



هيئة الحكومة الرقمية
Digital Government Authority

User Manual for Reporting Digital Government Services Disruption

9, November 2022

Type Document: User Manual

Document Classification: Public

Issue No : 2.0

Document No. : DGA-1-2-5-225

Table of Content

1	Introduction	3
2	Objectives	4
3	Scope	4
4	Target Audience	4
5	User's Guide	5
	5.1 Procedures to Submit a Report of Services Disruption Incident of Digital Government Services Provided By the Service Owner	5
	5.2 Procedures to Submit a Report of Services Disruption of Digital Government Services as a Result of Maintenance or Update By the Service Owner	6
	5.3 Procedures to Submit a Report of Services Disruption of Digital Government Services by the Beneficiary Government Entities	6
	5.4 Response Procedures for Services Disruption Reporting of Digital Government Services by DGA.	7
6	Table of Definitions	8
7	Appendices	9
	7.1 Appendices A: Crisis Response Team Information Register	9
	7.2 Appendices B: Reporting Digital Government Services Disruption Incident	10
	7.3 Appendices C: Incident Report	11
	7.4 Appendices D: Notification of a Scheduled Maintenance or an Update	12
	7.5 Appendices E: Maintenance or Update Report	13
	7.6 Appendices F: File a Complaint About a Government Digital Service Disruption	14



1. Introduction

In its efforts to increase the efficiency of the digital government services and support its business continuity, DGA has launched “Reporting Digital Government Services Disruption” service in order to maximize efforts and enhance partnerships between DGA and the government entities, as well as to strengthen beneficiaries’ trust in the provided digital services and emphasize on the availability of such services as planned.

In addition, DGA introduces these guidelines of “Reporting Digital Government Services Disruption” service to be as a reference to report incidents and notify DGA if any services provided by government entities has been disrupted. This document puts forward the reporting activation mechanism, the cases that must be reported, and procedures tailored for each reported incident.



2. Objectives

These guidelines aim to support government entities in the event of digital services disruption by:

1. Introducing the digital government services disruption reporting service, that's available on the unified portal for DGA digital services (Raqmi).
2. Introducing the mechanism for activation, using and the necessary actions to operate the service.

3. Scope

These guidelines apply to all digital government entities registered with (Raqmi) portal providing digital services to beneficiaries, or government entities benefiting from other digital government services.

4. Target audience

These guidelines apply to whoever the entity appoints as the responsible to monitor the availability and continuity of its digital services, such as business continuity and crisis management team for the digital service of the entity.

5. User's Guide

5.1 Procedures to Submit a Report of Services Disruption Incident of Digital Government Services Provided By the Service Owner

- 5.1.1** Register a crisis team through (Raqmi) in case the team is not previously registered as shown in Appendix (A), and maintain crisis team information by reviewing periodically and update it when needed.
- 5.1.2** Submit a report to DGA if the disruption of a digital government service exceeds an hour through the portal as shown in Appendix (B).
- 5.1.3** Update the field of the incident status every (4) hours, and until the end of the disruption, that contains the details of the disruption incident and the actions that has been taken.
- 5.1.4** Notify the beneficiaries of the affected service such as government entities, businesses, or individuals in case of needed, while updating DGA with the details of the notice.
- 5.1.5** Provide DGA with a report of the disruption incident within 5 working days of its end, by submitting the report through the portal as shown in Appendix (C).

5.2. Procedures to Submit a Report of Services Disruption of Digital Government Services as a Result of Maintenance or Update By the Service Owner

- 5.2.1** Register a crisis team through (Raqmi) in case the team is not previously registered as shown in Appendix (A), and maintain crisis team information by reviewing periodically and update it when needed.
- 5.2.2** Submit a report to DGA in the event of a possible disruption of a digital service for more than an hour as a result of maintenance or update of the service through (Raqami) as shown in Appendix (D).
- 5.2.3** Update the field for completing maintenance or updating as soon as it is completed through the portal as shown in Appendix (E).
- 5.2.4** Notify the beneficiaries of the affected service such as government entities, businesses, or individuals in case of needed, while updating DGA with the details of the notice.

5.3. Procedures to Submit a Report of Services Disruption of Digital Government Services by the Beneficiary Government Entities

- 5.3.1** Register a crisis team through (Raqmi) in case the team is not previously registered as shown in Appendix (A), and maintain crisis team information by reviewing periodically and update it when needed.
- 5.3.2** Submit a report to DGA when the duration of disruption of a digital government service is exceeded an hour, by submitting a complaint through the portal as shown in Appendix (F).

5.4. Response Procedures for Services Disruption Reporting of Digital Government Services by DGA.

5.4.1 DGA may, at its sole discretion, share the results of the initial or final reports, or part of it, as well as the lessons learned with the relevant entities, while maintaining the privacy and confidentiality of the information.

5.4.2 DGA has the right to follow up the implementation of corrective measures with the service owner.

5.4.3 DGA may, at its sole discretion, issue a statement on the incident of service disruption.

5.4.4 As the disruption continues, every (4) hours, the next (higher) level in the organization structure of DGA will be notified up to the level of the Chairman of DGA's Board of Directors which will be after the disruption exceeds (16) hours.

6. Table of Definitions

Term	Definition
DGA	Digital Government Authority
Beneficiary	Citizens, residents, visitors, government agencies, private sector, non-for-profit sector, inside or outside the KSA that require to interact with a government entity to receive any of the services offered in the Kingdom.
Government Entity	Ministries, authorities, public institutions, councils, national centers including any additional form of a public entity.
Raqami	A unified digital platform for the programs and products of the Digital Government Authority aimed at providing all services to the Authority's beneficiaries from the government entity, the private sector and suppliers with a distinctive digital experience
Digital Service	A group of digital procedures linked to each other to perform a full function offered by the government agency to the beneficiary through digital channels such as electronic portals and smart device applications, and it provides one main and specific deliverable. A group of related services will form a product, such as: Issue Passport, Renew Driving License, Query Traffic Violations, National ID Renewal
Disruption Incident	An expected or unexpected event that effects in the continuity and availability of digital services or a decrease in their quality.
Service Owner	Government entity who can benefit from the digital services of the owner.
Beneficiary Government Entities	Government entities who can benefit from the digital services of the service owner.
Full Disruption	An event that fully stops the continuity of the service provided by the service owner
Partial Disruption	An event that partially slows or stops the continuity of the service provided by the service owner
Scheduled Maintenance or Update	A Scheduled maintenance or an update as a part of routine operational work
Urgent Maintenance or Update	An Urgent maintenance or an update has not been previously scheduled and must be implemented immediately.

7. Appendices

7.1 Appendices A: Crisis Response Team Information Register

Crisis Response Team Information Register

Government Entity's Information:

Entity Name

Emirate of Eastern Province

Entity Location

-Choose the Entity's Location -

Crisis Team Leader Information

Crisis Team Leader

Phone Number

Crisis Team Standby Leader Information

Crisis Team Standby Leader

Phone Number

7.2 Appendices B: Reporting Digital Government Services Disruption Incident

Reporting Digital Government Services Disruption Incident

Government Entity's Information:

Entity Name

Entity Location

-Choose the Entity's Location -

Digital Government Services Disruption Incident Details:

The Effected Platform/Application

Platform Application

The Effected Services

Is the Platform/Application Being Run By the Service Owner?

Yes No

Incident Type:

Incident Date

Incident Description:

Will the Service Disruption Affect the Public/Private Sector?

Yes No

10

7.3 Appendices C: Incident Report

Incident Report

The teams worked on the incident

Add Team-Department

Team-Department	Team Responsibility
No data	

Previous Next 5/5 registers shown

When Was the Service Recovered:

How Was the Incident Discovered:

The Effects from Technical Perspective:

The Effects from Business Perspective:

The Main Reason of the Accident Based on Evidence:

Actions Taken to Recover the Service:

7.4 Appendix D: Notification of a Scheduled Maintenance or an Update

Notification of a Scheduled Maintenance or an Update

Government entity's information:

Entity name

Emirate of Eastern Province

Entity Location

-Choose the Entity's Location -

Maintenance or Update Details:

The Effected Platform/Application

Platform Application

Maintenance type:

Urgent Scheduled

Estimated Time for Maintenance or Update (Per Hour)

Is it Estimated that the Service Will Be Interrupted?

Yes No

Will the Service Disruption Affect the Public/Private Sector?

Yes No

Will the Service Disruption Affect Individuals?

Yes No

7.5 Appendix E: Maintenance or Update Report

Maintenance or Update Report

Maintenance or Update Report:

Start Date of the Maintenance or Update:

Is the Maintenance or Update complete?

Yes No

Reason:

Cancel

Send

7.6 Appendix F: File a Complaint About a Government Digital Service Disruption

File a Complaint About a Government Digital Service Disruption

Government entity's information:

Entity name

Entity location

-Choose the Entity's Location -

My effected services

The Effected Services

Service owner details:

Entity:

The Effected Platform/Application

Platform Application

The Effected Services

Was the Service Owner Notified?

Yes No

١٤٣٠



هيئة الحكومة الرقمية
Digital Government Authority