td>Executive Education for Leaders</td>
</tr>
<tr>
<td>Fourth Track</td>
<td>Specialized Certifications in ICT</td>
</tr>
<tr>
<td>Fifth Track</td>
<td>Future Experts Program</td>
</tr>
</tbody>
</table>
Capacity Building and Skills Development in Government

Training Programs

Phase 1
Phase 2
Phase 3
Phase 4
Chief Information Officer Program (CIO)

Training Programs

Number of Trainees in CIO

24
YCG Services for Government Agencies

- Assess the readiness and maturity of government agencies
- e-Government Transformation Strategic Plan Development (Enterprise Architecture)
- e-Government Transformation Strategic Plan Development (Service Architecture)
- RFP Response Evaluation and Award
YCG Services for Government Agencies

- RFP Development & Tendering
- Improving the quality of e-services and websites
- Providing agencies with qualified experts to play key roles
- Knowledge Transfer

60+ Government Agencies
234 Consultancy Requests
213 Requests Fulfilled
Indicators of e-Transformation
Indicators of Transformation

United Nations e-Government Survey

KSA Ranked 36th among 193 Countries within UN e-Government Survey 2014

Saudi Arabia comes among top 20 countries In e-Services
Indicators of Transformation
Comparative study of digital government performance across 10 countries

**Accenture 10-Country Digital Government Study**

**Overall Country Rankings**

<table>
<thead>
<tr>
<th>Country</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Singapore</td>
<td>7.4</td>
</tr>
<tr>
<td>Norway</td>
<td>7.3</td>
</tr>
<tr>
<td>UAE</td>
<td>6.7</td>
</tr>
<tr>
<td>South Korea</td>
<td>6.0</td>
</tr>
<tr>
<td>Saudi Arabia</td>
<td>5.9</td>
</tr>
<tr>
<td>United States</td>
<td>5.9</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>5.7</td>
</tr>
<tr>
<td>India</td>
<td>5.4</td>
</tr>
<tr>
<td>Germany</td>
<td>4.7</td>
</tr>
<tr>
<td>Brazil</td>
<td>4.3</td>
</tr>
</tbody>
</table>

**Figure 1**: A new comparative study by Accenture has found that Singapore, Norway and the United Arab Emirates (UAE) rank first, second and third, respectively, among 10 countries in their use of “digital government” — from offering online portals to access public services to employing digital channels and social media to communicate and engage with citizens.

Source: Accenture Research, 2014
## Indicators of Transformation

**Information About 5th Qiyas (Government Agencies Transformation Measurement)**

<table>
<thead>
<tr>
<th>Government Agencies Covered by the 5th Qiyas</th>
<th>Number of Government Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>th Government Agencies Covered by the 5th Qiyas</td>
<td>155</td>
</tr>
<tr>
<td>th Government Agencies Responded To the 5th Qiyas</td>
<td>152</td>
</tr>
<tr>
<td>th Government Agencies Did NOT Responded To the 5th Qiyas</td>
<td>3</td>
</tr>
<tr>
<td>th Response Percentage To the 5th Qiyas</td>
<td>98%</td>
</tr>
</tbody>
</table>
Indicators of Transformation

Customers’ satisfaction survey results on e-Government customer satisfaction indicators in Saudi Arabia

Sample Coverage: Male & Females Citizens and Residents between 18 - 80 years old

G2B
- Trust: 71%
- Satisfaction: 71%
- Used: 83%
- Aware: 89%

G2C
- Trust: 65%
- Satisfaction: 69%
- Used: 59%
- Aware: 64%

2 Rounds
Awards: International Recognition

- FutureGov Awards 2010 Winner 2010
- Internet Governance Award 2009 2009
- e-Government Program Award 2009 Winner 2009
- Public Service Award
- WSIS Project Prizes 2013
Smart Government in the Kingdom of Saudi Arabia
What is smart government?*

<table>
<thead>
<tr>
<th>S</th>
<th>Social</th>
<th>Not only highly personalized and citizen-friendly service delivery, but also allowing citizens and civil society to co-create with Government</th>
</tr>
</thead>
<tbody>
<tr>
<td>M</td>
<td>Mobile</td>
<td>Using the latest mobile technologies to deliver information and services, and get contributions from citizens, wherever and whenever they want – by Apps, SMS, Social Media, and Web-on-the-move – using mobile networks and cloud computing at the back-end</td>
</tr>
<tr>
<td>A</td>
<td>Analytics</td>
<td>Using Big Data Analytics to drive policy action and to individualise communications and transactions</td>
</tr>
<tr>
<td>R</td>
<td>Radical openness</td>
<td>“Open by Default” transforms Accountability and Transparency and engages citizens in co-creation, as well as enable businesses to use data to innovative new services</td>
</tr>
<tr>
<td>T</td>
<td>Trust</td>
<td>Effective Cyber security so that services are resilient, available and protect privacy</td>
</tr>
</tbody>
</table>

Smart E-Government is designed as new model for government in smart society.
e-Participation
Social@KSA

Accenture January 2014
Use of social media in interactions with government departments
We asked: Would you personally like to use social media in the future when interacting with government departments offering public services?
Social@KSA

e-Participation Initiatives in 2NAP

**EP01**
Increase the use of social media and establish a supporting community of practice

**EP02**
Implement e-participation facility for government agencies, enabling public feedback on e-government
### Saudi Portal Forum

<table>
<thead>
<tr>
<th>Page</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Title:** شراء التعليم
- **Username:** consultantconsultant
- **Message:** شراء التعليم : تذكرة
- **Share:** مشتركة

<table>
<thead>
<tr>
<th>Page</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Title:** نشرة مشكلة
- **Username:** zxcvbnnn
- **Message:** نشرة مشكلة معمول

<table>
<thead>
<tr>
<th>Page</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Title:** سلام عليك
- **Username:** y07088898
- **Message:** سلام عليك

---

### Initiative And Project Forum

<table>
<thead>
<tr>
<th>Page</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Title:** شراء التعليم
- **Username:** consultantconsultant
- **Message:** شراء التعليم : تذكرة
- **Share:** مشتركة

<table>
<thead>
<tr>
<th>Page</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Title:** نشرة مشكلة
- **Username:** zxcvbnnn
- **Message:** نشرة مشكلة معمول

<table>
<thead>
<tr>
<th>Page</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Title:** سلام عليك
- **Username:** y07088898
- **Message:** سلام عليك

---

### Acts And Bylaws Forum

<table>
<thead>
<tr>
<th>Page</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Title:** شراء التعليم
- **Username:** consultantconsultant
- **Message:** شراء التعليم : تذكرة
- **Share:** مشتركة

<table>
<thead>
<tr>
<th>Page</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Title:** نشرة مشكلة
- **Username:** zxcvbnnn
- **Message:** نشرة مشكلة معمول

<table>
<thead>
<tr>
<th>Page</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Title:** سلام عليك
- **Username:** y07088898
- **Message:** سلام عليك

---

### E-Government Program

<table>
<thead>
<tr>
<th>Page</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Title:** شراء التعليم
- **Username:** consultantconsultant
- **Message:** شراء التعليم : تذكرة
- **Share:** مشتركة

<table>
<thead>
<tr>
<th>Page</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Title:** نشرة مشكلة
- **Username:** zxcvbnnn
- **Message:** نشرة مشكلة معمول

<table>
<thead>
<tr>
<th>Page</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Title:** سلام عليك
- **Username:** y07088898
- **Message:** سلام عليك
Social@KSA
Ministry of Communications and Information Technology
Technology Public Opinion

طلب مرفقات العموم حول "مسودة إعداد الاستراتيجية الوطنية لأمن المعلومات في المملكة"
رقم المرحلة : 1434/1 (تمت)
تاريخ الإصدار : 20/02/1434 هـ الموافق 12/12/2012 م
تاريخ الإنتهاء : 24/03/1434 هـ الموافق 12/02/2013 م

طلب مرفقات العموم حول "مسودة الخطة الوطنية الخامسة الثانية للاتصالات وتقنية المعلومات"
رقم المرحلة : 1433/3 (تمت)
تاريخ الإصدار : 20/08/1433 هـ الموافق 18/08/2012 م
تاريخ الإنتهاء : 12/10/1433 هـ الموافق 12/09/2012 م

طلب مرفقات العموم حول "نظام الخصوصية الإلكترونية"
رقم المرحلة : 1431/5 (تمت)
تاريخ الإصدار : 25/06/1431/06/2010 هـ الموافق 12/06/2010 م
تاريخ الإنتهاء : 15/09/1431/05/2010 هـ الموافق 27/07/2010 م

طلب مرفقات العموم حول "آلية تقديم خدمات التدقيق الرقمي"
Accenture January 2014
Use of mobility in interactions with government departments

We asked: Would you personally like to use mobile devices in the future when interacting with government departments offering public services?
هذه الخدمة الإلكترونية المتوفرة في تطبيقات الأجهزة الذكية تسمح لوزارة الخارجية إلى تعويض الاتصال بينها والجمهور عبر المشاركة الإلكترونية. كما تؤمن الوزارة بأن تطوير ورفع مستوى خدماتها المقدمة لا يكتمل إلا من خلال التعري على آراء المستخدمين، واستماع احتياجاتهم، واتصال
Social@KSA

Ministry of Labor Social Activities
Social@KSA

Ministry of Culture and Information Social Activities
Social@KSA

Ma3an Portal
Social@KSA

+90M VIDEO VIEWS/DAY

EACH INTERNET USER IN SAUDI ARABIA WATCHES ON AVERAGE

7 VIDEOS PER DAY

TOP CHANNELS
EYSH ELLY
SA7I
ALTEMSAH
LA YAKTHAR
ARAM TV

thesocialclinic
Mobile@KSA

Smart Devices Advantages

- High Accessibility.
- Enhanced Functionality.
- Unmatched user-experience.
- Popular Channel.
- Ease of dual communication
- Location Based Functionalities
- Push Notification Functionalities

Mobile Penetration 189.24%
Mobile@KSA

mGovernment Initiative in 2NAP

IN13

Implement Mobile Government (m-government) infrastructure

Mobile Portal
Mobile Application
Mobile Payment
Mobile Authentication
Mobile@KSA

mGovernment Initiative in 2NAP
Mobile@KSA

Sample Government Applications
Analytic (BigData)@KSA

National Statistics Data Bank
# Open Data@KSA

## Saudi Portal Open Data

### Social Insurance

<table>
<thead>
<tr>
<th>File Name</th>
<th>Service Provider</th>
<th>Download</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total number of injuries during 1432H</td>
<td>General Organization for Social Insurance (GOSI)</td>
<td><img src="#" alt="PDF" /> <img src="#" alt="XLS" /> <img src="#" alt="XLSX" /></td>
</tr>
<tr>
<td>Distributing enterprises of the private sector in accordance with number of participants at the enterprise and its nationality by the year 1432H</td>
<td>General Organization for Social Insurance (GOSI)</td>
<td><img src="#" alt="PDF" /> <img src="#" alt="XLS" /> <img src="#" alt="XLSX" /></td>
</tr>
<tr>
<td>Number of monthly revenues relating to the profession’s hazards payable on 30/12/1432H distributed as per offices and type of revenue</td>
<td>General Organization for Social Insurance (GOSI)</td>
<td><img src="#" alt="PDF" /> <img src="#" alt="XLS" /> <img src="#" alt="XLSX" /></td>
</tr>
<tr>
<td>Development of insurance compensations since 1422H till the end of 1432H distributed as per years and type of compensation</td>
<td>General Organization for Social Insurance (GOSI)</td>
<td><img src="#" alt="PDF" /> <img src="#" alt="XLS" /> <img src="#" alt="XLSX" /></td>
</tr>
<tr>
<td>A statement indicating the number of cases of one batch compensations for certain branch of pension since the year 1395H till 1432H</td>
<td>General Organization for Social Insurance (GOSI)</td>
<td><img src="#" alt="PDF" /> <img src="#" alt="XLS" /> <img src="#" alt="XLSX" /></td>
</tr>
<tr>
<td>A statement indicating the number of cases of one-batch compensations for certain branch of pension since the year 1395/1396 H till the end of the year 1432H distributed as per offices</td>
<td>General Organization for Social Insurance (GOSI)</td>
<td><img src="#" alt="PDF" /> <img src="#" alt="XLS" /> <img src="#" alt="XLSX" /></td>
</tr>
<tr>
<td>2011</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2010</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**15 Categories**
## Open Data@KSA

**Ministry of Health Open Data**

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>قنوات مصادر البيانات المتاحة</th>
<th>تصنيفات</th>
</tr>
</thead>
<tbody>
<tr>
<td>محتويات المبخرة والخدمات الصحية</td>
<td>مؤشرات الانتشار والخدمات الصحية</td>
</tr>
<tr>
<td>محتويات المبخرة والخدمات الصحية</td>
<td>مؤشرات الانتشار والخدمات الصحية</td>
</tr>
<tr>
<td>محتويات المبخرة والخدمات الصحية</td>
<td>مؤشرات الانتشار والخدمات الصحية</td>
</tr>
<tr>
<td>محتويات المبخرة والخدمات الصحية</td>
<td>مؤشرات الانتشار والخدمات الصحية</td>
</tr>
<tr>
<td>محتويات المبخرة والخدمات الصحية</td>
<td>مؤشرات الانتشار والخدمات الصحية</td>
</tr>
</tbody>
</table>

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>مؤشرات قياس الآداء</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>عدد المبخرات الإشعاعية</td>
<td></td>
</tr>
<tr>
<td>مستشفيات وزارة الصحة</td>
<td></td>
</tr>
<tr>
<td>للمواطنين</td>
<td></td>
</tr>
<tr>
<td>لكل 1000 نسمة</td>
<td></td>
</tr>
<tr>
<td>عدد المبخرات الإشعاعية</td>
<td></td>
</tr>
<tr>
<td>مستشفيات وزارة الصحة</td>
<td></td>
</tr>
<tr>
<td>للمواطنين</td>
<td></td>
</tr>
<tr>
<td>لكل 1000 نسمة</td>
<td></td>
</tr>
<tr>
<td>عدد المبخرات الإشعاعية</td>
<td></td>
</tr>
<tr>
<td>مستشفيات وزارة الصحة</td>
<td></td>
</tr>
<tr>
<td>للمواطنين</td>
<td></td>
</tr>
<tr>
<td>لكل 1000 نسمة</td>
<td></td>
</tr>
<tr>
<td>عدد حالات الطوارئ</td>
<td></td>
</tr>
<tr>
<td>مستشفيات وزارة الصحة</td>
<td></td>
</tr>
<tr>
<td>الطوارئ</td>
<td></td>
</tr>
</tbody>
</table>
Trusted Infrastructure@KSA

Infrastructure Initiatives in 2NAP

IN02 Accelerate GSB on-boarding

IN09 Implement GSN product enhancements - voice and video

IN11 Implement Single Sign-on

IN12 Extend GSN availability to all
Thank You

www.saudi.gov.sa
www.yesser.gov.sa

Hadi Ali Maashi
hmaashi@yesser.gov.sa